



## AVG Free Edition

### Reference Guide

Document revision 70.10 (01/12/2005)

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# AVG Free Edition

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## 1. Introduction

This **AVG 7.0 Free Edition Reference Guide** offers a general overview of the tasks and detection technologies provided by **AVG Free Edition**. We will briefly talk about the program installation, initial startup, configuration and use.

**AVG Free Edition is provided free-of-charge, and its functionality is limited. All functions provided within the AVG Free Edition respond to the AVG Professional Basic Interface level.**

**While using the AVG Free Edition you might discover you would like to have access to further and extended functionality of AVG Anti-Virus as provided within the AVG Professional Advanced Interface. Then, please visit the Grisoft website at [www.grisoft.com](http://www.grisoft.com) for information on AVG Professional purchase options.**

### 1.1 AVG Anti-Virus Program Purpose

#### a) Prevention

Ideally, you should prevent computer viruses from intruding into your computer. Today, the most common sources of virus infection include e-mail, virus propagation through shared disks in computer networks, and websites with potentially dangerous content. Other methods of transmission (on floppy or CD ROM disks) no longer occur as frequently as they once did, but they cannot be ignored. As to prevention, the most important aspect is to **protect your e-mail client!** Just as important is use of the **AVG Resident Shield** (on-access scanner) functionality that scans your files in the background as you open, run and save them.

#### b) Check on demand

There is also the potential risk that a computer virus has been transmitted to your computer prior to your AVG Free Edition installation or that you have neglected to keep your AVG Free Edition up-to-date with the virus database updates. For this reason, AVG Free Edition allows you to scan your computer for viruses using various available tests. You can use the **pre-defined tests**, and run them **manually** or you can **schedule** them to run automatically.

#### c) Virus removal

It is important to note that **some (but not all) viruses can be healed**. To heal a virus means to remove the virus from the infected file while returning the file to its fully functional form. There are many reasons why this may not always be possible. There are some viruses that do not actually infect files but create copies of themselves. These types of viruses cannot be healed; they can be **deleted, or moved to the AVG Virus Vault**, where they cannot cause damage to your computer.

#### **It is vital to keep your AVG Free Edition installation up-to-date!**

In addition to responsible computer usage, this is the most important way to provide the maximum level of protection against computer viruses.

### 1.2 Supported Operating Systems

**AVG Free Edition** is intended to protect workstations with the following operating systems: Windows 98, Windows Me or Windows 2000, and newer. It can also be run on Windows 95 or Windows NT but in this case the Internet Explorer 5.01 (or higher) installation is required.



## 2. The Installation Process

To download the installation file of **AVG Free Edition** visit the **AVG Free Edition** website at <http://free.grisoft.com/> and follow the main menu **Get AVG Free** link.

### 2.1 Setup - Welcome

Now you have started the installation process. In the **Welcome** window please read the **AVG Free Edition** copyright information, and proceed to the next window by clicking the **Next** button.

### 2.2 Setup – License Agreement

This window provides the full wording of the License Agreement. Please read it carefully, and if you accept all the points, confirm your approval by clicking the **Accept** button. If you do not approve to the License Agreement, the installation process will be terminated.

### 2.2 Setup – Acceptance Notice

Please notice that the AVG Free Edition is intended for home use only! Installation of this product in any other environment is a violation of the license agreement.

Also, there are significant differences and limitations in comparison with commercial (full) licenses of AVG Anti-Virus. You can reach the AVG Anti-Virus options in full extent by purchasing the AVG Professional – please refer to the [www.grisoft.com](http://www.grisoft.com) website for more information.

### 2.4 Setup – Select Installation Type

This window offers two option of **AVG Free Edition** Installation:

- **Standard Installation**  
Standard Installation will install the AVG Free Edition with the predefined configuration that secures the optimal anti-virus protection results. The Standard Installation is strongly recommended to most users!
- **Custom Installation**  
Custom Installation will allow you to define your own configuration parameters for the AVG Free Edition in the subsequent setup dialog windows. Select the Custom Installation only if you have an actual reason to change the preset configuration; and you are an experienced user!

Click the **Next** button to continue with the installation process.

### 2.5 Setup – Confirmation

You will be briefly taken through the **Checking System Status** dialog window, and again asked for cooperation in the **Confirmation** window. You should fill in the User Name; the License Number is automatically filled in. Also, within this dialog a short text is provided confirming the contact concluded between you and the Grisoft Company. By clicking the **Next** button you accept all contractual conditions.

### 2.6 Setup – Installation Summary

The last standard **Installation summary** window offers an overview of currently available setup information: AVG Free Edition installation destination folder, and your personal data. Click the **Finish** button to complete the installation process.

### 2.7 Setup – Applications Termination

Some of the applications that are currently open may conflict with the AVG Free Edition installation process; then you will see the **Applications Termination** window with a list of applications that must be closed. You can close all the listed applications manually, or the installation program will close them automatically after you click the **Next** button.

### 2.8 Setup – Installation Complete

The installation process is finalized when you get to the **Installation complete** window. Click **OK** to complete the AVG Free Edition installation process.



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**Note:**

*Should the installation fail for some reason, you will see the **Details** button in the dialog window. Click the button to display further diagnostic information. This data together with the installation log file AVG7INST.LOG (stored in the system's TEMP directory) will help you solve possible installation problems.*

**After installation, AVG Free Edition configuration is set up so that it provides optimal anti-virus protection. We strongly recommend that you keep to the default configuration unless you have an actual reason to change it!**



## 3. First Run Wizard

### 3.1 AVG Free Edition First Run

When you first install AVG Free Edition on your computer, the **AVG First Run Wizard** pops up to help you with the after installation settings. Though you can set all of the suggested parameters later on, it is recommended to take the wizard's tour to secure your computer's anti-virus protection in a simple way.

**Follow the steps described in each of the wizard's windows:**

**a) Welcome Screen**

The welcome window briefly summarizes the current AVG Free Edition status on your computer, and suggests the steps to be taken to optimize the anti-virus protection. Click the **Next** button to continue.

**b) AVG Free Update**

The **AVG Free Update** window will automatically check for and download the latest AVG Free update files. Click the **Run update** button to download the latest update files. If you are not online at the moment, make sure to run the update as soon as possible.

**c) Create Rescue Disk**

The **Create Rescue Disk** window will automatically create the rescue disk for possible further use. To create the rescue disk just click the **Create Rescue Disk** button.

(For a detailed description of the Rescue Disk refer to chapter [4. AVG Test Center/Quick Links/Rescue Disk.](#))

**d) Computer Scan**

The **Computer Scan** window will offer the Complete Test launch; the Complete Test detects and treats all viruses found. Click the **Scan Computer** button to start the test.

**e) AVG Free Registration**

It is recommended to register your copy of AVG Free: after the registration you will gain full access to the AVG Free Forum, and you will be able to receive the latest information about AVG Free product family.

**f) Your Computer is Protected**

Now your computer is scanned, and your AVG Free Edition configured properly. Click the **Continue** button to start using the AVG Free Edition.

### 3.2 AVG Free Edition Start

Next time you want to open the program you can do so:

- By double clicking on the AVG Free Edition icon created on your desktop
- From the Start menu:  
**Start/All programs/AVG Free Edition /AVG Free Edition for Windows**
- From the context menu of the AVG Free Edition icon on the system tray



## 4. AVG Test Center

The **AVG Test Center** provides access to most AVG Free Edition virus protection features: updating, scanning, task scheduling, and program configuration. The **AVG Test Center** opens with the following environment:



### 4.1 Quick Links

By default, in the **AVG Test Center** quick links menu you will find the following items:

#### a) Control Center

The **Control Center** menu item launches the **AVG Control Center**.

(For further description of the AVG Control Center refer to the [5.AVG Control Center](#) chapter.)

#### b) Virus Vault

The **Virus Vault** menu item launches the **AVG Virus Vault**.

(For further description of the Virus Vault refer to the [6.AVG Virus Vault](#) chapter.)

#### c) Help Topics

The **Help Topics** menu item launches a new window with structured topic related help.

#### d) Scheduler

The **Scheduler** menu item opens an overview of **AVG Free Edition** scheduled tasks providing the following information on each task: task name, its type, and times of the last and next planned task launch. Within the AVG Free Edition you are not allowed to create your own schedules.

#### Note:

All tasks in the AVG Free Edition Scheduled Tasks dialog are defined as Basic mode tasks, i.e. the task scheduling options correspond to the options provided within the AVG Professional Basic Interface, and are rather limited. For advanced test scheduling options you may want to check the AVG Professional possibilities – refer to the [www.grisoft.com](http://www.grisoft.com) website for more information.



## e) Rescue Disk

The **Rescue Disk** menu item launches a wizard that will lead you through the process of creating a rescue disk.

The Rescue disk will help you scan and clean files on your computer in MS-DOS mode (*from the command prompt*). The Rescue Disk can be used with the OS Windows 9x/Me only. This function is useful when you need to remove viruses from a computer:

- that has sharing violations problems
- to which you do not have sufficient access rights
- that has its system areas infected

## f) Test Results

The **Test Results** menu item provides an overview of recently run tests (test name, date, and exact time, number of scanned objects, number of viruses found, and number of possible errors). Here you can review the specific test results details, configure test settings, and delete selected test results from the list.

## 4.2 Main Menu

The **AVG Test Center** also provides top menu navigation. Most options that can be run from the top menu are covered by the above described quick links but there are some more:

### a) Program

- *Program/Export List to File* – allows you to export the displayed list into a file
- *Program/Print* – allows you to print out the displayed list
- *Program/Exit* – closes the Test Center

### b) Tests

- *Tests/Scan System Areas* – launches the test scanning computer system areas
- *Tests/Scan Computer - Complete Test* – launches the complete test of your computer
- *Tests/Scan Selected Areas* – launches the test of selected areas of your computer
- *Tests/System Areas Test Settings* – opens the System Areas Test configuration dialog
- *Tests/Complete Test Settings* – opens the Complete Test configuration dialog
- *Tests/Selected Areas Test Settings* – opens the Selected Areas Test configuration dialog

All tests are described in details in the [7.Tests](#) chapter of this Reference Guide.

### c) Service

- *Service/Program Settings* - allows you to configure specific program parameters
- *Service/Check for Updates* – allows you to check for new update files, and if found, to perform the update immediately
- *Service/Schedule Update* – allows you to specify at what time the update should be run

#### **Note:**

*Again, the AVG Free Edition Service options are rather limited. If you want to be able to configure the AVG Anti-Virus according to your specific needs, you should check the AVG Professional possibilities – refer to the [www.grisoft.com](http://www.grisoft.com) website for more information.*

### d) Information

- *Information/About AVG Free* – offers an overview of general AVG Free Edition information
- *Information/Buy AVG Anti-Virus* – leads you to the Grisoft online shop where you can purchase AVG Professional
- *Information/Contacts* – provides AVG Free Edition distributor's contact information
- *Information/Help – Online Services* – takes you to the AVG Free website where you can use various AVG Free related online services (registration, documentation download, AVG forum, etc.)
- *Information/ Help – Help Topics* – launches a window with the topic related help information
- *Information/ Register Online* – takes you to the online AVG Free registration



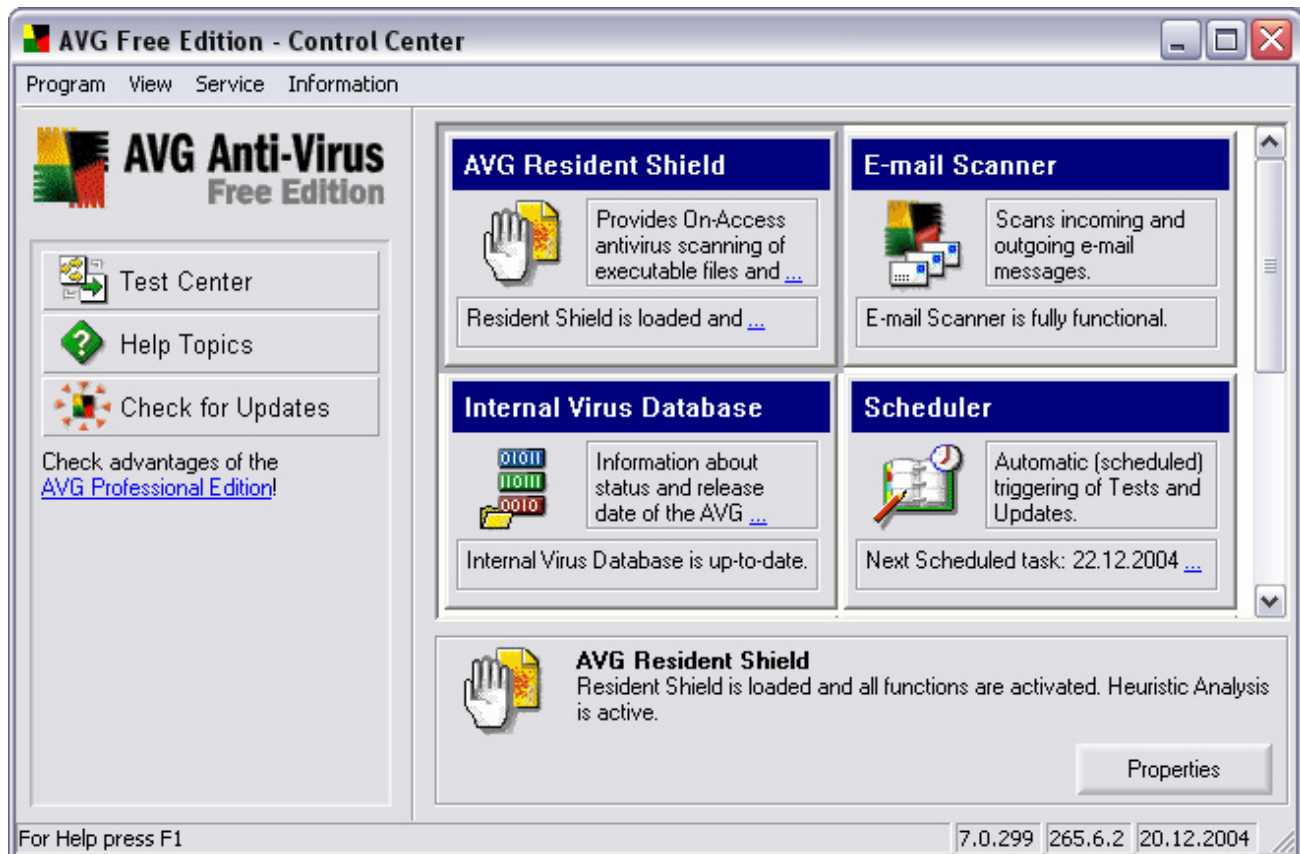


## 5. AVG Control Center

The **AVG Control Center** is the AVG Free Edition main control component. The **AVG Control Center** is launched each time a user logs on. You can use it to specify various AVG Free Edition parameters and to monitor the status of each component.

The full color (yellow, black, red, and green) of the **AVG Control Center** icon on your Windows Taskbar indicates active and functional operation of all system components. Gray icon coloring indicates a problem (inactive component, error status, etc.). Double-click the icon to open the main **AVG Control Center** screen.

### 5.1 AVG Control Center Environment



The **AVG Control Center** quick links (left menu) offer shortcuts leading to the AVG Free Edition main components and functionalities, as well as the menu items in the **AVG Test Center** described in chapter 4. [AVG Test Center/Quick Links](#).

### 5.2 AVG Free Edition Components

In the main box of the **AVG Control Center** you can see several panels representing AVG Free Edition components controlled from the **AVG Control Center**. To administer the selected component, just click the respective panel, and use the operating buttons in the bottom section of the **AVG Control Center** window.

Whenever a component's state is in error (*e.g. the virus database has not been updated recently, and expired*), the component's panel within the **AVG Control Center** gets highlighted in red color to notify you, and the program system tray icon turns grey. It is recommended that you pay attention to this kind of notice, and keep the state of all components optimal in order to ensure the proper functioning of your AVG Free Edition. To repair the component's status, use the **AVG Control Center** application.

Every **AVG Control Center** panel carries this information:

- **Component's name** – e.g. AVG Resident Shield



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- **Component's description** – brief information about the component's functionality
- **Component's current status** – reduced information about the component's current status

**The AVG Control Center allows management of these AVG Free Edition components:**

**a) AVG Resident Shield**

The **AVG Resident Shield** performs on-access scanning of files and documents.

**b) E-mail Scanner**

The **E-mail Scanner** scans incoming and outgoing e-mail messages.

**c) Internal Virus Database**

The **Internal Virus Database** contains information about all currently known viruses.

**Important:**

*Updates are issued several times a week according to the current state of virus attack. If the virus database is older than 7 days, it is considered to be outdated. To signal this, the component changes its internal state to error and turns red. Please remember that reliable anti-virus protection can be achieved only if you update your anti-virus system regularly and frequently.*

**d) Scheduler**

The **Scheduler** controls planned task initiation.

**e) Shell Extension**

The **Shell Extension** activates AVG Free Edition functionality in the Windows Explorer application so that you can scan locations and objects within the Windows Explorer file browser by clicking the right mouse button and selecting the **Scan with AVG Free** option.

**f) Update Manager**

The **Update Manager** controls AVG Free Edition updates.

**g) Virus Vault**

The **Virus Vault** works as a store of suspect/infected objects, and provides options for their further treatment.

**Note:**

*We would like to remind you of the AVG Free Edition limitations: some AVG Free Edition components configuration and functionality is restricted. You can reach the AVG Anti-Virus options in full extent by purchasing the AVG Professional – please refer to the [www.grisoft.com](http://www.grisoft.com) website for more information.*



## 6. AVG Virus Vault

The **AVG Virus Vault** application is a safe environment for management of suspect or infected objects detected during AVG Free Edition scanning.

Once an infected object is detected during scanning, and AVG Free Edition is not able to heal it automatically, you are asked to decide what to do with the suspect object. The recommended solution is to move the object to the **AVG Virus Vault** for further treatment.

Viruses can be detected by any of various AVG Free Edition components, such as AVG Resident Shield and AVG E-mail Scanner. Viruses can also be found when running a test from the AVG Test Interface or even when using Windows Explorer.

### a) What should I do when a virus is detected?

Whenever AVG Free Edition detects a virus, we recommend that you try to heal the infected object as the first option. When AVG Free Edition is unable to heal the virus (this may occur for any of many reasons, including the distortion of the original file by the virus) use the next alternative – move it to the AVG Virus Vault. The last option is to delete the infected object (which is often the virus itself).

### b) Why can't every virus be healed?

In order for a file to be healed, it must be returned to exactly its original form! Because of this, not all files can be healed. The reason for this is that some viruses do not infect the original file but rewrite it, or they create copies of themselves. As such, it would not be possible to re-acquire the original form of the file (it would not be complete or would not exist at all once the virus is removed) or to ensure that the functionality of such a "healed" object was as intended in the original (e.g. in an executable program). In these cases, the only possibility to ensure that your data is protected is to remove the infected files from the (hard) disk and, when possible, restore the original file from your back-up.

### c) What should I do with an unknown virus?

When AVG Free Edition has designated a file as being suspicious or as being infected by an unknown virus, you can e-mail the file to Grisoft ([virus@grisoft.com](mailto:virus@grisoft.com)). You can do so directly from the AVG Virus Vault. Use this e-mail address to send files that you suspect of containing a virus, even when AVG Free Edition has not detected any viruses. For additional help concerning viruses, please consult the FAQ section on the Grisoft Website.

### d) AVG Virus Vault Environment

Every detected infected object should be moved to the AVG Virus Vault. Within the AVG Virus Vault you can explore the object, delete it, or heal and restore the object if the cure has been implemented already. Also, you can send the object to the AVG Anti-Virus vendor for in-depth analysis.

The AVG Virus Vault offers a review of objects that have been detected as suspicious or infected, and provides this information about them: object status (infected / cured), object type (object / back-up), virus name, object's original location, date and time of the object's detection, file name, and file size.



## 7. Tests

One of the AVG Free Edition main features is on-demand scanning. On-demand tests are designed to scan various parts of your computer whenever suspicion of virus infection arises. The recommended interval for complete system scanning is at least once a day.

All the on-demand-scanning tests are run from the **AVG Test Center** environment. Tests can be also planned and run according to the preset schedule.

You can change the test configuration according to your needs if you have an actual reason to do so. However, for less experienced computer users it is strongly recommended to keep the default test configuration.

**Different test types are available with vendor preset parameters, by default:**

**a) System Areas Test**

The **System Areas Test** will scan all system areas of your computer, and will detect and possibly heal or remove any virus found.

**b) Complete Test**

The **Complete Test** will scan all hard drives of your computer, and will detect and possibly heal or remove any virus found.

**c) Selected Areas Test**

The **Selected Areas Test** will scan all selected areas of your computer: you can specify the folders and files in your computer's navigation tree. The Selected Areas Test target will detect and possibly heal or remove any virus found.

**Note:**

*As with the other AVG Free Edition options, the AVG Free Edition testing possibilities are also limited. You can reach the complete AVG Anti-Virus options by purchasing the AVG Professional – please refer to the [www.grisoft.com](http://www.grisoft.com) website for more information.*



## 8. AVG Email Scanner

### 8.1 What is the E-mail Scanner

**AVG EMS** stands for the **AVG E-mail Scanner**, and it is the AVG Free Edition component used to check incoming/outgoing email messages. **AVG E-mail Scanner** can be controlled from the **AVG Control Center** – see the component **E-mail Scanner**.

**AVG EMS** works as a filter between the e-mail programs you use (e.g. MS Outlook Express, Incredimail, The BAT!, etc.) and your Internet/e-mail communication provider. AVG Free Edition collects both incoming and outgoing messages, saves them in a temporary directory for virus scanning, and then actually receives/sends them.

By default, right after installation **AVG EMS** runs in fully automatic mode, e.g. it does not require any further configuration. However, if the communication is encrypted using SSL, it is not possible to run the **AVG EMS** in automatic mode; you need to manually define **AVG EMS** parameters. For details on the AVG EMS manual configuration please refer to the Grisoft website <http://www.grisoft.com>. Detailed information can be found either in the FAQ section, or you can download a supplementary documentation on AVG E-mail Scanner from within the Download/Documentation section.

**Warning:**

*If you work with Webmail (such as hotmail.com, msn.com, yahoo.com, etc.), you are using your Internet browser (for example, MS Internet Explorer) only to access your e-mail box, and your attachments are not downloaded to your computer until you access them. The main risk that you face in this case comes from e-mail message attachments. Because of this, your e-mail is not scanned by the available plug-ins, and scanning of the potentially dangerous attachments takes place as you access them. We recommend using AVG Free to check any executable file or MS Office documents that you receive through electronic mail.*



## 9. Program Updates

Any anti-virus system can guarantee reliable protection only if it is updated regularly. **AVG Free Edition** provides a reliable and fast update service with quick response times. Modern viruses spread very quickly and infect huge numbers of workstations in almost no time.

### 9.1 Update Levels

**AVG Free Edition** offers three update levels to select from:

- **Priority update**  
The priority update contains changes necessary for a reliable anti-virus protection. Typically, it does not include any changes to the code and updates only the virus definition database. This update should be applied ***as soon as it is available.***
- **Recommended update**  
The recommended update contains various program changes, fixes and improvements.
- **Optional update**  
The optional update reflects changes that are not necessary for program functionality – texts, updates of the setup component, etc. Optional updates can be downloaded and applied together with recommended updates but their importance is rather low.

Within the **AVG Free Edition** you are not allowed to create your own update schedules. The update is run daily, and you can only decide at what time it should be started.

### 9.2 Update Types

You can distinguish between two types of update:

- **On demand update**  
An on demand update is an immediate **AVG Free Edition** update that can be performed any time the need arises.
- **Scheduled update**  
Within the **AVG Free Edition** a preset update schedule is configured by default. The planned update is performed once a day.



## 10. Firewall Settings

In case you have installed **AVG Free Edition** on your computer, and you are running a firewall at the same time, you might be experiencing problems while sending/receiving email messages and/or **AVG Free Edition** updates. Therefore we would like to provide you with the settings instructions and recommendations for the following firewalls:

- [Windows XP built-in firewall](#)
- [Kerio Personal Firewall](#)
- [Zone Alarm Pro firewall](#)

### 10.1 Windows XP built-in firewall

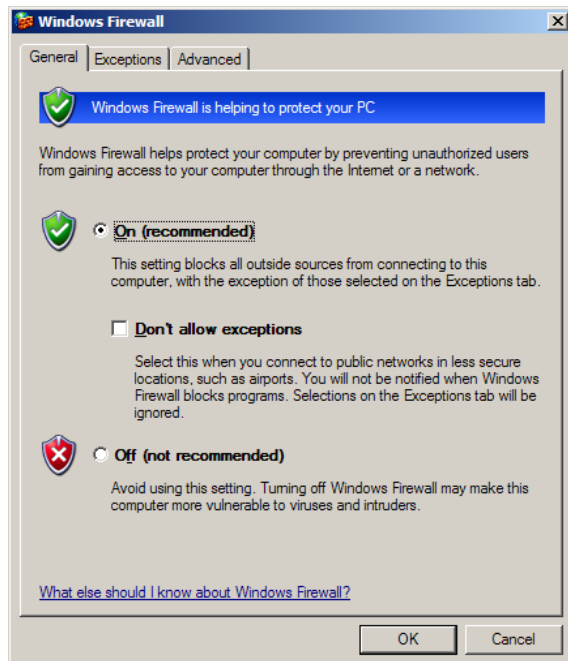
Typically, the Windows XP built-in firewall default settings correspond very well with the **AVG Free Edition** configuration. Most probably no problems will occur at all. However, should you run up against problems, please follow these steps:

#### a) Windows XP Firewall Settings

Open the Windows Firewall settings dialog window:

**Start / Settings / Control Panels / Window Firewall**

On the **General** tab make sure the **Do not allow exceptions** option is not selected.



#### b) Define Exceptions

Switch to the **Exceptions** tab with the list of applications that are blocked to access to the Internet. You need to allow access to Internet for all **AVG Anti-Virus** applications. To do so, mark each check box related to an AVG application in the list of programs and services (*see the following screenshot*).

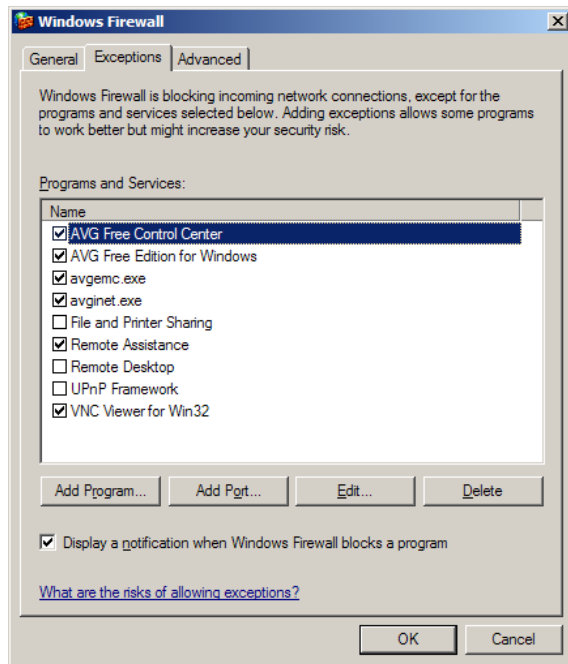
For **AVG Free Edition** the applications to be selected from the list and marked as allowed are:

- AVG Free Control Center (file avgcc.exe)
- AVG Free Edition for Windows (file avgw.exe)
- avginet.exe
- avgemc.exe

If these applications are not listed in the list of exceptions, you need to add them manually. This can be done using the **Add Program** button:

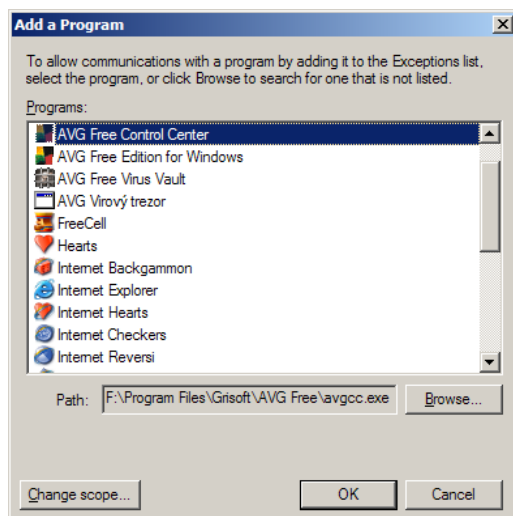


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## c) Add a New Program

A new dialog window opens providing a list of programs that can be added to the previously seen Windows Firewall list of exceptions. Select the AVG applications from the list, and confirm adding it to the Windows Firewall list of exceptions by pressing the **OK** button (see the following screenshot).

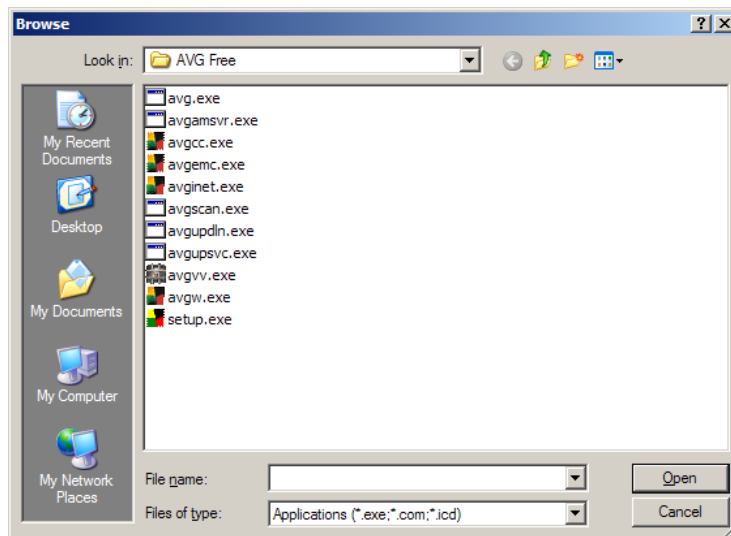


In case you are not able to see any AVG application in the program list, you have to add them manually. Click the **Browse** button, and find the above listed files (avgw.exe, avgcc.exe, avginet.exe, and avgemc.exe) in the **AVG Free Edition** program folder (by default C:\Program Files\Grisoft\AVG Free):





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Confirm adding the selected files by pressing the **OK** button in the **Add a Program** dialog window.

## 10.2 Kerio Personal Firewall

With the Kerio Personal Firewall you will probably need to configure the settings so that it is allowed for the **AVG Free Edition** (and its applications) to connect to the Internet (send/receive data), and to launch other applications (to update). To configure the Kerio Personal Firewall settings, follow these steps:

### a) Run Kerio Personal Firewall

### b) Network Security

In the **Network Security** item (left menu), **Application** tab (top menu) you are able to overview a list of programs with the information on whether these are allowed to connect to the Internet. In the list, verify that all AVG applications are labeled as **permit**.

If not, you need to change the AVG applications' status. To do so, right click on every item and select the **Permit** option from the context menu.



### c) System Security

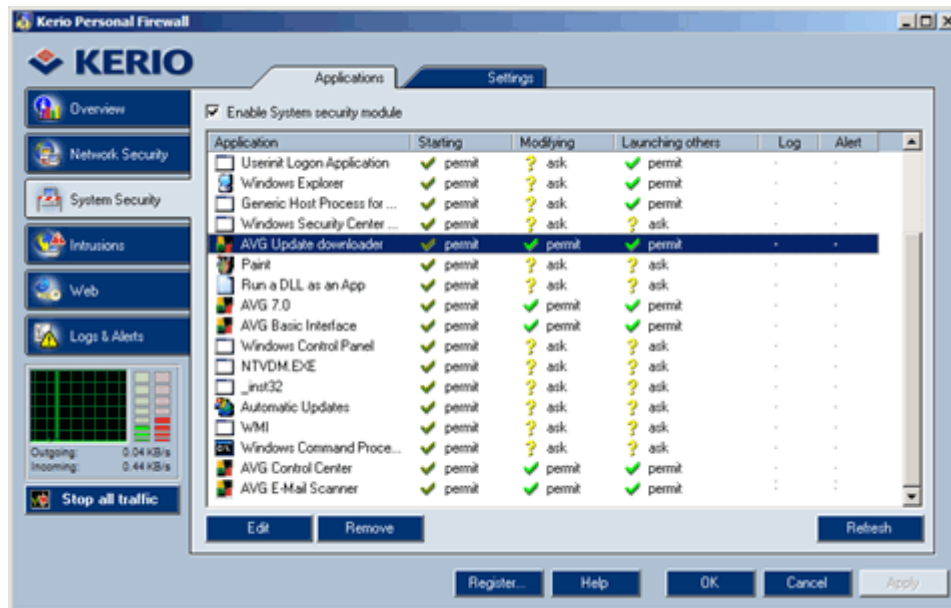
In the **System Security** item (left menu), **Application** tab (top menu) you are able to overview a list of programs with the information on whether these are allowed to launch other application. Again, you



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need to make sure all AVG applications listed are labeled as **permit** to launch other applications (e.g. updates).

If not, you need to change the AVG applications' status. To do so, right click on every item and select the **Permit** option from the context menu.



Confirm all changes by pressing the **Apply** button.

## 10.3 Zone Alarm Pro

With the Zone Alarm Pro you will probably need to configure the settings so that it is allowed for the **AVG Free Edition** (and its applications) to connect to the Internet (send/receive data), and to launch other applications (to update). To configure the Zone Alarm Pro settings, follow these steps:

### a) Run Zone Alarm Pro

### b) Program Control

In the **Program Control** item (left menu), **Programs** tab (top menu) you are able to overview a list of programs with the information on whether these are allowed to connect to the Internet. In the list, verify that all AVG applications are labeled as allowed (*green confirmation mark*).

If not, you need to change the AVG applications' status. To do so, right click on every item and select the **confirmation mark** from the context menu.



# AVG Free Edition



## c) Add a Program

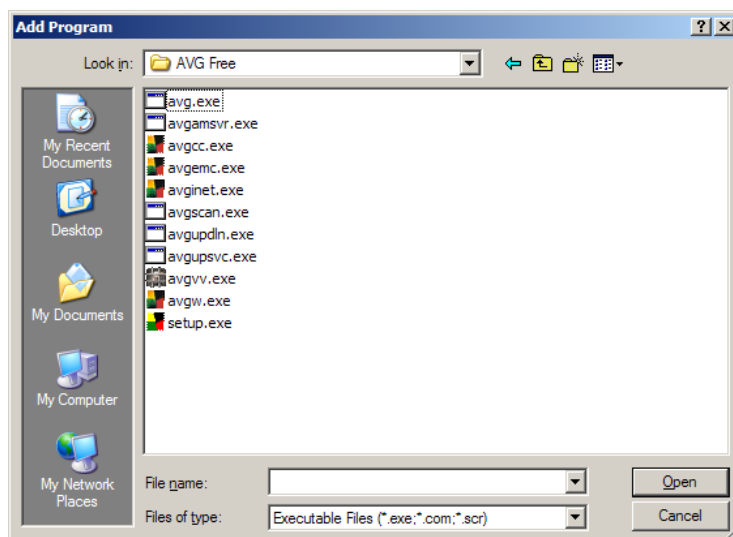
For **AVG Free Edition** the listed applications marked as allowed are:

- AVG E-Mail Scanner (avgemc.exe)
- AVG Update downloader (avginet.exe)

### Note:

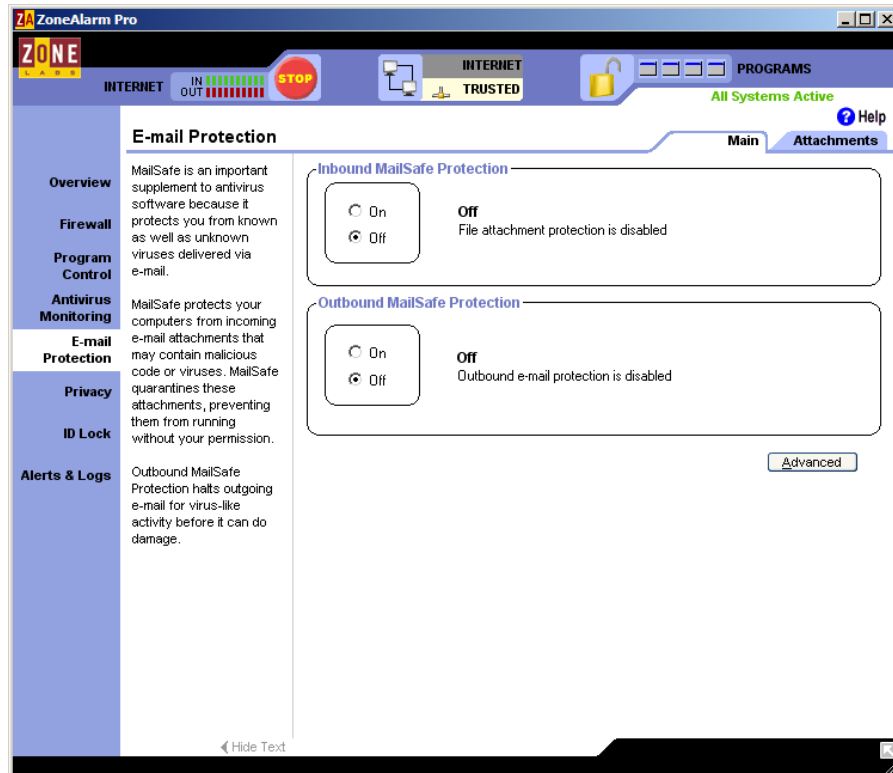
*AVGEMC.EXE is installed only if you use an e-mail client not directly supported by AVG plugin; if you do, then AVGEMC.EXE was not installed. AVGINET.EXE should be listed in ZoneAlarm so that you can download signature and program updates.*

If these applications are not listed, you need to add them manually. Use the **Add** button to open a new dialog window where you can specify the files on your local disk. By default, the files are located in the **AVG Free Edition** program folder (C:\Program Files\Grisoft\AVG Free).



## d) E-mail Protection

In the **E-mail Protection** item (left menu), **Main** tab (top menu) you need to disable the built-in inbound/outbound email protection provided by the Zone Alarm Pro. By switching the Zone Alarm Pro implemented email verification off you will enable the more comprehensive **AVG Free Edition** email control.





## 11. FAQ and Technical Support

Should you have any problems with your **AVG Free Edition**, please refer to the FAQ section of the Grisoft.com website at <http://www.grisoft.com> (FAQ).

Unfortunately, no technical support is available for the **AVG Free Edition**.