

Quick Start: AVG Business Antivirus

For more help or troubleshooting, please visit our online documentation:

<https://businesshelp.avast.com/>

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Setting Up your Device

Verify System Requirements

AVG Business Antivirus Endpoints

Windows:

- 7 SP1 or higher, 8.x except RT and Starter Edition, 10 except Mobile and IoT Core Edition
- Server 2008 R2, 2012 R2, 2016, 2019, all any edition with latest service pack excluding Server Core
- Microsoft Exchange Server 2010 SP2, 2013, 2016, 2019
- Microsoft SharePoint Services 3.0 and SharePoint Server 2010 and higher

Verify Firewall Requirements

For overall functionality, and to enable the AVG Business Antivirus clients to authenticate/update, you must allow certain ports and URL addresses through your Firewall or Proxy Server.

Ports

TCP & UDP:

- 80 – Internet Vulnerability Checks and Feature Updates

URLs

- *.avast.com
- *.avg.com
- *.avcdn.net
- *.mailshell.net (only if using Anti-Spam)

Installing AVG Business Antivirus on Devices

For unmanaged AVG Business Antivirus, you can download the installer from <https://www.avg.com/en-us/installation-files-business>. On the Business tab, select the installer for the Antivirus version you have. When the installer is downloaded, you can run it on the device you would like to install Antivirus on.

Customizing Installation

1. Copy the installer file to a location accessible by the end device
2. Double-click on the installer file to run it
3. If asked to allow the application to make changes to your device, click **Yes**
4. Click **Customize**, then do one of the following:
 - Select **Recommended protection** to install all components
 - Select **Minimal protection** to install only File, Web, and Email Shield
 - Select **Custom protection** so you can check and uncheck the specific components you would like to install.
5. Click **Install** and wait while AVG Business Antivirus is installed on your device
6. When prompted, restart the device

Recommended Components for Servers and Workstations

A Business environment has different needs than those of consumers, and therefore certain components are not recommended for use in such a network even though they are available in AVG Business Antivirus.

Recommended for Business Environments

The following components should be uninstalled completely or disabled by setting the sliders to **Off**:

- Real Site
- Wi-Fi Inspector

If these components are not removed, you may encounter instability in the network, slower computer operation, or errors.

Recommended for Servers

The following components should be uninstalled completely or disabled on servers by setting the sliders to **Off** or by not installing them on the device entirely:

- Web Shield
- Mail Shield

Activating Licenses on your Device

You can activate your AVG Business Antivirus subscription after you have installed the program on your device(s).

1. Open the AVG Business Antivirus UI on the device
2. Click **MyAVG** or **Menu**
3. Click **Enter activation code**
4. Type in your activation code/wallet key, then click **Enter**
5. If necessary, confirm the details of your subscription and the involved components

Settings Configuration and Components

There are many components that come along with AVG Business Antivirus, both in the baseline Antivirus and in the additional versions.

Antivirus Components by Product License

Component	AVG Email Server Business	AVG File Server Business	AVG Antivirus Business	AVG Internet Security Business
File Shield	X	X	X	X
Web Shield			X	X
Email Shield			X	X
Anti-Spam	X	X		X
Enhanced Firewall			X	X
Behavior Shield			X	X
Data Safe			X	X
Exchange	X	X		X
Sharepoint	X	X		X
Data Shredder			X	X

Enabling and Disabling Components

Many of the shields and tools available in AVG Business Antivirus can be enabled or disabled on the device. This is especially useful if you are trying to install only a few of the components on a server, or just keeping your number of tools to a minimum.

1. Open the AVG Business Antivirus client UI
2. Click on the proper button for the component you are trying to enable or disable:
 - **Computer:** File Shield, Behavior Shield
 - **Web & Email:** Web Shield, Email Shield
 - **Hacker Attacks:** Enhanced Firewall
 - **Payments:** Anti-Spam
3. Beside the component you want to alter, do one of the following:
 - To enable the component, move the slider to **On**
 - To disable the component, move the slider to **Off**

4. If required, confirm your choice

Installing and Uninstalling Components

Most Active Protection features are installed with AVG Business Antivirus, but these components can be uninstalled and reinstalled as needed via the Troubleshooting menu.

1. Open the AVG Business Antivirus client UI
2. Navigate to **Menu** ▶ **Settings** ▶ **General** ▶ **Troubleshooting**
3. Click **Add/Modify Components**
4. Beside the components you want to alter, do one of the following:
 - If the component is not yet installed, check the box beside it
 - If the component is already installed, uncheck the box beside it
5. Click **Change** to confirm once you are finished making your edits

For more details on configuring the various components available in the settings of AVG Business Antivirus, see [Configuring Settings in AVG Business Antivirus](#).

Configuring Exclusions

Wildcards

Many of the Shields and other components included in AVG Business Antivirus, as well as the main Antivirus itself, enable you to configure exclusions or block specific paths. Wildcards help when you do not know the exact file path or file name of files you want to include or exclude, or if you want to indicate multiple files in one path. Not all file paths allow the use of wildcards.

Character	Meaning
?	Replaces a single character For example: ab?.html matches the files abc.html, abd.html, abe.html, etc. It will not match the file abc.htm.
*	Replaces zero or more characters

Character	Meaning
	For example: *mtl matches the files abc.html and d.html. *txt matches the files abc.txt, x.txt, and xyztxt.

Exclusions

You can configure exclusions that will propagate across all of the various Shields and components of AVG Business Antivirus in the *Exceptions* tab of the **Settings** ► **General** page.

Adding Exceptions

1. Open the AVG Business Antivirus client UI
2. Click **Menu** in the top-right, then **Settings**
3. In the **General** ► **Exceptions** section, click **Add Exception**, then do one of the following:
 - Enter or browse to a file path you would like to exclude
 - Enter or browse to a folder path you would like to exclude
 - Enter a URL you would like to exclude
4. Click **Add Exception** when you are finished

Configuring Automatic Updates

You can automatically update the virus definitions and AVG Business Antivirus program version on your device(s) when new updates are available. You can also set your device(s) to update manually. For more information, see [Updating AVG Business Antivirus](#).

Configuring Automatic Updates

1. Click **Menu** in the top-right of the UI
2. Click **Settings**
3. In the *General* section, navigate to the **Update** tab
4. Beside the two **Check for Updates** buttons, click **More options**
5. Select **Automatic Update**

Creating and Configuring Scans

You can configure the types of files and programs that are scanned by AVG Business Antivirus in the Scans settings. Therefore, the main details for what will be scanned are configured in the scan settings, while exclusions are configured in the General section.

Types of Scans

- **Deep Scan**—Run an in-depth scan of your system, checking all hard drives, rootkits, and auto-start programs
- **File or Folder Scan**—Scans only the folders you select when you initiate the scan
- **Explorer Scan**—Performs a scan of folders or drives that you specify, but is only available in the Windows context menu when you right-click on a file, folder, or drive
- **Boot-time Scan**—Run a scan when the device boots up

You can access the settings for the various scan types by clicking Menu > Settings, then navigating to Protection > Virus Scans.

Customizing Deep Scans

Sensitivity

You can determine the sensitivity of the scan by adjusting the scan sensitivity settings. The higher the sensitivity, the higher the protection and potential for false positive malware detections. Reducing the sensitivity reduces the chance of false positive detections, but may also reduce the effectiveness of the scans. Scan sensitivity can be adjusted to Medium, High, or Low sensitivity by dragging the slider.

Scan for potentially unwanted programs (PUPs): enables AVG to scan for programs that are stealthily downloaded with other programs and can perform unwanted activity

Follow links during scan: enables AVG to scan other files used by the files being scanned for potentially harmful content

Test whole files (very slow for big files): enables AVG to scan entire files rather than only the parts typically affected by malicious code

Scan priority: determines how many resources can be utilized by AVG during the scan. Higher priority means a faster scan, but may slow down other processes on the device

Scan Areas

Select or tick the boxes beside the listed areas to include them in your scan. The main area options are:

- **All harddisks:** enables AVG to scan all hard drives on your PC
- **System drive:** the options in this section apply to data that is stored on physical devices such as hard drives and USB sticks

The following options for scanning will be applied to the area specified above.

All removable media: enables AVG to scan applications that launch automatically when you insert a USB or other removable device into your PC

Rootkits: enables AVG to scan for hidden threats in the system

UEFI BOOT: enables AVG to scan the main firmware interfaces during boot-up

CD-ROM & DVD drives: enables AVG to scan CD and DVD drives for malicious content

Modules loaded in memory: enables AVG to scan applications and processes that launch after system startup or run in the background

Packers and Archives

In the Packers and Archives section you can specify the compressed file types that you want AVG to unpack during the scan.

- **Scan only common installers:** scans the contents of executable files utilized when installing applications
- **Scan all archives:** scans all archive file contents, which may slow down the scan considerably
- **Don't scan archives:** disables AVG from scanning archive files

File Types

Specify the file types that are prioritized when scanning your PC for malware:

- **Content based types (slow):** scans files that are typically most vulnerable to malware attacks
- **Name extension based types (fast):** scans files with only risky extensions, such as .exe, .com, .bat
- **Scan all files (very slow):** scans all files on your PC for malware

Perform automatic actions during this scan: enable this option and define the automatic action when an infected file is found:

- **Fix automatically:** enables AVG to repair the infected file. If repair is not possible, the file is moved to Quarantine, and if that fails the file is deleted
- **Move file to Quarantine:** the infected file will not be repaired automatically, but will be moved to Quarantine
- **Delete File:** AVG will not try to repair the infected file or move it to Quarantine, instead the file will be deleted automatically

Shut down computer after scan finishes: enables AVG to shut down your computer after the scan completes

Generate report file: enables AVG to create and store a report file automatically. The report file location is listed beneath this option.

Exceptions

Although it is not recommended to exclude any files or folders from a scan, you can define certain exceptions to temporarily exclude particular files or folders from a scan for troubleshooting purposes. At the bottom of the scan settings page, click **View exceptions**. From there you can follow the steps in [Configuring Standard Antivirus Exceptions](#).

Customizing File or Folder Scans

Sensitivity

You can determine the sensitivity of the scan by adjusting the scan sensitivity settings. The higher the sensitivity, the higher the protection and potential for false positive malware detections. Reducing the sensitivity reduces the chance of false positive detections, but may also reduce the effectiveness of the scans. Scan sensitivity can be adjusted to Medium, High, or Low sensitivity by dragging the slider.

Scan for potentially unwanted programs (PUPs): enables AVG to scan for programs that are stealthily downloaded with other programs and can perform unwanted activity

Follow links during scan: enables AVG to scan other files used by the files being scanned for potentially harmful content

Test whole files (very slow for big files): enables AVG to scan entire files rather than only the parts typically affected by malicious code

Scan priority: determines how many resources can be utilized by AVG during the scan. Higher priority means a faster scan, but may slow down other processes on the device

Packers and Archives

In the Packers and Archives section you can specify the compressed file types that you want AVG to unpack during the scan.

- **Scan only common installers:** scans the contents of executable files utilized when installing applications
- **Scan all archives:** scans all archive file contents, which may slow down the scan considerably
- **Don't scan archives:** disables AVG from scanning archive files

File Types

Specify the file types that are prioritized when scanning your PC for malware:

- **Content based types (slow):** scans files that are typically most vulnerable to malware attacks
- **Name extension based types (fast):** scans files with only risky extensions, such as .exe, .com, .bat
- **Scan all files (very slow):** scans all files on your PC for malware

Perform automatic actions during this scan: enable this option and define the automatic action when an infected file is found:

- **Fix automatically:** enables AVG to repair the infected file. If repair is not possible, the file is moved to Quarantine, and if that fails the file is deleted
- **Move file to Quarantine:** the infected file will not be repaired automatically, but will be moved to Quarantine
- **Delete File:** AVG will not try to repair the infected file or move it to Quarantine, instead the file will be deleted automatically

Shut down computer after scan finishes: enables AVG to shut down your computer after the scan completes

Generate report file: enables AVG to create and store a report file automatically. The report file location is listed beneath this option.

Customizing Explorer Scans

Sensitivity

You can determine the sensitivity of the scan by adjusting the scan sensitivity settings. The higher the sensitivity, the higher the protection and potential for false positive malware detections. Reducing the sensitivity reduces the chance of false positive detections, but may also reduce the effectiveness of the scans. Scan sensitivity can be adjusted to Medium, High, or Low sensitivity by dragging the slider.

Scan for potentially unwanted programs (PUPs): enables AVG to scan for programs that are stealthily downloaded with other programs and can perform unwanted activity

Follow links during scan: enables AVG to scan other files used by the files being scanned for potentially harmful content

Test whole files (very slow for big files): enables AVG to scan entire files rather than only the parts typically affected by malicious code

Scan priority: determines how many resources can be utilized by AVG during the scan. Higher priority means a faster scan, but may slow down other processes on the device

Packers and Archives

In the Packers and Archives section you can specify the compressed file types that you want AVG to unpack during the scan.

- **Scan only common installers:** scans the contents of executable files utilized when installing applications
- **Scan all archives:** scans all archive file contents, which may slow down the scan considerably
- **Don't scan archives:** disables AVG from scanning archive files

File Types

Specify the file types that are prioritized when scanning your PC for malware:

- **Content based types (slow):** scans files that are typically most vulnerable to malware attacks
- **Name extension based types (fast):** scans files with only risky extensions, such as .exe, .com, .bat

- **Scan all files (very slow):** scans all files on your PC for malware

Perform automatic actions during this scan: enable this option and define the automatic action when an infected file is found:

- **Fix automatically:** enables AVG to repair the infected file. If repair is not possible, the file is moved to Quarantine, and if that fails the file is deleted
- **Move file to Quarantine:** the infected file will not be repaired automatically, but will be moved to Quarantine
- **Delete File:** AVG will not try to repair the infected file or move it to Quarantine, instead the file will be deleted automatically

Shut down computer after scan finishes: enables AVG to shut down your computer after the scan completes

Generate report file: enables AVG to create and store a report file automatically. The report file location is listed beneath this option.

Customizing Boot-time Scans

Sensitivity

You can determine the sensitivity of the scan by adjusting the scan sensitivity settings. The higher the sensitivity, the higher the protection and potential for false positive malware detections. Reducing the sensitivity reduces the chance of false positive detections, but may also reduce the effectiveness of the scans. Scan sensitivity can be adjusted to Medium, High, or Low sensitivity by dragging the slider.

Scan for potentially unwanted programs (PUPs): enables AVG to scan for programs that are stealthily downloaded with other programs and can perform unwanted activity

Unpack archive files: enables AVG to extract ('unpack') files and folders from archives for scanning

Scan Areas

Select or tick the boxes beside the listed areas to include them in your scan. The main area options are:

- **All harddisks:** enables AVG to scan all hard drives on your PC
- **System drive:** the options in this section apply to data that is stored on physical devices such as hard drives and USB sticks

The following options for scanning will be applied to the area specified above.

Auto start programs: enables AVG to check all auto-start programs

Perform automatic actions during this scan: enable this option and define the automatic action when an infected file is found:

- **Fix automatically:** enables AVG to repair the infected file. If repair is not possible, the file is moved to the Virus Chest, and if that fails the file is deleted
- **Move file to Virus Chest:** the infected file will not be repaired automatically, but will be moved to the Virus Chest
- **Delete File:** AVG will not try to repair the infected file or move it to the Virus Chest, instead the file will be deleted automatically

There are many more features and options available in AVG Business Antivirus. For more information, please see our Knowledge Base at <https://businesshelp.avast.com/>.