

avast! Internet Security 5.0

Quick Start Guide

Welcome to avast! Internet Security 5.0

avast! antivirus 5.0 represents the start of a new era of virus protection for Alwil Software. avast! Internet Security is designed for Home users, small/home offices and small businesses, while for larger users and businesses, we recommend our centrally managed products, also available from the avast! website.

Based on the award-winning avast! antivirus engine, avast! Internet Security incorporates anti-spyware technology, certified by West Coast Lab's Checkmark process, as well as anti-rootkit and strong self-protection capabilities, but now provides even faster scanning with improved detection ability. Version 5.0 now also comes with a completely redesigned user interface for easier scanning.

avast! Internet Security 5.0 additionally includes:

- **Script shield** - provides additional protection against malicious scripts.
- **Process virtualization module (Sandbox)** – allows you to run suspect programs or browse high-risk websites in a completely safe environment.
- **Command-line scanner** - allows you to run scans even before your system has started up.
- **Firewall** - provides additional protection against hackers.
- **Antispam filter** - gives you more control over your email.

Like all avast! antivirus 5.0 products, avast! Internet Security 5.0 is based on several real-time shields which continuously monitor your email and internet connections and check the files on your computer whenever they are opened or closed. Once installed, avast! runs silently in the background to protect your computer against all forms of known malware. If everything is ok, you won't even notice that avast! is running – just install and forget!

Further help

This Quick Start Guide is intended to give just a brief overview of the program and its main features. It is not an exhaustive user guide. For more detailed information about the program and the detailed program settings, please refer to the Help Center which can be accessed via the program interface, or just press the F1 key to see the help for the currently displayed screen.

If you experience any difficulties with your avast! antivirus program, which you are unable to resolve after reading this manual or the in-program help, you may find the answer in the Support Center of our website at <http://support.avast.com>

- In the **Knowledgebase** section you can quickly find answers to some of the most frequently asked questions
- Alternatively, you can take advantage of the avast! Support Forums. Here you can interact with other users of avast! who may have experienced the same problem and may already have discovered the solution. You will need

to register to use the forum but this is a very quick and simple process. To register to use the forum, go to <http://forum.avast.com/>

If you are still unable to resolve your query, you can “**Submit a ticket**” to our support team. Again, you will need to register to do this and when writing to us, please make sure to include as much information as possible.

How to install avast! Internet Security 5.0

The following pages describe how to download and install avast! Internet Security 5.0 on your computer and how to start using the program once the download and installation process has been completed. The program can be downloaded for a free 30-day trial period, after which a license key must be purchased. The screens shown in the following pages are as they appear in Windows XP and may differ slightly in other versions of Windows.

In order to run avast! Internet Security 5.0, it is necessary to have Windows 2000 or later installed on your computer and at least 100MB of free hard disk space.

Please note that this product **cannot be installed on a server operating system** (Windows NT/2000/2003 Servers).

Step 1. Download avast! Internet Security 5.0 from www.avast.com

It is strongly recommended that all other Windows programs are closed before beginning the download.

Click on “Download” then “Download programs” and then select avast! Internet Security.

If you are using Internet Explorer as your web browser, the box shown below will then be presented:



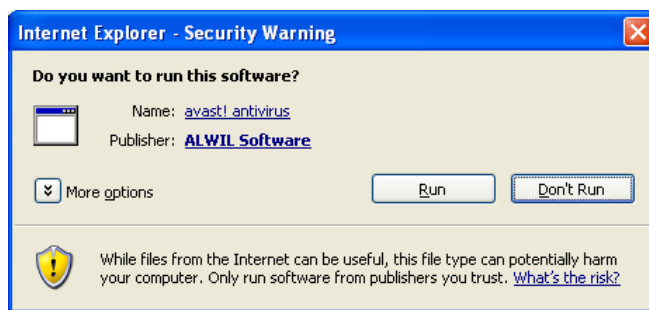
Clicking either “Run” or “Save” will start the download of the installation file to your computer.

If you want avast! Internet Security 5.0 to be installed on your computer immediately after the installation file has been downloaded, click “Run”.

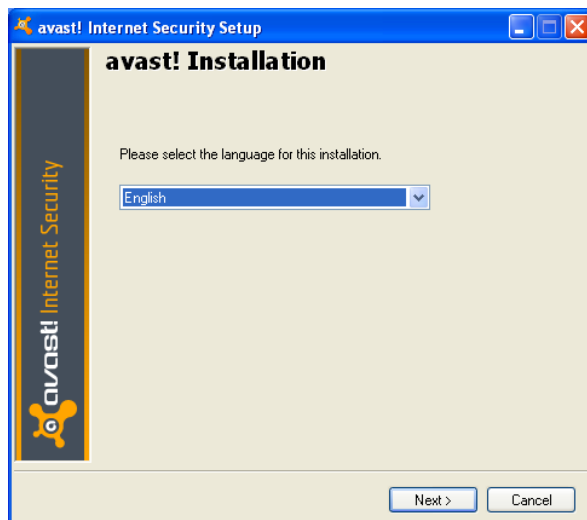
In other web browsers, you may only have the option to “Save” the file. Clicking “Save” will download the software to your computer but avast! will not be installed at this time. To complete the installation process it will be necessary to run the installation file so remember where it has been saved!

Step 2. Install avast! Internet Security 5.0 on your computer

To install avast! Internet Security 5.0 on your computer, you need to run the installation file. When you run the installation file (by clicking “Run” as described above, or by double clicking the file saved on your computer) the following screen will then be displayed:



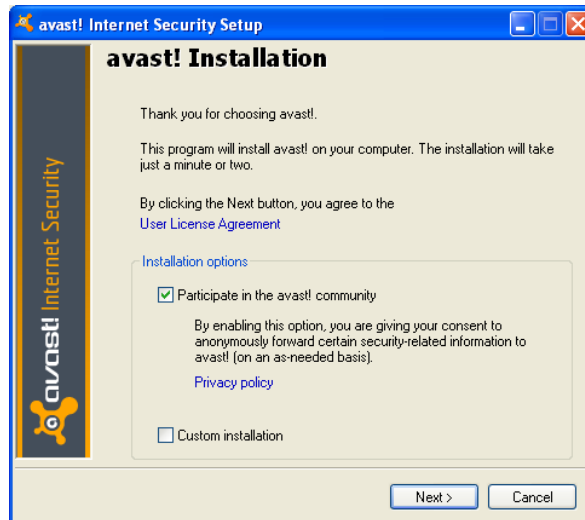
Clicking “Run” again will take you to the avast! Installation screen:



From the drop-down menu, select the required language for the installation, then click Next to continue.

On the next screen, you can confirm whether or not you wish to participate in the avast! community.

The great strength of avast! is that the protection it provides is based on the combined experience of over 100 million users around the world. Please help us to continue to provide the best possible protection to all our users by participating in the avast! community.



If you agree to participate, avast! will automatically collect information about new threats as soon as they are detected and send the information anonymously to Alwil Software.


The only information collected will be information about new viruses and files that show some kind of suspicious behavior. The information gathered will be analyzed and may be used to improve the protection that avast! provides to all avast! users around the globe.

All information will be sent to Alwil Software anonymously - no personal information will be collected. If you do not wish to participate, simply uncheck the box and no information will be sent.

For more information, please read the avast! privacy policy by clicking on the link provided on the screen.

On this screen you can also choose to customize your installation, however, to proceed with the standard installation (recommended) leave this box unchecked and click Next. The final screen should confirm that your installation of avast! has been successfully completed.



Click "Finish" and you should see the above orange avast! icon on your desktop and the orange avast! ball in your system tray (close to the clock) 

Getting started

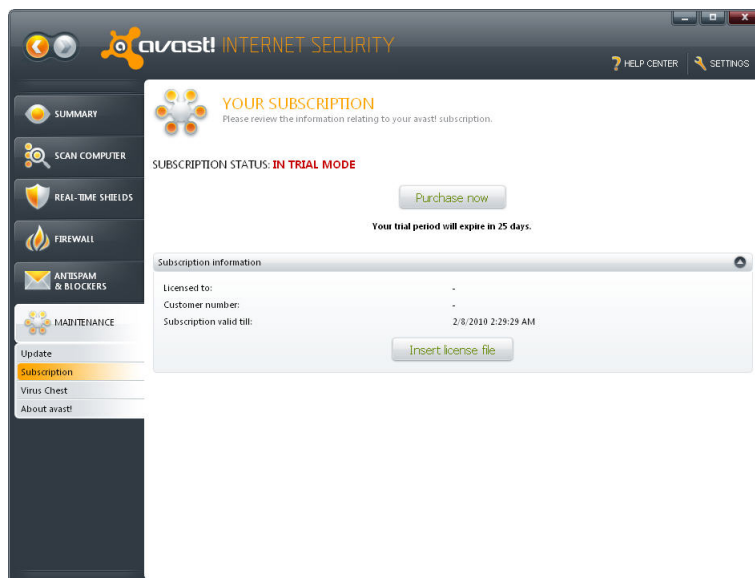
The program can be used free of charge for a 30-day trial period, however, if you wish to continue to use the program after the trial period, it will be necessary to purchase a license which must then be inserted into the program.

Licenses for avast! Internet Security can be purchased for 1, 2 or 3 years and for up to 3, 5, or 10 computers in your home or on your small/home office network.

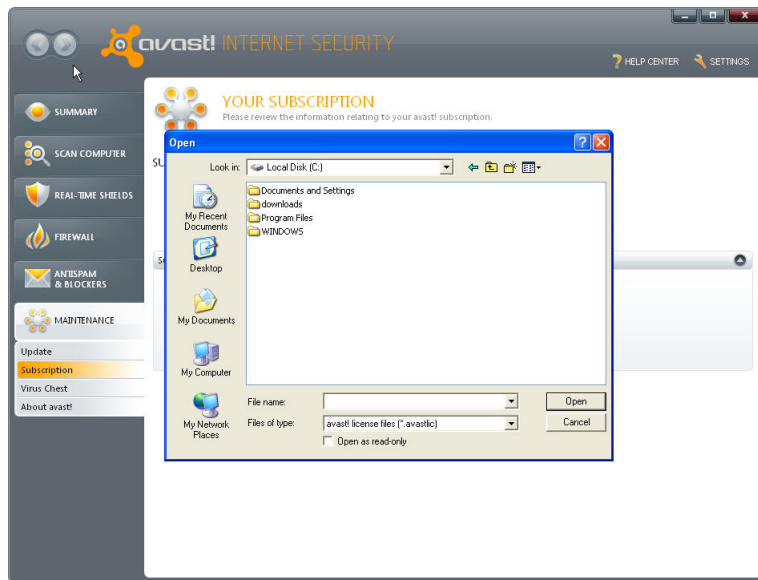
For larger networks and corporate users, we recommend our centrally managed products which provide central administration of all the computers on the network. More information about our centrally managed products can be found on our website, www.avast.com

To purchase a license, go to www.avast.com and click on “Purchase” at the top of the screen. Then click on “Desktop solutions” and simply enter the number, type and length of license that you want to buy.

After receiving your license file, you just need to double-click to open it and your license will be inserted into your program automatically. Alternatively, save the file on your computer, open the avast! interface and click on the Maintenance tab. Next click on “Subscription” and then on “Insert license file”.



A new window will open in which you can browse your computer to locate your license file.



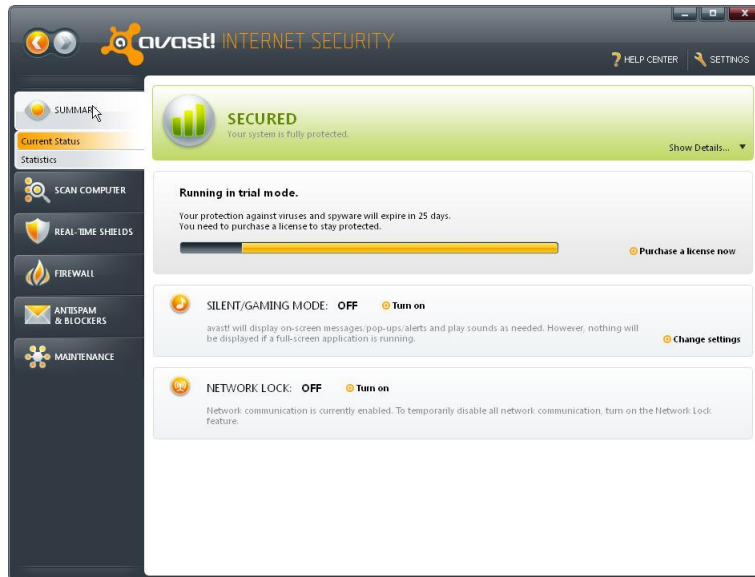
Once you have located it, double click on it and it will be automatically inserted into the program.

If you have purchased a multi-license to protect several computers, you will need to carry out the same process on each computer where avast! is installed e.g. by forwarding the email with the license file attachment to each user, or by saving the license file on a shared drive, USB stick etc.

Once the license is inserted, you can continue to receive automatic updates so that you remain protected against the very latest threats.

Using the Program

When you open the program's main window, it will tell you the current security status of your computer. Normally, the window should appear as shown below.



By clicking on "Show details" you can reveal more information about the current status of the program and virus definitions.

Real time shields

As the name suggests, the real-time shields protect your computer against threats in real time i.e. at the moment they are detected, so normally this should be "On". If any of the shields are turned off, the status will be shown as "Off". To turn them back on again, click "Turn On".

Firewall

The firewall monitors the communication between your computer and the outside world to prevent unauthorized access. Normally this should be "On".

Virus definitions Version

This tells you the current version of your virus definitions. These are updated automatically by default, however to check that you have the latest virus definitions, click "Update" and then you can choose whether to update just the engine and virus definitions, or the program as well.

Program Version

This tells you the current version of your program. To ensure you have all the latest updates, click on "Update"

Definitions Auto Update

Normally this should be "On". This will ensure that your virus definitions are updated automatically whenever you are connected to the internet. To turn this feature on or

Off, click “Change”. It is recommended that the engine and definitions option is set to “automatic update”.

If the main window appears as shown below, it means that your virus definitions may not be up to date or one or more of your real-time shields may be turned off. You can solve this by clicking on “Fix Now”.



“Unsecured” means all of your real-time shields are turned off. Use the “Fix Now” button to turn them all on so that your computer is fully protected, or use the arrows down the right side of the screen to turn on each of the shields individually.



Silent/Gaming mode

From the main summary screen, you can also access the silent/gaming mode settings. By default, the displayed status is “Off” but on-screen messages will not be displayed if a full-screen application is running. By clicking on “Change settings”, you can specify that on-screen messages will never be displayed (Silent Mode “On”) or you can turn the silent/gaming mode off completely.

Network lock

The network lock enables you to temporarily disable all network communication. This can be useful if you are working with sensitive data and want to be certain that it cannot be accessed by anyone else, or if you have any reason to believe that your computer might be under attack from an external source. By turning on the network lock, your computer will be completely inaccessible to the rest of the network.

More about the real-time shields

The real-time shields are the most important part of the program, as they are working continuously to prevent your computer from becoming infected. They monitor all of your computer's activity, checking all programs and files in real-time - i.e. at the moment a program is started or whenever a file is opened or closed.

Normally, the real-time shields start working automatically whenever your computer is started. The presence of the orange avast! icon in the bottom-right corner of your computer screen tells you that the real-time shields are working. Any of the shields can be turned off at any time, but this is not normally recommended as it may reduce the level of your protection.

avast! antivirus 5.0 contains the following real-time shields:

File system shield - checks any programs at the moment they are started and other files at the moment they are opened or closed. If anything suspicious is detected, the file system shield will prevent the program from being started or the file from being opened to prevent any damage being caused to your computer and data.

Mail shield - checks incoming and outgoing email messages and will stop any messages containing a possible virus infection from being accepted or sent.

Web shield - protects your computer from viruses while using the internet (browsing, downloading files etc) and can also block access to infected web pages. If a virus is detected while downloading a file from the internet, the download will be stopped to prevent the infection from reaching your computer.

P2P shield - checks files downloaded using common peer-to-peer (file sharing) programs.

IM shield - checks files downloaded by instant messaging or "chat" programs.

Network shield - monitors all network activity and blocks any threats that are detected on the network. It also blocks access to known malicious websites.

Behavior shield - monitors all activity on your computer and detects and blocks any unusual activity that might indicate the presence of malware. It does this by continuously monitoring your computer's entry points using special sensors to identify anything suspicious.

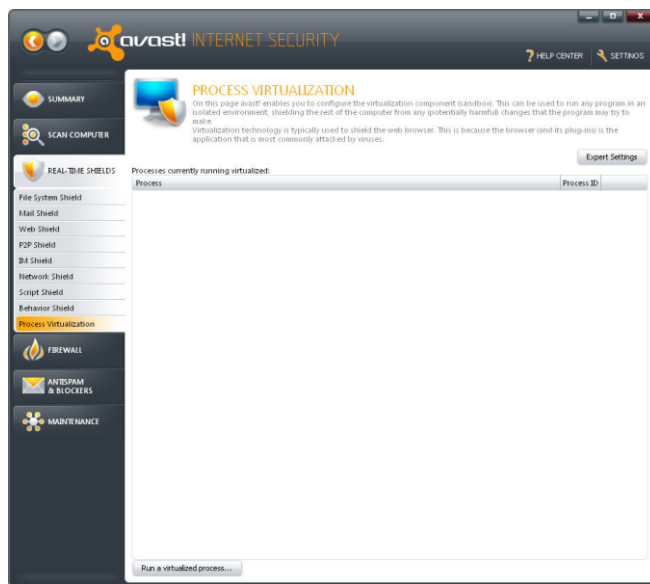
avast! Internet Security 5.0 includes the following additional features which provide greater flexibility and even stronger protection:

Script shield

Scripts are programs that are normally used to control and operate legitimate applications such as web browsers, but they are increasingly being used to spread malware. Most threats now come from malicious scripts, often hidden inside hijacked websites. The avast! script shield monitors all scripts that try to run on your computer, whether the script is executed remotely e.g. while browsing the internet, or locally by opening a file on your computer.

Process virtualization (Sandbox)

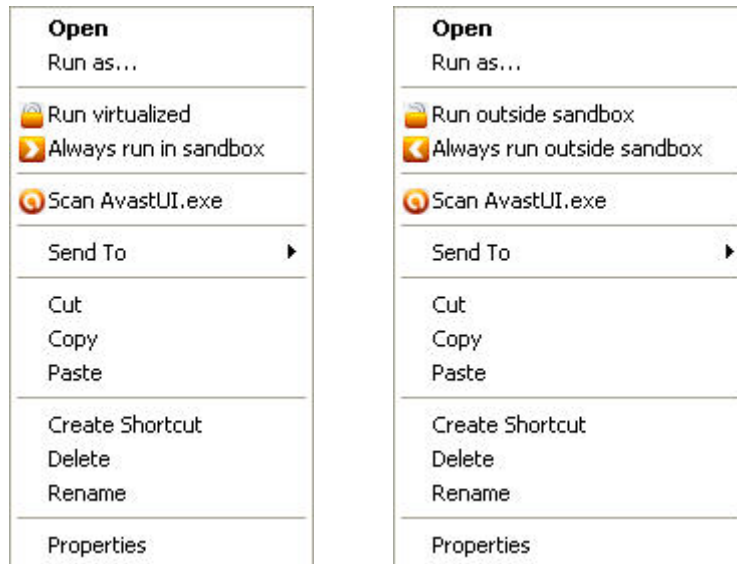
This is a completely new feature which allows you to browse the web or run another application in a completely safe environment. This is especially useful when visiting high-risk web sites, whether accidentally or deliberately, as the browser will be completely contained within the sandbox, preventing any damage to your computer.



The sandbox can also be used to run any other applications which you think may be suspect – you can run the program inside the sandbox to determine whether or not it is safe while remaining completely protected against any malicious actions that it may try to carry out.

To run an application or to browse the web using the sandbox, just click on “Run a virtualized process” then browse the files on your computer to find the required application e.g. Internet Explorer. The browser or other application will then open in a special window with a red border, indicating that it is being run inside the sandbox. In the Expert Settings, you can further define applications that should always be run in virtualized mode, and trusted applications that should never be virtualized.

You can also run an application in the sandbox without opening the avast! user interface. Just right click on the application which will open the context menu bottom left.



To run the application inside the sandbox, select “Run virtualized” and the application will start inside a window with a red border. To ensure the application runs inside the sandbox every time it is started, select “Always run in sandbox”.

Right-clicking on an application that is already inside the sandbox will open the context menu above right. The application can then be run one time outside the sandbox, or it can be moved out of the sandbox completely so that it will be run in the normal environment every time it is started.

The command-line scanner

The command-line scanner enables you to manually run a scan of your computer without starting the avast! interface and even before your operating system has started. The command-line scanner uses the same avast! scanning engine to detect potential malware infections so the results are exactly the same as running a scan via the normal program interface. The avast! command-line scanner, ashCmd.exe, is normally installed in the directory C:\Program Files\Alwil Software\avast5.

A scan is run from the command prompt using various switches and parameters. To see a description of the parameters, locate the ashCmd file and double click on it. This will open a new window in which the various parameters are displayed. A list of all the parameters can also be found in the avast! program Help.

Firewall

avast! Internet Security includes a fully integrated firewall which can be controlled directly from the avast! user interface.

The firewall monitors all communication between your computer and the outside world and blocks unauthorized communication based on a number of "allow" and "deny" rules. In this way, the firewall can prevent sensitive data from leaving your computer and can also block attempted intrusions by external hackers.



On this page, you can adjust the firewall security settings to limit external connections according to the environment in which the computer is being used.

Three security levels are defined:

- **Home/Low Risk Zone** - suitable when using your computer as part of a home/private network. If this setting is selected, the firewall will allow all communication with the network.
- **Work/Medium Risk Zone** - suitable for when your computer is connected to a wider public network, including direct connections to the internet. This is the default setting, and if selected, the firewall will allow communication in and out only if allowed by the "Application Rules". If no rule has been created, you will be asked to confirm whether or not communication with a particular application should be allowed.
- **Public/High Risk Zone** - suitable when using your computer to connect to a public network and where you want to ensure the maximum level of security. This is the most secure setting, and if selected, no incoming communication will be allowed. This setting makes your computer effectively invisible to others.

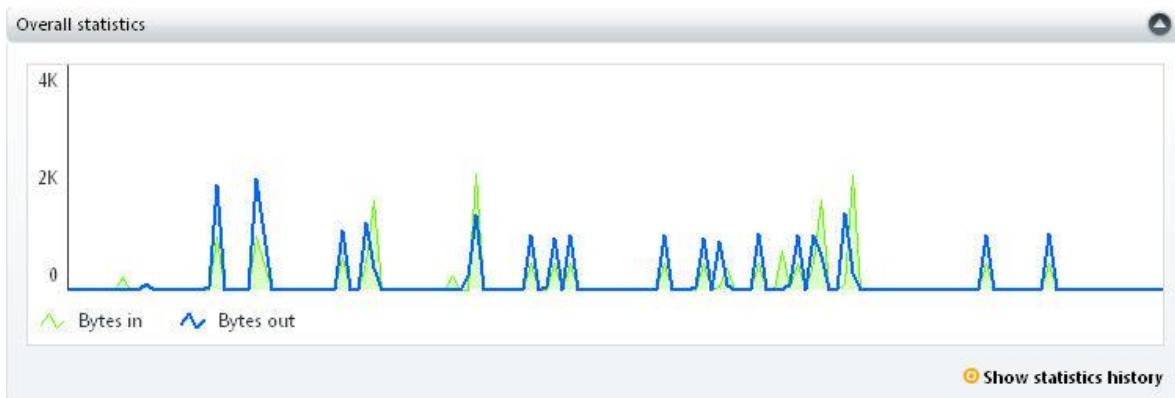
You can adjust the level of security by either clicking on the relevant icon, or by clicking on the orange slider and moving it to the left or right while holding the mouse button down.

On this page, you can also turn off the firewall completely, either permanently or for a specified period of time by clicking the Stop button and selecting the required option. Click Start to turn it on again.

A screen similar to this one will also appear whenever a new network connection is detected. You will then be able to set the level of security for the new network and you can specify that this should be remembered so that you will not be asked again the next time the same network is detected.

Firewall Statistics

In the graph at the bottom of the page, you can see a real-time representation of the amount of incoming and outgoing data.

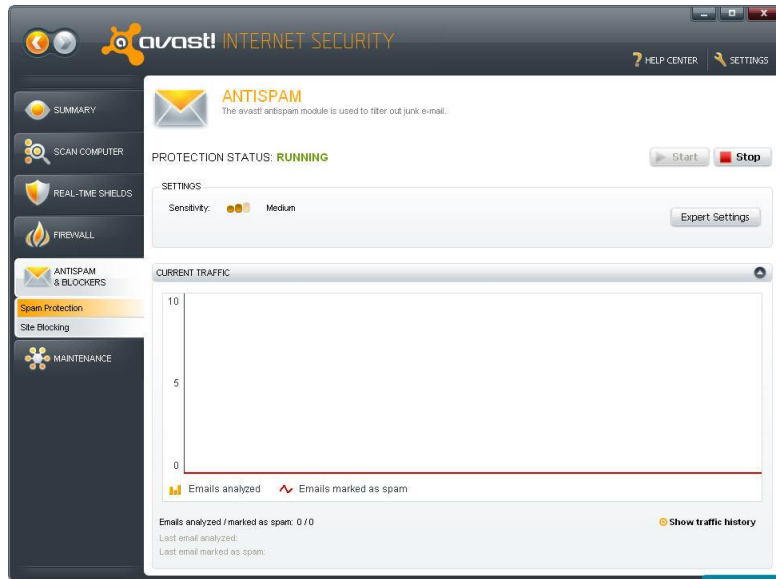


To see a more detailed view, click on "Show Statistics History". On the Statistics screen, you can view the data for the firewall, antispam filter or any of the real-time shields over the period selected. To change the scale of any part of the graph, click on the vertical line and drag it to the right. To return to the previous view, just click on "Show all" and the previous view will be restored.

On the left side of the screen, you can see the other firewall options which are described in the program help.

Antispam filter

The avast! antispam filter analyzes all incoming emails to determine whether they are legitimate or unsolicited spam messages. Messages identified as spam will be marked as such before being delivered to your inbox. If you are a user of Microsoft Outlook, you can specify an alternative folder to which junk email should be moved if it is confirmed as spam– see the next section.



By default, avast! will check all incoming emails against an online database of global spam messages before carrying out additional heuristic and other checks to identify other potential spam. A message will be inserted into the heading of any messages identified as spam before they are delivered to your inbox.

You can adjust the sensitivity of the heuristic checks level by clicking on the sequence of orange bars.

Increasing the sensitivity will increase the probability of detection, but will also increase the probability of the occasional false positive – if you find that some legitimate emails are being marked as spam, reducing the sensitivity should help.

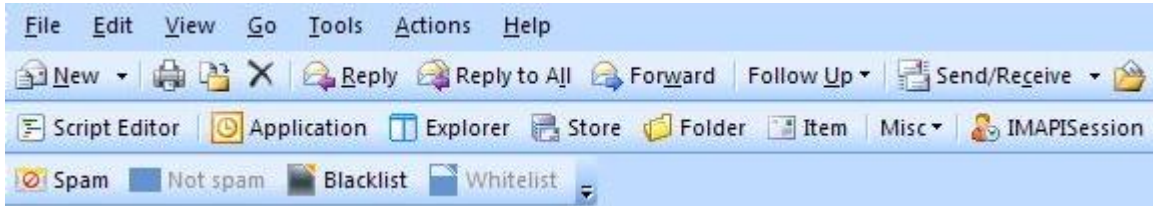
Trusted email contacts can be added to the avast! antispam whitelist. Messages from contacts on the whitelist will never be marked as spam and will be delivered normally to your inbox. Alternatively, adding an email address to the blacklist will ensure that emails from that particular sender will always be marked as spam. Click on “Expert Settings” then “Whitelist” or “Blacklist” and enter the relevant address.

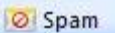
Finally, on the Main Settings page you can specify exactly how suspected spam emails should be marked, e.g. *****SPAM*****. This can be used to create a rule in your email client, for example to automatically move marked emails to another folder.

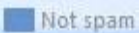
Microsoft Outlook

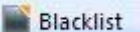
The avast! antispam filter works as a plug-in to Microsoft Outlook, which means you can control some of the features directly through Outlook.


When you open Outlook after installing avast! Internet security, you will notice some additional options on the Outlook toolbar:



 **Spam** moves a message to the Junk folder specified in the avast! antispam settings. By default this folder is called "avast! Junk".

 **Not spam** moves a message out of the "avast! Junk" folder.

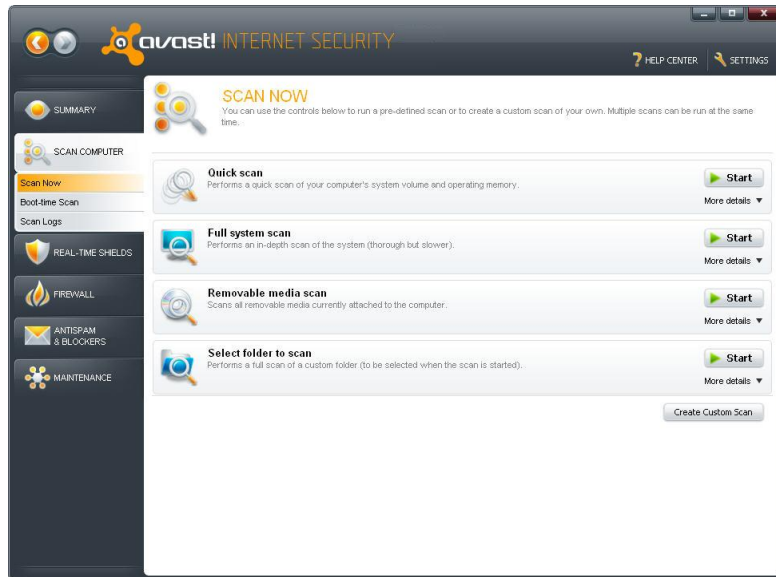
 **Blacklist** adds the sender of the message to the blacklist.

 **Whitelist** adds the sender of the message to the whitelist.

To move a message to the Junk folder, it is necessary to first highlight the message, then clicking on "Spam" will result in the message being moved. The "avast! Junk" folder will be created automatically when needed and added to the Outlook folders structure.

Manually scanning your computer

To carry out a manual scan of your computer, select the “Scan computer” tab. This will open the “Scan Now” screen as shown below.



avast! Internet Security 5.0 comes with a number of pre-defined scans installed by default.

Quick scan - this will perform a scan of just your system partition (normally the C:\ drive on your computer) and will normally be sufficient to detect the majority of malware. By default, only files with "dangerous" extensions are scanned, e.g. files with extensions such as "exe", "com", "bat" etc. Only those areas at the beginning and at the end of a file, where infections are normally found, are tested.

Full System Scan - This performs a more detailed scan of all your computer's hard disks. By default, all files are scanned according to their content, in other words, avast! looks inside every file to determine what type of file it is and whether it should be scanned. The whole file is tested, not just those parts of the file at the beginning or at the end where infections are normally found. This is useful if you suspect you have an infection which was not detected by the quick scan.

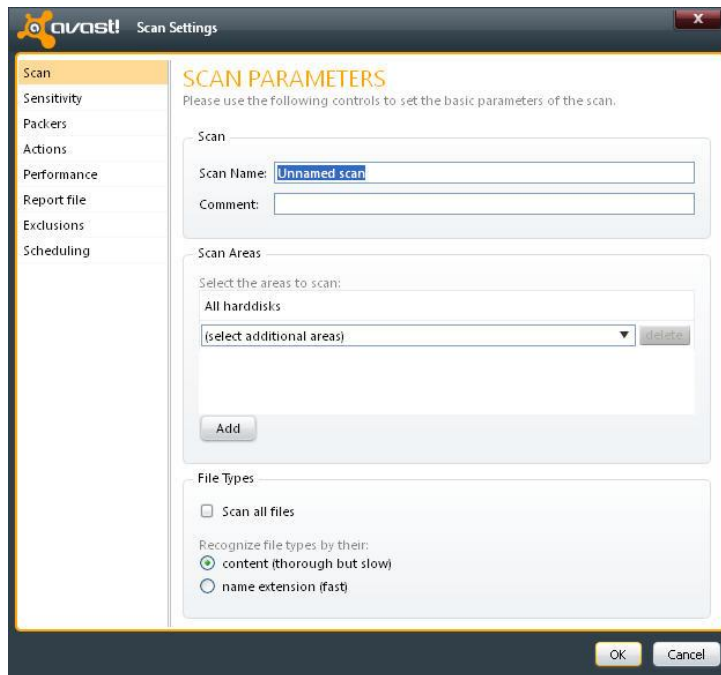
Removable Media Scan - this will scan any removable media that is connected to your computer such as USB flash drives, external hard drives etc. It will scan the media to detect potential "auto-run" programs that may try to launch when the device is connected.

Select folder to scan - this option enables you to scan just a specific folder or multiple folders.

To run one of the pre-defined scans now, just click "**Start**". Alternatively, by clicking on "Settings", you can schedule the scan to be run on a regular basis, or just once at a later date and time. The other settings screens can be used to further customize the scan, or by clicking on "Create custom scan" you can create a new scan with all the required settings.

Creating a custom scan

By clicking on the "Create Custom Scan" button, you can define a completely new scan with its own scan parameters. A new window will open, where you can create a name for the new scan, specify which parts of your computer and which types of file should be scanned.



By default, the area to be scanned is set as "All hard disks". To select a new area to be scanned, just open the drop-down menu and select the additional area to be scanned. To remove an area, click on it once and then click "delete". You can also specify how avast! should recognize potentially suspicious files that should be scanned, either by checking the file extension or by checking the actual content:

Content – if this is checked, avast! will look inside every file to determine what type of file it is and whether it should be scanned.

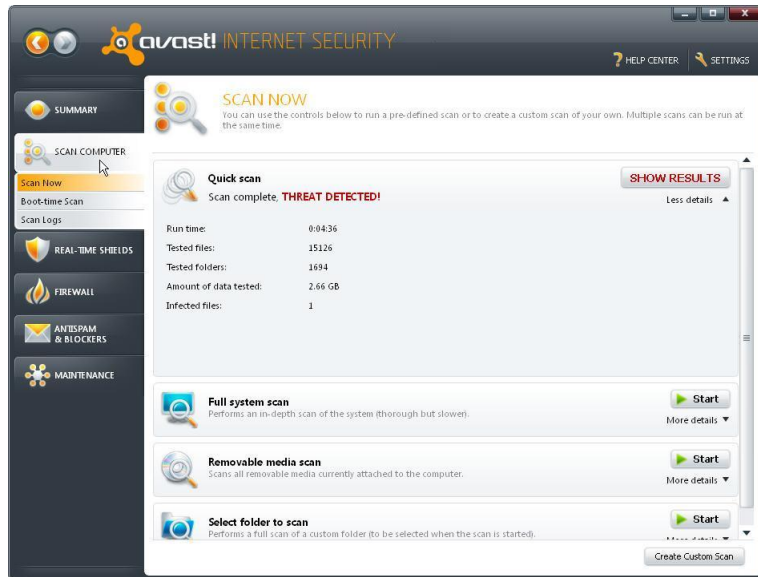
Name extension – if this is checked, only files with extensions such as "exe", "com", "bat" etc. will be scanned.

On this page, you can also access the other scan settings, for example, if you want to schedule a regular scan or a scan to run just once at a specific time. You can also exclude specific folders or files from being scanned, and define what action should be taken in the event that a virus is detected e.g. delete the file, or move it automatically to the virus chest.

You can also create reports of the files that were scanned and any errors that occurred during the scan. The other settings can be used to adjust the speed and depth of the scan.

What to do if a virus is found

At the end of the scan, if the program has detected a suspicious file, the message “Threat detected” will be displayed – see below.



To see more information about the suspicious file and the available options, click on “Show Results”.

You will then see a list of the files which avast! considers suspicious and you will be able to specify what action to take in respect of each one, e.g. Delete, Move to virus chest etc. Once you have specified the action to be taken, click “Apply”.

The **RECOMMENDED OPTION** is to move the file to the **Virus Chest**. This is a special quarantine area which can be used to safely store infected or suspicious files until you decide it is safe to delete it. Files stored here cannot cause damage to your other files or your computer. Here it can possibly be repaired before moving it back to its original location.

By default, suspicious files which are detected by the real-time shields are moved to the virus chest automatically.

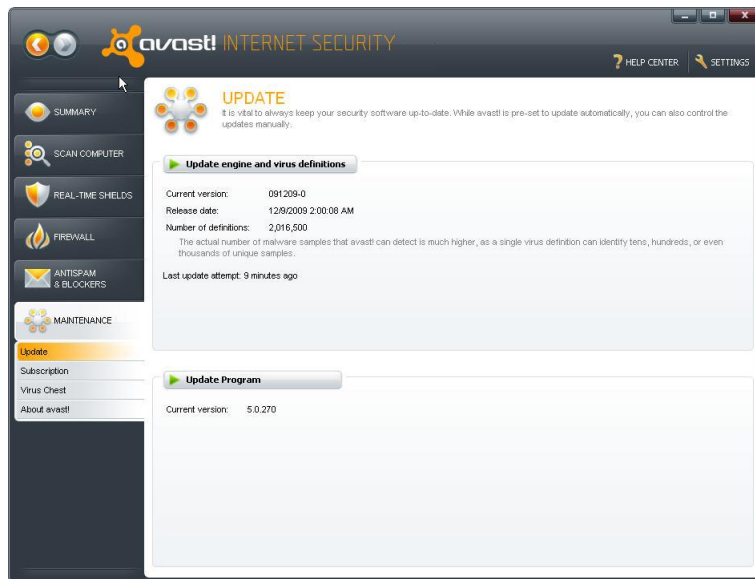
You can view the scan results again at any time by going to the “Scan Logs” section then selecting the scan that you wish to review.

Keeping avast! up to date

Any antivirus program is only as good as its database of known virus definitions. This is what the program uses to identify threats to your computer, which is why it is important to ensure the virus definitions are regularly updated.

By default, avast! is set to update both the engine and virus definitions automatically whenever a new version is available. To check that the engine and virus definitions are set to “Automatic update”, click on “Settings” then “Updates”.

In the Maintenance tab, if you click on “Update”, you can check the current version of both the “Update engine and virus definitions” and the “Program”.



The “engine” is the part of the program that scans your computer for potential threats based on the virus definitions. The “program” means what you can see – the user interface which is used to control what the program does.

You can manually update either by clicking on the green arrow. Note that clicking on “Update Program” automatically updates both the program and the program engine and virus definitions.

Thank you for choosing avast!

