avast! Pro Antivirus 5.0

Quick Start Guide

Welcome to avast! Pro Antivirus 5.0

avast! antivirus 5.0 represents the start of a new era of virus protection for Alwil Software. avast! Pro Antivirus 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! Pro Antivirus 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! Pro Antivirus 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.

Like all avast! antivirus 5.0 products, avast! Pro Antivirus 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! Pro Antivirus 5.0

The following pages describe how to download and install avast! Pro Antivirus 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! Pro Antivirus 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! Pro Antivirus 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! Pro Antivirus.

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! Pro Antivirus 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! Pro Antivirus 5.0 on your computer

To install avast! Pro Antivirus 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:
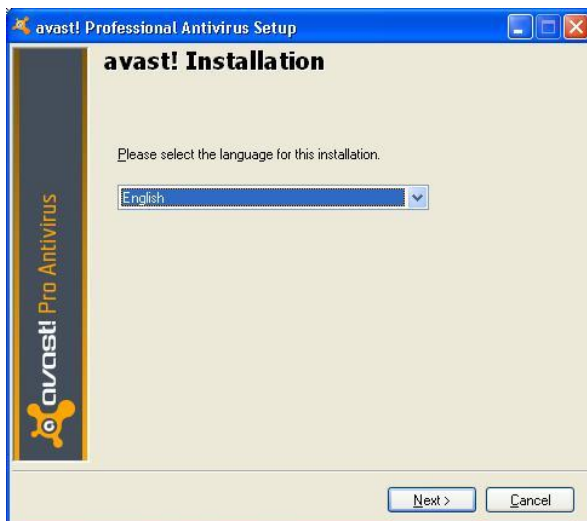
From the drop-down menu, select the required language for the installation, then click Next to continue.

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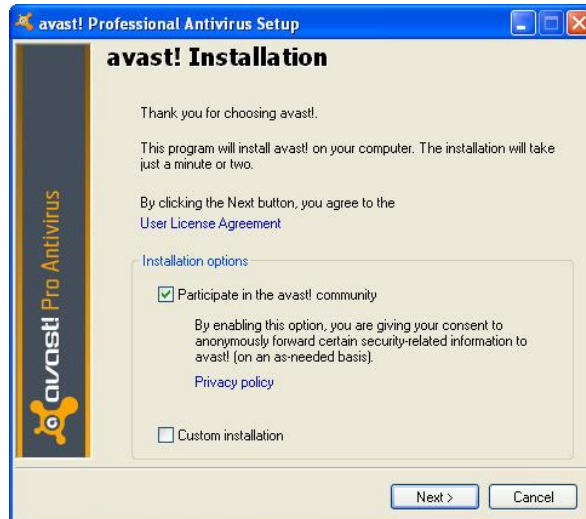
If you agree to participate, avast! will automatically collect information about new threats as soon they are detected and send the information anonymously to Alwil Software.

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! Pro Antivirus can be purchased for 1, 2 or 3 years. You can purchase a license to protect just one computer, or a 3, 5, or 10 license "pack" which will enable you to protect multiple 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".
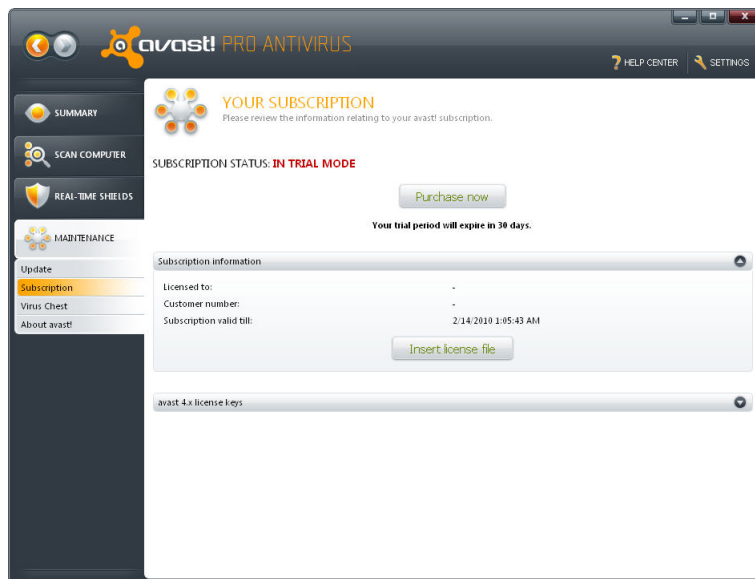
A new window will open and by clicking on "Insert license file" again, you can browse your computer to locate your license file.
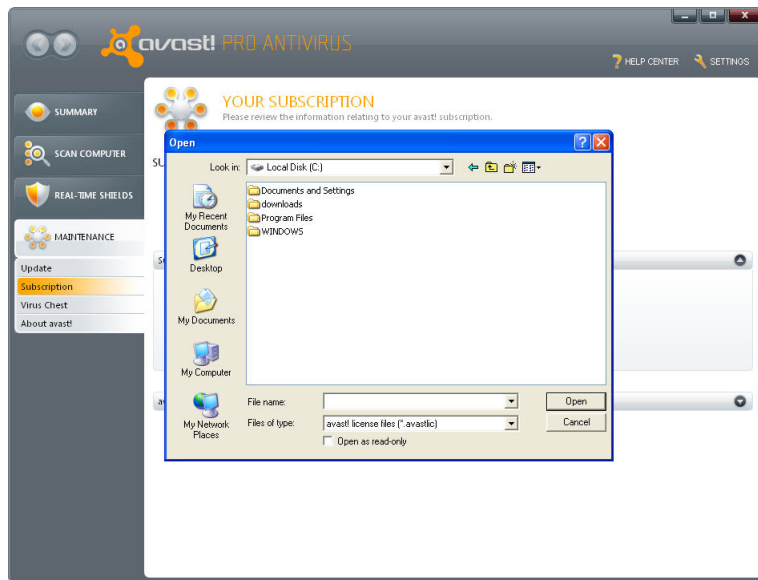
Once you have located it, double click on it and it will be automatically inserted into the program.

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.

## *Existing users of avast! Professional Edition version 4.(x)*

If you have previously purchased a license for avast! Professional Edition which is still valid, you can convert it to a new license for avast! Pro antivirus 5.0 by simply clicking on "Request conversion to v5 license file".

This will take you to a web page where you will need to enter a few details and your existing license key. You will then receive an email with your new license key attached. By double clicking the attachment, your new license key will be inserted automatically into the program, or you can save it to your computer and insert it manually as described above.

Once your new key is inserted into the program, it will be valid for the remainder of the original license term.

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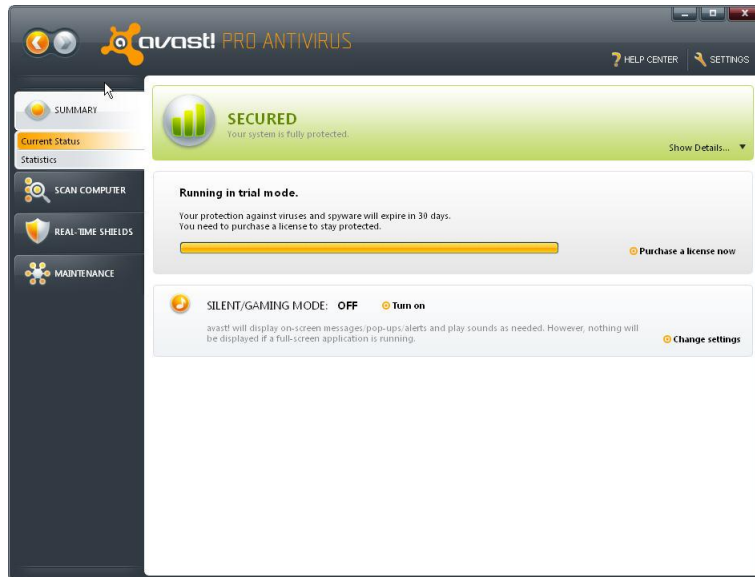
By clicking on "Show details" you can reveal more information about the current status of the program and virus definitions.

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".

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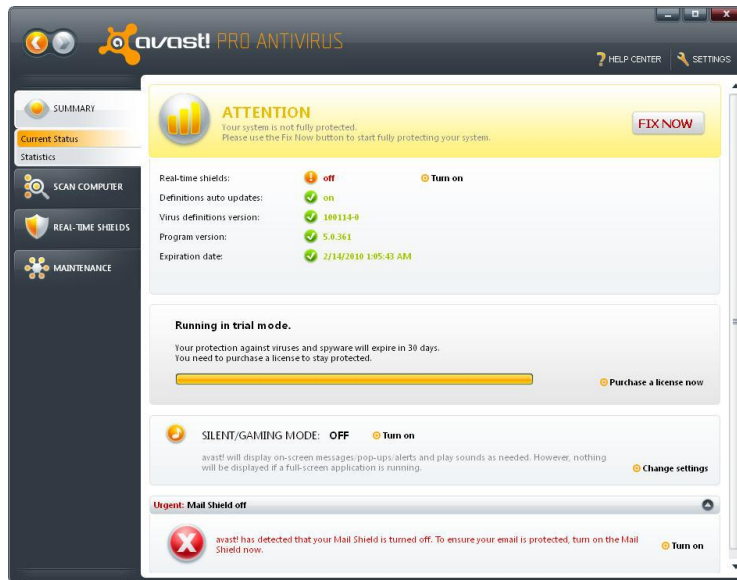
"Unsecured" means all of your real-time shields are turned off. Use the "Fix Now" button to turn them all on so that your computer is fully protected, or use the arrows down the right side of the screen to turn on each of the shields individually.

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.

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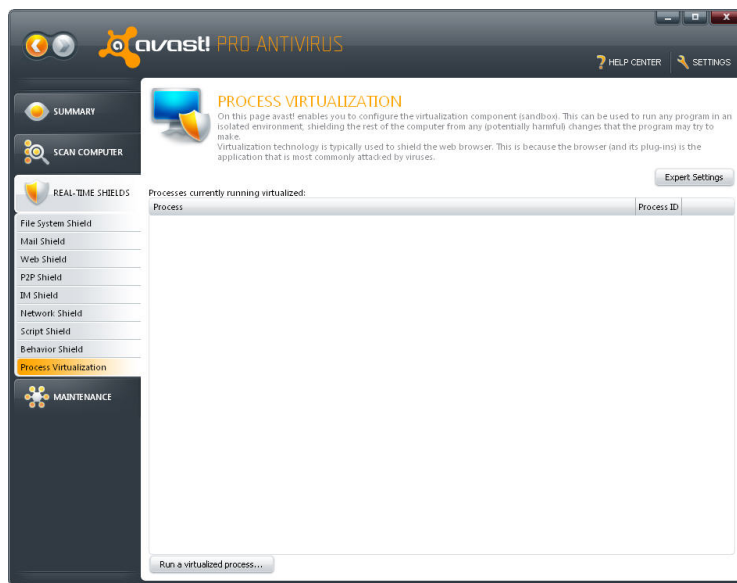
The sandbox can also be used to run any other applications which you think may be suspect – you can run the program inside the sandbox to determine whether or not it is safe while remaining completely protected against any malicious actions that it may try to carry out.

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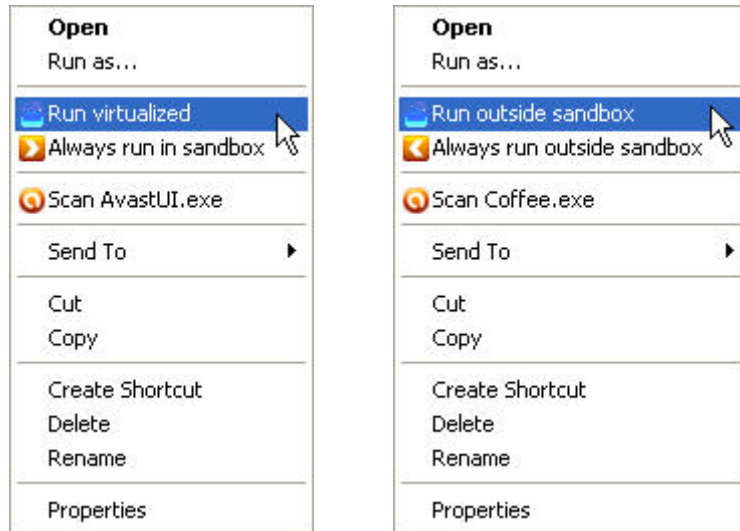
To run the application inside the sandbox, select "Run virtualized" and the application will start inside a window with a red border. To ensure the application runs inside the sandbox every time it is started, select "Always run in sandbox".

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.

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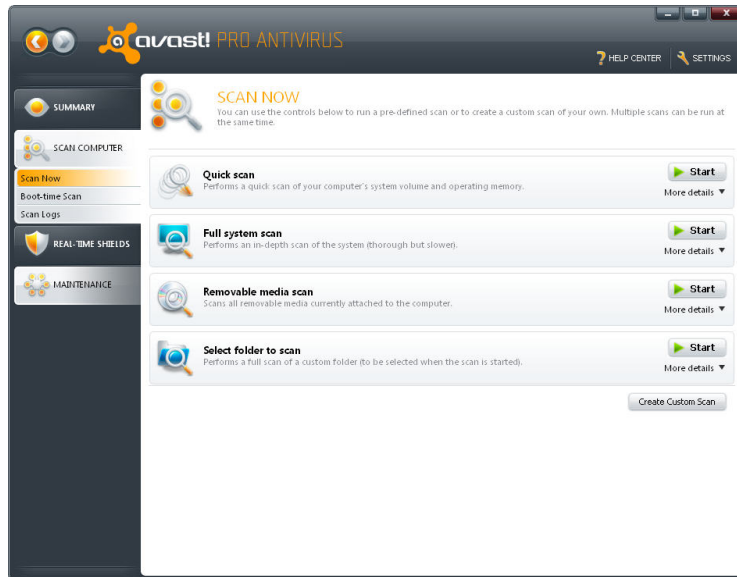
avast! Pro Antivirus 5.0 comes with a number of pre-defined scans installed by default.

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 at the moment it is connected to your computer. 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.
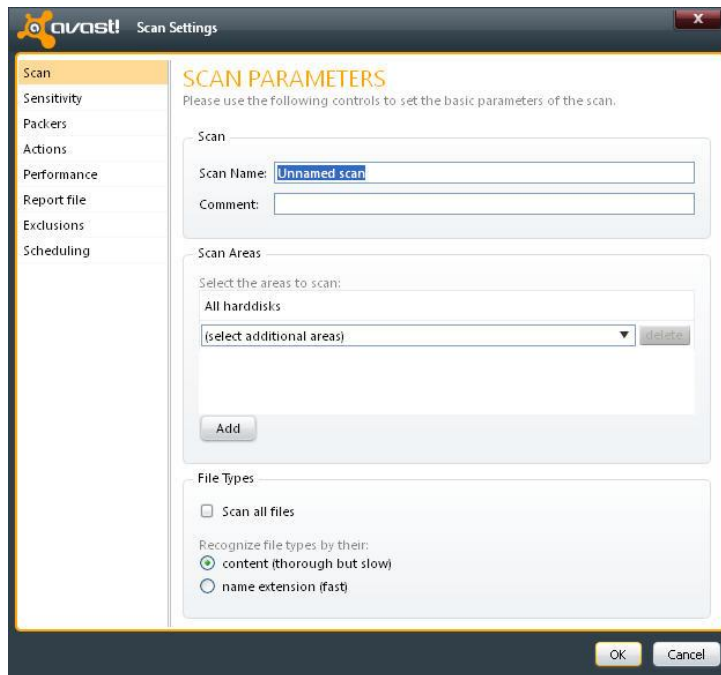
By default, the area to be scanned is set as "All hard disks". To select a new area to be scanned, just open the drop-down menu and select the additional area to be scanned. To remove an area, click on it once and then click "delete". You can also specify how avast! should recognize potentially suspicious 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.
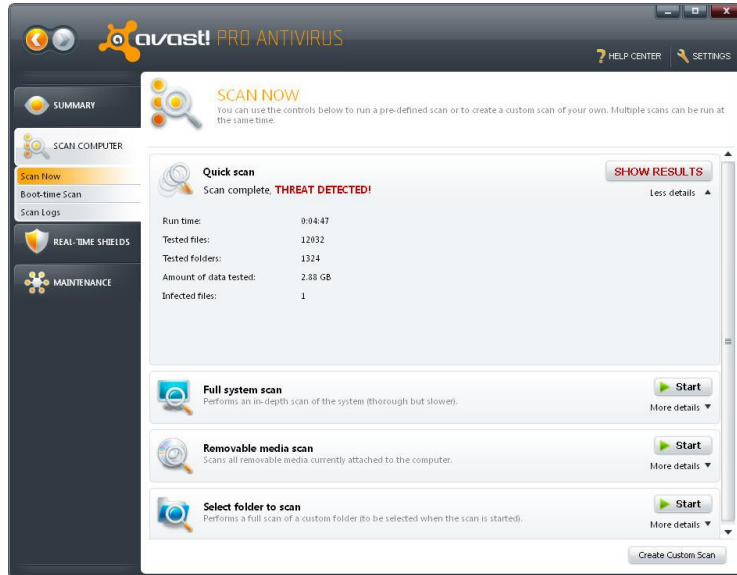
To see more information about the suspicious file and the available options, click on "Show Results".

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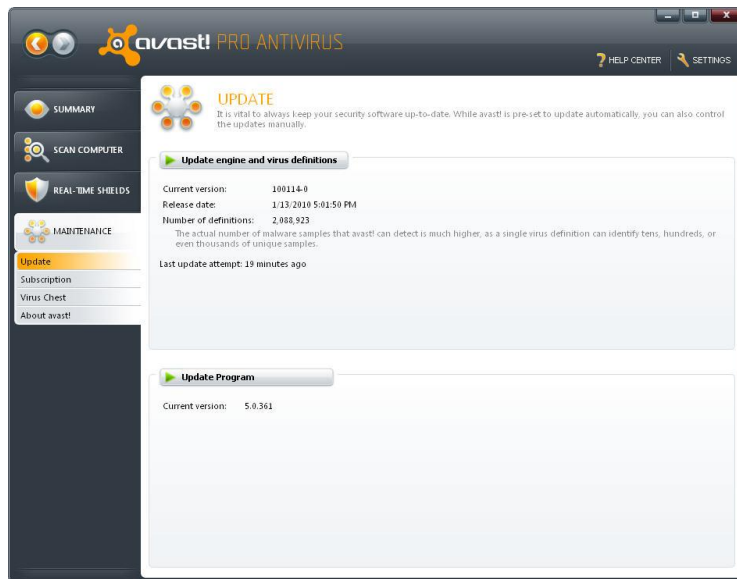
The "engine" is the part of the program that scans your computer for potential threats based on the virus definitions. The "program" means what you can see – the user interface which is used to control what the program does.

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.

Upgrading to avast! Internet Security

By upgrading to avast! Internet Security, you will have the added protection of an **antispam filter** to give you more control over your email, and a built-in **firewall** for added protection against hackers and other threats while browsing the internet. If you use your computer for online banking, shopping or other transactions, a firewall is essential to prevent unauthorized access to your personal and financial data

To upgrade to avast! Internet Security could not be easier. Simply decide whether you want to purchase a license for 1, 2, or 3 years, then go to our website **(www.avast.com)** where you can purchase your license.

You will then receive an email with an attachment containing your license file. Just double-click on the attachment to activate your new license and the program will be upgraded automatically. It's as simple as that - there's no need to uninstall your current program, just insert your new license and you will be upgraded to avast! Internet Security immediately.

Alternatively, you can save the license file on your computer (or on a shared device if you have purchased a multi-license to protect more than one computer) and insert it manually into the program as described in the section "Getting started".

As soon as your new license key is inserted, you can start enjoying the benefits of the added control over your email provided by the antispam filter, and the additional security provided by the avast! Firewall.

Thank you for choosing avast!