

avast! Pro Antivirus 8.0

Quick Start Guide

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Welcome to avast! Antivirus 8.0

avast! Antivirus 7.0 introduced a number of new features and improvements which made it even faster and even less resource-hungry than previous versions. New hybrid cloud technologies such as **streaming (real-time) virus database updates** and the new **avast! FileRep** gave you greater protection than ever. The **Remote Assistance** feature enabled you to get help from anybody else with an internet connection, enabling them to connect directly to your computer.



In avast 8.0, we've made improvements to the Behavior Shield and Remote Assistance features, we've improved the hybrid cloud technologies and we've redesigned and simplified the user interface. With the new **AccessAnywhere** feature, you can access any other computer on which avast! Premier has been installed, and control it remotely, provided it has been configured to allow you remote access.

We've also added the new **Software Updater** to help you keep all your software up to date to prevent malware attacks which specifically target known vulnerabilities. There's also an optional **Browser Cleanup** tool for removing unwanted toolbars and plug-ins.

Avast! Pro Antivirus 8.0 additionally includes:

- **Avast! SafeZone** – a clean desktop where you can manage your sensitive transactions in a safe, secure environment.
- **Command-line scanner** - allows you to create and run scans without starting avast and even before your operating system has started up.

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 remains one of the fastest and least resource-intensive antivirus solutions available with top-notch detection ability.

Like all avast! antivirus 8.0 products, avast! Pro Antivirus 8.0 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!

How to install avast! Pro Antivirus 8.0

The following pages describe how to download and install avast! Pro Antivirus 8.0 on your computer and how to start using the program once the download and installation process has been completed. The screens shown in the following pages are as they appear in Windows XP and may differ slightly in other versions of Windows.

The following are the minimum recommended system requirements to install and run avast! Pro Antivirus 8.0:

- Microsoft Windows 2000 Professional Service Pack 4, or Microsoft Windows XP Service Pack 2 or higher (any Edition, 32-bit or 64-bit), Microsoft Windows Vista (any Edition, 32-bit or 64-bit) or Microsoft Windows 7/8 (any Edition, 32-bit or 64-bit).
- Windows fully compatible PC with Intel Pentium III processor or above (depends on the requirements of the used operating system version and any other 3rd party software installed).
- 128 MB RAM or above (depends on the requirements of the used operating system version and any other 3rd party software installed).
- 500 MB of free space on the hard disk (to download and install).
- Internet connection (to download and register the product, for automatic updates of the program and antivirus database).
- Optimally standard screen resolution not less than 1024 x 768 pixels.

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

Step 1. Download avast! Pro Antivirus 8.0 from www.avast.com

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

If you are using Internet Explorer as your web browser, when the download starts 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 8.0 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 8.0 on your computer

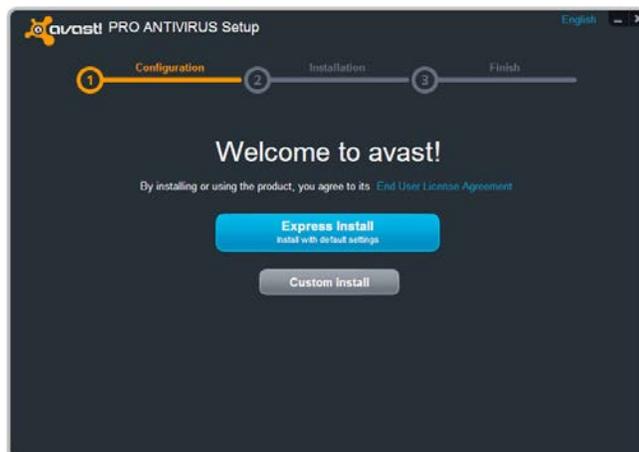
To install avast! Pro Antivirus 8.0 on your computer, you need to run the installation file. When you run the installation file (by clicking “Run” as described above, or by double clicking the file saved on your computer) the following screen will then be displayed:



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

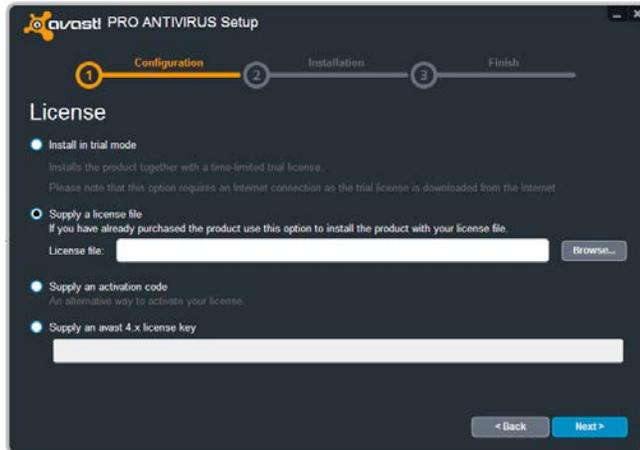
On the next screen, by changing the language in the top-right corner, you can select your preferred language for the installation.

You can then choose the type of installation. For most users, it is recommended to select “Express Install”.



There is also a “Custom Install” option for more advanced users, which allows you to tailor the installation according to your specific requirements, for example you can select exactly which components to install and the language in which the program will be installed.

Also, if you have already purchased a license, you can insert it during the custom install:



Here you have the option to use the program in trial mode, or to insert a valid license:

- If you wish to use the program in trial mode, you will need to be connected to the internet as the trial license will be automatically downloaded during the installation. You will then be able to familiarize yourself with the program for a trial period of 30 days, however you will need to insert a full valid license to continue using the program after the 30 day trial period - see the next page.
- If you have already purchased a license and saved it on your computer, use the "Browse" button to locate the license file on your computer. Click on it to select it and then click "Open" and your license file will be automatically inserted. You can now use the program for the duration of your license.
- If you purchased your avast antivirus with an activation code, you can enter it here to activate your license.

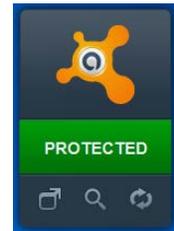
Then click "Next" to continue.

The final screen should confirm that your installation of avast! has been successfully completed. Click “Finish”.



On your desktop, you should now see the orange avast! icon and the orange avast! ball in your system tray (close to the clock) 

If you are using Windows Vista or later, with the sidebar option, you will also see the avast sidebar icon. This tells you the current status of your avast program and you can drag & drop files onto the avast icon if you want them to be scanned.



Inserting a License

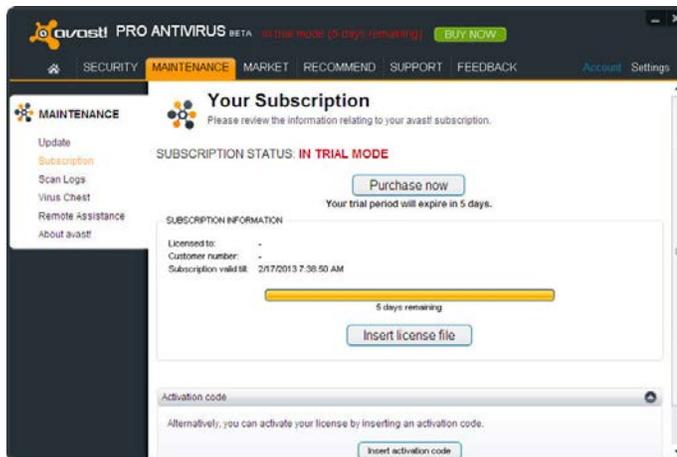
If you did not insert a license during the installation, the program can still be used free of charge for a 30-day trial period, however, if you wish to continue to use the program after the trial period, it will be necessary to purchase a license which must then be inserted into the program.

Licenses 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.

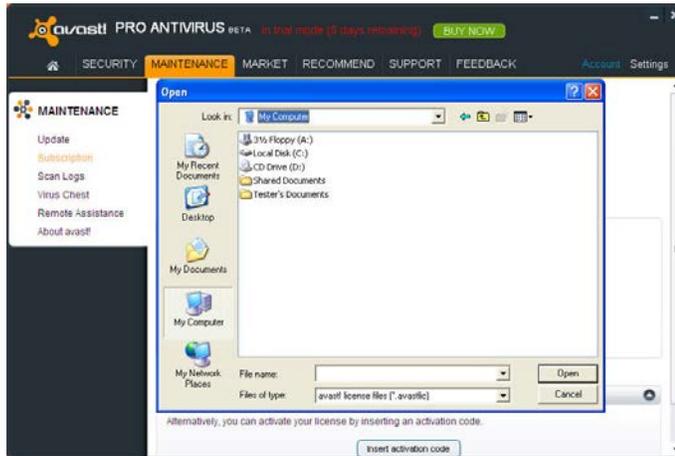
For larger networks and corporate users, we recommend our centrally managed products which provide central administration of all the computers on the network. More information about our centrally managed products can be found on our website, www.avast.com

To purchase a license, open the “Maintenance” tab, then choose “Subscription” and click on “Purchase now”. Then just follow the on-screen instructions to select and purchase your license.

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.

Protection Status

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.



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 "Resolve".



“Unsecured” means all of your real-time shields are turned off. Use the “Resolve” button to turn them all on so that your computer is fully protected.



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. Click on the “Security” tab to see the current status of all the Shields.



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.

Click on any shield icon to access the shield controls and to see information about what has been scanned and any threats that have been stopped.

avast! antivirus 8.0 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.

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.

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

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

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

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

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.

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.

Cloud Intelligence

With avast! Cloud Intelligence, you can benefit from the global avast! CommunityIQ network, which provides information about possible suspicious files and also allows new threats to be detected and neutralized almost as soon as they appear.



Reputation Services

If this option is enabled, avast will check if a file is safe even before it is opened, by checking its database of known files. Whether the file is considered safe or not will be determined by how many other users have the file, and for how long it has existed.

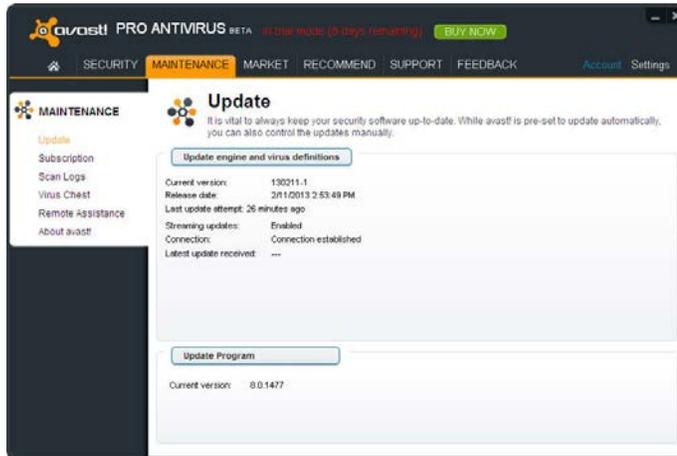
Streaming (real-time) Updates

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 enabling Streaming Updates, you can make sure that new virus definitions are sent to you in real-time, rather than waiting for the next regular update. As your virus database will be continuously updated, this will give you even more protection against the very latest threats.

By default, avast! is set to update both the engine and virus definitions automatically whenever a new version is available. To disable Streaming Updates, click on "Maintenance" then "Updates".

Here, you can also check the current version of the program and when the virus definitions were last updated.



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.

Reputation Services and Streaming Updates can be enabled or disabled by opening the Settings in the top-right corner and selecting “Cloud Services”.

Remote Assistance

The remote assistance tool enables you to give another person remote access to your computer. This can be useful if you are having any difficulties and you want another person to take control of your computer to help resolve the problem.



If you need to request assistance from another person, click “Allow Remote Control”.

Avast! will generate a code that you then need to provide to the assisting person. To transfer the code to the other party please use e.g. telephone, e-mail or chat. By sending the code you are granting remote access to your computer to another person. After the person takes control, this dialog disappears automatically.

If you will be providing the remote assistance, click on "Control Remote Computer". Enter the code which you receive from the person needing assistance, then click the "Connect" button. When the connection is established, this dialog disappears and the remote desktop window appears.

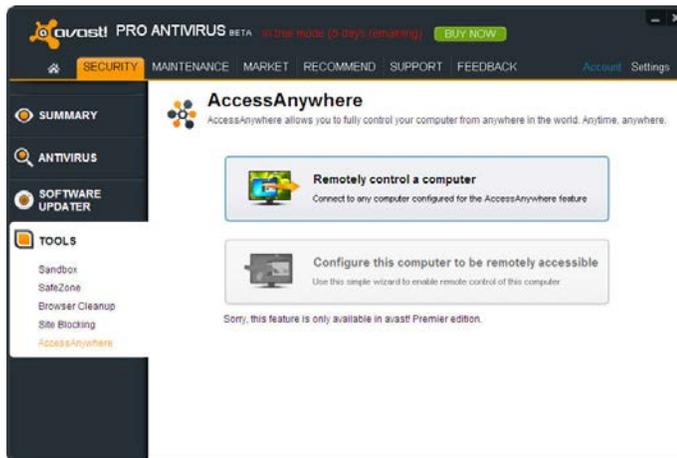
To close the connection, click the following link or press the Alt+Shift+End shortcut.

AccessAnywhere

Very similar to the Remote Connect feature, this allows you to access and control a computer remotely from another location. If you are a frequent traveler and need to access your computer back at home while you are away, you can do so via any other computer on which avast 8.0 is installed.

Unlike Remote Connect, the connection is established by the remote user, not from the computer which is being accessed. However, the computer which is to be accessed, must be running avast! Premier and must have first been configured to be remotely accessible. This can only be done in avast! Premier.

To remotely connect to another computer which has been correctly configured, just click on the button to remotely control a computer and then enter the email and password for the avast! Account to which it is connected.



Another use of AccessAnywhere is where a friend or family member regularly needs your help but does not want to use the Remote Connect feature. In such a case, provided they have installed avast! Premier, you can configure their computer in advance to allow you remote access.

In order to connect to their computer remotely, you would only need to know the logon credentials for the avast! Account with which the computer is connected. By first connecting the other person's computer to your own avast! Account, you would be able to control it remotely by entering your own avast! Account credentials.

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 8.0 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.

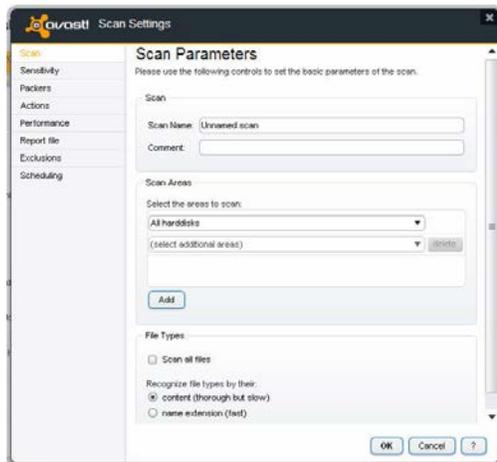
Removable Media Scan - this will scan any removable media that is connected to your computer, such as USB flash drives, external hard drives etc. It will scan the media to detect potential "auto-run" programs that may try to launch when the device is connected.

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.

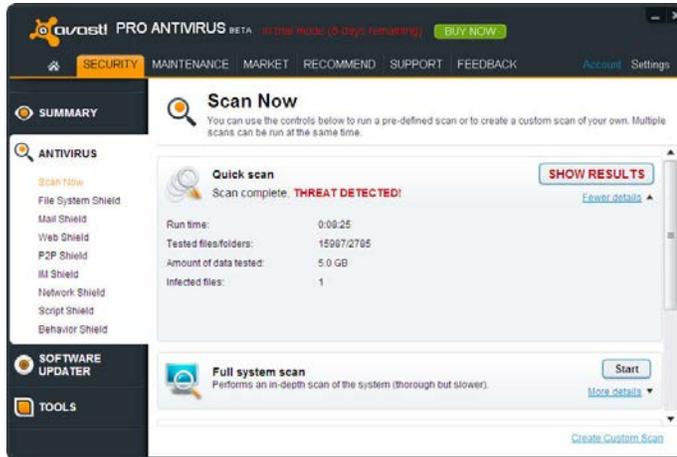
On this page, you can also access the other scan settings, for example, if you want to schedule a regular scan or a scan to run just once at a specific time. You can also exclude specific folders or files from being scanned, and define what action should be taken in the event that a virus is detected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

New in avast! 8.0, you can now also specify that a scan should not start if your computer is running on batteries.

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.

Software Updater

Malware often spreads by exploiting known security issues in commonly used software.

This means if your software is kept up to date, most malware would be unable to spread!

avast! Software Updater shows you an overview of all your outdated software applications, so you can keep them up to date and eliminate any security vulnerabilities.



Your security status will be shown as one of the following:

DISABLED	Avast! Software Updater is disabled completely.
GOOD (%)	The programs on your computer are in a good condition.
BAD (%)	Some of the installed programs are not up-to date. For security reasons it's recommended to update these programs.
CRITICAL (%)	You have either a single program with HIGH criticality, or several programs with LOW or MEDIUM criticality. It's strongly recommended to update them immediately.

You can resolve any issues by just clicking the "Fix Now" button. The available updates will then be downloaded and your software will be updated automatically. Once all updates are installed, your Software Updater status will be shown as "Good" and you will no longer be at risk of malware that targets out-dated software.

Process virtualization (Sandbox)

The avast! Sandbox 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 Sandbox Settings, you can further define applications that should always be run in virtualized mode, and trusted applications that should never be virtualized.

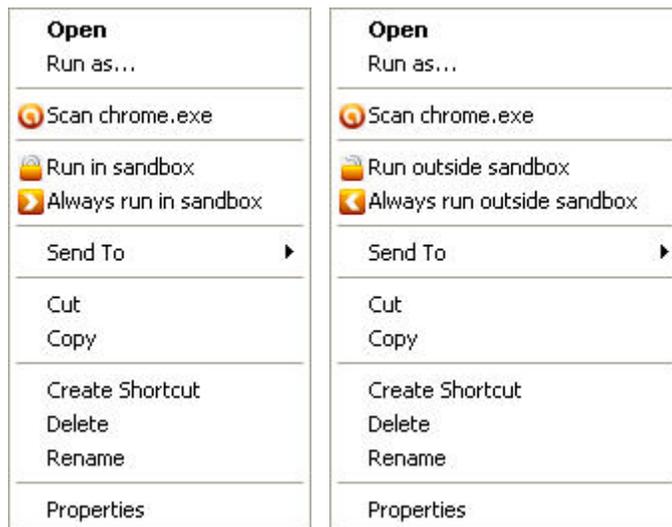
In the main Program settings, in the “Browser Integration” tab, you can further specify that your browsers should always be run in the Sandbox to ensure you are always protected while surfing the web.

Avast! will launch an application automatically in the Sandbox if it detects anything suspicious. In the AutoSandbox settings, you can change this so that avast! will ask you first:



In the settings, the AutoSandbox can also be disabled completely, or you can specify any files or applications that should be excluded and never run automatically in the Sandbox.

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.

Process Virtualization (SafeZone)

The avast! safeZone is an additional security feature that allows you to browse the web in a private, secure environment, invisible to the rest of your system. For example, if you do your banking or shopping online, or other security-sensitive transactions, you can be sure that your personal data cannot be monitored by spyware or key-logging software.

Unlike the Sandbox, which is intended to keep everything contained inside so that it cannot harm the rest of your system, the avast! SafeZone is designed to keep everything else out.

To open the secure SafeZone desktop, just go to the "Tools" tab and click "Switch to SafeZone".



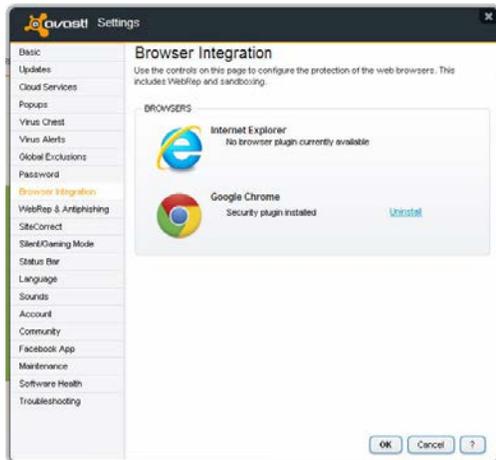
When you switch to SafeZone, the SafeZone web browser will start automatically. The SafeZone browser is a special browser without any additional components such as "plug-ins" which are often used to distribute spyware.

When you are done, click on the orange avast! icon in the bottom left corner and select "Turn off SafeZone" to close the browser and return to your normal desktop. Your browser settings and any files that you have downloaded will be saved automatically and will be there the next time you open it. If you don't want anything to be saved, click the "Reset SafeZone" button and everything will be deleted. The contents of the SafeZone, including all browser settings, will be reset to their original state.

Alternatively, you can just click the "Switch back" button on the taskbar (the white arrow next to the clock) which will return you to your normal desktop without terminating your web browser, so you can return to it later.

Browser Protection

If you have installed Google Chrome, the **avast! Web Rep** and **phishing filter** are automatically installed during the installation of avast! antivirus. Either of these can be uninstalled or installed for any supported browser by opening "Settings", selecting "Browser integration" and then just clicking "Uninstall" or "Install". Here you can also see whether your Internet browser is supported, before you try to install it.

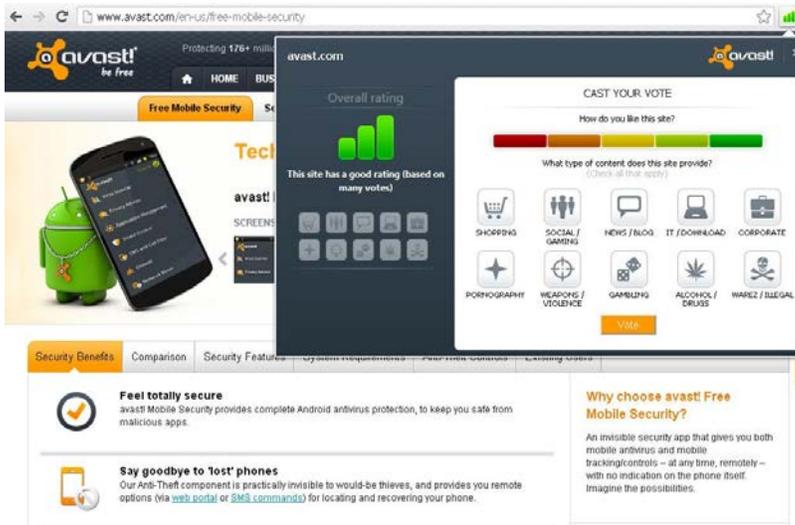


Alternatively, you can enable or disable just the avast! WebRep, or just the phishing filter in the program settings:



The WebRep is based on information received from the global avast! user community related to the content and security of visited websites, to help improve the browsing experience of all users. You can contribute your own feedback by "voting" on the content and security of websites that you visit.

When you visit a website, you will see a sequence of three bars (red, yellow, or green) which tell you how the website has been rated, or when you do a search using one of the popular search engines, you will see the same color-coded indicator next to each of the listed results.



The color of the indicator tells you whether the site is rated as "good" (green), "average" (yellow), or "bad" (red). The number of bars that are highlighted indicate the strength of the rating. One, two, or three highlighted bars represent a small, limited, or large number of votes.

Clicking on the colored indicator will open a box where you can see more information about how the site has been rated and where you can also submit your own vote.

On the left side, you can see the overall rating. Below the rating, you can see smaller icons which represent the categories that the site belongs to.

On the right side, you can submit your own vote. Here you can see a single bar divided into five colored segments which you can use to assign a more detailed rating to the domain. Below this bar you can again find the category icons. Click on one or more icons to assign the domain to the relevant categories, then finally click on "vote" to submit your rating.

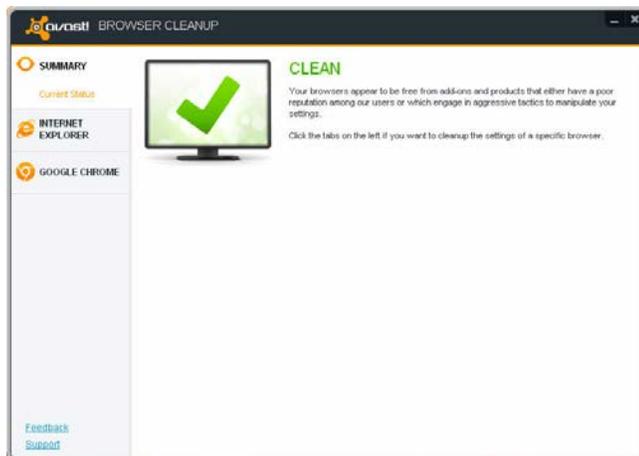
Browser Cleanup

Often, when you install free software it comes with other, possibly unwanted add-ons. In most cases, a new Browser Toolbar is installed. Some of these may be useful, however, in general they are used to analyze your browsing behavior and present you with specific ads.

avast! Browser Cleanup will show you a list of your browser toolbars, together with their user rating, and will give you the option to disable them, or to fully remove them. It will also give you the option to restore your browsers settings, such as your homepage and default search provider. So avast! Browser Cleanup is a very useful tool which will help to keep your Internet browsing experience fast and reliable.

Just click the button to start the avast! Browser Cleanup and it will check all your installed browsers for added toolbars.

If no additional toolbars or other add-ons are detected, your browser status will be reported as "Clean".

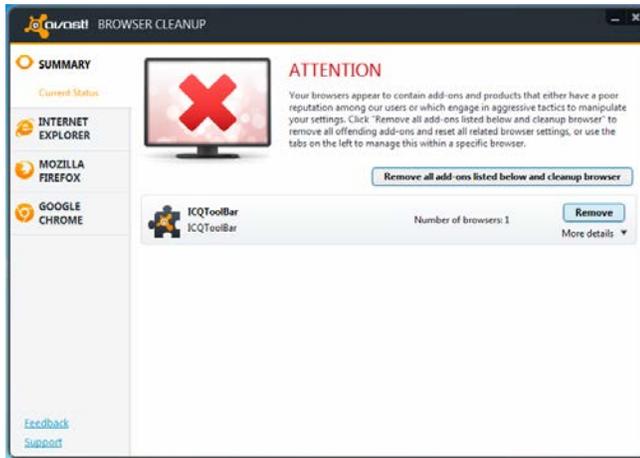


Alternatively, if any add-ons are detected which have a low user rating, your browser status will be either yellow or red with the word "Attention".

- Yellow means that add-ons may have been manually removed, but there may still be some relics left behind which have not been fully removed.
- Red means that one or more Internet browsers appear to contain add-ons and products that have a poor user rating and which are removable.

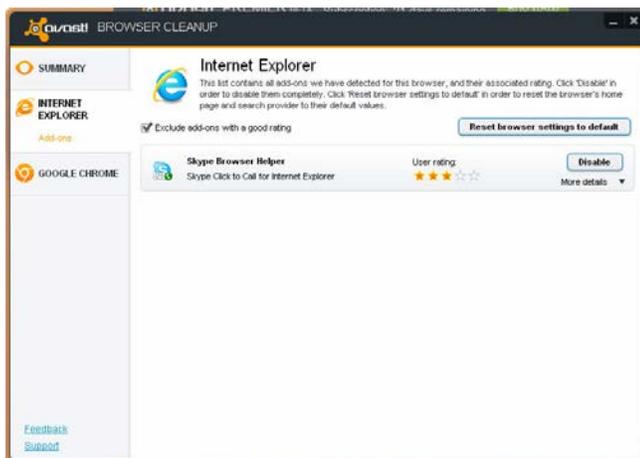
You can remove the add-ons individually and they will be removed from all browsers, or you can click one button to remove all of them and reset all your browser settings to their default values.

If you choose to Remove an add-on, this permanently deletes the add on, which cannot be reversed. However, only add-ons with a bad, or very bad rating can be removed.



Alternatively, you can use the tabs on the left to disable any unwanted add-ons for each specific browser. Disabling an add-on only has the effect of turning it off and can be reversed later by enabling the add-on again.

After selecting a specific browser, you will then see a list of all the installed add-ons for that particular browser, together with their user rating. You can disable any which are not wanted, or you can completely reset the browser settings to their default settings.



By checking the box at the top of the page, you can choose to exclude any add-ons that have a good user rating, so you will see only those whose rating is not good. You can then decide what action to take for the others individually.

Avast “System Tray” Icon

The orange avast! icon located in your computer’s system tray can be used to access various features without opening the main user interface. If you right-click on the avast! icon, a short menu will appear, as shown below.



You can choose to open the main interface and use the program as normal, or select any of the other options directly from the menu.

- By selecting “avast! shields control”, you can turn off all of the shields permanently, or for just the selected period of time.
- If “Silent/gaming mode” is activated, avast! will run automatically in silent mode if a full-screen application is running. This means your games or other full-screen applications will not be interrupted with annoying popups or other messages.
- If you select “Update”, you can choose to update your program, or you can update just the scanning engine and virus definitions.
- You can also choose to see the last popup message that was displayed or by clicking on “Subscription Information”, you can see the status of your current subscription, insert your license, or purchase a new license.
- Finally, by clicking on “About avast!”, you can see general information about your avast security application.

The command-line scanner

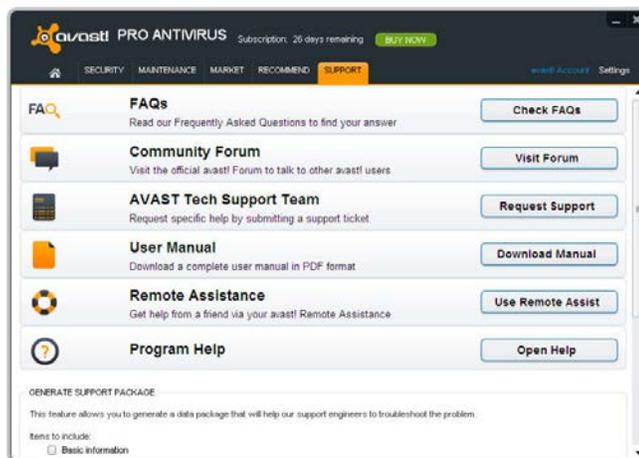
The command-line scanner enables you to manually run a scan of your computer without starting the avast! interface and even before your operating system has started. The command-line scanner uses the same avast! scanning engine to detect potential malware infections so the results are exactly the same 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\AVAST Software\Avast.

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.

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, just press the F1 key to see the help for the currently displayed screen.

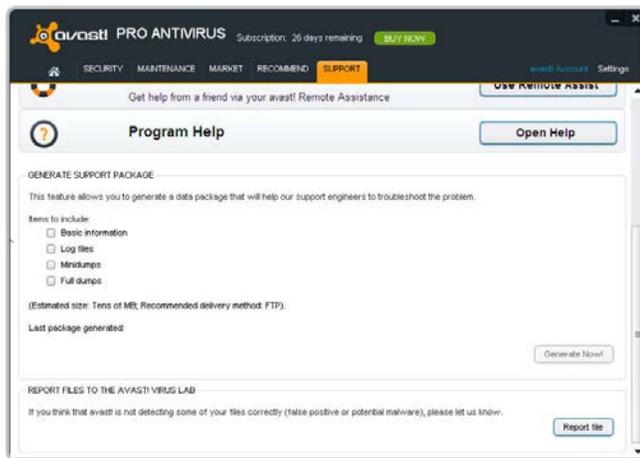
If you need additional help, or if you experience any difficulties with your avast! antivirus program, which you are unable to resolve after reading this manual, you may find additional help in the “Support” tab.



- In the **FAQs** section you can quickly find answers to some of the most Frequently Asked Questions.
- Alternatively, you can take advantage of the avast! **Community Forum**. 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.
- If you are still unable to resolve your query, you can **Request Support** by submitting 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.
- If you need to find this user guide again later, click on **Download Manual**

- Here you can also request **Remote Assistance** from another avast user, which is described in detail in the previous section.
- Finally, from here you can also open the **Program Help** in full.

There is an additional feature in avast which allows you to generate a support package to help our support engineers to troubleshoot the problem.



You can select what information to include in the package, but as a minimum, it is recommended to include the basic information and log files, then click on “Generate Now!”. The data package generated will be saved to a special folder on your computer and can then be sent by email to the avast support team.

You can also generate “Minidumps” or “Full dumps” which will include much more comprehensive information about your system and will therefore be much larger. These files are too large to be sent by email and would need to be provided using other File Transfer tools. Minidumps or Full dumps should therefore be generated only if specifically requested by the avast! support team or other person providing technical assistance.

Upgrading to avast! Internet Security or avast! Premier

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

If you upgrade to avast! Premier, you will have a range of additional tools, such as the avast! **Data Shredder** to permanently remove sensitive files from your computer, and you will be able to set the **Software Updater** to download and install software updates automatically whenever a new update is detected. avast! will then ensure that your software is kept up to date and you will not need to do anything. You will also be able to configure your computer so that you will be able to access it remotely using the **AccessAnywhere** feature.

To upgrade, 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. There's no need to uninstall the current version of your program - once you have upgraded, you can start using the new version immediately and you will continue to receive automatic updates so that you remain protected against the very latest threats.

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. Just open the "Maintenance" tab, select "Subscription" and then click on the upgrade button to locate the license on your computer and insert it into the program.

Thank you for choosing avast!

