



AVG Internet Security Business Edition 2012

Quick Installation Guide

Complete protection for your business

Thank you for your interest in AVG's Internet Security Business Edition – our flagship, award winning business and network security solution. This guide will take you through our preferred method of getting AVG centrally installed on your network.

AVG Anti-Virus Business Edition 2012

The AVG Internet Security Business Edition 2012 is a high powered, centrally managed and remotely deployed network security solution that detects, prevents and removes viruses, malware, rootkits, Spam and Zero Day threats on all Windows servers and workstations. Updates are fully centralised and local to your network, and run on a centrally predefined schedule. AVG 2012 is 50% faster and uses 40% less memory than previous AVG versions, making it our lightest ever product. The Internet Security Business Edition also plugs directly into MS Exchange to provide server level Anti-Virus, Anti-Spyware, Anti-Phishing (in-the-cloud) and Anti-Spam protection for all mailboxes and public folders. You can find our official documentation at the address below:

<http://www.avg.com.au/download/documentation/>

Step 1 - Downloading the AVG Software

Please visit the following URL:

<http://www.avg.com.au/download/business-security/avg-internet-security-business-edition-2012/>

Then, download the following files to the server or to the machine that you would like to centrally manage and install AVG from:

1. **AVG for Workstations** 32 or 64 bit, as required (avg_ipw_ ...)
2. **AVG Admin for Windows** 32 or 64 bit, as required (avg_rad_ ...)
3. **AVG for Servers** 32 or 64 bit, as required (avg_msw_ ...)

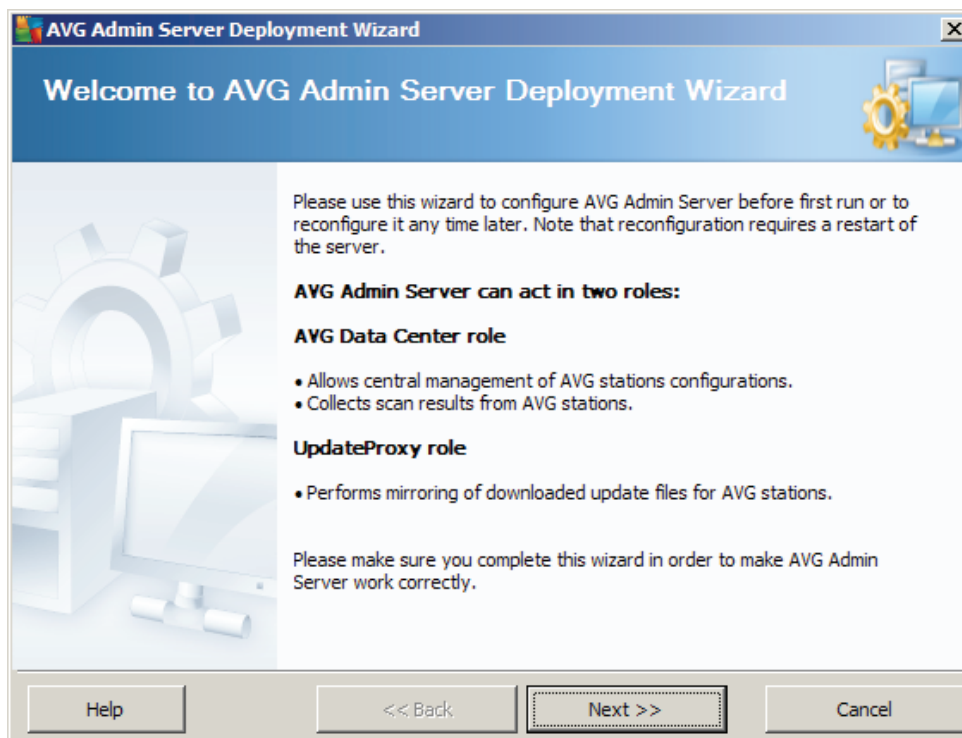
We recommend that you save the above files to a readily accessible location, i.e. Desktop.

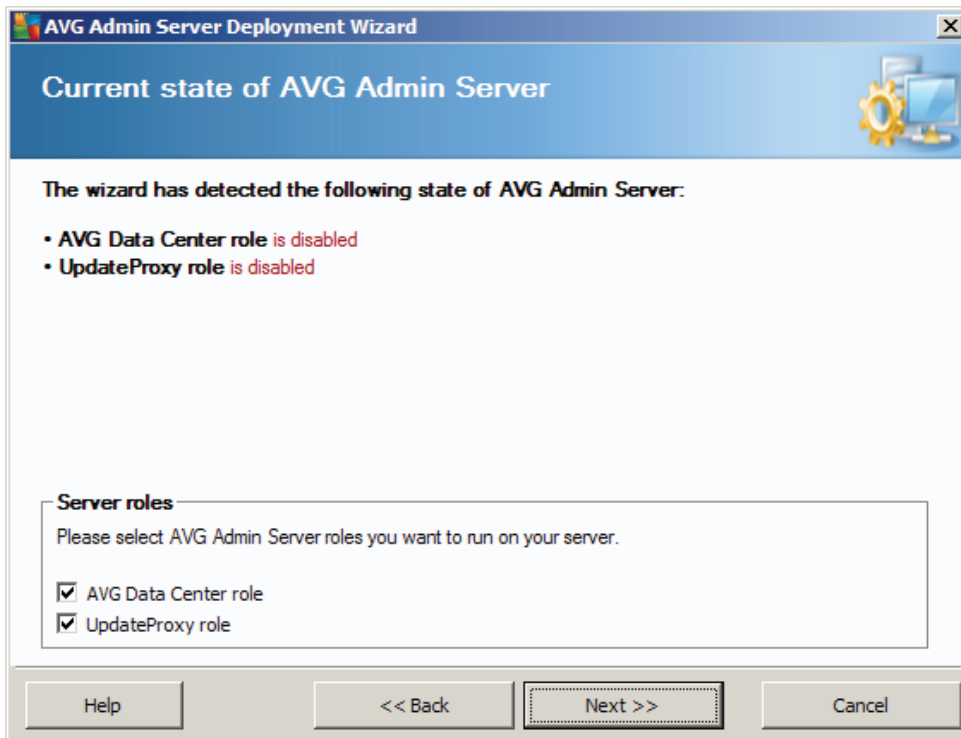
Step 2 - Installing AVG Remote Administration 2012

This is the component of the AVG Internet Security Business Edition that is able to perform remote installations and centrally manage AVG on your network. To install it, run the 'AVG Admin for Windows' file that was downloaded earlier. After the setup extract, the following window will appear:



Click "Accept" to accept the licence agreement then AVG will check your system. Please enter your licence number when prompted then select "Quick Install" on the next prompt to start the installation process. After AVG Admin is installed, the AVG Admin Server Deployment will be launched:





DataCenter Role

This will create a small SQL Database on this machine that will contain the configuration and access control settings of all connected servers and stations. The AVG Admin Console will also be installed and will serve as the interface between all connected AVG clients and the AVG Database. The DataCenter Role is the core role of AVG Admin. Unless your AVG licence needs to span two separate, disconnected networks, only one Admin Server should be installed in the DataCenter role.

UpdateProxy Role

The UpdateProxy role will download updates to the machine on which it is installed – all other machines can then pull these updates down locally on a centrally defined schedule. This limits bandwidth and increases the stability of AVG on the network. Several Admin Servers can be installed on different machines to balance network traffic across wide area networks and multiple sites. If you need to install another Admin Server in the UpdateProxy Role on a different machine, just run the AVG Admin for Windows installation package and select “**Lite Installation**”.

To proceed, choose which roles suit your needs (usually both) and click Next. You will then be asked which Database you would like to use. If you have less than 150 machines, you should install the Firebird Database which comes standard with AVG Admin. If you have more, you should use either SQL Server Express (free Microsoft Download) or one of MS SQL Server, Oracle 10g, or MySQL 5 (licensed third party products). After clicking Next, all subsequent steps in the Wizard are optimised for a fresh AVG installation. You should only pay attention to these steps if you need to:

- Import an existing AVG DataCenter
- Protect modifications of the Admin Server with a password
- Specify custom AVG update servers (not required unless the DataCenter and UpdateProxy Roles will be installed on different machines)

Hit the Deploy button and the AVG Admin Server will deploy with the settings specified. AVG Remote Administration is now installed! You can view the AVG Admin Console from the Start Menu -> All Programs -> AVG Remote Administration 2012.

The next step is to push out a remote installation of AVG across your network.

Step 2.1 – Preparing for Network Installation

To ensure a worry-free installation of AVG, you should ensure the following is true for each machine that you would like to install AVG on:

- The station should have at least 512MB RAM (We recommend 1GB or more)
- The station does not have any other Anti-Virus product installed (ie. Symantec, Trend, McAfee, Kaspersky etc). These will interfere with the AVG Resident Shield and may cause erratic and undesirable system behaviour or even crash.
- The station does not have any third party network or content filters installed. If you use any such filters, we recommend that you install AVG manually on the machine first to test compatibility.
- The station does not have any broken or corrupted AVG installations. The remote installation will automatically remove any remnants of the previous version but if there are bits and pieces left over, then the installation can fail. If this is the case, please use the AVG Removal Tool which is available from:
<http://www.avg.com.au/download/tools/>

You will also need to open certain network ports for a smooth operation of the Network Installer. These ports need to be opened on any software firewall on the target station (ie. Windows Firewall) and any hardware firewalls or routers that exist between the host and target machines.

These ports are:

Ping – ICMP Port 0

This port is required to ascertain whether the target station is online.

Remote Procedure Call – TCP and UDP port 135

These ports are required in order to allow the AVG installation to be launched on the remote workstation.

Distributed Component Object Model (DCOM)

In order for WMI (Windows Management Instrumentation) to function correctly and be used by the AVG Network Installer, you have to open the DCOM port. The DCOM port is TCP 135. To open it, please follow the steps below:

1. Click “Start” and then click on “Control Panel”.
2. Double click on “Windows Firewall” and then click the “Exceptions” tab.
3. Click “Add Port”.
4. In the Name box, type DCOM_TCP135 and then type 135 in the Port Number box.
5. Click TCP and then click OK twice.

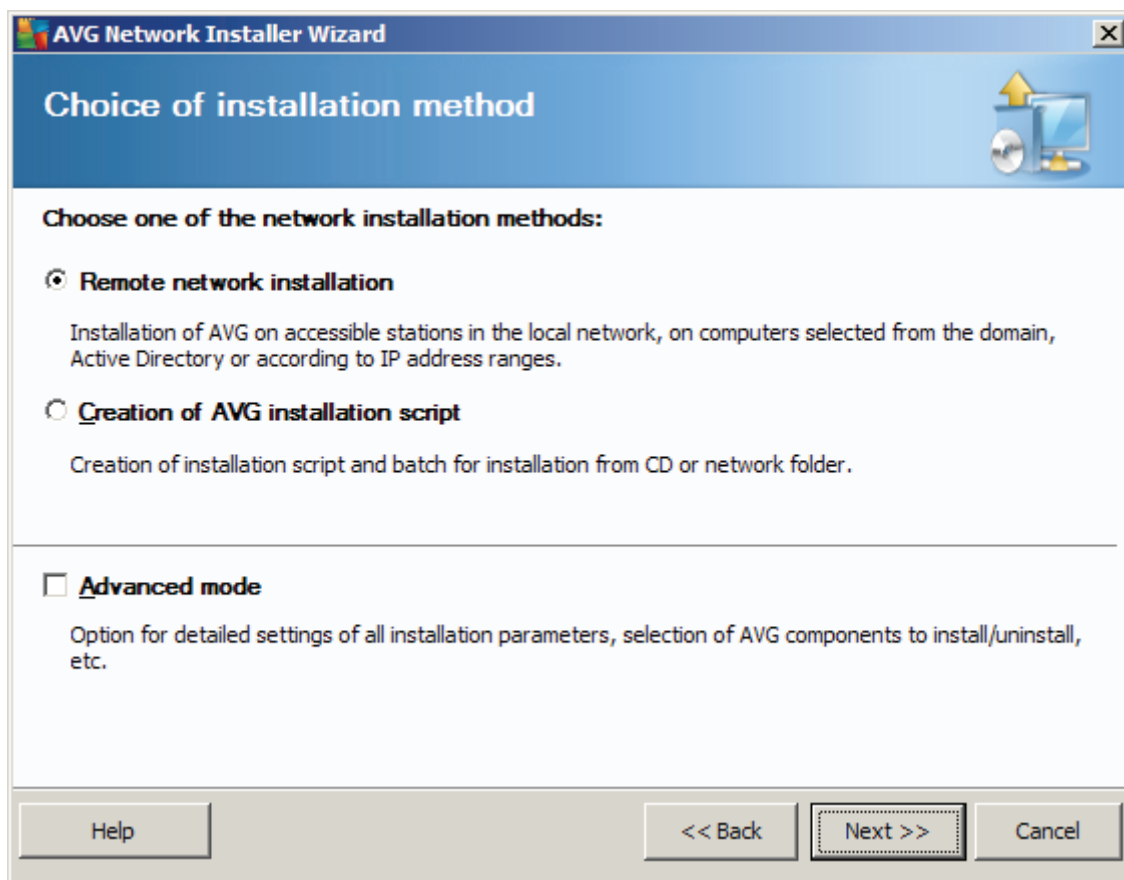
In most SMB or corporate networks these ports will already be available over the LAN.

Step 3 – Remote Network Installation of AVG

This step describes the easiest and most popular method of installing AVG over a network. If you would like to view a more in-depth documentation, including the use of the AVG installation script and larger WAN installations, they are available here:

<http://www.avg.com.au/download/documentation/>

To launch the AVG Network Installer Wizard, click Start -> All Programs -> AVG 2012 Remote Administration -> AVG Network Installer Wizard. Click Next and the following window will be displayed:



To acquaint yourself with all available Network Installation options, tick 'Advanced mode', and click Next. This will allow you to set desired installation parameters and select which workstations you wish AVG to be installed on. The 9 steps are detailed on the overleaf:

Step 1/9 – This step displays information on the network ports that need to be opened for a smooth operation of the Network Installer Wizard. If you have already opened these as per **step 2.1**, you can disregard this step.

Step 2/9 – This step will ask for your licence number as well as the location of the 'AVG for workstation' installation file. Please specify the location of the AVG installation file that was downloaded earlier. If the installation file cannot be found, you will be given an option to download it again.

Step 3/9 – This step allows you to specify which components will be installed. Detailed descriptions of the components can be found in the **official documentation**. You can also perform a remote uninstallation of AVG in this window.

Step 4/9 – This step allows you to set the behaviour of the target station during the installation process. Default values should be fine. Note that AVG will only be fully operational on the target machine after a reboot.

Step 5/9 – This step allows you to customise the settings of the DataCenter connection string as well as the update server settings. The default settings should be used unless you have installed the Admin Server in a DataCenter role on a different machine. If you have installed the DataCenter role on a different machine, please modify the connection string and update server address to this machine's name or IP address.

Step 6/9 – This step allows you to scan the network for stations to install AVG on. If you have a Domain or Active Directory, we recommend that you use these options as they will save time. If you operate a workgroup or peer-to-peer network, we recommend that you scan by IP range. You should also supply an account or accounts that have administrative privileges on the target machine.

Step 7/9 – This step shows the result of the network scan. Please note that if you have several stations in the Domain or IP range, the scan may take some time to complete. Once completed, you can choose to install on a selected range of stations, all stations or a single station. If you are asked for a username or password, please enter the credentials for a user account with Administrator privileges or just use the Domain Administrator account.

Step 8/9 – This step shows the installation process. Please be patient during this process as it can take up to 15 minutes. The installer needs to copy the installation file and run a remote procedure call on the remote station to trigger the installation. You can refresh the status at any time during installation.

Step 9/9 – This step gives the installation summary. Click Finish to complete the process. You should now be able to see the stations that have had AVG remotely installed in the AVG Admin Console. All details (ie. Last contact, Virus DB version, AVG version, component state etc) are visible in the main table. Any error states (AVG out of date, station not responding, component in error, etc), will put the station into the "Non-Compliant Stations" group. Note that since you've installed only recently, most stations will appear in this group before the initial AVG database update and first AVG scan. Otherwise, the stations will remain in New Stations until new groups are defined and added to.

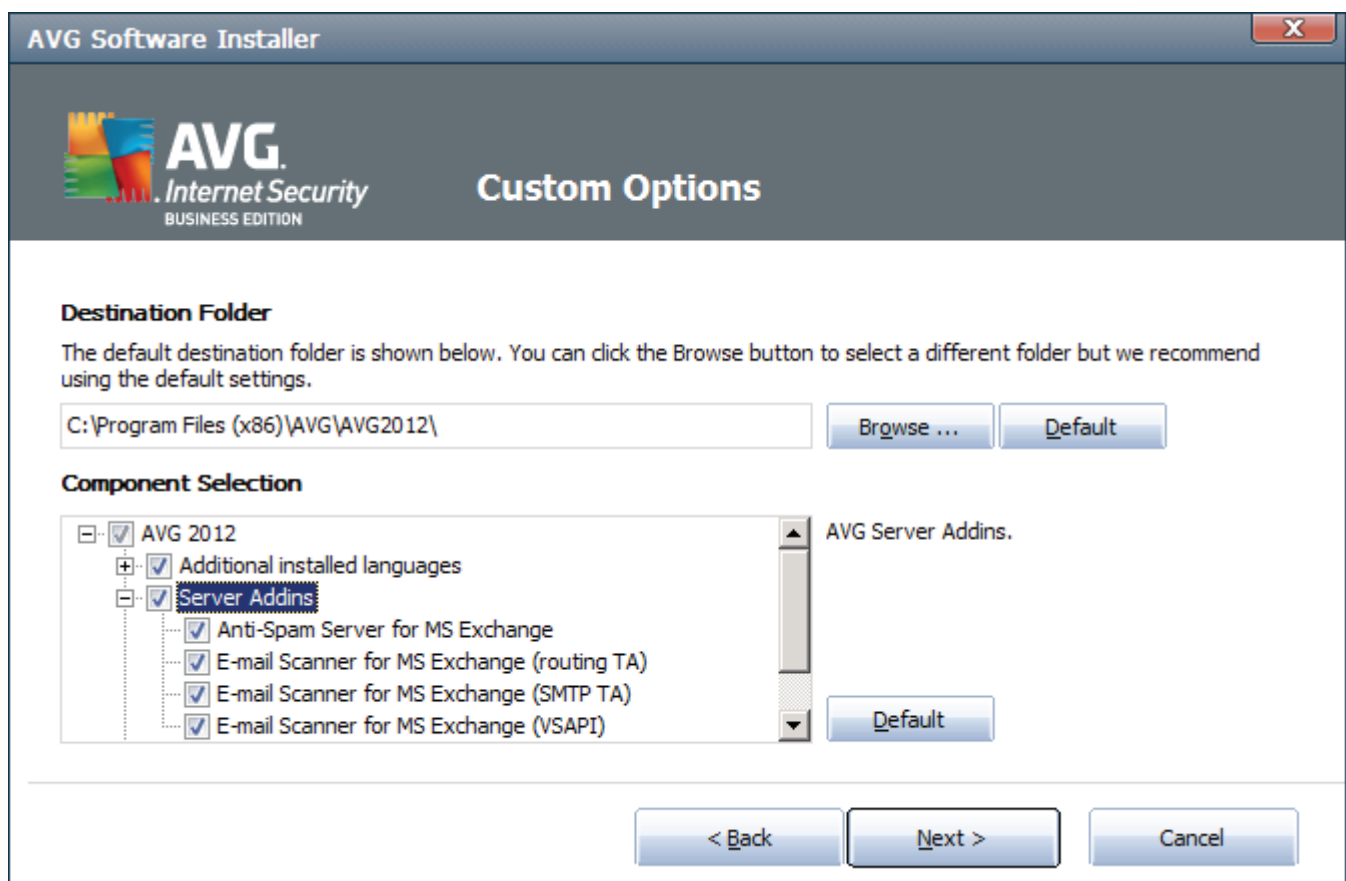
Step 4 – Installing on your MS Exchange Server(s)

It is not recommended to use the Network Installer Wizard to install AVG on your Exchange Server. There is a dedicated installation file used for this purpose which automatically optimises AVG for the server and will automatically install all required plugins for your Exchange Server.

To begin, launch the 'AVG for Servers' installation file (avg_msw_...). This should be launched locally on the Exchange Server. You can download the file again below:

<http://www.avg.com.au/download/business-security/avg-internet-security-business-edition-2012/>

Follow the wizard and when prompted, select **Custom Installation**. If the Standard Installation is selected, then you will not be given the option to point your Exchange Server installation back to the main AVG Admin Server. Enter your licence key and confirm the destination folder. You will then receive the Component Selection screen:



Tick all the relevant boxes. We recommend that you select all available, unless you have a specific reason to choose otherwise (ie. You already have gateway level Anti-Spam filtering). Clicking next will prompt you for a DataCenter specification:



Entering this string correctly will allow you to manage AVG for Exchange from the Admin Console. The connection string is in the form shown on the previous page. For example, if the name of the server where you installed AVG Admin to is DOMAIN, then the connection string is:

DOMAIN:4158

Alternatively, you can use the IP address, for example:

10.101.0.10:4158

If this is the same machine where you installed AVG Admin in Step 2, you can of course use:

localhost:4158

After confirming the connection string, finalise installation. A Server restart should not be required. The Email Server should now be visible in the Admin Console under the group "Email Servers". All settings and statistics can be managed from this point.

Step 5 – Familiarising yourself with AVG

You're done! AVG should now be installed on both the server and the selected workstations.

AVG Remote Administration 2012 is installed under All Programs (ie. Start -> All Programs -> AVG 2012 Remote Administration)

The Admin Console becomes the main management area of AVG on your network. You may need to have a play around and familiarise yourself with its features. You can create groups of stations and specify different configurations and security settings for different groups. When used correctly, the AVG Admin Console allows the administrator to:

- Create Global settings for All Stations
- Create settings for Groups (stations can be grouped by geographical location or by station function)
- Control AVG update settings (including AVG Admin Servers operating as local UpdateProxies)
- Create Graphic Reports
- Send emails to the administrator upon the trigger of a pre-defined event (ie. Station is Infected, New Update is Available, Station requires Restart, etc)
- Monitor scan results on remote stations and remove threats remotely (including remote access to the AVG Virus Vault on remote stations)

Account Management and Technical Support

We are proud to manage all Australian and New Zealand accounts free of charge from our offices in Melbourne, Victoria – this includes unlimited technical support by phone or email. We are always open to feedback and welcome active involvement in the AVG development process from our customers.

We are confident that you will be able to install AVG successfully and experience an error-free operation, low system resource-load and award winning Anti-Virus and network security that AVG is known for. However, if you encounter any technical problems or need any further information to assist you in getting the best out of the AVG software, you can contact us at the details below:

Technical Support

Phone within Australia (local call) - 1300 855 005 (8am – 6pm AEST)

Phone within New Zealand (toll-free) – 0800 855 005 (10am – 8pm)

Email: support@avg.com.au (be sure to include your licence key in the email body)

Sales Support/Administrative Enquiries

Phone within Australia (local call) - 1300 855 005 (8am – 6pm AEST)

Phone within New Zealand (toll-free) – 0800 855 005 (10am – 8pm)

International – +61 3 9581 0800

Email: corporate@avg.com.au

Best Regards,

The AVG Team