



AVG  
Internet Security  
2012

A circular icon with a green, wireframe globe-like structure. Inside the globe, a laptop computer is visible, with its screen and keyboard clearly shown.

## Reviewer's Guide

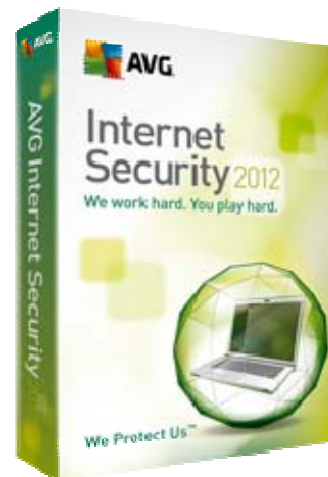
AU/NZ Edition, 1 September 2011



## 1. What is AVG Internet Security 2012?

AVG Internet Security 2012 and AVG Internet Security 2012 Business Edition provide robust online protection for both home and business use. The products themselves benefit from a dedicated team of Internet security specialists and a worldwide user community, who help AVG to constantly advance its feature sets and product strength.

Engineered to work at a level appropriate to differing users' needs, each of these products are suited for both home and office use. Their core role is to render viruses, spam, spyware and Trojans helpless while making identity theft, web exploits, drive-by phishing and rootkits a distant memory.



AVG Internet Security 2012 protects users while they are surfing the web and communicating on Instant Messenger (IM) services, while simultaneously providing security to Local Area Networks (if they exist) against hazardous system attacks.

With multi-layered (but tightly integrated) technologies, AVG users will have greater peace of mind when it comes to identity theft, viruses, or risks associated with visiting harmful websites. The technology proposition here is the opportunity to shop, bank and transact with confidence, block spammers and scammers, download/share files and chat safely. Users can also enjoy peace of mind when networking on Social Networks.

AVG 2012 Internet Security is built with some completely new features since our 2011 product release. New in 2012 is **AVG Accelerator**, which helps speed up Internet experiences by accelerating downloads and Flash videos. Also new is **AVG Advice** which provides assistance and recommendations in case of detected memory problems caused by browser sessions where tabs have been open for a long time.

AVG 2012 uses the power of the company's massive global user community to make the Internet safer for users everywhere. AVG's "People-Powered Protection" approach is foundational to AVG's security software offering; by harnessing the power of the online community, AVG increases its ability to predict, identify and thwart attacks before they become widespread. Because of this, the software can isolate and address malicious activity more rapidly than ever before.



## 2. The 'New' & The 'Enhanced'

AVG Internet Security 2012 is the only security product that includes **AVG Accelerator** — this product component is designed to enhance, rather than compromise (by slowing a PC down), the content that users will typically spend time using online.

### **New:**

#### **AVG Advisor**

- ✓ AVG Advice is a new proactive service that monitors the computer and advises the user with solutions for various problems the computer has. Research indicates that users often have browsers open for many hours (as many as 15–24 hours at a time) without knowing that these applications are constantly consuming the available memory of the PC.
- ✓ Over time, available memory is reduced to a low level and this causes a computer to slow down.
- ✓ Advises “Overuse of memory” by Internet browsers — (Google Chrome, Mozilla Firefox and Internet Explorer only.)
- ✓ Can be manually turned off.
- ✓ Managed via a link from the pro-active pop-up, which opens advanced settings in tray notification.

#### **AVG Accelerator**

- ✓ AVG Accelerator maximises computer connectivity to deliver content faster.
- ✓ Less time is spent waiting for videos and other content-rich files to download.
- ✓ Supports Flash Videos and some other content-rich files — (additional target file types will be added in subsequent releases).
- ✓ On by default, setting can be managed in advanced settings.

### **Enhanced:**

- ✓ Footprint and performance is improved throughout.
- ✓ Fewer processes, less memory usage, faster boot time, the AVG 2012 technology proposition is focused on actually speeding up your PC as it protects.
- ✓ Web security is improved.
- ✓ Enhances the detection of evasive web threats.
- ✓ User Interface (UI) reorganised for a more intuitive look and feel.



- ✓ Several UI components have been grouped together to reduce number of components in overview.
- ✓ There is also the addition of default settings for advanced the "Identity Protection settings" dialogue.
- ✓ AVG has fixed notification about logged in users in the restart request dialogue and the "Ignore the state of this component" option is now only available from advanced settings.

AVG Anti-Rootkit performance is now better so that detection of malware hidden deep in the OS can be found — as well as added support for anti-rootkit exceptions.

**Other new features:**

- ✓ Added reset button for Anti-Spam statistics.
- ✓ Extended statistics of SharePoint document scanner component.
- ✓ Extended statistics of VSAPI and antivirus transport agents components.
- ✓ Added the option to switch off scan of outbound emails in VSAPI plug-in.



### 3. AVG Detection Methods

The key to AVG's efficiency in detecting infected files and exploits is the technology's multiple layers of protection. Files are pre-processed — and those deemed unnecessary for virus analysis are excluded to enable faster scanning.

- **Signature-based detection**

This attempts to match files to known virus signatures — a sequence of bytes known to be characteristic of a specific virus. Detailed analysis is then performed to identify the exact infection.

- **Polymorphic-based detection**

A common method for detecting known viruses, this is used to determine new variants of recognised viruses, even if the new variant behaves differently. This method is particularly effective in the detection of macro viruses and script viruses.

- **Heuristic-based analysis**

The third layer for detecting viruses is heuristic analysis, which looks at the way software behaves in order to identify whether or not it is malicious. This allows it to detect a virus, which is not included in the internal virus database.

- **Behaviour-based analysis**

This is the fourth layer for detecting viruses. This patent-pending technology looks at how software behaves to determine hostile file behaviour and preventing their execution.



## 4. Keeping Updated

It is vital to keep your antivirus software up to date. AVG Internet Security 2012 makes it easier than ever to keep up-to-date and protected against the latest threats via manual and automated processes.

Update files are available even when a large number of requests to download updates are sent to AVG's servers. That's because AVG distributes update files using a robust worldwide server network service.

Main features include:

- Small update files (the size is typically only tens of KB)
- Rare requirements to restart computers after updates
- Updates once per day
- Possibility to schedule or manually perform an update
- Proxy server authentication support
- AVG update emails allow registered users to receive the latest update information
- Update files are available even during periods of high download demand



## 5. Getting Started

Installation is simple:



1. Start the AVG installer
2. Accept the End User Licence Agreement
3. Select your preferred language
4. Activate or enter your licence key
5. Select Quick install or Custom install
6. Select whether you would like to use AVG Secure Search as your default web search provider
7. Select or unclick the AVG Security Toolbar option
8. Download will start



After installation, the user is asked whether or not they would like to participate in the AVG Internet Security 2012 web safety product improvement program.

A SYSTEM RESTART is then required at this point.

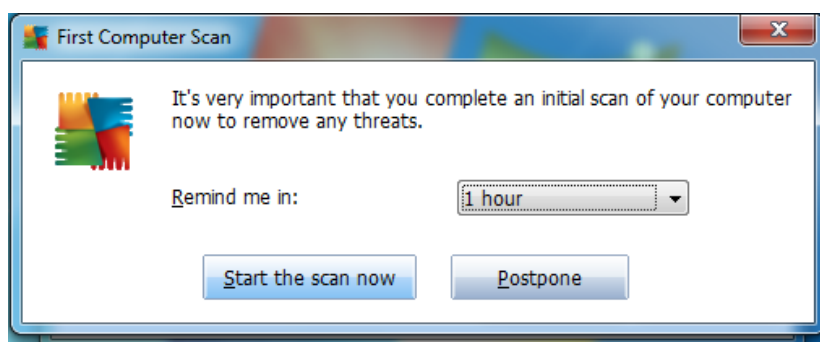


To initiate a scan, locate the AVG icon in the system tray, on the desktop, or in the programs list and start the AVG User Interface. The **Overview** will appear and provide you the status of every security component at a glance.

Common questions that typically come to a user's mind when they suspect the existence of a problem are:

- Is my AV software working and up to date?
- Has my subscription expired?
- When was the last scan performed?

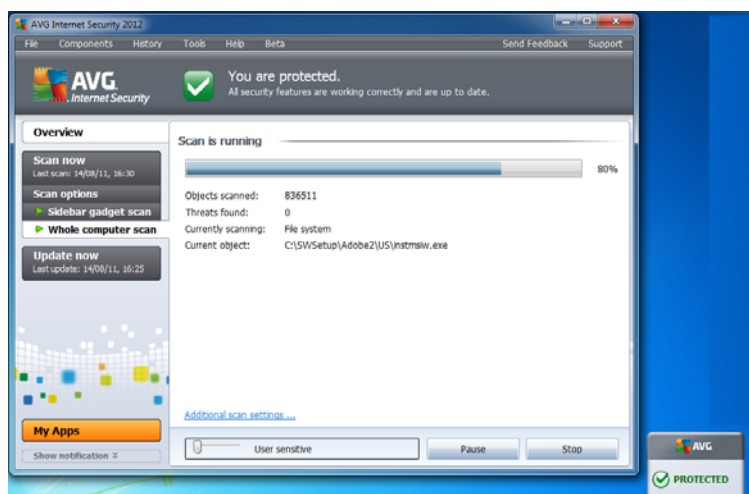
AVG answers all of these questions on the first screen that appears, saving time and adding to the user's overall peace of mind.



## The First Scan

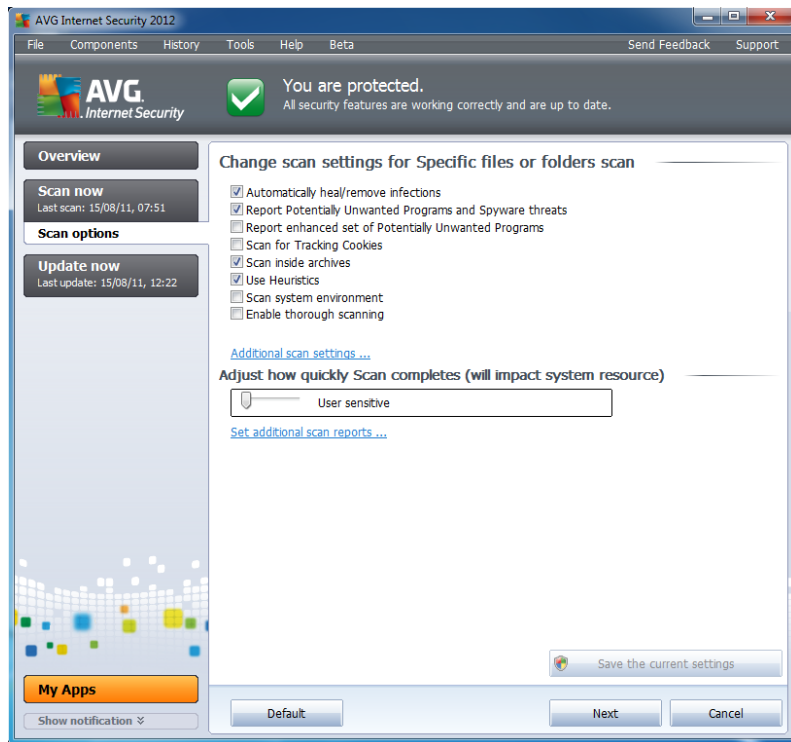
Click **computer scanner** when ready to scan. AVG is automatically configured to scan so users don't spend time examining the different options at this stage. There are, however, a number of additional options available that are only a click away. Decide on the type of scan to perform: **Scan whole computer** or **Scan specific files or folders**.

AVG Smart Scanning technology means subsequent scans are faster — this is achieved by identifying and not scanning files that are known to be safe. Scans use minimal resources when users are at a PC.





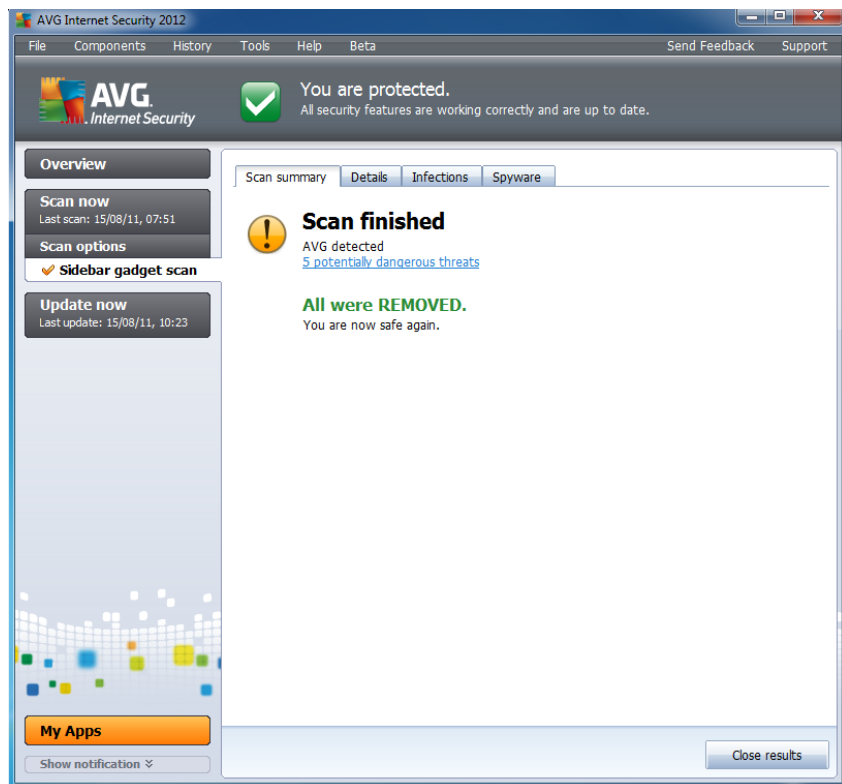
Click **Change scan settings** to view current scan settings and make adjustments. Users can review their options here as well.



Click **Scan now** once you've made your initial adjustments. You'll be able to view reports of detected threats as the scan progresses.



A scan results screen will appear when the scan is complete revealing pertinent statistics such as the number and types of threats discovered.





## Flexibility of Advanced Settings

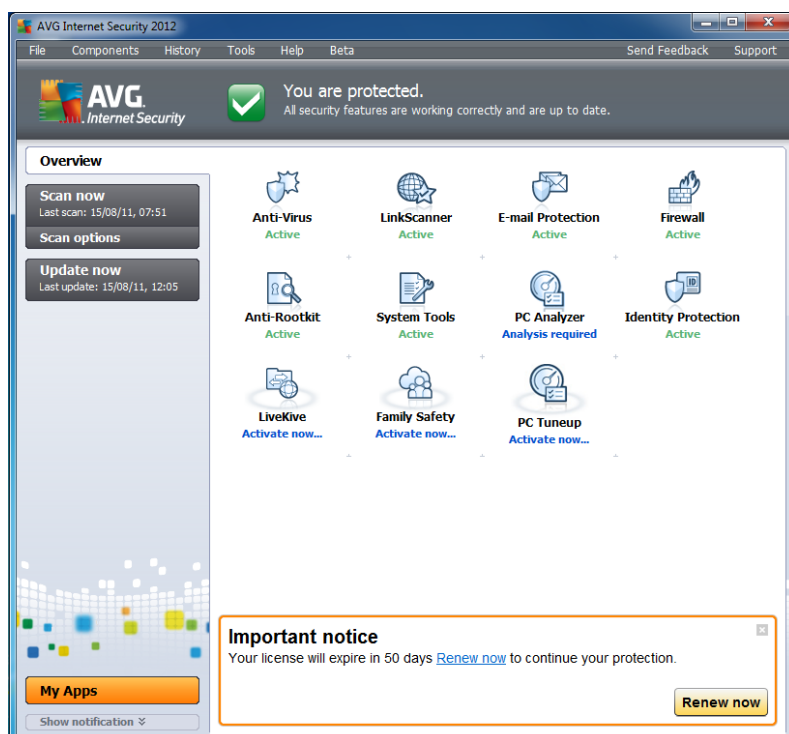
Take a brief look at the **Advanced Settings** before exploring the components on the **Overview** page.

Here, you can adjust your preferences, set schedules, and fine-tune your scans. On the **Action** bar, click **Tools>Advanced Settings**.

Access to all settings is provided through an intuitive, drill-down framework and more frequently used settings are found under the related component icons on the **Overview** screen and elsewhere. Additionally, **Tools>Advanced Settings** provides a convenient single location for adjusting all settings.

Click the + symbol next to **Schedules** to see how to automate protection. You can, for example, run program updates and scans while the machine is idle (e.g. at night). If you need more flexible configurations, you can always change the settings in **Advanced Settings**.

Note: Less experienced users are encouraged to use the default settings until they feel comfortable enough to fine-tune the way AVG works on their system.





## 6. AVG 2012 Business Security

In addition to our home/consumer security range, AVG also has a comprehensive range of business-class products to protect businesses and their networks.

	AVG File Server Edition 2012	AVG Email Server for Linux 2012	AVG Email Server Edition 2012	AVG Anti-Virus 2012 Business Edition	AVG Internet Security 2012 Business Edition
	Essential protection for Windows file servers	Essential protection for Linux / FreeBSD servers	Essential protection for your email servers	Exceptional protection for your small/medium sized business	Ultimate protection for everything your business does online
<b>File Server Protection</b>	✓	✓	✓	✓	✓
<b>Workstation Protection (Laptops, PCs)</b>				✓	✓
<b>Workstation Anti-Spam (Laptops, PCs)</b>					✓
<b>Mail Server Protection</b>		✓	✓		✓



## 7. Other products from AVG in 2012

In addition to our core range of security products, **AVG PC TuneUp™** is now available to help users of all levels of expertise get the most out of their PC. All users can run a one-time-fix scan free of charge.

AVG PC TuneUp provides users with over 16 tools, enabling users to:

- Increase a PC's speed, performance and stability
- Free up space on a hard drive
- Speed up an Internet connection
- Recover accidentally deleted files
- Shred files and wipe disks — permanently
- Remove traces of a user's activity from a PC

**AVG Mobilation Pro** for Android mobile devices combats viruses and malware, and also provides loss and theft protection through the ability to track and control your Android mobile device remotely if you should become separated from it. It includes performance controls, to help keep your Android device not only safe from loss and viruses, but also ensure that it is running at optimal performance.

The AVG paid products AVG Premium Security, AVG Family Safety and AVG LiveKive are not yet available in Australia, New Zealand and the South Pacific.

### AVG Free Products

For over 10 years, AVG has proudly made available a free anti-virus solution for use in the home on a single PC. In keeping with its promise of "free forever", AVG Anti-Virus Free Edition 2012 for Windows and Linux is also now available.

Other free products also available from AVG include:

- **AVG LinkScanner** for Windows and Mac — checks each web page in real time for web-based threats before it opens on your computer.
- **AVG Rescue CD** — a comprehensive toolkit that will repair system crashes and return systems to a state where they can operate at full capacity, thanks to deep-rooted infections having been removed and file systems repaired.
- **AVG MultiMi** — a cool new desktop app that makes sharing and socialising across your email accounts and social networks a breeze.
- **AVG Mobilation Free** for Android mobile devices — combats viruses and malware, and also provides loss and theft protection through the ability to track and control your Android device remotely if you should become separated from it.



## 8. Support Policy

All program and malware updates are free during the entirety of the licence period.

Technical support is available through the following resources, which are accessible via the **Support** tab on the AVG (AU/NZ) website:

Free and paid customers:

- FAQ pages
- Video tutorials
- Virus encyclopaedia
- Malware removal utilities download area

Paid customers only:

- **Free Telephone support** (registered customers only) — The customer service and technical support experts in our Melbourne-based are just a phone call away. (Local call within Australia and toll free within New Zealand.) Our friendly, expert people are available Monday to Friday, 8:00 a.m. – 6:00 p.m. Melbourne time.
- **Free Email support** (registered customers only) — submit web form or send us an email
- Free support by email within the Control Centre



## 9. Licensing, Pricing and Availability

AVG Internet Security 2012 is currently priced at:

- One year, 1 PC — A\$69.99, NZ\$74.50
- One year, 3 PCs — A\$89.99, NZ\$94.50

Other popular pricing options for AVG Internet Security 2012 include:

- Two years, 1 PC — A\$107.99, NZ\$114.99
- Two years, 3 PCs — A\$134.50, NZ\$141.99

These prices include free unlimited signature updates and program upgrades, plus free telephone technical support, which adds significant value. Many security vendors charge extra for program updates and technical support.

AVG Internet Security 2012 licence packs, popular for AVG's very small business customers, offer discounts for purchases of packs of two, three, five and ten user licences each, with a licence period of 1 or 2 years. Additional generous discounts are available for larger volume orders.

The product can be purchased and downloaded from [www.avg.com.au](http://www.avg.com.au) or [www.avg.co.nz](http://www.avg.co.nz), and is also available in Australia, New Zealand and the South Pacific through a network of more than 3900 independent software resellers.



## 10. Contact Information

The contact information below is provided in case you are working with particular individuals or agencies on this review.

### Public Relations:

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Tony Anscombe — AVG Technologies  
[tony.anscombe@avg.com](mailto:tony.anscombe@avg.com)

### Technical Contacts (product problems/questions):

If using email, please cc one or more of the local PR contacts above, so they can ensure that your inquiry receives the highest possible priority/

[support@avg.com.au](mailto:support@avg.com.au)  
1300 855 005 (AU), 0800 855 005 (NZ), +61 3 9581 0800

### Media resources:

A comprehensive range of media resources, including logos, box shots, screen shots etc., are available online from the AVG (AU/NZ) web site at:  
<http://www.avg.com.au/media>

Join the AVG Community for information, video content and pictures:  
<http://www.flickr.com/photos/officialavg/sets/>

***Thank you for taking the time to review AVG Internet Security 2012***