



# AVG File Server

## User Manual

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## 1. Introduction

This user manual provides comprehensive documentation for **AVG File Server**.

### **Congratulations on your purchase of AVG File Server!**

**AVG File Server** is one of a range of award winning AVG products designed to provide you with peace of mind and total security for your server. As with all AVG products **AVG File Server** has been completely re-designed, from the ground up, to deliver AVG's renowned and accredited security protection in a new, more user friendly and efficient way.

AVG has been designed and developed to protect your computing and networking activity. Enjoy the experience of full protection from AVG.

This documentation contains description of specific AVG File Server features. Should you require information about other AVG features, please consult the user guide to Internet Security edition, which contains all the necessary details. You can download the guide from the <http://www.avg.com>.



## 2. AVG Installation Requirements

### 2.1. Operation Systems Supported

**AVG File Server** is intended to protect workstations/servers with the following operating systems:

- Windows 2003 Server and Windows 2003 Server x64 Edition (Service Pack 1)
- Windows 2008 Server and Windows 2008 Server x64 Edition
- Windows 2008 Server R2 Edition
- Windows 2012 Server and Windows 2012 Server x64 Edition
- Windows 2012 Server R2 Edition

(and possibly higher service packs for specific operating systems)

### 2.2. File Servers Supported

The following file servers are supported:

- MS SharePoint 2003 Server version
- MS SharePoint 2007 Server version
- MS SharePoint 2010 Server version
- MS SharePoint 2013 Server version

### 2.3. Recommended Hardware Requirements

Recommended hardware requirements for **AVG File Server** are:

- Intel Pentium CPU 1,8 GHz
- 512 MB of RAM memory
- 600 MB of free hard drive space (for installation purposes)



### 3. AVG Installation Process

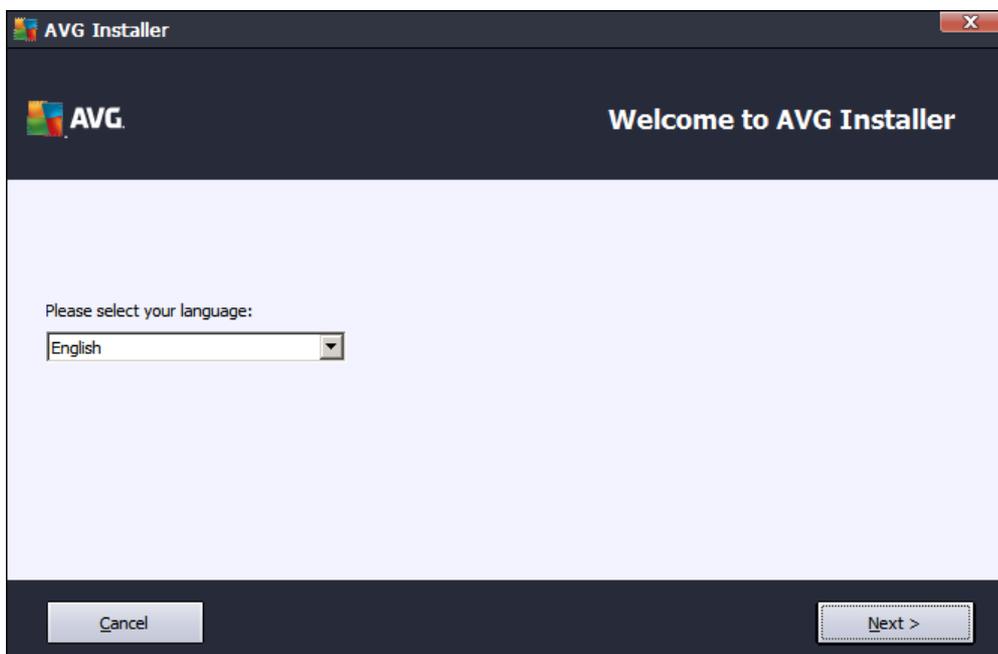
To install AVG on your computer, you need to get the latest installation file. You can use the installation file from the CD that is a part of your box edition but this file might be out-of-date. Therefore we recommended getting the latest installation file online. You can download the file from the [AVG website](http://www.avg.com/download?prd=msw) (at <http://www.avg.com/download?prd=msw>).

There are two installation packages available for your product - for 32bit operating systems (marked as x86) and for 64bit operating systems (marked as x64). Be sure to use the correct installation package for your specific operating system.

During the installation process you will be asked for your license number. Please make sure you have it available before starting the installation. The number can be found in the CD packaging. If you purchased your copy of AVG on-line, your license number will have been delivered to you via email.

Once you have downloaded and saved the installation file on your hard drive, you can launch the installation process. The installation is a sequence of dialog windows with a brief description of what do at each step. In the following, we offer an explanation for each dialog window:

#### 3.1. Installation Launch

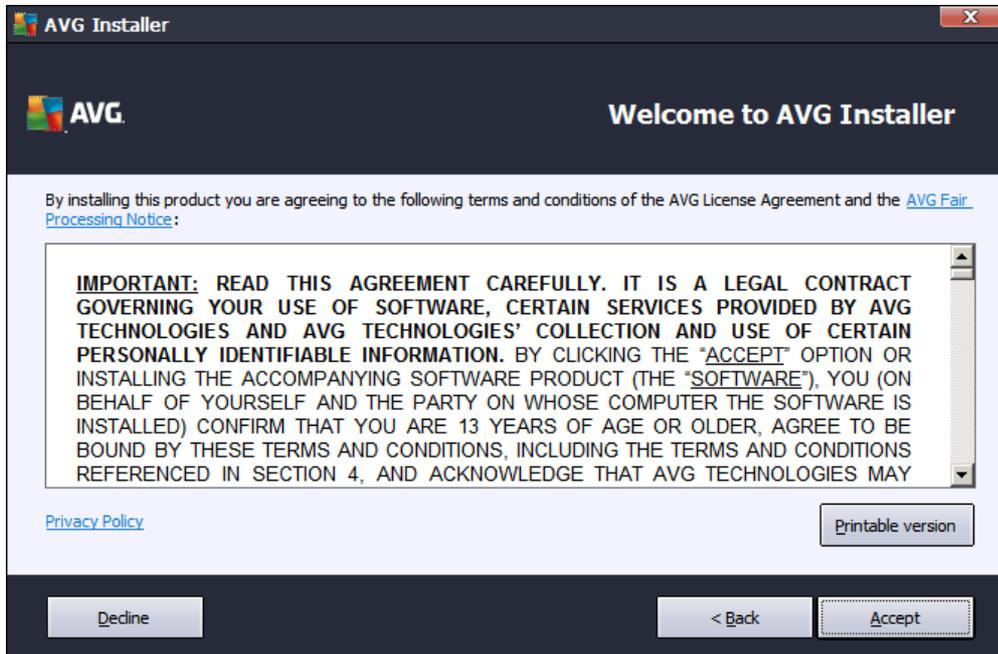


The installation process always starts with this window. In here you select the language used for the installation process and press the **Next** button.

You will be able to choose also additional languages for the application interface later during the installation process.



### 3.2. License Agreement

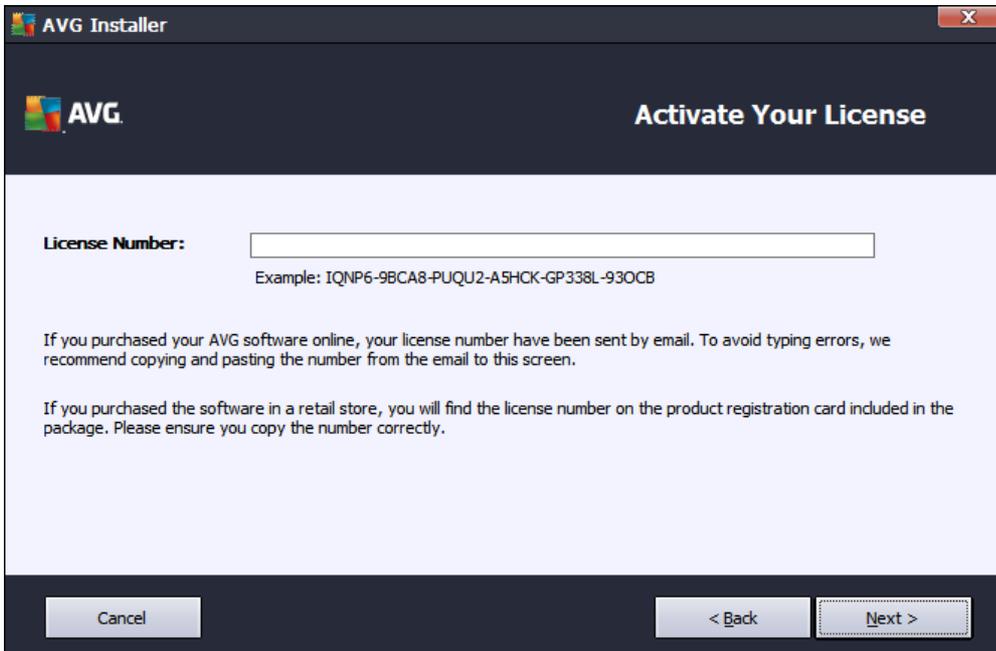


This dialog allows you to read the license conditions. Use the **Printable version** button to open the license text in a new window. Press the **Accept** button to confirm and continue to the next dialog.

### 3.3. Activate Your License

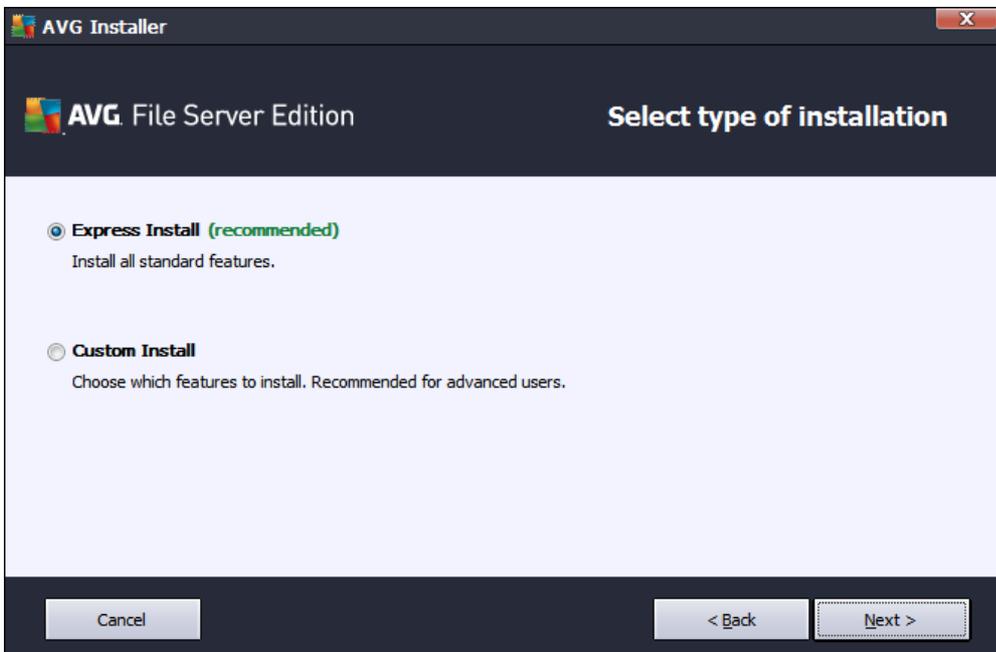
In the **Activate your License** dialog you have to fill in your license number.

Enter your license number into the **License Number** text field. The license number will be in the confirmation email that you received after purchasing your AVG on-line. You must type in the number exactly as shown. If the digital form of the license number is available (in the email), it is recommended to use the copy and paste method to insert it.



Press the **Next** button to continue the installation process.

### 3.4. Select Installation Type



The **Select type of Installation** dialog offers the choice of two installation options: **Express Install** and **Custom Install**.

For most users, it is highly recommended to keep to the **Express Install** that installs AVG in fully automatic mode with settings predefined by the program vendor. This configuration provides maximum security combined with the optimal use of resources. In the future, if the need arises to change the configuration, you will always

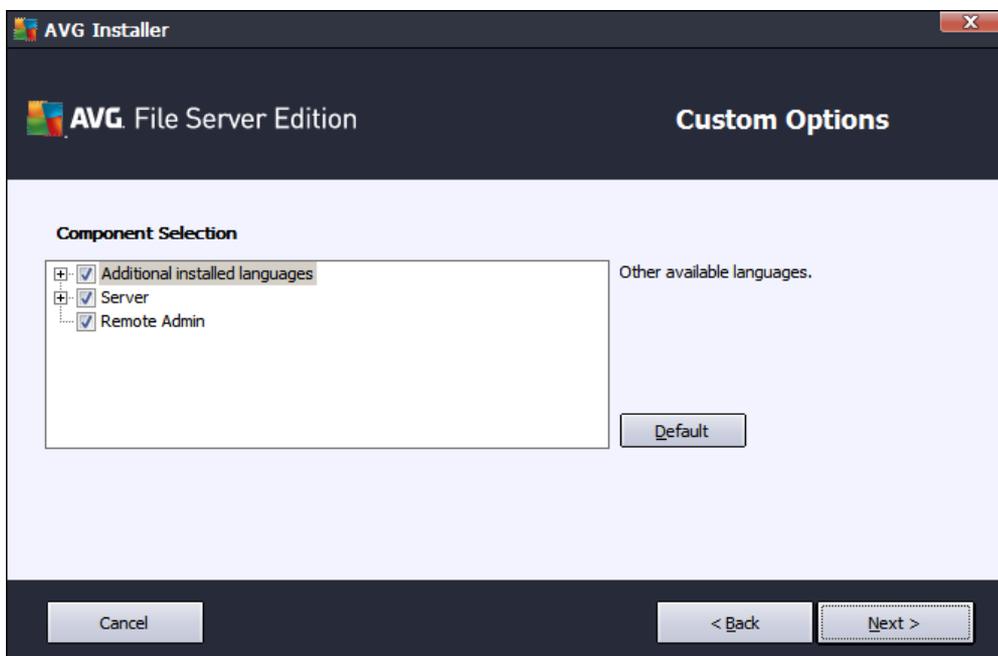


have the possibility to do so directly in the AVG application.

**Custom Install** should only be used by experienced users who have a valid reason to install AVG with non-standard settings. E.g. to fit specific system requirements.

Upon selecting the Custom Install, the **Destination folder** section appears in the lower part of the dialog. It allows you to specify the location where AVG should be installed. By default, AVG will be installed to the program files folder located on drive C:. If you want to change this location, use the **Browse** button to display the drive structure, and select the respective folder.

### 3.5. Custom Install - Custom Options



The **Component selection** section displays an overview of all AVG components that can be installed. If the default settings do not suit you, you can remove/add specific components.

**However, you can only select from components that are included in your purchased AVG edition. Only those components will be offered to be installed within the Component Selection dialog!**

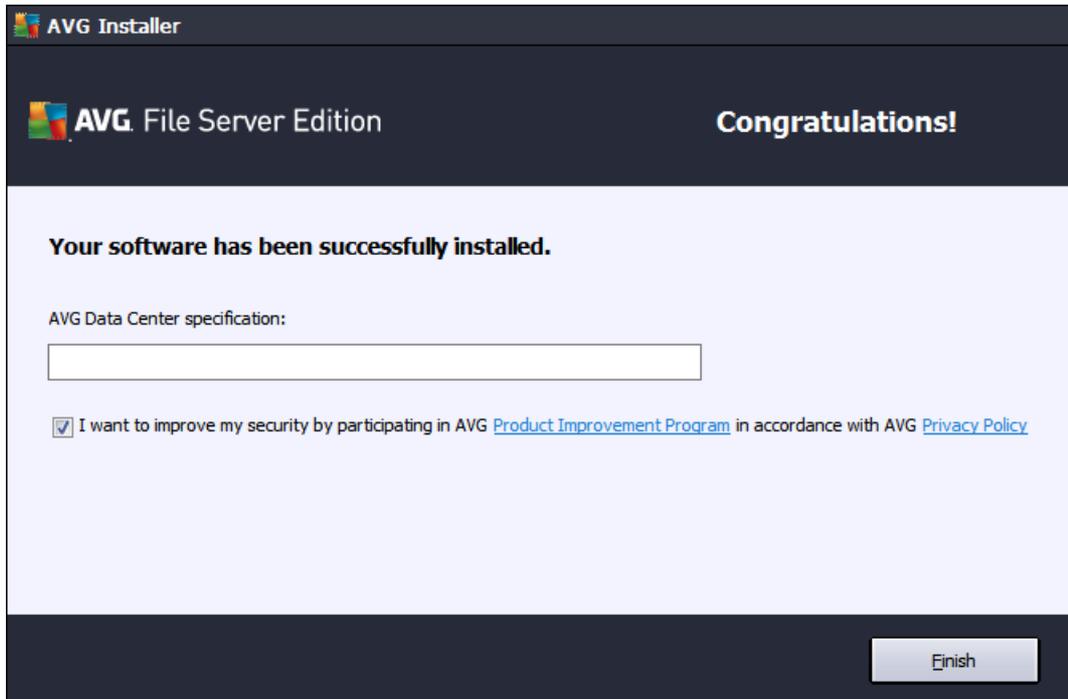
- **Remote Admin** - if you intend to connect AVG to an AVG DataCenter (AVG Network Editions), then you need to select this option.
- **Additional installed languages** - you can define which language(s) AVG should be installed in. Check the **Additional installed languages** item and then select the desired languages from the respective menu.
- **Server** - only **Document Scanner for MS SharePoint** server component is available in this AVG edition. It scans documents stored in MS SharePoint and removes all viruses detected.

Continue by pressing the **Next** button.



### 3.6. Installation Completion

If you selected the **Remote Admin** component module during module selection, then the final screen will allow you to define the connection string for connecting to your AVG DataCenter.



This dialog also allows you to decide whether you want to participate in the Product Improvement Program that collects anonymous information on detected threats in order to increase the overall Internet security level. If you agree with this statement, please keep the ***I want to improve my security by participating in AVG Product Improvement Program in accordance with AVG Privacy Policy*** option checked (*the option is confirmed, by default*).

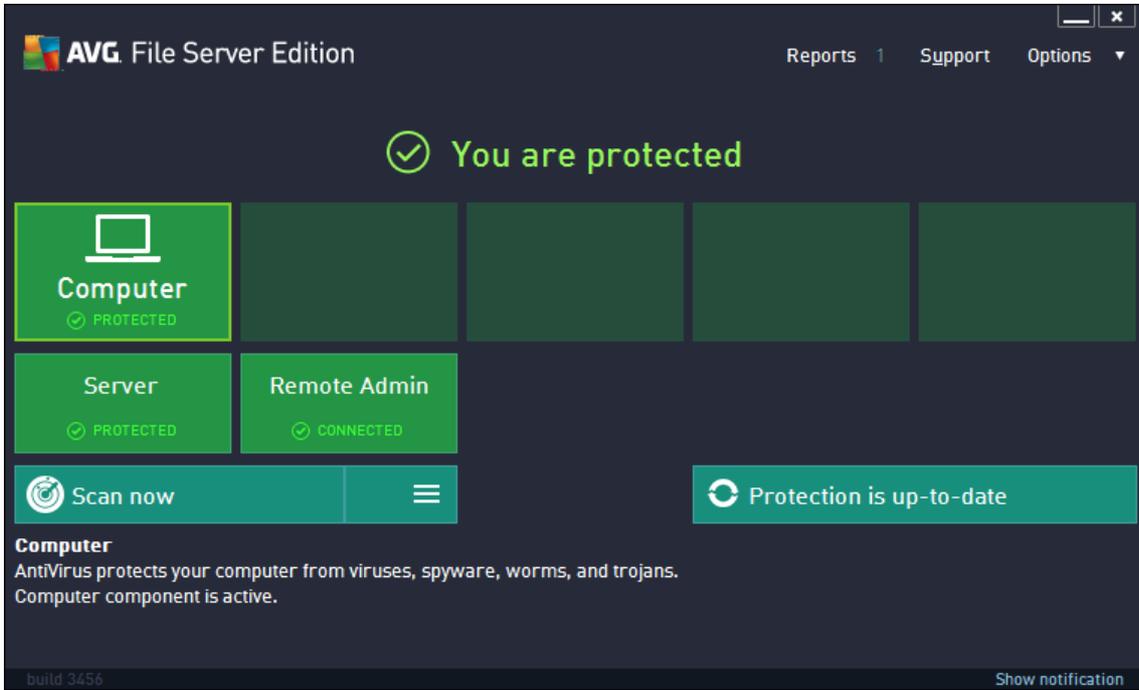
Confirm your choices by clicking the **Finish** button.

AVG is now installed on your computer and fully functional. The program is running in the background in fully automatic mode.

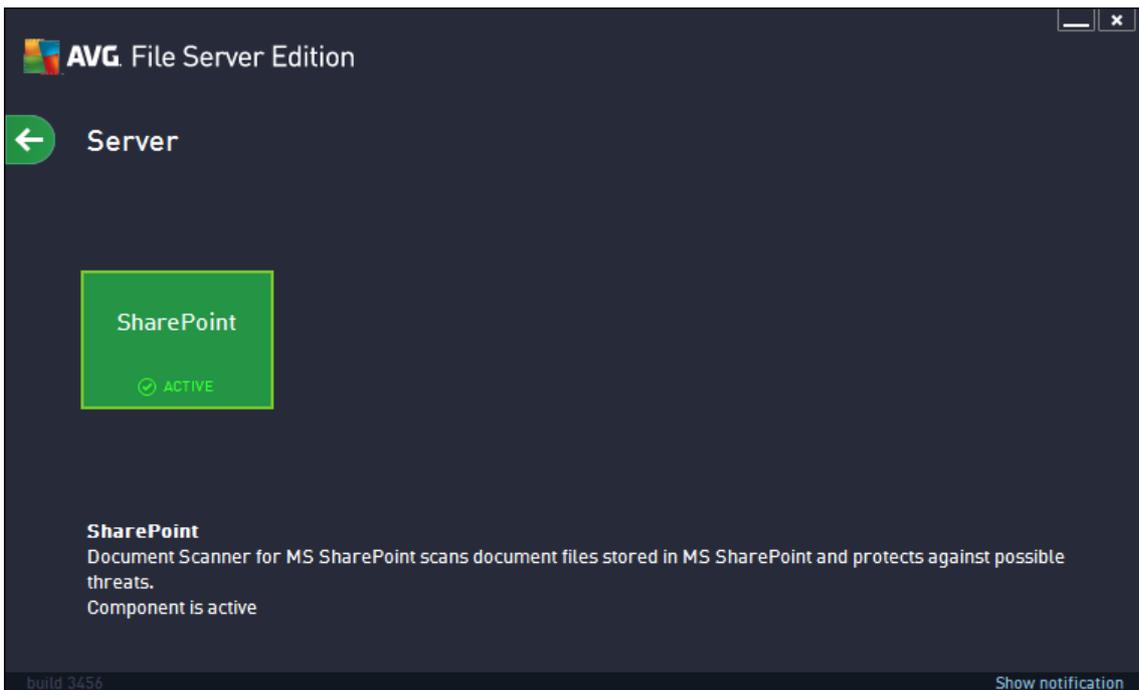


## 4. After installation

Immediately after the installation is done, the **AVG File Server** main screen appears:



This manual only deals with the **AVG File Server** specific features; all other components and settings are being described in the AVG Desktop manual. To access the main server components dialog, click the **Server** button (the one circled in red in the screenshot above). You will see the following screen:





To individually setup protection for your file server, follow the appropriate chapter:

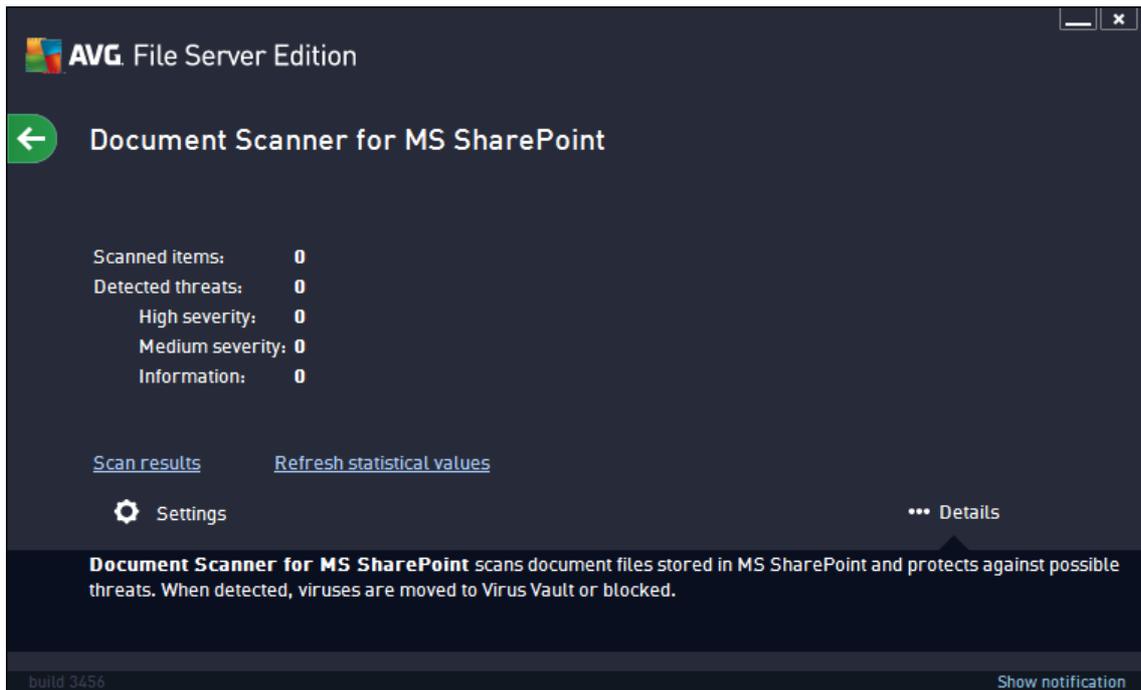
- [\*Document Scanner for MS SharePoint\*](#)
- [\*AVG for SharePoint Portal Server\*](#)



## 5. Document Scanner for MS SharePoint

### 5.1. Overview

The AVG for MS SharePoint Server 2003/2007/2010/2013 configuration options are fully integrated within the AVG File Server via the server components screen.



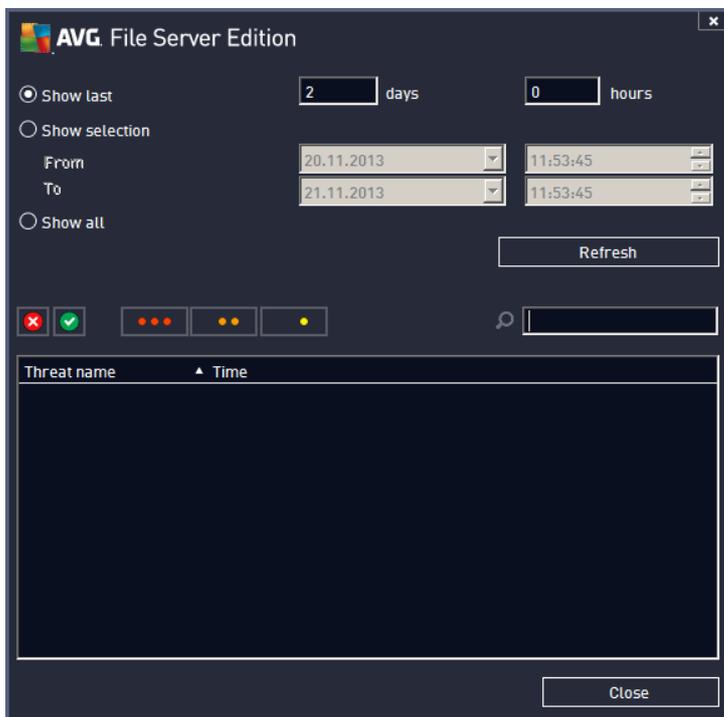
The purpose of the **Document Scanner for MS SharePoint** server component (it is the only one available in this AVG edition) is to scan documents stored in MS SharePoint. If any viruses are detected, they are moved to the Virus Vault, or completely removed.

Microsoft SharePoint is a collection of products and software elements that includes, among a growing selection of components, Internet Explorer–based collaboration functions, process management modules, search modules and a document-management platform. SharePoint can be used to host web sites that access shared workspaces, information stores and documents.

Interface overview:

- **Scan Results**

Opens a new dialog where you can review scan results:



Here you can check messages divided into several tabs according to their severity. See configuration of individual components for amending the severity and reporting.

By default there are displayed only results for the last two days. You can change the displayed period by amending the following options:

- **Show last** - insert preferred days and hours.
- **Show selection** - choose a custom time and date interval.
- **Show all** - Displays results for the whole time period.

Use **Refresh** button to reload the results.

- **Refresh statistical values** - updates stats displayed above.

Clicking the **Settings** working button opens advanced settings for the selected component (you will find more information on individual settings of all components in the chapters below).

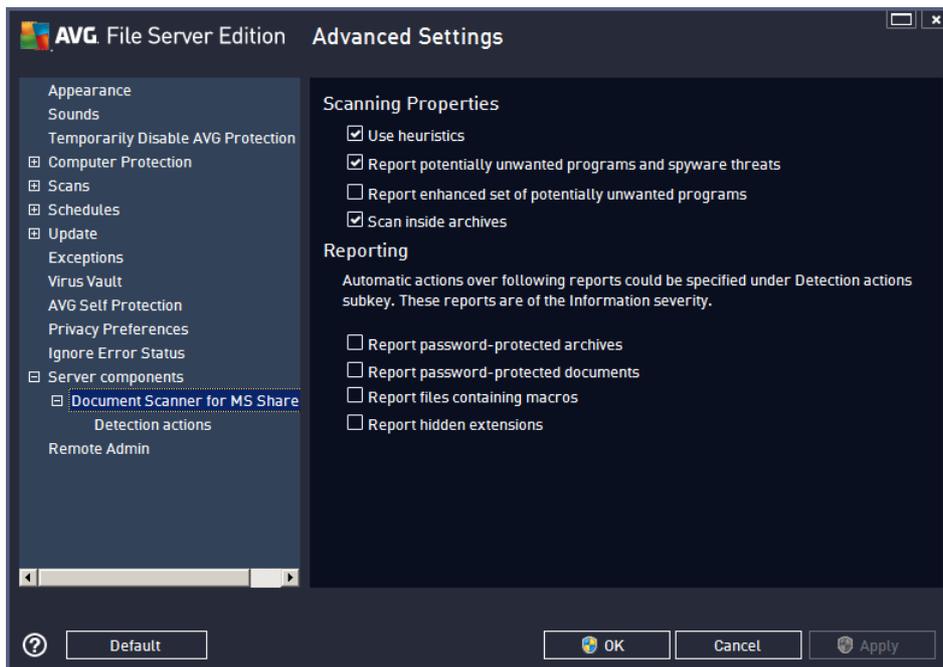


## 5.2. Advanced Settings

### 5.2.1. General settings

To open the settings of **Document Scanner for MS SharePoint**, select the **Settings** button from the interface of the component.

From the **Server components** list select the **Document Scanner for MS SharePoint** item:



The **Scanning properties** section:

- **Use Heuristics** - check this box to enable heuristic analysis method during scanning.
- **Report Potentially Unwanted Programs and Spyware threats** - check this option to report the presence of potentially unwanted programs and spyware.
- **Report enhanced set of Potentially Unwanted Programs** - check to detect extended package of spyware: programs that are perfectly ok and harmless when acquired from the manufacturer directly, but can be misused for malicious purposes later, or programs that always harmless but might be unwanted (various toolbars etc.). This is an additional measure that increases your computer security and comfort even more, however it can possibly block legal programs, and is therefore switched off by default. Note: This detection feature is additional to the previous option, so if you want protection from the basic types of spyware, always keep the previous box checked.
- **Scan inside archives** - check this option to let the scanner look also inside archived files (zip, rar, etc.)

The **Reporting** section allows you to choose which items should be reported during scanning. This is the default configuration which can be easily amended in the **Detection actions** section, part **Information** (see below).

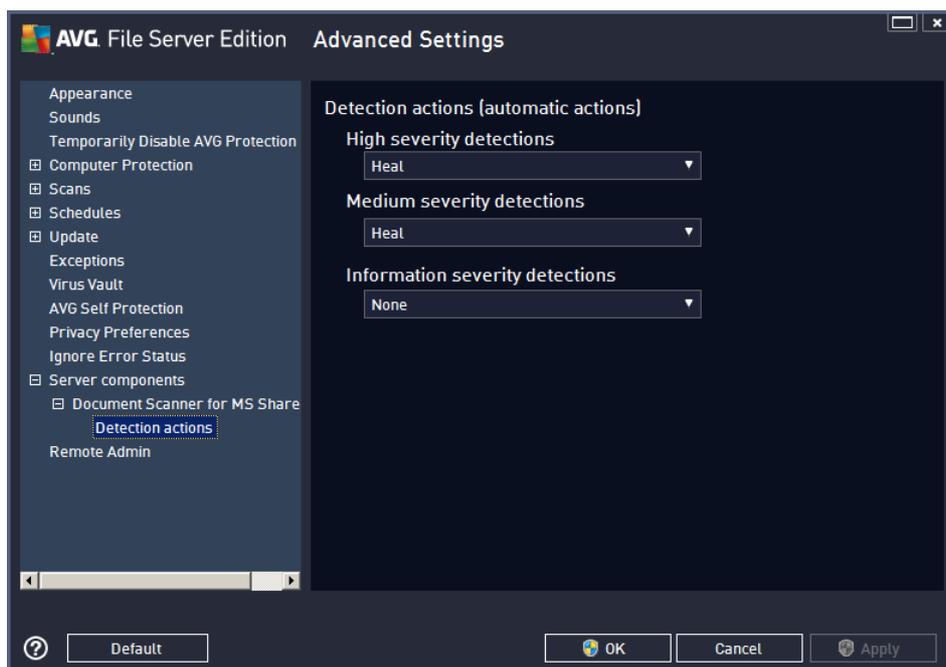


The following options are available:

- **Report password protected archives** – archives (ZIP, RAR etc.) that are protected by password are not possible to scan for viruses; check the box to report these as potentially dangerous.
- **Report password protected documents** – documents protected by password are not possible to scan for viruses; check the box to report these as potentially dangerous.
- **Report files containing macros** – a macro is a predefined sequence of steps aimed to make certain tasks easier for a user (MS Word macros are widely known). As such, a macro can contain potentially dangerous instructions, and you might like to check the box to ensure that files with macros will be reported as suspicious.
- **Report hidden extensions** – hidden extension can make e.g. a suspicious executable file "something.txt.exe" appear as harmless plain text file "something.txt"; check the box to report these as potentially dangerous.

There are also [Detection actions](#) sub-item available in the following tree structure (see the chapter below).

### 5.2.2. Detection actions



In this dialog you can configure how the **Document Scanner for MS SharePoint** component should behave, when it detects a threat. The threats are divided into three categories:

- **High severity detections** – malicious codes that copy and spread themselves, often unnoticed until the damage is done.
- **Medium severity detections** – such programs, in general, vary from positively serious to only potential threats to your privacy.
- **Information severity detections** – includes all detected potential threats that cannot be classified as



any of the above categories.

Use the roll-down menus to select an automatic action for each of them:

- **None** – a document containing such threat will be left alone.
- **Heal** - tries to heal the infected file/document.
- **Move to Vault** – every infected document will be moved into Virus Vault quarantine environment.
- **Remove** – a document where a virus is detected will be deleted.



## 6. AVG for SharePoint Portal Server

This chapter deals with AVG maintenance on **MS SharePoint Portal Server** that can be considered a special type of a file server.

### 6.1. Program Maintenance

**AVG for SharePoint Portal Server** uses the Microsoft SP VSAPI 1.4 virus-scanning interface for the protection of your server against possible virus infection. The objects on the server are tested for the presence of malware when they are downloaded and/or uploaded from or on the server by your users. The configuration of the antivirus protection can be set up using the **Central Administration** interface of your SharePoint Portal Server. Within the **Central Administration** you can also view and manage the **AVG for SharePoint Portal Server** log file.

You can launch the **SharePoint Portal Server Central Administration** when you are logged in on the computer that your server is running on. The administration interface is web-based (*as well as the user interface of the SharePoint Portal Server*) and you can open it using the **SharePoint Central Administration** option in the **Programs/Microsoft Office Server** folder (depending on your version also **SharePoint Portal Server**) of the Windows **Start** menu, or by navigating to **Administrative Tools** and selecting **Sharepoint Central Administration**.

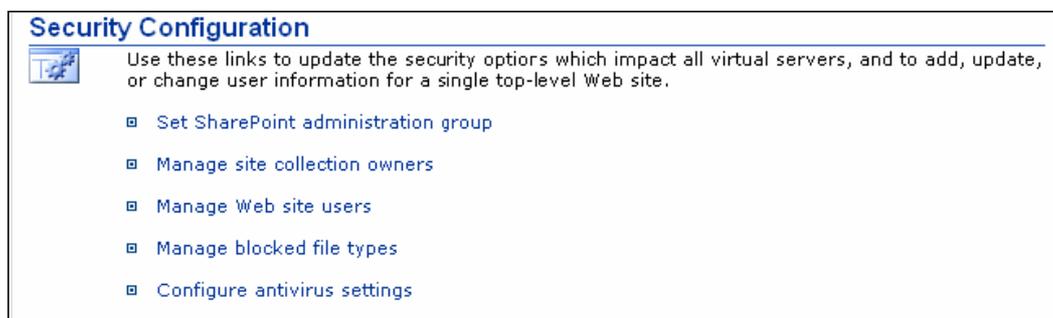
You can also access the **SharePoint Portal Server Central Administration** web page remotely using the proper access rights and URL.

### 6.2. Accessing antivirus settings

In the **SharePoint Portal Server Central Administration** interface you can easily configure the performance parameters and actions of the **AVG for SharePoint Portal Server** scanner. However, although the antivirus settings themselves are identical to all supported SharePoint versions, the way to access the configuration dialog is slightly different in each of them. Please locate your version in the brief overview below:

#### MS SharePoint 2003 Server

Choose the **Operations** option in the **Central Administration** main screen. A new dialog will appear. Now, select **Configure Antivirus Settings** item (in the **Security Configuration** section, see the screenshot below) to open the **Antivirus Settings** dialog.



#### MS SharePoint 2007 Server

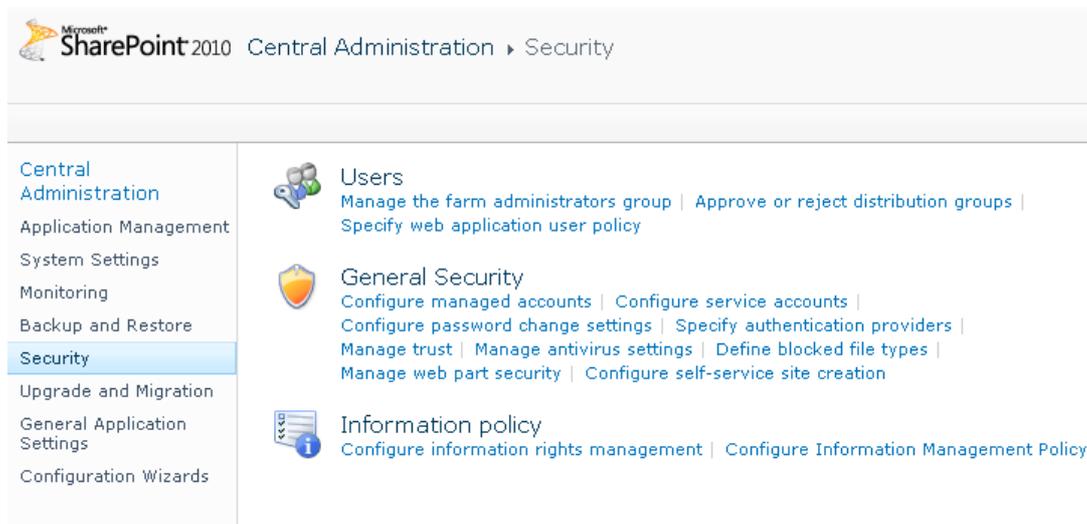


Choose the **Operations** option in the **Central Administration** main screen. A new dialog will appear. Now, select **Antivirus** item (in the **Security Configuration** section, see the screenshot below) to open the [Antivirus](#) dialog.



### MS SharePoint 2010/2013 Server

Choose the **Security** option in the **Central Administration** main screen. A new dialog will appear:



Select **Manage antivirus settings** item (in the **General Security** section) to open the [Antivirus](#) dialog.

### 6.3. Antivirus configuration

The overview below shows how the Antivirus (or Antivirus Settings) dialog looks like in different SharePoint versions:





Windows SharePoint Services  
**Configure Antivirus Settings**

Use this page to configure settings for virus scanning. You must install virus scanning software on all Web servers that are hosting documents before these settings can take effect. [Show me more information.](#)

**Antivirus Settings**

Specify when you want documents stored in document libraries and lists to be virus scanned, and whether you want your virus scanner to attempt to clean infected documents. You can also specify how long the virus scanner should run before timing out, and the number of execution threads on the server that it may use. If server response time is slow while scanning, you may want to decrease the number of seconds and threads allowed for virus scanning.

Scan documents on upload

Scan documents on download

Allow users to download infected documents

Attempt to clean infected documents

Time out scanning after  seconds

Allow scanner to use up to  threads

OK

Cancel



## MS SharePoint 2007 Server

Central Administration > Operations > Antivirus

### Antivirus

Use this page to configure settings for virus scanning. You must install virus scanning software on all Web servers that are hosting documents before these settings can take effect. [Learn about configuring antivirus settings.](#)

#### Antivirus Settings

Specify when you want documents stored in document libraries and lists to be virus scanned, and whether you want your virus scanner to attempt to clean infected documents.

- Scan documents on upload
- Scan documents on download
- Allow users to download infected documents
- Attempt to clean infected documents

#### Antivirus Time Out

You can specify how long the virus scanner should run before timing out. If server response time is slow while scanning, you may want to decrease the number of seconds.

Time out duration (in seconds):

#### Antivirus Threads

You can specify the number of execution threads on the server that the virus scanner may use. If server response time is slow while scanning, you may want to decrease the number of threads allowed for virus scanning.

Number of threads:

OK

Cancel



**MS SharePoint 2010/2013 Server**

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Microsoft SharePoint 2010 Central Administration > Antivirus

Use this page to configure settings for virus scanning. You must install virus scanning software on all Web servers that are hosting documents before these settings can take effect. [Learn about configuring antivirus settings.](#)

<b>Central Administration</b> Application Management System Settings Monitoring Backup and Restore Security Upgrade and Migration General Application Settings Configuration Wizards	<b>Antivirus Settings</b> Specify when you want documents stored in document libraries and lists to be virus scanned, and whether you want your virus scanner to attempt to clean infected documents. <input type="checkbox"/> Scan documents on upload <input type="checkbox"/> Scan documents on download <input type="checkbox"/> Allow users to download infected documents <input checked="" type="checkbox"/> Attempt to clean infected documents
<b>Antivirus Time Out</b> You can specify how long the virus scanner should run before timing out. If server response time is slow while scanning, you may want to decrease the number of seconds.	Time out duration (in seconds): <input type="text" value="300"/>
<b>Antivirus Threads</b> You can specify the number of execution threads on the server that the virus scanner may use. If server response time is slow while scanning, you may want to decrease the number of threads allowed for virus scanning.	Number of threads: <input type="text" value="5"/>

Without regard to the look, the configuration options are completely identical to all supported SharePoint versions:

- **Scan documents on upload** – enable/disable the scanning of documents being uploaded
  - **Scan documents on download** – enable/disable the scanning of documents being downloaded
  - **Allow users to download infected documents** – allow/disallow users to download infected documents
  - **Attempt to clean infected documents** – enable/disable automatic healing of infected documents (when possible)
- 
- **Time out duration (in seconds)** – the maximum number of seconds the virus scanning process will run after single launch (decrease the value when the server's response seems to be slow when scanning the documents)
- 
- **Number of threads** – you can specify the number of virus scanning threads that can run simultaneously; increasing the number may speed up the scanning due to the higher level of parallelism, but it can increase the server's response time on the other hand



## 7. FAQ and Technical Support

Should you have any problems with your AVG, either business or technical, please refer to the **FAQ** section of the AVG website at <http://www.avg.com>.

If you do not succeed in finding help this way, contact the technical support department by email. Please use the contact form accessible from the system menu via **Help / Get help online**.