Avira

Avira Internet Security Suite

Short guide

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End User License Agreement - EULA
https://www.avira.com/en/license-agreement

Privacy Policy
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Table of Contents

Avira Internet Security Suite

Introduction

Avira Internet Security Suite developed by Avira Operations GmbH & Co. KG protects your computer against viruses, malware, adware, spyware, unwanted programs and other dangers.

This manual describes the program installation.

Please go to our website http://www.avira.com where you can download the Avira Internet Security Suite manual in PDF form, update Avira Internet Security Suite or renew your license.

You can also find information on our website such as telephone numbers for technical support and information on how to subscribe to our newsletter.

Your Avira team

2. Icons and emphases

The following icons are used:

Icon / designation	Explanation
✓	Placed before a condition which must be fulfilled prior to execution of an action.
▶	Placed before an action step that you perform.
Warning	Placed before a warning when critical data loss might occur.
Note	Placed before a link to particularly important information or a tip which makes your Avira Internet Security Suite easier to use.

The following emphases are used:

Icon / designation	Explanation
< >	File name or path data.
< >	Displayed software interface elements (e.g. window section or error message).
Bold	Clickable software interface elements (e.g. menu item, navigation area, option box or button).

3. System requirements

3.1 System requirements Avira Internet Security Suite

Avira Internet Security Suite has the following requirements for successful use of the system:

Operating system
- Windows 8, newest SP (32 or 64 bit) or
- Windows 7, newest SP (32 or 64 bit) or
- Windows XP, newest SP (32 or 64 bit)

Hardware
- Computer with Pentium processor or later, at least 1 GHz
- At least 150 MB of free hard disk memory space (more if using quarantine for temporary storage)
- At least 1024 MB RAM under Windows 8, Windows 7, Windows Vista
- At least 512 MB RAM under Windows XP

Other requirements
- For the program installation: Administrator rights
- For all installations: Windows Internet Explorer 6.0 or higher
- Internet connection where appropriate (see 4.1 Preparing for installation)

3.2 System requirements Avira SearchFree Toolbar

The following requirements have to be met for a proper use of the Avira SearchFree Toolbar:

Operating system
- Windows 8, newest SP (32 or 64 bit) or
- Windows 7, newest SP (32 or 64 bit) or
- Windows XP, newest SP (32 or 64 bit)

Web browser
- Windows Internet Explorer 6.0 or higher
- Mozilla Firefox 3.0 or higher
- Google Chrome 18.0 or higher

> **Note**
> If necessary, please uninstall any previously installed search toolbars before you install the Avira SearchFree Toolbar. Otherwise you will not be able to install the Avira SearchFree Toolbar.

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3.3 Administrator rights (since Windows Vista)

On Windows XP, many users work with administrator rights. However, this is not desirable from the point of view of security because it is then easy for viruses and unwanted programs to infiltrate computers.

For this reason, Microsoft introduced the „User Account Control" (UAC).
The User Account Control is part of the following operating systems:

- Windows Vista
- Windows 7
- Windows 8

The Avira Internet Security Suite requires administrator rights for some actions. These actions are marked with the following symbol:

If this symbol also appears on a button, administrator rights are required to carry out this action. If your current user account does not have administrator rights, the Windows dialog of the User Account Control asks you to enter the administrator password. If you do not have an administrator password, you cannot carry out this action.

4. Installation and uninstallation

This chapter contains information relating to the installation of Avira Internet Security Suite.

- Preparing for installation
- Installing from CD when online
- Installing from CD when offline
- Removing incompatible software
- Choosing an installation type
- Installing Avira Internet Security Suite
- Changing the installation
- Uninstalling Avira Internet Security Suite

4.1 Preparing for installation

✓ Before installation, check whether your computer fulfills all the minimum System Requirements.

✓ Close all running applications.

✓ Make sure that no other virus protection solutions are installed. The automatic protection functions of various security solutions may interfere with each other (for the automatic options see 4.4 Removing incompatible software).

✓ If necessary, please uninstall any previously installed search toolbars before you install the Avira SearchFree Toolbar. Otherwise you will not be able to install the Avira SearchFree Toolbar.

✓ Establish an Internet connection.

The connection is necessary for performing the following installation steps:

- Downloading the current program file and scan engine as well as the latest virus definition files via the installation program (for Internet-based installation)

- Activating the program

- Registering as a user

- Where appropriate, carrying out an update after completed installation

✓ Keep the activation code for your Avira Internet Security Suite handy for the time when you want to activate the program. It is printed on the inlay.

✓ For product activation or registration, your Avira Internet Security Suite communicates with the Avira servers. If you are using a firewall, please ensure that the required connections and/or incoming or outgoing data are not blocked by the firewall.

4.2 Installing from CD when online

▶ Insert the Avira Internet Security Suite CD.
 If autostart is enabled, click **Open folder** to view files.
 OR
 Navigate to your CD drive, right-click on AVIRA and select **Open folder**
 to view files.

 In the CD menu choose the online version to install.

 The program scans for incompatible software
 (more information 4.4 Removing incompatible software).

 Click **Next** in the ‹Welcome screen›.

 Select the language and click **Next**. All files necessary for installation are
 downloaded from the Avira web servers. Continue with 4.5 Choosing
 an installation type.

4.3 Installing from CD when offline

▶ Insert the Avira Internet Security Suite CD.

 If autostart is enabled, click **Open folder** to view files.
 OR
 Navigate to your CD drive, right-click on AVIRA and select **Open folder**
 to view files.

 Double-click the file autorun.exe.

 In the CD menu choose the offline version to install.

 The program scans for incompatible software
 (more information 4.4 Removing incompatible software).

 The installation file is extracted. The installation routine is started.
 Continue with 4.5 Choosing an installation type.

4.4 Removing incompatible software

The Avira Internet Security Suite will search for any possible incompatible software
on your computer. If potentially incompatible software is detected Avira Internet
Security Suite generates a list of these programs. It is recommended to remove these
software programs in order not to endanger the stability of your computer.

▶ Select from the list the check boxes of all those programs that should
 be removed automatically from your computer and click **Next**.

 For some products the uninstallation has to be confirmed manually.

 Select those programs and click **Next**.

 The uninstallation of one or more of the selected programs may require a
 restart of your computer. After rebooting the installation will begin.

4.5 Choosing an installation type

During installation you can select a setup type in the installation wizard.
The installation wizard is designed to smoothly guide you through the installation.
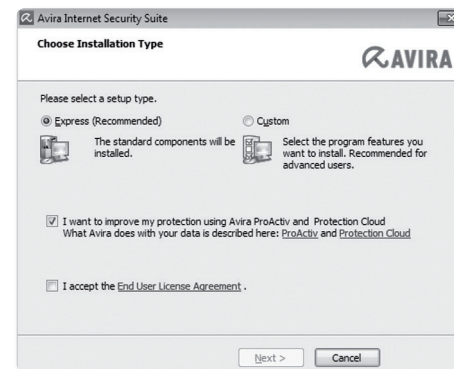
4.5.1 Performing an Express Installation

The ‹Express installation› is the recommended setup routine.

- It installs all the standard components of Avira Internet Security Suite. The Avira recommended security level settings are used.

- As default one of the following installation paths is chosen:

- ‹C:\Program Files\Avira› (for Windows 32bit versions) or
- ‹C:\Program Files (x86)\Avira› (for Windows 64bit versions)

- Here you can find all files related to Avira Internet Security Suite.

- If you choose this installation type, you can perform an installation by simply clicking **Next** until completion.

- This installation type is designed especially for those users who do not feel comfortable with configuring software tools.

If you prefer to customize your installation and need assistance, please download the full manual at:

http://www.avira.com/en/downloads > Avira Internet Security Suite > Documentation

4.5.2 Performing a Custom Installation

The ‹Custom installation› enables you to configure your installation. This is only recommended for advanced users who are well acquainted with matters of hard- and software as well as security issues.

- You can choose to install individual program components.

- A target folder can be selected for the program files to be installed.

- You can disable **Create a desktop icon and program group in the Start menu**.

- Using the configuration wizard, you can define custom settings for your Avira Internet Security Suite. Also you can choose the security level that you feel comfortable with.

- After installation you can initiate a short system scan that is performed automatically after installation.

The Custom Installation is not part of this short guide. If you prefer to customize your installation and need assistance, please download the full manual at:

http://www.avira.com/en/downloads > Avira Internet Security Suite > Documentation

4.6 Installing Avira Internet Security Suite

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▶ If you do not wish to participate in the Avira Community, unmark the **I want to improve my protection using Avira ProActiv and Protection Cloud** check box, preset by default.

If you confirm your participation in the Avira Community, Avira Internet Security Suite sends data on detected suspicious programs to the Avira Malware Research Center. The data is used only for an advanced online scan and to expand and refine detection technology.

You can click the links **ProActiv** and **Protection Cloud** to obtain more details on the expanded online and cloud scan.

Confirm that you accept the **End User License Agreement**. For reading the detailed text of the **End User License Agreement**, click the link.

4.6.1 Activating Avira Internet Security Suite

There are several ways to activate your Avira Internet Security Suite.
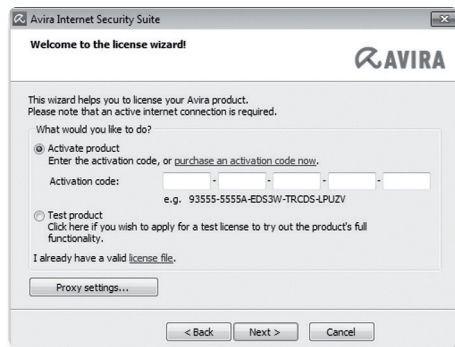
▶ Enter the activation code that is printed on the inlay.

If you have already activated a product and want to re-install your Avira product, select the option **I already have a valid license file**.

A browser window opens and you can navigate to the ‹hbedv.key› file on your system.

4.6.2 Defining Proxy settings

Defining the Proxy settings is only recommended for advanced users who are well acquainted with matters of hard- and software as well as security issues.
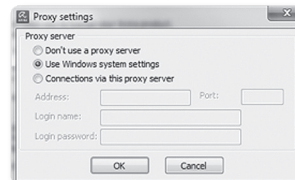
▶ If Avira Internet Security Suite is not supposed to connect to the Internet via a proxy server, activate the option **Don't use a proxy server**.

If you would like Avira Internet Security Suite to connect to the internet the same way as any other installed application, leave **Use Windows system settings** (activated by default) enabled.

You can configure the Windows system settings to use a proxy server under **Control panel › Internet options › Connections › LAN settings**. You can also access the Internet options in the **Extras** menu in Internet Explorer.

> **Note**
> If you are using a proxy server which requires authentication, enter all the required data under the option **Connections via this proxy server**. The **Use Windows system settings** option can only be used for proxy servers without authentication.

▶ To set up a proxy server especially associated with Avira Internet Security Suite activate **Connections via this proxy server** and enter the relevant information:

Address
Enter the computer name or IP address of the proxy server you want to use to connect to the web server.

   Examples:
   Address: proxy.domain.com
   Address: 192.168.1.100

Port
Enter the port number of the proxy server you want to use to connect to the web server.

   Examples:
   Port: 8080
   Port: 3128

Login name
Enter a user name to log in on the proxy server.

Login password
Enter the relevant password for logging in on the proxy server here. The password is saved in encrypted form. For security reasons, the actual characters you type in this space are replaced by asterisks (*).

Click **OK**.

4.6.3 Registering with Avira

If you have not already done so, please register with Avira to automatically create a My Avira account which allows you to manage all your Avira licenses, including Android Security etc., and to receive license information, news about product updates and special promotions.

▶ Please enter your email address as required.

   Then repeat to make sure that the email address you have entered is correct.

   Click **Register**.

4.6.4 Installing Avira SearchFree Toolbar

At the end of the setup you can install the Avira SearchFree Toolbar.
Avira SearchFree Toolbar includes two main components: Avira SearchFree and the Toolbar.

With Avira SearchFree you can search the Internet for any number of terms. This search engine displays all hits in the browser windows rating their level of safety. This allows Avira users a safer Internet navigation.

The Toolbar offers you three widgets to the most important Internet-related functions. With one click you have direct access to Facebook and your email, or you can ensure safe web browsing (Firefox and Internet Explorer only).
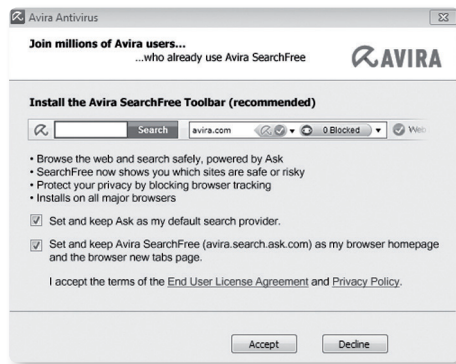
▶ If you do not wish to install the Avira SearchFree Toolbar unmark the checkboxes of the options **Set and keep Ask as my default search provider and Set and keep Avira SearchFree (avira.search.ask.com) as my browser homepage and the browser new tabs page**.

If you decline, only the Avira SearchFree Toolbar setup is aborted.
The installation of Avira Internet Security Suite, however will be completed.

4.6.5 Starting a scan after installation

To check the current security state of the computer, a quick system scan can be performed after the configuration has been completed and before the computer is rebooted. The System Scanner scans running programs and the most important system files for viruses and malware.
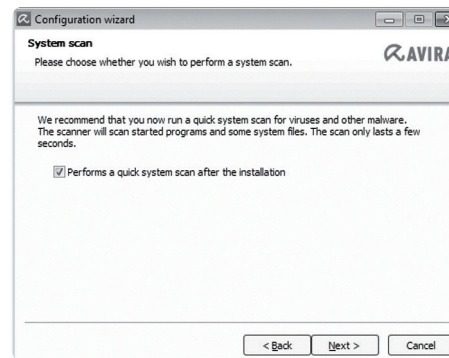
▶ If you want to perform a quick system scan, leave the **Quick system scan** option activated.

Click **Next**.

Complete the configuration by clicking **Finish**.

If you have not deactivated the **Quick system scan** option,
the ‹Luke Filewalker› window opens.

The System Scanner performs a quick system scan.

4.7 Changing the installation

If you wish to add or remove modules of the current installation, you can do this without having to uninstall Avira Internet Security Suite. Here is how:

- Changing an installation under Windows 8
- Changing an installation under Windows 7
- Changing an installation under Windows XP

4.7.1 Changing an installation under Windows 8

You have the option of adding or removing individual program components of the Avira Internet Security Suite installation (see 4.7.4 Choosing installation components).
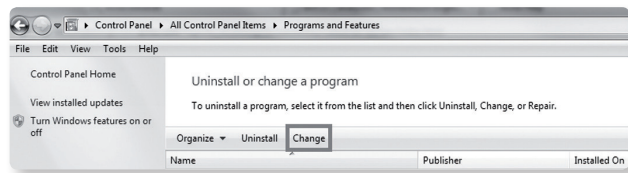
If you wish to add or remove modules of the current installation, you can use the option **Uninstall Programs** in the **Windows control panel** to **Change/Uninstall** programs.

▶ Right-click on the screen.

The **All apps** symbol appears.

Click on the symbol and look in the ‹Apps - Windows System› section for **Control Panel**.

Double-click the **Control Panel** symbol.

Click **Programs** - **Uninstall a program**.

Click **Programs and Features** - **Uninstall a program**.

Select Avira Internet Security Suite and click **Change**.

In the **Welcome** dialog of the program, select the option **Modify**.
You will be guided through the installation changes.

4.7.2 Changing an installation under Windows 7

You have the option of adding or removing individual program components of the Avira Internet Security Suite installation (see 4.7.4 Choosing installation components).

If you wish to add or remove modules of the current installation, you can use the option **Add or Remove Programs** in the **Windows control panel** to **Change/Remove** programs.

▶ Open the **Control Panel** via the Windows **Start** menu.

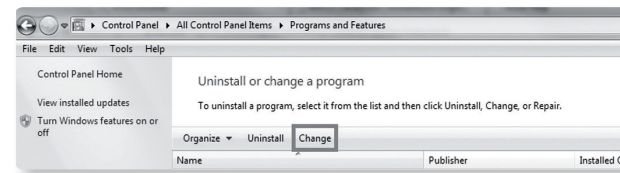Double click on **Programs and Features**.

Select **Avira Internet Security Suite** and click **Change**.

In the **Welcome** dialog of the program, select the option **Modify**.
You will be guided through the installation changes.

4.7.3 Changing an installation under Windows XP

You have the option of adding or removing individual program components of the Avira Internet Security Suite installation (see 4.7.4 Choosing installation modules).

If you wish to add or remove modules of the current installation, you can use the option **Add or Remove Programs** in the **Windows control panel** to **Change/Remove** programs.

▶ Open the **Control Panel** via the Windows **Start** > **Settings** menu.

　 Double click on **Add or Remove Programs**.

　 Select **Avira Internet Security Suite** and click **Change.**

　 In the **Welcome** dialog of the program, select the option **Modify**.
　 You will be guided through the installation changes.

4.7.4 Choosing installation components

In a custom installation or a change installation, the following installation components can be selected, added or removed.

Select or deselect components from the list in the Install components dialog.

● **Avira Internet Security Suite**

This contains all components required for successful installation of Avira Internet Security Suite.

　 • **Real-Time Protection**
　 The Avira Real-Time Protection runs in the background. It monitors and repairs, if possible, files during operations such as open, write and copy in „on-access mode". On access mode means that, whenever a user carries out a file operation (e.g. load document, execute, copy), Avira Family Protection Suite automatically scans the file. Renaming a file, however, does not trigger a scan by Avira Real-Time Protection.

　 • **Mail Protection**
　 Mail Protection is the interface between your computer and the email server from which your email program (email client) downloads emails. Mail Protection is connected as a so-called proxy between the email program and the email server. All incoming emails are routed through this proxy, scanned for viruses and unwanted programs and forwarded to your email program. Depending on the configuration, the program processes the affected emails automatically or asks you for a certain action.

　 • **Windows Firewall (starting from Windows 7)**
　 This component manages the Windows Firewall from Avira Internet Security Suite.

　 • **Rootkits Protection**
　 Avira Rootkits Protection checks whether software is already installed on your computer that can no longer be detected with conventional methods of malware protection after penetrating the computer system..

　 • **ProActiv**
　 The ProActiv component monitors application actions and alerts users to suspicious application behavior. This behavior-based recognition enables you to protect yourself against unknown malware.
　 The ProActiv component is integrated into Avira Real-Time Protection.

• Protection Cloud
The Protection Cloud component is a module for dynamic online detection of still unknown malware. This means that the files are uploaded to a remote location and compared to known files as well as other files that are being uploaded and analyzed in real-time (unscheduled and without delay). This way the database is constantly updated, therefore an even higher level of security can be provided.

If you have chosen to install the Protection Cloud component, but you want to confirm manually, which files should be sent to the Cloud for analysis, you can enable the option **Confirm manually when sending suspicious files to Avira**.

• Web Protection
When surfing the Internet, you are using your web browser to request data from a web server. The data transferred from the web server (HTML files, script and image files, Flash files, video and music streams, etc.) will normally be moved directly into the browser cache for display in the web browser, meaning that an on-access scan as performed by Avira Real-Time Protection is not possible. This could allow viruses and unwanted programs to access your computer system. Web Protection is what is known as an HTTP proxy which monitors the ports used for data transfer (80, 8080, 3128) and scans the transferred data for viruses and unwanted programs. Depending on the configuration, the program may process the affected files automatically or prompt the user for a specific action.

• Shell Extension
The Shell Extension generates an entry **Scan selected files with Avira** in the context menu of the Windows Explorer (right-hand mouse button). With this entry you can directly scan files or directories.

4.8 Uninstalling Avira Internet Security Suite
Should you ever feel the need to uninstall Avira Internet Security Suite, here is how:

• Uninstalling Avira Internet Security Suite under Windows 8
• Uninstalling Avira Internet Security Suite under Windows 7
• Uninstalling Avira Internet Security Suite under Windows XP

4.8.1 Uninstalling Avira Internet Security Suite under Windows 8

To uninstall Avira Internet Security Suite from your computer use the option **Programs and Features** in the Windows Control Panel.

▶ Right-click on the screen.
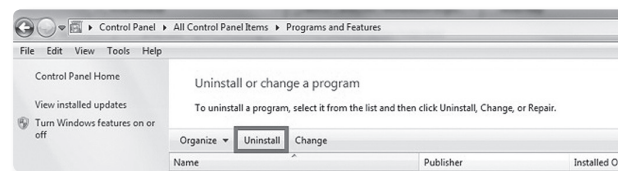
The **All apps** symbol appears.

Click on the symbol and look in the ‹Apps - Windows System› section for **Control Panel**.

Double-click the **Control Panel** symbol.

Click on **Programs - Uninstall a program**.

Click on **Programs and Features** - **Uninstall a program**.

Select **Avira Internet Security Suite** in the list and click **Uninstall**.

When asked if you really want to remove the application and all its components, click **Yes** to confirm.

When asked if you want to activate Windows Firewall (the Avira FireWall will be uninstalled), click **Yes** to confirm to keep at least some protection for your system.

All components of the program will be removed.

Click **Finish** to complete uninstallation.

If a dialog box appears recommending that your computer be restarted, click **Yes** to confirm.

Avira Internet Security Suite is now uninstalled and all directories, files and registry entries for the program are deleted when your computer is restarted.

> **Note**
> The Avira SearchFree Toolbar is not included in the uninstallation program and must be uninstalled separately.

4.8.2 Uninstalling Avira Internet Security Suite under Windows 7

To uninstall Avira Internet Security Suite from your computer use the option **Programs and Features** in the Windows Control Panel.

▶ Open the **Control Panel** via the Windows **Start** menu.

  Click **Programs and Features**.

  Select **Avira Internet Security Suite** in the list and click **Uninstall.**

  When asked if you really want to remove the application and all its components, click **Yes** to confirm.

  When asked if you want to activate Windows Firewall (the Avira FireWall will be uninstalled), click **Yes** to confirm to keep at least some protection for your system.

  All components of the program will be removed.

  Click **Finish** to complete uninstallation.

  If a dialog box appears recommending that your computer be restarted, click **Yes** to confirm.
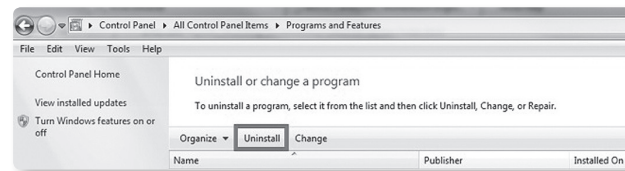
  Avira Internet Security Suite is now uninstalled and all directories, files and registry entries for the program are deleted when your computer is restarted.

4.8.3 Uninstalling Avira Internet Security Suite under Windows XP

To uninstall Avira Internet Security Suite from your computer use the option **Change or Remove Programs** in the Windows Control Panel.

▶ Open the **Control Panel** via the Windows **Start > Settings menu**.

Double click on **Add or Remove Programs**.

Select **Avira Internet Security Suite** in the list and click **Remove**.

When asked if you really want to remove the application and all its components, click **Yes** to confirm.

All components of the program will be removed.

Click **Finish** to complete uninstallation.

If a dialog box appears recommending that your computer be restarted, click **Yes** to confirm.

Avira Internet Security Suite is now uninstalled and all directories, files and registry entries for the program are deleted when your computer is restarted.

Note
The Avira SearchFree Toolbar is not included in the uninstallation program and must be uninstalled separately.

4.8.4 Uninstalling Avira SearchFree Toolbar

Should you ever feel the need to uninstall Avira SearchFree Toolbar, here is how:

- Uninstalling Avira SearchFree Toolbar under Windows 8
- Uninstalling Avira SearchFree Toolbar under Windows 7
- Uninstalling Avira SearchFree Toolbar under Windows XP
- Uninstalling Avira SearchFree Toolbar via the web browser
- Uninstalling Avira SearchFree Toolbar via Add-On Manager

Uninstalling Avira SearchFree Toolbar under Windows 8
To uninstall your Avira SearchFree Toolbar:

▶ Close the web browser.

Right-click in one of the bottom corners of the screen.

The **All apps** symbol appears.

Click on the symbol and look in the ‹Apps - Windows System› section for **Control Panel**.

Double-click the **Control Panel** symbol.

Click **Programs - Uninstall a program**.

Click **Programs and Features** - **Uninstall a program**.

Select Avira SearchFree Toolbar plus Web Protection in the list and click **Uninstall**.

You will be asked if you really want to uninstall this product.

Click **Yes** to confirm.

Avira SearchFree Toolbar plus Web Protection is uninstalled and all directories, files and registry entries for the Avira SearchFree Toolbar plus Web Protection are deleted when your computer is restarted.

Uninstalling Avira SearchFree Toolbar under Windows 7
To uninstall your Avira SearchFree Toolbar:

▶ Close your web browser.

  Open the **Control Pane**l via the Windows **Start** menu.

  Double click on **Programs and Features**.

  Select Avira SearchFree Toolbar plus Web Protection in the list and click **Uninstall**.

  You will be asked if you really want to uninstall this product.

  Click **Yes** to confirm.

  Avira SearchFree Toolbar plus Web Protection is uninstalled and all directories, files and registry entries for the Avira SearchFree Toolbar plus Web Protection are deleted when your computer is restarted.

Uninstalling Avira SearchFree Toolbar under Windows XP
To uninstall your Avira SearchFree Toolbar:

▶ Close your web browser.

  Open the **Control Panel** via the Windows **Start > Settings** menu.

  Double click on **Add or Remove Programs**.

  Select Avira SearchFree Toolbar plus Web Protection in the list and click **Remove**.

  You will be asked if you really want to uninstall this product.

  Click **Yes** to confirm.

  Avira SearchFree Toolbar plus Web Protection is uninstalled and all directories, files and registry entries for the Avira SearchFree Toolbar plus Web Protection are deleted when your computer is restarted.

Uninstalling Avira SearchFree Toolbar via the web browser
You also have the option of uninstalling the Avira SearchFree Toolbar directly in the browser. This option is only available for Firefox and Internet Explorer:

▶ Open your web browser.

  In the search toolbar open the **Options** menu.

  Click **Uninstall** toobar from browser.

  When you are asked if you want to install the product, click **Yes** to confirm.

  You will now be asked to close your web browser.

  Close the web browser and click **Retry**.

  Avira SearchFree Toolbar plus Web Protection is uninstalled and all directories, files and registry entries for the Avira SearchFree Toolbar plus Web Protection are deleted when your computer is restarted.

Note
To uninstall the Avira SearchFree Toolbar, the toolbar must be enabled in the Add-On Manager.

Uninstalling Avira SearchFree Toolbar via Add-On Manager
Because the toolbar is installed as an add-on, it can also be uninstalled as one:

Firefox
▶ Click **Tools > Add-ons > Extensions**. From there you can manage the Avira Add-on: activate or deactivate the toolbar and uninstall.

Internet Explorer
▶ Go to **Manage Add-ons > Toolbars und Extensions**. Here you can either activate and deactivate your Avira SearchFree Toolbar, or uninstall it.

Chrome
▶ Click **Options > Extensions** and manage easily your toolbar: activate, deactivate or uninstall it..

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5. Info and Services

This chapter contains information regarding the Avira Info and Services.

- Contact address
- Technical support
- Suspicious file
- Reporting false positives
- Your feedback for more security

5.1 Contact address

If you have any questions or requests concerning the Avira product range, we will be pleased to help you. For our contact addresses, please refer to the Control Center under **Help** > **About Avira Internet Security Suite**.

5.2 Technical support

Avira support provides reliable assistance in answering your questions or solving a technical problem.

All necessary information on our comprehensive support service can be obtained from our website: http://www.avira.com/en/support

So that we can provide you with fast, reliable help, you should have the following information ready:

- **License information.**
  You can find this information in the program interface under the menu item **Help** > **About Avira Internet Security Suite** > **License information**.

- **Version information.**
  You can find this information in the program interface under the menu item **Help** > **About Avira Internet Security Suite** > **Version information**.

- **Operating system version** and any Service Packs installed.

- **Installed software packages**, e.g. anti-virus software of other vendors.

- **Exact messages** of the program or of the report file.

5.3 Suspicious file

Suspect files or viruses that may not yet be detected or removed by our products can be sent to us. We provide you with several ways of doing this..

- Identify the file in the quarantine manager of the Control Center and select the item **Send file** via the context menu or the corresponding button.

- Send the required file packed (WinZIP, PKZip, Arj, etc.) in the attachment of an email to the following address: virus@avira.com

  As some email gateways work with anti-virus software, you should also provide the file(s) with a password (please remember to tell us the password).

- You can also send us the suspicious file via our website: http://www.avira.com/sample-upload

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5.4 Reporting false positives

If you believe that Avira Internet Security Suite is reporting a detection in a file that is most likely „clean", send the relevant file packed (WinZIP, PKZip, Arj, etc.) as an email attachment to the following address: virus@avira.com

As some email gateways work with anti-virus software, you should also provide the file(s) with a password (please remember to tell us the password).

5.5 Your feedback for more security

At Avira, our customers' security is paramount. For this reason, we don't just have an in-house expert team that tests the quality and security of every Avira solution before the product is released. We also attach great importance to the indications regarding security relevant gaps that could develop and we treat those seriously.

If you think you have detected a security gap in one of our products, please send us an email to the following address: vulnerabilities@avira.com

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