



How To Upgrade

AntiVir Windows Workstation

with Windows NT, 2000 and XP

How To Upgrade

Possible sources of error

from AV6 to AV7

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How To Upgrade

The AntiVir Upgrade-Assistant proceeds and supervises the clean execution of the migration on your system.

Other programmes and tools that are installed at the same time can cause delays during the migration procedure.

With this document we would like to describe a few possible sources of error, which can emerge in connection with other software.

Initial situation

Uninstallation mode

During the uninstallation mode the upgrade-assistant has to check if the AntiVir Workstation is installed in the version 6. Dependent on this fact the Version 6 has to be uninstalled in the first place. After that you can change into the installation mode. If the version 6 is not installed of the system, the setup of version 7 will be proceeded immediately.

Installation mode

During the installation mode the upgrade-assistant checks if the AntiVir Workstation Version 6 has been uninstalled properly. If this is correct the setup of the Version 7 will be started.

Alternative method: manual Upgrade

Uninstallation of the AV6

Please, note that the registry supervising tools have to be deactivated before the uninstallation.

- Open the windows system control and click on software
- Then choose the AntiVir/XP and click on the button delete
- Confirm the uninstallation with "yes"
- Please restart your computer
- Then open the windows explorer and check, if the registry C:\Program Files\AVWIN was deleted. If it still should exist, please, delete it manually. (Attention: The place of the \AVWIN registry can be different -> this depends on which place was specified during the installation)

Installation of AV7

Please, note that the registry supervising tools have to be deactivated before the installation.

Besides administrative authorisations should be given.

- Download the actual Version 7 of AntiVir Windows Workstation from our homepage and double-click on the installation file
- Click now on "setup". The setup assistant will guide you though the installation

Possible sources of error during the upgrade procedure

Scenario 1: It is not possible to uninstall AntiVir 6, it cancels the uninstallation with error.

Alternative1: Uninstallation in the save mode (Please, note: this is only possible with Windows 2000 und XP)

Divers drivers and programmes are automatically started when starting Windows. They can interfere with the uninstallation. The save mode ensures that only the most important system programmes will be started. So the uninstallation can be proceeded without any interfering influence by other software.

- Please restart your computer and push F8 several times during the restart
- Then choose in the appearing menu the point "save mode"
- Open the Windows control panel and click there on "software"
- After that choose the entry „AntiVir /XP“ and click on the button „delete“
- Confirm the uninstallation with "yes"
- Now restart you computer in the usual mode
- Then open the Windows Explorer and check if the registry C:\Program Files\AVWIN was deleted. If it still should persist, please, delete it manually (Attention: The place of \AVWIN registry can be different -> this depends on which registry was chosen during the first installation)

Then proceed the manual installation of Version 7 -> please, note the description on page 3

Please, note:

If the uninstallation does not work as it is described above, please, proceed with alternative 2 on the following page or contact our technical support on support@avira.com.

Possible sources of error during the upgrade procedure

Alternative 2: Reinstallation of Version 6 and following uninstallation

Registry tools and other supervising programmes can affect the clean uninstallation of AV6 and even abort it.

If the uninstallation was not terminated correctly, it can possibly not be proceeded a second time. If you reinstall the AV6 you recover the damaged uninstallation routine.

- Install the AntiVir Workstation Version 6 on the existing version
- Proceed after successful „over-installation“ a restart of you computer
- Open the Windows control panel and click there on “Software”
- Then choose the entry „AntiVir /XP“ an click there on the button „delete“
- Confirm the uninstallation with „yes“
- Now restart your computer
- Then open the Windows Explorer and check if the registry C:\Program Files\AVWIN was deleted. If it still should persist, please, delete it manually (Attention: The place of \AVWIN registry can be different -> this depends on which registry was chosen during the first installation)

Then proceed the manual installation of Version 7 -> please, note the description on page 3

Possible sources of error during the upgrade procedure

Alternative 3: Manual uninstallation by means of the Avira RegistryCleaner

Please note:

Working with the registry can cause serious problems that can affect the whole system and even necessitate a reinstallation of the operating system. Use the Avira RegistryCleaner at your own risk.

If the automatic uninstallation was interrupted and also the second installation does not work, the AV6 can be uninstalled by means of the Avira RegistryCleaner.

- Download the Avira RegistryCleaner on the following link:
http://www.avira.com/en/support/av7_upgrade_tools.html
- Then start the Avira RegistryCleaner and confirm the following message with „yes“. Please, note that you have to have administrative authorisations for that!
- Now restart your computer
- After that open the Windows Explorer and rename manually the registry C:\Program Files\AVWIN (Attention: The place of \AVWIN registry can be different -> this depends on which registry was chosen during the first installation)
- Now restart your computer a second time
- Open the Windows Explorer and delete the renamed registry

Then proceed the manual installation of Version 7 -> please, note the description on page 3

Possible sources of error during the upgrade procedure

Alternative 4: Change of the files avuninst.exe, avuninst.dll und avuninst.dat

If the uninstallation is interrupted by supervising tools, the affected uninstallation files can be damaged.

If you receive correspondent error messages you can replace the affected files by new ones.

Please, note:

If you renew the file avuninst.dat, you have to adapt the registry information in the file itself (you can open it with the editor).

You can use the procedure offered by us only if you have installed AntiVir in the standard registry C:\Program Files\AVWin). If you should have installed it in a different registry, you have to adjust the avuninst.dat manually!

If you receive during the uninstallation the error message that refers to the files avuninst.exe, avuninst.dll or avuninst.dat, please, proceed as follows:

- Please, download the on:
http://www.avira.com/en/support/av7_upgrade_tools.html
the three mentioned files
- Copy the files in the registry C:\Program Files\AVWIN (The place of \AVWIN registry can be different -> this depends on which registry was chosen during the first installation)
- Overwrite the existing with the new versions
- Open the Windows control panel and click there on „software“
- Then choose the entry „AntiVir/XP“ and click on the button „delete“
- Confirm the uninstallation with „yes“
- Now restart your computer
- Then open the Windows Explorer and check if the registry C:\Program Files\AVWIN was deleted. If it still should persist, please, delete it manually. (Attention: The place of \AVWIN registry can be different -> this depends on which registry was chosen during the first installation)

Then proceed the manual installation of Version 7 -> please, note the description on page 3

Possible sources of error during the upgrade procedure

Scenario 2: It is possible to uninstall AntiVir 6, but the installation of AntiVir 7 is aborted.

Alternative 1: Installation in the save mode (Please, note: this is only possible with Windows 2000 und XP)

Divers drivers and programmes are automatically started when starting Windows. They can interfere with the uninstallation. The save mode ensures that only the most important system programmes will be started. So the installation can be proceeded without any interfering influence by other software.

- Download the installation file of AntiVir 7 from our homepage and save it on your hard disk
- Please restart your computer and push F8 several times during the restart
- Choose the point save mode in the appearing menu

Please, note that the registry supervising tools have to be deactivated before the installation.

Besides administrative authorisations should be given.

- Now double-click on the AntiVir installation file, which you saved on your hard disk
- Then click on „setup“. The Setup Assistant will guide you through the installation

Additional information concerning the upgrade

- Log file

In order to find errors more easily during the upgrade procedure a log file is written. The log file can only be started after generating the registries. The log file is located in the subdirectory \Logfiles and is called upgrade.log. If there should be several files they are numbered automatically.

Possibly a new name with the ending –ERP instead of upgrade.log is used.

→ If you should contact us because of problems during the upgrade, please, check first, if the written logfiles were started.

If this should be the case, please, send these logfiles with your error description to the AntiVir Support.

Furthermore we need information if supervising programmes or registry tools were installed on your computer.

- Procedure during the upgrade

The uninstallation of AntiVir Workstation Version 6 can last a few minutes depending on certain system configurations.

Please, don't abort manually the upgrade procedure because of this reason. The abortion could lead to errors during a second uninstallation trial.