

1. Product characteristics

- The Avira Rescue System is a live system that allows scanning and repairing a Windows desktop system that cannot be repaired by the Avira Windows desktop products, won't boot anymore or is unresponsive for other reasons and where it is assumed that the system is infected by malware
- The Avira Rescue System replaces the old Avira AntiVir Rescue System that will not be available for download after the release of the Avira Rescue System
- The Avira Rescue System can also be used as a second opinion scanner to scan and repair systems that are protected through competition products. Thus, it is a perfect tool to promote the Avira detection technology and grow the Avira customer base
- The new product is also a rescue system that allows copying data that would otherwise be lost to a safe place
- Finally, the Avira Rescue System is also a tool allowing the Avira Support to remotely access a customer's machine and assist a customer in repairing his system
- The Avira Rescue System uses an adapted Ubuntu 12.04 LTS as the underlying operating system. Thus it is made sure that the product can be used on a vast variety of hardware and supports a huge number of drivers. The product itself runs on the Ubuntu platform as an independent application

2. System requirements

- 1 GB RAM
- 700 MHz CPU
- CD/DVD drive
- VGA 800x600 (recommended)
- Internet Connection (recommended)
- The Avira Rescue System does not support dynamic disks, RAID systems or virtual hard disks
- The Avira Rescue System does not support multi-boot systems
- The Avira Rescue System scans and repairs: Windows XP, Windows Vista, Windows 7 and Windows 8 desktop systems

- The Windows 8 function „Secure Boot/UEFI“ is supported by the Avira Rescue System. If your screen stays nevertheless black for a long time during the start of the Avira Rescue System, you have to disable „Secure Boot“ in your BIOS/UEFI configuration. If this issue persists or you require additional assistance, please contact our [Support](#)

3. Target group

- The product is designed for users that normally do not have great computer skills, but simply want a tool that is easy to use and fixes the problems they might have in cleaning and repairing their system
- The Avira Rescue System is a wizard-based product and therefore easy to use for an inexperienced user

4. Availability

- The product is available in a German and an English version. Both language versions are part of the image file and during the boot process the user can select the language to be used
- The Avira Rescues System is provided as an *ISO* and *EXE* file to be downloaded from the [Avira homepage](#) section
- The *EXE* file of the Avira Rescue System can also be downloaded directly from the *Extras/Download Rescue CD* menu of Avira Windows desktop products. The *EXE* file contains a CD-Burner allowing to burn the *ISO* directly to a CD

5. Licensing and Pricing

- The Avira Rescue System is a free-of-charge product that comes with an inbuilt product license with a validity of 12 months
- Once the license has expired, the user is requested to download another version from the Avira Homepage

6. Features

6.1 Booting and application start-up

- Before the Avira Rescue System can be used, it needs to be burned on a CD or copied to a bootable USB-stick. The system directly boots into the Avira designed Ubuntu desktop. It might be necessary to change the boot sequence for that

- The product automatically opens the Avira EULA dialog. The product can only be used if the customer accepts the EULA. If he does not accept the EULA, he can nevertheless use the other Ubuntu modules provided by the system
- The EULA dialog is presented each time the customer boots from the CD/USB stick or each time he tries to open the application on the desktop until he has accepted the EULA
- As soon as the EULA is accepted, the Rescue System GUI starts with the welcome screen
- The user will normally use the mouse to move around the program. The product, however, also supports short-cuts for the main features of the product
 - Available shortcuts of the application are underlined. The available shortcuts are valid for the currently opened view or dialog of the Avira Rescue System only
 - Also supported are shortcuts to switch between the side bar entries of the application or the side bar entries of the desktop itself

6.2 The Wizard

- The Avira Rescue System is wizard-based
- The wizard leads the user through an easy-to-follow, step-by-step scan and repair process
- The Wizard consists of 3 pages: Partition Selection, Scan and Repair Progress, Scan and Repair Results

6.3 Scanning and repairing a system with the Wizard

- The Avira Rescue System scans and repairs Windows XP, Windows Vista, Windows 7 and Windows 8 desktop systems
- It scans and disinfects Linux Systems as well, but is not able to repair them

Note

The product does not support multi-boot scenarios.
The product does not scan and repair boot sectors.
The product does not scan and repair encrypted files and partitions.

- The scan and repair Wizard is started from the welcome page of the product
- To optimize the scan and repair performance, the user first selects a specific partition or various partitions he wants to scan and repair.
 - All partitions (NTFS or FAT formatted) found on the system are automatically mounted and displayed
- The scan and repair progress as well as scan and repair results are displayed by the Wizard
- Detections are renamed by default and get the file extension *.vir*
 - There is a command line tool available to restore the files (=undo the renaming) that can be used in case a detection turns out to be a false-positive
- The results of a finished scan and repair run can also be displayed as an HTML report which can be printed out
- After the scan and repair is finished, the user has the option to:
 - start a new scan
 - restart or
 - shut down his system

6.4 Scanning and repairing a hibernated partition/system

- The product detects if a system is in hibernation mode (NTFS only, hibernation on FAT systems is not supported)
- Partitions of hibernated systems are initially mounted read-only
- The user can then choose to:
 - Restart his system and finish the hibernation mode manually
 - Have the Rescue System finish the hibernation mode for him

6.5 Updating the system

- The detection (engine and vdf) is updated prior to each scan and repair. Thus, it is made sure that the latest available detection is always used to achieve the best possible results

- Updating the detection requires a working internet connection. The product detects if there is no internet connection and then displays a message on the Welcome page of the wizard. The user is linked to the network connections, he can set up his connection and then go back to the application and start the scan and repair
- In case there is no internet connection, the product automatically uses the detection (engine and vdf) that is part of the ISO file
- The product does not support an update of the Avira Rescue System application itself (no product update). Updating the product requires downloading a new version from the web

6.6 Configuring the system

- The Avira Rescue System is pre-configured to allow for the best possible scan and repair results and facilitate the use of the product. Any individual configuration by the user is not supported

6.7 Remote Access

- The Avira Rescue Systems includes a Teamviewer client. It can be found in the “Support” section of the product. It allows the user to setup a remote connection so that he can have his machine repaired remotely by the Avira Support
- To use the Teamviewer client, the user needs to give his connection details to the Avira Support. Support contact details are made available in the product via a link to the Avira Support page

6.8 Registry Editor

- The product also allows repairing a registry manually. The registry editor is started from the Tools section
- The registry editor shows all well-known registry hives and allows to edit the registry manually
- Keys, subkeys, values and data can be created, deleted, changed or renamed. There is also a search function

Note

Only ASCII values are supported.

6.9 Command line support

- The Rescue System also scans and disinfects via the command line
- The repair is not supported

6.10 About dialog - Getting additional information

- The Avira Rescue offers an About Avira dialog that displays the product, engine and vdf version and also has a link to the Avira Website for more information on Avira and Avira products

