Avira

Avira Support Collector

HowTo

Avira

Table of contents

1. Introduction 3

2. Execution of the Avira Support Collector 3
   2.1 Choosing the mode 4

3. Collecting information 5

4. Analysis of the information 6

5. Structure of the menu 6
   5.1 Information in the category General 7
   5.2 Information in the category Windows 8
   5.3 Information in the category Avira Products 10

1. Introduction

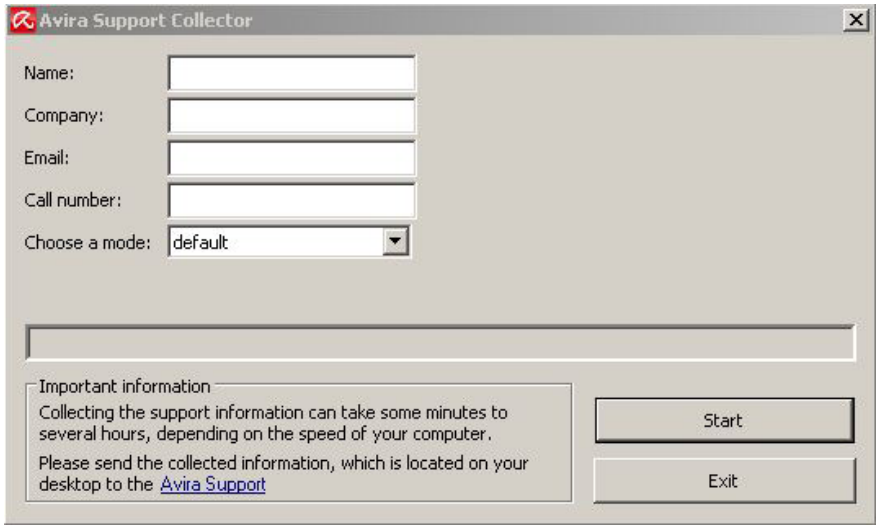
The Avira Support Collector is part of Avira Support, which grants customers a quick support and more effective troubleshooting.

The Avira Support Collector provides a detailed error analysis of your system, so that the Avira Support can quickly locate the problems.

2. Execution of the Avira Support Collector

Download the Avira Support Collector from our homepage and run the tool on the affected system.

First, the start dialog box of the Avira Support Collector will be displayed.



The dialog box gives you the opportunity to enter your user information such as:

- Name
- Company
- Email
- Call number

These fields are not mandatory. Therefore, they do not need be completed.

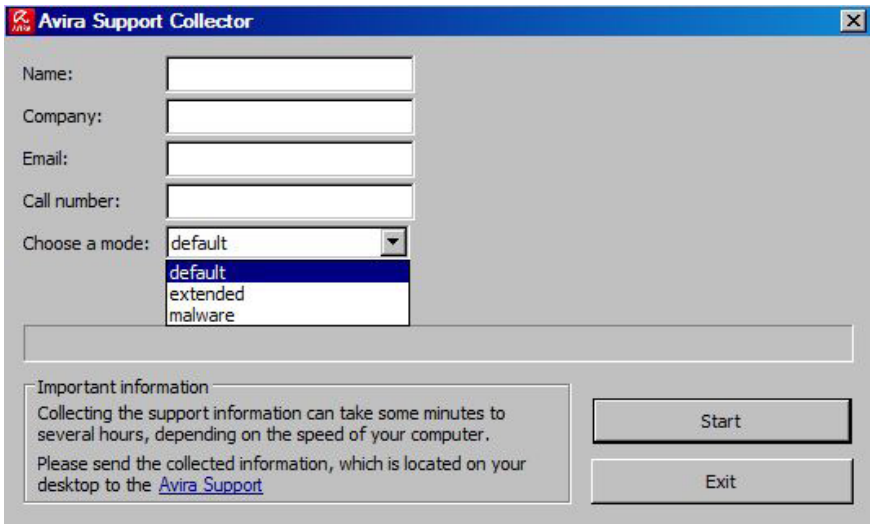
2.1 Choosing the mode

Next, select the operating mode, how your Avira Support Collector should collect the required information. For this purpose, you have the opportunity to select between the “default“ and the “extended“ mode.

- **default**
  If the operating mode is set on default, the collecting of the information will take only a few minutes

- **extended**
  The extended operating mode is more detailed, as e.g. dump-files are collected as well. Therefore, the entire search and collect of information will last several hours

- **malware**
  This mode collects the same information as the standard mode. Additionally there will be also collected some special information for malware analysis e.g. file information of the files from the Windows directory, *.dat files and Avira quarantine files. Collecting the required information might take several hours.

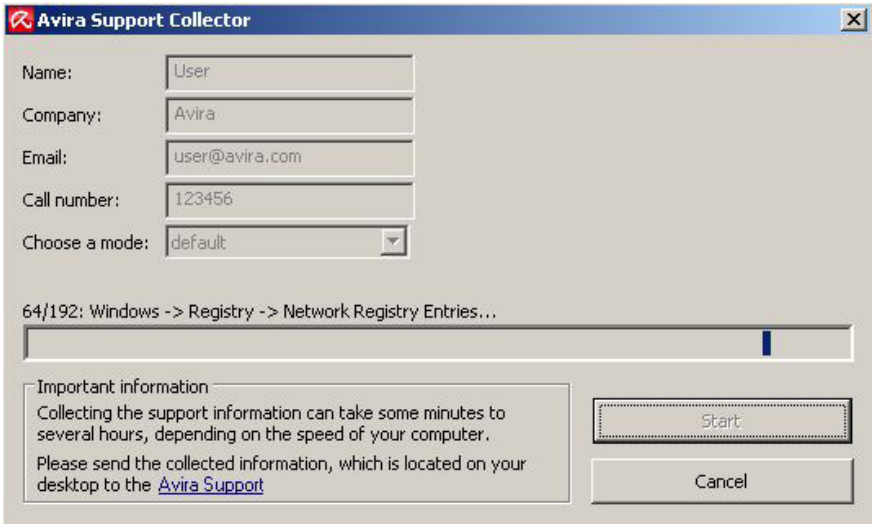


Note
If the operating mode is set on “default or malware“, the Avira Support Collector will not collect any log files from the directory: C:.\WINDOWS\system32*log

The log files are only collected, if the operating mode of the Avira Support Collector is set on “extended“.

3. Collecting information

After you have selected the corresponding mode, run the Avira Support Collector by clicking the Start button. The program starts immediately to collect all required information for the error analysis.



As soon as all necessary information has been collected, a pop-up window notifies you about the result.

The Avira Support Collector will save on your desktop an archive with all required support information:

AVSUPINF.7Z

Please send this file to Avira Support.

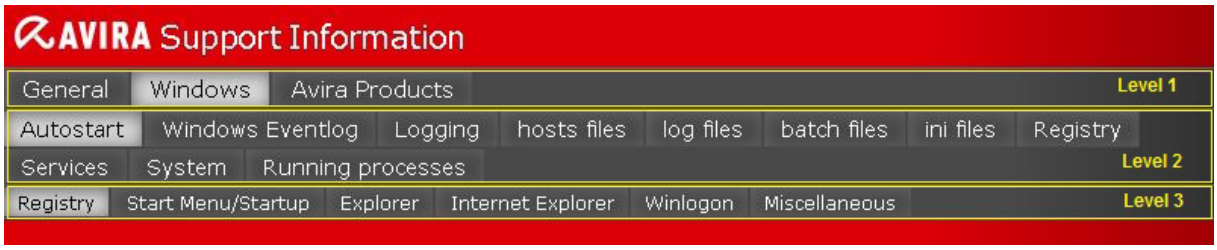
4. Analysis of the information

Unzip the *AVSUPINF.7Z* file from the desktop to a folder of your choice and open the *index.html* file with the latest Firefox browser.

> **Note**
> The analysis of the information has been tested only with the current Firefox browser. The use of other browsers (e.g. Internet Explorer, Opera, Google Chrome, etc.) may cause several problems, because it is not ensured that all information will be displayed correctly. Therefore, use only the current Firefox browser for the evaluation.
>
> Additionally, only problems that occurred exclusively with the Firefox browser will be fixed (Windows and Linux). Problems that occur when using other browsers will not be corrected.

5. Structure of the menu

The menu is divided into several levels. There you will find relevant information about the Avira Support Collector, the operating system and the Avira products.



Level 1

This level is grouped into 3 categories, which provide further information about the Avira Support Collector, the operating system and the Avira products.

Level 2

This level displays the categories for which the information was collected. If any category includes a further subcategory, it will be displayed in level 3.

Level 3

Level 3 displays the subcategories from the selected categories in level 2.

Avira

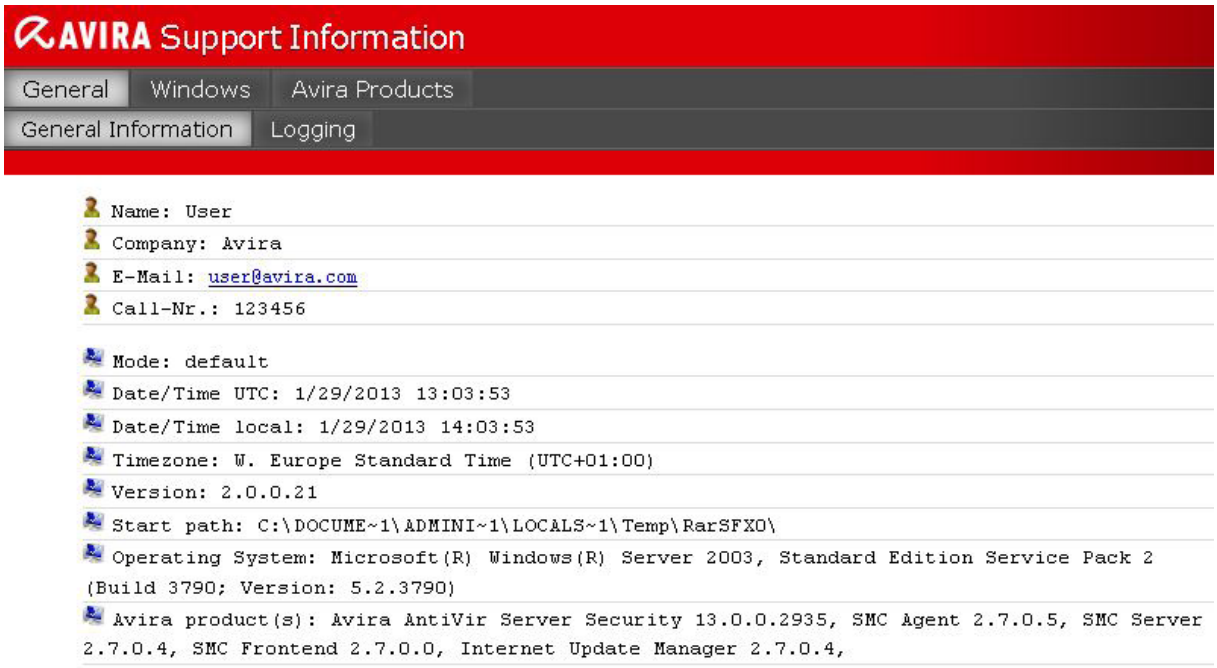
Example

- At level 1, the “Windows“ category is selected to see the operating system information
- In level 2 all categories about the Windows operating system are displayed. In this example, the category “Autostart” is selected. For the category “Autostart“ are more subcategories available. Therefore, no other information is displayed on level 2
- By selecting the subcategory „Registry“ at level 3, additional information about this subcategory will be displayed

5.1 Information in the category General

This category collects general information about the Avira Support Collector.

General information



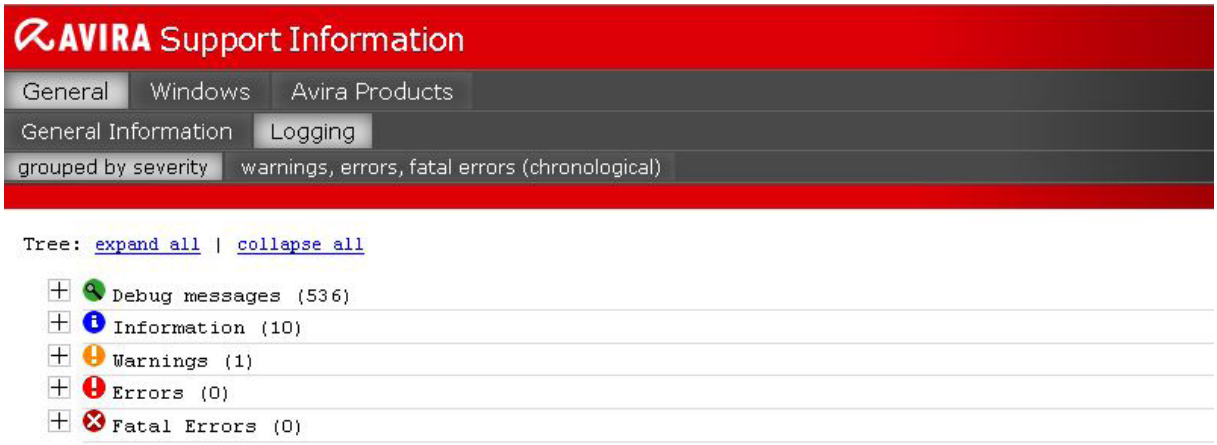
This location displays several information about the Avira Support Collector, e.g.:

- in which mode the Avira Support Collector runs
- which version of the Avira Support Collector was used
- which Avira products are installed on the system

Logging

The category “Logging“ includes the following subcategories at level 3:

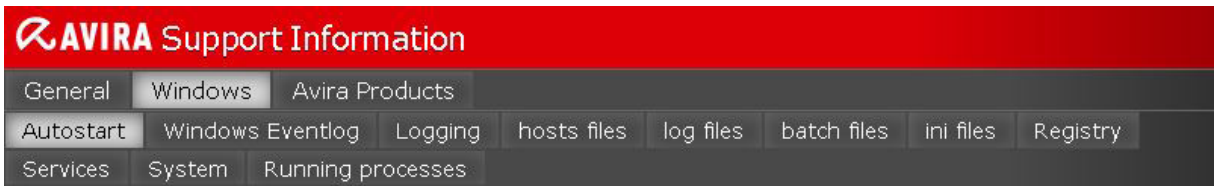
- grouped by severity
- warnings, errors, fatal errors (chronological)



If the Avira Support Collector encounters any problems while collecting or displaying the information, they will be displayed here.

5.2 Information in the category Windows

All information concerning the Windows operating system will be collected here.

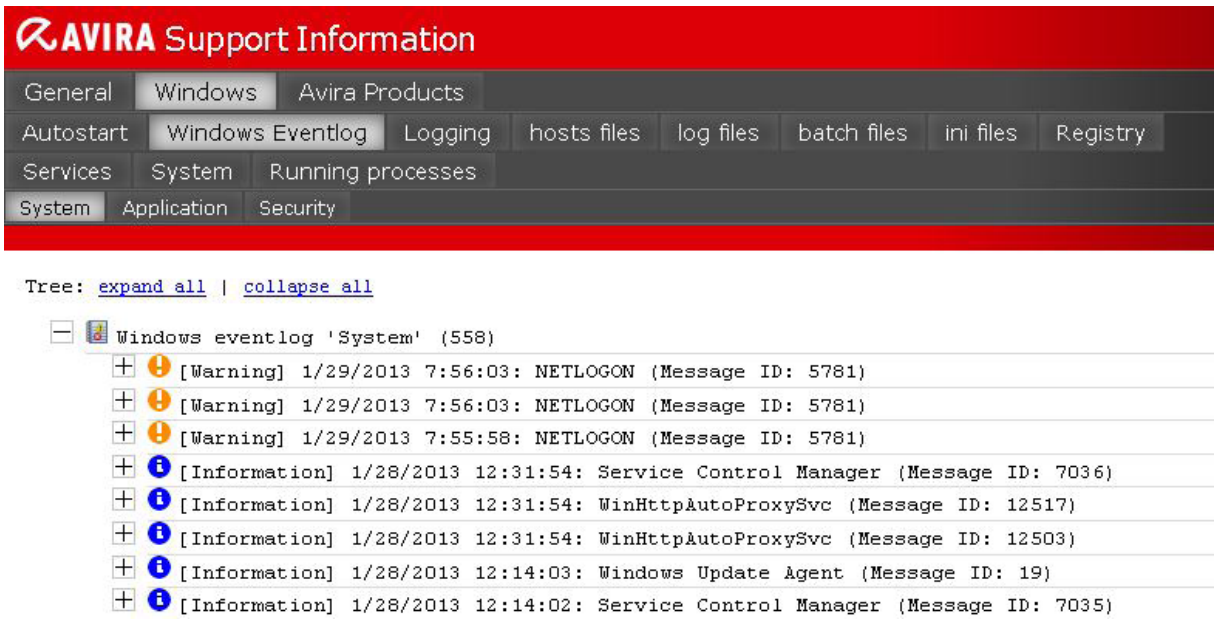


Further subcategories for categories at level 2 may exist, where additional information might be stored.

The example below is based on the following categories:

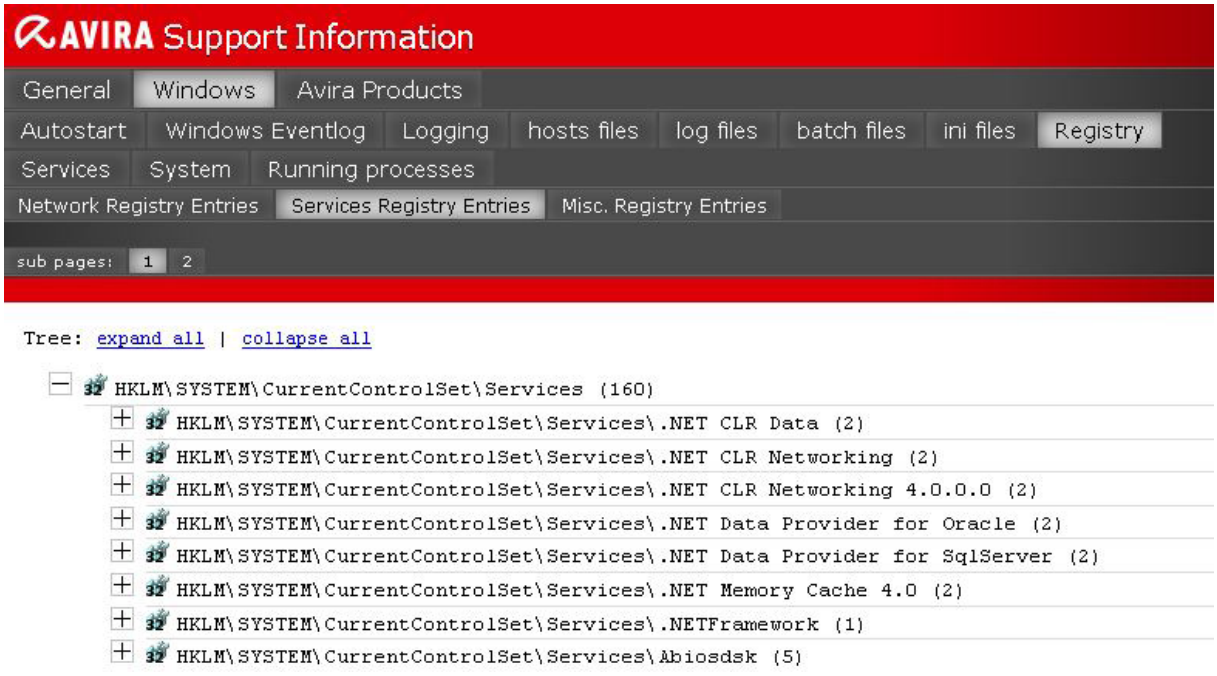
- Windows Eventlogs
- Registry

Windows Eventlogs



Further subcategories are available at level 3 for the category “Windows Event Log“. These subcategories include information about the system, applications and security.

Registry



The category “Registry“ includes several subcategories. These subcategories contain additional information regarding:

- Network Registry Entries
- Service Registry Entries
- Misc. Registry Entries

The collected information from the category “Service Registry Entries“ at level 3 is once more divided into subpages.

Reason
Loading a large amount of information takes in general a long time. This often has the consequence that, if the idle period exceeded the web browser‘s time limit, the browser abandons the connection and displays an error message.
Therefore, the information is split into subpages to prevent this problem.

5.3 Information in the category Avira Products

This level collects information about all Avira products on your system.
At level 2, the installed Avira products of the system will be displayed.

Additional information about each installed Avira product is available on level 3.

> **Note**
> The products Avira Secure Backup, Avira Speedup and the Avira Toolbar will be displayed in the Menu only if they are installed on the system.

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Issued Q2-2014

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