

# Avira Rescue System

User Manual

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For detailed information on copyright, please refer to "Third Party Licenses" in the Program Help of Avira Rescue System.

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# 1. Introduction

## 1.1 System requirements

- 1 GB RAM
- 700 MHz CPU
- CD/DVD drive
- VGA, capable of 800 x 600 pixel screen resolution (recommended)
- Existing Internet connection (recommended)
- The Avira Rescue System scans and repairs Windows XP, Vista, Windows 7 and Windows 8 desktop systems

### Note

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](#).

### Note

Currently the Avira Rescue System can mount dynamic disks as simple volumes, volume sets, stripe sets, spanned volumes, striped volumes and RAID volumes (Redundant Arrays of Inexpensive Disks) , as well as virtual hard disks (VHD). But those are mounted with incorrect drive letters. The Avira Rescue System does not support a multi-boot scenario at this stage.

## 1.2 Icons and emphases

The following icons are used in the documentation:

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.
→	Placed before an event that follows the previous action.
<b>Warning</b>	Placed before a warning when critical data loss might occur.
<b>Note</b>	Placed before a link to particularly important information or a tip which makes your Avira product easier to use.

The following emphases are used in the documentation:

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

### 1.3 Shortcuts

All available shortcuts of the graphical user interface of the application are marked as underline. The available shortcuts are valid for the currently opened view of the Avira Rescue System.

Shortcut	Action
[Alt] + W	Start Wizard
[Alt] + C	Cancel the scanning process or Close the help file

[Alt] + N	Next, to start a scan
[Alt] + P	Pause the scanning process
[Alt] + R	Resume the paused scan
[Alt] + C	Contact Avira Support
[Alt] + T	Start TeamViewer
[Alt] + R	Start Avira Registry Editor
[Alt] + A	Go to Avira Website
[Ctrl] + Tab	Switch between the side bar entries of the application

## 1.4 Licensing

The Avira Rescue System checks if the inbuilt license is valid. Valid means, the system checks if the inbuilt license is broken or manipulated or, if there are newer version of the virus definition file and the scan engine. If there is no valid license, you receive an appropriate message, including a download link to the Avira Rescue System download page. You may use your outdated version of the Avira Rescue System, but we recommend to download the latest version from the Avira website to achieve the best possible scan and repair results.

## 1.5 Product description

The Avira Rescue System offers you a downloadable *ISO* file to create a bootable CD. After you have created a bootable CD, you can boot your computer with the CD and start the Avira Rescue System. You can also download the Rescue System as an executable *.exe* file that contains already a burner.

The Avira Rescue System can help you to restore and repair your system after a serious crash or an infection. The Avira Rescue System offers several features to restore your system, e.g. virus and malware removal and registry modification. Furthermore, it offers tools to save your data to a hard disk or USB drive.

### Note

To cause your computer to start from the CD drive and not from its hard disk, you may have to change the boot priority of your BIOS.

After downloading the *ISO* file of the Avira Rescue System from our [website](#), you have to burn the file onto a CD that should be provided in a bootable form while being copied. Once the Avira Rescue System has booted, the Ubuntu® based live system opens the *End User License Agreement* that has to be accepted to open the Avira Rescue System application with its Welcome screen. The application does contain a [wizard](#). The wizard guides you through important functions of the rescue system. As an experienced user, you can use other functions than the graphical wizard to scan and repair your system, for example the command line or the integrated Registry Editor.

After start-up of the Avira Rescue System you can establish a remote connection to the Avira Support with the help of the TeamViewer client, to gain direct help if problems will arise during the repair of your system.

**Note**

It is recommended to download the necessary *ISO* file before you ever experience any severe damages of your system. Once you have saved the file on a bootable CD, you can update the important detection and repair routines of the Avira Rescue System at any time.

If you want to save the *ISO* file to an USB stick, please follow the instructions of the [Avira Knowledge Base](#).



## 2. Download and start

### 2.1 Downloading the Avira Rescue System

To create a rescue CD or USB stick that can restore your operating system in case of a damaged boot sector, you have to download the necessary file from the Avira website.

- ▶ Go to the download section of the [Avira website](#).
- ▶ Navigate to the section *Product Installation Files*.
- ▶ Click the download link of the Avira Rescue System.
- ▶ Click **Save File**.
  - The *ISO* file or the *.exe* file is downloaded.

With this *ISO* file you have to create a bootable CD with a burn tool compatible to your Operating System to start up your computer with the help of the Avira Rescue System. See [Creating a bootable CD](#). If you have downloaded the *.exe* file that contains a CD burner you can speed up this process.

If you have already an Avira product for Windows systems available, you can download the Avira Rescue System as an *.exe* file via the menu command **Extras > Download Rescue CD**. The package contains the already bootable live system that you have to burn on CD or DVD when called upon to do so. After the burn process has finished, the CD will be ejected automatically. Certainly, the burning with the help of the *.exe* file included CD burner can also be used if you download the *.exe* file directly from the Avira website.

### 2.2 Product version details

You find all necessary information about the product version and the detection technology inside the Avira Rescue System application.

- ▶ Click **About Avira** in the side bar of the application.
  - The Avira Rescue System version screen opens.

The following information is displayed:

- Product version: displays the version number of the Avira Rescue System application.
- Engine version: displays the version number of the malware detection engine.
- VDF version: displays the version number of the virus definition files.
- The Copyright information.

Moreover, you can use the link **Go to Avira website** to be redirected quickly to the Avira homepage.

## 2.3 Creating a bootable CD

After downloading the *ISO* file of the Avira Rescue System from our website, you have to create a **bootable CD** with an Operating System specific burn tool and the *ISO* file. If you want to save the *ISO* file to an USB stick, please follow the instructions of the [Avira Knowledge Base](#).

If you have already an Avira product for Windows systems available, you can download the Avira Rescue System as an *.exe* file via the menu command **Extras > Download Rescue CD**. The package contains the already bootable live system that you have to burn on CD or DVD when called upon to do so. After the burn process has finished, the CD will be ejected automatically.

By default, the graphical user interface of the Avira Rescue System opens with English language. To open the German interface, do the following:

- ▶ Insert the CD/DVD into the appropriate tray of your computer.
  - The language setting opens.
- ▶ Highlight the entry **Deutsch** with the arrow keys.
- ▶ Press **Enter**.
- ▶ Press **Enter** again and wait for the German *Endnutzer-Lizenzvereinbarung (End User License Agreement)* to open.
- ▶ Click **Akzeptieren**, to open the user interface of the Avira Rescue System.

## 2.4 The BIOS setup

If you have used the *ISO* file to create a bootable media but your computer does not boot from it, it may be that the option to boot from a **CD/DVD** or **CD-ROM** drive is not enabled. You enable this function in the setup options of the computer's BIOS (Basic Input Output System). The BIOS is software that resides in a special memory chip on your computer's motherboard. It is responsible for the correct start up of your computer. Although each computer is different, most use standard ways of getting in the BIOS, changing values, and saving the configuration.

You access the BIOS during the start up process before your Windows system starts up. Therefore you have to press the setup key in fast rhythm several times. The setup key differs with each PC. The most frequent keys are:

- **Del**
- **F2**
- **F12**
- **F1**

- **F8**
- **Esc**

On some PC, the name of the key used to access the setup functions of your computer is displayed on your screen during the start up process.

### **Warning**

Once you accessed the BIOS, be very careful while changing the boot priority.

## 2.5 Changing the BIOS

To change the setup process of your computer, you have to access the BIOS while your PC tries to start up.

### **Note**

The following explanation can only be an example. To access the BIOS and to change the priority of the boot setup settings varies from PC to PC.

- ▶ Press the **setup key** when your PC is starting up.  
Which one of the keys is the setup key is sometimes displayed on your screen during the starting up process.
  - The setup utilities of your computer open.
- ▶ Once you enter the computer's BIOS, use the arrow keys to navigate between the elements.
- ▶ Navigate to the Boot section.
- ▶ Move the item **CD/DVD / CD-ROM Drive** or **USB Drive** to the top of the boot sequence, above the entries **Removable Devices** and **Hard Drive**.
- ▶ Save the changes you made by:
  - ▶ navigating to **Save and Exit** and press **Enter**.

OR

- ▶ pressing **ESC** and waiting for the computer to prompt you to save the changes.

## 3. Avira Rescue System Desktop

### 3.1 The Avira Rescue System desktop

The Avira Rescue System uses an adapted Ubuntu® Unity desktop that consists of:

- the **Panel** at the top of the screen
  - displays the name of the active program and contains three icons to open the indicator menus **Energy Settings**, **Network Connection** and **System Settings**
- the **Working space**
  - contains the Avira Rescue System application
- the **Dock** at the left-hand side of the screen
  - contains program shortcuts

#### 3.1.1 The icons of the Dock

You can change the order of the icons in the Dock using drag & drop while the appropriate application is open and active. You can also [add](#) icons to, or [remove](#) icons from the Dock.

- **Dash home**
  - opens the start menu with all available applications
- **Avira Rescue System**
  - opens the graphical interface of the application as such
- **Firefox Web Browser**
  - opens the Ubuntu® website
- **Home Folder**
  - opens the File Manager
- **GParted**
  - opens the graphical Partition Editor, to create, edit and remove hard disk partitions
- **Terminal**
  - opens the command line interface
- **System Settings**
  - opens the graphical interface of the System Settings
- **Trash**
  - opens the *Trash* folder

To search for menu commands, applications or files and folders, use the Head-Up Display of the Ubuntu® desktop:

- ▶ Click the **Dash Home** icon to open the Head-Up Display (HUD) where you can enter text to search for and select menu commands.

## 3.2 Adding icons to the Dock

You can add an application as an icon to the Dock.

- ▶ Click **Dash home**.
  - The start menu with all available applications opens.
- ▶ Click the application you want to add to the Dock.
  - The program opens and its icon is displayed in the Dock.
- ▶ Right-click the icon in the Dock.
- ▶ Select **Lock to Launcher**.
  - The application's icon is added to the Dock.

## 3.3 Removing icons from the Dock

You can remove an application via its icon from the Dock.

- ▶ Click the application's icon in the Dock.
  - The application opens.
- ▶ Right-click the icon in the Dock.
- ▶ Select **Unlock from Launcher**.
  - The icon is removed from the Dock.

## 3.4 The Wizard

The Wizard of the graphical application helps you to scan and repair your system in 3 steps only. If your system is in hibernation mode, 4 steps are required to scan and repair. Use the Wizard if you are an inexperienced user and prefer guidance.

### 3.4.1 The Welcome screen

From the **Welcome** area of the Avira Rescue System you start the Wizard. The Avira Rescue System will not delete infected files but renames detections to *.vir* files, in order to make them still accessible for you.

**Note**

Encrypted files and partitions cannot be scanned.

After booting, the graphical interface of the Avira Rescue System application opens automatically on the adapted Ubuntu® desktop. Depending on your system environment this may take some time. First, you have to accept the End User License Agreement (EULA) to use the Avira Rescue System. If you do not accept this license agreement, you can not use the Avira Rescue System, but you may still use the functionalities available on the Ubuntu® desktop. On startup of the GUI, the product checks for an Internet connection that is required to perform an update of the detection technology.

- ▶ Click **Welcome** in the sidebar.
  - ↳ The Welcome screen of the Avira Rescue System opens.
- ▶ Click the **Start Wizard** section to start a scan and follow the on-screen instructions.

**Note**

The Wizard checks for available updates of the Avira Rescue System inbuilt detection. If no Internet connection is established, you are prompted to configure your network via the displayed link. If no Internet connection can be achieved, the detection technology located inside the product is used.

### 3.5 Connecting to the Internet

On startup of the GUI, the product checks for an Internet connection that is required to perform an update of the detection technology prior to scan and repair your system's partition. If no Internet connection is established, you are prompted to configure your network via the displayed link.

- ▶ Click the link **Click here** to establish an Internet connection.
  - ↳ The *Network Connections* window opens.
- ▶ Choose the tab **Wired**, if you usually are connected wired to your local area network.
- ▶ Click the name of your wired connection, if visible and click **Edit**.
  - OR -
- ▶ Click **Add**, to establish a new wired connection.
  - ↳ The *Editing Wired connection* window opens.
  - ↳ You can configure your physical address and IP settings.
- ▶ Choose the tab **Wireless**, if you want to establish a WLAN Internet connection.
- ▶ Click the name of your wired connection, if visible and click **Edit**.

- OR -

- ▶ Click **Add**, to establish a new wired connection.
  - The *Editing Wired connection* window opens.
  - You can configure your SSID (Service Set Identifier, the unique name of your wireless network) and IP settings.

### 3.6 Checking your Internet settings

If your system is not connected to the Internet, check your network settings first.

- ▶ Click **Dash home** in the Dock of the Ubuntu® desktop.
  - The search field opens.
- ▶ Enter the word `network` in the search field.
- ▶ Click the **Network** icon.
- ▶ Check, if your wired connection is turned off.
- ▶ Click the button next to **OFF**, to turn your wired connection on.
  - The physical addresses of your system and the domain name, displayed as DNS number, are shown.
- ▶ You can edit these settings by clicking **Options**.
  - The *Editing Wired connection* window opens.

### 3.7 Restoring renamed files

The Avira Rescue System renames possible detections to `.vir` files. You can restore these files to regain access.

- ▶ Click **Terminal** in the side bar.
  - The *Terminal* window where you enter your commands opens.

#### Note

Please be aware that your keyboard layout may change to English when you open the **Terminal**.

- ▶ Enter the command `avundoren.py` and press **Enter**.
  - The application searches for files that probably were renamed during previous scans.
  - The Summary lists all files that were renamed.

→ The Avira Rescue System gives back the following information about the files:

- File type
- File scan info
- File path
- Alarm
- Alarm-URL
- ▶ Please navigate through the list entries and confirm the restore of files by entering `yes` where you are prompted.
- ▶ Enter `no` if you do not want to restore a file.
- ▶ To see all options of the `avundoren.py` command, enter the following line:  
`avundoren.py --help`

→ The following options for searching renamed files are given:

Shortcut	Command	Description
-h	<code>--help</code>	Displays all options for searching renamed files.
-d	<code>--dir &lt;directory&gt;</code>	Searches in the directory you named, e.g. <code>avundoren.py -d /user.</code>
-p	<code>--path &lt;directory&gt;</code>	Searches in the path you named, e.g. <code>avundoren.py -p /user/downloads.</code>
-D	<code>--dry-run</code>	Simulates the <code>avundoren.py</code> command, without performing any changes.
-l	<code>--limit &lt;num&gt;</code>	Skips files after the named limit has been reached, e.g. <code>avundoren.py -l 100.</code> Whereas the number reflects the count of renamed detections.
-v	<code>--verbose</code>	Displays in real time exactly what the <code>avundoren.py</code> command is doing.



-q	--quiet	Displays in silent mode a minimum of the command. Faster than the verbose mode.
-i	--interactive	The interactive mode asks the user what to do with renamed files.
-b	--batch	The non-interactive batch mode restores all renamed files without confirmation of the user.

### 3.8 Hibernated systems

The Avira Rescue System detects if your system is in hibernation mode. If hibernation mode is activated, the Avira Rescue System takes precautions, to avoid any damage to your system and will mount any partition in read-only mode. You may trigger a scan on partitions, but detected threats will not be removed and the system will not be repaired. Moreover, you can not use the Avira Registry Editor as long as your system is in hibernation mode. The Avira Rescue System can exit the hibernation mode first and then starts the scan.

#### Warning

Exiting the hibernation mode may lead to loss of data.

#### Note

The Avira Rescue System detects the hibernation mode only, if it is a NTFS drive. For FAT drives, the hibernation mode will not be detected.

### 3.9 Exiting the hibernation mode

The Avira Rescue System detects if your system is in hibernation mode. When your system is in hibernation mode you receive an appropriate message that the Avira Rescue System will mount all partitions in read-only mode. You have the following options to exit the hibernation:

- ▶ Click **Reboot** to force Windows to restart your system.
- ▶ Then exit the hibernation mode manually in Windows.

- OR -

- ▶ Click **Exit Hibernation**.
  - ↳ The Avira Rescue System deletes the hibernation file and remounts your system's partitions in read/write mode.
  - ↳ The Avira Rescue System automatically remounts the partition you selected beforehand.
- ▶ Select the partitions you want to scan and repair.
  - OR -
- ▶ Click **Scan** to start a scanning process.
  - ↳ The progress bar displays the scanning process.
  - ↳ After the scan is finished, click **Cancel** to see the scan result.
- ▶ Click **Cancel** to go back to the Welcome page

**Warning**

Exiting the hibernation mode may lead to loss of data.

If you are unsure what to do, please contact us via the link **Avira Support**.

### 3.10 Selecting partitions

You can select one or more partitions simultaneously of your computer to be scanned.

- ▶ Click **Welcome** in the side bar.
  - ↳ The Welcome screen of the Avira Rescue System opens.
- ▶ Click the **wizard section**.
  - ↳ The *Partition Selection* window opens.
- ▶ Select the partitions you want to scan and repair.
- ▶ Click **Next** to start the scanning process.
  - ↳ The progress bar displays the scanning process.
  - ↳ The name of the last scanned file is displayed.
  - ↳ You can see the number of files that are scanned and the time elapsed.
  - ↳ Possible detections are displayed as number of *Threats detected*.
- ▶ Click **Pause** to stop the scanning process.
- ▶ Click **Resume** to continue the scanning process.
- ▶ You can abort the scan by clicking **Cancel**.
  - ↳ You are prompted to confirm the cancelation.
  - ↳ You get the information that the scan has been cancelled.

- The progress bar shows 100%.
- ▶ Click **Next** to open the *results* area.
- The *detection* screen opens.

### 3.11 Scanning the system

Before starting the scan process, the Avira Rescue System searches automatically for detection updates and if necessary, updates the detection technology.

During the scan process the total number of files to be scanned is calculated. Depending on the amount and the kind of files located in the partitions you selected, the scan process may take some time. Especially the scan of compressed files, such as *.zip* and *.rar* archives, needs more time. The scan engine uses a recursive scan: Archives in archives are also unpacked and scanned for viruses and unwanted programs. The files are scanned, decompressed and scanned again. This process reduces the scanning speed. Moreover, unpacking and scanning recursive archives can require a great deal of computer time and resources.

After the scan of the selected partition is finished, the *Results* window opens. You have the following options:

- **Report**  
Opens the scan report. See chapter [Scan Report](#).
- **New scan**  
Opens the *Partition Selection* window. See chapter [Selecting partitions](#).
- **Shut Down**  
Shuts down your system. See chapter [Shutting down the system](#).
- **Restart**  
Reboots your system. See chapter [Rebooting the system](#).

#### Note

Encrypted files will not be scanned.

#### Note

In hibernation mode scans will be executed, but detected threats will not be treated or repaired.

## 3.12 Scanning without the wizard

You may trigger an on-demand scan using the Avira Command Line Scanner via the terminal.

### Note

Using the Avira Command Line Scanner can not replace the *scan and repair* features of the wizard. The detection technology will not be updated when using the Avira Command Line Scanner and you can not repair your system via the terminal. A repair of your system, especially of the Windows registry can only be done by the wizard.

To scan on-demand you use the following syntax:

```
▶ avscan [option] [directory] [filename]
```

If you do not specify a directory, the Avira Command Line Scanner scans only the current directory. You can use the following options:

Option	Function
avscan --help	Displays usage information about avscan.
avscan --batch	Enables "batch mode": If you enable this option, avscan will enter the non-interactive batch mode. In this mode all actions carried out are based on the given configuration file and command line settings. You will not be asked to make or confirm any decisions.
avscan --alert-action	Sets the action to be taken when viruses or unwanted programs are detected, e.g. avscan --alert-action=delete
avscan -s	Enables the recursive scanning of all subdirectories within a specified path.

## 3.13 Rebooting the system

After the scan is completed, the **Results** area shows whether your system was completely cleaned and repaired. Problems found while repairing the system are displayed in a table.

Example:

Entry	Number
Time	00:09:34
Detections	6
Total files	16976
Renamed files	6
Repaired registry keys	0

You can reboot your system from here.

- ▶ Click **Restart**.
  - The system starts to shut down.
  - You are prompted to remove the installation media and close the tray (if any).
- ▶ Press **Enter** to trigger the reboot of your system.
  - Your system starts again.

#### Note

On some computer the CD/DVD drive can not be opened after a reboot. In this case, completely shut down your system please, and than restart it.

## 3.14 Shutting down your system

After the scan is completed, the **Results** area shows whether your system was completely cleaned and repaired. You can shut down your system from here.

- ▶ Click **Shut down**.
  - The system starts to shut down.
  - You are prompted to remove the installation media and close the tray (if any).
- ▶ Press **Enter** to trigger the shut down of your system.
  - Your system powers down.

## 3.15 Checking and saving the scan report

After the Avira Rescue System has scanned and cleaned your system, you can check the scan report.

- ▶ Click **Report** in the results area after the scan is completed.
  - ↳ The window *Scan Report* opens.
- ▶ Click **Save** to store the *Scan Report* file in your system.
  - ↳ The *File Manager* opens.
- ▶ Select a storage location and click **Save**.
- ▶ Click **OK** to close the *Scan Report* window.

## 3.16 Entries of the scan and update report

### 3.16.1 Scan Report

- *Start*
  - displays the start time of the scan process
- *End*
  - displays the finish time of the scan process
- *Detections*
  - displays the total number of detected suspicious files
- *Files treated*
  - displays the total number of treated files
- *Files scanned*
  - displays the total number of scanned files
- *Engine version*
  - displays the version number of the used scan engine
- *VDF version*
  - displays the version number of the virus definition file
- *Scan status*
  - displays if the scan was completed or aborted by the user

### 3.16.2 Update Report

- *Successful/Failed*

displays if the update was successful or failed, for example due to missing internet connectivity

- *Log*

displays the updated detection files

### 3.16.3 Details

displays a table with the path and the name of the detection and the action that was taken by the Avira Rescue System

## 4. Editing the Windows registry

To edit various configuration settings of your Windows system, you can open the graphical interface of the *Avira Registry Editor*. The *Avira Registry Editor* allows you to create, delete, edit and rename registry keys, subkeys, values and value data. By default the HKEY\_LOCAL\_MACHINE and the HKEY\_USERS hives are displayed.

### Warning

Change entries of the Windows registry only, if you are an expert user. Editing the registry may damage your Windows system!

The following task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Under all circumstances, you should back up the registry before you modify it. Only then, you can restore the registry at any time if a problem occurs. For more information about how to back up and restore the registry, click the following link to view the article in the [Microsoft Knowledge Base](#).

- ▶ Click **Tools** in the side bar of the application.
- ▶ Click **Start Avira Registry Editor**.
  - The *Avira Registry Editor* opens.
- ▶ Expand the root keys to their subkeys and values.
  - The *Avira Registry Editor* table displays the *Name*, the *Type* and the *Data* of the value.
- ▶ Right-click the entry you want to edit.
  - You may edit, delete or rename the name of a value.
  - You are prompted to confirm a value removal.
  - You may create new key types.
  - You may create different kind of data values:
    - String Value
    - Binary Value
    - DWORD (32-bit) Value
    - QWORD (64-bit) Value
    - Multi-String Value
    - Expandable String Value



## 5. TeamViewer - First-hand Avira support assistance

To let the Avira experts of the support department have a look at your system and help to solve your problem, use the *TeamViewer* tool.

- ▶ Click **Support** in the side bar.
  - The **Support** area opens.

You have two options to contact the Avira Support department. You can access the Avira Support website and then choose between different offers to find help, or you establish a remote connection to let an Avira expert have a look at your system.

- ▶ Click **Contact Avira Support**.
  - You are redirected to the Avira Support website.
- ▶ Choose the offer that fits you best.
  - OR -
- ▶ Click **Start TeamViewer**.
  - The *TeamViewer End User License Agreement* opens.
- ▶ Click **Accept License Agreement**.
  - The *TeamViewer* window opens.
- ▶ Dial the number of the Avira [Support hotline](#), considering if you have a *Free* or *Paid* product version.
- ▶ Tell the Avira support expert the *ID* and the *password* that are displayed in the TeamViewer.
  - The Avira support expert will remotely log in to your computer and control your mouse while explaining the action performed.

### Note

Please do not interfere in trying to use the mouse by your own while the expert is working on your system.

## 6. Update

### 6.1 Updating the Avira Rescue System

The effectiveness of anti-virus software and repair tools depend on how up-to-date the program is, in particular the virus definition file and the scan engine. To carry out regular updates, the *Updater* component is integrated into the Avira Rescue System. The *Updater* ensures that your Avira product is always up-to-date and able to deal with the new viruses that appear every day. The *Updater* of the Avira Rescue System updates automatically the following components:

- Virus definition file:  
The virus definition file contains the virus patterns of the harmful programs which are used by your Avira product to scan for viruses and malware and repair infected objects.
- Scan engine:  
The scan engine contains the methods used by your Avira product to scan for viruses and malware and with which your system can be repaired.

An update checks whether the virus definition file and scan engine are up-to-date and if necessary, implements an update.

## 7. Support

### 7.1 Contact and Support

#### 7.1.1 Support service

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

#### 7.1.2 Community Forum

Before you contact the hotline, we recommend that you visit our user forum at <http://forum.avira.com>.

#### 7.1.3 FAQs

Please also read the FAQs section on our website:

<http://www.avira.com/en/support-for-home-knowledgebase>

Your question may already have been asked and answered by other users in this section.

#### 7.1.4 Contact

##### **Address**

Avira Operations GmbH & Co. KG  
Kaplaneiweg 1  
D-88069 Tett nang  
Germany

##### **Internet**

You can find further information about us and our products at the following address:  
<http://www.avira.com>

## 8. Glossary

Abbreviation / term	Meaning
BIOS	The Basic Input Output System is software that resides in a special memory chip on your computer's motherboard.
Boot sector	The part of the MBR that is in charge of the startup process of your computer.
Bootable CD / Live-CD	Burned with a specific burn tool, your computer will start up from the CD drive rather than from its hard disk drive.
Bootable USB	Starts up your computer from the USB flash drive rather than from its hard disk drive.
LAN / W-LAN	Wired / Wireless Local Area Network
MBR	On a BIOS-based computer, the Master Boot Record is the first sector (boot sector) of a storage device that contains the information for starting up the Operating System of the computer.
SSID	Service Set Identifier, the name of the network.
Dynamic disks	Dynamic disks are a Microsoft technology for allowing special features that normal partitions do not, such as spanning multiple disks and raid.
to mount	To access a file, a partition or a device on a Unix system, it has to be mounted via the mount command first, telling the Operating System that it is ready to use.
Registry Editor	The Avira tool to edit the entries of the Windows Registry after a severe crash. This tool should only be used by experts!

TeamViewer	A tool that allows an Avira expert to remotely log in to your computer.
ISO file	It is an archive file that contains the image of the content of a CD / DVD.
Burn tool	An authoring software that burns any data from your system to a CD or DVD.
Encrypted files	Files that are encrypted in order to protect their confidential data from unauthorized access.
Hibernated system	The computer is powered down while retaining its state.
All-in-one update	Update of the product itself and its detection technology.
VDF	The virus definition files.
GPT	Globally Unique Identifier Partition Table is a standard for the layout of the partition table on the physical hard disk of your computer.
NTFS	New Technology File System, a file system introduced 1993 by Windows NT.
FAT	File Allocation Table, used by MS-DOS to organize and manage files.
UEFI	Unified Extensible Firmware Interface

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Issued Q2-2013

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