

AVG Cheat Sheet

This guide was intended for general reference with certain AVG features. Not all features are available for all AVG products. If you have any questions, or need advanced troubleshooting help, contact us via our website at <http://www.avrem.com/contact/>.

Problems with the Tray Icon

If the AVG Free icon in system tray is grey (with red exclamation mark), it means that one or more AVG Free components are not fully functional. This most commonly occurs when AVG has missed an update. Don't panic! If the icon does not revert back to normal after a day or so, give us a call!

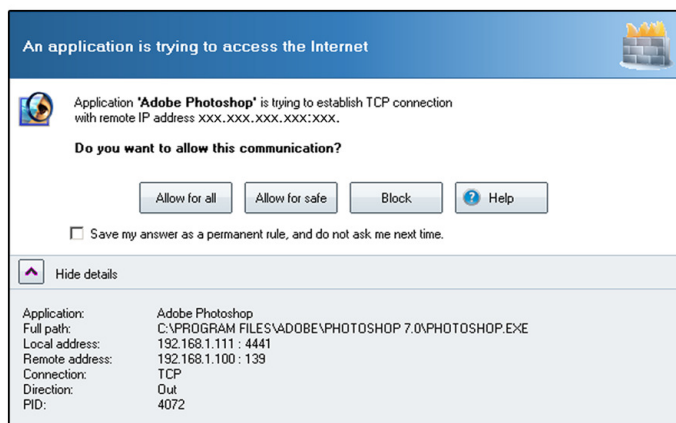


The AVG tray icon in its normal state.



The AVG tray icon in its error state.

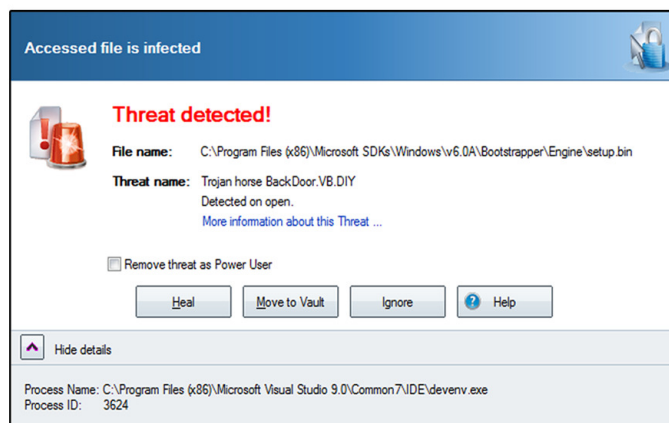
Alert Messages



Firewall Confirmation

If you recognize the program listed on the confirmation dialog box, you can usually allow the program. Anytime you do not recognize the program, choose "Block". You may also opt to save your answer for trusted programs that are constantly being used.

Note: There are several IP ranges reserved specifically for private use: 192.168.XXX.XXX, 10.XXX.XXX.XXX and 172.16.XXX.XXX. Connections involving these IP addresses typically indicates LAN communication and are usually safe.



Threat Detection

When AVG detects a suspicious file and displays the box shown above, start out with the "Heal" option. This option tells AVG to try to clean the virus and keep the file - hand if the file happens to be a critical system file. If the "Heal" option fails, you can select "Move to Vault" to quarantine the suspicious bugger.

Removing threats as a Power User elevates your permissions within Windows and can be tried for recurring files or problems.