AVG Rescue CD Guide

This document contains:

Introduction

The **AVG Rescue CD** is a standalone set of tools that can be started from CD or USB flash disk. It can be used to recover computers that are not able to boot or are infected in a way that will not allow normal operation. The whole CD or USB flash drive is a **live CD** with **Linux** operating system and AVG preinstalled on it.

This document will guide you through basic operations of AVG Rescue CD and its features. You can also get additional information in the [Knowledge base](#) section of the AVG web pages.

Acquiring the AVG Rescue CD

You can download the AVG Rescue CD from the [download section](#) for free. There are two files you can download - ISO file and RAR archive. The ISO image can be used to burn a CD or DVD. The archive can be extracted on USB device (flash drive).

Using the ISO to create a bootable CD/DVD

The downloaded ISO file can easily be used to create a CD or DVD with AVG Rescue CD. You will need an application for burning a CD/DVD. In this application, choose option **Burn Image file** (ISO file or similar option). Insert the medium in the drive and confirm the burning. No special settings are needed.

Using the RAR archive to create a USB bootable device

To create a USB flash drive variant of AVG Rescue CD, you will need to do the following:

- Extract the archive downloaded from AVG web directly on the **removable USB flash drive**. It has to be extracted in the root folder of the disk - do not use a subfolder.
- Run the extracted **makeboot.bat** batch file. When started it will overwrite the boot record. **Make sure you are using the desired USB flash drive, otherwise it can make your Windows un-bootable!**
- In the opened window press any key to prepare the USB flash drive.
- After this process is finished (message will be displayed) you can close the window.

Preparing the computer

The AVG Rescue CD is now ready. Insert the CD in the drive or plug in the USB drive. You will however need to make sure that the computer you plan to use the CD/USB flash drive on can boot from such a device. There

are various methods of setting this behavior on the computer. They depend on the specific maker of the BIOS of the computer. If unsure, consult the technical support of hardware vendor. The most common methods are:

- Pressing **ESC** during the startup. This may display list of bootable devices to choose from. Choose CD or USB.
- Pressing **DELETE** or **F2** during startup to enter BIOS settings. When in BIOS, locate the option called **Boot order**, **Boot Options** or **Boot**. Here, move the CD or USB flash drive to the first place. Exit the BIOS, saving the changes. Please note, that changing settings in BIOS should only be done **by skilled users.**
- Pressing any key during startup, if message similar to "Press any key to boot from CD or DVD" appears.

Starting the AVG Rescue CD

The AVG Rescue CD will firstly display a welcome screen. You can proceed directly by pressing **ENTER** or waiting 10 seconds. If you need to specify some additional parameter, press **F1**. This will allow you to choose the screen resolution and will show other boot options.

```
boot options

arl       boot AVG Rescue CD
nofb      boot AVG Rescue CD with disabled framebuffer
vgask     boot AVG Rescue CD with selected video mode
floppy    boot from floppy
disk      boot from hard disk
next      boot from next device in the BIOS boot sequence

command line keystrokes

<Enter>         boot specified command line
<BackSpace>     erase one character
<Ctrl-U>        erase the whole line
<Ctrl-V>        display the current Syslinux version
<Ctrl-X>        force text mode
<F1>..<F12>     help screens (if configured)
<Ctrl-F><digit> equivalent to F1..F10
<Ctrl-C>        interrupt boot in progress
<Esc>           interrupt boot in progress

boot: _
```

During the actual booting, the AVG Rescue CD will automatically mount all hard drives of the computer. This will make them available for scanning and editing. Also, network connection will be automatically set.

In the next step, you will be asked if you want to run an update of AVG. It is recommended to perform it. If you have a working internet connection, perform the online update. This will automatically download the necessary files. If the computer is not connected to the internet, you can update from files you have previously downloaded from the AVG web page and stored on the computer or on a USB flash drive.

See the Network settings and update section of this guide for additional information on setting the network manually and updating AVG.

User interface

After the booting procedure is finished, you will be presented with a simple user interface. To navigate between the options, use the **arrow** keys and **Enter** to select them.

From this menu, you can access all essential features of AVG Rescue CD. These are:

- **Scan** - for starting an on-demand scan
- **Scan Result** - for viewing reports of finished scans
- **Update** - to start update of AVG
- **Vault** - to view files stored in Vault of AVG installed on the computer and to restore them. This can be useful if a file was detected by a mistake
- **Mount** - to start mounting of storage devices. Use this option after inserting a USB device
- **Network** - to configure the network connection
- **USB** - to create a bootable USB flash drive containing AVG Rescue CD.
- **Utilities** - set of useful tools (see Utilities section below)
- **Eject** - to eject the CD/DVD-ROM disc tray
- **Reboot** - to restart the computer
- **Shutdown** - to turn off the computer
- **About** - to view information about the AVG Rescue CD

You may also choose to **Exit** the AVG Rescue CD interface. This will return you to the console where you can use commands to start additional Linux programs. To start the AVG Rescue CD interface again, type **arl** and press **Enter**.

Scanning the computer

To start a scan of the computer, select the **Scan** option from the user interface. You will then be able to set options for the scan. When confirmed, you can choose between two options - scan the volume or scan directory. The first option will scan all files on a selected drive. The second option will let you choose the specific directory to be scanned (to choose it, use arrow keys and the SPACEBAR. In the last step, you only need to confirm the start of the scan.

The progress of the running scan will be displayed. You can stop it at any time by pressing **CTRL**+**C**. Once finished, a scan report menu will be displayed. From there you can choose the following options:

- **Report file** - this will display summary of the detected files
- **Delete all** - all detected files will be removed from the computer. Be careful, as some files can be crucial for the Windows system and deleting them can make it inoperative.
- **Rename all** - detected files will be renamed. This will make any infection harmless, as the renamed file cannot be used to spread infection or harm the computer. The files are renamed by adding suffix _infected.arl
- **Select** - you will be able to choose actions for groups of files
- **Individual** - you will choose what to do for individual files
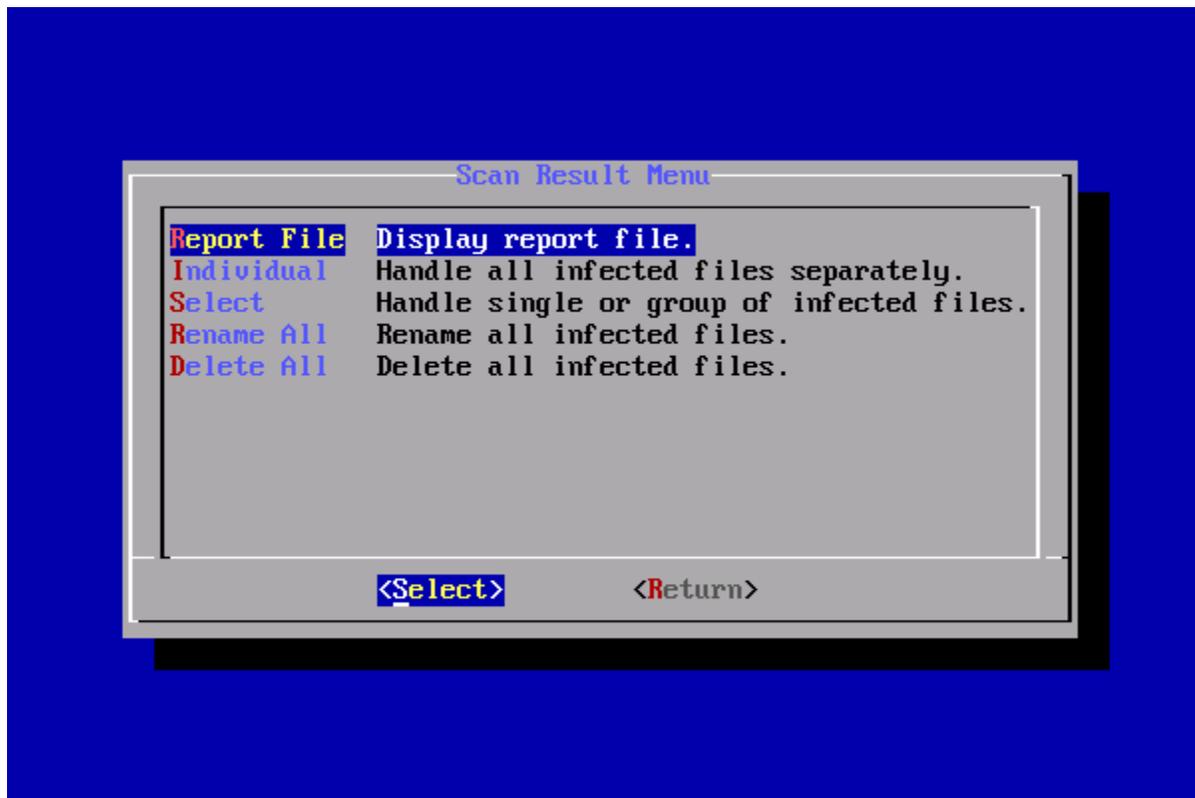
Generally, it is recommended to **rename** the files. This way you can always restore them if needed. Also, choosing the **Select** menu option is usually the best way to select actions for files (it is quicker than deciding the action for each file and you can make sure, that important files are not deleted). You can always access previous reports using the **Scan Result** option in the main menu.

Network settings and update

The AVG Rescue CD attempts to configure the network connection during the boot. However, this only works for DHCP assigned IP addresses. If you need to use static IP address, use the **Network** option from the menu.

This will give you two options - **DHCP** or **Static** IP addresss. Select **Static** to enter manual settings. You will need to know the IP address that the computer should be using, subnet mask etc..

The **update** can be performed both online and offline. After selecting the **Update** option from the menu, you will have three options:

- Perform update online
- Download files
- Used local update files
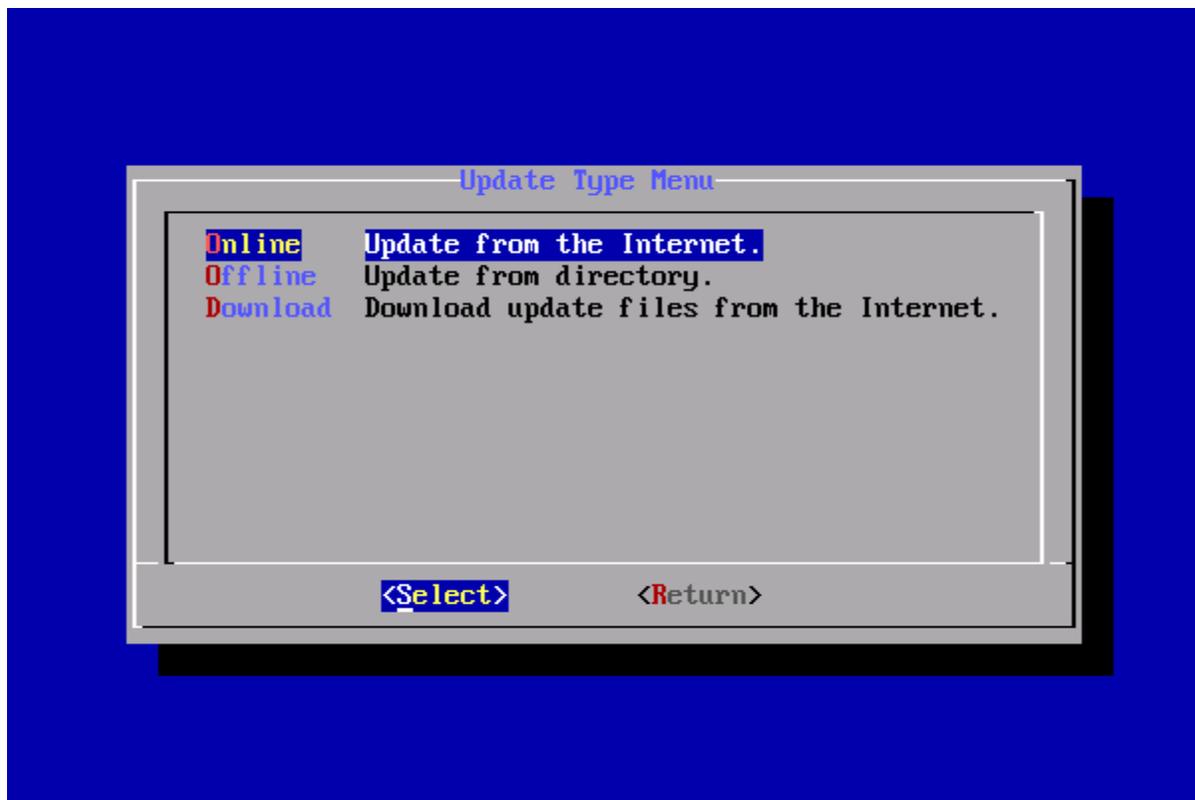
The first one uses the network connection (if working) and automatically performs the update. The option to download the update files, allows you choose the folder on the computer where the files should be stored (and you will be also asked if you want to use them straightaway). The last option allows you to use previously downloaded files.

When the update is started, you can select which updates you want to download (priority). The lowest priority is virus database update, higher is program update and the highest contains optional files (help files etc.). If you choose a higher priority, all lower priority updates will be also downloaded.

Please note that you can also download the files beforehand from the ▶AVG web page and access them from the USB flash drive. If this drive is plugged in after starting the AVG Rescue CD, use the **Mount** option in the menu, to make it accessible.

Other utilities

There are four utilities available directly from the user interface after selecting the **Utilities** option:

- Midnight Commander
- Windows Registry editor
- Ping
- TestDisk
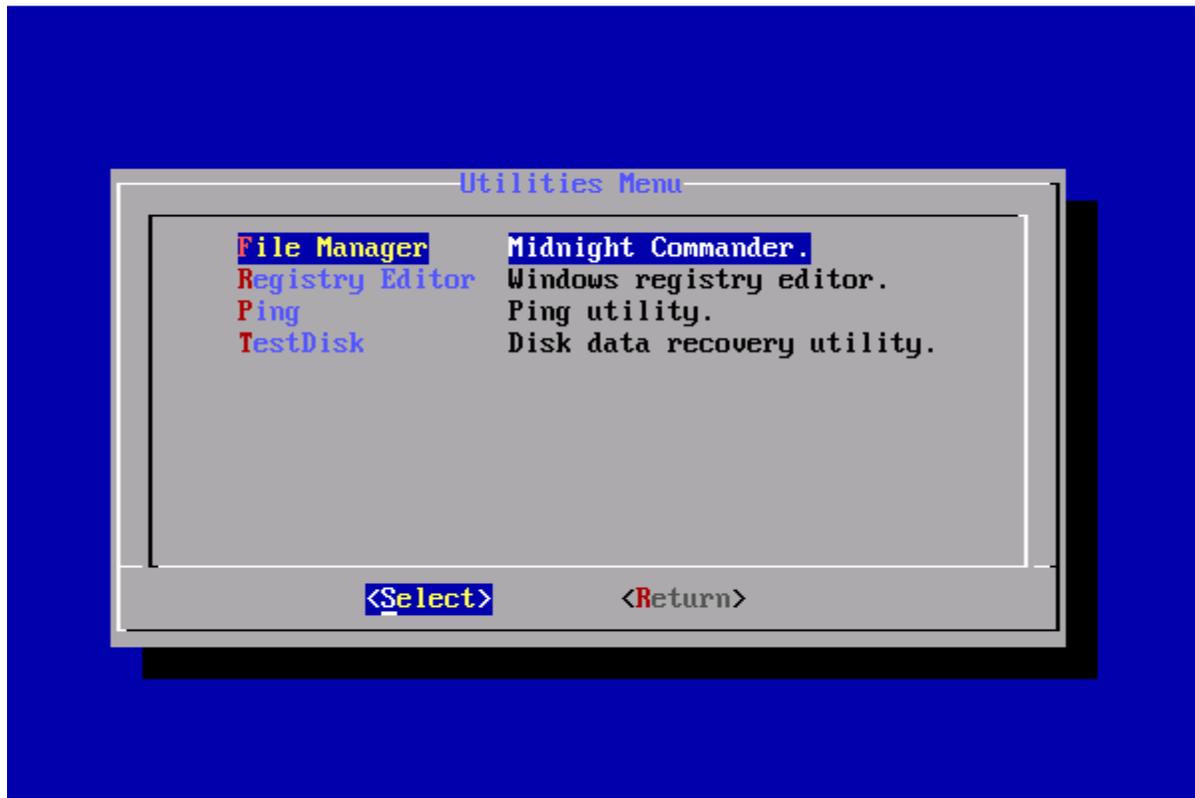
While **Ping** is a simple tool, that can be used for basic network diagnostic (searching for IP address or computer name), other options are more advanced.

Midnight Commander is a two panel file browser. It can be used to go through files stored on the hard drives of the computer. Navigation through folders is relatively easy - use **arrow** keys to move and the **ENTER** key to select folder. You can switch to the other panel by pressing the **TAB** key. The most used functions are assigned shortcuts which are listed at the bottom side of the screen (e.g. **F5** for copying). To access the top menu, press **F9**. Note that the MC will display the Linux files system on which the AVG Rescue CD is running. To find the hard drives and USB drives of the computer, move to the folder **mnt**. There, you will see all drives attached to the computer. The system disk of the PC should be the first one (e.g. sda1).

Windows Registry editor is a powerful tool to access and alter the Windows registries. It is only recommended for advanced users. Upon starting, you will need to select the Windows installation. Then you will be able to navigate through the registry keys as if they were folders. To edit them, use the listed keyboard shortcuts.

TestDisk allows multiple operations with the hard drives of computer (including recovery of deleted files, lost partitions, MBR record, etc.). As with the registry editor, it should be only used by advanced user as it can destroy all data on the drive. For more information on its use, please see the web page of the vendor of this application.