



# Avast Business

## Migration Guide: Remote Administration to the New AVG Consoles

For more help or troubleshooting, please visit our online documentation:

<https://businesshelp.avast.com/>

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# Overview

## Migrating from Remote Administration to the New AVG Consoles

### Devices

- Ensure your devices are running AVG Business version 20.5 or newer
- Your devices must be online and have access to the internet. If you are using offline configuration with the On-Premise Console, see [Migrating Offline Networks](#).
- Devices may request a reboot; this is usually due to restarts that were previously pending, particularly if the devices have recently updated
- Clients you transfer from Remote Administration to the new AVG Business Management Consoles will continue to use port 4158 for communication between the clients and the console

### Windows XP and Vista Devices

- These devices only support installations of AVG client version 18.8 and will not be included in the XML export
- Customers with these devices will need to contact Business Technical Support for guidance on migrating these devices

## Remote Administration Console

- Ensure a full, valid AVG license number is entered into your Remote Administration Console
- Update your Remote Administration Console to the latest version. If you are not prompted by the Console, you can download and run the installer file manually:
  - **64 bit:**[https://s-install.avcdn.net/remote-admin/avg\\_admin\\_x64\\_all.exe](https://s-install.avcdn.net/remote-admin/avg_admin_x64_all.exe)
  - **32 bit:**[https://s-install.avcdn.net/remote-admin/avg\\_admin\\_x86\\_all.exe](https://s-install.avcdn.net/remote-admin/avg_admin_x86_all.exe)
- If you have more than one Remote Administration console using the same AVG license or multiple licenses and you want to move all of your devices to one console, it is recommended that you [contact our support team](#) so that we can merge the licenses together and provide you with more information on the upgrade

### Other

- If you are using a LAN Gateway firewall, it is recommended that you whitelist our domain (\*.avg.com) for communication between devices and consoles
- If you are using a proxy server for your devices, when you get to the point in the upgrade wizard of creating your AVG Business Management Console account, please set your proxy details in the Console *after importing your XML file* (see [Configuring Proxy Settings for Devices](#))
- The XML file that is exported from Remote Administration only contains Group Settings. Global settings from Remote Administration are not part of the XML export file
- You will be provided with a new AVG license key (wallet key) during the Upgrade Wizard in AVG Remote Administration, which you can copy for safekeeping if you wish

# Remote Administration XML File Contents

The following settings from AVG Remote Administration will be transferred to the new AVG Business Management Consoles. Group policies will be part of the XML file.

## Exclusions

- All shield exclusions (files and URLs)
- File Shield
- Scan
- Web Shield
- Firewall
- Email Shield
- Behavior Shield

## Scan

- Settings
- Exceptions

## Anti-Spam

- Whitelist
- Blacklist
- Local and Exchange plugin

## Settings

- File Shield
- Web Shield
- Email Shield

- Behavior Shield
- Firewall
- Sandbox
- Self-Defense
- Scan
- Update and Program
- Exchange and SharePoint
- General Settings
- Password settings

# Migration Process

## Migrating to the AVG Cloud Console (Recommended)

### Setting Up Your Cloud Console

Each new step assumes you have clicked Next in the Wizard to proceed.

1. Launch AVG Remote Administration, which will open the Upgrade Wizard
2. Read over the steps the Wizard will take you through for the migration
  - You can access more detailed upgrade information on our [AVG Remote Administration Upgrade Page](#)
3. Read and accept the terms & conditions and the information on the Upgrade Page by checking the boxes
4. Review your current license(s) and the license you will have after the upgrade
  - If you have multiple licenses for the same AVG edition, your licenses will be merged normally. If you have multiple licenses for different AVG editions, you will be provided with one license number which will have containers for each AVG edition
5. Select **AVG Business Cloud Management Console (Recommended)**
6. Click **Create Cloud Console Account**, which will open a browser to the AVG Business Cloud Console registration page.
7. Enter your details and register; once your account is created, your new AVG license key will be automatically entered into your Cloud Console for you. Then return to

the Upgrade Wizard.

- If your license number was not correctly entered into your Cloud Console, you may be presented with an 'Enter your license number box'. If this is the case, please click on the Next button in the Wizard and click on the Get Wallet Key button which will provide you with your new AVG license key to paste into your Cloud Console.

## Exporting and Importing XML File

1. Click the "here" link to save the XML file with your devices, settings, and groups to a location on your computer (see [Remote Administration XML File Contents](#))
2. Return to the web browser where you are logged in to the Cloud Console, then navigate to **General Settings** ▶ **Transfer From Other Console**
3. Click **Import XML**, locate the XML file you just saved, and import it into your Cloud Console. You will be provided with a summary of groups and devices you will be importing
4. Click **Copy installation token to the clipboard**
5. Return to the Upgrade Wizard, and paste the token into the *Business Console token* field
  - If desired, you can click **Get Wallet key to copy your new AVG license number**
6. Click **Finish**

To transfer your devices and settings from older consoles, just follow the instructions below.

#### AVG Remote Administration

### How to transfer from AVG Remote Administration Console to AVG Business Management Console



1. Search for a file `export.xml` on the device where your AVG Remote Administration console is installed:  
With AVG Remote Administration console the file is located in: `C:\Users\[UserName]\Desktop`
2. Import the XML file. You will get an overview of how many groups and devices you're able to transfer.  
Note: Policies will also be transferred alongside the devices.

Import file

Copy installation token to the clipboard

Note: This installation token will be pasted into the Remote Admin migration wizard and it stores it.

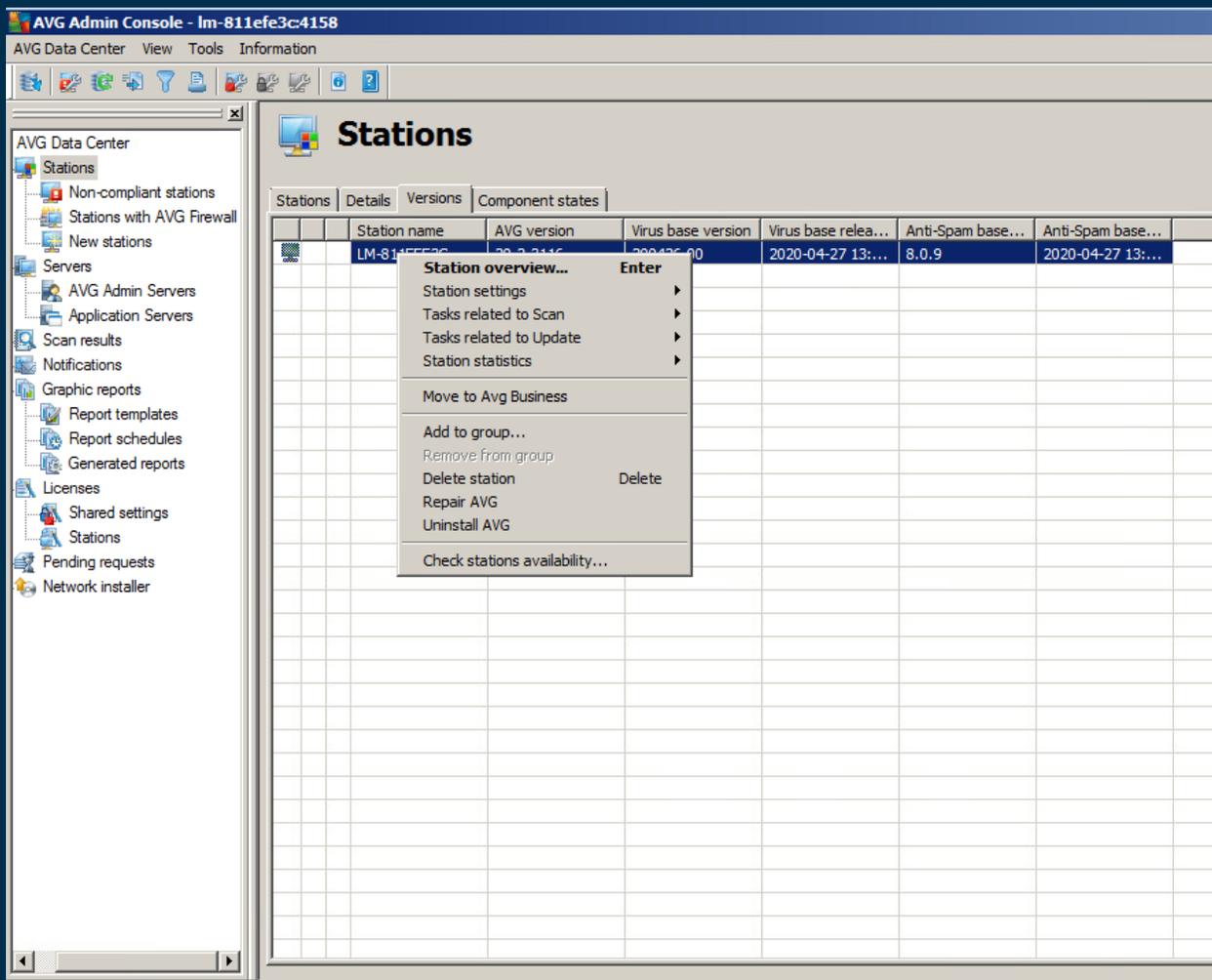
3. Once successfully imported, devices from the AVG Remote Administration console will start to appear in this console in the [Devices section](#).  
This might take a while and when they will appear, they will have a status *Pending*.
4. Once devices are fully transferred they will have the status *Safe*, *Vulnerable*, or *In Danger*, depending on the health of the device.
5. You've finished transferring AVG Remote Administration Console and AVG Business Editions products to the new AVG Business AntiVirus Pro and AVG Business Management Console. Congratulations!

.....  
In case you encounter any issue or have questions do not hesitate to [contact our support](#).

## Migrating Your Devices

1. In the Remote Administration Console, highlight the devices you would like to migrate
2. Right-click, then select **Move to AVG Business**

3. Your devices will begin to transfer and should appear in the AVG Business Cloud Console
4. If you have AVG Antivirus, File Server, or Email Server Business Editions, go to your Cloud Console. Then navigate to the *Devices* page, select all of your devices, click **Actions** ▶ **Change subscription**, select your new license number, then click **Apply**



You can transfer devices over any period of time (Example: You can transfer some devices on one day, some the day after and so on). The transfer of devices can take hours.

**IMPORTANT:** The final step in the migration process requires you to initiate the “Move to AVG Business” command in your old AVG Remote Administration console. This will get your devices out of “Pending” status.

## Migrating to the AVG On-Premise Console

### Setting Up Your On-Premise Console

Each new step assumes you have clicked Next in the Wizard to proceed.

1. Launch AVG Remote Administration, which will open the Upgrade Wizard
2. Read over the steps the Wizard will take you through for the migration
  - You can access more detailed upgrade information on our [AVG Remote Administration Upgrade Page](#)
3. Read and accept the terms & conditions and the information on the Upgrade Page by checking the boxes
4. Review your current license(s) and the license you will have after the upgrade
  - If you have multiple licenses for the same AVG edition, your licenses will be merged normally. If you have multiple licenses for different AVG editions, you will be provided with one license number which will have containers for each AVG edition
5. Select AVG Business On-Premise Management Console
6. Download and install the On-Premise Console (see [Installing the On-Premise Console \(Windows\)](#)), at which point you will be prompted for your new AVG license key

- Retrieve your new Wallet Key by clicking Next in the Wizard, then clicking Get Wallet Key

## Exporting and Importing XML File

1. Click the "here" link to save the XML file with your devices, settings, and groups to a location on your computer (see [Remote Administration XML File Contents](#))
2. Return to the On-Premise Console, then navigate to **General Settings** ▶ **Transfer From Other Console**
3. Click **Import XML**, locate the XML file you just saved, and import it into your On-Premise Console. You will be provided with a summary of groups and devices you will be importing
4. Click **Copy installation token to the clipboard**
5. Return to the Upgrade Wizard, and paste the token into the *Business Console token* field
  - If desired, you can click Get Wallet key to copy your new AVG license number
6. Click **Finish**

General	Master Agents	Transfer From Other Console
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To transfer your devices and settings from older consoles, just follow the instructions below.

AVG Remote Administration

**How to transfer from AVG Remote Administration Console to AVG Business Management Console** 

1. Search for a file `export.xml` on the device where your AVG Remote Administration console is installed:  
With AVG Remote Administration console the file is located in: `C:\Users\{UserName}\Desktop`
2. Import the XML file. You will get an overview of how many groups and devices you're able to transfer.  
Note: Policies will also be transferred alongside the devices.

Note: This installation token will be pasted into the Remote Admin migration wizard and it stores it.

3. Once successfully imported, devices from the AVG Remote Administration console will start to appear in this console in the [Devices section](#).  
This might take a while and when they will appear, they will have a status *Pending*.
4. Once devices are fully transferred they will have the status *Safe*, *Vulnerable*, or *In Danger*, depending on the health of the device.
5. You've finished transferring AVG Remote Administration Console and AVG Business Editions products to the new AVG Business AntiVirus Pro and AVG Business Management Console. Congratulations!

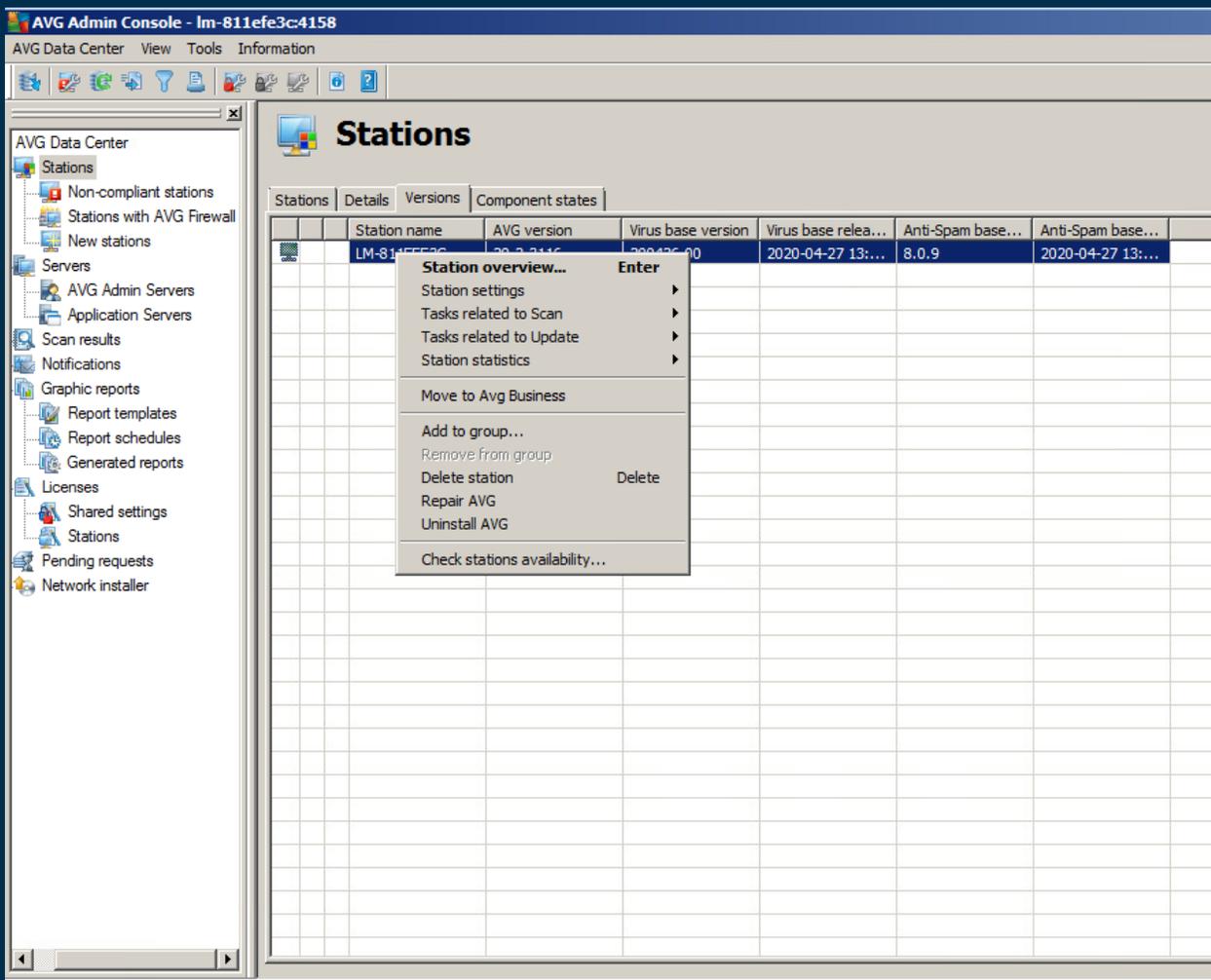
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In case you encounter any issue or have questions do not hesitate to [contact our support](#).

## Migrating Your Devices

1. In the Remote Administration Console, highlight the devices you would like to migrate
2. Right-click, then select **Move to AVG Business**

3. Your devices will begin to transfer and should appear in the AVG Business On-Premise Console
4. If you have AVG Antivirus, File Server, or Email Server Business Editions, go to your On-Premise Console. Then navigate to the *Devices* page, select all of your devices, click **Actions** ► **Change subscription**, select your new license number, then click **Apply**



You can transfer devices over any period of time (Example: You can transfer some devices on one day, some the day after and so on). The transfer of devices can take hours.

**IMPORTANT: The final step in the migration process requires you to initiate the “Move to AVG Business” command in your old AVG Remote Administration console. This will get your devices out of “Pending” status.**

## Migrating Offline Networks

Customers with offline networks will not be able to complete the migration using the Upgrade Wizard. Devices will need to be manually added to the AVG Business On-Premise Console.

## Configuring the Offline On-Premise Console

### Requirements for Offline Configuration:

- at least one network adapter enabled on the station
- the download tool requires .NET 4.5 for Windows
- the download tool will work when a proxy is being used as long as the proxy is configured in the policy for the Master Agent/Update Mirror device

### Configuring the Offline Console

If you are using the On-Premise Console, you have access to a standalone AVG Updates Download Tool for offline or isolated networks, which will download necessary program and virus definition update files.

1. Install the On-Premise Console using the guidelines above; however, ensure you tick the Offline Operation check box during setup
  - Existing installations can be altered for offline functionality – see [Setting Online On-Premise Console to Offline](#). If you would rather uninstall and reinstall the Console, you can move your database to the new Console by following the instructions in [Backing Up and Moving the On-Premise Database](#)
2. Log in to the On-Premise Console. You should be brought to the *Offline Configuration* tab
3. On a device with access to the internet, download the AVG Updates Download Tool (located [here](#))
4. The download tool will download all necessary update files
  - You will need your Wallet Key (see [Locating Your Wallet Key \(for Partners and Distributors\)](#))
5. Copy the *offline* folder from the download location (default path C:\User-s\username\AppData\Local\Temp\AVGDownloader) to C:\Program Files\AVG\Management Console\console on the device with Console installed
6. On the Offline Configuration page, click **Check Configuration**. If all files are in place, you should be redirected to the Dashboard

## Using the Updates Download Tool

1. Run `AVGUpdatesDownloader.exe`.
2. (Optional) Change the download location using the **Browse** button.
3. Insert wallet key.
4. Click **Download**.

Alternatively, if you would like to use Command Line, run the following command:

```
.\AVGUpdatesDownloader.exe /auto /lic="XXXXXX-XXXXXX-XXXXXX"  
/dir=C:\AVGDownloader
```

When download is complete, two folders are created:

- **\offline:** appremover.exe, license, latest version information, ccupgrade.exe, Agent and AV offline installers (this folder used by the Console)
- **\updates:** program and virus definition update files for clients (this folder used by device set as mirror)

## Updating Clients Using Mirror

After client installation you must set up one device in your network as an Update Mirror (master agent) for providing updates to other devices.

When the Mirror is ready, copy the *updates* folder to it and create the configuration file on the device:

1. Copy the updates folder from the AVG Updates Download location (default path C:\Users\username\AppData\Local\Temp\AVGDownloader) to
2. In C:\ProgramData\AVG\Busienss Agent\updates\, create file with file name `mirror-updates.cfg`
3. Add to the file:
  - [Updates]  
DisableUpdateDownloading=1

**Program updates could take approximately 20 minutes to complete, and Anti-Spam definition updates are not supported in offline networks.**

## Locating Your Wallet Key (for Partners and Distributors)

If you have been provided with an Activation Code for your On-Premise Console, you will need to register the code to receive your Wallet Key. Activation Codes normally provided

when licenses are purchased will not work within the Offline Console, as the codes have to be validated over the internet. Direct Customers, however, will receive an email with the Wallet Key, and can use that in their Console.

AVG customers should simply contact Business Technical Support to be provided the correct Wallet Key.

## Adding Clients from the Offline Console

### Downloading Installer

1. Select which type of installer you need:
  - Windows .exe (for workstations and servers)
  - Windows .msi (for deployment using GPO)
2. Select the subscription products
3. Click **Advanced Settings** to view the following options
4. Choose the Group and Policy the device will use
  - **If desired, you can activate your devices and select the subscriptions to use after installation by checking the box with that option.**
5. Choose whether to automatically remove competitive antivirus products on the device
  - **The option to remove competitive antivirus products is checked by default. We recommend that you leave this option checked when installing the Antivirus service.**
6. Select the installer size (Light vs Full)
  - **If you select Light, the other services will be downloaded upon installation of the Antivirus agent. This option is not recommended if you are installing**

**Antivirus on multiple devices at the same, as each machine will individually contact AVG servers to download the other services.**

7. Ensure you have defined the correct Proxy Server, if any, in the policy you are applying to the device
8. Click **Download now** and specify where to save the installation package (`avg_business_agent_setup.zip`)-such as on a flash drive or network drive
9. Unzip the folder and run `avg_setup.bat` on the end devices.
10. When prompted after installation, restart the device.

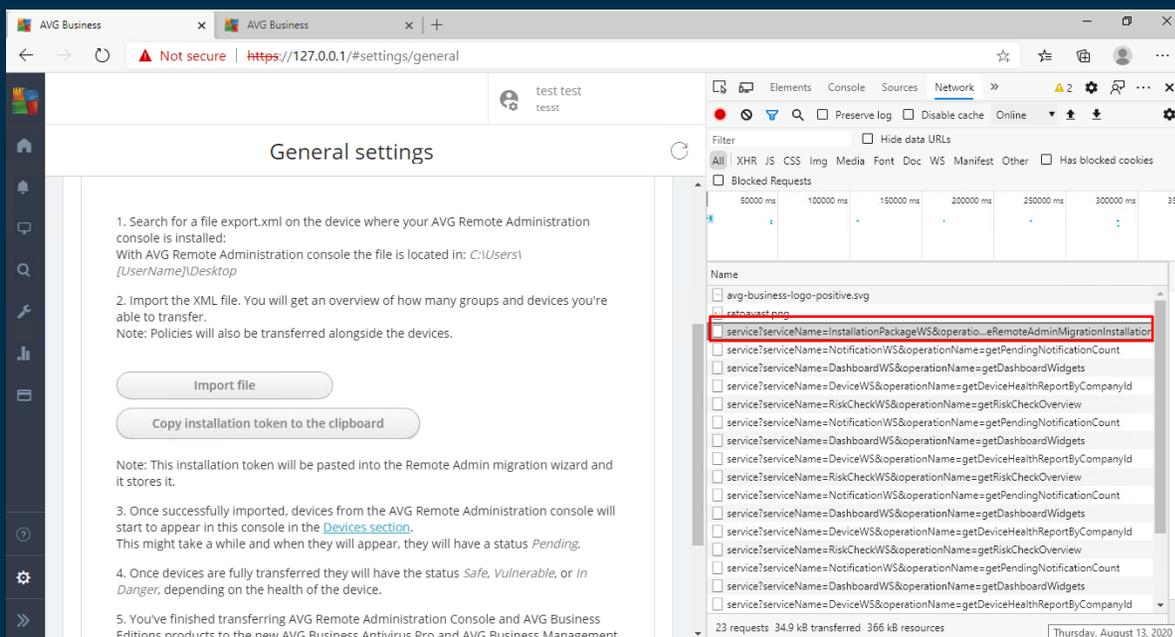
# Troubleshooting and FAQ

## RA to New AVG Console Migration FAQ

### Business Console Token Missing?

If you are trying to migrate your devices but find the Business Console Token is missing (from the On-Premise Console), do the following:

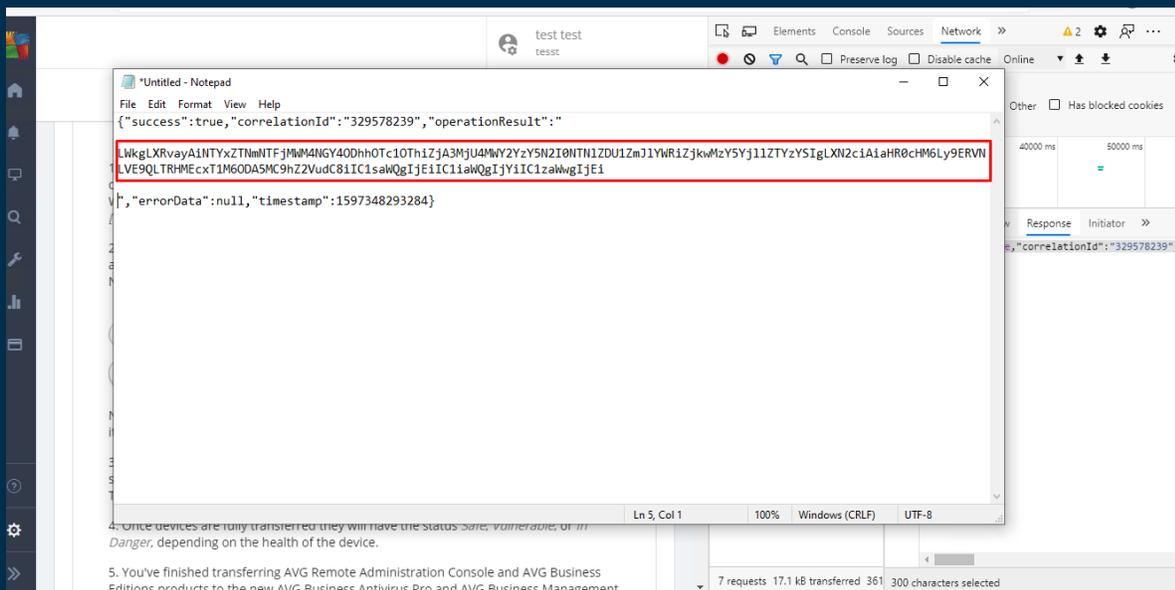
1. Log in to the On-Premise Console
2. Click **General Settings**, then **Transfer from Another Console**
3. Press **F12** in the browser to open developer tools
4. Select the *Network* tab
5. Click the **Copy Installation Token** button
6. Locate "ser-vice?ser-viceName=-InstallationPackageWS&-operationName=generateRemoteAdminMigrationInstallationConnectionString" from the list in the dev tools menu, and copy the response to a notepad



7. The installation token will be in quotes after "operationResult"

- When copying the token, do not copy the quotation marks.

8. Use the copied token in your Migration Wizard to begin transferring your devices



## Receiving error message when importing my XML file?

If you receive an error message stating "You are trying to upload an XML file which does not match the product your company is using" when inserting your AVG Remote Administration XML file into your AVG Business Management Console, this is due to your shared license number settings in AVG Remote Administration.

To resolve the issue:

1. Open AVG Remote Administration Console
2. In the left menu, click **Licenses**
3. Right-click **Shared Settings** and add your AVG Business Edition license number

You will now be able to insert your XML file successfully into your AVG Business Management Console.

## **Dashboard Widgets, Reports, and Tasks do not populate after moving devices from AVG Remote Administration to AVG Business Management Console?**

Sometimes after you have moved your devices from AVG Remote Administration Console to your new AVG Business Management Console (Cloud or On-Pemise), it can take some hours for your devices to register to our servers. During this time you may experience no widgets on your dashboard, no data in your reports or inability to create tasks.

To resolve the issue, you can simply restart your devices after they have moved from AVG Remote Administration Console to your new AVG Console, or you can wait for approximately 12 hours for those devices to complete registration to your new console.

# Glossary

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## A

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### **Anti-spam**

Antivirus component designed to scan outgoing and incoming emails for threats.

### **Antivirus**

A service which keeps devices safe from viruses and other threats. Requires regular virus definition updates to be effective.

### **av**

A service which keeps devices safe from viruses and other threats. Requires regular virus definition updates to be effective.

### **Avast Business Antivirus**

A service which keeps devices safe from viruses and other threats. Requires regular virus definition updates to be effective.

### **AVG Business Antivirus**

A service which keeps devices safe from viruses and other threats. Requires regular virus definition updates to be effective.

## D

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### **Device**

Personal computers, laptops, or server devices you would like to add to your network.

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## E

### **Exception**

Individual or uncategorized websites, files, etc allowed or blocked by Antivirus.

### **Exclusion**

Individual or uncategorized websites, files, etc allowed or blocked by Antivirus.

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## F

### **Firewall**

Antivirus component which scans all outgoing and incoming traffic to a device for threats.

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## G

### **Group**

Organizational structure used for managing numbers of devices on a network. Your Console comes with a default group which can be renamed, but cannot not be deleted.

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## L

### **License**

The type of subscription you have for a specific, paid Avast or AVG product.

### **Local Update Server**

Device(s) in your network designated by your Console to download, deploy to, or scan other networked machines.

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## M

### **Master Agent**

Device(s) in your network designated by your Console to download, deploy to, or scan other networked machines.

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## P

### **Policy**

A set of settings applied to device(s) from your Console to automate client-side Antivirus processes.

### **Potentially Unwanted Program**

Programs which sometimes act similarly to malware or spyware, usually installed as part of another installation.

### **PUP**

Programs which sometimes act similarly to malware or spyware, usually installed as part of another installation.

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## Q

### **Quarantine**

Component of Antivirus which quarantines potentially infected files until it has been determined that it is safe to permanently delete them, either manually or according to a schedule.

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## R

### **Remote Deployment**

Method of installing Antivirus from your Console to all chosen devices on the local network, only available when a device on the network already has Antivirus

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installed through a different method.

## S

### **Subscription**

The type of subscription you have for a specific, paid Avast or AVG product.

## V

### **Virus Chest**

Component of Antivirus which quarantines potentially infected files until it has been determined that it is safe to permanently delete them, either manually or according to a schedule.