AVG Business Edition Product Upgrade Manual

Introduction

This guide provides information on how to upgrade AVG Business Edition products to the latest available version. The products and components covered in this guide include:

- AVG Remote Administration
- AVG Internet Security Business Edition
- AVG Antivirus Business Edition
- AVG File Server Business Edition
- AVG Email Server Business Edition

Please note:

- The upgrade process will differ slightly depending on which product you have and whether or not you are using AVG Remote Administration for the upgrade
- There is no charge for this upgrade
- Your license expiration dates will not be affected
- If you have an isolated network (your network that is not connected to the internet), it is recommended that you stay on your current version of AVG. The latest version of AVG Business Edition does not support isolated networks.

Upgrading AVG Remote Administration

The process below will take you through the steps you need to take to upgrade AVG Remote Administration to the latest version.

The latest versions of AVG Email Server Business Edition and AVG File Server Business Edition do not support Windows Server 2000 or 32-bit architecture. If your Windows Server is 32-bit architecture, please remain on version 2013 or upgrade your Windows Server to 64-bit architecture.

Important note before starting the upgrade:
You will not be able to use the latest version of AVG Remote Administration to manage workstations running AVG client versions 8.0, 8.5, 9.0, 2011, 2012, and 2013. You will need to upgrade all workstations and servers to the 2016 version or higher before you upgrade your AVG Remote Administration console.

To upgrade AVG Remote Administration if you have versions 2013 or 2016 installed

Your AVG Remote Administration console will prompt you with an upgrade message, click on the Upgrade Wizard, which will upgrade your AVG Remote Administration console to the latest version. From there you can then upgrade all of your stations using the Network Installer option in the left menu.

To upgrade AVG Remote Administration if you have version 2012 or below installed

Follow the steps below:

1. **Backup your current data in AVG Remote Administration.** The first step is to create a database export, which holds information about what devices you have and their settings. You can revert to your previous settings if needed.
    - Open your current AVG Remote Administration console.
    - Choose Datacenter > Database export.
    - Store the avgexport.dce file somewhere safe.
2. **Upgrade AVG Remote Administration to the latest version.** This will then allow you to install the latest AVG Business Edition products to your servers and workstations.
    - Download the latest AVG Remote Administration installation file for 64Bit or 32Bit.
    - Install AVG Remote Administration:
        - Run the downloaded file.
        - The Installer will automatically detect the previous version of AVG Remote Administration and will use its license number. **Note:** It is important to make sure the license number is correct. If the license number is incorrect, you will be notified. Please contact AVG Support or visit http://www.avg.com/eu-en/license-retrieval for assistance if you experience this issue.
        - Follow the on-screen instructions to finish the installation process.
3. **Upgrade the database.** When the AVG Remote Administration reinstallation is complete, the AVG Admin Server Deployment Wizard will start. Complete the wizard so that the server and workstation settings can be retrieved from the previous version of AVG Remote Administration.
    - When asked whether to update an existing database or to create a new one, choose *Update*.
    - When you finish the deployment wizard, the database will automatically be converted.
    - The AVG Admin Server is listening on port 4158 by default. This is the same port number used in previous versions of AVG Remote Administration, so no change is required.

You have now successfully installed and updated to the latest version of AVG Remote Administration. Please go to the next step below.

Upgrading Workstations

Upgrade Workstations Using AVG Remote Administration

The process below details the steps involved in upgrading your workstations from old versions of AVG Business Edition products (8.0, 8.5, 9.0, 2011, 2012 or 2013) to the latest versions using AVG Remote Administration.

We recommend upgrading workstations (PCs & Laptops) before upgrading servers (see next section for guidance on upgrading servers).

Note: Older versions of AVG Business Edition products will be uninstalled automatically during this installation. Once the installation has been completed, you will be prompted to restart the workstation.

1. Download the installation files from the following links and place those files into a folder on your desktop. The 32 bit and 64 bit versions can be downloaded from the links set out below.
    -   AVG Internet Security Business Edition http://www.avg.com/eu-en/download.prd-ise
    -   AVG Antivirus Business Edition - http://www.avg.com/eu-en/download.prd-avb
2. Open the AVG Remote Administration console from the menu: Start -> Programs -> AVG Remote Administration.
3. Click on Tools > Run AVG Network Installer Wizard and follow the instructions.
4. On **Step 2** of the wizard, you will be asked to select a folder with the AVG installation packages. Please select the browse button [...] and choose a folder to download the AVG installation files to.
5. Settings can be changed as required, but the default settings are sufficient in most cases and will automatically connect all workstations to AVG Remote Administration.
6. Click on the Download button. This will download both the workstation and server installation files.
7. Continue following the wizard steps until complete.

Once complete, you will receive notification through AVG Remote Administration that your AVG Business Edition products have been installed on all workstations across your network.

Upgrade Workstations Without Using AVG Remote Administration

If you do not currently have AVG Remote Administration installed, please follow the steps below to upgrade your workstations.

1. Download the installation files from the links below and save to the desktop where you wish to install the latest versions:
    ●   AVG Internet Security Business Edition http://www.avg.com/eu-en/download.prd-ise
    ●   AVG Antivirus Business Edition - http://www.avg.com/eu-en/download.prd-avb
2. Run the downloaded file to start the installation process.
3. Follow the instructions on your screen to complete the installation.

Older versions of AVG Business Edition products will be uninstalled automatically during this installation. Once the installation has been completed, you will be prompted to restart the workstation.

Upgrading Servers

Important note about AVG File Server and AVG Email Server Business Editions:
If you have AVG File Server Business Edition or AVG Email Server Business Edition client version 2013 or below, it is recommended that you upgrade to the latest server client version.

Upgrade Servers Using AVG Remote Administration

The process below details the steps in upgrading your servers from old versions of AVG Business Edition products to the latest versions using AVG Remote Administration.

1. Download the AVG File Server Edition and AVG Email Server Edition installation files from the following links. It is recommended that you create a dedicated folder for server installation files, separate from your workstation install files. :
   - AVG File Server Business Edition - http://www.avg.com/eu-en/download.prd-fsc
   - AVG Email Server Business Edition - http://www.avg.com/eu-en/download.prd-msb

2. Open the AVG Remote Administration Console from the menu: Start -> Programs -> AVG Remote Administration.
3. Click on Tools > Run AVG Network Installer Wizard and follow the instructions.
4. On S**tep 2** of the wizard, you will be asked to select a folder with the AVG installation packages. Please select the browse button ⬚ and select the AVG File Server Business Edition or AVG Email Server Business Edition from your folder.
5. The default settings are sufficient in most cases and will automatically connect all servers to AVG Remote Administration.
6. Continue following the wizard steps until complete.

Once complete, you will receive notification through AVG Remote Administration that your AVG Business products have been installed on all your servers across your network.

Upgrade Servers Without Using AVG Remote Administration

If your servers are currently on AVG client versions 8.0, 8.5, 9.0, 2011, 2012, 2013 or 2016, then we advise you to follow the steps below to upgrade to the latest version. If your servers are already on the latest version, then you will not need to carry out any actions.

1. Download the installation files from the links below and save to the desktop where you wish to install the latest versions:
   - AVG File Server Edition 64 Bit - http://www.avg.com/eu-en/download.prd-fsc
   - AVG Email Server Edition 64 Bit - http://www.avg.com/eu-en/download.prd-msb

2. Run the downloaded file to start the installation process.
3. Follow the instructions on your screen to complete the installation.

Older versions of AVG Business Edition products will be uninstalled automatically during this installation. Once the installation has been completed, you will be prompted to restart the workstation.