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## 1. Introduction

### 1.1 What is the Avira EU-Cleaner?

The Avira EU-Cleaner is a portable antivirus scanner, i.e. it can be copied to and used from an external USB device. With the Avira EU-Cleaner you can quickly and easily check your computer for malware infections. Any malware detected can normally be removed with a mere click of the mouse.

The Avira EU-Cleaner is only available from the Anti-Botnet Advisory Centre, a service provided by the eco Association. The Anti-Botnet Advisory Centre was founded as part of the Anti-Botnet initiative of the eco Association. The initiative is supported by the Federal Office for Information Security. The aim of the project is to inform German computer and internet users of the dangers presented by bots and botnets. This should reduce the number of computers infected with bots and thus help to stem cyber crime.

The word "botnet" is a mixture of robot and network. It describes a number of computers which have been infected by malware which allows cyber criminals to access the computers and integrate them into a bot network. As the malware often does not cause any obvious damage to the computer it has infected, users then send e-mails to other computers on the internet without realizing that they contain spam, malware or viruses. Botnet computers are also known as "zombies", because they are controlled by remote commands rather than by the user. Thousands of these zombie PCs can be used in DoS (denial of service) attacks which maliciously overload servers or networks and disable them.

In the Avira EU-Cleaner you have an effective tool to prevent these kinds of malware infections. You can use it to prevent your computer being linked into botnets and remotely controlled.

The Avira EU-Cleaner is easy to use.

- Its function is to find and remove malware and to repair your system where necessary. No need for long drawn-out installations, you can get started straight away. The Avira EU-Cleaner's default setting is to scan the areas of your computer which are particularly at risk of attack by malware. You can also set it to scan your entire system.
- It does not have to be installed and makes no changes to your computer, e.g. by installing drivers or by changing, deleting or adding registry entries. If you have already installed anti-virus software it can often be a problem to install a second anti-virus program. You can get around these problems by using the Avira EU-Cleaner as it does not have to be installed. Another advantage is that if you have another Avira product on your computer such as the Avira AntiVir PersonalEdition - Free Antivirus, then these two programs complement each other and provide extra protection against rootkits. Rootkits are used to hide the presence of a malicious application from the computer user or administrator.
- The product can be downloaded and used while the system is running without needing to restart.  
It is annoying to have to restart your computer because you have to break off from your work and sometimes data can be lost if you forget to save it beforehand. However, many installations require the system to be rebooted. The Avira EU-Cleaner does not need installation and so saves you having to restart.
- It can also be used if anti-virus software is already installed on your computer.  
In this case it operates as a second opinion scanner ( a scanner which allows you to get a second opinion of the state of your system) and may find malware which has not been detected by your anti-virus program.
- It scans automatically every time the program is started up (internet connection required). This gives you the security of knowing that you can always scan your computer for the latest malware. It can also run if there is no internet connection available; in this case it just uses its previous scan.
- It can be easily transferred to another computer, where it can be run even if this computer is not connected to the internet.  
To do this you just copy the Avira EU-Cleaner to a USB stick or other USB device and transfer it to the other computer.
- In this way you can actively join the fight against botnets. The Avira EU-Cleaner gives you the opportunity to anonymously send data on malware which has been detected on your computer to the Anti-Botnet Advisory Centre. This data will be used exclusively for statistical purposes, the detection of new malware and the identification of trends in the area of cyber crime. In this way you will be part of the initiative to fight cyber crime and can make a contribution to improving the early warning system.

**The Avira EU-Cleaner offers you the following functions:**

- **Scanner (on-demand scan) which searches for all known viruses and malware.**
- **Rootkit detection: excellent rootkit detection by installing the compatible Avira Desktop program. Rootkit detection may be reduced if a compatible Avira Desktop product is not installed.**
- **Automatic update function**
- **No installation required**
- **May be copied for use as a portable anti-virus scanner**

## 1.2 System requirements

In order for the Avira EU-Cleaner to function as intended, the computer system must meet the following requirements:

- Pentium processor, minimum 266 mHz
- Operating system
- Windows XP with SP2, SP3 (32 or 64 Bit)
- Windows Vista (32 or 64 Bit, SP1, SP2 recommended)
- Windows 7 (32 or 64 Bit)

- Minimum 150 MB available storage on the hard disk
- Minimum 192 MB RAM on Windows XP
- Minimum 512 MB RAM on Windows Vista, Windows 7
- Internet connection for updates and initial download

## 2. Download Avira EU-Cleaner

The Avira EU-Cleaner can be downloaded free-of-charge from the [Anti-Bot Advisory Centre](#) website. Just click on **Download Avira EU-Cleaner** and you will see the **data protection and security notice for the EU-Cleaner**. Please read this through carefully and then click on **I have read and agree to the terms of the data protection and security notice**. The window **Open Avira-EU-Cleaner.exe** will appear. Select Save and save to a file such as your Downloads file. Double-click on the executable file **Avira-EU-Cleaner.exe** in your Downloads file and run the program.

Read through the **Avira EU-Cleaner license agreement**. Click on Accept. You must accept the license agreement in order to be able to use the Avira EU-Cleaner.

## 3. Search for malware and clean up system

During its scan, the Avira EU-Cleaner looks for any malware in your computer, flags up any malware that it finds and cleans up your system by deleting any infected items. If it is not possible to clean up your system you will be given tips on what to do next. You can either do a quick scan or a full system scan:

- **Quick scan:**  
The most important and most frequently used applications and data in your system will be scanned, including boot sectors, master boot records, registry and processes. The quick scan is the default setting.  
The quick scan will be carried out if the option **Run full system scan** is disabled at the start of the scan.
- **Full system scan:**  
All data on the local hard disk, boot sectors, master boot records, registry and processes will be scanned. The system will also be scanned for rootkits.  
To run a full system scan you have to select the option **Full system scan** at the start of the scan.

Administrator authorisation will be required during the scan in order to carry out an optimal scan and system clean-up. For Windows XP you must be registered as the administrator if you want to run the Avira EU-Cleaner. For Windows Vista and Windows 7 you will be asked at the start of the scan whether you want to allow the program to run. By confirming, you give administrator authorisation to run the program. If you are not the authorised administrator you can still run the scan, but malware detection and clean-up options will be restricted.

The Avira EU-Cleaner helps you to clean up your system by removing or quarantining data which is identified as malware, so that it can no longer damage your computer.

If malware has already infected your system or important data files, the Avira EU-Cleaner may also delete these during the repair process. Before carrying out repairs you should therefore ensure that the Avira EU-Cleaner can set a restore point and that you have made a bootable system rescue CD.

## Set the restore point

Before the repair is carried out, the Avira EU-Cleaner automatically sets a restore point which it can if necessary return to after the repair. To do this, it is necessary to enable System Restore. Depending on your operating system, you will need to do the following: Windows XP:

Click on **Control Panel > System > System Restore** to check whether System Restore is enabled.

Windows Vista:

Click on **Start > Control Panel > System and Maintenance > System > System Protection**. Enter the administrator password and confirm when prompted. Select the drive to be backed up using the check boxes on the left and click **OK**. The date and time of the current restore point will appear on the left.

Windows 7:

Click on **Control Panel > All Control Panel Items > System > Advanced System Settings**. Under the tab **System Protection** you can adjust the security settings for your hard disks or partitions.

Select the hard disk or partition and click on **Create** to set the restore point. You will know that the restore point is enabled because it will say **Protection On** against the available drives.

## Avira DE-Cleaner System Rescue CD

If your system is so badly infected with malware that your system data is affected, it may be that the Avira EU-Cleaner will not be enough on its own to repair your computer. In this case, it is recommended that experienced users burn a system rescue CD which they can use to start and clean up the computer.

ISO data on how to burn a bootable DE-Cleaner system rescue CD and instructions for its use can be downloaded here: [System Rescue CD](#).

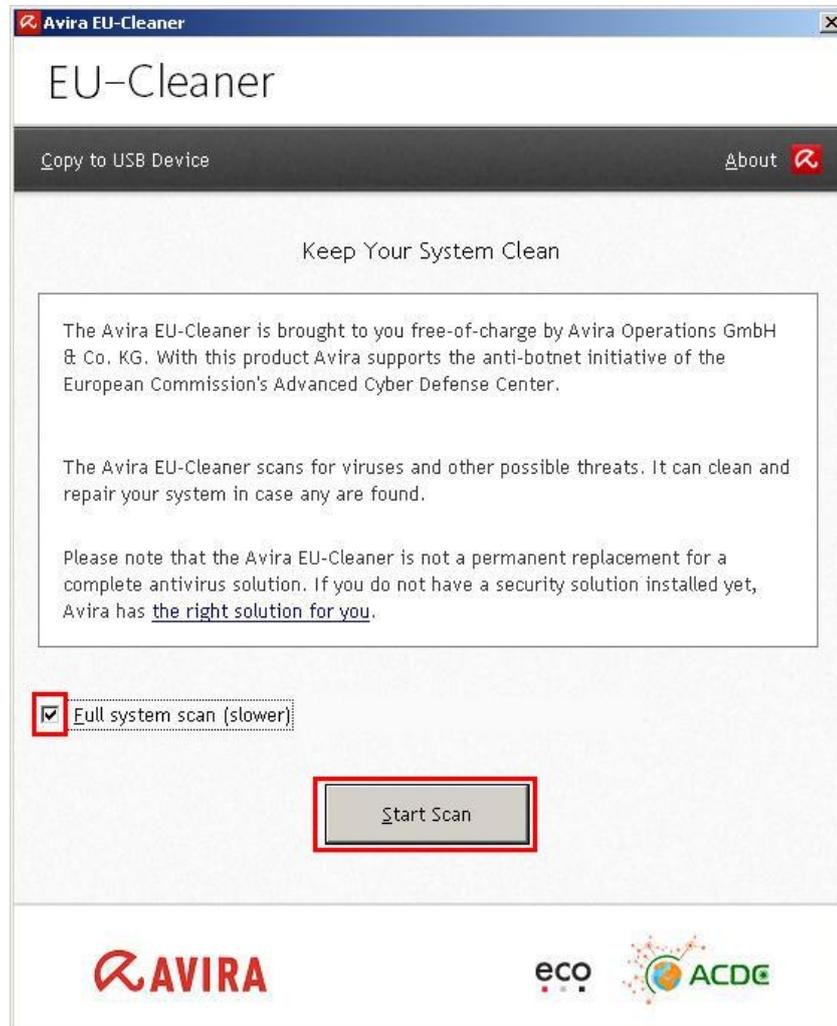
### 3.1 Detect malware

This is how to scan for viruses:

- Start the Avira EU-Cleaner program by double-clicking on the executable file **Avira-EU-Cleaner.exe**.  
If you selected the option **Start automatically** when you downloaded the program with Internet Explorer, the Avira EU-Cleaner will start automatically.
- Once you have started this program on your computer for the first time, the **Avira EU-Cleaner** shortcut will appear on your desktop. You can start the program by double-clicking on this shortcut. If you are working with Windows User Account Control on your computer you will get a prompt to confirm or cancel running the program.
- Confirm that you want to run the program. If you are registered with a standard user account, you have to give the user name and password for an administrator account. If you do not have an administrator account you can still continue to run the program.

If you do not have an internet connection you will see the message **The Avira EU-Cleaner could not access the internet to perform a new scan. Would you like to use the last scan?** Click on Yes to proceed using the last scan. If you want to run a new scan, click on No, connect to the internet and restart the Avira EU-Cleaner.

- The Avira EU-Cleaner window will open.



- If you want to scan the whole system, select the option **Run full scan**, otherwise the quick scan will start up.
- Click on the button **Start scan**.  
The malware scan will start up. A window will open up which displays the progress of the scan and other information. You can end the scan at any time by clicking on **Cancel**.  
Once the scan is finished you will be told whether the Avira EU-Cleaner has found any malware and how many items are affected.

## 3.2 System repair and recovery options

The repair procedure is as follows:

- If malware is detected you can clean up your system immediately by clicking on the button **Delete all**.
- Alternatively you can use **See details** to check which files are affected. The findings are linked to the Avira virus definition file. Click on the links to find out what sort of malware it is and how much damage it can do. This will help you to decide whether you should delete all or just some of the affected files or whether to end the scan without any further action.

If you click on **Delete selection** the progress of the clean-up and further information on the scan and the system cleaning will be displayed after the repair.



System repairs carried out by Avira EU-Cleaner will remove the malicious files and items detected in your system. This repair may cause system files to be deleted and after infected system files have been removed the operating system may stop working.

In this case you have two possibilities: Return to the system restore point which was set before the repair or start the computer from a bootable system rescue disk.

- To get back to the system restore point you will need to restore the Avira EU-Cleaner. Now you can click on **Restore**. System restore will be started, i.e. the last scan and system repair will be reversed.
- Before you click on **Continue** and confirm the action, make sure you have saved changes to any open documents. Close all programs which are running, as the computer will be automatically restarted in order to initiate System Restore. This means the computer goes back to where it was before the repair was carried out, i.e. before the infected files were deleted. If you have saved new data to the restored partition after repairing the computer, this data will be deleted.

If you do not click on **Restore** but start a new scan, a second restore point will be set after the repair has been carried out which you can go back to if required.

- Click on **Close** to close the scan window.  
If a system repair fails, the main window of the Avira EU-Cleaner will display a link to download the Avira DE-Cleaner System Rescue.
- If you already have an Avira DE-Cleaner System Rescue CD, use this to clean up your computer.
- If you do not have this CD, download the Avira DE-Cleaner System Rescue from the [Downloads page](#) and burn it onto a CD as an ISO image.  
Instructions for making the system rescue CD and using the Avira DE-Cleaner System Rescue can be found on the Downloads page. In the next step a window will open which summarizes the scan results.  
You can decide whether you want to send these results to the Anti-Botnet Advisory Centre. The report is used exclusively to improve the service and will only be used for statistical purposes. Data transfer is encrypted and anonymous. No personal data is transferred. Confirm or refuse the data transfer.

If you decide to go back to a working, but infected, system it is recommended that you use a comprehensive anti-virus program to clean malware from your computer.

If you find that you can no longer use or even boot your computer after the repair, use the Avira DE-Cleaner System Rescue. The Avira DE-Cleaner System Rescue can be downloaded here: [System Rescue CD](#). Here you will also find instructions for use. After scanning your computer with the Avira DE-Cleaner System Rescue CD you should then carry out a full scan using anti-virus software.

There are other things you can do to prevent further infections and generally raise your system's security level. Most important of all is the use of regularly updated anti-virus software. You should also make sure that your operating system and system applications are all up to date. Use the automatic update functions which are offered by Windows and other applications in order to automatically download and import service packages and security updates. If you have any further questions, contact the Support Desk at the Anti-Botnet Advisory Centre via the [FAQ](#) section of the website.

## 4. Updates

Every time the Avira EU-Cleaner is started it checks automatically whether any updates are available. An internet connection is required for this. If updates are available they will be automatically downloaded and your Avira EU-Cleaner will be updated.

## 5. Copy Avira EU-Cleaner to an external device

If you want to scan your computer for malware while you are on the road or without an internet connection, you can copy the Avira EU-Cleaner to a USB device. Also start the EU-Cleaner to ensure that any updates are installed. In the program window click on **Copy to USB device**. Once it has copied you will find a file on your external device called Avira-EU-Cleaner and an executable file named **Avira-EU-Cleaner-starten.exe**.

If you have saved this program to a USB device, attach the device to the computer which you want to scan for viruses. Open the USB device's drive. Double-click on **Avira-EU-Cleaner-starten.exe** to start the program.

## 6. Remove Avira EU-Cleaner

You can completely remove the Avira EU-Cleaner by double-clicking on the desktop shortcut **Remove Avira EU-Cleaner**. You will see the prompt **Are you sure you want to remove the Avira EU-Cleaner from your system?** Click Yes to confirm that you want to completely remove the Avira EU-Cleaner and in this way delete all Avira EU-Cleaner data and shortcuts from the desktop. Click **No** to cancel the operation.

## 7. Contact and support

If you have any queries or problems regarding the Avira EU-Cleaner please check our [FAQ](#). If you still cannot find the answers to your questions, please contact the Support Desk at the Anti-Botnet Advisory Centre.

<http://www.botfrei.de>

An initiative of the eco - Association of the German Internet Industry e.V.

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