Troubleshooting your Integrated Avast Antivirus

https://campus.barracuda.com/doc/98216920/

From time to time, like all things in IT, troubleshooting needs to occur with your installation(s) of Avast Antivirus. While the following list is not exhaustive, it is some of the most common issues we see in support and the most common fixes. This article is intended to be an extension of the Avast Antivirus - Installing and Managing article, which should be reviewed to ensure you have the basics of setting up for Integrated Avast Antivirus covered correctly. If this is for Avast Business Cloudcare support or another deployment of Avast, contact Avast Support directly, as this is specifically for Barracuda RMM deployments.

Windows Server crashes hangs, or throws a BSoD when Avast Antivirus is deployed

This occurs when Hardware-Assisted Virtualization is enabled on the policy. To fix this, do the following:

1. Disable the Avast Antivirus policy from the device.
2. Uninstall Avast Antivirus from the server in Safe Mode using this knowledge base article.
3. Click **Configuration**.
4. Select **Policies**.
5. From the dropdown, click **Avast Antivirus**.
6. Now choose the Antivirus policy that is set up for the devices.
7. Click on either **Workstation Settings** or **Server Settings**.
8. Now go to **Troubleshooting**.
9. Disable **Hardware-Assisted Virtualization**.
10. Apply Changes.

Devices showing as Reboot Needed, but a Reboot does not clear the status

When looking at the installation status in the Avast Dashboard and a device shows up as Pending Reboot, please Reboot that device. If the status does not clear, there likely exists the reboot.txt file that needs to be deleted. It can be somewhat pesky to find at times, however, so please do the following:

1. Open a **Windows Explorer** Window.
2. Navigate to **C:\Program Files\AVAST Software**.
    - Search for **reboot.txt**.
    - Delete the **reboot.txt** file if it exists.
3. Then navigate to **C:\Program Files (x86)\AVAST Software**.

- ○ Search for **reboot.txt**.
- ○ Delete the **reboot.txt** file if it exists.
4. Finally, navigate to **C:\ProgramData\AVAST Software**.
    - ○ Search for **reboot.txt**.
    - ○ Delete the **reboot.txt** file if it exists.

Devices showing as Pending installation of Avast Antivirus after the installation process

Unfortunately, there appears to be an issue with some installations where the AVM policy server and an end device do not successfully communicate. The support and development team for Barracuda RMM has developed a script to help remedy this.

1. Before doing any troubleshooting, please make sure you *restart the end device*.
2. Download the [MW-7103 script](#).
3. Import it into Barracuda RMM using [this knowledge base article](#).
4. Start Service Center.
5. In the left navigation menu, click **Automation**.
6. Select **Calendar**.
7. Now click on **Run Now**.
8. In the dropdown, select **(Item from Library)**.
9. Search for **MW-7103** and target the **Onsite Manager** for the site and any impacted **Device Managers**.
10. Now run the script.

After the script has run (this can take up to half an hour), go back to your Avast dashboard, and the installs will be set as **Failed**. Now set to install again. This should be for another data collection for AV and updated accordingly.

FAE Registry Key is added when a device cannot communicate with Avast policy service

When the end device with Avast Antivirus fails to communicate with the Avast policy server, it puts in an FAE key in the registry that requires to be cleared before it can reconnect to the server and communicate again. Follow the steps below on how to remove this. There are two methods you can use to accomplish this.

Method 1: Using Automation

1. In your Service Center, go to **Update Center**.
2. Click on **Get More**.

3. Search for **FAE** in the top right corner.
4. **Select** Delete Avast FAE Registry Key and click **Install**.
    - If there is no entry found, continue.
5. Now go to **Automation**.
6. Select **Calendar**.
7. Click **Run Now**.
8. Select **(Item from Library)**.
9. In **Choose an item by name**, search for **Delete Avast FAE Registry Key**.
10. In the Target Devices section, click **Add** and add your devices.
11. Click **Run Now**.

Method 2: Manual on the end device

1. Open **RegEdit**.
2. Browse to the following registry entry
    - HKEY_LOCAL_MACHINE\SOFTWARE\AVAST Software\Business Agent
3. Find the **FAE** key and **delete** it
4. In a browser, enter: `http://127.0.0.1:30861/reauth`.

Please move on to the following section if this does not remedy the connection.

Standard troubleshooting tips for most other issues

The following two methods can remedy most issues with Avast Antivirus. The first is hands-off and requires only a few clicks in Barracuda RMM, while the second is more hands-on and in-depth.

1. Before doing any troubleshooting, please make sure you *restart the end device*.
2. In your Service Center, navigate to the device having issues.
3. Scroll down to the **Policies.**
4. Toggle the AV policy **off.**
5. Wait 30 minutes.
6. Toggle the AV policy **on**.
7. Go to the Avast Dashboard, and the device will show "**uninstalled**."
8. Install the AV.
    - This will not fully install as the registry key exists for AV and will attempt to collect the assets.
9. If this does not work, more hands-on and in-depth will be needed.
    - Follow this knowledge base article on how to [reinstall Avast Antivirus cleanly](#).

What if all else fails?

At this point, if you have exhausted all other options, reach out to Barracuda RMM Support. We ask that you have logs already from the Onsite Manager or Device Manager and the end device prepared. Please use this knowledge base article on [collecting the logs for Avast Antivirus and Barracuda RMM](#) .