Glossary

VPN - Virtual Private Network (VPN) creates a virtual encryption ‘tunnel’ to secure your Internet communications. Data is then decoded at the VPN server, using advanced encryption protocols to significantly decrease your risk of being hacked for data or identity theft.

PPTP, IPsec, L2TP, SSL (OpenVPN) - Technology (protocols) that allows the private transmission of data via the Internet. SSL protocol is currently most secure, commercially available protocol.

IP address, IP - Every device connected to the Internet is assigned a unique number known as an Internet Protocol (IP) address. It's basically an analogy to a physical mailing address.

Service – individual avast! SecureLine VPN service

Portal - Your avast! SecureLine VPN software service portal

Client – personalized software for avast! SecureLine VPN service

VoIP - Voice over IP (VoIP) is the delivery of voice and/or video communications through Internet Protocol (IP) networks. The world's most known VoIP application is Skype.

Throttling - A reactive measure employed in communications networks/governments to regulate or block certain network traffic.

Encryption protocol - A method for encrypting data transfer, which cannot be unencrypted until reaching its intended receiver.

Geo-location - A term referring to a computer's probable geographic location based on the apparent location of the IP address.

Geo-Restrictions - An approach by communications networks and governments to block or censor traffic to/from specific regions
# Table of Contents

Glossary .................................................................................................................. 2

Activation and download......................................................................................... 5
  Portal account activation ...................................................................................... 5
  Registering a new account ................................................................................... 5
  Activating avast! SecureLine service ................................................................. 5

Installation ............................................................................................................. 6

Configuration ......................................................................................................... 9
  Initial Screen – “Low Profile Mode” ................................................................. 9
  Tray Icon – Context menu Controls ................................................................. 10

Application guide ................................................................................................ 11
  Connect Screen ................................................................................................ 11
  Connection Log ................................................................................................. 13
  Map Overview ................................................................................................ 14
  Preferences .................................................................................................... 14

Setting up VPN manually ..................................................................................... 20
  PPTP VPN Service Setup .................................................................................. 20
    iPad, iPhone, iTouch, iPod ............................................................................ 20
    Android ........................................................................................................ 21
  Windows Mobile 6 ........................................................................................... 22
  Symbian OS ...................................................................................................... 22
  Mac OS X ......................................................................................................... 22
  Linux ................................................................................................................ 25
  Windows XP ..................................................................................................... 30
  Windows Vista .................................................................................................. 31
  Windows 7 ......................................................................................................... 33

Cisco IPsec VPN Service Setup ........................................................................... 36
  iPad, iPhone, iTouch, iPod ............................................................................ 36
  Android ............................................................................................................ 37
  Mac OSX 10.6 (Snow Leopard). ................................................................. 38
  Mac OSX 10.7 Lion ......................................................................................... 38
  Windows XP, Vista and 7 ............................................................................... 39
  Ubuntu Linux .................................................................................................. 47
  HP webOS ........................................................................................................ 55

L2TP over IPsec VPN Service Setup ................................................................... 56
  iPhone, iPod Touch, and iPad ......................................................................... 56
Activation and download

Portal account activation
After purchase you will be provided with a portal activation link on screen and in an email. Clicking the activation link loads a secure portal for avast! SecureLine customers. You will then have 2 options:

- Register as a new customer
- Login to an existing portal account

Make sure you don’t confuse your portal and service account. Each avast! SecureLine (VPN) service has an associated account. To manage your services (and their associated accounts) you must first login to your customer portal – [https://sl.avast.com](https://sl.avast.com).

Registering a new account
To register a new portal account please start a new registration. After clicking „I’m a new customer“ the pre-filled registration page loads. Please review if all the info is correct and choose your portal password. Submitting finishes the registration process.

Activating avast! SecureLine service
Immediately after portal registration a guide is started to activate your service. If you have purchased multiple subscriptions you must activate each service separately.
Installation

When you start the installation file, you will be greeted by our welcome screen. Click next.

License Agreement

Please read the following important information before continuing.

Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.

- OpenVPN (TM) -- An Open Source VPN daemon
- Copyright (C) 2002-2009 OpenVPN Technologies, Inc. <sales@openvpn.net>

This distribution contains multiple components, some of which fall under different licenses. By using OpenVPN or any of the bundled components enumerated below, you agree to be bound by the conditions of the license for each respective component.

OpenVPN trademark

- I accept the agreement
- I do not accept the agreement

You must agree to the license agreement to continue.
Here you can select where avast! SecureLine should be installed. You can leave the default directory as it is.

Before the installation is started, you will see this summary screen.
And the installation is complete.
Configuration

We like to think we’ve made the software so intuitive that you don’t need to read any further. So, feel free to click on the avast! SecureLine icon in your toolbar and jump right in. But to get an overview beforehand, feel free to browse the rest of the guide that follows.

- If you accidentally skipped the download, you can download it from the avast! SecureLine portal
- If you haven’t already, please find the file you just downloaded, double-click on it, and install it. Follow our installation guide if you need help during the installation.
- If the install was successful, please run avast! SecureLine and the application will load the following window:

Initial Screen – “Low Profile Mode”

With “Low Profile” enabled, there will be no software updates or location detection by the client so the Quick Connect feature will not work and you’ll have to choose your VPN Gateway manually.
Tray Icon – Context menu Controls

- **Open avast! SecureLine** – Launches the main VPN software client.
- **Quick Connect** – Automatically connects you to the VPN Gateway closest to your present location. **Will not work if you enabled low profile mode.**
- **Gateways** – Choose your VPN Gateway manually.
- **Details** – Info about your session: connection status, time, IP, server and in/out speeds
- **Exit** – Will quit the application and you’ll need to re-launch it to restore icon. Instead, you may want to choose Disconnect when you finish using the VPN
Unless low profile mode is enabled, the client detects your current location and IP address and will use that data to automatically connect you to the closest VPN Gateway. All things being equal, this will offer you the best performance.

Once connected, the client will show you your new virtual IP address and location that the rest of the world will see. Your real IP address and location is now completely cloaked.
**Advanced Connect**

- **VPN Gateway Quicklist** – Choose your desired VPN Gateway
- **Select VPN Protocol** – Choose your desired VPN protocol. Sometimes a protocol will be blocked at a certain location so we give you several from which to select. For most purposes, it won’t matter which one you choose as long as it connects.
- avast! SecureLine offers multiple protocols.
  - **OpenVPN** (avast! SecureLine Pro only) – The Swiss army knife of VPNs. Very secure and high-performing. Most configurable and customizable option under Custom Gateways.
  - **L2TP** – Very secure and usually fast and gets around most blocks.
  - **IPsec** – Lightning quick to connect. Good security. Very fast in our testing and good for getting around most blocks.
  - **PPTP** – Older VPN protocol originally developed by Microsoft. Slower and less secure than other VPN types but often works well over congested networks and getting around some blocks.
• **Select Encryption Level** – The maximum encryption level available will usually be automatically chosen for you. At certain Gateways, you may be given an option to choose 256-bit encryption. This may slow performance down, but we make it available for those that desire it.

• **Bypass DNS** - This should normally remain unchecked, but is useful at locations that may block access to VPN networks using DNS. When checked, you will connect using a server's IP address, not its "name."

**Connection Log**

This is an internal log of application / service events. If you have a connection issue, copy and paste this into your email or chat and it may help us to diagnose and resolve it.
Map Overview

General map showing VPN Gateway locations around the world. More functionality being considered for future versions. Zoom in/out and use your mouse to move around the map.

Preferences

General

- **VPN Protocol** – Selects your default VPN protocol. See above for basics of the VPN types we offer or, for more detailed information, click here.
- **Start avast! SecureLine at Login** – Launches the VPN software at startup or login but awaits your connection instructions.
- **Connect to gateway at start** – Auto-connects you to your gateway of choice.
Networking

- **Send All Traffic** – By default, the VPN will send all your Internet data through the secure VPN tunnel. In future updates, we may allow you to choose certain services or websites to not be protected by the VPN if you prefer.

- **DNS Mode** – The Domain Name System (DNS) is the Internet protocol that converts website names, that humans easily understand (such as google.com), into IP addresses that computers easily understand (such as 74.125.113.104). The DNS server your device uses to perform this conversion can be a key component of web browsing performance, therefore, avast! allows you to customize your DNS settings while the VPN is connected:
  - **Automatic** – The VPN will use avast!’s DNS servers.
  - **Manual** – This setting allows you to input a VPN server of your choosing that the VPN will use when it is connected.
  - **Disabled** – The VPN will use the DNS settings on your computer, usually your Internet Service Provider’s unless you have customized your DNS settings.
• **Tun MTU** (Maximum Transmission Units) - is the size of the largest chunk of data (in bytes) that is allowed over a transport layer. It's a parameter for tuning a data network for optimal performance and efficiency. Exciting, right?

Unless you’re having a performance issue you should normally leave this blank, which will use our standard MTU of 1400. For reference, Ethernet and Wi-Fi typically use an MTU of around 1500.

If you are experiencing slow performance, consult our [VPN Speed Guide](#) for common issues and, if that doesn't work, try entering values from 1250-1500, maybe starting low, and increasing in increments of 25 and see if performance improves. Never start with MTU as a way to improve speed though. Eliminate the basics first.

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**Advanced**

- **Enable Low Profile Mode** – For those who truly want to be off the grid. Low Profile Mode disables the client's location detection features as well as updates. We don't recommend this as it lessens the functionality and experience in our opinion, but we thought we’d provide the option just the same.
- **Clear Saved Credentials** – deletes your avast! SecureLine from the given computer.
For the great majority of customers our standard settings will provide optimal performance. Sometimes, however, you may need or desire the flexibility to create a custom setting. This is especially true at locations that filter or censor access to the Internet or have other connectivity issues.

Usually, you will want to do this with the help of our Support staff but if you feel comfortable, feel free to try it out.

Once you save your custom settings, they will appear at the top of your VPN Gateway pull-down menu from your avast! SecureLine toolbar icon or under Advanced Connect.
**General**

- **Gateway Name** – Name your new gateway whatever you wish.
- **Protocol** – Choose the VPN protocol.
- **Server Address** – You can use a VPN gateway name from this list or Support can offer you special settings if necessary.
- **Server Port** – Enter the port you wish your VPN tunnel to use. Support can offer special assistance here if necessary.
- **Transport Protocol** – Choose the Transport Protocol. UDP is usually the best choice.
- **Encryption** – We only offer 256 AES at certain locations so best to check with Support on this one.
- **TLS AUTH** – We only use at certain locations so, again, it’s best to check with Support before checking the box.
Advanced

- **OpenVPN Commands** – Unless you have intimate familiarity with OpenVPN, and probably even if so, you should talk to us before entering any commands in this section.
Setting up VPN manually

You can setup avast! SecureLine VPN service without the provided software. Nearly all operation systems (Windows, Linux, Android, etc.) have a built-in VPN client that can be used instead. Setting up VPN manually requires certain knowledge, as you have to specify all the details manually. Apart from your VPN login/password you might also need to specify:

- VPN server
- Protocol
- Encryption algorithm

**PPTP VPN Service Setup**

iPad, iPhone, iTouch, iPod

1. Choose "Settings" from the Main Screen.
2. Choose "General"
3. Choose "Network"
4. Choose "VPN"
5. Choose "Add VPN Configuration"
6. Choose "PPTP"
   a. Description: **avast! SecureLine PPTP** (or whatever you want to call it)
   b. Server: [CLICK HERE FOR OPTIONS](#)
   c. Account: "your avast! SecureLine username"@sl.avast.com
   d. EXAMPLE: stevejobs@sl.avast.com
   e. RSA SecurID: **OFF**
   f. Password: **Your avast! SecureLine Password**
   g. Encryption Level: We recommend "**Auto**" BUT have seen cases where selecting "**Maximum**" was necessary.
   h. Send all traffic: **ON**
7. Save these settings and connect. To connect subsequently:
   a. Choose "Settings" from the Home screen.
   b. Switch VPN to "**ON**".
Android
Before setting up, you will need an android mobile phone with Firmware Version 1.6 or above (No need for root)

How to Set Up avast! SecureLine-PPTP

1. Go to "Settings" on your mobile phone, and select "Wireless Controls"
2. Select "VPN settings"
3. Select "Add VPN"
4. Select "Add PPTP VPN"
5. Set a "VPN name" (can be whatever you like)
6. Set "VPN server" CLICK HERE FOR OPTIONS, Then save the setting.

How to use avast! SecureLine-PPTP on your Android device

1. Go to "Settings" on your mobile phone, and select "Wireless Controls"
2. Select "VPN settings"
3. Connect to the VPN network you just set up
4. Key in your username and password, then click "Connect"
5. Once there is a small key-like icon on the left side of your notification bar, your phone is connected to the VPN.

Still can't connect to the VPN on your Android device?
Try turning encryption "off" and see if it connects. Not using encryption might provide access to blocked content, as well as privatize your IP address, but it still isn't optimal for security, obviously. It would appear Android has a little way to go to best support PPTP VPNs. Note: The username/password you selected are case sensitive and need to be entered exactly as entered during registration: username@sl.avast.com.
Windows Mobile 6
Before setting up, you will need an android mobile phone with Windows Mobile 6.1.4 or above

1. **Description:** (whatever you like)

2. **VPN Type:** PPTP

3. **Server:** [CLICK HERE FOR OPTIONS]

4. **Connects from:** (predefined networks of the smartphone, e.g. "The Internet")

5. **Connects to:** (predefined networks of the smartphone, e.g. "The Internet")

6. **User name:** (your avast! SecureLine PPTP username which you chose during activation...remember to add the "@sl.avast.com)

7. **Password:** (your avast! SecureLine PPTP password)

8. **Domain:** (leave blank)
   - IPSec authentication: PSK or Certificate (*not needed for PPTP*)
   - IPSec Pre-shared Key: (*not needed for PPTP*)

Symbian OS
Phones running Symbian OS do not have a built-in PPTP VPN client. However, Telexy Networks, Inc. has a solution that has been tested with avast! SecureLine PPTP VPN service and works great! You can purchase and download the client here: **SymVPN 1.00.**

Click on this link for a list of compatible devices provided by Telexy.
After purchase, [CLICK HERE FOR OPTIONS] for a complete list of avast! SecureLine PPTP VPN server gateways.

Mac OS X
Note: The username/password you selected are case sensitive and need to be entered exactly as entered during registration: username@sl.avast.com.

If you do not know if you have Panther, Tiger, Leopard or Snow Leopard OS (Operating System) for the instructions below, please click on the apple icon on your computer and choose "About this Mac".
If your version number is:

- 10.3.x = Panther
- 10.4.x = Tiger
- 10.5.x = Leopard
- 10.6.x = Snow Leopard
- 10.7.x = Lion

1. **Locate your VPN Client**
   a. PANTHER/TIGER USERS = Open your "Applications" folder.  
      LEOPARD/SNOW LEOPARD/ LION USERS = Open your "System Preferences."
   b. PANTHER/TIGER USERS = Find the "Internet Connect" icon and double-click on it.  
      LEOPARD/SNOW LEOPARD/ LION USERS = Click "Network" and then Click "VPN (PPTP)" icon on left. If no PPTP Account exists you will have to create one.  
      CLICK on "+" and add a new VPN connection with Interface "VPN" and "VPN Type" PPTP

2. **Create a New VPN Connection**  
   (PANTHER/TIGER ONLY. LEOPARD/SNOW LEOPARD/ LION USERS SKIP THIS STEP)
   a. Go to the "File" menu and select "New VPN Connection."
   b. In the new window, Click "PPTP", then click "Continue."

3. **Configure Client**  
   (LOCATIONS OF THE BUTTONS AND FIELDS VARY)
   a. Check box "Show VPN status in menu bar"
   b. PANTHER/TIGER USERS = Click on "Other" and select "Edit Configurations..." in pulldown menu.  
      LEOPARD/SNOW LEOPARD/ LION USERS = Choose "Add Configuration" in "Configuration" pulldown menu.
   c. Enter the information as described below:
      - Description: "avast! SecureLine PPTP" (or whatever you wish)
      - Server Address: [CLICK HERE FOR OPTIONS]
      - Account Name: "Your avast! SecureLine username" @sl.avast.com
      - EXAMPLE: stevejobs @sl.avast.com
      - Authentication Settings:
      - Choose "Password"
      - Enter your avast! SecureLine PPTP Password
- Encryption Settings:
  - "Maximum"

- Advanced Settings:
  - Leave "Enable VPN on demand" UN-checked (tends to cause problems when checked)

**VERY IMPORTANT: LEOPARD/SNOW LEOPARD/ LION USERS MAKE SURE "Send all traffic over VPN connection" BOX IS CHECKED !!**

d. Click the "OK" button. Your PPTP connection is now configured and ready for use. You may close the window or Click "Connect" to test.

4. **Testing the VPN**

a. You can go to an IP Tester, such as [http://www.ip2location.com/](http://www.ip2location.com/)

b. If you still see your normal location and IP address, Go back to Network Settings, highlight PPTP connection in the left column and click the "Advanced..." button.

c. Advanced Settings:

d. Options Tab: Select "Send all traffic over VPN connection"

e. If there, leave "Enable VPN on demand" UN-checked (tends to cause problems when checked)

f. Click OK.

g. Click Apply.

5. **To connect thereafter and to switch servers**

a. Click your new VPN icon in your Mac's upper toolbar (If no icon, go back and check #3a. and check "Show VPN status in menu bar" box)

b. Choose "Connect"

IF YOU ARE USING Mac OS 10.6.X AND HAVING TROUBLE CONNECTING TO THE PPTP SERVICE, PLEASE TRY USING OUR Ipsec Or L2TP SERVICE [CLICK HERE](http://www.ip2location.com/) for instructions on setting up ipsec which works with your existing PPTP username and password.
Linux
From Ubuntu 10.10 and Fedora 13, PPTP is built in so there is no software to install.

NOTE: If you are using Fedora 12 or earlier, please open the terminal and issue the following command `su (you need to be root) -> yum install network-manager-pptp -y` to install the needed software.

**Installing PPTP Software**

NOTE: If you are using 10.04 or earlier, please open the terminal and issue the following command `sudo apt-get install network-manager-pptp -y` to install the needed software.

1. Setting up the VPN Connection
   - Click on the Network Applet -> VPN Connections -> Configure VPN
2. From the Network Connections Menu click ADD

3. You will be prompted to choose a type. Selected **Point to Point Tunneling Protocol**
4. Now we need to set the PPTP parameters. There are 4 things to set:
   a. **Connection Name**: avast! SecureLine PPTP (location name)
   b. **Gateway**: [CLICK HERE FOR OPTIONS]
   c. **User Name**: This is the Case Sensitive username you selected during Activation.
   d. **Password**: This is the Case Sensitive password you selected during Activation.

5. Click on the ADVANCED button
6. Check the option **Use Point-to-Point encryption (MPPE)**

7. Click OK and then Apply and you are done.
**Connecting**
Click on the Network Applet -> VPN Connections -> VPN Connection Name

NOTE: You will see the network applet spin, and when connected a small lock will appear over the applet icon

**Disconnecting**
Click on the Network Applet -> VPN Connection -> Disconnect VPN
**Need Help**
Get Log File Via Log Viewer and click System -> Administration -> Log File Viewer

Now click on daemon.log on the left side, and scroll to the bottom (the log lists the OLDEST entries at the top). Send us the complete log.

**Windows XP**
Note: The username/password you selected are case sensitive and need to be entered exactly as entered during registration: username@sl.avast.com.

1. Locate "Network Connections" which can be located by the following path below:
   Start Menu-->Settings-->Network Connections
   OR
   Start Menu-->Control Panel-->Network Connections
2. Double-click on "Network Connections"
3. In the left frame in the "Network Tasks" section, click "Create a new connection"
   Note: If you do not see "Network Tasks", look for New Connection Wizard in the main window, and double-click it. You also may go to the File menu and choose New Connection there.
4. Start the Wizard.
5. Click the "Next" button to continue.
6. Select "Connect to the network at my workplace" and click the "Next" button.
7. Select "Virtual Private Network connection" and click the "Next" button.
   Note: If the Virtual Private Network option is not available, you may need to enable the Remote Access Connection Manager service.
8. Type "avast! SecureLine" for "Company Name" and click the "Next" button.
9. [OPTIONAL SCREEN ] If you see:
   "Windows can automatically dial the initial connection to the Internet or other public network before establishing the virtual connection", Click “Do not dial the initial connection” and click the "Next" button.
10. VPN Server Selection [CLICK HERE FOR OPTIONS] and click the "Next" button after you have chosen.
11. Check "Add a shortcut to this connection to my desktop" and click the "Finish" button.
12. In the "User name" box, enter your avast! SecureLine PPTP username. **REMEMBER THAT USERNAME MUST INCLUDE "@sl.avast.com".**

13. In the "Password" box, enter your avast! SecureLine PPTP password. Optionally, but HIGHLY RECOMMENDED, click "Save Password" to save your password as part of the connection.

That's it! When you want to connect to the avast! SecureLine PPTP service, just double-click on the connection and click the 'Connect' button. Enter your username and password (if you didn't save it), and you'll connect!

**Windows Vista**

Note: The username/password you selected are case sensitive and need to be entered exactly as entered during registration: username @sl.avast.com.

1. **From the Start button, select "Connect To."**
2. **Windows Vista Start menu**
   - Select "Set up a connection or network."
3. **Creating a new VPN connection**
   - Select "Connect to a workplace" and click "Next."
4. **Choosing a connection option**
   - Select "Use my Internet Connection (VPN)."

5. **Choosing how to connect**
   NOTE: If prompted for "Do you want to use a connection that you already have?", select "No, create a new connection" and click "Next."

6. **Inputting the Internet Address and Connection name**
   - Internet Address: [CLICK HERE FOR OPTIONS]
   - Destination Name: avast! SecureLine PPTP (or whatever you like)
   - Click "Next."
7. **Inputting the username and password**
   - User Name: "your avast! SecureLine username" @sl.avast.com **EXAMPLE:** billgates@sl.avast.com
   - Password: your avast! SecureLine password

8. **That's pretty much it...two more clicks!**
   - Click the Create or Next button
   - Click the Close button

9. **TO CONNECT THEREAFTER:**
   - Click on "Start," then "Connect to."
   - Select the VPN connection in the window and click "Connect."

**Windows 7**

Note: The username/password you selected are case sensitive and need to be entered exactly as entered during registration: username@sl.avast.com.

1. **From the Start button, select "Connect To."**
2. **Windows Start menu**
   - Select "Set up a connection or network."
3. **Creating a new VPN connection**
   - Select "Connect to a workplace" and click "Next."
4. **Choosing a connection option**
   - Select "Use my Internet Connection (VPN)."

5. **Choosing how to connect**
   
   NOTE: If prompted for "Do you want to use a connection that you already have?", select "No, create a new connection" and click "Next."
6. **Inputting the Internet Address and Connection name**
   - Internet Address: [CLICK HERE FOR OPTIONS]
   - Destination Name: avast! SecureLine PPTP (or whatever you like, really)
   - Click "Next."

7. **Inputting the username and password**
   - User Name: "your avast! SecureLine username"@sl.avast.com **EXAMPLE:** billgates@sl.avast.com
   - Password: your avast! SecureLine password
That's pretty much it...two more clicks!

- Click the Create or Next button
- Click the Close button

To connect thereafter and to switch servers:

1. Click on "Start," then "Connect to."
2. Select the VPN connection in the window and click "Connect."
3. If you do not have a "Connect to" option when you click Start:
go to Start > Control Panel > Network and Sharing Center then "Connect to a network". You should have your PPTP account listed there. Please click on that PPTP account and click connect. Make sure you manually input the server you want to connect to :) 

Cisco IPsec VPN Service Setup

Xxx gateway locations

iPad, iPhone, iTouch, iPod

Locate your Cisco IPsec VPN Client

1. Choose "Settings" from your iPhone/iPod Touch/iPad home screen.
2. Choose "General"
3. Choose "Network"
4. Choose "VPN"
5. Choose "Add VPN Configuration"
6. Choose "IPSec"

Configure your Cisco IPsec VPN Client

1. Description = avast! SecureLine IPsec (or whatever you want to call it)
2. Server: CLICK HERE FOR OPTIONS
3. Account: "your VPN username"@sl.avast.com (Example: stevejobs@sl.avast.com)Password: Your VPN Password
4. Use Certificate: OFF
5. Group Name: (leave blank)
7. Proxy: OFF

Connecting and Disconnecting

Go back to the VPN screen found at Settings --> General --> Network --> VPN and slide selector to ON.
Android
Before setting up, you will need an Android mobile phone with Firmware Version 1.6 or above (No need for root)

How to Set Up avast! SecureLine-PPTP
1. Go to "Settings" on your mobile phone, and select "Wireless Controls"
2. Select "VPN settings"
3. Select "Add VPN"
4. Select "Add PPTP VPN"
5. Set a "VPN name" (can be whatever you like)
6. Set “VPN server” CLICK HERE FOR OPTIONS, Then save the setting.

How to use avast! SecureLine-PPTP on your Android device
1. Go to "Settings" on your mobile phone, and select "Wireless Controls"
2. Select "VPN settings"
3. Connect to the VPN network you just set up
4. Key in your username and password, then click "Connect"
5. Once there is a small key-like icon on the left side of your notification bar, your phone is connected to the VPN.

Still can’t connect to the VPN on your Android device?
Try turning encryption "off" and see if it connects. Not using encryption might provide access to blocked content, as well as privatize your IP address, but it still isn’t optimal for security, obviously. It would appear Android has a little way to go to best support PPTP VPNs. Note: The username/password you selected are case sensitive and need to be entered exactly as entered during registration: username@sl.avast.com.
Mac OSX 10.6 (Snow Leopard)
1. Open your Systems Preferences.
2. Click on Network.
3. Click on "+" in the bottom left of the window to add a configuration.
4. For Interface choose VPN from the pulldown menu.
5. For VPN Type choose Cisco IPsec
6. For Service Name you can call it whatever you wish.
7. Click the "Create" button.
8. For Server Address, CLICK HERE FOR OPTIONS If you are in China, use this as the server address: ipsec.cvg.avast! SecureLine.net
9. For Account Name, enter your avast! SecureLine PPTP VPN account username (Example: joe@sl.avast.com).
10. For Password, enter your avast! SecureLine PPTP VPN password.
11. Click on Authentication Settings and choose Shared Secret and enter "avast! SecureLine" (no quotation marks)
12. Click OK
13. Click “Apply” back at the Network window
14. Click Connect
Enter your password again, when prompted, and you should receive a welcome message. (With Macs, you will have to enter this every time you connect).
That's it! Enjoy.

Testing the VPN
You can go to an IP Tester, such as: http://www.ip2location.com/

Known Issues
On Mac OS 10.6 (Snow Leopard), some customers do report that you may be prompted to re-enter your Cisco IPsec password after approximately 50 minutes. The VPN does seem to stay connected continuously as long as you do re-enter it.

Mac OSX 10.7 Lion
1. Open your Systems Preferences.
2. Click on Network.
3. Click on "+" in the bottom left of the window to add a configuration.
4. For Interface choose VPN from the pulldown menu.
5. For VPN Type choose Cisco IPsec
6. For Service Name you can call it whatever you wish.
7. Click the "Create" button.
8. For Server Address, CLICK HERE FOR OPTIONS If you are in China, use this as the server address: ipsec.cvg.avast! SecureLine.net
9. For Account Name, enter your avast! SecureLine PPTP VPN account username (Example: joe@sl.avast.com).
10. For Password, enter your avast! SecureLine PPTP VPN password.
11. Click on Authentication Settings and choose Shared Secret and enter "avast! SecureLine" (no quotation marks)
12. Click OK
13. Click “Apply” back at the Network window
14. Click Connect

Enter your password again, when prompted, and you should receive a welcome message. (With Macs, you will have to enter this every time you connect).

Testing the VPN
You can go to an IP Tester, such as: [http://www.ip2location.com/](http://www.ip2location.com/)

Known Issues
On Mac OS 10.6/10.7 (Snow Leopard/Lion), some customers do report that you may be prompted to re-enter your Cisco IPsec password after approximately 50 minutes. The VPN does seem to stay connected continuously as long as you do re-enter it.

Windows XP, Vista and 7
Important note: if you have already installed the shrew client in the past please uninstall the previous version.

Downloading and Installing

Download

1. [Click here](http://www.shrew.net) to download the Shrew IPSEC program
   Please choose SAVE and not run/open when asked
INSTALL

1. Double Click on the program you downloaded to start the install

2. Click NEXT
3. Read the license agreement and click I AGREE to continue

4. Click NEXT
You will see the program install itself, and the needed drivers automatically.

Click **FINISH**

The avast! SecureLine-IPSEC client is now installed.

**Setting Up The IPSEC Connection**

1. Click on your start menu and open the **Access Manager** Program located under ShrewSoft VPN Client
2. Click on **ADD**

3. Fill in the Hostname (location) you want to connect to. IF YOU ARE IN CHINA, please use this as your hostname: ipsec2.lax.avast! SecureLine.net

   **IMPORTANT CLICK HERE FOR OPTIONS**
4. Click the *right* arrow until the **Authentication** tab shows (click on it)
5. Choose **Mutal PSK + XAuth** for the Authentication Method
6. Click on the **credentials** sub tab
7. Input **avast! SecureLine** as the Pre Shared Key
8. Click **SAVE**
   
   Your avast! SecureLine-IPSEC is now setup.
Connecting and Disconnecting

Connecting

1. Click on your start menu and open the **Access Manager** Program located under ShrewSoft VPN Client

![Access Manager Program]

2. Highlight the location you want to connect to and click the **connect button**

![Connect button]
3. Input your PPTP/IPSEC username and password you selected at signup

4. When you see this message you are connected!

Click OK

Please **DO NOT** close the Access Manager as this will disconnect the VPN.
Disconnecting

1. To Disconnect the avast! SecureLine-IPSEC just click on **Disconnect**

![Shrew Soft VPN Connect - ips...](image)

**Ubuntu Linux**

avast! SecureLine-IPSEC is possible on linux via the program called **Shrew** which you can install at anytime via the source packages from their website. The following directions are for installation using the Ubuntu Software Center available in ALL versions of Ubuntu.
Installing The Software

1. Open Software Center (standard Ubuntu click on Applications -> Bottom of Menu)

2. Now search for shrew by typing that in the search in the upper right corner

3. Click on Install
   
   You will need to enter your root password when asked
Setting Up the IPSEC Connection

1. Open Shrew Soft VPN Manager
2. Click on add in the new window

3. Under the General tab enter the Host Name

**VERY IMPORTANT** [CLICK HERE FOR OPTIONS]**
4. Click the dropdown for **Authentication Method** and choose **Mutal PSK + XAuth**
5. Click on the credential (sub tab on the authentication tab)
6. Enter the Pre Shared Key of **avast! SecureLine** (all lowercase)
7. Click the right arrow again to **Phase 1** tab (click on tab)
8. For DH Exchange set the dropdown to **group 2**
9. Click Save
**Connecting**

1. Open Shrew Soft VPN Manager
2. Click on the name of the location you want to connect to.

3. Click connect

4. Enter your PPPT/IPSEC username and password when prompted

5. You are now connected to your avast! SecureLine-IPSEC
   - NOTE: DO NOT CLOSE THIS WINDOW OR THE VPN WILL DISCONNECT
**Disconnecting**

1. To disconnect the IPSEC-VPN just click on the **Disconnect** button

![Shrew Soft VPN Connect](image)

**Troubleshooting**

If you are able to connect, but you cannot actually pass any traffic, you need to modify your system to allow the IPSec traffic.

1. Open Terminal
2. Type "sudo nano /etc/sysctl.d/10-network-security.conf" (*no quotes*)
3. Change =1 to =0 so it looks like this:
   ```
   net.ipv4.conf.default.rp_filter=0
   net.ipv4.conf.all.rp_filter=0
   ```
4. Save and restart the computer

**HP webOS**

These settings were submitted by users, and confirmed working by multiple users.

- Connection type: VPNC
- VPN Server: ipsec.???.avast! SecureLine.net (Click Here For Server List)
- username: yourusername@sl.avast.com
- password: The password you selected on activation
- group ID: avast! SecureLine
- group secret: avast! SecureLine
L2TP over IPsec VPN Service Setup

iPhone, iPod Touch, and iPad

Locate your L2TP VPN Client

1. Choose "Settings" from your iPhone/iPod Touch/iPad home screen.
2. Choose "General"
3. Choose "Network"
4. Choose "VPN"
5. Choose "Add VPN Configuration"
6. Choose "L2TP"
Configure your L2TP VPN Client

1. Description = avast! SecureLine L2TP (or whatever you want to call it)
2. Server: CLICK HERE TO CHOOSE A CONNECTION LOCATION If you are in China, use this as your server: l2tp.lax.avast! SecureLine.net
3. Account: "your avast! SecureLine PPTP username"@sl.avast.com (Example: stevejobs@sl.avast.com)
4. RSA SecurID: OFF
5. Password: Your avast! SecureLine PPTP Password
6. Secret: avast! SecureLine1
7. Send all Traffic: ON
Connecting and Disconnecting

Go back to VPN screen found at Settings --> General --> Network --> VPN and slide selector to ON.

Android L2TP Over IPSec

Setup

1. Click on applications menu
2. Settings
3. Wireless & Networks

4. VPN Settings

5. Choose L2TP over IPSEC
6. **VPN Name** = avast! SecureLine L2TP
7. Set **VPN Server** = `ewr.vpn.avast.com` (New York) OR `lax.vpn.avast.com` (Los Angeles, CA)
8. Set IPSEc pre-shared key = **avast! SecureLine1** *(must ALL be lowercase)*

9. Click on **ok** and save

**NOTE:** The first vpn you setup you will get asked for a credentials password. The credentials password is unique to the phone and is a secondary authentication that the phone does when accessing root level items such as new routes on the phone. This password is not transmitted at anytime, and is purely for the local phone only.
10. Click Ok

**Connecting**
1. Click on applications menu
2. Settings
3. Wireless & Networks

4. VPN Settings

5. Click on the "avast! SecureLine L2TP" connection name

6. Enter your username and password

7. Tap connect

You will know when you are connected as you will see a "KEY" symbol in the upper menubar. You can also check your notifications window to see that the vpn is connected. If you would like to test that it is working, please go to http://ipchicken.com and you should see our IP address instead of yours. If you have any issues please let us know.

Mac OSX
To setup the connection, you need to create a new connection profile in your network preferences.

1. Click on Apple
2. System Preferences
3. Network Icon
4. Click the + sign in the lower left corner

5. When you click the + sign, a window will pop up. On the INTERFACE dropdown choose VPN

VPN TYPE: **L2TP over IPSec**

6. Click Create
7. Server Address: [CLICK HERE TO CHOOSE A CONNECTION LOCATION]
8. Account Name: This is the username you selected on activation.

9. Click on Authentication Settings
10. In the pop-up click on Password and put in your password
11. Click on **Shared Secret** and put in **avast! SecureLine1** as the shared secret
12. Click OK

**DO NOT CLICK CONNECT YET**

13. Click on Advanced
14. Click on the option **send all traffic over VPN connection**
15. Click Ok
16. Click Apply

Your L2TP connection is setup now. Click on Connect and enjoy the vpn. If you have any issues please contact support.

**Windows Vista**

**Setup The L2TP Connection**

1. Click on Windows Start Orb (bottom left corner)
2. Click on Control Panel
3. Click on Network and Internet
4. Click on Network and Sharing Center
5. Click on Setup a new connection or network

6. Click on “Connect to Workplace”
7. **IF ASKED:** Choose *Use My Internet Connection*
8. Input your settings:

**internet Address**: CLICK HERE TO CHOOSE A CONNECTION LOCATION

**Destination Name**: avast! SecureLine L2TP VPN (or whatever you want to put here)

![Connect to a workplace]

**Type the Internet address to connect to**

Your network administrator can give you this address.

<table>
<thead>
<tr>
<th>Internet address:</th>
<th>SELECT A LOCATION TO CONNECT TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Destination name:</td>
<td>L2TP VPN</td>
</tr>
</tbody>
</table>

- [ ] Use a smart card
- [ ] Allow other people to use this connection
  This option allows anyone with access to this computer to use this connection.
- [x] Don't connect now; just set it up so I can connect later

![Next button]

**IMPORTANT**

Click on the option “Don't connect now; just set it up so I can connect later”.

9. Click Next
10. Input your PPTP Username and Password (example: bill_gates@sl.avast.com)

Type your user name and password

- **User name:** YOUR USERNAME
- **Password:** ********
- [ ] Show characters
- [x] Remember this password
- **Domain (optional):**

11. Click Create

12. **IMPORTANT** Click on CLOSE (do not connect right now or it will fail)

13. Click **Connect to a network** now that you are back at the Network and Sharing Center

14. On the pop-up window **double click** the avast! SecureLine L2TP name

15. Click on Properties
16. Click on Options

17. Uncheck *Include Windows logon domain*
18. Click on Networking
19. On Type of VPN Choose **L2TP/IPSec**

![L2TP VPN Properties]

20. Click on the **IPsec Settings** button
21. Click on the top option **Use preshared key for authentication**
22. Input **avast SecureLine1** as the Key

![IPsec Settings]

23. Click Ok
24. Uncheck **Internet Protocol Version 6**
25. Click OK
26. On the connect screen enter your username and password again

27. Click on Connect

You should be connected to the VPN now.
Connecting and Disconnecting

To connect click on the wired/wireless symbol in the taskbar, and click on the avast! SecureLine L2TP connection and click connect.

To disconnect follow the same steps to connect just click on the disconnect option.

Windows 7

Setup The L2TP Connection

1. Click on Windows Start Orb (bottom left corner)
2. Click on Control Panel
3. Click on Network and Internet
4. Click on Network and Sharing Center
   Your screen should look similar to this
5. Click on Setup a new connection or network

![Set Up a Connection or Network]

Choose a connection option

- Connect to the Internet
  Set up a wireless, broadband, or dial-up connection to the Internet.
- Set up a new network
  Configure a new router or access point.
- Manually connect to a wireless network
  Connect to a hidden network or create a new wireless profile.
- Connect to a workplace
  Set up a dial-up or VPN connection to your workplace.
- Set up a dial-up connection
  Connect to the Internet using a dial-up connection.

Next  Cancel

6. Choose Use My Internet Connection

➔ Use my Internet connection (VPN)
  Connect using a virtual private network (VPN) connection through the Internet.

➔ Dial directly
  Connect directly to a phone number without going through the Internet.

What is a VPN connection?

7. Input your settings:
   internet Address: CLICK HERE TO CHOOSE A CONNECTION LOCATION
   Destination Name: avast! SecureLine L2TP VPN (or whatever you want to put here)
8. **IMPORTANT** Click on the option **Don't connect now; just set it up so I can connect later**

9. Click Next

10. Input your PPTP Username and Password (example: bill_gates@sl.avast.com)
11. Click Create

[Image of Connect to a Workplace window]

12. **IMPORTANT** Click on CLOSE (do not connect right now or it will fail)

13. Click **Connect to a network** now that you are back at the Network and Sharing Center

14. On the pop-up window **double click** the avast! SecureLine L2TP name

15. Click on Properties
16. Click on Options
17. Uncheck *Include Windows logon domain*
18. Click on Security
19. On Type of VPN Choose L2TP/IPSec

20. Click on the Advanced button
21. Click on the top option Use preshared key for authentication
22. Input avast! SecureLine1 as the Key

23. Click Ok
24. Click on Networking
25. Uncheck *Internet Protocol Version 6*

26. Click OK
27. On the connect screen enter your username and password again
28. Click on Connect
You should be connected to the VPN now.

**Connecting and Disconnecting**

To **connect** click on the wired/wireless symbol in the taskbar, and click on the avast! SecureLine L2TP connection and click connect.

To **disconnect** follow the same steps to connect just click on the disconnect option

**Google ChromeOS**

To set up a VPN on your Chromebook, follow these instructions:

1. Click the network icon in the top-right corner of your screen.
2. In the list that appears, select Private networks.
3. Click Add private network.
4. In the box that appears, fill in the information below. If you're using your Chromebook with an organization, you may need to get this information from your network administrator.
   - Server hostname: [CLICK HERE](#) for a list of gateway options.
   - Service name: **avast! SecureLine L2TP**
   - Pre-shared key: **avast! SecureLine1**
   - Username: your_username@sl.avast.com *you created this at activation*
   - Password: *the password you created at activation*

4. Click Connect.

The following directions are DIRECT from Google. See [here](#) for orginal FAQ on Google’s site.
General FAQ
For current top FAQs please visit our support portal.