

## Firewall Information

To check for Firewall:-

Control Panel then Security Centre in XP

Control Panel then Security then Security Centre in Vista



**Norton 360** - Should work fine without any configuring unless the users subscription with Norton has expired. You will then need to run the Norton removal tool.

If you are having connection problems it is always worth turning Norton firewall off just to test to see it is causing problems; you can do that by Starting Norton, Click Tasks & Settings, Click Change Advanced Settings, Click Firewall, Protection Settings, Under Firewall, click off and Click Apply.

*Icons to look for in System Tray (Next to Clock)*



**ZoneAlarm** - Needs to be uninstalled as completely blocks connection even if you shutdown the application.



**Check Point Integrity** - Blocks connection and I wasn't able to remove it either but you can try via Control Panel



**AVG Internet Security** - To allow VPN - 1. Open AVG -> menu Tools -> Firewall settings. 2. Expand Profiles -> <your profile> -> System services. 3. Allow rules GRE protocol and PPTP VPN (select each rule and in the System rule details select Allow for all).



**Microsoft OneCare** - Needs to be configured by Opening OneCare, click change settings, firewall tab, advanced, ports and protocols and make sure that VPN is checked.



**MacAfee Security Suite** - Should work fine if the subscription has not expired then it would have to be removed. Firewall can also be turned off to test.



**Avira Security** - Firewall need to be configured/disabled as it blocks VPN



**Trent Micro Security** - Needs to be set to Low



**Windows Firewall** - Should be fine (Can easily be disabled to test anyway)