Firewall Settings for AVG Free Edition

Installation Guide

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AVG Anti-Virus

Content:

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1. Introduction

In case you have installed **AVG Free Edition** on your computer, and you are running a firewall at the same time, you might be experiencing problems while sending/receiving email messages and/or downloading **AVG Anti-Virus** updates.

This **Installation Guide** refers to the firewall settings required for proper functionality of **AVG Anti-Virus**. This document covers the settings instructions and recommendations for the following firewalls:

- Windows XP built-in firewall (Security Center)
- Kerio Personal Firewall
- Zone Alarm Pro firewall

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2. Windows XP built-in firewall (Security Center)

Typically, the **Windows XP built-in firewall** default settings correspond very well to the **AVG Free Edition** configuration. Most probably no problems will occur at all. However, should you run up against problems, please follow these steps:

a) Windows XP Firewall Settings

Open the Windows Firewall settings dialog window:
Start / Settings / Control Panels / Window Firewall
On the ***General*** tab make sure the ***Do not allow exceptions*** option is not selected.
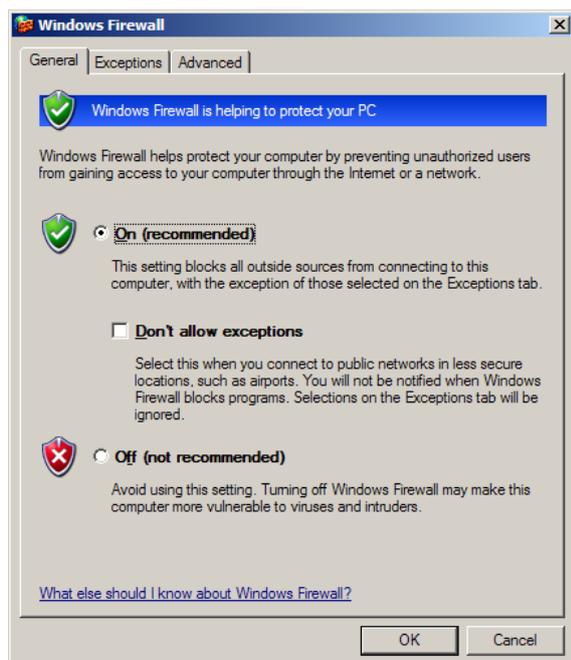
b) Define Exceptions

Switch to the ***Exceptions*** tab with the list of applications that are blocked to access to the Internet. You need to allow access to Internet for all **AVG Anti-Virus** applications. To do so, mark each check box related to an AVG application in the list of programs and services *(see the following screenshot)*.

For **AVG Free Edition** the applications to be selected from the list and marked as allowed are:

- AVG Free Control Center (file avgcc.exe)
- AVG Free Edition for Windows (file avgw.exe)
- avginet.exe
- avgemc.exe

If these applications are not listed in the list of exceptions, you need to add them manually. This can be done using the ***Add Program*** button:

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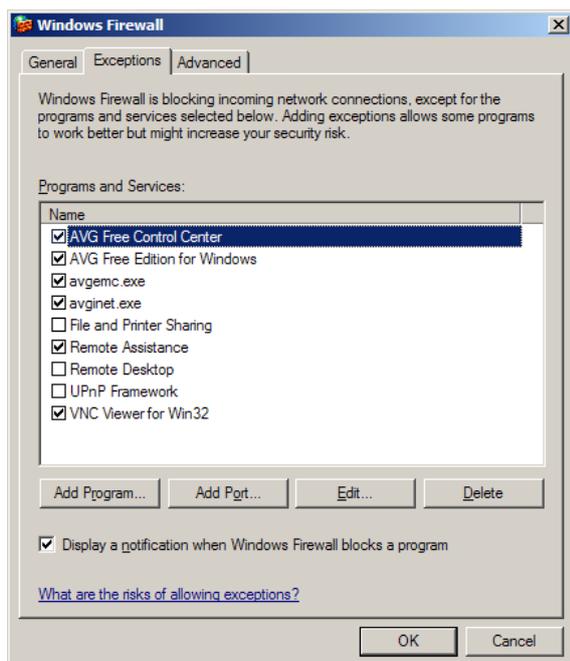
c) Add a New Program

A new dialog window opens providing a list of programs that can be added to the previously seen Windows Firewall list of exceptions. Select the AVG applications from the list, and confirm adding them to the Windows Firewall list of exceptions by pressing the **OK** button *(see the following screenshot).*

In case you are not able to see any AVG application in the program list, you have to add them manually. Click the **Browse** button, and find the above listed files (avgw.exe, avgcc.exe, avginet.exe, and avgemc.exe) in the **AVG Free Edition** program folder (by default C:\Program Files\Grisoft\AVG Free):

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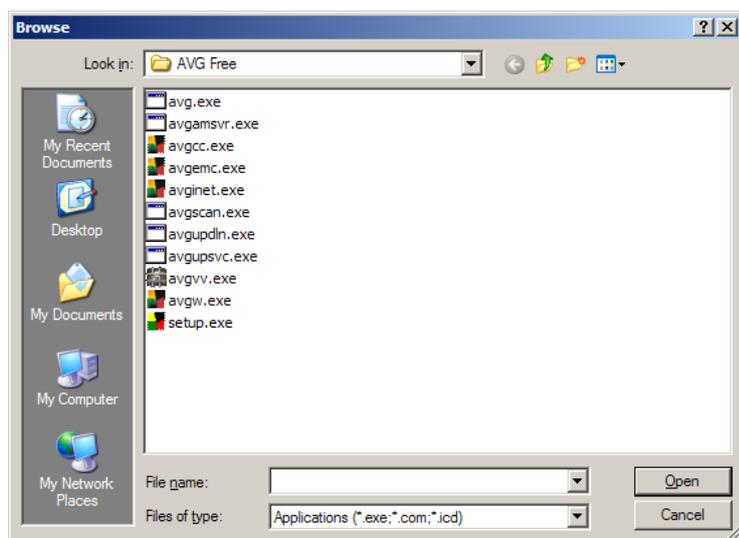
Confirm adding the selected files by pressing the **OK** button in the **Add a Program** dialog window.

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3. Kerio Personal Firewall

With the Kerio Personal Firewall you will probably need to configure the settings so that it is allowed for the **AVG Free Edition** (and its applications) to connect to the Internet (send/receive data), and to launch other applications (to update). To configure the Kerio Personal Firewall settings, follow these steps:

a) Run Kerio Personal Firewall

b) Network Security

In the **Network Security** item (left menu), **Application** tab (top menu) you are able to overview a list of programs with the information on whether these are allowed to connect to the Internet. In the list, verify that all AVG applications are labeled as **permit**.

If not, you need to change the AVG applications' status. To do so, right click on every item and select the **Permit** option from the context menu.
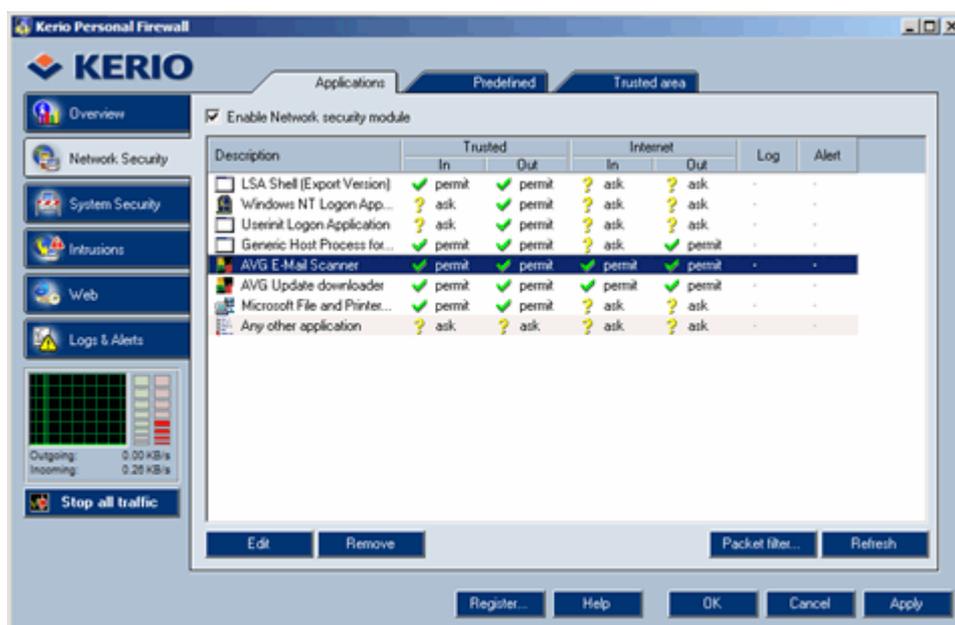
c) System Security

In the **System Security** item (left menu), **Application** tab (top menu) you are able to overview a list of programs with the information on whether these are allowed to launch other application. Again, you need to make sure all AVG applications listed are labeled as **permit** to launch other applications (e.g. updates).

If not, you need to change the AVG applications' status. To do so, right click on every item and select the **Permit** option from the context menu.

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Confirm all changes by pressing the *Apply* button.

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4. Zone Alarm Pro

With the Zone Alarm Pro you will probably need to configure the settings so that it is allowed for the **AVG Free Edition** (and its applications) to connect to the Internet (send/receive data), and to launch other applications (to update). To configure the Zone Alarm Pro settings, follow these steps:

a) Run Zone Alarm Pro

b) Program Control
In the *Program Control* item (left menu), *Programs* tab (top menu) you are able to overview a list of programs with the information on whether these are allowed to connect to the Internet. In the list, verify that all AVG applications are labeled as allowed *(green confirmation mark).*

If not, you need to change the AVG applications' status. To do so, right click on every item and select the *confirmation mark* from the context menu.


c) Add a Program
For **AVG Free Edition** the listed applications marked as allowed are:

- AVG E-Mail Scanner (avgemc.exe)
- AVG Update downloader (file avginet.exe)

If these applications are not listed, you need to add them manually. Use the *Add* button to open a new dialog window where you can specify the files on your local disk. By default, the files are located in the **AVG Free Edition** program folder (C:\Program Files\Grisoft\AVG Free).

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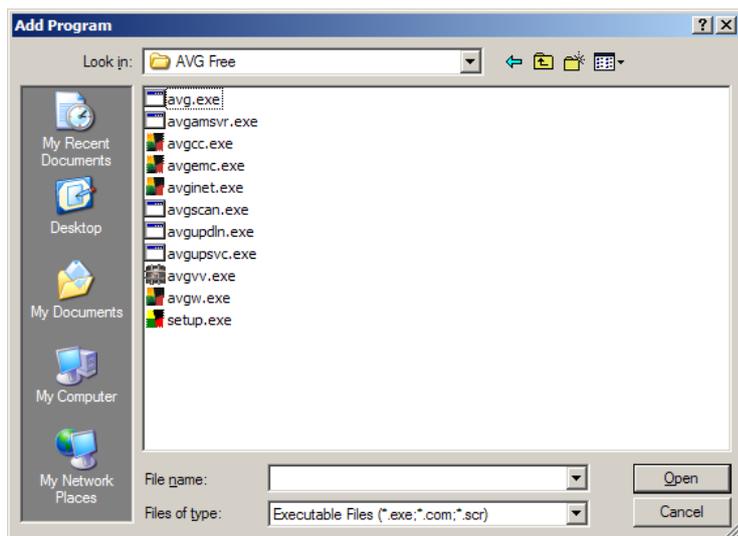
d) E-mail Protection

In the *E-mail Protection* item (left menu), *Main* tab (top menu) you need to disable the built-in inbound/outbound email protection provided by the Zone Alarm Pro. By switching the Zone Alarm Pro implemented email verification off you will enable the more comprehensive **AVG Free Edition** email control.
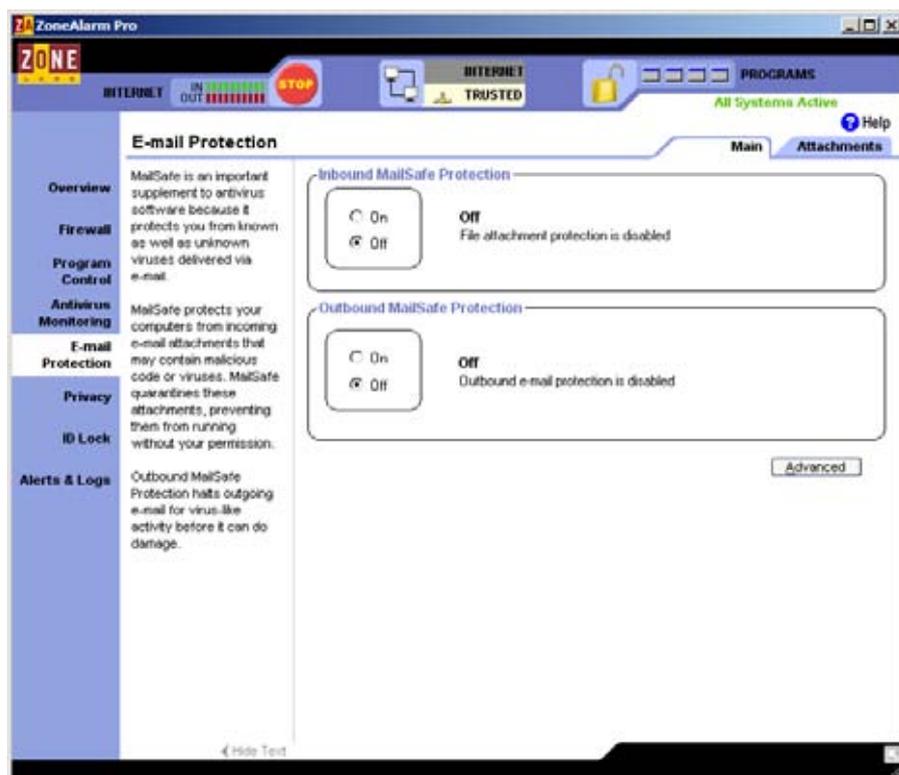
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5. Agnitum Outpost Firewall

You may be asked to allow network connection for some applications during their start up after installation of the product. This is related to products of **AVG Anti-Virus System** as well.

You can set up the firewall so that it will permanently allow network communication for all **AVG Anti-Virus System** applications. Doing this you will definitely not decrease the level of protection of your system. On the contrary, **AVG Anti-Virus System** will be enabled to fully employ all of its functions then, bringing the reliability of your anti-virus protection to maximum.

a) Allowing Activities for an Application

The firewall will react whenever an unknown application is trying to make a network connection. This holds even for **AVG Anti-Virus** applications before setting them up manually. The following window is displayed (for **AVG Control Center** in this example):
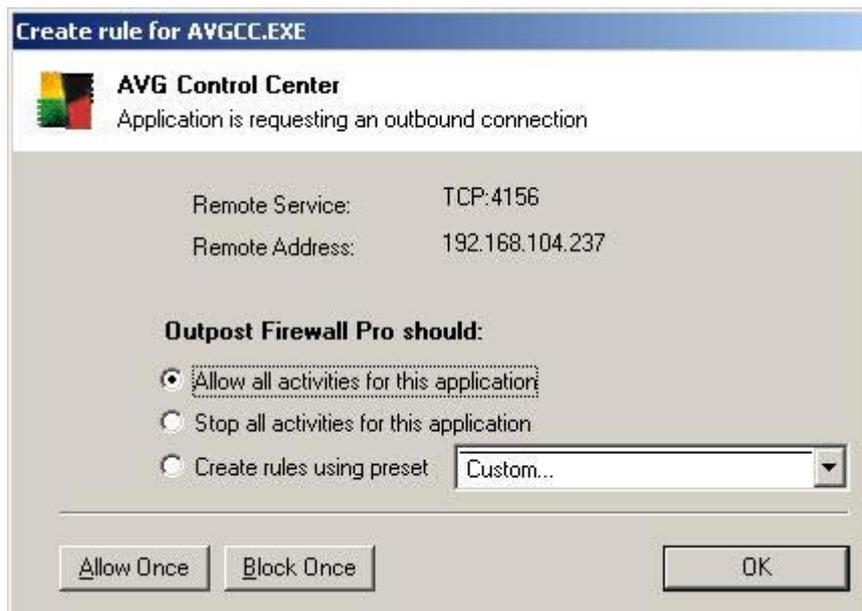
Choose the ***Allow all activities for this application*** option and press the ***OK*** button.

Perform the same action whenever a similar window related to an **AVG Anti-Virus** application appears.

b) Configuring the Firewall at Once

However, you should allow the **AVG Anti-Virus** applications to access the network even before they try to open a connection. If you want to allow the network communication for **AVG Anti-Virus** applications (recommended!) at once, open the **Agnitum Outpost Firewall** main window:
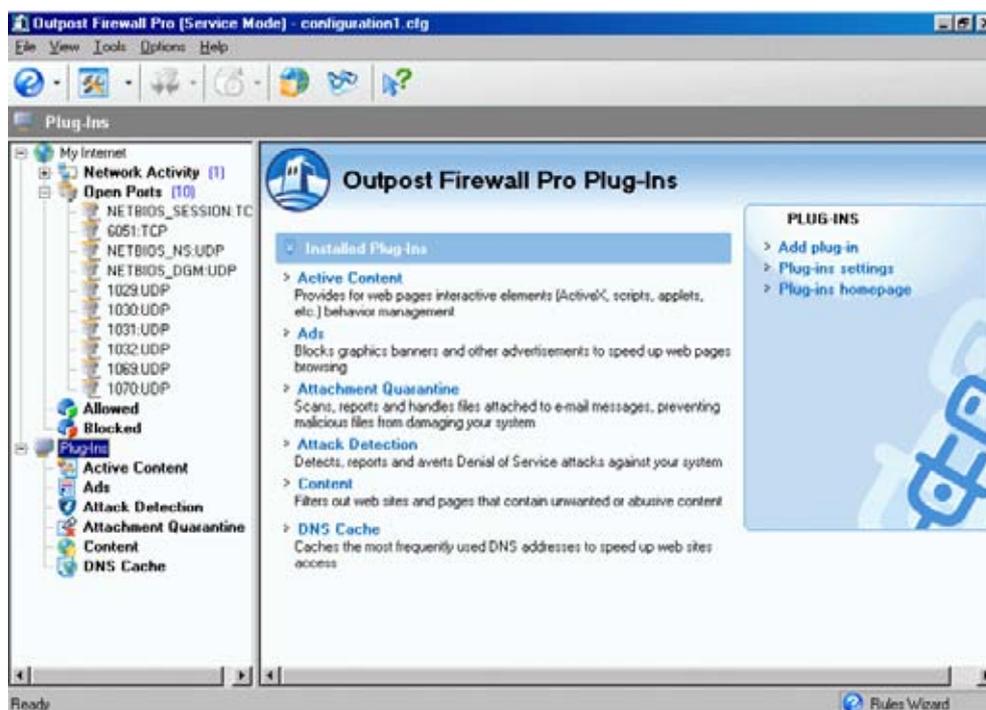
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Add the allowed applications by right-clicking on the **Plugins** item in the main navigation tree. Choose the **Options** menu item then. A new window will open then. Go to the **Applications** tab in the window:
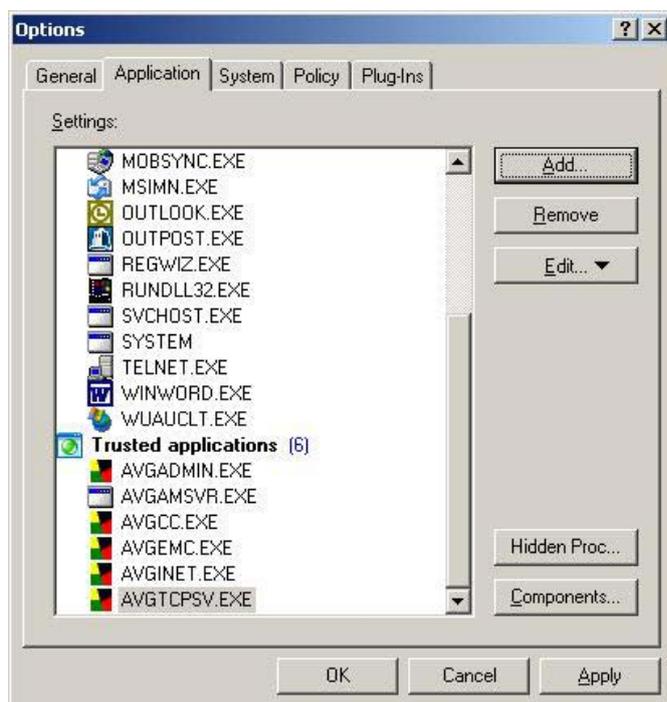
Add all **AVG Anti-Virus System** applications currently installed on your computer using the **Add** button.

Here is the list of all **AVG Free edition** applications that must always be allowed to connect to the Internet:

- **avginet.exe** – application for performing online Internet updates of **AVG Anti-Virus System** (located in the **Program Files/Grisoft/Avg7** directory by default)

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- *avgemc.exe* – **AVG E-mail Scanner** for anti-virus scanning of e-mail (located in the *Program Files/Grisoft/Avg7* directory by default)

Commit your selection by pressing the *OK* button. All **AVG Anti-Virus System** applications requiring the network communication should be fully operational then.

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6. Sygate Personal Firewall

You may be asked to allow network connection for some applications during their start up also after installation of the **Sygate Personal Firewall** product. This is related to products of **AVG Anti-Virus System** as well.

You can set up the firewall so that it will permanently allow network communication for all **AVG Anti-Virus System** applications. Doing this you will definitely not decrease the level of protection of your system. On the contrary, **AVG Anti-Virus System** will be enabled to fully employ all of its functions then, bringing the reliability of your anti-virus protection to maximum.

a) Allowing Activities for an Application

The firewall will react whenever an unknown application is trying to make a network connection. This holds even for **AVG Anti-Virus** applications. The following window is displayed (for **AVG Control Center** in this example):
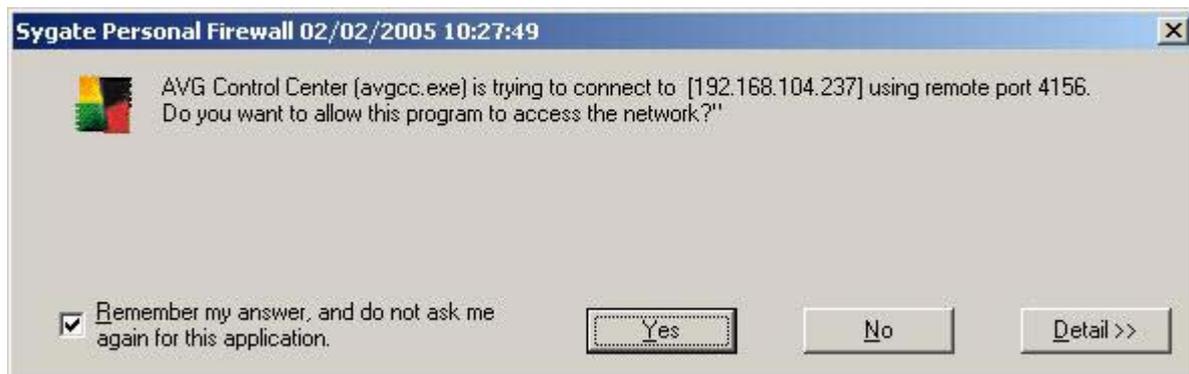

Check the **Remember my answer...** field and press the **Yes** button. Repeat the action for any **AVG Anti-Virus** application that tries to connect the network.

b) Configuring the Firewall at Once

If you want to allow the network communication for **AVG Anti-Virus** applications at once (recommended!), open the **Sygate Personal Firewall** main window:

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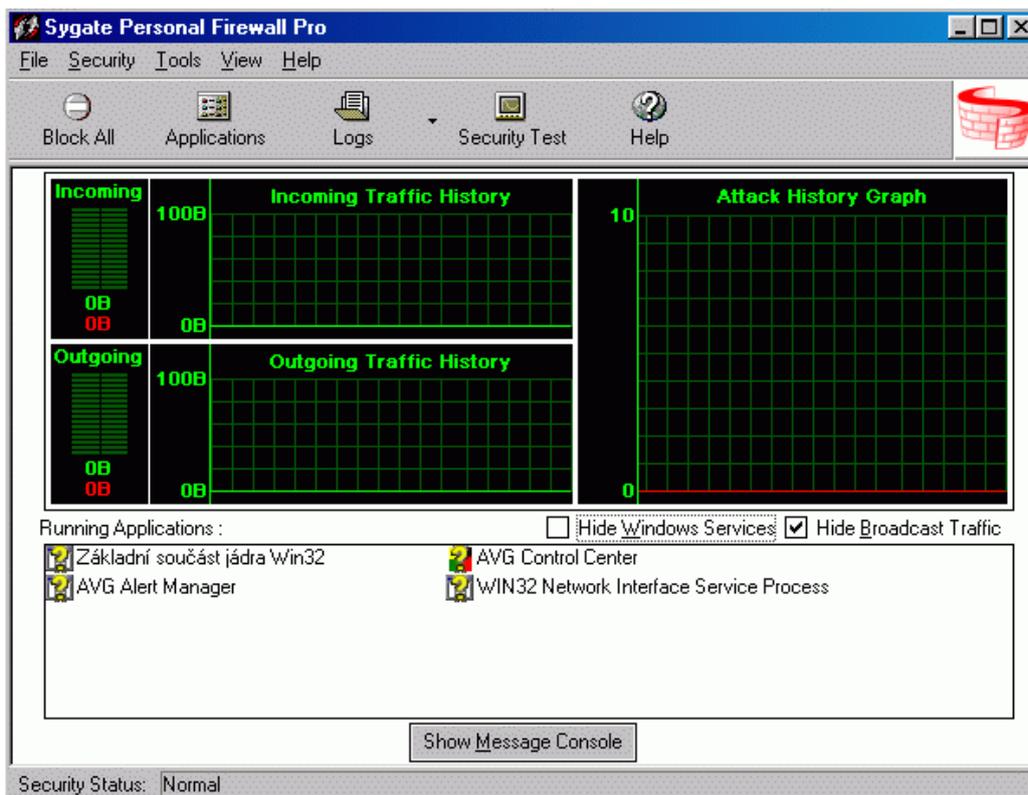
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Select the *Advanced Rules* menu item in the *Tools* folder of the main application menu. A new window will open then:
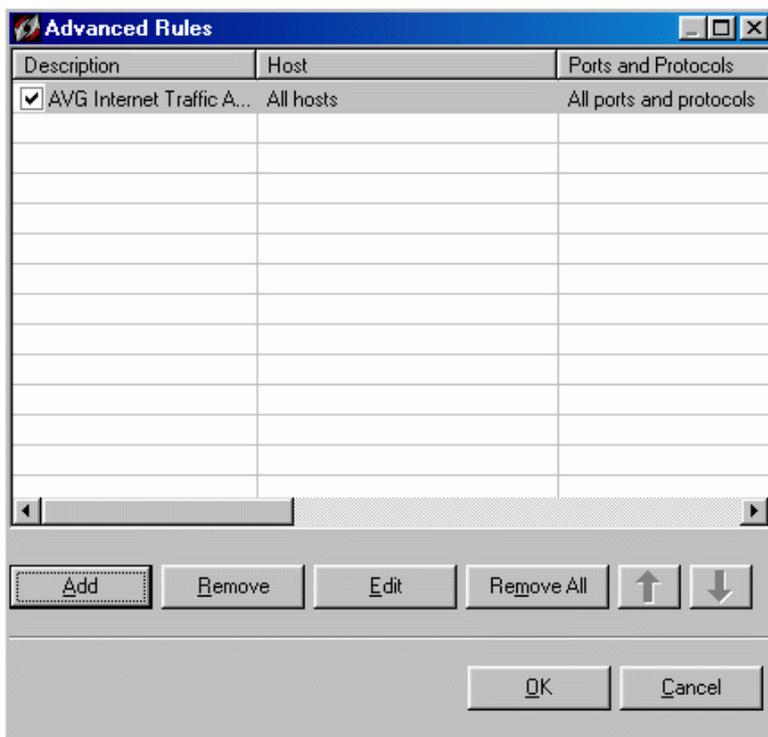
You can create a new rule for the **AVG Anti-Virus System** applications using the *Add* button in the *Advanced Rules Settings* window. Go to the *Applications* tab first:
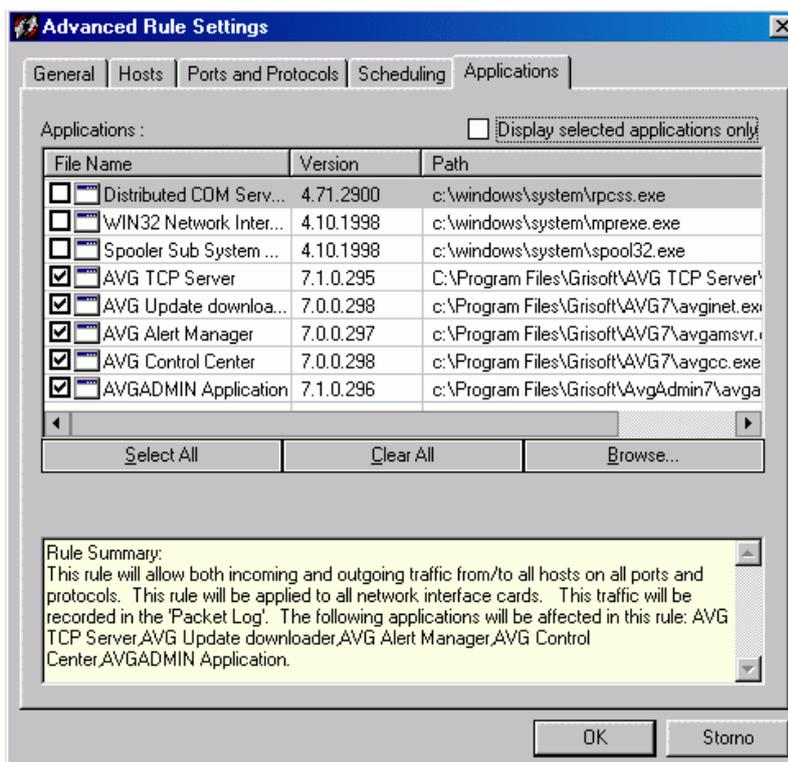
Add all **AVG Anti-Virus System** applications currently installed on your system using the *Browse* button.

Here is the list of all **AVG Free edition** applications that must always be allowed to connect to the Internet:

- *avginet.exe* – application for performing online Internet updates of **AVG Anti-Virus System** (located in the *Program Files/Grisoft/Avg7* directory by default)

- *avgemc.exe* – **AVG E-mail Scanner** for anti-virus scanning of e-mail (located in the *Program Files/Grisoft/Avg7* directory by default)

Go to the *General* tab then:
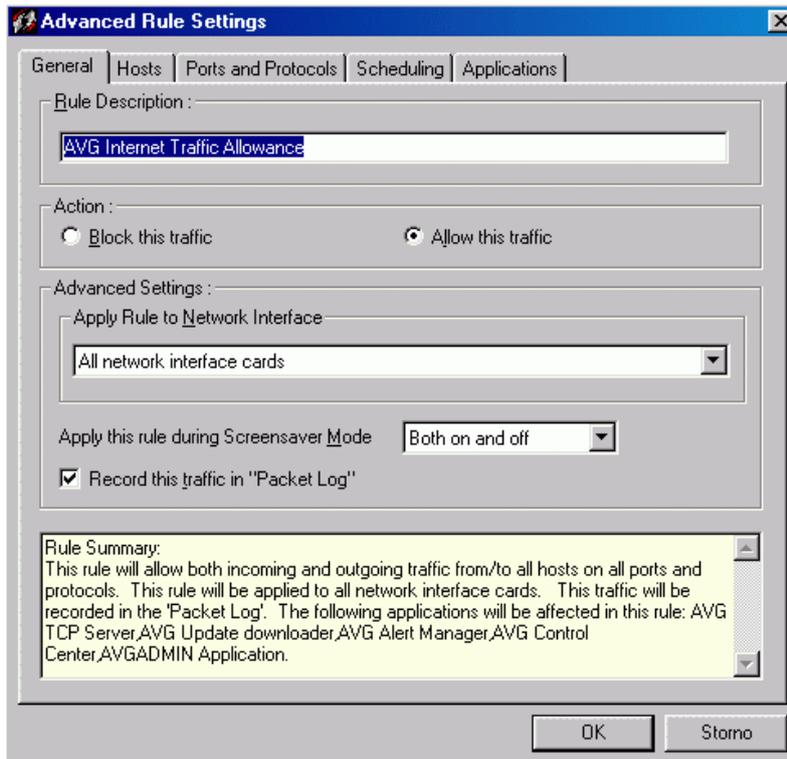
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You have to allow any network communication for the selected **AVG Anti-Virus System** applications by selecting the *Allow this traffic* option.

Commit the rule creation by pressing the *OK* button. All **AVG Anti-Virus System** applications requiring the network communication should be fully operational then.