avast! 7.x: Cisco AnyConnect VPN Client is not working

Article Details

URL: https://support.avast.com/index.php?_m=knowledgebase&_a=viewarticle&kbarticleid=1197

Article ID: 1197

Created On: 16.03.2012 10:19

Answer

Language

|Česky|Deutsch|English|Español|Français|Italiano|Polski|Português|Русский|日本語 |简体中文|

Issue

Upon starting the **Cisco AnyConnect VPN Client** it shows an error message box with the text:

"**The VPN agent service is not responding. Please contact your IT administrator for assistance.**"

The application then closes without any possibility to establish the connection.

Details

Cisco VPN software uses a supporting service **VPNAGENT - Cisco AnyConnect VPN Agent**. This service starts very early during the system boot, even sooner than **Firewall** in **avast! Internet Security**, which is not able to automatically detect and create rules required for the correct communication between this service and **Cisco AnyConnect VPN Client**.

Solution

In order to use **Cisco AnyConnect VPN Client**, you have to create the rule manually:

1. Right-click the avast! system tray icon and select '**Open avast! user interface**' from the menu,
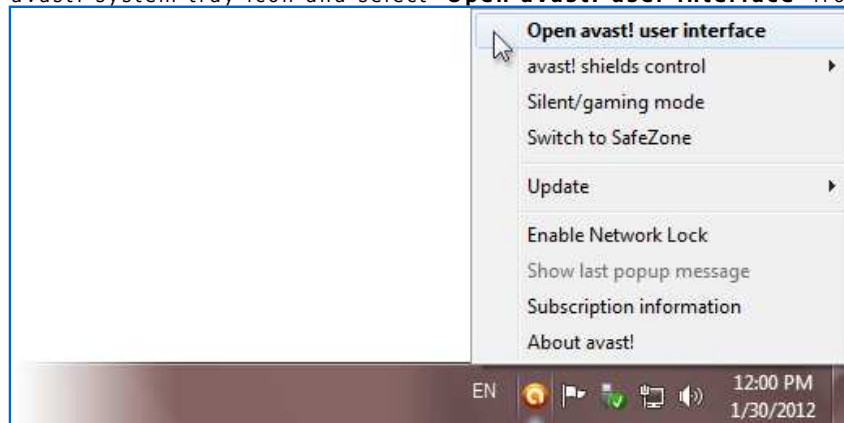

Figure I.

...or double-click the desktop icon of installed **avast!** antivirus software to open the avast! user interface.

Figure II.

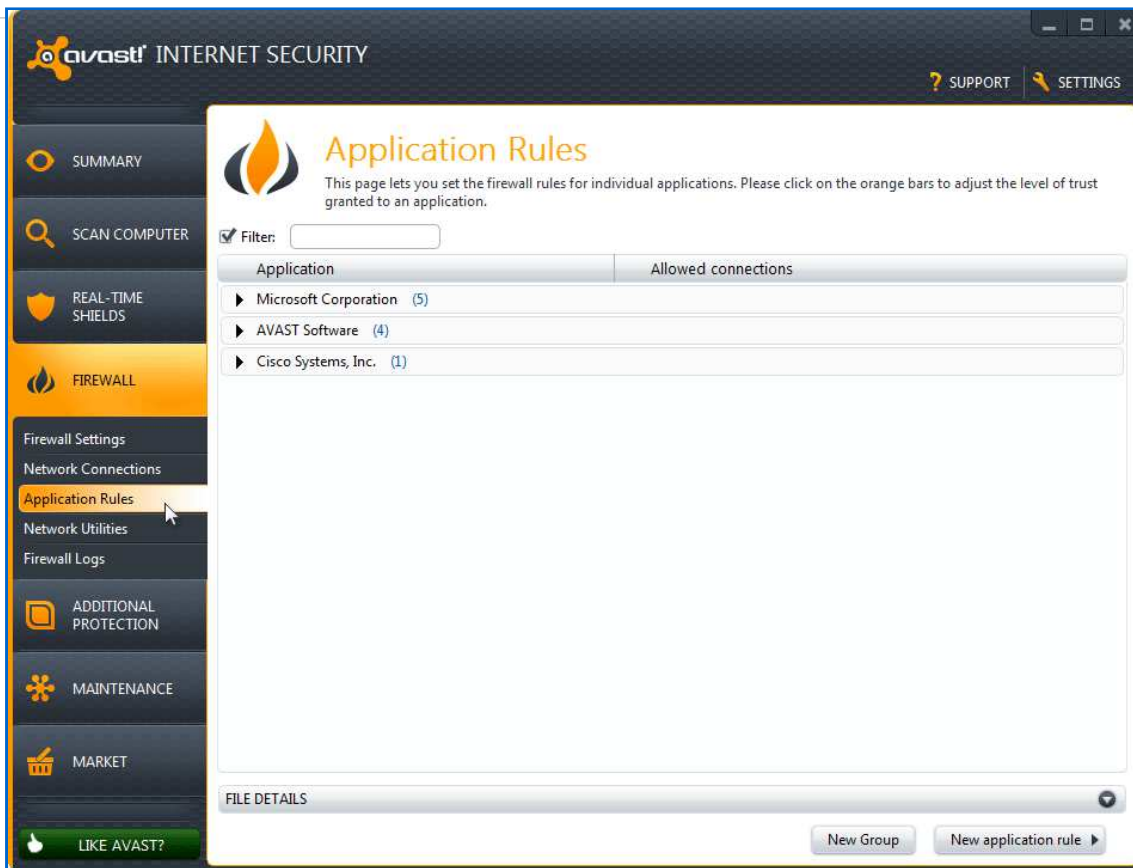2. In the left pane click the '**FIREWALL**' tab and then from the submenu select '**Application Rules**'.

Figure III.

3. In the list of application rules expand the group '**Cisco Systems, Inc.**', if exists. If there is no such group, continue to **step 5**.
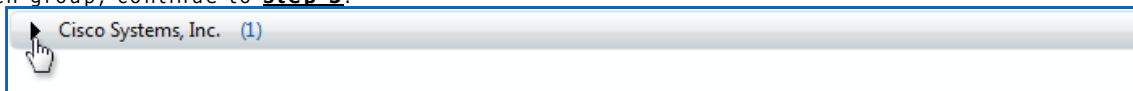

Figure IV.

4. Check if there is an entry for '**VPN Agent Service**' or '**vpnagent.exe**' in the group '**Cisco Systems, Inc.**', and if there is one, change its access mode to '**All connections**' using the orange scale bar (5th from the left). Then continue to **step 10**. If no entry for '**VPN Agent Service**' or '**vpnagent.exe**' is found, continue to **step 7**.
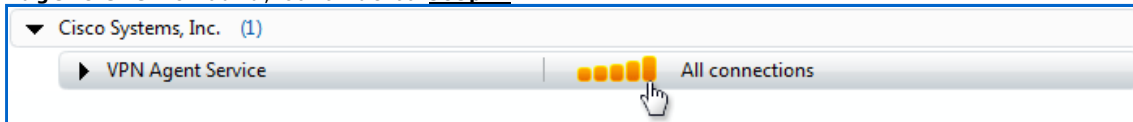

Figure V.

5. If there is no '**Cisco Systems, Inc.**' group in the list of application rules, click the '**New Group**' button at the bottom of the screen.
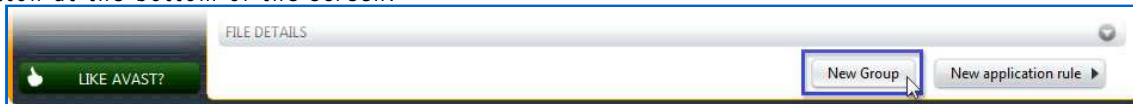

Figure VI.

6. A new '**Unnamed**' group with editable title will appear in the list of application rules. Change the title of this group to "**Cisco Systems, Inc.**".

Figure VII.

7. Right-click the '**Cisco Systems, Inc.**' group and select '**New application rule**' from the context menu.
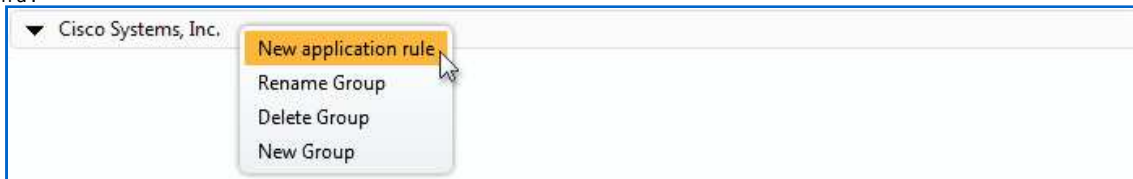

Figure VIII.

8. Using the displayed navigation dialog specify a location of the **vpnagent.exe** and click the '**Open**' button to create a new entry.
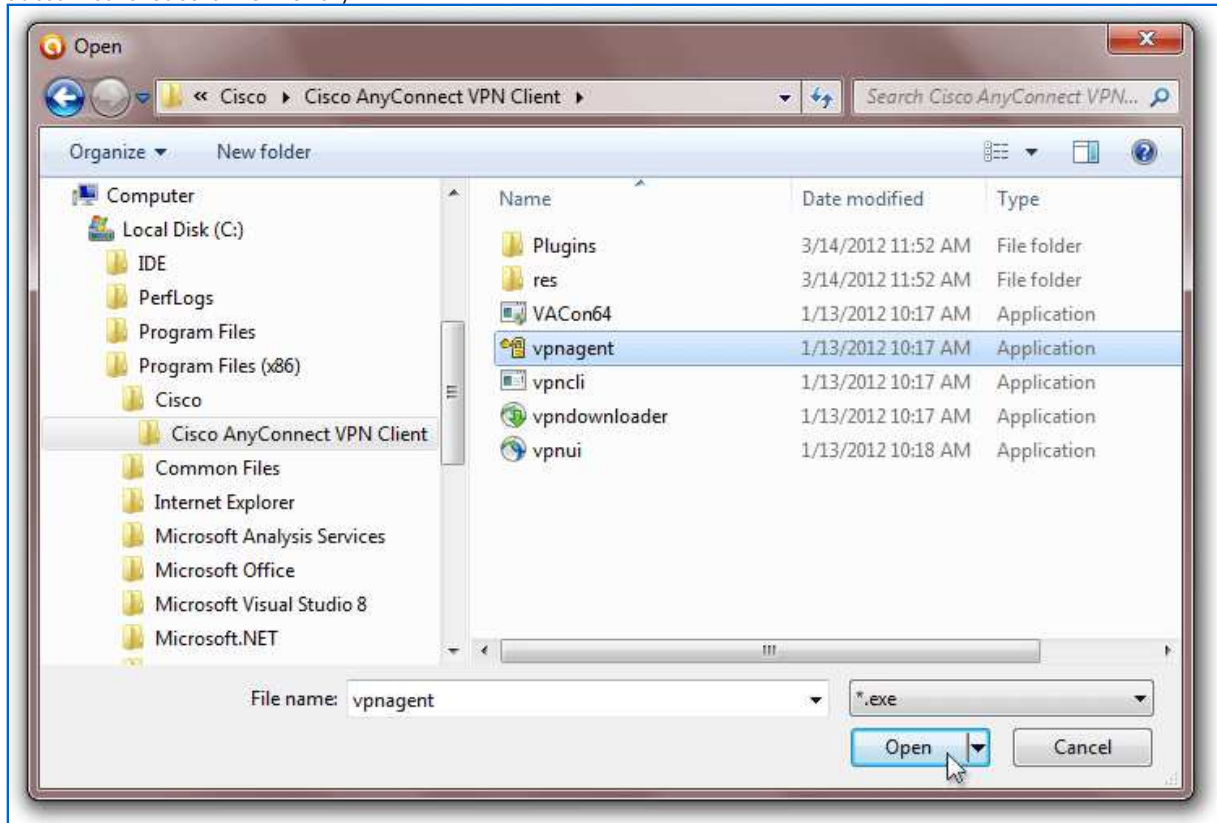

Figure IX.

Note:
By default, the **vpnagent.exe** file path is the following:
- **Windows 64-bit**
  C:\Program Files (x86)\Cisco\Cisco AnyConnect VPN Client
- **Windows 32-bit**
  C:\Program Files\Cisco\Cisco AnyConnect VPN Client

9. Once the application rule for '**vpnagent.exe**' is created, change the access mode to '**All connections**' using the orange scale bar (5th from the left).

Figure X.

10. When it's done, exit the avast! user interface and retry the connection with **Cisco AnyConnect VPN Client**.

Conditions

avast! Internet Security 7.x
Operating systems:
Microsoft Windows XP Home / Professional / Media Center Edition
Microsoft Windows Vista Home Basic / Home Premium / Business / Enterprise / Ultimate
Microsoft Windows 7 Home Basic / Home Premium / Professional / Enterprise / Ultimate