

# Malwarebytes Privacy VPN

## Product Guide

# Table of Contents

## Get Started

Windows -----  
System requirements  
Activate standalone VPN  
Generate MB Code on Windows devices  
Mac -----  
System requirements  
Android -----  
System requirements  
Create an account from Android app  
iOS -----  
System requirements  
Activate using your Malwarebytes account  
Link standalone VPN with your Malwarebytes account  
Delete Malwarebytes account

## Use the App

Check for updates  
Change server location  
VPN connection status  
Pause the VPN to access blocked sites  
Sharing VPN via hotspot  
Information collected by VPN

## Settings

Windows -----  
Settings  
Connection Rules  
Connection Mode  
Mac -----  
Settings  
Connection Rules  
Android -----  
Auto Connect

## Fix an Issue

Can't send and receive emails when the standalone VPN is on  
Internet speed is slow when VPN is on  
Unable to access sites and services when VPN is on

WebRTC leaks with VPN  
Different server location appears on website or application  
Windows -----  
Uninstall VPN  
Error information  
Gather logs with Support Tool  
Troubleshooting connection issues for Windows and Mac  
Mac -----  
Uninstall VPN  
Error information  
Collect diagnostic data  
License deactivated and unable to re-activate  
Android -----  
Uninstall VPN  
Error information  
Activation not available when running trial  
iOS -----  
Uninstall VPN  
Error information  
Collect diagnostic data

# Get Started

-----Windows-----	
System requirements.....	4
Activate standalone VPN.....	4
Generate MB Code on Windows devices.....	5
-----Mac-----	
System requirements.....	6
-----Android-----	
System requirements.....	6
Create an account from Android app.....	7
-----iOS-----	
System requirements.....	7
Activate using your Malwarebytes account .....	7
Link standalone VPN with your Malwarebytes account.....	8

# Windows

---

## System requirements

VPN supports the following Windows versions: Windows 11, 10, 8.1, 8, 7 SP1

**Note:** For Windows 7 devices, you need to apply the Microsoft 2019-09 Security Update.

---

## Activate standalone VPN

After installing the VPN, you need to activate the product to enable functionality. If you purchased a subscription for multiple devices, find instructions on how to install and activate on different devices here: [Install and activate Malwarebytes personal products](#).

You can activate your subscription for VPN by signing into your Malwarebytes account, using an MB code, or using your license key.

---

## Activate VPN by signing into your account

To use this method, you need to have an active Malwarebytes account. If you haven't set up your account login, see [Create your Malwarebytes account](#).

1. Open the VPN.
  2. The welcome screen displays followed by a series of onboarding pages. Click **Activate**.
  3. Enter your Email address and Password for your Malwarebytes account.
  4. Click **Sign in**.
  5. The Activation successful screen appears. Click **Okay great** to exit this screen.
  6. Switch on the **ON/OFF** toggle.
- 

## Activate additional devices with MB code

When you have the VPN app activated on a device, you can generate an MB code that can be used for activating the VPN other devices, while you have available devices on your subscription.

1. Click the **Settings** Settings.png icon in your VPN app.
2. Click the **About** tab.
3. Under Subscription, click **Activate** a new device and select operating system. A download link displays.
4. Share the download link with the additional device in which you want to activate VPN.
5. Click **Next**. The MB code displays.

1. On your additional device, download the Malwarebytes Privacy app.
  2. Open the app and click **Get Started**.
  3. On the sign in page, click **I have a license key or MB code**.
  4. Enter the MB code generated in Step 5 and click **Activate**.
  5. Share the download link with the additional device in which you want to activate VPN.
- 

## Activate additional devices with MB code

When you have the VPN app activated on a device, you can generate an MB code that can be used for activating the VPN other devices, while you have available devices on your subscription.

1. Click the **Settings** Settings.png icon in your VPN app.
  2. Click the **About** tab.
  3. Under Subscription, click **Activate** a new device and select operating system. A download link displays.
  4. Share the download link with the additional device in which you want to activate VPN.
  5. Click **Next**. The MB code displays.
  6. On your additional device, download the Malwarebytes Privacy app.
  7. Open the app and click **Get Started**.
  8. On the sign in page, click **I have a license key or MB code**.
  9. Enter the MB code generated in Step 5 and click **Activate**.
- 

## Activate with a license key

To locate your a license key, see Find my Malwarebytes license key.

1. Open the VPN.
  2. The welcome screen displays followed by a series of onboarding pages. Click **Activate**.
  3. Click **I have a license key or MB Code**.
  4. Enter your license key.
  5. Click **Activate**.
  6. The Activation successful screen appears. Click **Okay great** to exit this screen.
  7. Switch on the **ON/OFF** toggle.
- 
- 

## Generate MB Code on Windows devices

An MB code makes it easy to share your VPN subscription with other Windows or macOS devices. If you use VPN on your Windows or macOS device and have available devices in your subscription, then you can generate an MB code.

1. Log in to VPN.
2. Click the **Settings** icon.
3. Click the **About** tab.

6. Under Subscription, click **Activate a new device**.
7. Select **Windows or Mac**.
  - **Note:** MB codes are only available for Windows and macOS devices.
8. Copy and share the download link with the other Windows or macOS device.
9. On the other device, click the download link to download the app.
10. When prompted to enter a license key or MB code, click **Next** on the original device.
  - **Note:** The code is valid for 90 seconds. For a new MB code, click Generate new code.
11. Enter the code on the new device.
12. Click **Activate**.

# Mac

---

---

## System requirements

This article lists the operating system requirements for VPN on macOS devices.

Operating System:

- macOS 10.15.4 Catalina
- macOS 11 Big Sur
- macOS 12 Monterey
- macOS 13 Ventura
- macOS 14 Sonoma.

# Android

---

---

## System requirements

The VPN is compatible with a range of Android versions. Here is a list of the Android versions that are currently supported by the VPN.

Operating system: Android 9, Android 10, Android 11, Android 12, Android 13

---

---

## Create an account from Android app

After you install and activate the VPN on your Android device, you can create a Malwarebytes account with your details and credentials. By creating an account you'll be able to:

- Use those credentials for future logins.
- Activate or deactivate VPNy both on your desktop and mobile devices.
- Get easier access to support.

To create an account:

1. Open VPN on your Android device.
2. Tap the Settings icon.
3. Tap Create an account if you don't have an existing Malwarebytes account. The Create an account page displays. Additionally, you may also get prompts to create an account when you activate VPN. Upon clicking the prompt link, you'll be directed to the same page.
4. Enter your first and last name, a valid email address, and password in the fields provided.
5. Tap Create an account. You'll receive an email to your registered email address to confirm the account creation. Click on the confirmation link in the email to complete My Account creation.

# iOS

---

---

## System requirements

The VPN is compatible with a range of iOS versions. Here is a list of the iOS versions that are currently supported by the VPN.

Operating system: iOS 14, iOS 15, iOS 16

---

---

## Activate using your Malwarebytes account

If you already purchased a VPN subscription through our website, you can use it to activate the app on iOS device. Use your Malwarebytes account to log in to the app.

Follow these steps to activate:

1. Make sure you setup your Malwarebytes account with the same email used at time of purchase. For instructions, see [Create your Malwarebytes account profile](#).
2. On your iOS device, open the VPN app.
3. Once the app opens, tap **Already have a subscription**.

4. Enter your account Email and Password.
5. Tap **Sign in**.
6. Follow the on-screen prompts. After setup, you can turn on the VPN.

---

---

## Link standalone VPN with your Malwarebytes account

If you made an in-app purchase using VPN for iOS, you can link your subscription to your Malwarebytes account. Linking a subscription to your account allows you to activate VPN on other platforms, including Windows and Mac devices.

Before following the steps in this article, make sure you have set up your Malwarebytes account. For instructions, see [Create your Malwarebytes account profile](#).

To link your in-app purchase:

1. On your iOS device, open VPN.
2. Tap **Settings**.
3. Tap **Sign in**.
4. Sign in using your Malwarebytes account Email and Password.
5. You're all set! You can now sign in to VPN with the same account on other platforms.

---

---

## Delete Malwarebytes account

If you have an active Malwarebytes account profile linked to your subscriptions, you can delete your profile from the VPN Settings page.

**Caution:** This action cannot be reversed, a new account with the same email address cannot be created.

To delete your Malwarebytes account profile:

1. Open the VPN.
2. From the bottom navigation, tap **Settings**.
3. Tap **Delete Malwarebytes account**. An Acknowledgement screen appears.
4. Tap the confirmation button to accept the disclaimer.
5. Enter your Malwarebytes account password.
6. Tap **Delete account**.

# Use the App

Check for updates.....	10
Change server location.....	10
VPN connection status.....	11
Pause the VPN to access blocked sites.....	11
Sharing VPN via hotspot.....	12
Information collected by VPN.....	12

---

---

# Check for updates

To manually update to the latest version of the VPN, follow the steps for your operating system.

Check for updates on Windows devices:

1. Open the VPN.
2. In the top-right part of the main page, click **Settings**.
3. Click **Check for updates**. If there is an available update, an **Update now** button displays instead.
4. In the setup wizard pop-up window, click **Install**.
5. After the VPN finishes installing, the program closes. Relaunch the VPN.
6. In the top-right part of the main page, click **Settings**.
7. The Product information section displays **You have the latest version**.

Check for updates on macOS devices. If you have the auto-updates feature disabled, follow these steps to update to the latest version of VPN for Mac:

1. Open the VPN.
2. In the top-right part of the main page, click **Settings**.
3. Click **Check for updates**. If there is an available update, an **Update now** button displays instead.
4. For the update to continue, quit the app. In the menu bar at the top-left of your screen, click **Malwarebytes VPN > Quit Malwarebytes VPN**.
5. A browser launches with the MalwarebytesPrivacy-x.x.xx.xxx.dmg file. Double-click the file to install.
6. In the pop-up window, drag the VPN icon to the Applications folder.
7. In the same window, double-click the **Applications** folder.
8. In the Applications folder, double-click the **VPN**.
9. Click **Open** to confirm you want to open an app downloaded from the Internet.
10. In the top-right part of the main page, click **Settings**.
11. The Product information section displays You have the latest version.

---

---

# Change server location

VPN is a Virtual Private Network (VPN) application that encrypts your internet activity to increase privacy and security. The Change server location button allows you to choose a privacy server from a list of available countries. While we strive to provide a consistent selection of server locations, they are not guaranteed and may change. If you cannot find your preferred VPN server location, it may no longer be available.

You may want to switch your privacy server location based on your physical location or if you are experiencing slow internet connection speeds. To test your connection speed, see our Internet speed is slow when VPN is on.

1. Open the VPN.
2. Toggle **ON** the VPN.

3. Click **Change server location**.
4. Under **Choose new server**, click a country to expand the drop-down.
5. Click a city within the country's drop-down. A server location closer to your physical location may provide a faster connection.
6. Click **Select** when you have chosen the location.

You can now privately browse the Internet from the private server you chose. We recommend that you enable the Auto connect setting to automatically connect to a privacy server.

Below the Change server location button, your Actual IP address and Private IP address display. Your Actual IP address is assigned to your device given by your Internet Service Provider (ISP). When you toggle the VPN switch on, your web traffic tunnels through a Private IP address shown at the bottom right of the application.

---



---

## VPN connection status

VPN protects your internet activity by connecting with private servers around the world. When you turn on the VPN, the application encrypts your internet traffic to increase privacy and security.

Your connection status is displayed under the app's ON/OFF toggle, and through a color indicator in the system tray or status menu icon. See the table below for details on tray icon indicators, status messages, and status descriptions.

Windows	Mac	Message	Description
Grey dot	Grey dot “-”	Your connection is public	VPN toggle is OFF
Yellow dot	Yellow dot “!”	Connecting... Disconnecting...	VPN is establishing or disabling a connection with a private server. You see this status briefly after the toggle is switched ON or OFF.
Green dot	Green dot check mark	Your connection is private	VPN toggle is ON

**Note:** System tray/status menu icons are only available in Windows and Mac devices.

---



---

## Pause the VPN to access blocked sites

If you want to access sites that are blocked by VPN, you can temporarily pause the VPN service for a specified time interval. When the time limit is reached, the VPN service automatically reconnects and blocks the sites again.

To pause the service, the Kill Switch functionality must be disabled. Refer to Settings in VPN under Windows > Network tab.

To pause the VPN service:

1. Verify the Kill Switch is toggled off.
2. On the bottom right, click the **Windows system tray arrow** to expand the menu.
3. Right-click the **Malwarebytes VPN** icon.
4. In dropdown list, select **Pause**.

5. Select the pause time interval.

---

---

## Sharing VPN via hotspot

VPN connection can only be used by the devices activated as part of your subscription plan. If you share the internet connection of your VPN protected mobile device via hotspot, then the shared connection is not protected by our VPN tunnel. Instead, the device uses the local Internet connection.

---

---

## Information collected by VPN

Your privacy is at the core of our product. The VPN collects information that validates the license key and ensures proper client functionality.

It doesn't track or store your online activity, whether it's browsing or accessing any websites. For additional information, refer to the [Privacy Policy](#).

# Settings

## -----Windows-----

Settings.....14

Connection Rules.....15

Connection Mode.....15

## -----Mac-----

Settings.....16

Connection Rules.....17

## -----Android-----

AutoConnect.....18

# Windows

## Settings

On the Settings section of VPN, you can update the app, check your subscription expiration date and make configurations. To view Settings, click the cog icon at the top-right of the application. The following settings are displayed in the VPN for Windows.

### Overview of the VPN general tab

- **Auto launch:** determines if the VPN application automatically opens when you turn on your Windows device. To have the application automatically connect to a privacy server, toggle Auto connect ON. By default, the Auto launch toggle is switched ON.
- **Auto connect:** lets you choose when you want the VPN to connect automatically. The two options are switched off by default.
- **When app is launched:** Switch on this toggle if you want the VPN to connect automatically to a server when connected on a trusted network.
- **When connecting to untrusted networks:** Switch on this toggle to auto-connect the VPN when you join a public or untrusted network.
- **Dark mode:** lets you choose between light or dark themes for the VPN. By default, this toggle is OFF. Click this toggle OFF if you prefer the VPN to display with dark text over a light background. Click this toggle ON if you prefer the VPN to display with light text over a dark background.
- **Language:** By default, the language is set to the one you chose during the installation. To change, click the drop-down arrow to choose a language.

### Overview of the VPN network tab

- **Trust local devices:** determines if other devices on your home network can share data directly with your Windows device, such as a home printer. If you use a mobile or laptop device, we recommend you turn this toggle OFF. If you are using a desktop device on your trusted home network, you can leave this toggle ON. By default, this toggle is ON.
- **Connection mode:** allows you to tunnel your connection through two servers, instead of one. This adds an additional layer of privacy to your online activity, but may slow connection speed. To configure this setting, see Connection mode in the VPN for Windows.
- **Alternate DNS:** protects you from data leaks and data logging from third-party servers. Choosing a different Domain Name System (DNS) means that you will not use the VPN's DNS server. We do not recommend setting an alternate DNS server unless you know and trust the new IP address. Click Edit to enter an alternate DNS server.
- **Connection rules:** controls which items require the VPN to be on to access them or which items are routed around the VPN when it's on. To configure this setting, see Connection rules in the VPN for Windows.
- **Kill switch:** If you lose your VPN connection, the Kill switch stops internet traffic from entering and leaving your device. With the kill switch on, you cannot connect to the Internet unless the VPN is connected. The VPN automatically turns on the Auto launch and Auto connect in your Settings. By default, this toggle is disabled. When enabled, the VPN locks your information from being exposed.
- **Tunnel driver:** We recommend not changing your tunnel driver from the default. If you make changes and need help, contact support.

## Overview of the About tab

- **Product Information:** shows your VPN software version. Below, a blue Check for updates button displays. Click this button to update to the latest app version. An orange dot on the cog icon also indicates when an update is available. Click it to go to the Settings where you can update the VPN.
- **Subscription:** shows the expiration date for your VPN subscription.
- **Activate a new device:** Click this option to install the VPN on other Windows, Mac, iOS, or Android devices using a QR code or download link.
- **View product information and support:** takes you to the VPN guide in your web browser.

---

---

# Connection Rules

The Connection rules in VPN allow you to add items to the Require VPN or Bypass VPN list. This article describes the functionality and how to add or delete items for both of these lists.

When items are added to the Require VPN list, VPN blocks internet connection to the application IP address, or port unless the VPN is turned on. This ensures your connection remains secure while accessing apps or sites that contain sensitive personal information, such as online banking.

When items are added to the Bypass VPN list, VPN routes items around the VPN while you access the application or IP address. This allows access to apps or sites that block VPNs, such as streaming services with region locked content.

To start adding items, follow these steps:

1. Open the VPN.
2. In the upper-right corner, click **Settings**.
3. In Settings, click the **Network** tab.
4. Click **Connection rules**. If you've added items to your connection rules before, the amount of added items display.
5. Choose one of the following tabs:
  - **Require VPN:** When the VPN is off, items in this list are blocked from accessing the Internet. When Kill Switch is on, all sites require connection to the VPN including the ones in the Require list.
  - **Bypass VPN:** When the VPN is on, items in this list are excluded using the VPN.
6. Click **Add item**.
7. In the Select item type to add pop-up window, choose one of the following:
  - **Application:** A dialog displays with a list of applications from your device. Select an application and click Open. To view the file path of added applications, hover your cursor over the item.
  - **IP address:** Enter the IP address in the Add IP dialog and click OK. Some websites and services may have multiple IP addresses which must be added individually.
  - **Port:** The Add port dialog displays. Enter a port number and click OK. The port number must be between 1 and 65535. This option blocks or allows traffic using IPv4 addresses only.
8. The item appears in the Connection rules list. To delete an item, click **Delete**.

---

---

# Connection Mode

Connection mode in VPN for Windows allows you to tunnel your internet connection through two servers. This feature provides additional protection to your online activity. Enabling this feature may slow internet speeds since your traffic is routed through a secondary layer. This article explains the different Connection modes, and how to enable the feature.

Connection mode offers three different options that take effect when Privacy is turned on:

- **Single server (recommended):** Your connection is encrypted through a single server. This is the default and recommended option.
- **Automatic multihop (pick final server):** Your connection is routed through two servers, and Privacy automatically selects the first server based on your network speed and location. You choose the final server destination.
- **Manual multihop (pick both):** Your connection is routed through two servers, and you pick both the first and final servers.

To change Connection mode to route automatically or manually:

1. Open VPN.
2. In the upper-right corner, click **Settings**.
3. In Settings, click the **Network** tab.
4. Under Connection mode, select **Automatic multihop** or **Manual multihop** from the dropdown menu.
5. Click the back arrow to return to the app Dashboard.
6. Click **Change server location**.
7. Select your First server and/or Final server for the chosen Connection mode.
8. Once servers are selected, click **Change**.
9. Tap the toggle to enable **Privacy**.

# Mac

---

## Settings

On the Settings section of the VPN, you can update the app, check your subscription expiration date and make configurations. To view Settings, click the cog icon at the top-right of the application. The following settings are displayed in VPN for Mac.

### Overview of the VPN general tab

- **Auto connect:** Determines if the VPN automatically connects to a server as soon as the application opens. We recommend you toggle this switch ON to automatically connect to a privacy server. By default, this toggle is switched OFF.
- **Trust local devices:** Determines if other devices on your home network can share data directly with your Mac, such as a home printer. This setting is off by default.
- **Connection rules:** Controls which applications or IP addresses require the VPN to be ON to access the Internet. To configure this setting, see Connection rules in the VPN for Mac.
- **Kill switch:** If you lose your VPN connection, the Kill switch stops internet traffic from entering and leaving your device. With the kill switch on, you cannot connect to the Internet unless the VPN is connected. The VPN automatically turns on the Auto launch and Auto connect in your Settings. By default, this toggle is disabled. When enabled, a popup asks you to give permission for Privacy to filter network content.

## Overview of the VPN about tab

- **Subscription:** Shows the expiration date for your VPN subscription.
- **Product Information:** Shows your VPN software version. Below, a blue Check for updates button displays. Click this button to update to the latest app version. An orange dot on the cog icon also indicates when an update is available. Click it to go to the Settings where you can update the VPN.
- **Auto updates:** When switched on, the auto update toggle automatically updates your VPN version to the latest version when it becomes available. By default, the toggle is enabled.
- **Early access mode:** Enables automatic updates to a beta release and prerelease features. Enabling the switch may cause stability issues. For more information, click the link to the Early access feedback forum. By default, the switch is disabled.
- **Diagnostic mode:** Generates a local report to the Malwarebytes Support team for better protection and to help troubleshoot issues. By default, the switch is off.
- **View product information and support:** Takes you to the VPN guide in your web browser.

---

---

# Connection Rules

The Connection rules feature in VPN for Mac controls individual applications or websites from accessing the internet when the VPN app is turned off. This ensures your connection remains secure while accessing apps or sites that contain sensitive personal information, such as online banking.

To configure Connection rules:

1. Open the VPN app on your Mac device.
2. Click the **Settings** icon and then select the **General** tab.
3. Switch on the toggle next to **Connection rules**.
4. The VPN needs full disk access to secure your connection. In the pop-up window that appears, click **Open Preferences**.
5. In the Preferences window, click the **Full Disk Access** tab in the left-hand column.
6. Click the **lock** icon at the bottom-left corner of the window to make changes.
7. You are prompted to enter your login Password to allow changes to your device. Click **Unlock**.
8. Check the box labeled **VPN** and close the Preferences window.
9. In the VPN app, click **Next** through the prompts, then **Done** to close the pop-up window.
10. Click on the arrow under the Connection Rules toggle.
11. Click **Add item** in the Connection rules window. To set connection rules for an IP address or an application:
  - **Select IP address.** Type the IP address in the field provided and click OK.
  - **Select Application.** Click Browse for application or select from the list of running applications displayed and click Open.

**Note:** VPN uses a network filter to block connections, and the component that does the filtering needs Full Disk Access according to Apple® requirements. Malwarebytes Privacy will not look at your files.

# Android

---

## Auto Connect

The auto connect functionality allows you to remain connected to VPN whenever the device is connected to the internet. The functionality can be enabled within your Android phone settings and works only if the VPN toggle in the app is turned ON.

1. Go to your device's Settings page and open the VPN settings.
2. Tap the **Settings** icon next to VPN.
3. In the screen that appears, switch on the **Always-on VPN** toggle.

# Fix an Issue

Can't send and receive emails when the standalone VPN is on.....	20
Internet speed is slow when VPN is on.....	21
Unable to access sites and services when VPN is on.....	21
WebRTC leaks with VPN.....	22
Different server location appears on website or application.....	22
-----Windows-----	
Uninstall VPN.....	23
Error information.....	23
Gather logs with Support Tool.....	25
Troubleshooting connection issues for Windows and Mac.....	26
-----Mac-----	
Uninstall VPN.....	28
Error information.....	28
Collect diagnostic data.....	30
License deactivated and unable to re-activate.....	31
-----Android-----	
Uninstall VPN.....	31
Error information.....	31
Activation not available when running trial.....	33
-----iOS-----	
Uninstall VPN.....	34
Error information.....	34
Collect diagnostic data.....	35

---

---

# Can't send and receive emails when the standalone VPN is on

If you're unable to send and receive emails and the VPN is on, check if your email client is using port 25 to communicate. The VPN blocks port 25 because it is an unsecured port commonly used for email spam.

To resolve this issue, contact your email provider who can assist you with setting the correct port number on your email client.

**Note:** You should not encounter this issue if you are using a web browser to send and receive emails.

---

---

# Internet speed is slow when the VPN is on

VPN looks out for your privacy by serving as a digital middleman between you and the Internet. Congestion can sometimes happen when you reroute your internet connection through a Virtual Private Network (VPN) service. You may lose some speed when running VPN because it takes time to encrypt your data.

This article helps you identify and resolve the issues that may be impacting your internet speed.

## Symptoms

Internet speed (uploading, downloading and viewing content) is slower when Privacy VPN is toggled on.

## Solution

If the download and upload speeds are slower than your internet subscription's expected range with VPN toggled off, contact your ISP for assistance.

- Server location
  - Select a server location closer to your physical location. This can improve your connection speed. To switch your server location, see "Change server location."
- Connection mode
  - On Windows devices, if using multihop connection mode, switch to Single server mode. The multihop connection mode, where we tunnel your internet connection through two servers, provides additional protection to your online activity, but may slow internet speeds.
- Tunnel driver options
  - On Windows devices, we use the Malwarebytes MBtun driver to connect to the VPN service. Some older CPUs do not support this option. Switch to the Windows tunnel driver, Wireguard Wintun driver, from the dropdown menu and see if that improves your connection speed.
  - **Note:** The Wintun driver does not support the VPN Bypass feature.
- Third-party security apps or firewall conflicts
  - Third party services may impact it's performance. To prevent this, add the path to the Privacy VPN product folder to your Third-party security apps and/or firewall Allow list. Refer to the third-party app or firewall configuration manual to add the path to the folder to the Allow list.
  - **Note:** On Windows devices, if installed in the default location, this is the path to the Privacy VPN folder: C:\Program Files\Malwarebytes\Privacy
- Router settings
  - The VPN uses UDP and TCP protocols in order to establish a connection with the internet.
  - Check your router settings to determine if your router allows connection to the internet using these protocols. If this is not the case, refer to your router manufacturers' configuration manual, and update your settings to allow connections using these protocols.

---

---

# Internet speed is slow when VPN is on

VPN looks out for your privacy by serving as a digital middleman between you and the Internet. Congestion can sometimes happen when you reroute your internet connection through a Virtual Private Network (VPN) service. You may lose some speed when running VPN because it takes time to encrypt your data.

This article helps you identify and resolve the issues that may be impacting your internet speed.

## Symptoms

Internet speed (uploading, downloading and viewing content) is slower when Privacy VPN is toggled on.

## Solution

If the download and upload speeds are slower than your internet subscription's expected range with VPN toggled off, contact your ISP for assistance.

- Server location
  - Select a server location closer to your physical location. This can improve your connection speed. To switch your server location, see "Change server location."
- Connection mode
  - On Windows devices, if using multihop connection mode, switch to Single server mode. The multihop connection mode, where we tunnel your internet connection through two servers, provides additional protection to your online activity, but may slow internet speeds.
- Tunnel driver options
  - On Windows devices, we use the Malwarebytes MBtun driver to connect to the VPN service. Some older CPUs do not support this option. Switch to the Windows tunnel driver, Wireguard Wintun driver, from the dropdown menu and see if that improves your connection speed.
  - **Note:** The Wintun driver does not support the VPN Bypass feature.
- Third-party security apps or firewall conflicts
  - Third party services may impact it's performance. To prevent this, add the path to the Privacy VPN product folder to your Third-party security apps and/or firewall Allow list. Refer to the third-party app or firewall configuration manual to add the path to the folder to the Allow list.
  - **Note:** On Windows devices, if installed in the default location, this is the path to the Privacy VPN folder: C:\Program Files\Malwarebytes\Privacy
- Router settings
  - The VPN uses UDP and TCP protocols in order to establish a connection with the internet.
  - Check your router settings to determine if your router allows connection to the internet using these protocols. If this is not the case, refer to your router manufacturers' configuration manual, and update your settings to allow connections using these protocols.

---

---

# Unable to access sites and services when VPN is on

While the Virtual Private Network (VPN) is active, you are unable to access certain websites, apps, or systems, such as a banking app or website. The VPN is a service that secures your online activity. Some sites, services, and apps prohibit you from accessing content while running a VPN.

## Symptoms of this issue

Being unable to navigate to specific sites, download, upload, view content, or use an app on your desktop or mobile device while VPN is toggled On.

## What causes this issue

Some sites, apps, and systems block the use of VPNs to:

- **Prevent fraud:** Banks and online stores use information such as your IP address to help verify your identity when making transactions. Their anti-fraud technologies can sometimes flag new unrecognized IP addresses as potential fraud.
- **Enforce location restrictions:** Prevent access to streaming sites and services content that is only available in certain locations, due to contracts and streaming rights.
- **Enforce censorship:** Users from countries with high levels of internet censorship are blocked from accessing certain sites or content.

#### How to resolve

To access the site, app, or system, you need to open your Desktop Security, Mobile Security, or VPN app, navigate to the VPN section and temporarily disable the VPN. Once the VPN is disabled, you can try to access the site, app, or system.

---

---

## WebRTC leaks with VPN

A WebRTC leak is a web browser vulnerability which can expose your real IP address even when you are running a VPN service. To stop the vulnerability, do one of the following:

- Install browser add-ons or extensions that disable WebRTC.
- Configure your browser settings to prevent WebRTC exposure.

---

---

## Different server location appears on website or application

While VPN is enabled, some websites, services, or applications may incorrectly indicate your device's location. For example, you may select a server location in a major US city, but a website may indicate your location as being in another country.

This issue could be caused by:

- Another VPN service running simultaneously with our VPN.
- Websites or applications with outdated databases. These may take time to update globally.
- Torrenting on a device that does not support Peer-to-Peer (P2P) traffic.

---

## Verify your VPN location

To verify your location is accurate to the server location you selected:

1. Turn **ON** VPN.
2. Visit <https://www.geolocation.com>.
3. Verify that your device's location matches the selected VPN server location.
4. If you identify a website or application that may be incorrectly displaying your device location and wish to notify our support team, contact support and request to create a ticket.

# Windows

## Uninstall VPN

The following are support articles on how to remove programs in Windows:

- [Repair or remove programs in Windows 10](#)
- [Windows 7 - How to properly uninstall programs](#)

## Error information

VPN for Windows provides error codes and messages for installation pre-requisites, installation, connection, activation, and authentication issues. This article describes the error messages including error code, description, and recommended resolution for the error encountered.

### Installation Pre-Requisites errors

Message	Resolution
The Malwarebytes installer cannot be run from a network drive.	Install VPN for Windows from the device's local hard drive.
Your system does not have enough free disk space to install Malwarebytes.	Free up storage space on your device to install Malwarebytes for Windows.
You do not have sufficient permissions (either disk or registry) to install Malwarebytes.	Install VPN from a user profile with Admin permissions. Contact your system administrator.
To complete the installation of Malwarebytes, your system may need to be restarted. Click Yes to continue anyway and you will be prompted when a restart is needed. Click No to cancel the installation.	Click Yes to continue the installation and restart after it completes. Click No to cancel the installation. Restart your device, then run the installer again.
Update Windows to stay protected. A missing Windows security update is required to update Malwarebytes.	Check system requirements, then try installing again.
Invalid path.	Submit a ticket with Support.
The installation failed to start. Please try running the installer again. For help troubleshooting please review the information at <a href="https://www.malwarebytes.com/help-installing">https://www.malwarebytes.com/help-installing</a> .	Follow installation troubleshooting information, then try installing again.
The installation failed. Please restart your system and try running the installer again. For help troubleshooting please review the information at <a href="https://www.malwarebytes.com/help-installing">https://www.malwarebytes.com/help-installing</a> .	Follow installation troubleshooting information, then try installing again.
Restart required. Malwarebytes must restart your computer to finish the installation. Some functionality may be limited until your computer restarts.	Restart your computer to complete the installation process.

## Installation errors

Message	Resolution
This version of Windows is not Supported.drive.	The up-to-date version of Malwarebytes cannot be installed on this device. Install VPN for Windows on another device.
An error has occurred and Malwarebytes will not install on your computer.	Submit a ticket with Support.

## Connection errors

Code	Message	Resolution
MB404104	Network error. Unable to contact update server. Please check your Internet connection.	Check you have an active internet connection. If the issue persists, submit a ticket with Support.
MB404104 MB405105 MB406100	Network error. Unable to contact license server. Check your network connection or contact your system administrator for help.	Check you have an active internet connection. If the issue persists, submit a ticket with Support.
	Network error. Bad proxy configuration error.	Submit a ticket with Support.
	SSL validation error. There was a problem validating SSL certificates.	Submit a ticket with Support.
	Connection issue. It looks like you're already using a VPN. Turn it off and try again.	Disconnect the other VPN product, then try again. If the issue persists, submit a ticket with Support.
	Connection issue. Could not connect. Please check your Internet connection and then try again.	Check you have an active internet connection. If the issue persists, submit a ticket with Support.

## Activation errors

Code	Message	Resolution
MB403100	License key inactive. There's an issue with your license key. Please contact Support.	Submit a ticket with Support.
MB403101	License issue. There's an issue with your license key. Please contact Support.	Submit a ticket with Support.
MB403102	Expired license key. Your license key has expired.	Purchase a valid subscription. Visit our Pricing page.
MB403103	License key issue. This license key does not match the product you are trying to activate.	Purchase a valid subscription. Visit our Pricing page.
MB403104	License issue. This license key was already used to activate the maximum seats available.	Deactivate devices or purchase another subscription.
MB403104	No available devices. Your subscription is already in use on the maximum 5 devices. Free up a device by deactivating Malwarebytes on one of your devices or purchase another subscription.	Deactivate devices or purchase another subscription.

Code	Message	Resolution
MB403105	License key inactive. This license key has been refunded.	Purchase a valid subscription. Visit our Pricing page.
MB404101	License issue. Installation_token not found.	Submit a ticket with Support.
MB404102	License key issue. This license key does not match our records. Please make sure you entered it correctly.	Check your license details and try again. If the issue persists, submit a ticket with Support.
MB404102	License key issue. Invalid key format. Please make sure you entered your license key correctly.	Check your license details. If the issue persists, contact Support.
MB404102	License issue. Entitlement not found for this product.	Purchase a valid subscription. Visit our Pricing page.
MB404103	Error. Unknown error. Please contact Support.	Submit a ticket with Support.
MB404105	No subscription found. You have a Malwarebytes account, but you still need to purchase a VPN subscription.	Purchase a valid subscription. Visit our Pricing page.

#### Authentication errors

Code	Message	Resolution
MB405100	You have reached the maximum amount of sign in attempts. To unlock your account, contact support.	Wait a minimum of 24 hours, then try to sign in again. If the issue persists, submit a ticket with Support.
MB405108	Verify your email and password are correct and try again.	Check your sign in credentials, then try to sign in again. If the issue persists, submit a ticket with Support.

## Gather logs with Support Tool

The Support Tool can gather troubleshooting logs for VPN on Windows devices. If you have an open ticket with Support, your agent may ask you to gather logs to help us solve the issue. The following steps explain how to upload logs to your support ticket using the Support Tool.

#### Requirements

- An active internet connection.
- Windows operating system

#### Download and use the Support Tool

**WARNING:** Running the Start Repair, Advanced, Clean, and Repair System features may impact your Security installation.

1. Download the [Support Tool](#).
2. In the **Downloads** folder, open the **mb-support-x.x.x.xxx.exe** file.
3. In the User Account Control pop-up window, click **Yes** to continue the installation.

- Microsoft .NET 4.0 Framework is required to run the Support Tool on your computer. If you do not have a .NET 4.0 Framework, you will receive an error pop-up window while running the tool. In the .NET 4.0 Framework not found pop-up window, click **OK** to open Microsoft's download page and download the latest .NET Framework components.
4. In the **Software License Agreement** pop-up window, check the box next to Accept License Agreement after consenting to the agreement terms.
  5. Click **Next** to complete the installation. The Support Tool automatically opens.
  6. On the Dashboard, click **I have an open Support ticket**.
  7. Enter the following information in the entry box:
    - **Email Address:** The email address you used to contact Support.
    - **Ticket Number:** The ticket number found in your email with the Support agent.
  8. Click **Search**. If the ticket is found, the table populates with details of your ticket.
  9. Double-click the ticket. The following do not require any actions, but the tool updates you about the process of getting logs from your Windows device.
    - A status loading diagram displays a message of Getting logs from your machine.
    - A confirmation states **Your ticket has been updated successfully**. Upon completion, your Support agent will email you with further details.
  10. Close the **Support Tool**.

---

---

## Troubleshooting connection issues for Windows and Mac

When using VPN on Windows and Mac devices, you may be prevented from connecting to a private server due to technical issues with your device or your internet connection.

### Symptoms

Unable to connect Privacy VPN, and one of the following messages displays.

- Connection issue. Could not connect. Please check your Internet connection and then try again.
- Network error. Unable to contact update server. Please check your internet connection.
- Network error. Unable to contact license server. Check your network connection or contact your system administrator for help.
- Unable to connect to VPN server. Check your network connection and try again.
- Whoops. Something went wrong, please try again later.

### Causes and Resolutions

We recommend following the steps below to eliminate each cause before contacting your ISP or our Support team.

**Cause 1:** Your internet connection is not working due to modem/router issues.

**Resolution 1:** Reboot your modem/router.

Rebooting your modem/router clears the device's memory, ends all active tasks, and reloads the device's system, refreshing the connection to your Internet Service Provider (ISP).

1. Unplug the power cable from the router/modem.
2. Wait 2-3 minutes. All the lights should be off.
3. Reconnect the power cable.

4. Once the internet lights turn green, check if the internet is working correctly, and you're able to connect Privacy VPN.

**Cause 2:** Cached DNS content on the device is causing connection issues.

**Resolution 2:** Flush DNS cache

Clearing a device's cache clears the stored Domain Service System (DNS) information. Your device has to query the DNS server for new and up-to-date information as you reference domains by name, and you'll access websites with a clean configuration.

**Windows**

1. Open a command prompt window.
2. Click the **Start** menu on the bottom left corner of your screen.
3. Type **command**.
4. Click **Command Prompt**. The window displays.
5. In the command prompt window, type **ipconfig /flushdns**
6. Press **Enter/Return**.

**Mac**

1. Open a Terminal window.
2. Click the **Launchpad** icon in the Dock.
3. Type **Terminal** in the search field
4. Click **Terminal**.
5. In the Terminal window, enter: **sudo dscacheutil -flushcache;sudo killall -HUP mDNSResponder**
6. Press **Enter/Return**.

**Cause 3:** Your internet connection is not working properly due to issues with DHCP.

**Resolution 3:** Refresh the IP address on your network connection.

Refreshing your IP address helps resolve technical issues with the Dynamic Host Configuration Protocol (DHCP) or network hardware, causing IP issues that prevent your network from connecting to the internet.

**Windows**

1. Open a command prompt window.
2. Click the **Start** menu on the bottom left corner of your screen.
3. Type **command**.
4. Click **Command Prompt**. The window displays.
5. In the command prompt window, type **ipconfig /release**.
6. Press **Enter/Return**.
7. In the same window, type **ipconfig /renew**.
8. Press **Enter/Return**.

## Mac

See this article for steps on how to refresh your IP address on a Mac device: [Renew your IP address from the DHCP server on Mac](#)

**Cause 4:** Your network is set up with a double NAT.

**Resolution 4:** Check for a double NAT. For instructions, see [Unable to connect VPN due to double NAT issue](#).

If the connection issue is still present after following each of the recommended resolutions, contact your ISP for assistance.

# Mac

## Uninstall VPN

To uninstall VPN for Mac, you must quit the app first.

1. To make sure you successfully quit the app, begin by opening **Malwarebytes Privacy**.
2. In the menu bar, click **Malwarebytes Privacy**.
3. In the dropdown menu, click **Quit Malwarebytes Privacy**.
4. See section **Use the Finder to delete an app** in the article [How to delete apps on your Mac](#).

## Error information

VPN for Mac provides error codes and messages for connection, activation and authentication issues. This article describes the error messages including error code, description, and recommended resolution for the error encountered.

### Connection errors

Code	Message	Resolution
MB404104 MB405105 MB406100	Network error. Unable to contact license server. Check your network connection and try again. (Ok)	Check you have an active internet connection. If the issue persists, submit a ticket with Support.
MB404103 MB405112 MB405113 MB405114 MB405115 MB406101 MB406102 MB405116 MB405117	Whoops. Something went wrong, please try again later. (Ok)	Retry the action later. If the issue persists, submit a ticket with Support.

## Activation errors

Code	Message	Resolution
MB403100	License key inactive. There's an issue with your license key. Please visit the Support page. (Visit Support) (Ok)	Submit a ticket with Support.
MB403101 MB404104 MB403107	License issue. There's an issue with your license key. (Visit Support) (Ok)	Submit a ticket with Support.
MB403102	Expired license key. Your license key has expired. (Buy now) (Ok)	Purchase a valid subscription. Visit our Pricing page.
MB403103	License key issue. This license key does not match the product you are trying to activate. (Buy now) (Ok)	Purchase a valid subscription. Visit our Pricing page.
MB403104	License issue. This license key was already used to activate the maximum seats available. (Ok)	Deactivate devices or purchase another subscription.
MB403105	License key inactive. This license key has been refunded. (Buy now) (Ok)	Purchase a valid subscription. Visit our Pricing page.
MB404102	License key issue. This license does not match our records. Please make sure you entered it correctly. (Close)	Check your license details and try again. If the issue persists, submit a ticket with Support.
MB404105	No subscription found. You have a Malwarebytes account, but you still need to purchase a VPN subscription. (Ok)	Purchase a valid subscription. Visit our Pricing page.
MB404104	No available devices. Your subscription is already in use on the maximum 5 devices. Free up a device by deactivating on one of your devices or purchase another subscription. (Ok)	Deactivate devices or purchase another subscription.
MB404106	There was a problem. The MB Code you entered isn't valid. Generate a new code and try again.	Generate a new code for activation.

## Authentication errors

Code	Message	Resolution
MB405100	Account locked. You've reached the maximum number of sign in attempts. For security reasons, your account has been locked. Please try again in 10 minutes. (Ok)	Wait the recommended period of time, then try to sign in again. If the issue persists, submit a ticket with Support.
MB405101	Verify your email. To sign in, you need to finish activating your account first. Check your inbox for the activation email we sent you and follow the instructions. (Ok)	Complete the Account profile set up. If you cannot locate the setup/activation email, submit a ticket with Support.
MB405102 MB405107	Account locked. Your account has been locked. Please contact Support. (Visit Support) (Ok)	Submit a ticket with Support.

Code	Message	Resolution
MB405103	Account setup/confirmation required. To sign in, you need to finish activating your account first. Check your inbox for the activation email we sent you and follow the instructions. (Ok)	Complete the Account profile set up. If you cannot locate the setup/activation email, submit a ticket with Support.
MB405104 MB405108 MB405109 MB405110 MB405111	Sign in failed. Verify your email and password are correct and try again. (Ok)	Check your sign in credentials, then try to sign in again. If the issue persists, submit a ticket with Support.
MB405106	Distributor or reseller account detected. You cannot sign in using a distributor or reseller account. (Ok)	If you need Account and Billing information, contact your Account Manager.

## Collect diagnostic data

When you contact Malwarebytes Support for an issue regarding VPN on your Mac device, the support agent might ask you for diagnostic data from your device to investigate the issue further. For this, you need to first enable Diagnostic Mode on your Privacy VPN app and then download the Malwarebytes Support Tool to collect the diagnostic data.

Follow the steps below to collect and share the diagnostic data with the support agent:

1. Open Malwarebytes Privacy VPN on your Mac device.
2. Click the **Settings** icon on the top right.
3. Select the **About** tab.
4. Switch on the toggle next to **Diagnostic mode**.
5. Close the **Malwarebytes Privacy VPN** app.
6. Reproduce the steps that led to the error or issue. Diagnostic mode logs the incident.
7. Click [this link](#) to download the MBST-Mac zip folder.
8. Double click the folder named “**MBST-Mac.zip**” from the Downloads folder.
9. In the pop-up window that appears, click **Open**.
10. In the MBST-Mac tool pop-up, review the privacy policy, and click **OK**.
11. You’ll be prompted to enter your Mac password. Enter the password and click **OK**.
12. In the popup window below, click **OK**.
13. The Malwarebytes Support Tool gather system information. A blue bar shows the progress. Once finished, a pop-up notifies you that the Support Tool gathered the needed information and created a zip file on your desktop.
14. Find the newly created **MWB\_Info.zip** file on your desktop and attach it to your reply email to Malwarebytes Support. If the file size is large to attach, please reach out to your support agent for an alternative.

---

---

# License deactivated and unable to re-activate

Your license is deactivated and you're unable to re-activate it in VPN for Mac. The following error message is displayed:

**Please check your internet connection and try again. There is a problem with your license key and we are unable to activate your license. Please check your license details and try entering your key again.**

## Symptoms

Check your device for the following:

- Privacy VPN automatic updates is disabled.
- You are running VPN for Mac 1.1-1.2

If you answered yes to any of the above items and your device is connected to the internet, the cause may be from an update.

## Cause

On April 27, 2022 Malwarebytes SSL certificates were updated.

## Resolution

To resolve this issue:

1. Verify you are connected to the internet.
2. Update to the latest version.
3. Once updated, Malwarebytes re-activates automatically.

---

---

# Android

---

---

## Uninstall VPN

You can uninstall VPN for Android using the Google Play Store.

To uninstall using the Google Play app, see Google's article [Delete, disable, and manage unused apps on Android](#).

---

---

## Error information

VPN for Android provides error codes and messages for connection, activation, and authentication issues. This article describes the error messages including error codes, description, and recommended resolution for the error encountered.

## Connection errors

Code	Message	Resolution
MB991	Registration error. We are having trouble reaching our registration server. Try again later or contact Support.	Check your internet connection and try again. If the issue persists, submit a ticket with Support.
	There was an issue deactivating VPN.	An active internet connection is needed to complete this action. Check your internet connection and try again. If the issue persists, submit a ticket with Support.
	No Internet connection (on Dashboard)	An active internet connection is needed to use Privacy for Android. Check your internet connection and try again. If the issue persists, submit a ticket with Support.
	You are offline. Go online to connect privately.	An active internet connection is needed to use Privacy for Android. Check your internet connection and try again. If the issue persists, submit a ticket with Support.
	Please sign in to your Google account to use VPN.	Log in to your Google account in your device to use VPN.

## Activation errors

Code	Message	Resolution
MB403100	There's a problem with your license key and we are unable to activate your license.	Submit a ticket with Support.
MB403101	There's an issue with your license key. Please contact Support.	Submit a ticket with Support.
MB403101	There's an issue with your license key. Please contact Support.	Submit a ticket with Support.
MB403102	The license key is expired. Enter another key or purchase a new one.	Purchase a valid subscription.
MB403103	This license does not match the product you are trying to activate. Enter another key or purchase a new one.	Purchase a valid subscription.
MB403104	This license key was already used to activate the maximum seats available.	Deactivate devices or purchase another subscription.
MB403105	The license key has been refunded. Enter another key or purchase a new one.	Purchase a valid subscription.
MB404102	License key not found. Make sure that it's correct.	Check your license details and try again. If the issue persists, submit a ticket with Support.
MB404100	This subscription is cancelled. Use another subscription or purchase a new one.	Purchase a valid subscription.

## Authentication errors

Message	Resolution
Your account does not include VPN. To get started, add a Malwarebytes Privacy VPN subscription.	Purchase a valid subscription.
Verify your email and password are correct and try again.	Check your sign in credentials, then try to sign in again. If the issue persists, submit a ticket with Support.
Your email and/or password is incorrect. You have x more attempts in total before your account is locked.	Check your sign in credentials, then try to sign in again. If the issue persists, submit a ticket with Support.
You have reached the maximum number of invalid attempts. For security reasons, your account has been temporarily locked. Please try again in 10 minutes.	Wait the recommended period of time, then try to sign in again. If the issue persists, submit a ticket with Support.
This email is already registered. Please use your email address and password to sign in.	An account already exists for the email being used to create an account. If you cannot remember your password to sign in, reset your password and try again.

---

## Activation not available when running trial

Starting a Premium Trial on VPN for Android links your Google account to your subscription, hiding the options to activate the Premium features. This article describes how to resolve this issue and allow activation with existing subscription details.

### Symptoms

Unable to view activation options while running a Google Play Premium Trial.

### Product

VPN for Android

### Cause

Once the Premium Trial is enabled, the product behaves as if a Premium subscription is in place, not displaying activation options.

### Resolution

Cancel the Premium Trial. Once the Trial is cancelled, your app returns to the Free status, and the Activation options will display.

To cancel the Trial via the Google Play store:

1. Open the Google Play app.
2. At the top right, tap the profile icon.
3. Tap **Payments & subscriptions** and then **Subscriptions**.
4. Select the subscription you want to cancel.
5. Tap **Cancel subscription**.
6. Follow the instructions.
7. For more information, see [Cancel, pause, or change a subscription on Google Play](#).

# iOS

## Uninstall VPN

Uninstalling the Mobile Security application is a simple process that can be easily performed on any device, regardless of the operating system. If you are using an iOS device, you can read the following article to successfully [remove the application from your device](#).

## Error information

VPN for iOS provides error codes and messages for connection, activation and authentication issues. This article describes the error messages including error codes, description, and recommended resolution for the errors encountered.

### Connection errors

Code	Message	Resolution
MB991	Registration error. We are having trouble reaching our registration server. Try again later or contact Support.	Check your internet connection and try again. If the issue persists, submit a ticket with Support.
	There was an issue deactivating VPN.	An active internet connection is needed to complete this action. Check your internet connection and try again. If the issue persists, submit a ticket with Support.
	No Internet connection (on Dashboard)	An active internet connection is needed to use Privacy for Android. Check your internet connection and try again. If the issue persists, submit a ticket with Support.
	You are offline. Go online to connect privately.	An active internet connection is needed to use Privacy for Android. Check your internet connection and try again. If the issue persists, submit a ticket with Support.
	Please sign in to your Google account to use VPN.	Log in to your Google account in your device to use VPN.

### Activation errors

Code	Message	Resolution
MB403100 MB403101 MB404100 MB403105	There's an issue with our subscription. Please contact Support.	Submit a ticket with Support.
MB403102	This subscription is expired. Use another subscription or purchase a new one.	Purchase a valid subscription.

Code	Message	Resolution
MB403104	The subscriptions in in use on the max number of devices. Deactivate one of your devices or contact Support.	Deactivate devices or purchase another subscription.

#### Authentication errors

Message	Resolution
Your account does not include VPN. To get started, add a VPN subscription.	Purchase a valid subscription. You can make an in-app purchase from the App store or visit our Pricing page, and activate after creating your Malwarebytes Account.
Verify your email and password are correct and try again.	Check your sign in credentials, then try to sign in again. If the issue persists, submit a ticket with Support.
Your email and/or password is incorrect. You have x more attempts in total before your account is locked.	Check your sign in credentials, then try to sign in again. If the issue persists, submit a ticket with Support.
You have reached the maximum number of invalid attempts. For security reasons, your account has been temporarily locked. Please try again in 10 minutes.	Wait the recommended period of time, then try to sign in again. If the issue persists, submit a ticket with Support.
This email is already registered. Please use your email address and password to sign in.	An account already exists for the email being used to create an account. If you cannot remember your password to sign in, reset your password and try again.

## Collect diagnostic data

When you submit a ticket about a VPN for iOS issue, you'll be contacted by a Support agent through email. Depending on your issue, you may need to collect diagnostic data for investigation and submit it to our support team for troubleshooting the issue.

Follow the steps below to collect and reply with diagnostic data:

1. On your iOS device, open **VPN**.
2. Tap the **Settings** icon.
3. Switch on the **Enable diagnostic mode** toggle.
4. Repeat the steps that led to the issue. Once you experience the issue, diagnostic mode logs the incident.
5. Tap the **Settings** icon > **Export diagnostic data**. Save the file to your device's storage.
6. Locate and open the existing email thread with your Support agent.
7. In your email reply, attach the **VPN - iOS diagnostics** data file.

**Note:** You can turn off the Enable diagnostic mode toggle after you send the email reply to your Support agent. If you turn off the toggle before sending the reply, the diagnostic data file saved to your device may get deleted.