

docs

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## Downloads & Updates

### Downloads

#### GitHub

All download files, including backups and beta releases, are available at: <https://github.com/getlantern>

#### Website

Download our latest stable version from: <https://lantern.io/download>

#### Email

Email provides a reliable and block resistant channel for distributing application downloads.

Send an email to any of the following email addresses to receive links to our newest stable release for every platform.

use	addresses
generic	downloads@getlantern.org, download@getlantern.org
China	chinadownloads@getlantern.org, chinadownload@getlantern.org
Russia	russiadownloads@getlantern.org, russiadownload@getlantern.org
Iran	irandownloads@getlantern.org, irandownload@getlantern.org

## Updating

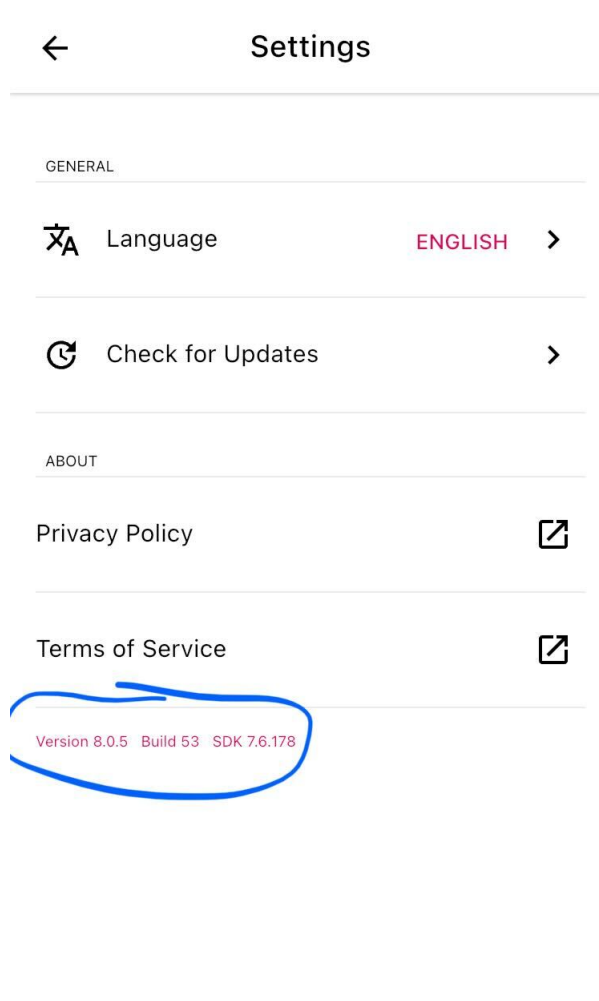
1. open Lantern
2. navigate to **Account**
3. select **Settings**
4. choose **Check for Updates**

If an update cannot be completed in the application, follow the Downloads instructions to update.

#### Check Version

1. open Lantern
2. navigate to **Account**

3. select **Settings**
4. version number is listed on bottom of the screen



Check our release notes to see which version is newest, and always ensure you're updated to the latest version to access the latest protocols and most effective proxies.

## Desktop

All major operating systems allow for a normal installation of Lantern. Beta testers and early adopters of new releases may see a precautionary malware

warning when installing. This message can be safely ignored.

## iOS

If Lantern is not available on your local app store, follow these instructions to install Lantern.

## Android

If your local Google Play Store has removed Lantern, follow the “sideloading” process outlined below.

### Android 14 instructions

1. Open **Settings** from the app launcher
2. Select **Apps**
3. Select **Special app access**
4. Select **Install unknown apps**, and select which apps you would like to allow to install .APK files to your device by toggling the **Allow from this source** option [^source]

[^source]: Typically, the primary web browser or file manager are sufficient, and these options can be reversed at any time. The most secure method of installing APK files outside the Play Store is to only use the file manager and leave these permissions off for the web browser.

1. Once permissions are set to allow at least one app to install APK files, download the latest Android version of Lantern here

[!NOTE] If using a web browser or Chrome to install Lantern, you will be prompted with a message saying that the file you are about to download might be harmful. This warning is always shown when downloading an APK file and can be safely ignored. 6. Once downloaded, simply open the APK file from the downloads folder in your web browser, or from the File Manager, and select **Install** when prompted 7. If successful, you will be prompted with a confirmation message when the app has finished installing

## Resources

Your security needs may be different than others, depending on your location, your needs, and your particular threat model. Lantern recommends the following sources for understanding and identifying your particular security needs.

- Consumer Reports - Security Planner (<https://securityplanner.consumerreports.org/>)

## Verifying a File Download

How to validate that a client application file is authentic, even if downloaded through an untrusted network.

Hash functions can be used to create a unique digital signature – a *hash* – for any file. Lantern captures this *hash* when our application is compiled and publishes them on GitHub: **lantern-binaries**. Users can run the same hash function (SHA256) on downloaded copies to assure they are an exact match, proving the file to be an authentic and unaltered copy of the original.

Most operating systems have built-in hash functions. Follow the steps below for your operating system to generate the hash for a file.

[!IMPORTANT] Make sure to replace `C:\file\path\my_file.exe` or `/path/to/my_file` with the actual path to the file.

### MacOS or Linux

From your preferred terminal application, run the following command:

```
openssl dgst -sha256 /path/to/my_file
```

### Windows

#### Command Prompt

1. Press **Windows+R** to open the Run box
2. Type `cmd` and click OK.
3. The Command Prompt window will open.
4. Run the following command: `console certutil -hashfile C:\file\path\my_file.exe SHA256` ### Power Shell 1. Press **Windows+R** to open the Run box 2. Type `powershell` and click OK. 3. The Windows PowerShell window will open. 4. Run the following command: `console Get-FileHash C:\file\path\my_file.exe -Algorithm SHA256`

Submit an issue report for bugs, feature requests, or connectivity problems.

## Application Issue Report

Submit an issue report from the app for best diagnostics: <https://lantern.io/report-issue>

If the link above does not work, follow the steps below to navigate to the issue submission page:

### Desktop

1. go to Support
2. select Report an Issue
3. choose issue type
4. include additional details
5. send report

### Android

1. go to Account
2. select Support
3. select Report Issue
4. choose issue type
5. include additional details
6. hit Send Report

## Other Issue Report Methods

### Portal

If an application issue report cannot be submitted, our portal may be used: <https://support.lantern.io>

### Email

If other methods are not possible, email is a reliable fallback. Any message to [support@lantern.io](mailto:support@lantern.io) will automatically be converted into a helpdesk ticket.

### Log Retrieval

Because logs are an invaluable debugging resource, the following provides a backup process for obtaining application logs when Lantern is completely blocked,

and in-app issue submission is not possible. These logs can be attached to Portal or Email issue reports.

### **macOS**

1. Open **Terminal**
2. Type `open Library/Logs/Lantern` and press **return**
3. Select the newest `lantern.log` file and send in an email to `support@getlantern.org`

### **Linux (Ubuntu)**

1. Open **Terminal**
2. Type `open $HOME/.lantern/logs`
3. Select the newest `lantern.log` file

### **Windows**

1. Open File Explorer and navigate to **Windows(C:)** drive
2. Select the **Users** folder
3. Select the user account that installed Lantern
4. Select **View** button from the ribbon menu, hover over **Show**, select **Hidden items**
5. Navigate to the logs
  - (a) **AppData**
  - (b) **Roaming**
  - (c) **Lantern**
  - (d) **Logs**
6. Share this file in an email to `support@lantern.io`

### **iOS**

iOS security settings do not permit user access to app data.

### **Android**

Android security settings do not permit user access to app data.