

Common VPN errors

The following list will help you determine and find the solution of whatever common VPN errors you are facing. Clicking on any of the links below will redirect you to a separate tutorial, which would help you find the solution to issue you are facing. Below are some common VPN errors according to devices.

Windows:

Error	Solution
5040	Switch to a different Protocol. Connect to a different Country/City. Uninstall and Reinstall PureVPN app. Click ? here for more information.
5027	Switch to a different Protocol. Connect to a different Country/City. Click ? here for more information.
5012	Switch to a different Protocol. Connect to a different Country/City. Click ? here for more information.
5111	Uninstall and Reinstall PureVPN app. Click ? here for more information.
5112	Uninstall and Reinstall PureVPN app. Click ? here for more information.
5110	Connect to a different Country/City. Click ? here for more information.
5014	Enable Automatic Protocol Selection and Connect with a Different Country. Click ? here for more information.
5056	Relaunch PureVPN application. Click Connect to make a new connection to your desired location. Click ? here for more information.
5068	Relaunch PureVPN application. Click Connect to make a new connection to your desired location. Click ? here for more information.
5055	Relaunch PureVPN application. Click Connect to make a new connection to your desired location.

5085	Click ? here for more information. Change DNS configuration.
403 Forbidden Error	Click ? here for more information. This issue can be fixed by creating a manual VPN configuration.
Error 1 (Unknown Error)	Click ? here for more information. Switch to a different Protocol. Connect to a different Country/City. Click ? here for more information.

Mac:

Error	Solution
5012	Switch to a different Protocol. Connect to a different Country/City. Click ? here for more information.
5040	Switch to a different Protocol. Connect to a different Country/City. Click ? here for more information.
5028	Connect to a different Country/City. Click ? here for more information.
408/ -408	Enable Automatic Protocol Selection and Connect with a Different Country. Click ? here for more information.

iOS:

Error	Solution
5040	Switch to a different Protocol. Connect to a different Country/City. Click ? here for more information.
5012	Switch to a different Protocol. Connect to a different Country/City. Click ? here for more information.
5006	Logout and Relogin. Click ? here for more information.
5118	Switch to a different Protocol. Connect to a different Country/City. Click ? here for more information.
5028	Initiate a new VPN connection. Click ? here for more information.
4001	Logout and re-log in. Clear app data.

Uninstall and re-install the application.
Click ?[here](#) for more information.

Android

Error

5040

Solution

Switch to a different Protocol.
Connect to a different Country/City.
Click ?[here](#) for more information.

5038

Username and password mismatch
Subscription expired
Click ?[here](#) for more information.

5029

Connect to a different Country/City.
Click ?[here](#) for more information.

5062

Attempt Connection with Same or Different
Location
Click ?[here](#) for more information.

5014

Enable Automatic Protocol Selection and
Connect with a Different Country.
Click ?[here](#) for more information.

If you see an error other than the listed one then do get in touch with our Support team on chat or via email at help@purevpn.com.