

## Error 638

Error 638 is a standard error where the remote server fails to respond promptly. Amongst many reasons, error 638 frequently results due to the inability to send the request to the particular VPN server. It could be due to firewalls, ISP blocking or a non-supported protocol.

### **Solution:**

- Kindly make sure that PPTP Pass-through option is enabled on your router.
- To make sure, check your firewalls and allow TCP Port 1723, IP Protocol 47 (GRE).

If the above information helped resolve the error 638, kindly use the comment box below for your suggestions and feedback. For additional help, please submit [support ticket](#) with errors and screen shots (if possible) or contact our 24/7 live chat.