

## Error Code: 732, 734, 812

### Error Description:

**732:** Your computer and the remote computer could not agree on PPP control protocols.

**734:** The PPP link control protocol was terminated.

**812:** The connection was prevented because of a policy configured on your RAS/VPN server. Specifically, the authentication method used by the server to verify your username and password may not match the authentication method configured in your connection profile. Please contact the Administrator of the RAS server and notify them of this error.

**Possible Causes:** One of the prime causes for the above error is: when the \*only\* allowed authentication protocol configured on VPN server (or Radius server) is MS-CHAP and the VPN client is Vista or above OS platform (like Windows7). Note: due to security reasons MS-CHAP was removed from Vista and above OS platform and hence the connection fails.

**Error 812** comes when Authentication protocol is set via NPS (Network Policy and Access Services) otherwise Error 732/734.

Event log 20276 is logged to the event viewer when RRAS based VPN server authentication protocol setting mismatches which that of the VPN client machine.

**Possible Solution:** Kindly submit [support ticket](#) and share following details:

- Which operating system you are using?
- To which country you are connecting?
- Go to Network connections, right click on PureVPN icon and select properties. Copy the server address from General Tab and share with us

[View complete Common VPN Error List.](#)