

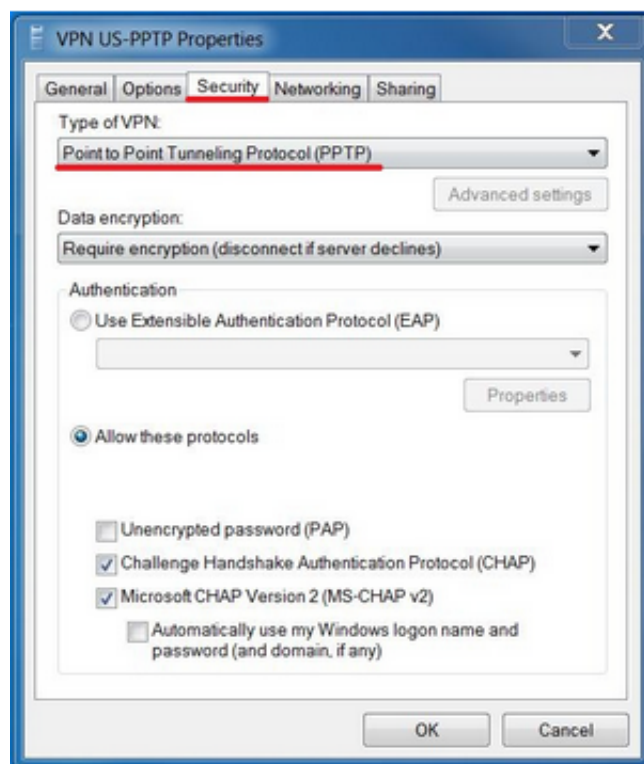
Error Code: 800 Unable to establish the VPN connection.

Error Description: The remote connection was not made because the attempted VPN tunnels failed. The VPN server might be unreachable. If this connection is attempting to use an L2TP/IPsec tunnel, the security parameters required for IPsec negotiation might not be configured properly.

Possible Cause: This error comes when the VPN tunnel type is 'Automatic' and the connection establishment fails for all the VPN tunnels.

Possible Solution:

- 1 Double-check that the VPN Server address, Username, and password are correct
- 2 Set the router and firewall settings to allow for PPTP and/or VPN pass-through
TCP Port 1723 and GRE Protocol 47 must be opened/enabled for PPTP VPN connection.
- 3 For Windows users, go to the VPN Properties, click on the Security tab and change Type of VPN to Point to Point Tunneling Protocol (PPTP)



Mac: Unable to establish the VPN connection

Some of the Mac users also face this issue as they include http with server address. Make sure you do **NOT** include “**http://**” and “**/**” with server address:



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

Please use the **comment box** for your suggestions & feedback. For additional help, please submit [support ticket](#) with errors and screen shots (if possible) or contact our 24/7 live chat.