

Error Code: 806

Error Description: 806: The VPN connection between your computer and the VPN server could not be completed. The most common cause for this failure is that at least one Internet device (for example, a firewall or a router) between your computer and the VPN server is not configured to allow Generic Routing Encapsulation (GRE) protocol packets. If the problem persists, contact your network administrator or Internet Service Provider.

Possible Cause: PPTP uses GRE (Generic Route Encapsulation) protocol to encapsulate the VPN payload in a secure manner. This error generally comes when some firewall in path between client and server blocks GRE Protocol (i.e. IP protocol number 47).

Possible Solution:

- 1) if you have a router/firewall, make sure you open TCP Port 1723, IP Protocol 47 (GRE).
- 2) If are connected via Wifi then access your Wifi Router Panel and look for PPTP, L2TP and IPsec Pass through options under Firewall / Security section and enable them if available.
- 3) You may need to updated firmware on a router or firewall.
- 4) Make sure other secure software blocks your access, for example, if you use Norton secure software, you may need to add the remote client's IP so that the client can access.

[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.