

I am Unable to Connect to PureVPN? What Should I do?

PureVPN is the world's fastest and the most reliable VPN provider that offers its users complete online privacy and security. In case you are finding it hard to connect PureVPN, this guide will help you out in overcoming this issue.

Use Correct Credentials (Login ID & Password)

First of all, you need to make sure that you are entering your PureVPN credentials correctly. Your Member Area email and password are not your VPN credentials. Please check your email inbox/junk / spam folder. Gmail users must check the Promotion tab for the VPN details email.

For further instructions on how to check your active PureVPN username and password [click here](#).

If you are using correct login details and unable to connect using PPTP or L2TP then follow the below-mentioned steps to troubleshoot.

Check Protocols

If the above-mentioned solutions don't work then check if PPTP and L2TP are blocked by your ISP. We'll test one by one for both protocols, even if only one of these is allowed on your network you are good to go.

4.1: Check PPTP Protocol:

You should open your command prompt by going to Start >Run and type CMD, press enter if using Windows. Open terminal if using MAC/Linux and type the following command:

```
telnet uk2.purevpn.net 1723
```

Press Enter & check the result. If it gives a blank screen on Windows, it means PPTP is working on your ISP. On Mac/Linux it will give you "connected".

4.2: Check L2TP Protocol:

If on Windows or MAC, you'll first need to install a free utility "NMAP" that can be downloaded/install from [here](#)

Open the command prompt and type the following command.

```
nmap -p 1701 -sU -P0 uk1.purevpn.net
```

If the output is like,
Port State Service
1701/UDP Open|filtered L2TP

This means the L2TP port is allowed on your network.

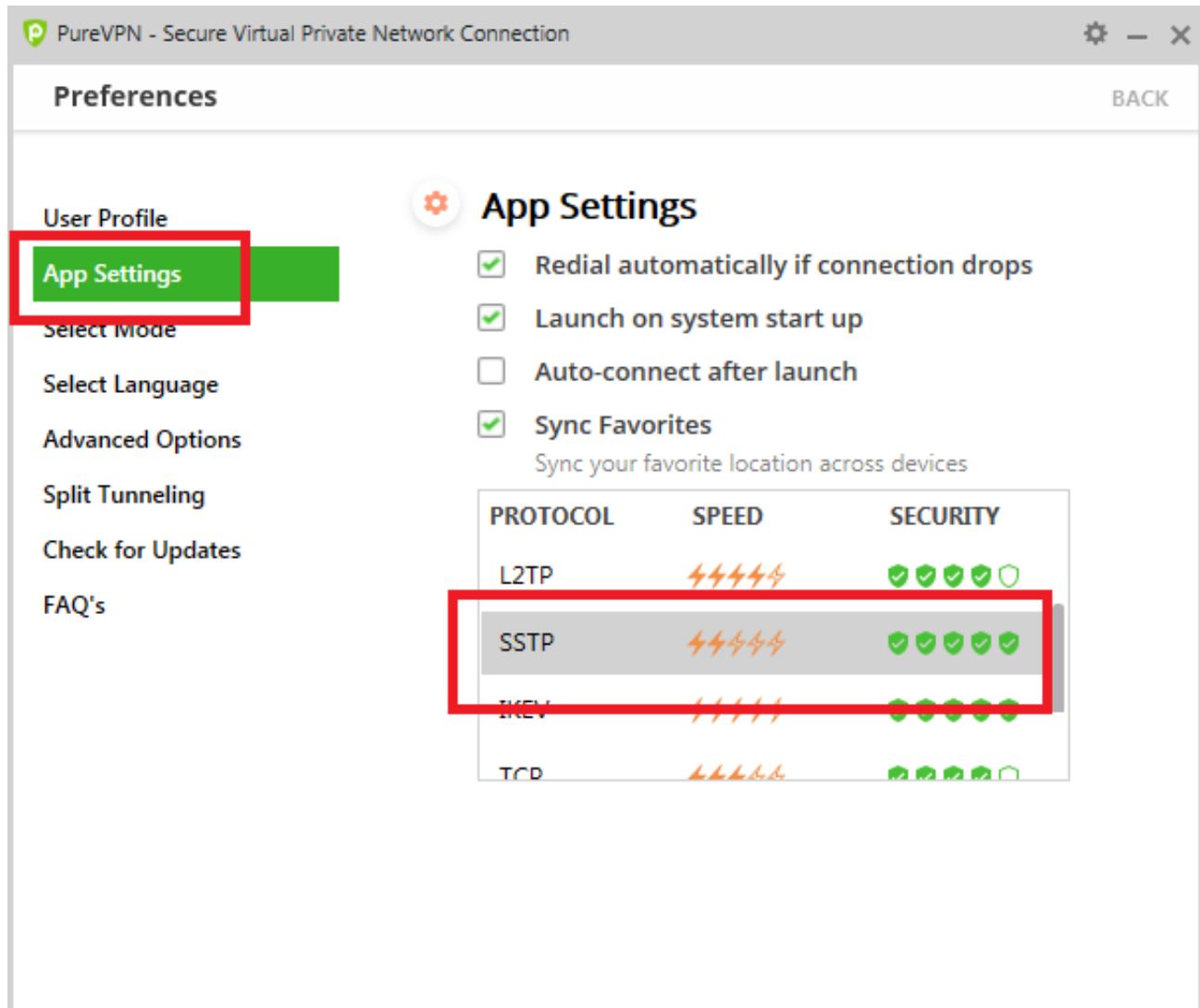
If both PPTP and L2TP are blocked by your ISP then you may use OpenVPN or SSTP.

Use SSTP OR OpenVPN

Windows:

SSTP:

Click on the protocol drop-down menu and select SSTP then connect.



OpenVPN:

You may configure OpenVPN on all the devices manually as mentioned in the guide below.

[Complete Guide Here](#)

Account Expired

There is a possibility that your PureVPN account is expired and that's why you are unable to connect. You can check your Account & Billing section by [clicking here](#) or contact our [24/7 live chat support](#) department and get confirmation whether your account is still valid or expired.

Check 3rd Party Anti-virus/Windows Firewall Settings

Some 3rd party/Anti-virus/Windows firewall also block the PPTP and L2TP protocols. This most often happens when you have set your security level higher than normal. Disable 3rd party/Anti-virus/Windows firewall and try again. If it resolves your issue, allow PPTP, L2TP, and IPSec through your 3rd party Anti-virus firewall and then you may enable the firewall(s).

Check Your Router Settings

If you are connected via a WiFi Router then check for PPTP, L2TP and IPSec pass-through options under Router Firewall/Security tab and enable them. If you don't have PPTP, L2TP, and IPSec pass-through options then disable the Router firewall and try again. If it resolves your issue then allow PPTP, L2TP, and IPSec through your router firewall and then you may enable the firewall.