

How to Solve Unstable Connection / Disconnection Issue/ Lag in Connection/ Frequent Disconnections?

Users who are frequently faced with problems including unstable connection/ disconnection issue/lag in connection/frequent disconnections etc. can get rid of all these issues and enjoy a seamless connection by following the steps mentioned on this page. We have summarized all the possible reasons and highlighted the solution for each of them so you can be on your way.

P2P

If p2p application is running while connected to non-p2p supported server then you may face disconnection. Please make sure to close the p2p app when you connect to non-p2p supported server.

Switching the Protocol

If you are experiencing disconnection issues, then change over between the protocols, i.e. PPTP, L2TP, SSTP and OpenVPN. Mostly, disconnection issues are broken up by switching the protocols.

Switch between the Servers

Some times switching between the server resolves the issue

Firewall

If switching protocols doesn't help then check Router / Windows / 3rd Party Firewall settings. Disable your firewalls at first, temporarily and try again. Sometimes router firewalls cause the

disconnection problems because WiFi routers usually grind the VPN to a stop after a few minutes of use, plainly because they can't keep up with SPI / Firewall turned on.

Mobile Credentials

Likewise, you may face disconnection issue if you use Mobile account credentials (username/password) on PC / Mac / Router etc. Mobile account doesn't cover PC / Mac / Router etc and only supports Mobile and Tablet.

Internet Connection

If you still face disconnection issues after switching between protocols and turning off firewalls, you have to check your network. If there is any glitch in your internet connection, you may have disconnection issues in such scenarios as well. So we recommend you to check your ping. [Click here](#) for guide on how to check ping.

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.