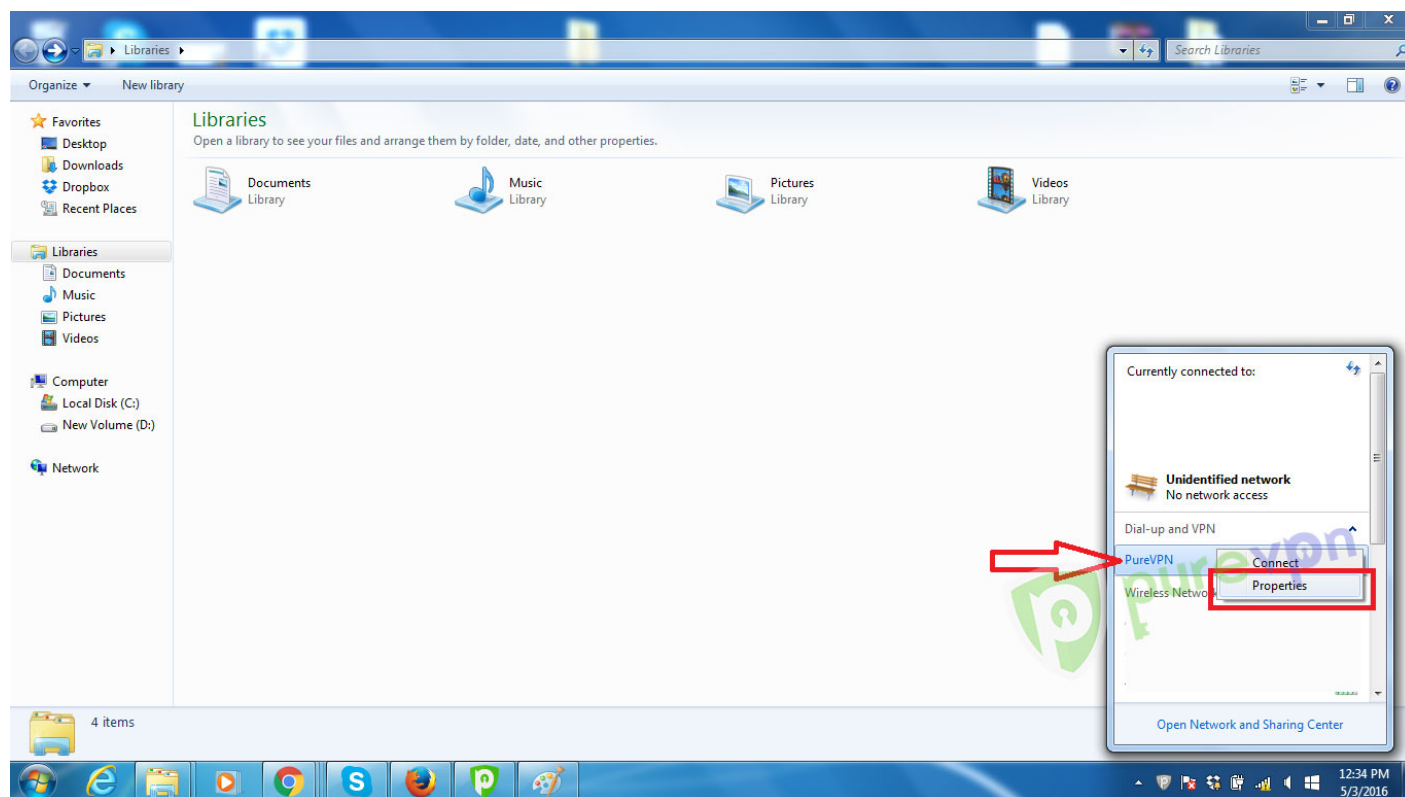


## Unable to Access Plex, Media Server and Shared Resources While Connected to VPN

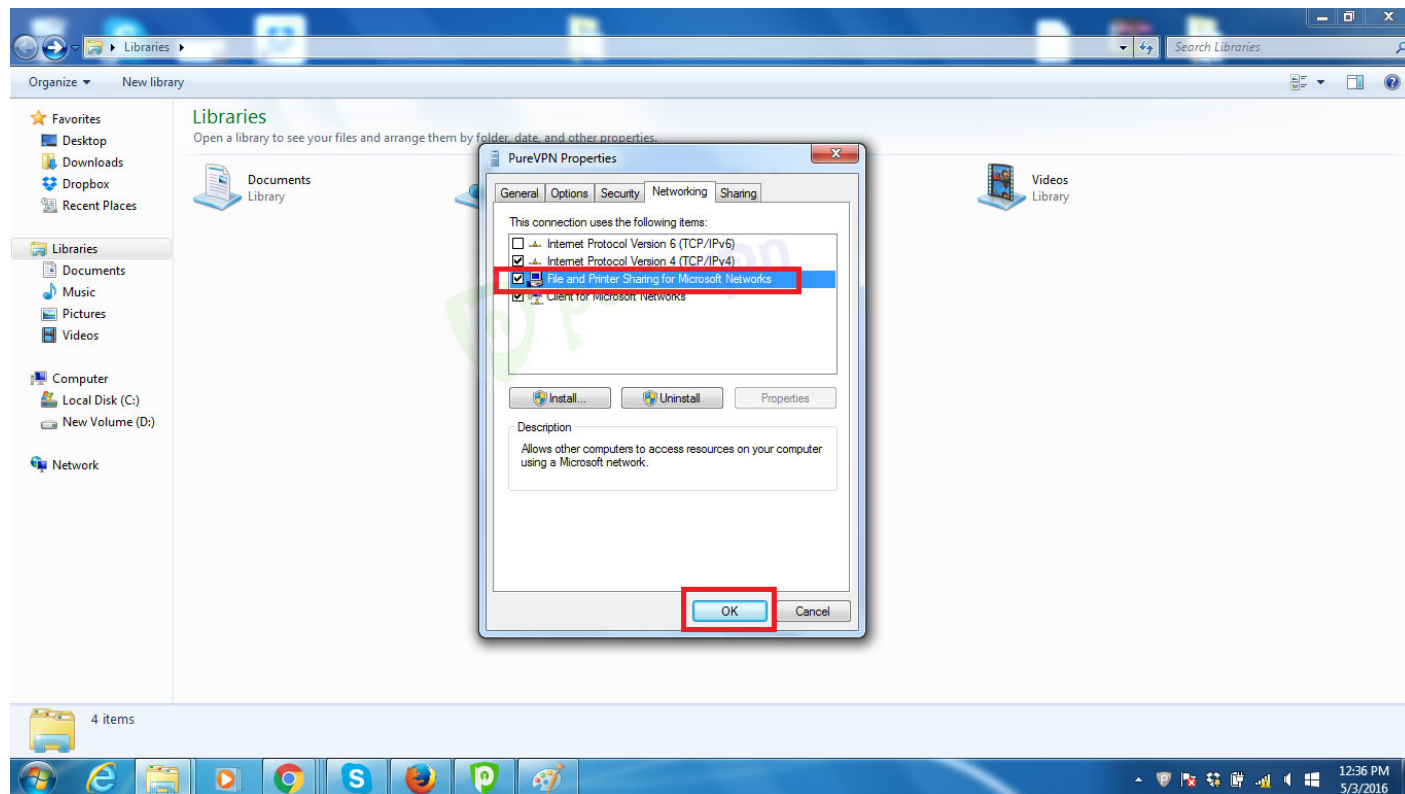
The following tutorial will guide you in case you are facing any difficulties, or if you are unable to access your shared resources over LAN/WAN or Server/Remote access while being connected to PureVPN. You'll be able to do so by simply following the easy steps written below:

### For LAN Resources:

1 Click on Network icon and right click on "PureVPN" to select Properties



2 Go to the "Networking" tab and check on "File and Printer Sharing for Microsoft Networks" then connect VPN



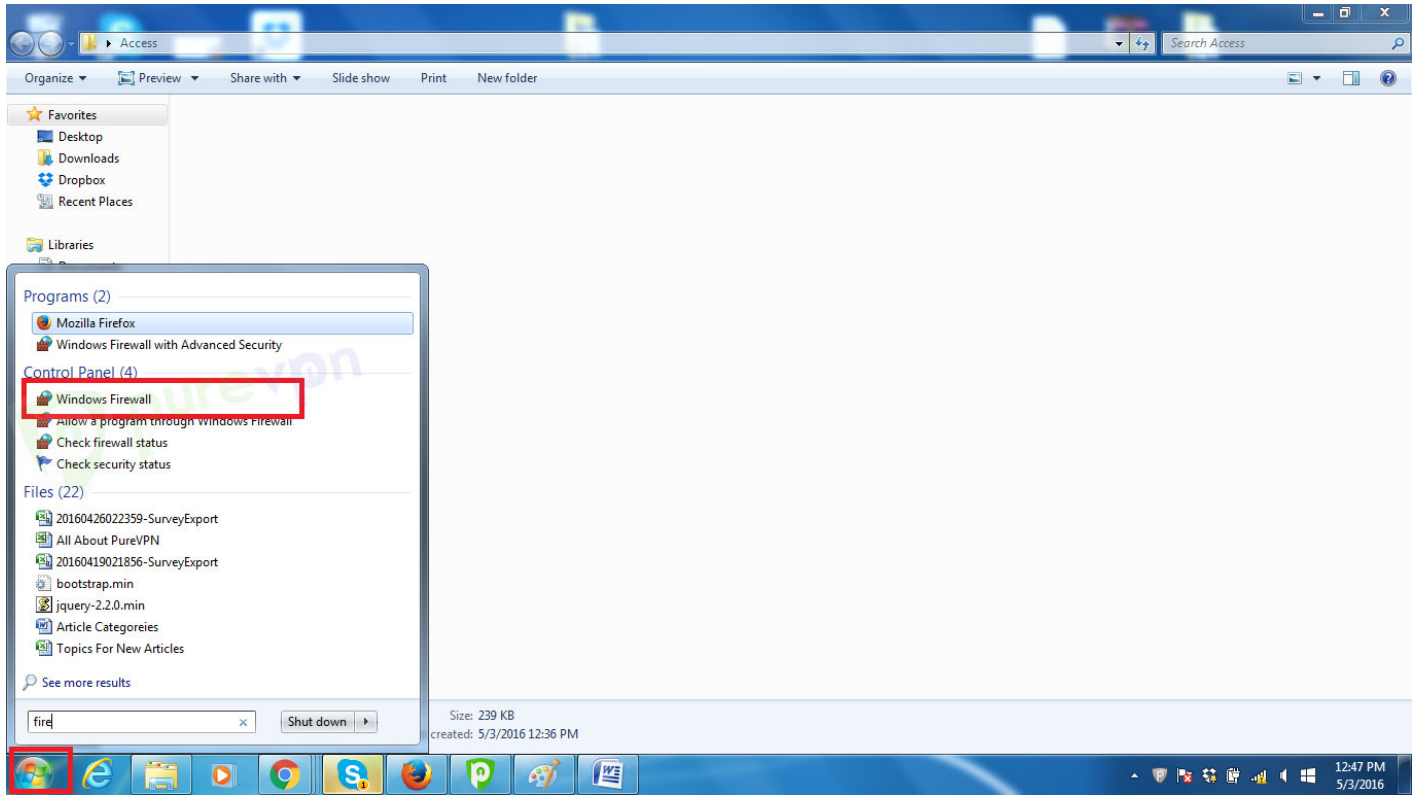
You must be able to access your LAN / Shared resources now

**Note:** You need to connect VPN manually instead of using PureVPN app.

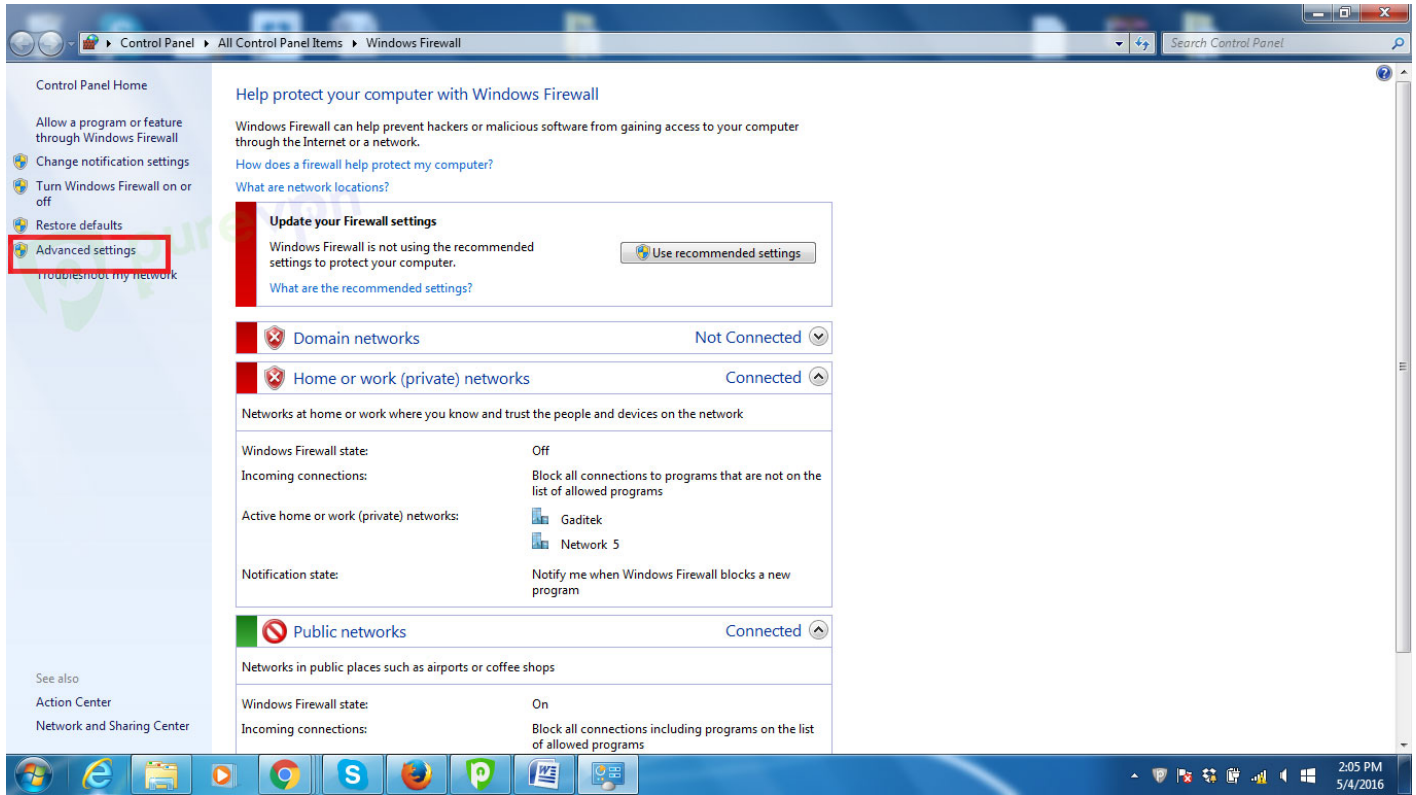
**For WAN / Server / Remote access:**

Firstly, you will have to allow incoming connection through your Windows Firewall and you will have to purchase Port Forwarding Add-on to allow inbound connections.

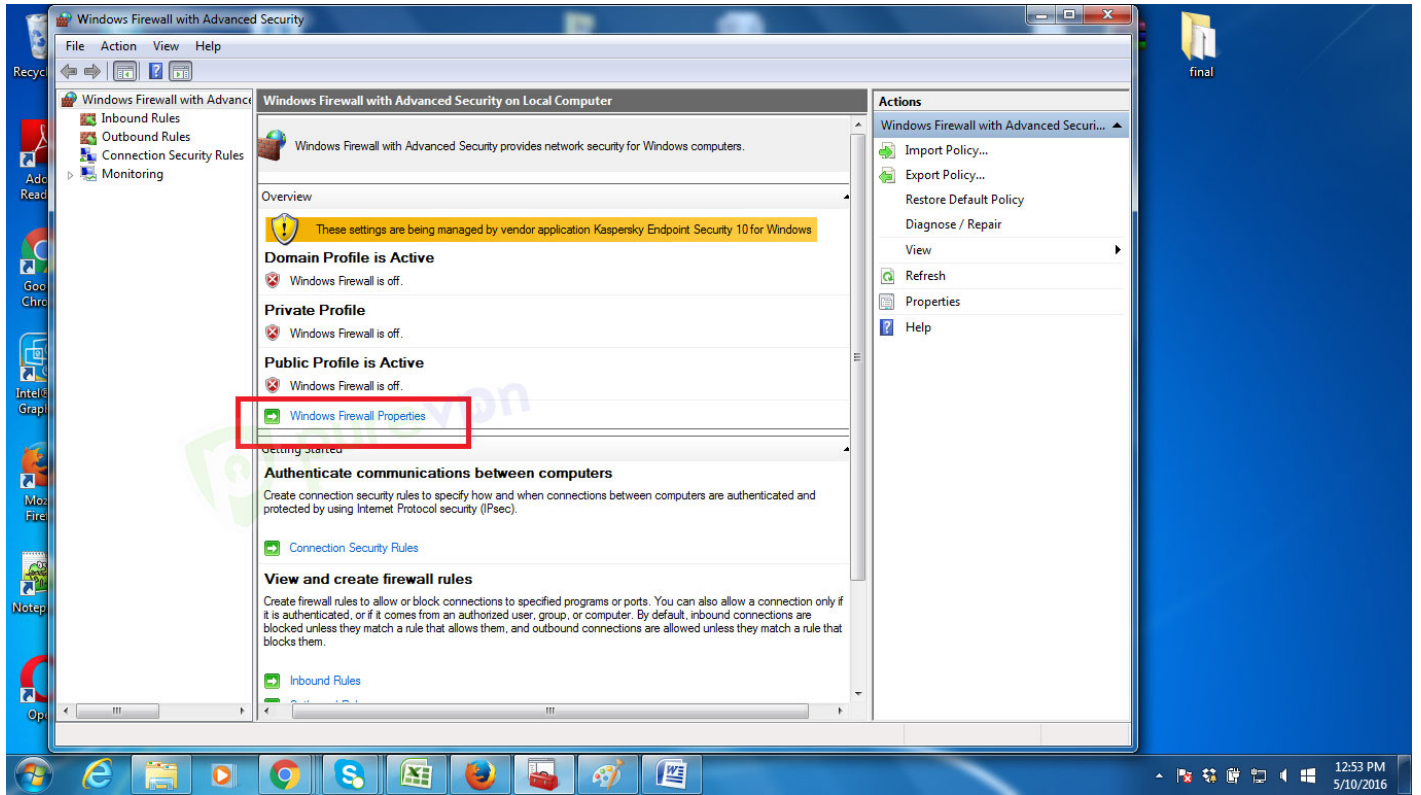
1 From Start Menu Search “Firewall”



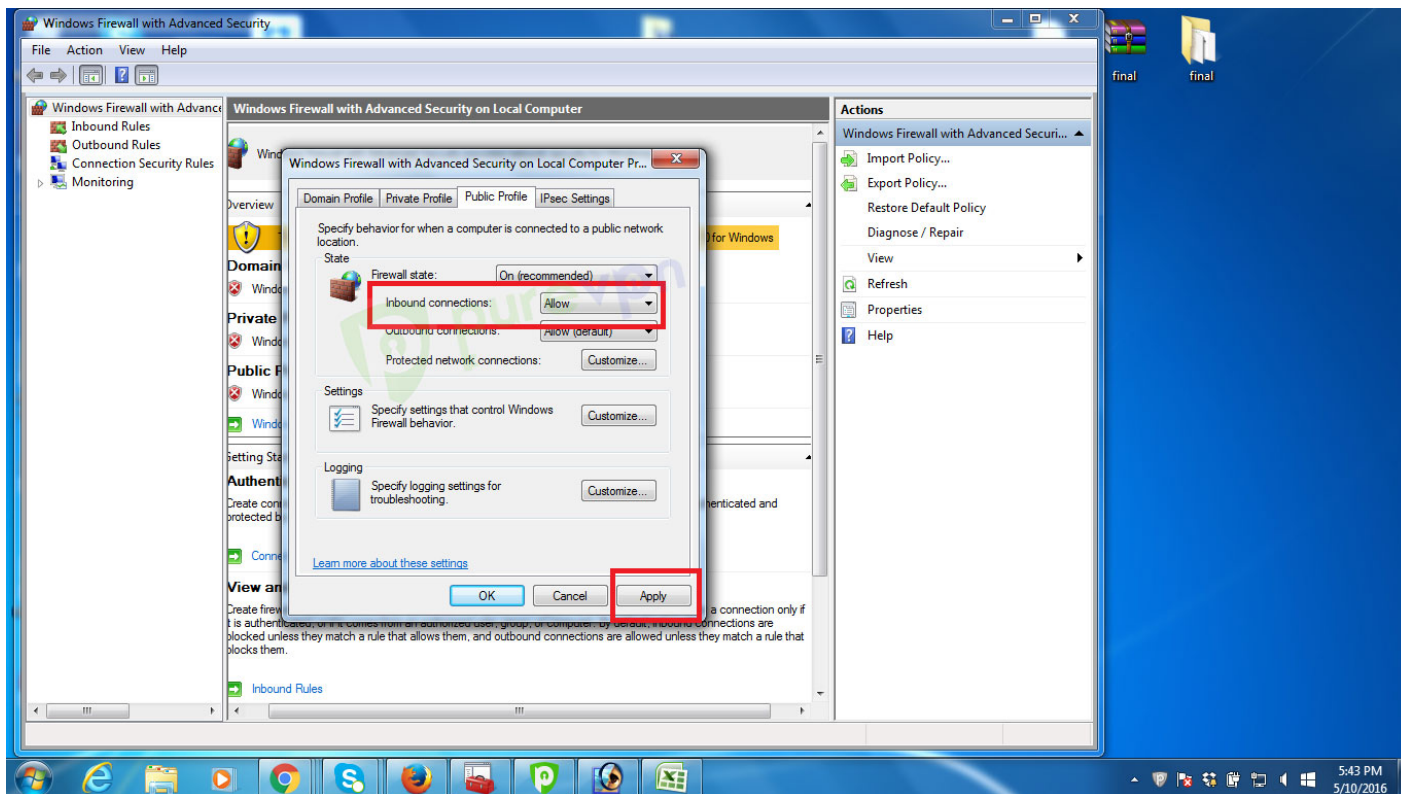
2 Click on “Advance Settings”



3 Go to “Windows Firewall Properties”



4 “Allow” Inbound Connections in Public Profile tab and click “Apply”



You are almost done, now you need to allow ports on Server side as well for this you will need “Port Forwarding” (Paid) add on

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.