

# VPN Troubleshooting Steps

1. Customer can not connect to VPN service, they get a "Connection has Failed" error.

① **View Log**

Right click on the VPN icon in the system tray and select "View Log"

② **Locate Error**

Scroll to the bottom and look at the last few lines.

Locate the error message.

The most common errors are shown in the diagram below.

ERROR	Suggested Fix
<p><b>All TAP-Win32 adapters are currently in use</b></p>	<ol style="list-style-type: none"> <li>1. Download the <a href="#">drivers required</a> and run the install wizard. Click "next" through the install wizard (leave all checkboxes as they are) and install.</li> <li>2. Right-click the GLBB icon in the taskbar (with the two red screens) and click "exit". It should disappear from the taskbar.</li> <li>3. Right-click the GLBB icon on the desktop (titled "OpenVPN GUI") and choose "Run as Administrator".</li> <li>4. Try connecting again through the taskbar icon as usual</li> </ol>
<p><b>Auth Failed</b></p>	<p>Wait 20 minutes and try the connection again. If you receive the same "auth failed" message in the log file, please send support@glbb.jp the file "C:\Program Files\GLBB USA Connect\config\auth-user-pass"</p>
<p><b>You connect but your ip address still shows as being outside the united states</b></p>	<p>In Windows 7 and Windows Vista UAE is used to protect you from malicious software. However when you run USA Connect it needs to change your routing tables, in order to do that it needs admin privileges.</p> <ol style="list-style-type: none"> <li>1. If you are connected to the VPN service and the GLBB icon in the taskbar has two green screens, right-click the icon and click "Disconnect". You should then be disconnected and the screens in the icon should turn red.</li> <li>2. Right-click the GLBB icon in the taskbar (with the two red screens) and click "exit". It should disappear from the taskbar.</li> <li>3. Right-click the GLBB icon on the desktop (titled "OpenVPN GUI") and click "Run as Administrator".</li> <li>4. Try connecting again through the taskbar icon as usual</li> </ol>