

## Enterprise System & Services — Telecommunications Division

### VPN Troubleshooting Guide

When a Caller reports problems connecting to the VPN please follow the following steps.

- 1) Verify that the caller has a valid Internet Connection. Have the user browse a few Internet sites.
- 2) Ask the user to ping the VPN concentrator using **vpn.rutgers.edu**
  - a. If the ping is successful...continue to step 3
  - b. If the ping is unsuccessful have the user ping the VPN using the IP 198.151.130.194
  - c. If the ping is still unsuccessful, try to ping using the above IP address from your workstation. If you are also unsuccessful...**ESCALATE TO TD**
- 3) If the user is getting an error message, attempt to match with the ones located in Appendix 1.
- 4) If the error is not listed verify the caller's setting, using the appropriate document located here.

#### Appendix1

**Error 678**, Occurs when the VPN client is not detecting a Network connection. Please verify that you have established a connection to the Internet with your local Internet Service Provider (ISP)



**Error 718**: Occurs when the username and/or password are not correct.

