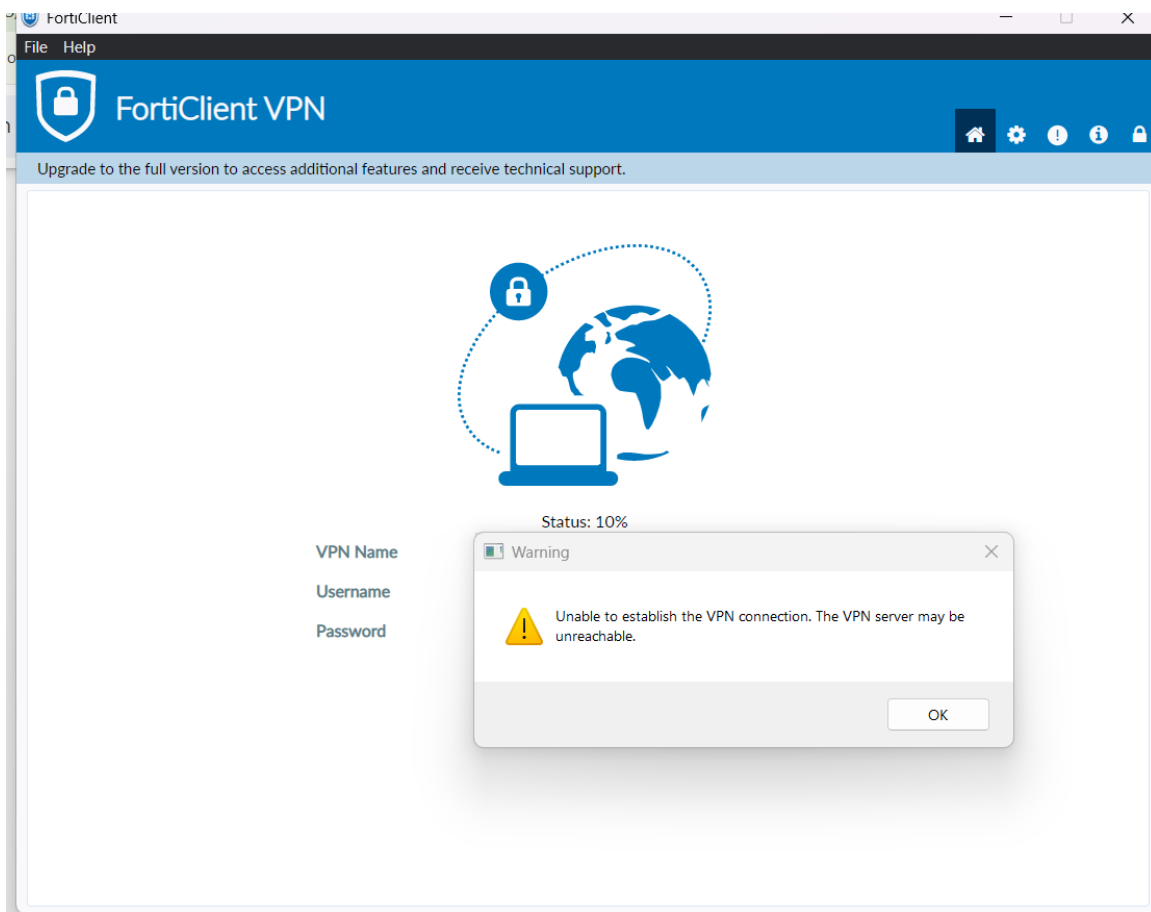


VPN Connection Troubleshooting Guide (FortiClient)

Problem:

You see this error while connecting:

Unable to establish the VPN connection. The VPN server may be unreachable.



Solution Steps:

1. Correct FortiClient Settings

Use these settings in FortiClient:

- VPN Type: SSL-VPN
- Connection Name: VLSIGURU
- Remote Gateway: 106.51.105.212
- Check "Customize Port" and set 8443
- Authentication: Save login or prompt
- Username: admin (password will be asked)

Refer to the screenshot below for correct configuration:



The screenshot shows the 'Edit VPN Connection' window in FortiClient. The 'VPN' tab is selected, showing 'SSL-VPN' as the type. The 'Connection Name' is 'VLSIGURU'. The 'Remote Gateway' is '106.51.105.212'. The 'Customize port' checkbox is checked, and the port is set to '8443'. The 'Authentication' is set to 'Save login'. The 'Username' is 'admin'. The 'Client Certificate' is set to 'None'. The 'Enable Dual-stack IPv4/IPv6 address' checkbox is unchecked. The window has a blue header with the FortiClient VPN logo and a blue footer with 'Cancel' and 'Save' buttons.

FortiClient VPN

Upgrade to the full version to access additional features and receive technical support.

Edit VPN Connection

VPN: **SSL-VPN** | IPsec VPN | XML

Connection Name: VLSIGURU

Description:

Remote Gateway: 106.51.105.212 ✕
+Add Remote Gateway

☒ Customize port: 8443

☐ Enable Single Sign On (SSO) for VPN Tunnel

Client Certificate: None ▼

Authentication: ☐ Prompt on login ☒ Save login

Username: admin

☐ Enable Dual-stack IPv4/IPv6 address

Cancel Save

Additional Tips:

- Restart your computer and try again.
- Ensure no other VPN software is running.
- If still not working, contact VPN admin to verify the server is running.

Contact Admin If:

Contact Support: If you've exhausted all troubleshooting steps and cannot log in, contact admin team Manoj : 9513408428 support for further assistance.