TROUBLESHOOTING GUIDE
1.1 Error: Unable to establish VPN connection. The VPN server may be unreachable. (-14)” - status progress 80%

The Username or Password could be wrong
1. Check the username and password matches the details provided to you.

Only one connection per user
1. Make sure that you have not connected to the VPN on any other device

The VPN port setting could be wrong
1. Check if the port number in the VPN Settings is set to 10443 and not 443
2. Check the IP Address of the Remote Gateway in VPN Settings is set to 47.115.82.225

Other reasons
1. Check if there is any Firewall blocking the connection on client end (Windows Firewall or any physical firewall)
2. Check your internet connectivity
1.2 Connection status stuck at 40% (No error message)

The VPN certificate setting could be wrong
1. Check the 'Do Not warn invalid server certificate' VPN Settings is ticked
1.3 Error: “Unable to establish VPN connection. The VPN server may be unreachable.” – status progress 10%

Only one connection per user
1. Make sure that you have not connected to the VPN on any other device.

The VPN port setting and IP address could be wrong
1. Check if the port number in the VPN Settings is set to 10443 and not 443
2. Check the IP Address of the Remote Gateway in VPN Settings is set to 47.115.82.225

Other reasons
1. Check if there is any Firewall blocking the connection on client end (Windows Firewall or any physical firewall)
2. Check your internet connectivity
1.4 Error: “Failed to establish VPN Connection. This may be caused by a mismatch in the TLS version. Please check the TLS version settings in the Advanced of the Internet options. (-5209)

Your computer may not support the required TLS setting

1. Check your computer’s OS version and update to the latest patch levels

Your computer requires a particular TLS setting

Adjust your Computer settings. For example, with Microsoft Windows 7

1. Open Internet Explorer
2. Go to “Settings” and click on “Internet Options”
3. Go to the “Advanced” tab
4. In the “Settings”, scroll down to “Use TLS 1.0” and enable “Use TLS 1.0”, “Use TLS 1.1” and “Use TLS 1.2”. Also enable “Warn about certificate address mismatch*”
1.5 Non-Curtin websites are blocked

This is expected

If the site is required for a Curtin University learning experience

1. Contact Curtin Connect.

If the site is not required for a Curtin University learning experience

1. Disconnect from the VPN and attempt to access the site