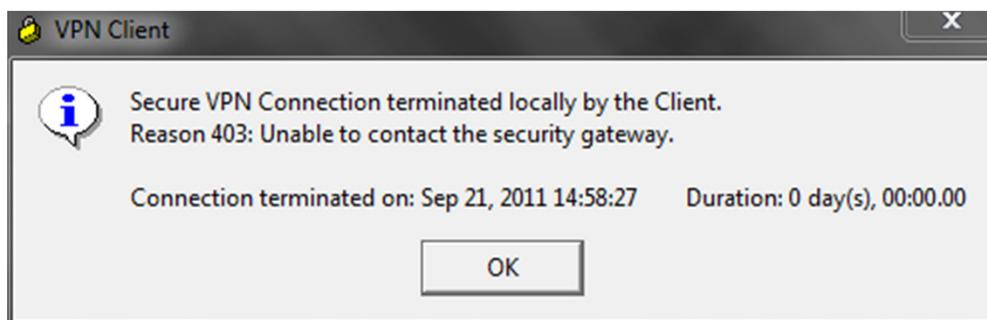


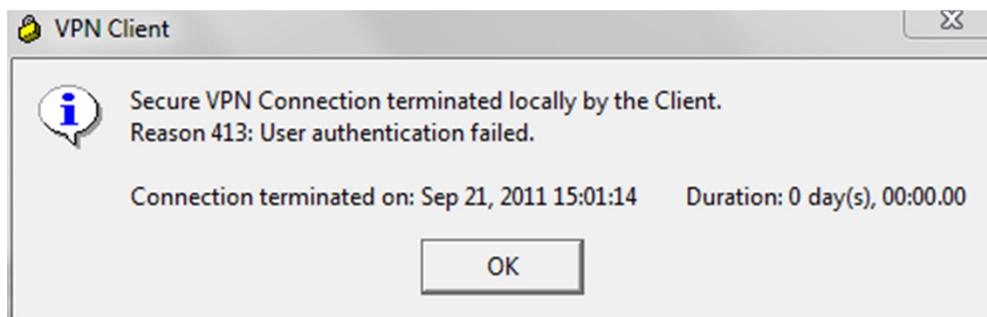
# Cisco VPN Client Troubleshooting Error Messages



**CAUSE:** Computer is not connected to Internet

**TROUBLESHOOTING:** Verify that your computer is connected to the internet.

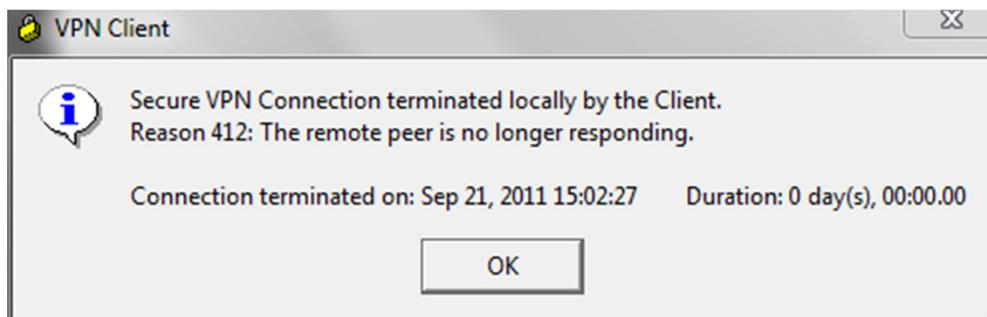
- Check Ethernet cable plugged into computer to make sure it is secure. OR check wireless connection settings to verify that you are connected to an access point.
- Try to get to a common website such as <http://www.google.com>
- If you can connect to the website and it comes up correctly, try to connect to VPN again. If you cannot get to <http://www.google.com> you need to continue troubleshooting your Internet connection.



**CAUSE:** Login Credentials are incorrect.

**TROUBLESHOOTING:** Verify Karmanos Credentials

- You should be using your Karmanos username/password to authenticate to VPN.
- Please try typing in your username and password again.
- If you cannot login with your Karmanos username/password contact the Helpdesk to have them either reset your password or check to see if there is an issue with your account.

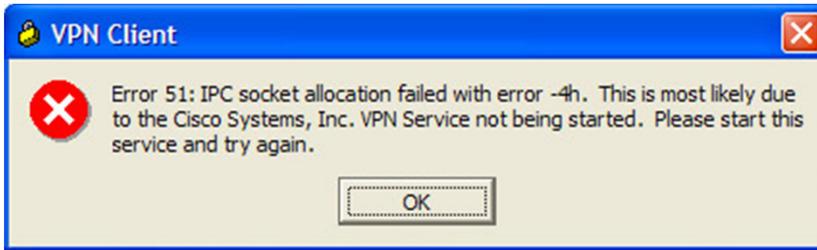


**CAUSE:** VPN Client cannot communicate with Karmanos.

**TROUBLESHOOTING:** VPN Update occurred September, 7<sup>th</sup> 2011

- There is a change that needs to be performed to your VPN client to allow it to connect to the correct gateway. On September 6<sup>th</sup> 2011 the VPN gateway was changed from 146.9.105.3 to 146.9.105.5
- Please see page 4 of this document for step-by-step instructions on how to make this change.

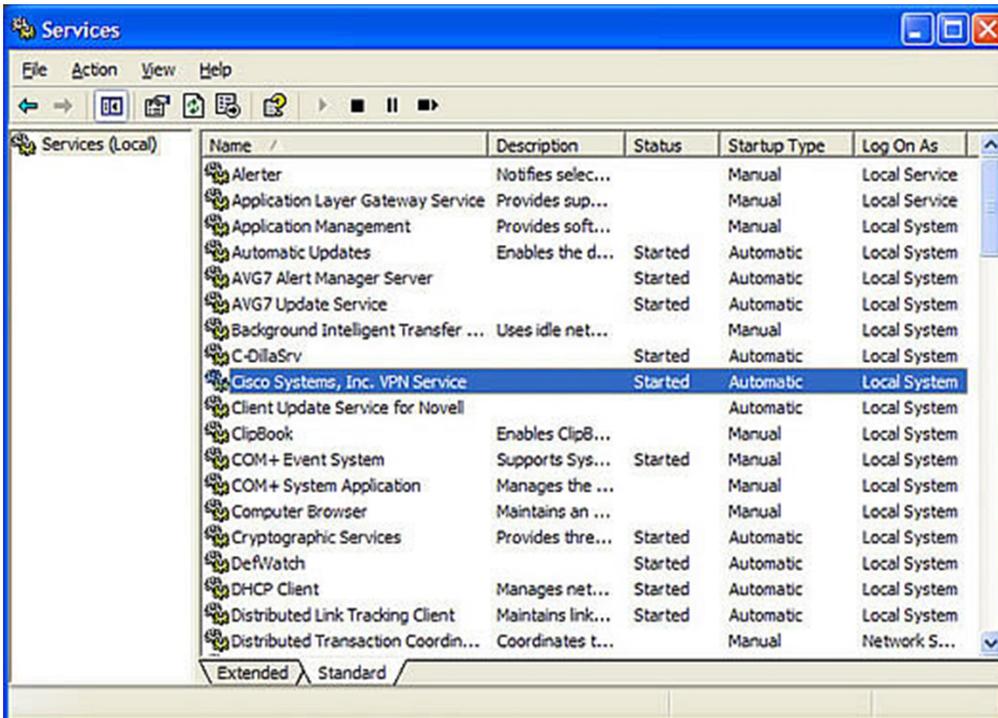
# Cisco VPN Client Troubleshooting Error Messages



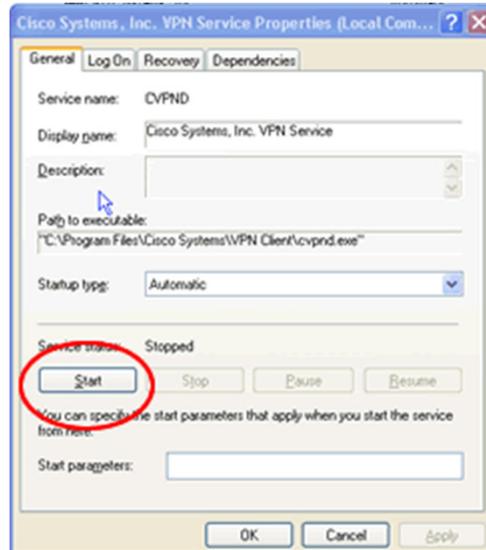
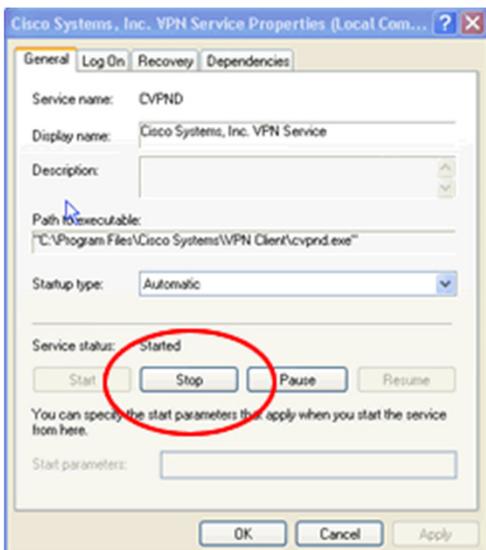
**CAUSE:** Error 51: IPC socket allocation failed with error -4h

**TROUBLESHOOTING:** If you receive the error message *Error 51: IPC socket allocation failed with error -4h* after the VPN software fails to connect, follow these steps to fix the problem.

- Click **Start > Settings > Control Panel > Administrative Tools > Services**
- Double-click **Cisco Systems, Inc VPN Service**

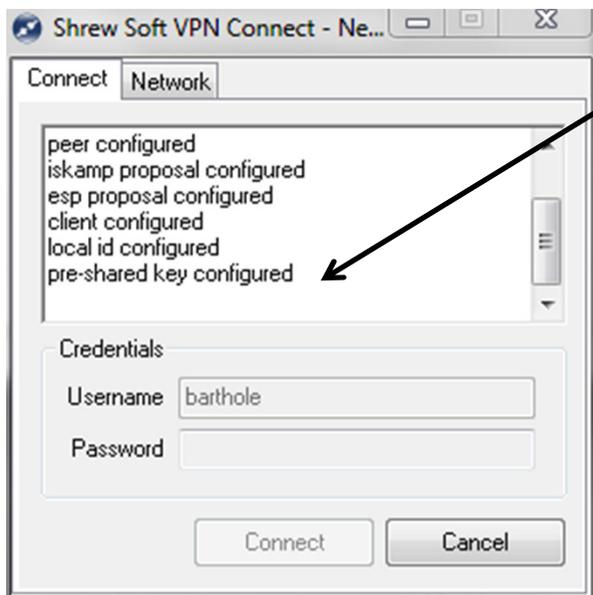


- Click the **Stop** button when the *Cisco Systems, Inc., VPN Service Properties* window opens



- Now click the **Start**
- Click **OK**
- Restart your PC.

## Shrew Soft VPN Client Troubleshooting Error Messages



**CAUSE:** Computer is not connected to Internet

**SYMPTOM:** Shrew Logs never get past *pre-shared key configured*. Client appears to still be attempting to connect, but is never able to establish a connection.

**TROUBLESHOOTING:** Verify that your computer is connected to the internet.

- Check Ethernet cable plugged into computer to make sure it is secure. OR check wireless connection settings to verify that you are connected to an access point.
- Try to get to a common website such as <http://www.google.com>
- If you can connect to the website and it comes up correctly, try to connect to VPN again. If you cannot get to <http://www.google.com> you need to continue troubleshooting your Internet connection.



**CAUSE:** Login Credentials are incorrect.

**TROUBLESHOOTING:** Verify Karmanos Credentials

- You should be using your Karmanos username/password to authenticate to VPN.
- Please try typing in your username and password again.
- If you cannot login with your Karmanos username/password contact the Helpdesk to have them either reset your password or check to see if there is an issue with your account.



**CAUSE:** VPN Client cannot communicate with Karmanos.

**TROUBLESHOOTING:** VPN Update occurred September, 7<sup>th</sup> 2011

- There is a change that needs to be performed to your VPN client to allow it to connect to the correct gateway. On September 6<sup>th</sup> 2011 the VPN gateway was changed from 146.9.105.3 to 146.9.105.5
- Please see page 4 of this document for step-by-step instructions on how to make this change.

# KARMANOS VPN UPDATE | 9/7/11

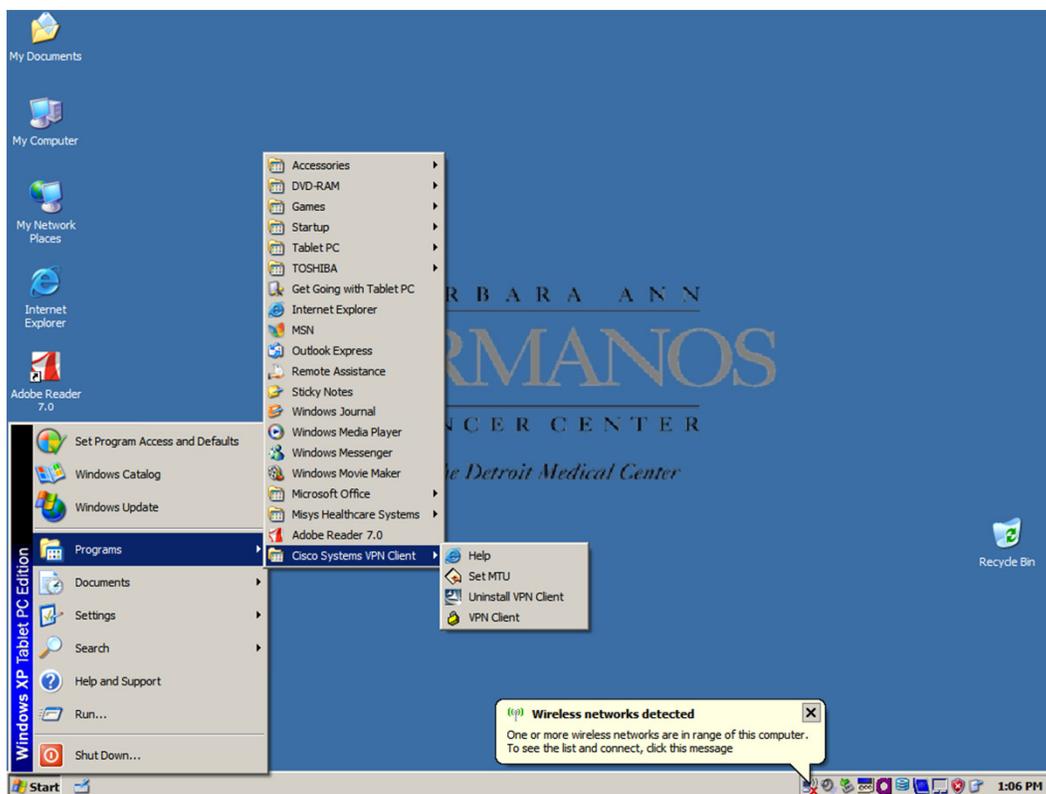
To continue using the Karmanos VPN you need to make a simple change to the VPN connection file prior to September 6th. The attached document will guide you through the process of making the change.

The Karmanos IT department will be shutting down the current entry point for the VPN system on September 6th, 2011. The old entry point will be replaced with a new address. This new address is available for connections now and we are asking that you make the change as soon as possible.

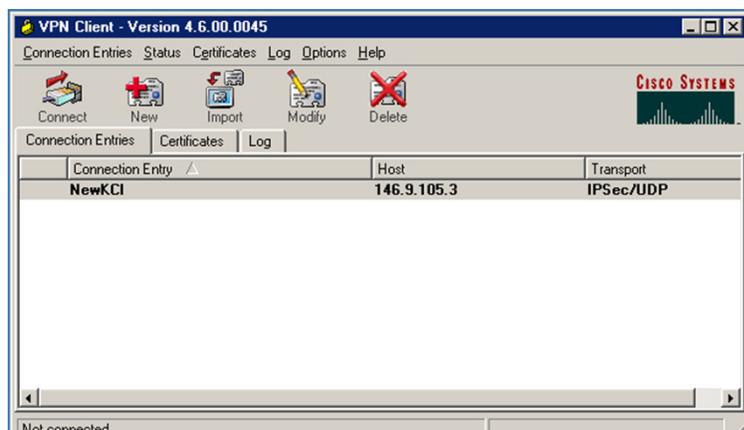
The following screens and instructions will take you through the process.

Open the VPN client software by doing the following:

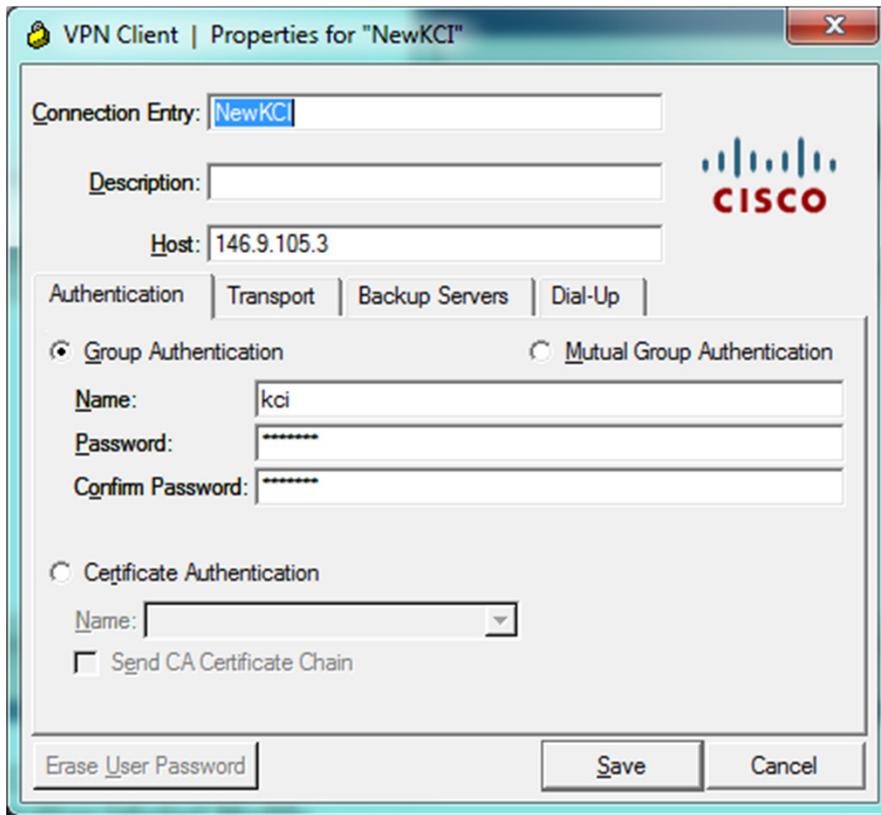
- Click Start
- Click Programs (or All Programs)
- Click Cisco Systems VPN Client
- Click VPN Client



The following screen will be displayed with the Connection Entry NewKCI listed:



- Click the Connection Entry item NewKCI
- Click the Modify button (or right click NewKCI then click modify)
- Edit the IP address to 146.9.105.5
- Click Save



**DO NOT MODIFY** any other settings in this box and changes to the settings in the box will result you being not able to access the VPN system and a new Connection file will need to be given to you by the helpdesk.

Once the update is complete and saved your VPN Client window will look like this:

