**WAN - KB00768**

Impacted App/Service: WAN

Title: Error 202 is appearing after connecting to the internet

Short Description: This error is normally related to vendor issues.

Resolution:

1. Create an incident ticket and assign to the **Network Support** group.
2. On the Template field, select **Vendor issue – Error 202** from the list.
3. Update the required fields as indicated on the incident form after the template has included the necessary information needed to proceed with the investigation.