

Subject: Re: VPN Connection Problem

Hello [User],

Thank you for contacting us regarding your issues with VPN. Being unable to log in to a VPN will prevent you from performing your job from home or accessing internal systems that are only accessible from the office. I have already checked the VPN account and performed an external scan of your VPN Connectivity. We have some advanced VPN diagnostic tools in-house to run a more intelligent Network/Configuration scan, which is currently running. I will let you know if any errors are found overnight until tomorrow morning.

In the meantime, please reboot your device and try logging in to the VPN again. Sometimes, the VPN gets stuck temporarily, causing conflicts with VPN sessions (Ramesh, 2023). If you are still having problems, please let me know what recent changes have been applied to their network, internet, or location.

I will follow up on this ticket in the next 30 minutes and update you on the status.

Thank you for your patience and cooperation in fixing this issue.

Kind regards,

Hussain Syed

IT Helpdesk Specialist

Reference

Ramesh, R. (2023). *Investigating the VPN Ecosystem through the Lens of Security, Privacy, and Usability* (Doctoral dissertation).

<https://deepblue.lib.umich.edu/handle/2027.42/192431>