**OpenVPN Troubleshooting**

**Issue:** OpenVPN connected but 10.80.33.x subnet is not reachable

**Identify Problem:**

OpenVPN logs files are the best source to identify root cause of the issue, check logs files from below location on your windows workstation

C:\Program Files\OpenVPN\log\your\_certs.log

Scroll down to the end of log file

* *Correct OpenVPN Log file format looks like below output:*

Fri Dec 12 17:24:52 2014 us=381275 env\_block: add PATH=C:\Windows\System32;C:\WINDOWS;C:\WINDOWS\System32\Wbem

Fri Dec 12 17:24:52 2014 us=419275 C:\Windows\system32\route.exe ADD 10.80.153.0 MASK 255.255.255.0 10.80.179.1

Fri Dec 12 17:24:52 2014 us=489275 ROUTE: route addition failed using CreateIpForwardEntry: One or more arguments are not correct. [status=160 if\_index=34]

Fri Dec 12 17:24:52 2014 us=489275 Route addition via IPAPI failed [adaptive]

Fri Dec 12 17:24:52 2014 us=490275 Route addition fallback to route.exe

Fri Dec 12 17:24:52 2014 us=490275 env\_block: add PATH=C:\Windows\System32;C:\WINDOWS;C:\WINDOWS\System32\Wbem

Fri Dec 12 17:24:52 2014 us=536275 Initialization Sequence Completed

Fri Dec 12 17:24:52 2014 us=536275 MANAGEMENT: >STATE:1418385292,CONNECTED,SUCCESS,10.80.179.232,64.94.142.10

* *OpenVPN Log file format that has issue connection issue*

PATH=C:\Windows\System32;C:\WINDOWS;C:\WINDOWS\System32\Wbem

Fri Dec 12 17:13:58 2014 ERROR: Windows route add command failed [adaptive]: returned error code 1

Fri Dec 12 17:13:58 2014 Initialization Sequence Completed

Fri Dec 12 17:13:58 2014 MANAGEMENT: >STATE:1418384638,CONNECTED,SUCCESS,10.80.179.234,64.94.142.10

After analyzing logs you can see OpenVPN has successfully established connection with OpenVPN server but failed to execute route add command to reach 10.80.33.x subnet.

**Troubleshooting:**

Be sure OpenVPN is connected and run below command on your windows box to check current route to reach 10.80.33.x subnet.

C:\Users\user\_home\_directory> route print

Active Routes:

Network Destination Netmask Gateway Interface Metric

0.0.0.0 0.0.0.0 On-link 14.96.159.229 31

10.80.33.0 255.255.255.0 10.80.179.1 10.80.179.232 4256

10.80.153.0 255.255.255.0 10.80.179.1 10.80.179.232 4256

10.80.157.0 255.255.255.0 10.80.179.1 10.80.179.232 4256

10.80.179.0 255.255.255.0 On-link 10.80.179.232 4511

10.80.179.232 255.255.255.255 On-link 10.80.179.232 4511

10.80.179.255 255.255.255.255 On-link 10.80.179.232 4511

10.81.63.0 255.255.255.0 10.80.179.1 10.80.179.232 4256

14.96.159.229 255.255.255.255 On-link 14.96.159.229 286

127.0.0.0 255.0.0.0 On-link 127.0.0.1 4531

127.0.0.1 255.255.255.255 On-link 127.0.0.1 4531

127.255.255.255 255.255.255.255 On-link 127.0.0.1 4531

224.0.0.0 240.0.0.0 On-link 127.0.0.1 4531

224.0.0.0 240.0.0.0 On-link 10.80.179.232 4511

224.0.0.0 240.0.0.0 On-link 14.96.159.229 31

255.255.255.255 255.255.255.255 On-link 127.0.0.1 4531

255.255.255.255 255.255.255.255 On-link 10.80.179.232 4511

255.255.255.255 255.255.255.255 On-link 14.96.159.229 286

Make sure highlighted lines are showing while running above command.

If not, then your workstation has no static route added to reach 10.80.33.x subnet.

Add static route on your workstation using below command:

Open another CMD terminal, with run as Administrator option and execute following commands:

(Start🡪Accessories🡪Right Click on Command Prompt and use run as Administrator option)

C:\Windows\system32> route add -p 10.80.33.0 mask 255.255.255.0 10.80.179.1

C:\Windows\system32> route add -p 10.80.153.0 mask 255.255.255.0 10.80.179.1

C:\Windows\system32> route add -p 10.80.157.0 mask 255.255.255.0 10.80.179.1

Ping your server i.e lives in 10.80.33.x subnet and verify you are getting ping response. You should be able to do putty/mstsc as well on target linux/windows box.

Reboot server to survive static routes and verify the access to 10.80.33.x server.