

# GSD. Network - Untrusted VPN Server Blocked

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General Information:

Possible symptoms/errors:

User receives an Untrusted VPN Server Blocked.

Alternative names of the system:

Error message when logging into VPN

IMPORTANT NOTICE:

N/A

Solution:

This article provides information in case user cannot log in to the VPN and getting an error message "Untrusted VPN Server Blocked!".

Cause: This message occurs if the gateway's certificate name does not match the addressed host.

Details:

In the error message screen, advise user to click Change Setting button.

Under Preferences (tab), User must remove the check beside Block Connection to untrusted servers.

Guide user to close VPN and try connecting again.

Assignment Group:

Int\_WW\_Network-Operations\_SLS\_FDT

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A