

# GSD. Network - VPN troubleshooting steps

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General Information:

Possible symptoms/errors:

VPN Connection troubleshooting steps

Alternative names of the system:

n/a

IMPORTANT NOTICE:

N/A

Solution:

1. Issue: Weak mobile connection or broken device

Check if the user is connected via Wi-Fi or mobile phone using their connection from an internet provider. Check if the signal strength is good. If not, ask the user

2. Issues with home router

Check the router's lights to see if the network connection is available. Ask the user to refer to the router's manual to see what light indicators mean. If the user is connected via Wi-Fi, ask them to connect via LAN. Log on to the router's web interface to see if it is connected to the internet or verify connectivity settings. Refer to the router manual for registration status and steps.

3. VPN client issues

Check if a VPN connection is available and whether the Windows password has not expired. Check the error message displayed by the VPN client. Follow the steps provided in fixing the following errors:

4. No access to Sharepoint, Internet or network directories

Check if VPN connection is available and whether Windows password has not expired. Ensure that the user has access to SharePoint.

NOTE: If multiple users are facing larger connectivity issue, then GSD should pass the ticket to Int\_WW\_Network-Operations\_SLS\_FDT.

Assignment Group:

Int\_WW\_Network-Operations\_SLS\_FDT

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A