



**This documentation is presented to you from UX Centers IT Team as a guideline to the Team Leaders and WFH agents for the most common WFH technical issues and how to troubleshoot and resolve them.**

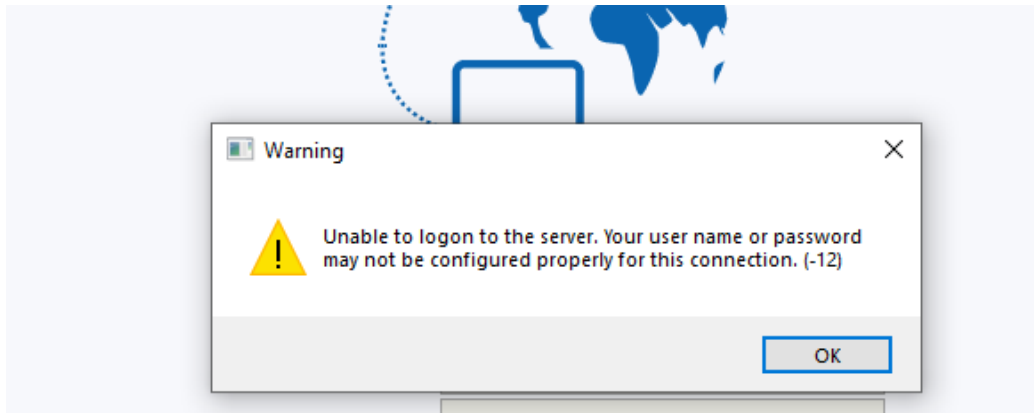
### **Issue #1: Unable to establish the VPN connection**



#### ***Solution to issue #1:***

- **Restart** the router. Don't just disconnect and reconnect, Restart the router and try to connect to the VPN that should resolve the issue.
- If that didn't resolve it, reach out to your TL to raise a ticket.

**Issue #2: Unable to logon to the server, Your username or password may no be configured for this connection.**



***Solution to issue #2:***

- First you need to make sure that you've entered the **correct credentials** and it goes as follows below.

VPN Name	VPN ALEX ▼	≡
Username	Your Biometric	
Password	Your PC password or 123aaa###	

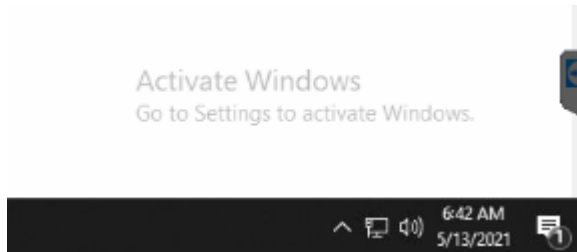
☐ Save Password   ☐ Auto Connect   ☐ Always Up

- Second, make sure that the time & date is correct on your PC.
- If all of that didn't help, contact your TL to raise a ticket.

### **Issue #3: Silent Calls**

#### **Solution to issue #3:**

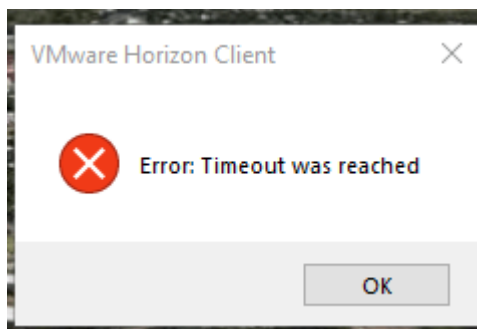
- First, make sure that the sound inside and outside VMware is not muted as shown in the below



- Second, try to change the headset port in the PC
- Third, you need to clear the cache of the browser
- Then, re-open the softphone and then Cisco Finesse and make sure that the Dial-up number is **reflected** on the softphone after you open Cisco Finesse.
- If all of that didn't resolve it, Contact the TL to raise a ticket.

### **Other issues you might face:**

- If you can't find your RSA token on the Desktop, contact your TL to send it to you, Download it off the mail to the PC and double click to run it.
- If you can't open your PC lock screen just use these credentials  
*Username: .\csr*  
*Password: 123aaa###*
- If you got the error below on VMware, or any error related to **timeout**



Simply just make sure that the VPN is open and connected.