Not able to connect Client/FortiClient VPN

* **Verify the below configuration settings if you are unable to connect VPN. (Windows / Mac).**
  + **Step 1**: Open Forticlient VPN Application, navigate to 3 horizontal lines and click on "Edit the selected connection".
  + **Step 2:** Check and verify the VPN configuration settings are as below.
  + Remote Gateway: 103.108.207.58 (for Primary connection) and 122.169.101.20 (for secondary connection)
  + Customize port: 10443 (Port should be enabled)
  + Client Certificate: None
  + **Step 3:** If the VPN settings are the same as above then restart your Laptop and check connecting VPN.
  + **Step 4:** Connect Internet by changing the ISP and check if you are still unable to connect to the VPN.
  + **Step 5:** If the issue still persists then check the error shown while connecting VPN and follow the troubleshoot steps according to the error.
* **Follow the below Steps if the VPN is not connected with the error "Credential or SSL VPN configuration is wrong (-7200)".**
  + **Step 1:** Verify that you are entering the correct username and password.
  + **Step 2:** Even if your password is expired, you will get the above error, hence follow the below password Reset process.
  + **Step 3:** Connect to Crest VPN using below password resetter account credentials.
  + Username : pass1.reset
  + Password : NewResetPass
  + **Step 4:** Go to the below URL for password resetting. URL : http://10.3.3.111:8990/pwm/login.
  + **Step 5:** Login with your current credentials and Click on change password and enter your current password.
  + **Step 6:** Set the new password and make sure you are following the Crest Password policy while creating the new password.
  + **Step 7:** Wait for sometime to complete the password change process.
  + **Step 8:** Now Connect the CDS Wi-Fi and Crest VPN with the updated password.
* **Follow the below Steps if using mobile hotspot and VPN is not connected with error "Unable to establish the VPN connection. The VPN server may be unreachable" or "Network error. The request timed out."**
* **For Windows System.**
  + **Step 1:** Open Web browser and search for "What is my IP Address" to Check your Public IP.
  + **Step 2:** If you get the Public IP as IPv6, then Go to Run, and type 'ncpa.cpl', it will list 'Network Adapters'.
  + **Step 3:** Right Click Wi-Fi Adapter, click on properties and untick the option "Internet Protocol Version 6 (TCP/IPv6) and click OK.
  + **Step 4:** Now, Restart your System as well as your mobile phone and connect mobile hotspot.
  + **Step 5:** Now check by connecting Crest VPN and if you are still having trouble connecting VPN then check by connecting the internet with another ISP.
* **For the Mac System.**
  + **Step 1:** Open Web browser and search for "What is my IP Address" to Check your Public IP.
  + **Step 2:** If you get the Public IP as IPv6, then open system settings, Go to Wi-Fi,
  + **Step 3:** Please click on "Details", Open TCP/IP, Change configure IPv6 to "Link-Local Only"
  + **Step 4:** Now, Restart your System as well as your mobile phone and connect mobile hotspot.
  + **Step 5:** Now check by connecting Crest VPN and if you are still having trouble connecting VPN then check by connecting the internet with another ISP.
* **Follow the below steps for error "Failed to establish the VPN connection. This may be caused by a mismatch in the TLS version. Error (-5029) - Issue resolved by restarting machine".**
  + **Step 1:** Restart your System and check your VPN connection.
  + **Step 2:** If it fails to connect, then check by connecting the Internet with another ISP.