Cisco VPN Client Troubleshooting Error Messages



CAUSE: Computer is not connected to Internet

TROUBLESHOOTING: Verify that your computer is connected to the internet.

- Check Ethernet cable plugged into computer to make sure it is secure. OR check wireless connection settings to verify that you are connected to an access point.
- Try to get to a common website such as http://www.google.com
- If you can connect to the website and it comes up correctly, try to connect to VPN again.
 If you cannot get to http://www.google.com you need to continue troubleshooting your Internet connection.



CAUSE: Login Credentials are incorrect.

TROUBLESHOOTING: Verify Karmanos Credentials

- You should be using your Karmanos username/password to authenticate to VPN.
- Please try typing in your username and password again.
- If you cannot login with your Karmanos username/password contact the Helpdesk to have them either reset your password or check to see if there is an issue with your account.



CAUSE: VPN Client cannot communicate with Karmanos.

TROUBLESHOOTING: VPN Update occurred September, 7th 2011

- There is a change that needs to performed to your VPN client to allow it to connect to the correct gateway. On September 6th 2011 the VPN gateway was changed from 146.9.105.3 to 146.9.105.5
- Please see page 4 of this document for step-by-step instructions on how to make this change.

Cisco VPN Client Troubleshooting Error Messages



CAUSE: Error 51: IPC socket allocation failed with error -4h

TROUBLESHOOTING: If you receive the error message *Error 51: IPC socket allocation failed with error -4h* after the VPN software fails to connect, follow these steps to fix the problem.

- Click Start > Settings > Control Panel > Administrative Tools > Services
- Double-click Cisco Systems, Inc VPN Service

Services						X
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Services (Local)	Name /	Description	Status	Startup Type	Log On As	^
	Alerter	Notifies selec		Manual	Local Service	
	Application Layer Gateway Service	Provides sup		Manual	Local Service	
	Application Management	Provides soft		Manual	Local System	
	Automatic Updates	Enables the d	Started	Automatic	Local System	
	AVG7 Alert Manager Server		Started	Automatic	Local System	
	AVG7 Update Service		Started	Automatic	Local System	
	Background Inteligent Transfer		Manual	Local System		
	C-DilaSrv		Started	Automatic	Local System	
	Cisco Systems, Inc. VPN Service		Started	Automatic	Local System	
	Client Update Service for Novell			Automatic	Local System	
	ClipBook	Enables Clip8		Manual	Local System	
	COM+ Event System	Supports Sys	Started	Manual	Local System	
	COM+ System Application	Manages the		Manual	Local System	
	Computer Browser	Maintains an		Manual	Local System	
	Cryptographic Services	Provides thre	Started	Automatic	Local System	
	DefWatch		Started	Automatic	Local System	
	CHCP Client	Manages net	Started	Automatic	Local System	
	Distributed Link Tracking Client	Maintains link	Started	Automatic	Local System	
	Distributed Transaction Coordin	Coordinates t		Manual	Network S	~
	Extended & Standard					
			11			

- Click the Stop button when the Cisco Systems, Inc., VPN Service Properties window opens

Cisco Systems, Inc. VPN Service Properties (Local Com ? 🗙	Cisco Systems, Inc. VPN Service Properties (Local Com ? 🗙
General Log On Recovery Dependencies	General Log On Recovery Dependencies
Service name: CVPND	Service name: CVPND
Display name: Cisco Systems, Inc. VPN Service	Display pame: Cisco Systems, Inc. VPN Service
Description	Description:
Par and the	Prét la maria de la mar
"C-Vhogram Files/Cisco Systems/VPN Client/cvpnd.exe"	"C-Vhogram Files/Cisco Systems/VPN Client/cvpnd.exe"
Startup type: Automatic	Startup type: Automatic
Service status: Started	Service manage Stopped
Start Stop Pause Resume	Stat Sjop Pause Besume
You can specify the start parameters that apply when you start the service from here.	you can specifying start parameters that apply when you start the service
Start parameters:	Stat parameters:
	OK Carel Arch
	Carca Bibly

- Now click the Start
- Click OK

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Restart your PC.

Shrew Soft VPN Client Troubleshooting Error Messages

Connect	Netwo	nk	
peer con iskamp p esp prop client cor local id c pre-share	ifigured proposal osal ci nfigure configu ed key	d al configured onfigured d red configured	
Credent	tials		
Userna	ame [parthole	
Passw	/ord		
		Command Comma	
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Shrew S Connect	Soft V Netwo configu ed key up tun nentica sabled d from	PN Connect - Ne	
Shrew S Connect	Soft V Netwo configu ed key up tun hentica sabled d from tials	PN Connect - Ne	
Shrew S Connect	Soft V Netwo configu ed key up tun hentica sabled d from tials ame	PN Connect - Ne Canc	
Shrew S Connect	Soft V Netwo configu ed key up tun hentica sabled d from tials ame I vord	PN Connect - Ne	



CAUSE: Computer is not connected to Internet **SYMPTOM:** Shrew Logs never get past *pre-shared key configured*. Client appears to still be attempting to connect, but is never able to establish a connection. **TROUBLESHOOTING:** Verify that your computer is connected to the internet.

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- Try to get to a common website such as <u>http://www.google.com</u>
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CAUSE: VPN Client cannot communicate with Karmanos. **TROUBLESHOOTING:** VPN Update occurred September, 7th 2011

- There is a change that needs to performed to your VPN client to allow it to connect to the correct gateway. On September 6th 2011 the VPN gateway was changed from 146.9.105.3 to 146.9.105.5
- Please see page 4 of this document for step-by-step instructions on how to make this change.

KARMANOS VPN UPDATE | 9/7/11

To continue using the Karmanos VPN you need to make a simple change to the VPN connection file prior to September 6th. The attached document will guide you through the process of making the change.

The Karmanos IT department will be shutting down the current entry point for the VPN system on September 6th, 2011. The old entry point will be replaced with a new address. This new address is available for connections now and we are asking that you make the change as soon as possible.

The following screens and instructions will take you through the process.

Open the VPN client software by doing the following:

- Click Start
- Click Programs (or All Programs)
- Click Cisco Systems VPN Client
- Click VPN Client

My Documents	
ST My Computer	
My Network Places Internet Explorer Adobe Reader	Image: Construction of the construc
7.0 Set Program Access and Defaults Windows Catalog Windows Update	Windows Journal Windows Media Player Windows Media Player Windows Messenger Windows Movie Maker Windows Movie Maker E Detroit Medical Center Microsoft Office Microsoft Office Missys Healthcare Systems A Adobe Reader 7.0
Documents Documents	Implement Implement Implement Recycle Bin Implement Implement Implement Recycle Bin Implement Implement Implement Implement Implement Implement
Run Shut Down Start	(*(*) Wireless networks detected One or more wireless networks are in range of this computer. To see the list and connect, click this message

The following screen will be displayed with the Connection Entry NewKCI listed:

VPN Client - Version 4.6.00.0045		
Connection Entries Status Certificates Log Options H	elp	
Connect New Import Modify) Delete	Cisco Systems
Connection Entry	Host	Transport
NewKCI	146.9.105.3	IPSec/UDP
		>

- Click the Connection Entry item NewKCI
- Click the Modify button (or right click NewKCI then click modify)
- Edit the IP address to 146.9.105.5
- Click Save

VPN Client Properties for "NewKCI"	×
Connection Entry: NewKC	
Description:	CISCO
Host: 146.9.105.3	
Authentication Transport Backup Servers Dial-Up	
Group Authentication C Mutual Group	p Authentication
Name: kci	
Password:	
Confirm Password:	
C Cettificate Authentication Name:	
Erase User Password Save	Cancel

DO NOT MODIFY any other settings in this box and changes to the settings in the box will result you being not able to access the VPN system and a new Connection file will need to be given to you by the helpdesk.

Once the update is complete and saved your VPN Client window will look like this:

🤌 status: Disconnected VPN Client - Version 5.0.06.0160							
<u>C</u> onnection Entries <u>Status</u> C <u>ertificates</u> <u>Log</u> <u>O</u> ptions <u>H</u> elp							
Connect	New	F 🗟 Import	Modify) Delete			cisco
Connection Er	tries Certific	ates Log]				
	Connection En	try 🛆			Host		Transport
	NewKCI				146.9.105.5		IPSec/UDP
•							► ►
Not connecte	d.						