[[en:faq:vpn:vpn-probleme]]

back

If the connection could not be established due to authentication problems, the user name and password prompt appears again.

In this case, please check the following points:

- Have you entered the identifier (s-**) and your password correctly?
- Is a connection already active under the identifier? Only one connection can ever be established under the same identifier; further connection attempts will be rejected. After unexpected disconnections, it may take a few minutes before a new connection can be established.
- Are you using the correct profile for your identifier?
- Are other programmes active that can influence your configuration through live monitoring (e.g. firewalls such as Kaspersky and Avira Antivir, CCleaner, …)?
- Try the connection again after a few minutes; there may have been a temporary system problem that has since been resolved.

Deutsche Version: VPN - Mögliche Probleme

[Hochschule Landshut] FAQ der Service IT