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# SANGFOR\_NGAF\_SSL VPN Troubleshooting Guide 🔥

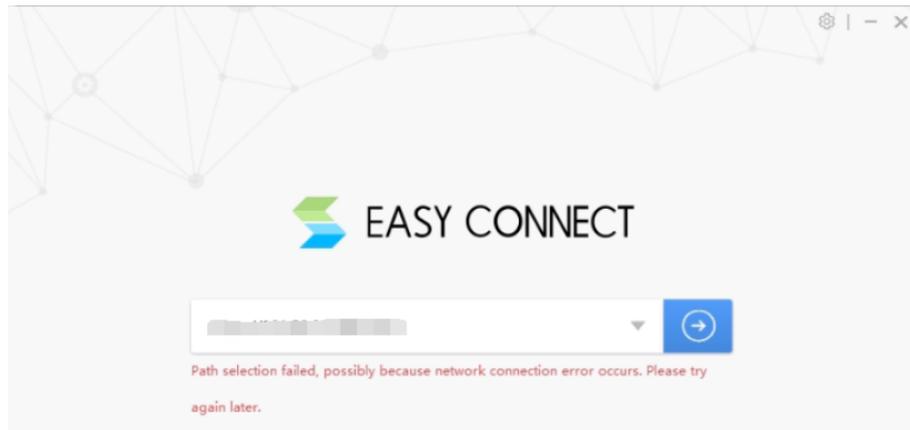
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## 2.4 EasyConnect Cannot Connect to SSLVPN Server

### 2.4.1 Symptom

User feedback that EasyConnect cannot connect to the SSL VPN server, but when using the browser, it can access.



### 2.4.2 Troubleshooting Steps

**Step 1.** Use public IP to access but still failed.

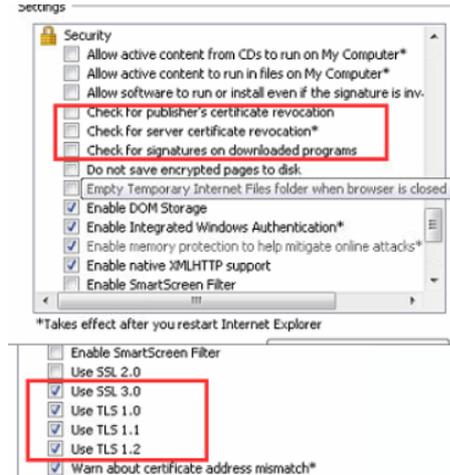
**Step 2.** Telnet the public IP port 4430, the result is normal.

**Step 3.** Reinstall EasyConnect, but still cannot access the SSL VPN.

**Step 4.** Check the PC's adapter, and there is no other VPN adapter on the device manager. If there is another VPN adapter, disable it because it might cause a compatibility issue.

**Step 5.** Disable antivirus, but still cannot access the SSL VPN. Sometimes, the antivirus might block the connection.

**Step 6.** Open Internet Options, then unclick **Check for publisher's certificate revocation**, **Check for server certificate revocation\*** and **Check for signatures on downloaded programs**. Then, enable **Use TLS 1.0**, **Use TLS 1.1**, **Use TLS1.2** and **Use SSL 3.0**. As shown below.



### 2.4.3 Root Cause

The Internet options configuration is abnormal. A negotiation will fail if only enabling TLS1.0 and cause the client fails to connect.

### 2.4.4 Solution

Go to **Internet Options**, then unclick **Check for publisher's certificate revocation**, **Check for server certificate revocation\*** and **Check for signatures on downloaded programs**. Then, enable **Use TLS 1.0**, **Use TLS 1.1**, **Use TLS1.2** and **Use SSL 3.0**. As shown below.