

# Anonyproz OpenVPN Troubleshooting Guide

This guide provides helpful hints and solutions for troubleshooting your OpenVPN connections on our servers and highlights the required steps to take when you cannot connect to one or more of our OpenVPN servers:

1. Ensure that you have an active subscription with us. You can always login to your member area at: <https://www.anonyproz.com/member/member.php> and check if you still have an active subscription for Anonyproz OpenVPN servers. If your subscription has expired, you will have to renew your account in order to authenticate to the OpenVPN servers
2. Ensure that you have our latest OpenVPN client installed if you have a PC running Windows or that you using our latest OpenVPN client config files if you are a Linux or MAC user. Our pre-configured and customized OpenVPN client installer automatically copies our latest OpenVPN config files to your computer and you do not need to manually copy them. Simply install and connect with your login credentials.

You can download our latest pre-configured installer at: <http://www.anonyproz.com/openvpnclient.exe> or download the OpenVPN config files at: <http://www.anonyproz.com/config.rar>

3. Ensure that you are using the correct login credentials to authenticate to the OpenVPN servers. Please note that by default, your member username and password is the same login to connect to the OpenVPN servers. If you change your member password in the member area, this will not affect the OpenVPN login. You can only change your OpenVPN login by sending us an email or submitting a support ticket.
4. If having confirmed that you have installed the latest OpenVPN client/config files and still cannot authenticate to one or more of our OpenVPN servers, it is likely that particular server is down or has some connection issues. You can always check the real-time statuses of all our servers from your browser by going to:

<http://184.22.136.125:8080/index.htm>

You can also use our OpenVPN Checker software to simulate your login on all our servers and quickly determine the status of the servers and the status of your account. The OpenVPN checker software is available for download at: <http://www.anonyproz.com/openvpnchecker.msi>

If you find that a particular server down, please try other servers and wait until we fix the server. We have automatic monitoring and alert system for all our OpenVPN servers and we will try and fix any server issues within the shortest possible time to avoid downtime.

5. If you have confirmed that the OpenVPN server you wish to authenticate to is online and that your login credentials is correct, but you still cannot connect to the OpenVPN server, then it is very likely that your ISP is detecting the OpenVPN traffic using advanced firewall or Deep Packet Inspection (DPI) device and blocking the OpenVPN connection. In most cases, some of these firewalls or Deep Packet Inspection devices will allow only encrypted traffic to pass through port 443 only and not any other port. Since we have some of OpenVPN servers configured on port 443, you can easily bypass the firewall or DPI device. However, in some cases, even when OpenVPN is configured on port 443, some powerful firewalls or DPI can still detect the OpenVPN traffic and block it. Under this scenario, you may be able to bypass by tunneling the OpenVPN through SSH tunnel on our SSH servers on port 443. For details on this and how to tunnel OpenVPN through SSH, go to:

[http://www.anonyproz.com/supportsuite/index.php?\\_m=knowledgebase&\\_a=viewarticle&kbarticleid=137](http://www.anonyproz.com/supportsuite/index.php?_m=knowledgebase&_a=viewarticle&kbarticleid=137)

<http://www.anonyproz.com/openvpnsstunnel.pdf>

If we suspect that your ISP firewall or DPI is blocking the OpenVPN connection, we will offer you a free SSH tunnel account to tunnel through. The two common error log messages to look for in the OpenVPN connection logs are as follows:

"TLS Error: TLS key negotiation failed to occur within 60 seconds (check your network connectivity)"

"TLS Error: TLS handshake failed"

6. When submitting tickets to assist in troubleshooting your connection, please always provide us with your username and OpenVPN connection logs to enable us troubleshoot your issue. Our contact details are as follows:

Email: [service@anonyproz.com](mailto:service@anonyproz.com)

Support Ticket/Live Chat: <http://www.anonyproz.com/supportsuite/>