

VPN Troubleshooting

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Preparation / invited access

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Diagnose the normal network, tunnel and destination independently.

Before you start

Use the access and features actually assigned to your account. Keep a rollback or recovery route before changing existing service settings.

Steps

1. Check ordinary network connectivity and current service status.
2. Confirm the correct profile and device clock without revealing its private key.
3. Record sanitized connection errors and the time of failure.
4. Test the approved recovery procedure. Do not disable the kill switch or firewall to force connectivity.

Verify the result

The intended route recovers and traffic follows its policy after reconnecting. If the tunnel remains unavailable, use the documented fallback.

Help and related information

Contact support, service status, and Customer Access. Never send passwords or recovery codes.