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## Troubleshooting Client-to-Site VPNs

<https://campus.barracuda.com/doc/14713475/>

If your client-to-site VPN is not working as expected, try the solutions that are provided in this article for the following scenarios:

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### You Receive a Timeout Error on the Client

- The client might not be able to reach the public listen IP address of the Barracuda NextGen Firewall X-Series. Try to ping the public listen IP address of the appliance from the client.
- Go to the **VPN > Client-to-Site VPN** page and verify that the tunnel is configured correctly.

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### You Receive an Authentication Error on the Client

- Go to the **VPN > Client-to-Site VPN** page and verify that the correct user authentication method is selected.
- Go to the **Users > External Services** page and verify that the external authentication method is correctly configured.
- Ensure that the correct username and password are being used to log in.
- Verify that special characters are not being used in the password. If there are any special characters, change the password and then try to connect.

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### You are Able to Connect but Cannot Reach the Published Networks

- On the client, see if traffic is being sent into the tunnel. You can either check the routing table of the client machine or use the `tracert` and `tracert` command-line utilities.
- Go to the **VPN > Client-to-Site VPN** page and verify that the **VPN Access Policies** are configured correctly.
- Ensure that the firewall rule for the VPN is allowing the traffic into the networks.

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### Verify the VPNCLIENTS-2-LAN Rule Matches Client-to-Site VPN Traffic

Per default the **VPNCLIENTS-2-LAN** access rule allows traffic from the client-to-site VPN to all networks in the **Trusted LAN** network object. Verify that the rule matches by pinging a computer in the **Trusted LAN** from a connected VPN client. If the ping goes through you are able to reach the

internal network through the client-to-site VPN. If the ping does not work, go to **BASIC > Active Connections**:

1. Find the connection of your ping by matching protocol (ICMP), source and destination.
2. If the access rule listed in the **firewall rule** column for the connection is not VPNCLIENTS-2-LAN move the VPNCLIENTS-2-LAN rule above the rule which is currently handling the VPN traffic. For more information, see [Firewall Rules Order](#).

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