

AT&T Network Client – can't connect to company's network

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.work_remotely/2006-01/msg00138.html

- *From:* "CEDavis" <carriedavis@xxxxxxxxxx>
 - *Date:* 10 Jan 2006 08:48:09 -0800
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I am using AT&T Network Client to try to connect to IBM's network. This worked fine on Sunday night, now I cannot connect. I login to the client, hit connect, it searches for the VPN servers, then it loops through Authenticating with the VPN servers...here is the log the dialer produces. Has anyone seen this before? any suggestions?

```
11:42:10.346 ----- Change state to 'BeforeTunneling'. -----
11:42:10.376 Retrieving VPN server list...
11:42:10.466 Action 1 of 7 is 'VPNSLAStartConnecting' (no result
required)...
11:42:10.487 SLR result code is 0 (0, 0, n, 0, 0).
11:42:10.787 SLR3007 – VPN connection (1556127214206751460) was logged.
11:42:10.787 Action 2 of 7 is 'WarnIfIPSecNotInstalled' (immediate
result required)...
11:42:10.937 Action 3 of 7 is
'DownloadIPSecInstallAndDisconnectIfNecessary' (result required in 7200
seconds)...
11:42:10.937 Action 4 of 7 is 'StopNativeIPSECSERVICE' (no result
required)...
11:42:10.977 Duplicate control message just sent to 'PolicyAgent' (not
repeating during tunnel server rollover)...
11:42:11.007 Action 5 of 7 is 'LoadTunnelServerListIfNecessary' (result
required in 120 seconds)...
11:42:11.027 Action 6 of 7 is 'SelectNextTunnelServer' (immediate
result required)...
11:42:11.047 VPN server '204.146.24.38' selected.
11:42:11.067 Action 7 of 7 is 'WriteToEventLog' (no result required)...
11:42:11.218 ----- Change state to 'Tunneling'. -----
11:42:11.288 Action 1 of 2 is 'StopFencingForEAoEAIIfNecessary' (no
result required)...
11:42:11.308 Action 2 of 2 is 'PingTunnelServer' (immediate result
required)...
11:42:11.328 ----- Change state to 'AuthenticatingTunnel'.
-----
11:42:11.328 Authenticating with the VPN server (204.146.24.38)...
11:42:11.398 Action 1 of 1 is 'LogonToIPSecTunnelServer' (result
required in 105 seconds)...
```

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11:42:11.438 Configured to prevent negotiation of UDP encapsulation.
11:42:11.458 Obtained VPN MTU Size value '1370' from preferences.
11:42:11.458 Logon request sent to VPN server 204.146.24.38...
11:42:11.488 Wait for asynchronous action to complete.
11:43:56.489 'LogonToIPSecTunnelServer' did not complete in the allowed time.
11:43:56.639 FSM error in state 'AuthenticatingTunnel'.
11:43:56.739 The VPN login request did not complete in the allowed time. Please try again in a moment or contact customer support if the problem persists. (error 0).
11:43:56.859 ----- Change state to 'BeforeTunneling'. -----
11:43:56.960 Retrieving VPN server list...
11:43:57.140 Action 1 of 7 is 'VPNSLAStartConnecting' (no result required)...
11:43:57.270 SLR result code is 0 (0, 0, n, 0, 0).
11:43:57.631 SLR3007 – VPN connection (1556127214206751460) was logged.
11:43:57.711 Action 2 of 7 is 'WarnIfIPSecNotInstalled' (immediate result required)...
11:43:57.841 Action 3 of 7 is
'DownloadIPSecInstallAndDisconnectIfNecessary' (result required in 7200 seconds)...
11:43:57.961 Action 4 of 7 is 'StopNativeIPSECSERVICE' (no result required)...
11:43:58.061 Duplicate control message just sent to 'PolicyAgent' (not repeating during tunnel server rollover)...
11:43:58.191 Action 5 of 7 is 'LoadTunnelServerListIfNecessary' (result required in 120 seconds)...
11:43:58.282 Action 6 of 7 is 'SelectNextTunnelServer' (immediate result required)...
11:43:58.402 VPN server '129.33.1.5' selected.
11:43:58.492 Action 7 of 7 is 'WriteToEventLog' (no result required)...
11:43:58.722 ----- Change state to 'Tunneling'. -----
11:43:58.862 Action 1 of 2 is 'StopFencingForEAoEAIIfNecessary' (no result required)...
11:43:59.003 Action 2 of 2 is 'PingTunnelServer' (immediate result required)...
11:43:59.103 ----- Change state to 'AuthenticatingTunnel'.

11:43:59.223 Authenticating with the VPN server (129.33.1.5)...
11:43:59.393 Action 1 of 1 is 'LogonToIPSecTunnelServer' (result required in 105 seconds)...
11:43:59.513 Configured to prevent negotiation of UDP encapsulation.
11:43:59.613 Obtained VPN MTU Size value '1370' from preferences.
11:43:59.724 Logon request sent to VPN server 129.33.1.5...
11:43:59.844 Wait for asynchronous action to complete.

• *Follow-Ups:*

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