

Re: sporatic VPN problem

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 - *Date:* Tue, 25 Apr 2006 16:05:37 +0000 (UTC)
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Hello Ray,

The error 800 is a failure to connect. This can be due to a couple of different things. Depending on the amount of users at the remote site, I would recommend a point to point VPN instead of each user dialing in separately. Some routers can only handle so many connections at a time (Linksys was 3, etc...) and the point to point alleviates that. It could be the router at either end, but since your bookkeeper gets the problem from home I'd say it was more likely on your end. Still, a PTP should solve it, or upgrading your firmware on your router. Also, make sure you have the bandwidth available for as many connections as you're supporting.

This problem began about 1 month ago. We have SBS2003 Standard and our satellite office uses VPN to connect to the main server. Well, these day, they are getting Error 800s when trying to connect. But it's not everyone at the same time, and it happens off and on. If they can't connect, they try again an hour later and it's fine. It's also not specific to one person. It's like a roving black out and can hit anyone at any time. Once they are connected, they do not get booted or anything.

Also, the bookeeper uses it from her home and sometimes gets the same problem. A couple of months ago, when she got a new router she couldn't connect at all. I upgraded her routers firmware and it was fine until about 3-4 weeks ago.

We have 25 licenses and only about 20-21 users.

Any ideas?