E-TECH

OpenVPN Community for Windows 10 and newer OS

1. If you have Watchguard VPN installed, first uninstall and restart computer

2. **Download OpenVPN config files from Help Desk:**
   https://www.etechcomputing.com/configurations/ETechVPN.zip

3. **Download OpenVPN community download:**
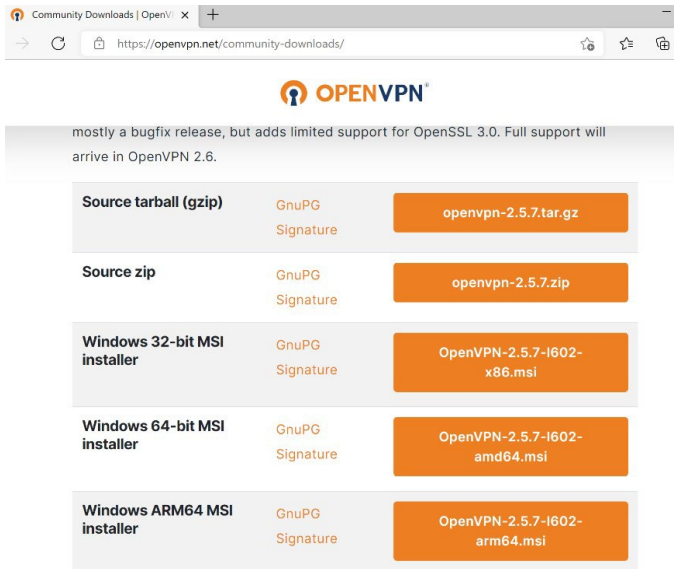   https://openvpn.net/community-downloads/

E-Tech VPN Client
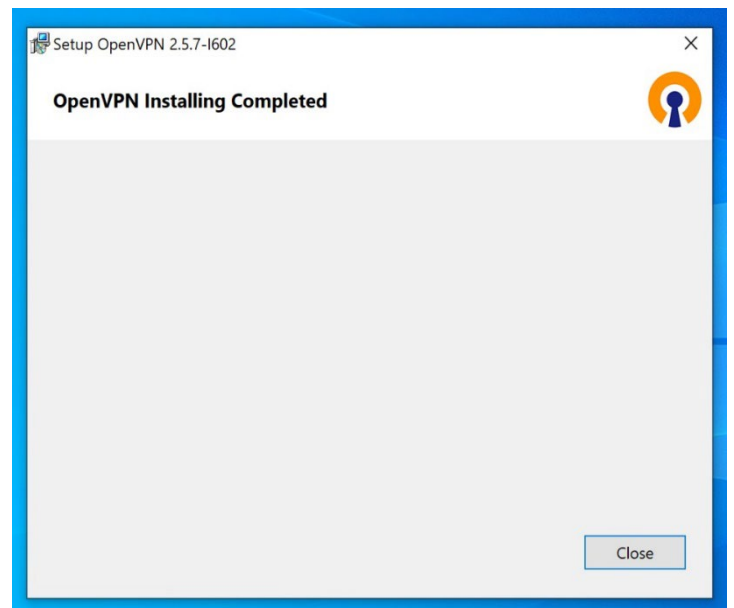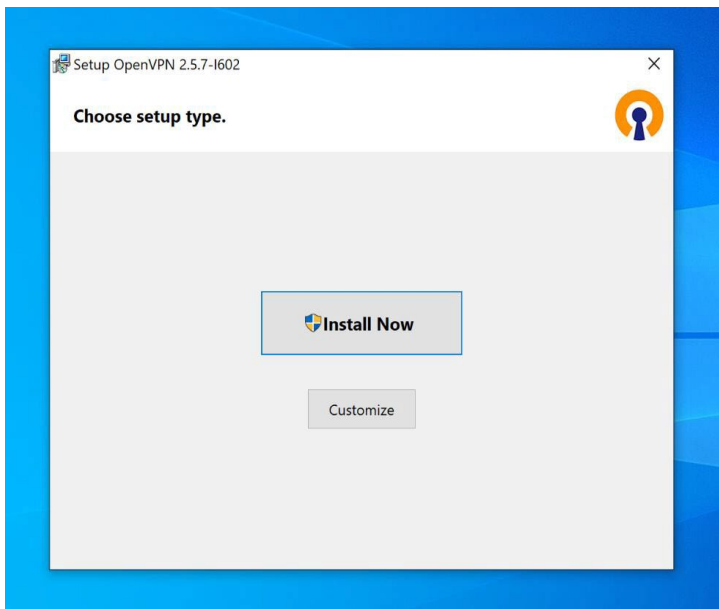
Windows 10/11

Instructions

OpenVPN Files

OpenVPN 2.5.8 Client Installer

Note: you must unzip config files and install only official versions (ie do not install beta versions of OpenVPN) or you can install OpenVPN 2.5.8 version available on our helpdesk
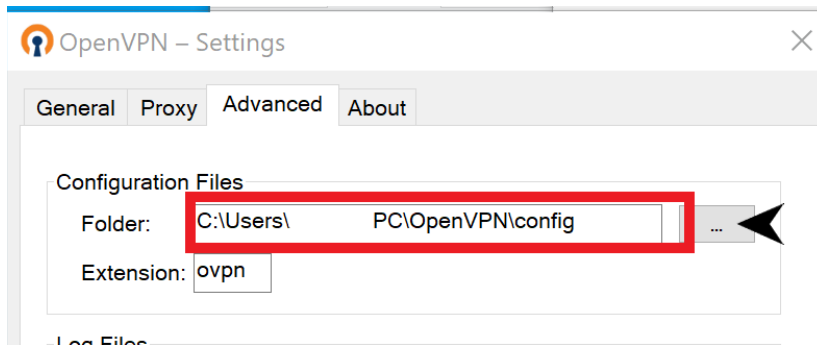
4. **Run OpenVPN installer and follow install directions (may need admin password during install)**
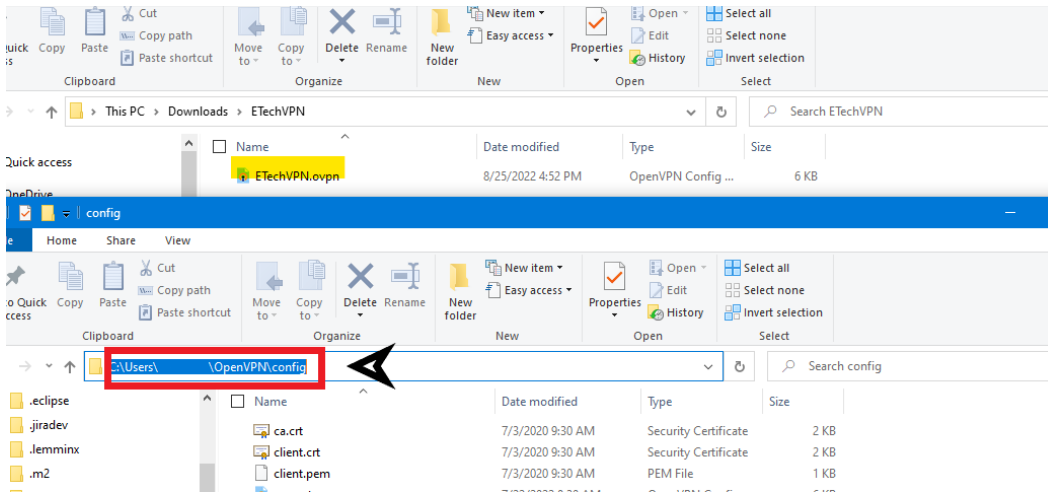

5. **Once installed right click icon in tray (bottom-right of screen next to time and date) and go to settings**
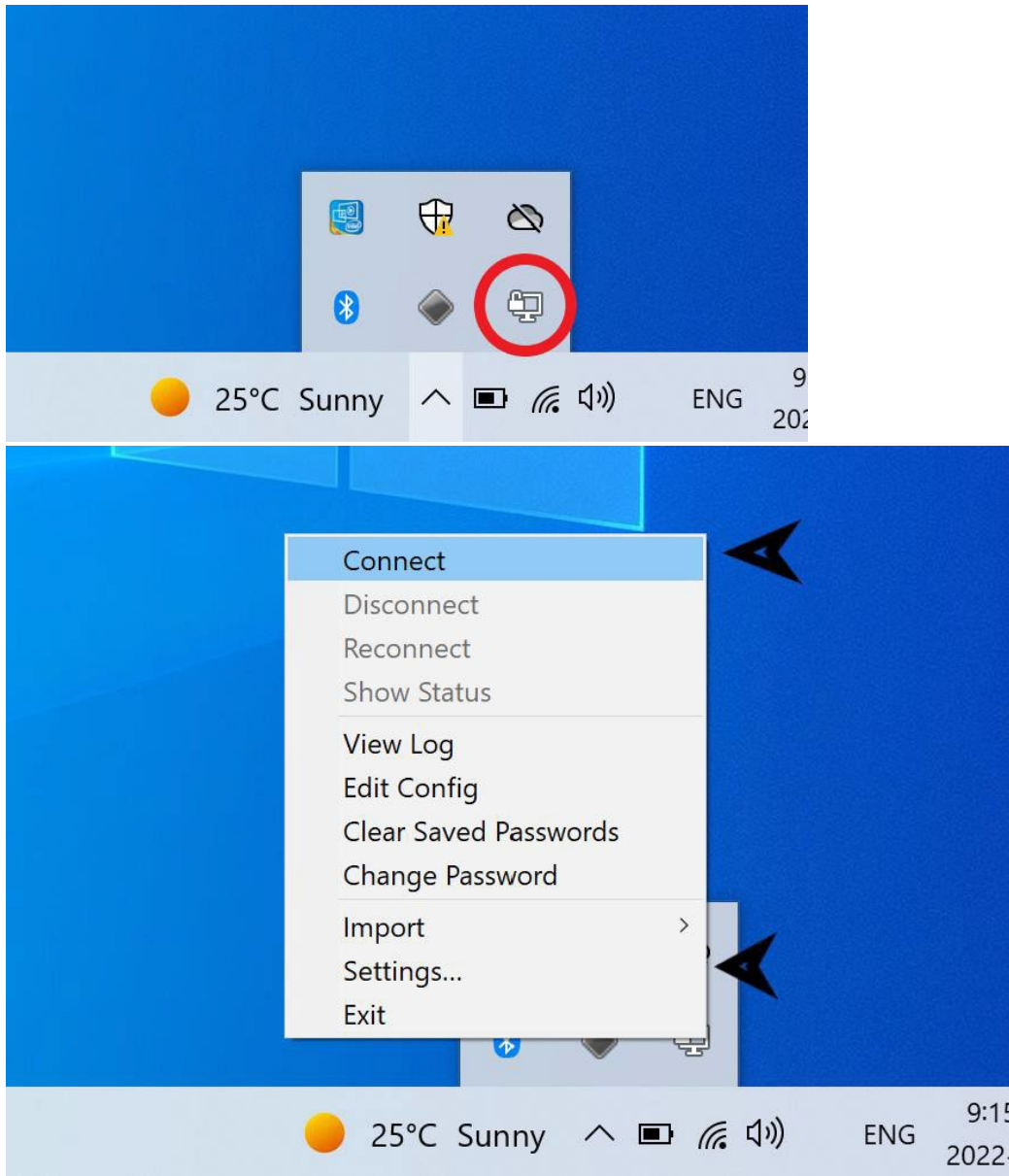
6. **Navigate to Advance tab and note Configuration Files Folder**

7. **Find Folder in File explorer and copy config files downloaded earlier to this location**

Please Note: You may delete all other old files in this location to avoid confusion later.
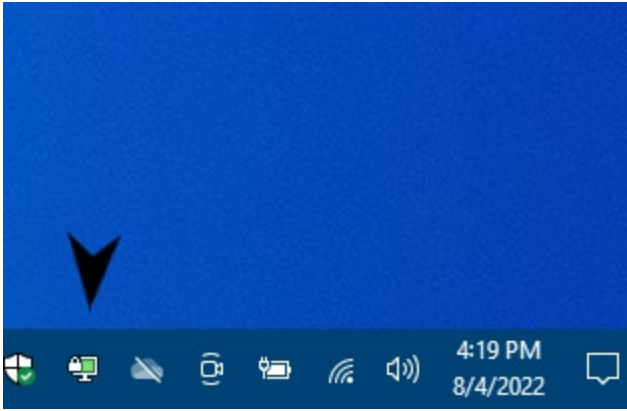

8. **Then Right-click the icon in the tray again (refer to step 4) and click connect, input VPN credentials, check click save password**
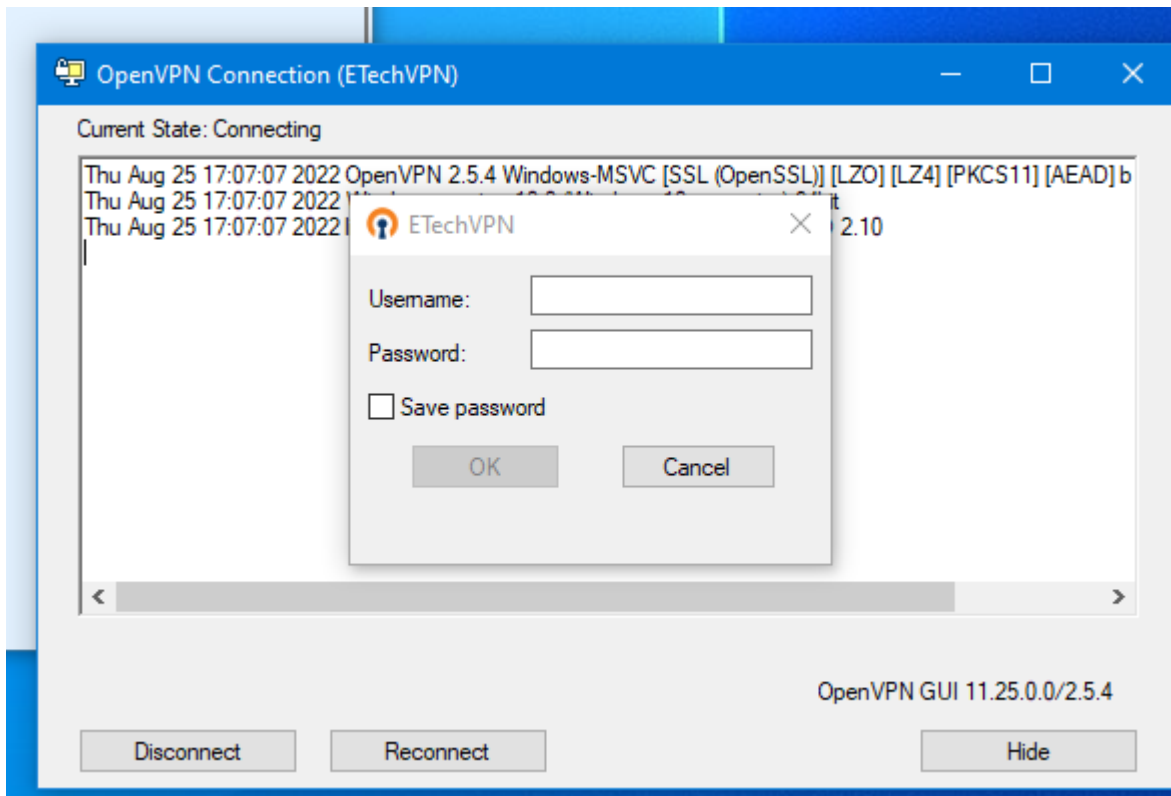
9. **Once connected you will see a notification alerting you that the VPN is now**
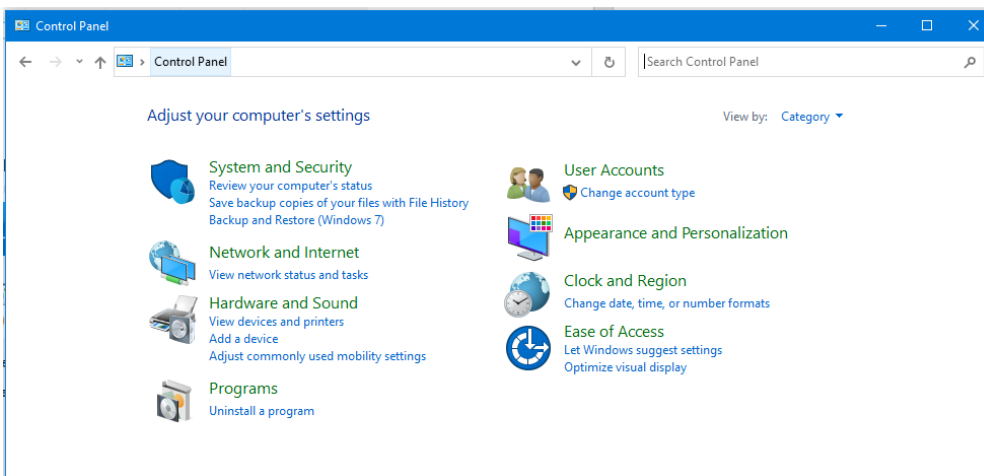
connected, and the icon will be green
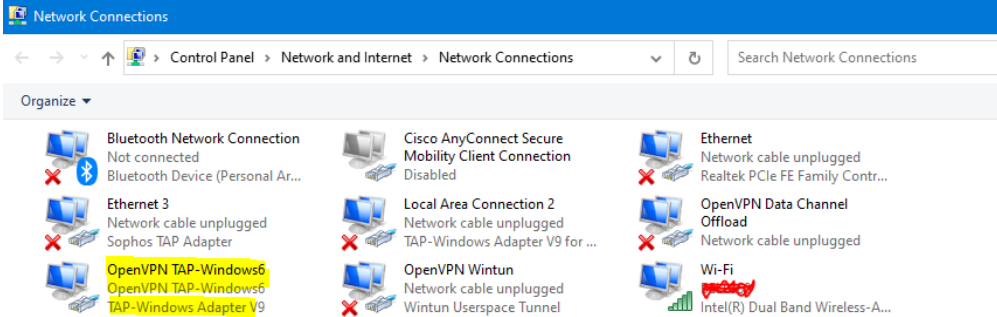

Connected!

Troubleshooting:

- If you are connected to the VPN and you are unable to RDP to the servers try:
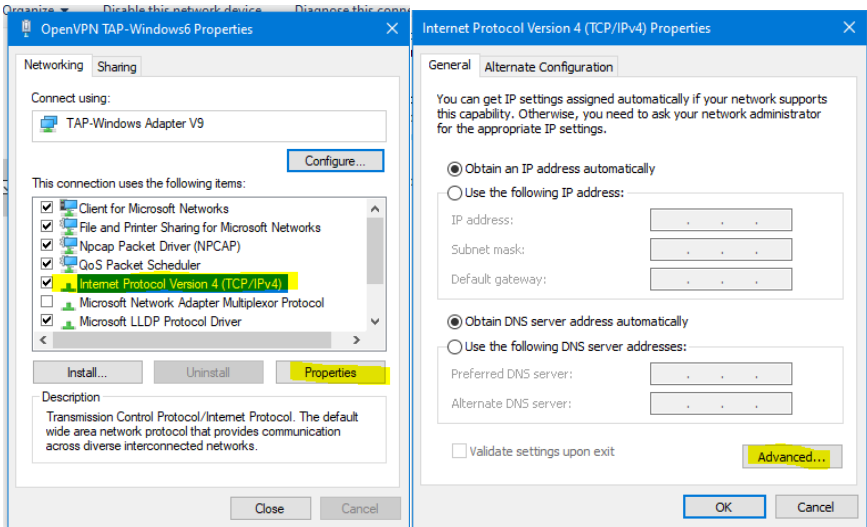 - Go to control panel

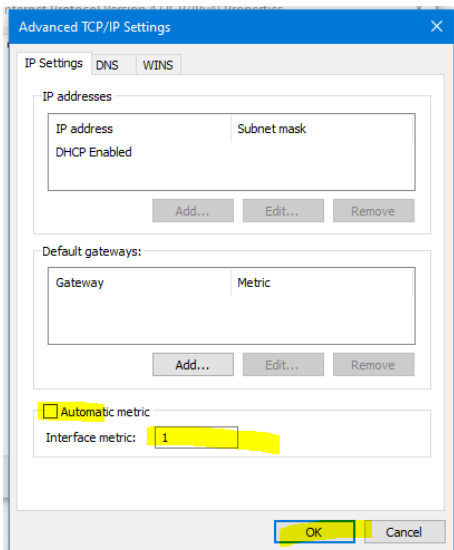 - Navigate to Control Panel > Network and Internet > Network Connections

o Right-click TAP-Windows Adapter V9 and click properties, then click properties again under general in the' Internet Protocol Version 4' properties

o Uncheck automatic metric and input '1' in the field and click okay to exit all property tabs

• Now try and RDP again