

# Networking: What prevents me from opening a VPN connection for support?

Before opening a VPN connection for support you need to obtain a password by calling {avatar\_b} support by phone. If after obtaining the password you are still unable to connect check

- if {avatar\_b} server has access to internet.
- if access to internet is through a HTTP proxy, make sure the proxy is working.
- Also ensure that the HTTP proxy port has not changed since {avatar\_b} server was installed.

Unique solution ID: #1016

Author: Coriolis Technologies

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