Atra VPN Desktop App FAQs

Q: Where can I download the Atra VPN Client?

A: Log in to Atra RMS web interface → VPN section → Download button (top-right corner). Currently available for Windows 10/11 only.

Q: Is the Atra VPN Client available for macOS or Linux?

A: Not currently. The app is only available for Windows 10/11 (64-bit). macOS and Linux versions are under development.

Q: Why do I see a Windows protection warning during installation?

A: This is a standard Windows SmartScreen security check for BETA applications. The Atra VPN Client is developed and signed by Atreyo and is safe. Click "More info" → "Run anyway" to proceed with installation.

Q: Do I need different login credentials for the VPN Client?

A: No. Use the same email and password as your Atra RMS web platform account.

Q: Can I connect to multiple VPN tunnels at once?

A: No. You can only connect to ONE tunnel at a time. All other tunnels will be disabled while one is active. Disconnect first to switch tunnels.

Q: Can the app work without the internet?

A: No. The Atra VPN Client requires an active internet connection to authenticate your account and establish VPN tunnels.

Q: What should I do if the app is not working properly?

A: First, try restarting the app. If the problem persists, refer to the Troubleshooting section above. For unresolved issues, contact Atreyo Support with details and log files.

Q: Can I run multiple instances of the Atra VPN Client?

A: No. The app only allows one instance to run at a time. If the app is already open, you cannot launch another window.

Q: What happens if I lose the internet while connected to VPN?

A: The app will automatically disconnect for security. When the internet is restored, you'll need to manually reconnect to the tunnel.

Q: How do I access devices through the VPN?

A: Once connected, use the device's VPN IP address (shown in Details sidebar) to access it. If Network Forwarding is enabled, you can also access devices on the device's local network using their local IP addresses.

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