Troubleshooting Common Atra VPN App Issues

Installation Issues

Problem 1: Windows Protection Screen

Symptom: Blue screen: "Windows protected your PC"

Solution:

1. Click "More info" link
2. Click "Run anyway" button
3. Click "Yes" on UAC prompt (grant administrator permission)

Why: Standard Windows security for BETA apps. Safe to proceed.

Problem 2: App Not Launching After Install

Symptoms:

- Double-click desktop icon, nothing happens
- No application window appears
- No error message

Solutions:

Check Task Manager:

1. Press Ctrl+Shift+Esc (open Task Manager)
2. Look for "AtraVPNClient.exe" in Processes tab
3. If found, right-click → End Task
4. Try launching again

Run as Administrator:

1. Right-click desktop icon
2. Select "Run as administrator"
3. Click "Yes" on UAC prompt

Reinstall:

1. Uninstall via Control Panel → Programs and Features
2. Delete remaining files from C:\Program Files\Atra VPN Client
3. Download fresh installer from Atra RMS
4. Reinstall following steps above

Login Issues

Problem 3: Invalid Credentials Error

Symptom: "Invalid email or password" message

Solutions:

Verify Credentials:

1. Confirm email is correct (check for typos)
2. Verify password is correct
3. Check Caps Lock is OFF
4. Try copying/pasting password from secure location

Reset Password:

1. Go to Atra RMS web platform
2. Use "Forgot Password?" link
3. Reset password
4. Use new password in VPN client

Check Account Status:

1. Verify account setup was completed
2. Confirm account hasn't been disabled
3. Contact administrator if needed

Problem 4: Auto-Login Not Working

Symptom: App asks for login every time despite successful previous login

Solutions:

Manual Logout Clears Auto-Login:

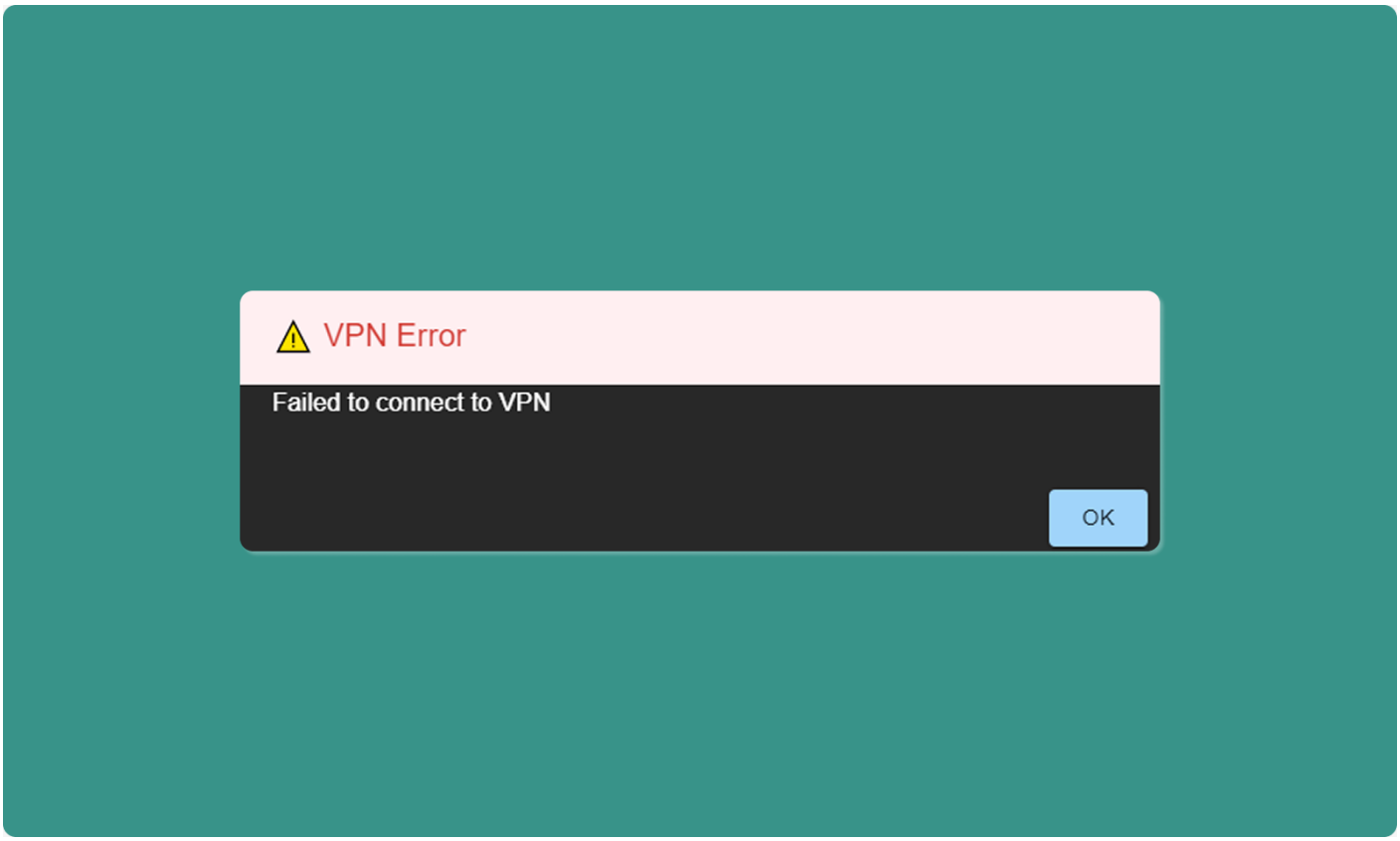
- If you clicked Logout last time, auto-login disabled
- Simply log in once to re-enable

Clear and Re-Login:

1. Log out if currently logged in
2. Close application completely
3. Reopen application
4. Log in manually
5. Auto-login should work on next launch

VPN Connection Issues

Problem 5: Cannot Connect to Tunnel



Symptom: Click "Connect" but connection fails

Solutions:

Verify Tunnel State:

1. Check Process Status = "Running" (not "Exited")
2. Check Tunnel Status = "Enabled" (not "Disabled")
3. If Exited: Contact administrator to start tunnel
4. If Disabled: Contact administrator to enable tunnel

Check Current Connection:

1. Verify you're not already connected to another tunnel
2. If connected elsewhere, disconnect first
3. Then try connecting to desired tunnel

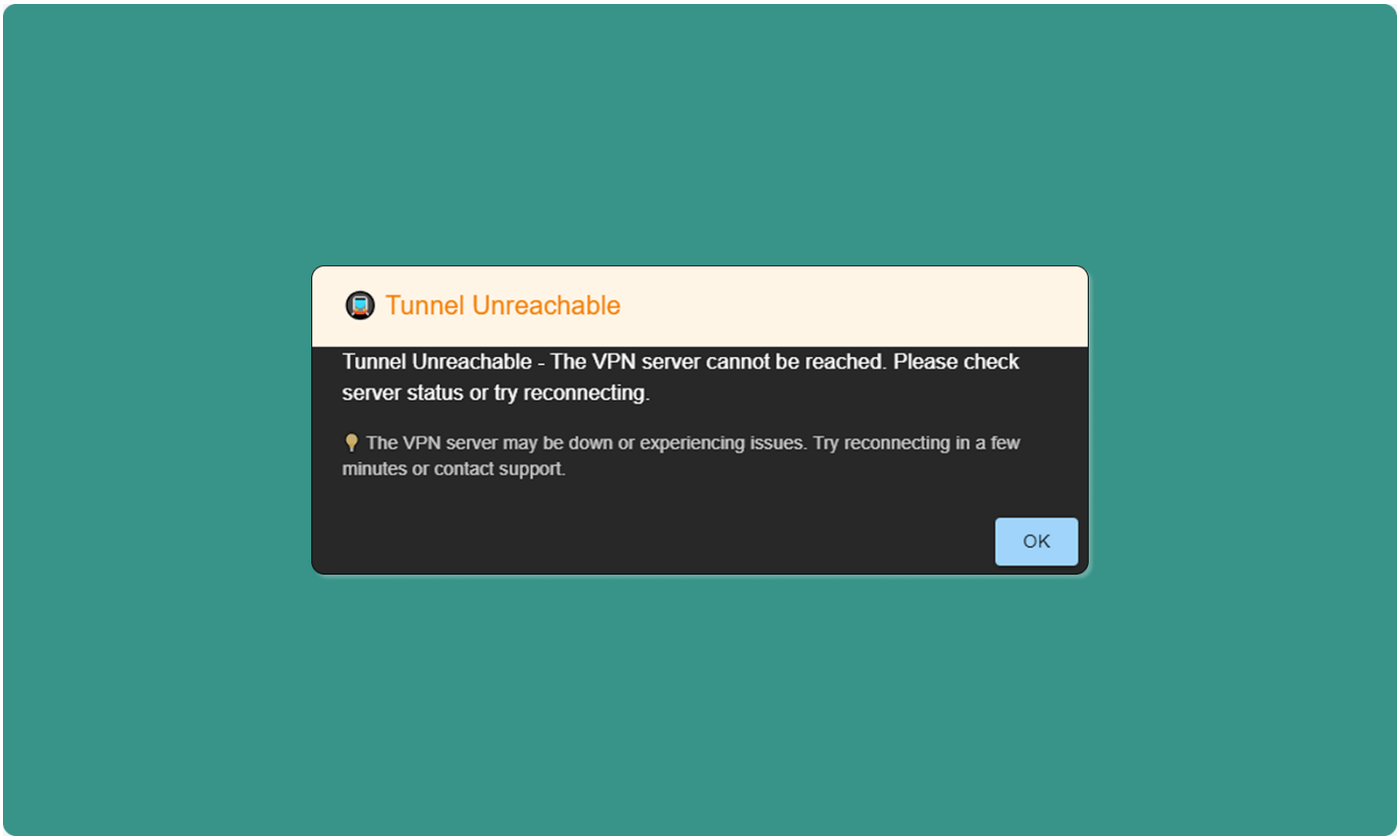
Check Internet Connection:

1. Verify your computer has active internet
2. Try opening website in browser
3. Check Wi-Fi/Ethernet connection
4. Restart router if necessary

Contact Administrator:

1. Verify you're added to the tunnel
2. Confirm you haven't been removed
3. Check tunnel hasn't been deleted

Problem 6: Connection Drops Frequently



Symptom: Connection established but drops after few minutes

Solutions:

Check Internet Stability:

1. Test internet connection quality
2. Run speed test (speedtest.net)
3. Check for packet loss (ping test)
4. Switch to wired connection if using Wi-Fi

Check Firewall/Antivirus:

1. Temporarily disable firewall
2. Test VPN connection

3. If works, add VPN client to firewall whitelist
4. Re-enable firewall

Router Configuration:

1. Ensure UDP port 1194 is open (OpenVPN default)
2. Check router isn't blocking VPN traffic
3. Update router firmware if outdated

Network Congestion:

1. Close bandwidth-heavy applications
2. Pause downloads/uploads
3. Disconnect other devices from network temporarily
4. Test connection during low-usage period

Problem 7: Device Not Showing in Sidebar

Symptom: Open Details sidebar but expected device missing

Solutions:

Verify Device Added:

1. Check Atra RMS web interface
2. Navigate to tunnel Overview page
3. Check Devices tab
4. Confirm device is in the list
5. If missing, administrator must add it

Refresh Application:

1. Click Refresh icon (top of VPN client)
2. Wait for data to update
3. Check Details sidebar again

General Issues

Problem 8: App Stuck or Frozen

Symptom: Application unresponsive, cannot click anything

Solutions:

Force Close:

1. Press Ctrl+Alt+Delete
2. Select Task Manager
3. Find "AtraVPNClient.exe"
4. Right-click → End Task
5. Relaunch application

System Restart:

1. Close all applications
2. Restart computer
3. Launch VPN client after restart

Problem 9: Still Not Resolved

Contact Atreyo Support:

Email: support@atreyo.io

Information to Include:

1. Your name and email
2. Organization name
3. App version number (from top-left of dashboard)
4. Operating System (Windows 10/11, build number)
5. Detailed description of issue
6. Steps to reproduce the problem
7. Screenshots of error messages
8. Log files (if accessible)

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