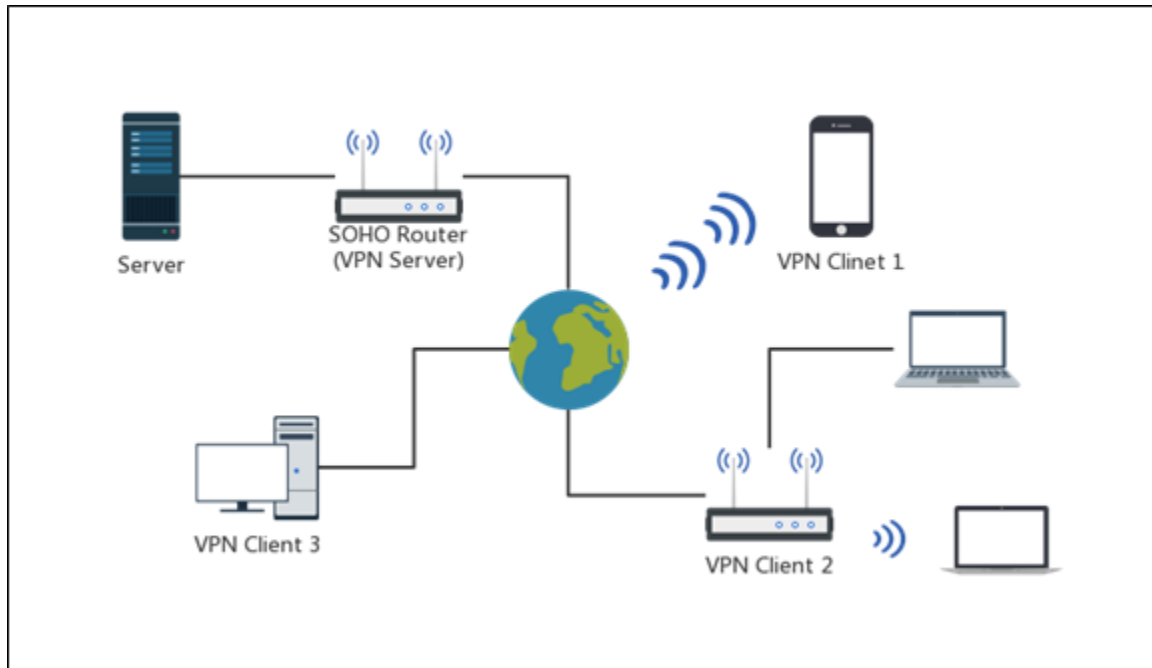


FAQ's

What should I do if VPN doesn't work on Wi-Fi Router?

In general, TP-Link Wi-Fi Router has three scenarios for VPN function, including working as a VPN Server, connecting to remote VPN server as a VPN Client and supporting VPN Pass-through. Now this article will summarize and introduce these scenarios respectively.

Case 1: working as a VPN Server



Q1: What should I do if I cannot connect to my VPN Server?

As a server, router needs a public IP so that it can guarantee the connection remotely.

1). Please kindly check whether you have a public WAN/Internet IP address.

2). Also, we do suggest to set your public WAN/Internet IP address as static IP. If your internet service provider refuses to set it as static, it is suggested for you to use DDNS service on TP-Link router(SOHO Router) to bind your dynamic public WAN/Internet IP address to a domain name.

Q2: what kind of VPN server is supported by TP-Link Wi-Fi router (SOHO Router) ?

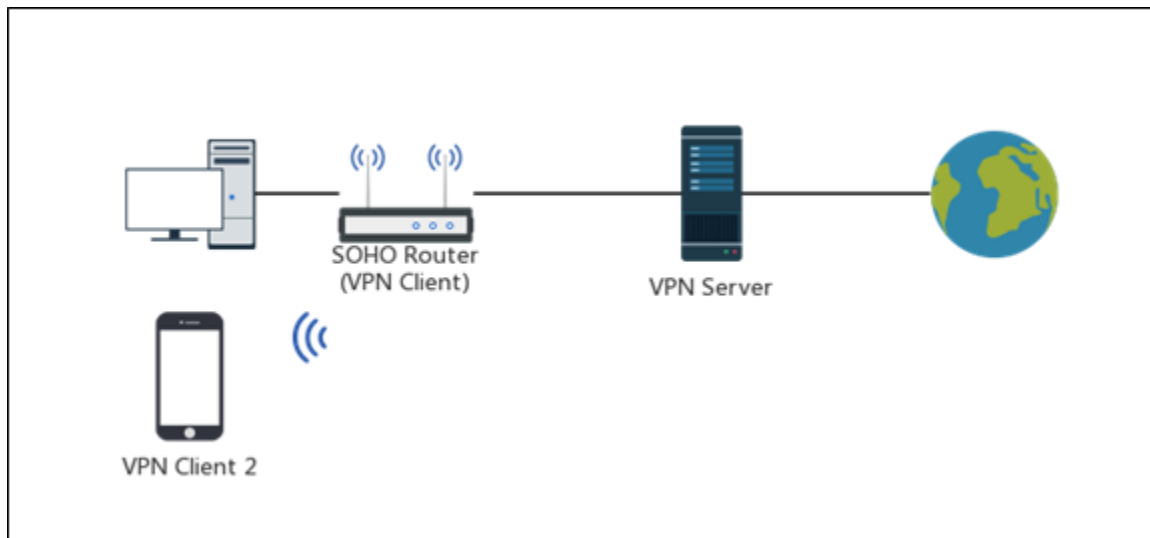
A: Open VPN and PPTP VPN, but it also varies from different models.

Q4: After connecting to VPN Server, how should I do if I cannot ping/access the internal local resources/servers on the LAN of TP-Link router(SOHO Router)?

1). Firstly check the Firewall and Anti-Virus software on the internal servers. In general, Firewall thinks VPN packets is unsecure, so PC may block these packets. For Windows PC, disable the firewall for public and private network will be helpful.

2). Verify whether the internal server has been built successfully. Please use the device which is in the same subnet as the internal server to visit your host/server, if this device cannot access the host, which means the host's network setting is fault and please reconfigure it.

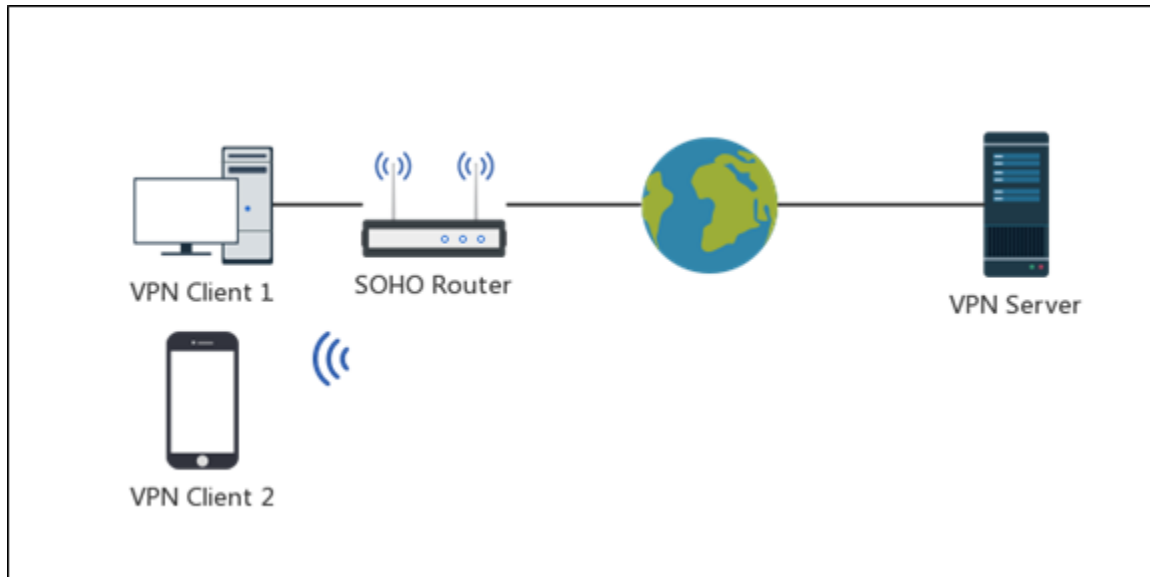
Case 2: connecting to remote VPN server as a VPN Client



Q: Does TP-Link Wi-Fi Router(SOHO Router) support Third-Party

Only the wifi routers that supports VPN Client features, You may check the compatible list.

Case 3: supporting VPN Pass-through



About VPN Pass-through, it means that the clients connected to TP-Link router(SOHO Router) make a VPN dial-up connection on themselves to the VPN server at the remote end, and TP-Link router(SOHO Router) can only allow these kind of VPN packets through itself to complete the VPN connection. Thus, for this kind of scenario, what the TP-Link router(SOHO Router) can do is just to allow related VPN packets and not block these kind of data coming through router.

Q: How should I do if it has no Internet connection after connecting to the VPN Server?

- 1). Firstly, make sure the VPN Server is working.
- 2). Then make sure VPN Pass-through is enabled on TP-Link router(SOHO Router). Please check it by going to Advanced-> NAT Forwarding-> ALG.

What's VPN Passthrough?

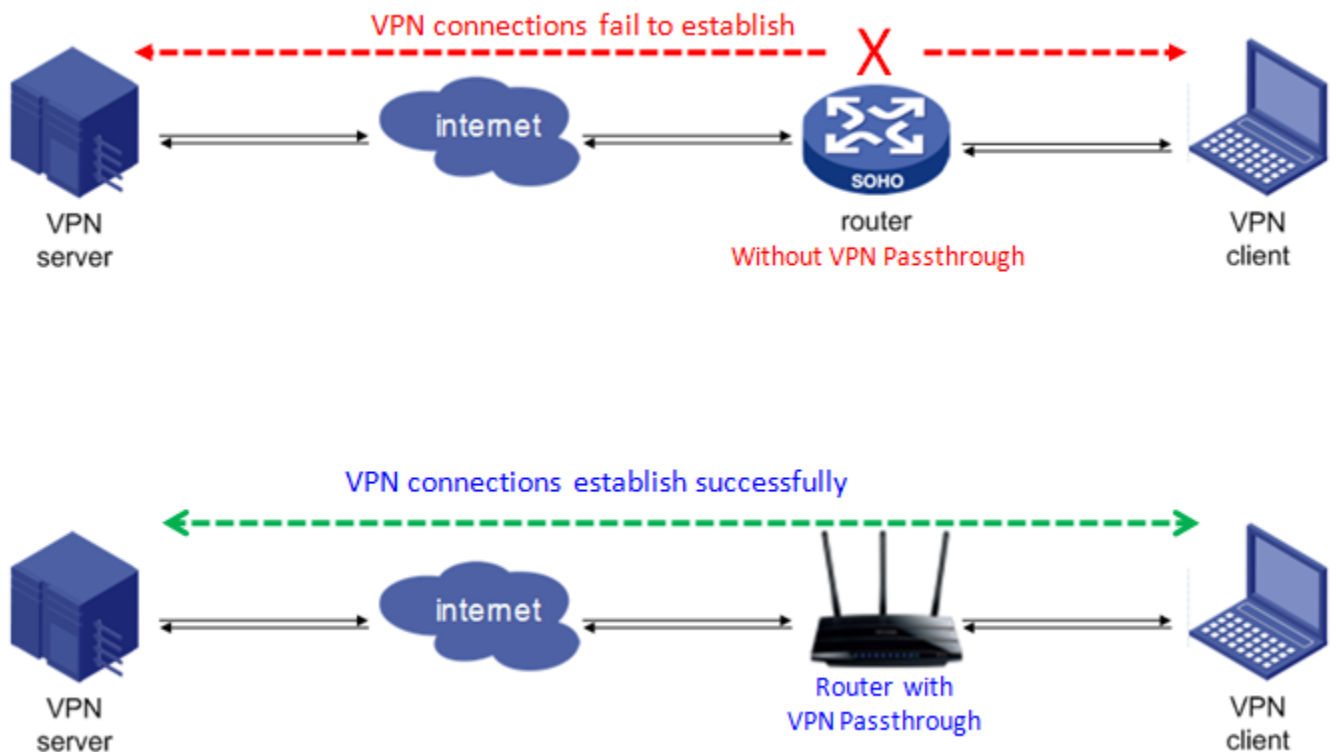
What's a VPN?

A virtual private network (VPN) is a point-to-point connection across a private or public network (Internet). For example, VPNs allow you to securely access your company's intranet at home.

What's VPN Passthrough? Why do I need it?

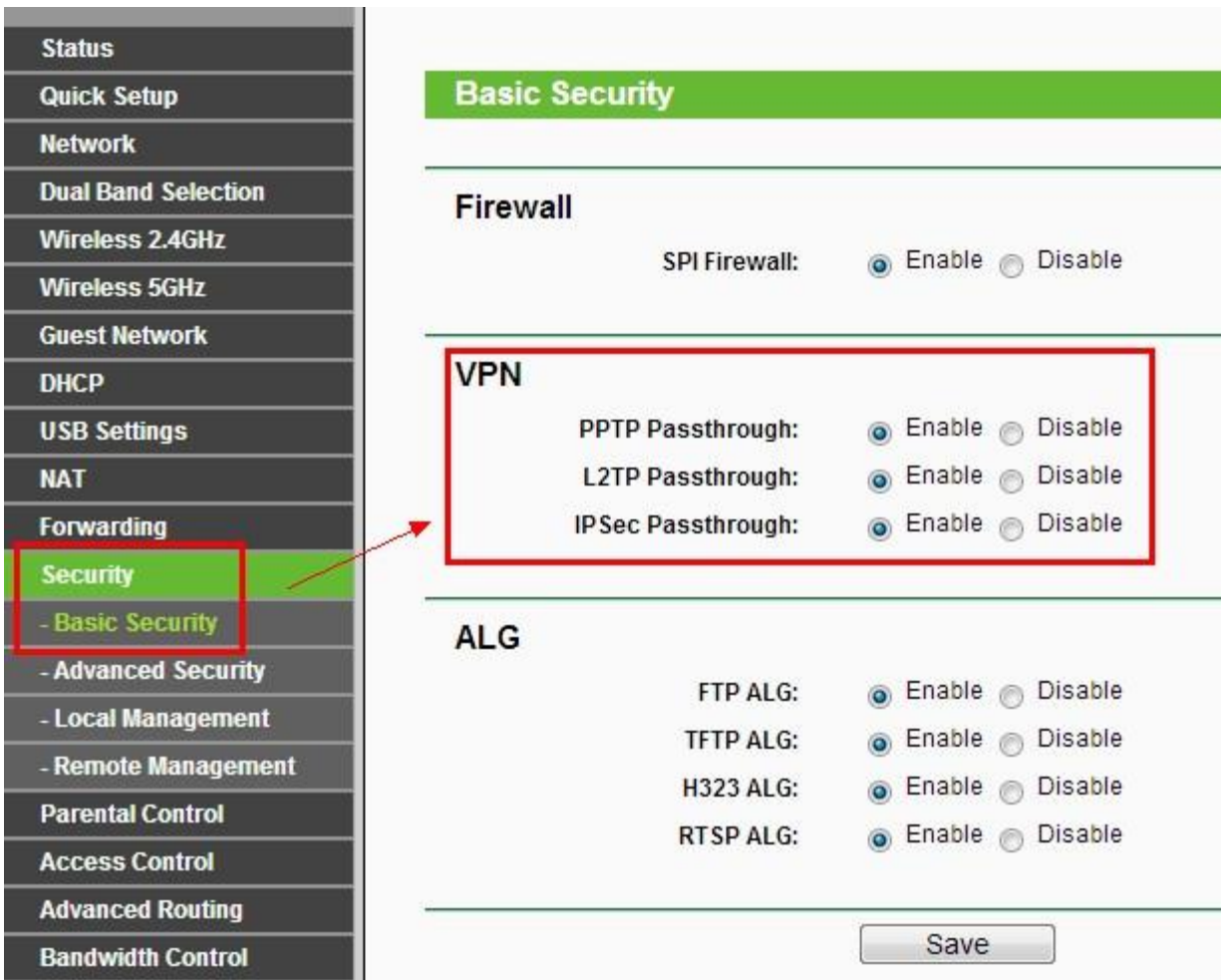
SOHO routers allow several computers to share the same internet connection by implementing a feature called NAT. However, NAT also prevents VPN traffic. That's why we need a feature called VPN Passthrough.

VPN Passthrough allows the VPN traffic to pass through the Router. Thereby we can establish VPN connections to remote network.



How to configure VPN Passthrough?

Most of TP-Link routers enable VPN Passthrough by default. You can enable/disable this function in the router's management webpage. Take Archer C7 for an example:



How to Configure PPTP/L2TP VPN Connection on Your Router (new logo)

Note:

1. Our routers support PPTP/L2TP client, but can only support those VPN servers whose data are not encrypted.
2. Some ISPs provide PPTP/L2TP connection. So you can use PPTP/L2TP client connect to it.

Take Archer C9_V5 as an example:

1. Login management page of the router and go to Advanced -> Network -> Internet.
2. Choose PPTP as Internet Connection Type.

How to Establish a VPN Connection on TP-Link Wi-Fi Router

In general, TP-Link Wi-Fi Router has 4 scenarios for VPN function, including working as a VPN Server(Case1 and Case2), connecting to a remote VPN server as a VPN Client(Case 3 and Case4)

Now, this article will summarize and introduce these scenarios respectively.

Case 1: Working as a PPTP VPN Server

Please refer to the FAQ [How to use PPTP VPN to access your home network through the Wi-Fi Routers \(new logo\)?](#)

Troubleshooting guide: [What should I do if VPN doesn't work on Wi-Fi Router?](#)

Case 2. Working as an OpenVPN Server

Please refer to the FAQ [How to use OpenVPN to access your home network through the Wi-Fi Routers \(new logo\)?](#)

Troubleshooting guide: [How do I troubleshoot if the OpenVPN is not connecting](#)

Case 3. Connecting to the remote VPN server as a VPN Client(Only for the router that supports the VPN client feature)

Please refer to [How Do I Use VPN Client to Access a Remote VPN Server.](#)

Troubleshooting guide: [VPN Client is not working](#)

Case 4. Connecting to the remote VPN server as a VPN Client.

Please refer to the FAQ [How to Configure PPTP/L2TP VPN Connection on Your Router \(new logo\)?](#)

To get to know more details of each function and configuration please go to [Download Center](#) to download the manual of your product.