Why is my VPN (Virtual Private Network) not Working?
A small reminder that the Engineering Computing Infrastructure (ECI) is not directly responsible for the Campus VPN and we can only give Best Effort Support with regards to the VPN.

There are multiple other pages in this Knowledge Base that deal with installation: VPN FAQ and configuration: Network info UCSB VPN and UCSB WIRELESS

VPN Connections are not Allowed on Certain Subnets

- **ResNet Users**
  
  VPN connections from the UCSB Residential Networks (ResNet) are not allowed in order to ensure adherence to ResNet management policies.

- **Other Secure Networks**
  
  VPN connections turn an insecure connection into a secure connection, they do not work well on already secure networks like any of the wired networks. If you are testing your VPN, please disconnect your wired cable and connect to wireless web (unencrypted wifi) first.

VPN Connections take a While to set up

If you are connecting to the VPN, please give a full minute (60 Mississippis) to allow the connection to settle. If you try to connect to secure services as soon as you see the green arrow on the Pulse secure icon, you will get adapter errors.

VPN Connections take a While to disconnect

It is highly recommended to disconnect from all software using the VPN such as GUS, Filemaker, and Samba Shares before disconnecting from the VPN itself. If done out of order, you may have to restart your computer to re-establish your normal internet connection.

VPN Connections can not be used with Older VPNS

If you have older Tunnelblick or OpenVPN connections already configured on your computer, you will have to delete those first. This is because these are older versions of the VPN and share install locations. Multiple Pulse Secure VPN connections, such as from multiple UC campuses or from Cal State Universities will not cause an issue provided the other connections are reasonably up to date.

Please note you may still see these icons reused for other Applications. For example: on Chromebooks, be sure you are deleting the old VPN and not your current EDUROAM configuration profile when removing the lock icon. The Tunnel icon is usually labeled clearly VPN.
VPN Connections must be allowed to run.

1. If you did not click ok on first launch, you will have to take the following steps on a Mac to run the VPN
2. Click the Apple menu at the top left of your desktop.
3. Click System Preferences.
4. Click Security & Privacy.
5. Click the lock to make changes (if you are on Catalina, otherwise skip this step as unlocking is not required).
6. Click the General tab.
7. Under Allow apps downloaded from, select App Store and identified developers
8. Look for the following message: System software from developer "Pulse Secure LLC" was blocked from loading.
9. Next to the message click Allow to enable the extension.
11. The kernel extension has been authorized and full functionality of the Pulse Desktop client should be available.

VPN Connections be allowed through your Firewall if using Outbound Firewall Rules

The UCSB VPN service has a specific IP range that will need to be allowed if you have a firewall blocking most IPs with a firewall. Note that by default outbound connections are allowed on most Windows and Mac Computers, outbound rules have to be manually enabled by a user or Administrator.

- UCSB VPN Service assigns addresses on the following subnets:
  - 128.111.61.0/24 (128.111.61.1-128.111.61.254)
  - 128.111.64.0/22 (128.111.64.1-128.111.67.254)

Campus VPN range was expanded multiple times in March 2020 by to include the 65, 66, and 67 subnets

VPN not Restarted After Updating Application or System Security

Quit pulse secure application and relaunch it, either via status bar or applications/programs for mac/pc, then click ok.

If connect button is still not showing, right click on UCSB Remote Access, then click Connect

This is often the result of having recently installed a VPN update or a system security update. A restart may be required to permanently fix this issue.

If you are still facing issues with VPN connections, please see the following links for more information:

[Campus VPN range expanded]

Related Articles

- VPN FAQ
- Why is my VPN (Virtual Private Network) not Working?
- How can I remote access my desktop computer?
- I can't start a Windows RDP session. Why?
- Can I run Matlab without an internet connection?