VPN Client Troubleshooting

Problem

To troubleshoot for example an error message like "Machine Cert Auth Error - unable to get local issuer certificate" you need to get log from the VPN Client.

Client Troubleshooting Utility (CTU)

The *f5wininfo.exe* utility can be used on the client to do a very good troubleshooting.

> You will get the utility from your F5 APM on URL:
> https://<fqdn or ip>/public/download/f5wininfo.exe
>
> With *f5wininfo.exe* you're able to export a diagnostic report of the client as a html file with all the very detail information you need.

Example Output

grafik.png

Links

For more informations about the troubleshooting on the client check the following links:

- [K12444: Overview of the Client Troubleshooting Utility for Windows](#)
- [K00819308: Gathering F5 VPN client logs](#)
- [K32311645: BIG-IP Edge Client operations guide | Chapter 7: Troubleshooting](#)

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