

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
Image not found or type unknown

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](#)