

# Troubleshooting Fortigate clientless VPN

When KB2585542 is present and you cannot open fortigate web interface, add a registry key

```
HKLM\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL
DWORDx32 SendExtraRecord
Value: 2
```

If you can't establish a VPN connection after logging in, turn off your firewall. Open CMD.EXE in elevated mode and type:

```
Netsh advfirewall set allprofiles state off
```

to turn the firewall off and

```
Netsh advfirewall set allprofiles state on
```

to turn the firewall on.

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