

Troubleshoot Guide  
<https://tunnel.my.id>

```
Tipe VPN : VPN Remote

Username : kangarie
Password : kerenbanget
Status : active
Last Login : 16 September 2019
Last IP : / Secured Servers LLC

Server : id4.tunnel.my.id
Port : 21 / 1000
Config : http://id4.tunnel.my.id/id4-1000.conf
IP VPN : 192.168.195.207
CNAME : kangarie.id4.tunnel.my.id
Port 22 : id4.tunnel.my.id:1207 <--> 192.168.195.207:22
Port 80 : id4.tunnel.my.id:1507 <--> 192.168.195.207:80
Port 8291 : id4.tunnel.my.id:1807 <--> 192.168.195.207:8291
```

Pastikan  
Status : Active

Tunggu 5-10 menit setelah create baru pasang  
Yang sering terjadi create vpn langsung pasang, pasti ga konek

Suspend ada beberapa sebab

1. Suspend karna belum bayar. Solusi nya bayar
2. Suspend karna vpn tidak dipakai. Solusi nya buat ulang
3. Suspend karna Update ROS. Solusi nya buat ulang

```
Terminal
[kangarie@EduCenter] > ping 8.8.8.8
  SEQ HOST                SIZE TTL TIME  STATUS
  0 8.8.8.8                56  54 38ms
  1 8.8.8.8                56  54 34ms
  2 8.8.8.8                56  54 80ms
  3 8.8.8.8                56  54 253ms
  4 8.8.8.8                56  54 132ms
  sent=5 received=5 packet-loss=0% min-rtt=34ms avg-rtt=107ms max-rtt=253

[kangarie@EduCenter] > █
```

Pastikan bisa ping 8.8.8.8

Jika gagal, cek ip address dan ip route default.

Kadang diperlukan bind bypass dari router hotspot

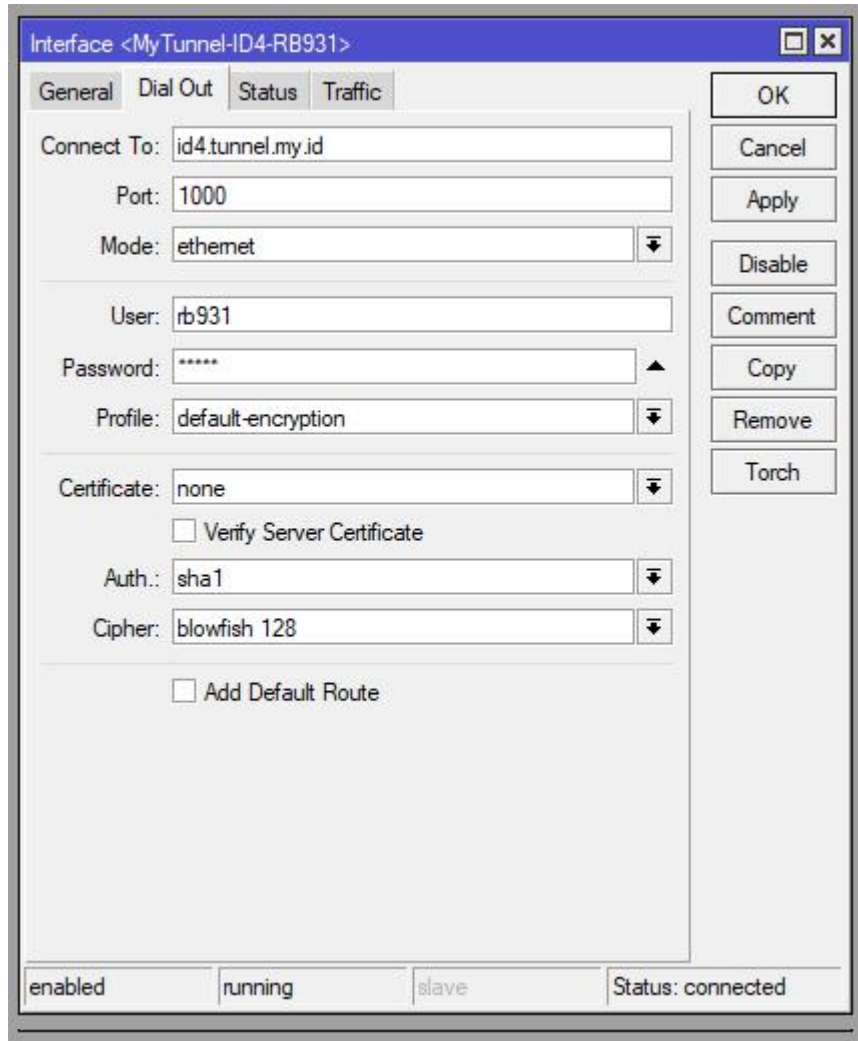
```
Terminal
[kangarie@EduCenter] > ping free.tunnel.my.id
  SEQ HOST                SIZE TTL TIME  STATUS
  0 103.129.222.125        56  58 74ms
  1 103.129.222.125        56  58 38ms
  2 103.129.222.125        56  58 60ms
  3 103.129.222.125        56  58 62ms
  4 103.129.222.125        56  58 92ms
  sent=5 received=5 packet-loss=0% min-rtt=38ms avg-rtt=65ms max-rtt=92ms

[kangarie@EduCenter] > █
```

Pastikan bisa ping domain server vpn

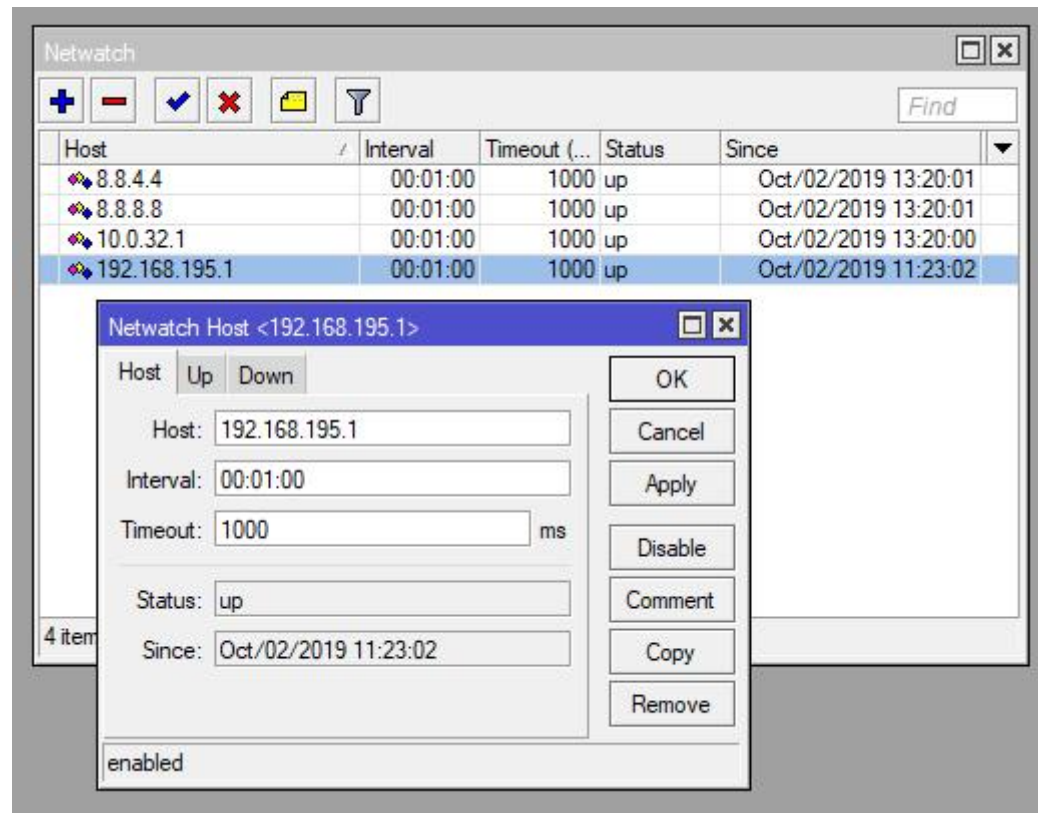
Jika gagal, cek ip dns.

Gunakan DNS ISP lebih baik



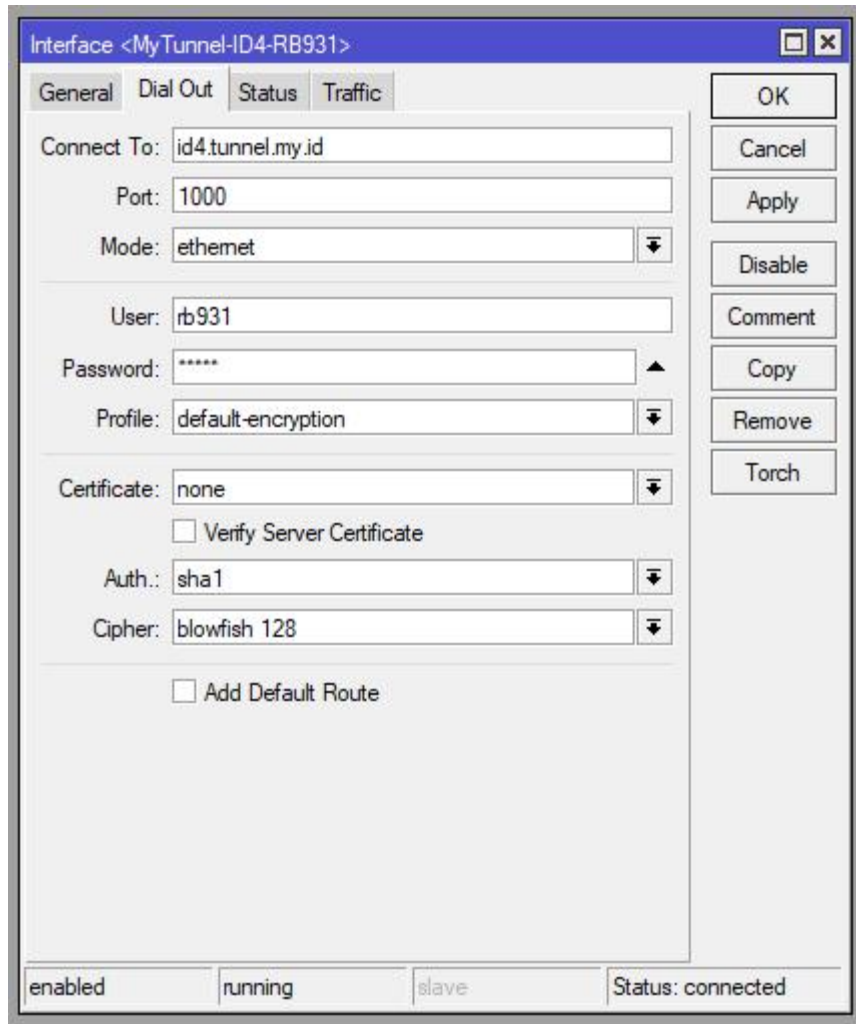
Pastikan  
Status : connected

Kadang Mati Listrik / Internet jadi  
penyebab VPN tidak bisa remote



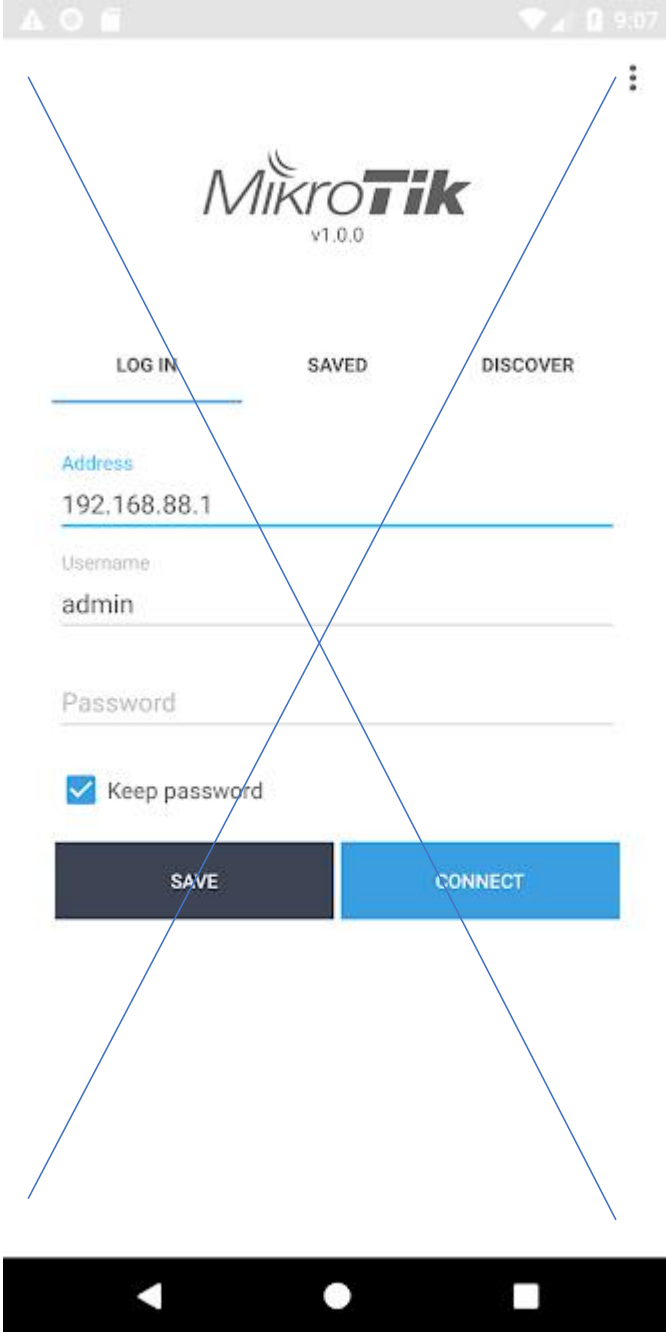
Pastikan sudah membuat netwatch ke 192.168.195.1 dan status up

Banyak kasus yg merubah netwatch pakai IP lain misal 192.168.194.1



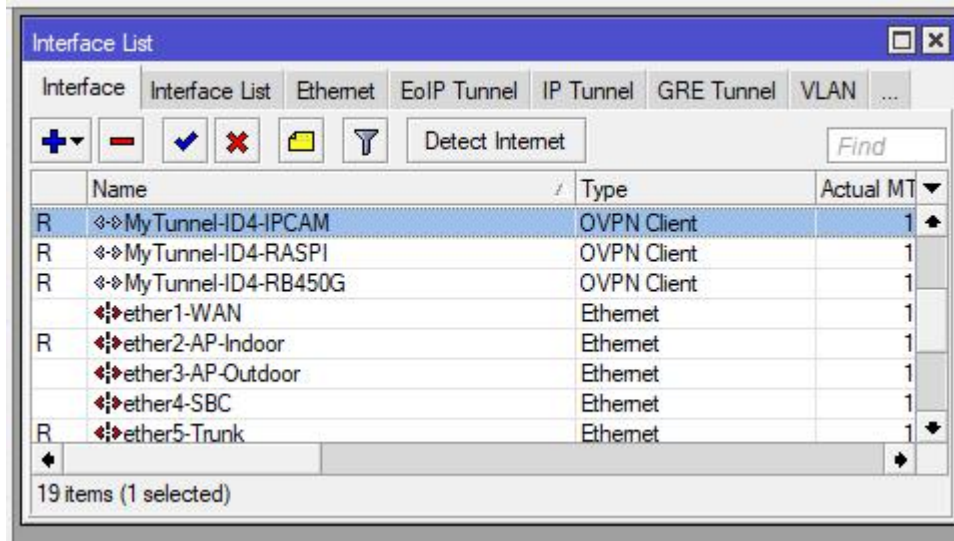
Kadang dengan buat ulang ovpn-client di Winbox semua menjadi lancar

Silahkan dicoba dibuat ulang kembali



Dilarang mengcreate ovpn-client dengan menggunakan aplikasi Mikrotik dari Android / Apple Store

Wajib PAKAI Winbox di PC/Laptop



Boleh pasang multiple vpn remote, asal wajib dalam satu server yg sama (tidak boleh dicampur)

The image shows two overlapping windows from a network management interface. The top window, titled 'User List', has tabs for 'Users', 'Groups', 'SSH Keys', 'SSH Private Keys', and 'Active Users'. It contains a table with columns for Name, Group, Allowed Address, and Last Logged In. Below the table, it indicates '3 items'. The bottom window, titled 'IP Service List', has a table with columns for Name, Port, Available From, and Certificate. Below the table, it indicates '8 items'.

Name	Group	Allowed Address	Last Logged In
admin	read		Oct/02/2019 08:02:18
guest	read		Oct/02/2019 12:07:23
kangarie	full		Oct/02/2019 13:30:53

Name	Port	Available From	Certificate
X api	8728		
X api-ssl	8729		none
X ftp	21		
X ssh	22		
X telnet	23		
winbox	8291		
www	80		
X www-ssl	443		none

### System – Users dan IP – Services

Pastikan tidak mengisi Allowed Address atau Available From

Pastikan juga port winbox / www tidak diubah



```
Server : id4.tunnel.my.id
Port : 21 / 1000
Config : http://id4.tunnel.my.id/id4-1000.conf
IP VPN : 192.168.195.221
CNAME : rb931.id4.tunnel.my.id
Port 22 : id4.tunnel.my.id:1221 <--> 192.168.195.221:22
Port 80 : id4.tunnel.my.id:1521 <--> 192.168.195.221:80
Port 8291 : id4.tunnel.my.id:1821 <--> 192.168.195.221:8291
```

Address List

	Address	Network	Interface
D	10.0.32.36	10.0.32.1	sstp-DNS
D	10.107.119.52/18	10.107.64.0	wlan1-WAN-WIFIID
D	192.168.3.1/27	192.168.3.0	ether1-AP
D	192.168.111.58/27	192.168.111.32	ether2-OFFICE
D	192.168.195.221/21	192.168.192.0	MyTunnel-ID4-RB931

5 items (1 selected)

Address <192.168.195.221/21>

Address: 192.168.195.221/21

Network: 192.168.192.0

Interface: MyTunnel-ID4-RB931

dynamic enabled

Pastikan ip vpn yang didapat pada interface ovpn-client sama dengan yang ada di member area

Jika berbeda, pastikan default profile di ppp tidak diutakatik

The screenshot shows the Mikrotik WinBox Firewall Filter Rules configuration. The interface includes tabs for Filter Rules, NAT, Mangle, Raw, Service Ports, Connections, Address Lists, and Layer7 Protocols. Below the tabs are icons for adding, deleting, enabling, and disabling rules, along with buttons for 'Reset Counters' and 'Reset All Counters'. The main table lists the filter rules with columns for #, Action, Chain, Protocol, In. Interface List, and Connection State.

#	Action	Chain	Protocol	In. Interface List	Connection State
::: defconf: accept established,related,untracked					
1	✓ accept	input			established related untracked
::: defconf: drop invalid					
2	✗ drop	input			invalid
::: defconf: accept ICMP					
3	✓ accept	input	1 (icmp)		
::: defconf: drop all not coming from LAN					
4	✗ drop	input		!LAN	

Default configuration (defconf) men-drop traffic dari vpn

Solusi nya disable yg nomor 4