



VPN Tracker 365

VPN Configuration Guide

Migrating a Windows PPTP VPN Configuration

© 2020 equinix AG and equinix USA, Inc. All rights reserved.

Under copyright law, this manual may not be copied, in whole or in part, without the written consent of equinix AG or equinix USA, Inc. Your rights to the software are governed by the accompanying software license agreement.

The equinix logo is a trademark of equinix AG and equinix USA, Inc., registered in the U.S. and other countries. Other product and company names mentioned herein may be trademarks and/or registered trademarks of their respective companies.

equinix shall have absolutely no liability for any direct or indirect, special or other consequential damages in connection with the use of this document or any change to the router in general, including without limitation, any lost profits, business, or data, even if equinix has been advised of the possibility of such damages.

Every effort has been made to ensure that the information in this manual is accurate. equinix is not responsible for printing or clerical errors.

Revised April 2 2020

Apple, the Apple logo, Mac, macOS, MacBook, MacBook Pro are trademarks of Apple Inc., registered in the U.S. and other countries.

www.vpntracker.com

Contents

Introduction	4
Step 1: Find your PPTP VPN Connection Details in Windows	5
Find your VPN connection in Control Panel	5
Step 2: Set up a new connection in VPN Tracker 365	6
Step 3: Copy your Connection Settings to VPN Tracker 365	7
VPN Gateway Address	7
Check Network Configuration	8
DNS Settings (optional)	9
Step 4: Testing the VPN connection	10
Connect to your VPN	10
Connected!	10
Troubleshooting	11
Troubleshooting Resources	11

Introduction

This document describes how to move your Windows-based PPTP VPN connection to a Mac using VPN Tracker 365.

Before you start

The configuration described in this guide requires VPN Tracker 365. Make sure you have installed all available updates. The latest VPN Tracker updates can be downloaded from:

<https://www.vpntracker.com/download>

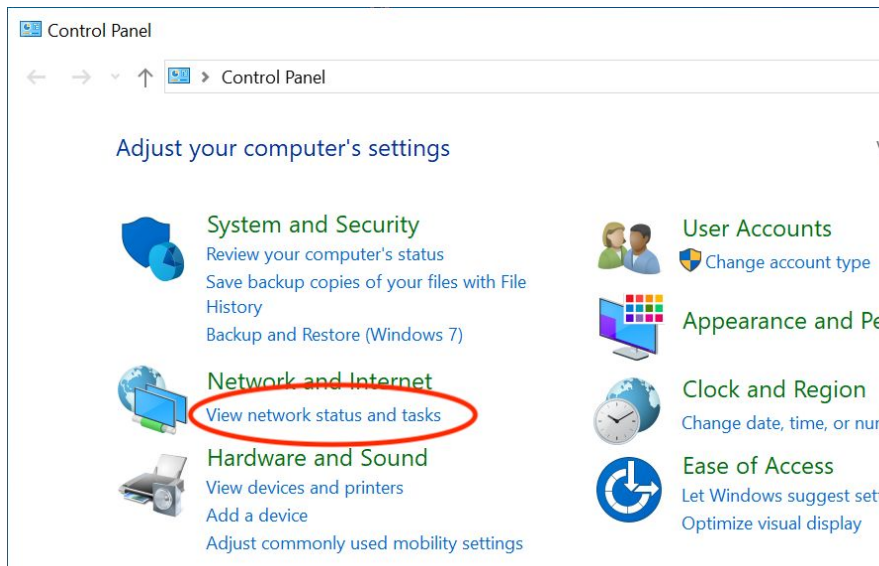
Scenario

This guide assumes you have a working PPTP connection set up on a Windows PC running Windows 10 (note that you should be able to apply the steps on earlier Windows versions as well). Follow along with this guide for step-by-step instructions on how to transfer this connection to your Mac using VPN Tracker 365.

Step 1: Find your PPTP VPN Connection Details in Windows

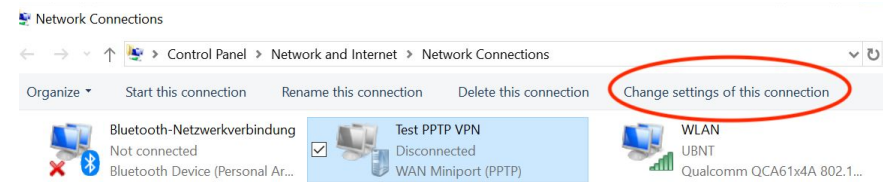
Find your VPN connection in Control Panel

- Go to the Windows start menu and type in “Control Panel” to bring up the classic Windows Control Panel
- Then choose “View network status and tasks” and then “Change Adapter Settings”



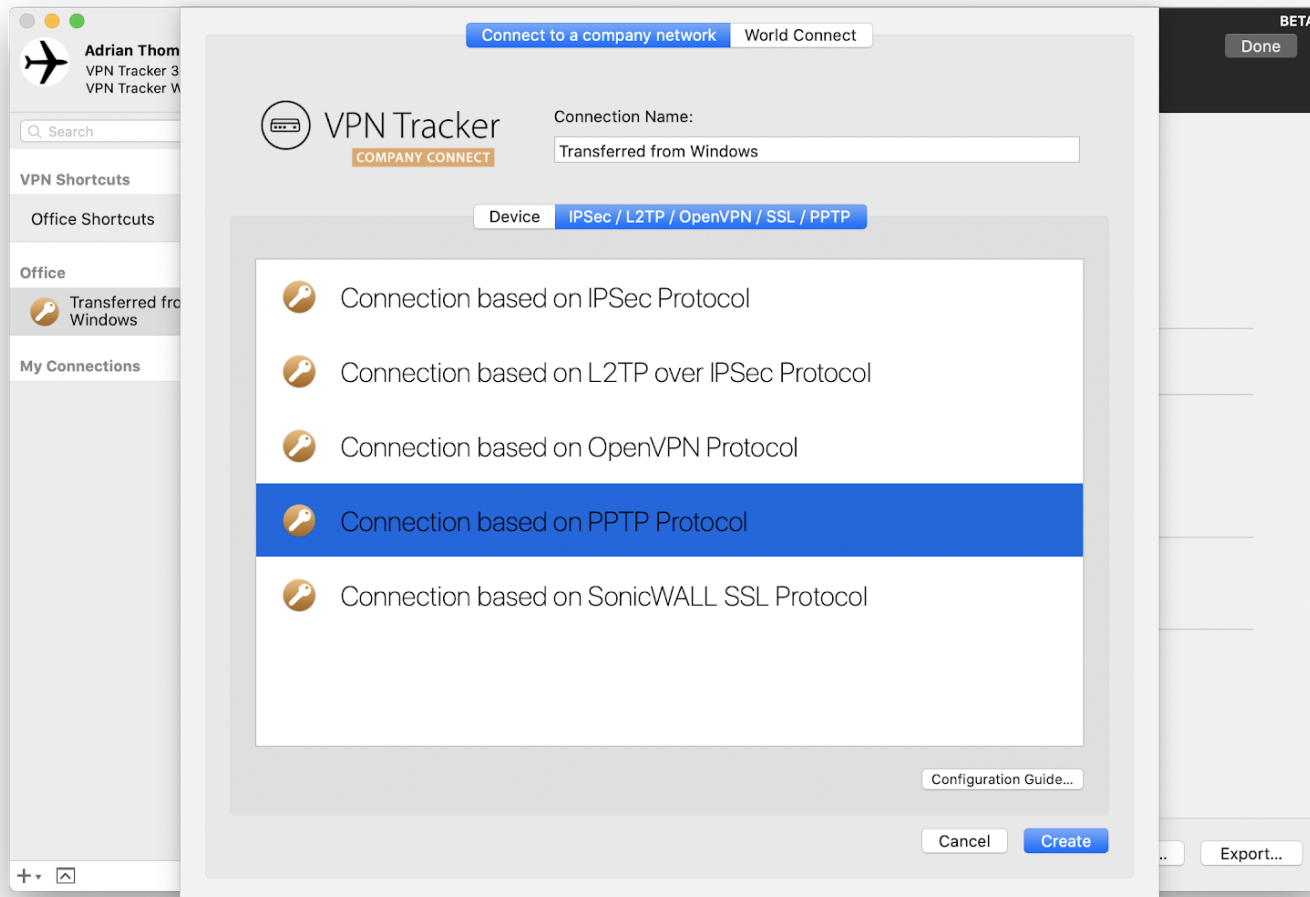
There you will see your network connections, including any configured VPN connections

- Now select your PPTP VPN connection and choose “Change settings of this connection”



Step 2: Set up a new connection in VPN Tracker 365

- Make sure you have the [latest version of VPN Tracker 365](#)
- Choose File > New > Company Connection...
- Go to IPSec / L2TP / OpenVPN / SSL / PPTP
- Choose "Connection based on PPTP Protocol"

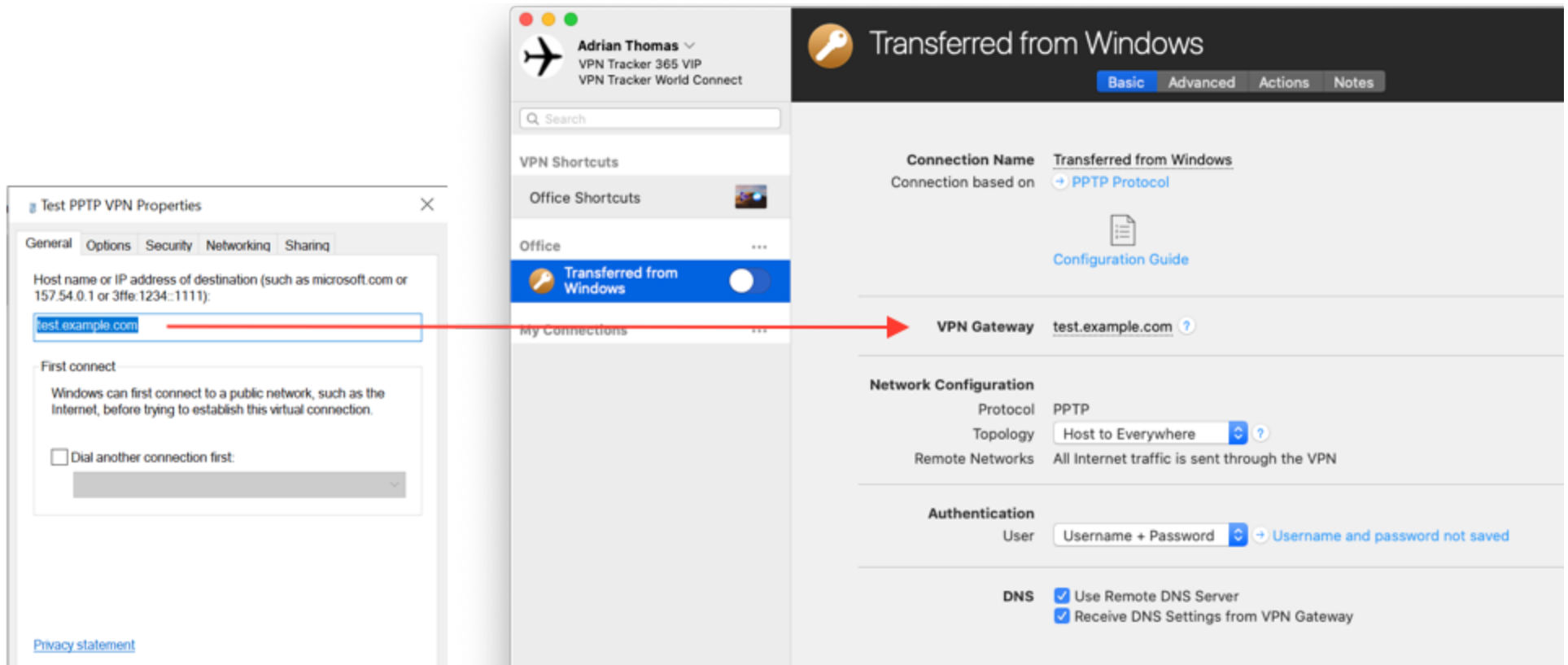


Step 3: Copy your Connection Settings to VPN Tracker 365

All of your VPN connection's settings can be accessed in the VPN properties window.

VPN Gateway Address

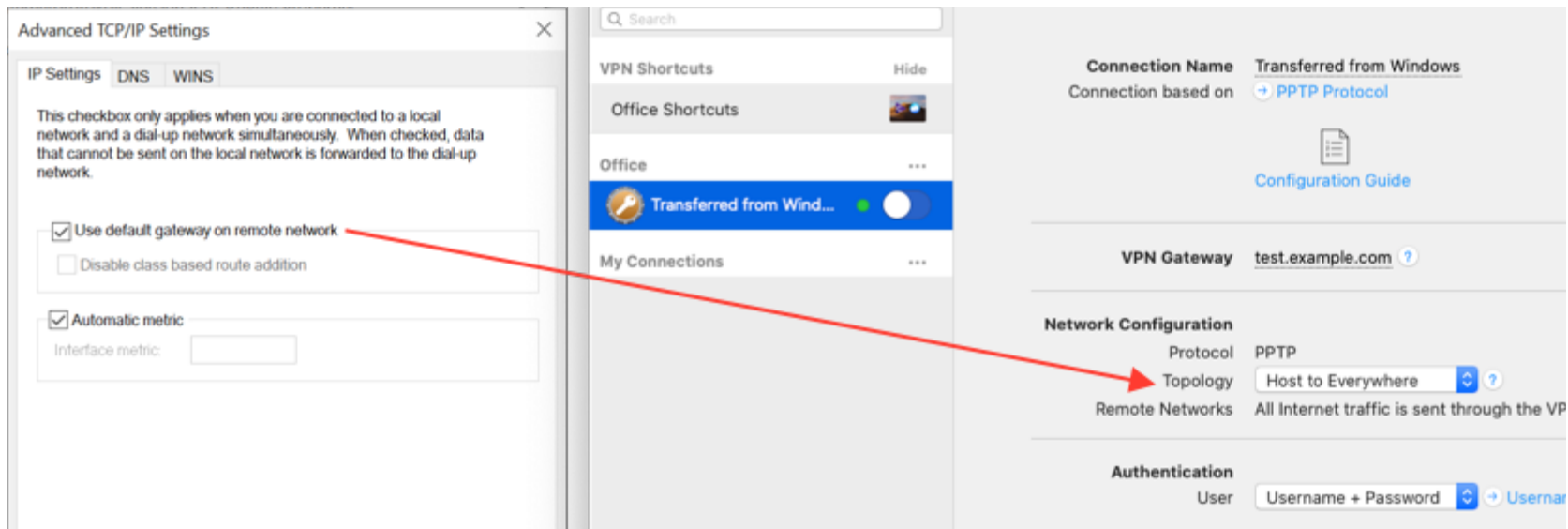
Go to the "General" tab in the VPN properties window and copy the "Host name" or "IP address" into the "VPN Gateway" field in VPN Tracker.



Check Network Configuration

- Go to “Networking”, select “Internet Protocol Version 4” and choose “Properties”
- Click “Advanced”

If the checkbox “Use default gateway on remote network is checked”, you can use the default “Host to everywhere” setting in VPN Tracker and all your internet traffic will go through the VPN connection.



If this box is **not** checked in Windows, select “Host to network” in VPN Tracker instead:

DNS Settings (optional)

If your PPTP connection has fixed DNS settings, you can also transfer these into VPN Tracker 365:

- Switch to the DNS tab
- In VPN Tracker 365: Uncheck “Receive DNS Settings from VPN Gateway”
- Enter the DNS settings from the “DNS server address” field in Windows into the fields in VPN Tracker

The image displays two side-by-side screenshots illustrating the transfer of DNS settings. On the left is the 'Advanced TCP/IP Settings' window from Windows, with the 'DNS' tab selected. The 'DNS server addresses, in order of use:' list contains '192.168.22.12'. Below this, the 'Append parent suffixes of the primary DNS suffix' checkbox is checked, and the 'DNS suffix for this connection:' field contains 'example.com'. On the right is the VPN Tracker 365 configuration interface for a connection named 'Office'. The 'DNS' section is expanded, showing 'Use Remote DNS Server' checked and 'Receive DNS Settings from VPN Gateway' unchecked. The 'DNS Servers' field contains '192.168.22.12' and the 'Search Domains' field contains 'example.com'. Red arrows indicate the mapping of data: one arrow points from the '192.168.22.12' in the Windows list to the 'DNS Servers' field in VPN Tracker, and another arrow points from the 'example.com' in the Windows suffix field to the 'Search Domains' field in VPN Tracker.

Step 4: Testing the VPN connection

Once you've transferred all your settings, it's time to test your connection.

Testing Notes

You won't be able to connect if you're at the same location as your VPN server, so you may need to get out of the office to test your VPN. Please also note that the **personal hotspot feature** on iOS and Android **does not support** PPTP VPN connections.

Connect to your VPN

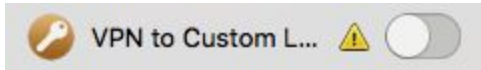
- Click on the On/Off switch to turn on your connection.
- Depending on your setup, you will be prompted to enter your VPN username and password (typically the same login details you use to sign in to other services at your company)

Connected!

Connecting may take a couple of seconds. If the On/Off button turns blue that's great – you're connected! Now is a great time to take a look at the [VPN Tracker Manual](#). It shows you how to use your VPN and how to get the most out of it.

Troubleshooting

In case there's a problem connecting, a yellow warning triangle will show up.



Click the yellow warning triangle to be taken to the log.

The log will explain exactly what the problem is and give you some troubleshooting steps to try.

Troubleshooting Resources

PPTP Connection FAQs

[PPTP connection won't connect. What can I do?](#)

[Connection Refused Error?](#)

[All VPN Tracker 365 FAQs](#)

VPN Server Logs

The next place to check is on your VPN server. If you have direct access, try to find your server logs. They can tell you more about the problem.

If you don't have direct access, contact your VPN server admin and ask them for details on the issue.