

# Technical Support Guide

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## Welcome to Banana VPN!

Thank you for choosing Banana VPN as your VPN provider, I really hope that the service works well for you and that you enjoy your stay with us. In most cases creating and using a VPN account should not be a problem, but under some situations you might have trouble connecting to the server. This guide will cover the most common technical support issues we have seen and it might be useful to help you setup your connection. It is divided into two sections, Windows and Mac.

If you need extra help please email to: [support@bananavpn.com](mailto:support@bananavpn.com)

## Installing your Banana VPN account

### How to setup your VPN account in Windows XP

- Open the Control Panel from the Start Menu
- Double click 'Network Connections'
- In the left menu click "Create new connection"
- You will now see the New Connection Wizard. Press the Next >
- Now select the "Connect to the network at my workplace" and press Next >
- Now select the Virtual Private Network option and press Next >
- It will ask you a company name - Enter Banana VPN.
- You may now see a Public Network window, select "Do not dial the initial connection" and press Next >
- It will now ask you for a Host name or IP address, enter IP provided to you in the email and press Next >
- Now check the box to add a connection to your desktop and press Finish.

### How to setup your VPN account in Windows Vista

Please visit this link for more information: <http://www.bananasupport.com/vpn-vista.htm>

### How to setup your VPN on Windows 7

Please visit this link for more information: <http://www.bananasupport.com/vpn-windows-7.htm>

### How to setup VPN on iPhone or iTouch

Instructions are available at the Apple website here: <http://support.apple.com/kb/HT1424>

### How to setup VPN on Nokia phones

To get VPN functionality on Nokia phones you need to buy and install the SymVPN software from this page: <http://telexy.com/Products/Products.aspx>

## Windows technical support

### How to use L2TP/IPSEC in Windows XP

- Go to Properties of the VPN connection. On the Networking page change network type to “L2tp/ipsec”
- On the Security page click IPSEC security and enter “secureserver”

### L2TP/IPSEC in Windows Vista

- Go to Properties of the VPN connection. On the Networking page change network type to “L2tp/IPSec”
- Still on the Network Page click IPSEC security, choose Pre-Share Key and enter “secureserver”

### L2TP/IPSEC on Windows 7

- Click on the connection and click connect, On the login screen click on properties.
- Click the Options tab - uncheck 'Include Windows logon domain' if checked.
- Now click on the 'Security' tab. Choose the 'L2TP/IPsec' from the drop down menu
- Click on the “Advanced Settings” button shown in the image below. You will be asked to enter a Pre-shared Key. It is found in the welcome email.

### How to dial VPN automatically on starting Windows

You can use this command to connect automatically:

```
rasdial "Connection Name" username password
```

- Create an empty file and call it whatever you like with extension .bat
- Put that command in it and replace "Connection Name" with the name of your connection and keep the quotation marks. Replace also username and password.
- Put the .bat file in the Startup folder by dragging it to START> Programs> Startup

### Cannot connect to the server- Error 721

VPN uses port 1723 to establish a connection. In many cases that port is blocked by a Firewall, Security Software, Antivirus or Router.

Solutions:

- Check that your Firewall is off or open port 1723 on Router and Firewall
- Disable Internet security programs, like Norton Security or Vista Live Onecare,

- or configure them to allow VPN
- Configure your Firewall to allow VPN on port 1723 and GRE packets (Protocol 47)
- Test connecting to this alternative server IP: 208.101.14.148
- Use L2TP instead of PPTP. The Pre-Shared Key for L2TP is: secureserver

### **Cannot connect to server – Error 691**

Error 691 is an authentication error and it means there is something wrong with your login details.

- The user name or password is incorrect.

Make sure that you enter your user name and password exactly as provided in the welcome email.

- Another computer is already connected with the same account.

If you're certain that no other computer is connected, wait a few minutes and then try to connect again. Try also to restart your router.

- Make sure the “Include Windows Logon Domain” check box is unchecked on the Options tab of the connection's Properties. And the Domain field should be empty.

- Your account has been disabled. Please email to [sales@bananavpn.com](mailto:sales@bananavpn.com)

### **Cannot connect to server - Error 930**

This is also an authentication error that might happen to UK and German accounts. The only solution is to contact us by email at: [support@bananavpn.com](mailto:support@bananavpn.com)

### **Cannot connect to the server- Error 789: The l2tp connection attempt failed...**

Two services that are required for L2TP are Disabled. Please to the Control Panel > Administrative Tools > Services And Enable "IKE and AuthIP IPsec Keying Modules" and "IPsec Policy Agent" services.

### **VPN not working in Oman, Belize, Morocco, Guyana**

PPTP and GRE are blocked in Oman and Belize by the ISP. Your should switch to L2TP/IPSEC VPN and use the Pre-Shared key: secureserver

- Go to Properties of the VPN connection, on the Networking page change network type to “l2tp/ipsec”

- On the Security page click IPSEC security and enter “secureserver”

## Slow performance in general

Suggest alternative IP

Many ISPs now throttle the PPTP protocol to slow down VPN users. Try to use L2TP with IPSEC Pre-Shared key: “secureserver”. This seems to give better performance than PPTP.

Download TCP Optimizer from here and run it to optimize the TCP/IP settings on of you Windows XP PC <http://www.speedguide.net/files/TCPOptimizer.exe> (not for Vista)

Update the drivers of your network card, this sometimes helps a lot.

## Websites still blocked after connecting to VPN

This is fixed by changing the DNS:

Edit the Properties of the VPN and manually assign the DNS servers to the TCP/IP Properties to: 208.67.222.220 and 208.67.220.220

## Connection drop after 5-6 minutes

Possible cause is ZoneAlarm. Please add our IP address to ZoneAlarm as a Trusted Host. This might also happen with Norton Security.

## VPN does not work on Vista with Live OneCare Installed

When you attempt to connect to the VPN, the process will appear to hang, then fail at the username and password authentication stage. This is NOT an authentication problem but a firewall problem. To resolve the problem, perform these steps:

1. Start the Windows Live OneCare console (right-click the OneCare taskbar icon, which is normally a green circle with 1 in it, and select "Open Windows Live OneCare").
2. On the left side of the OneCare dialog box under Other Tasks, click the "View or change settings" link.
3. On the "Windows Live OneCare Settings" dialog box, select the Firewall tab.
4. Click the "Advanced settings" button.
5. Select the "Ports and Protocols" tab on the "Advanced settings" dialog box.
6. Select the "VPN - General Routing Encapsulation (GRE)" check box.
7. Click OK to all open dialog boxes.

Please specify port range as 1722-1723

## Connection established but cannot access any sites

-Your DNS cache needs to be refreshed

Connect to the VPN

Go to Start Menu – Click Run - Type the following and press enter: **ipconfig /flushdns**

-Check your browser settings and disable any proxy servers

-Edit the Properties of the VPN and manually assign the DNS servers to the TCP/IP Properties to: 208.67.222.220 and 208.67.220.220

## **Internet seems slow or you get disconnected**

This is most often solved by adjusting the MTU settings on your computer. Please download this software to optimize the Tcp/IP stack on your pc:

<http://www.speedguide.net/files/TCPOptimizer.exe>

## **Cannot watch online USA TV at ABC, NBC, FOX etc.**

If are connected to the US VPN but get a notice that you are not in the US, please check the following:

- Change your PC time/regional settings to a USA time zone
- Delete all cookies and browser cache before visiting those websites.
- Connect to VPN and try again

## **VPN trying to connect when you do NOT want it to**

If you feel the VPN is trying you dial a connection and every time you cancel it tries again please do the following:

1. Go to Start and then to Control Panel
2. Go to Network Connections
3. Click the 'Advanced' pull down menu from the top menu bar.
4. Select the 'Advanced Settings...' selection
5. Choose the 'Adapters and Bindings' tab.
6. In the 'Connections' box, move your '[Remote Access connections]' to the bottom of the box.

If the above does not help, please contact us and inform us about the issue and that you have tried the above.

## **How to share a VPN on you LAN through a router**

We cannot help you too much with this scenario but here are some suggestions.

- The router must support Dial Out PPTP (Lan-Lan) VPN. Draytek Vigor 2820 routers support this. You can use a Draytek router as a second router or to replace your current one.
- The Buffalo WHR-HP-G54-DD MIMO can also be used. This router comes pre-installed with the DD-WRT firmware and can easily be used as a second router to share the VPN.
- Normal ADSL Routers like Linksys/D-link cannot share VPN.

In most cases you would connect your current router to the WAN port of the VPN router and configure it to dial the connection. Then connect your PCs or consoles to the second router.

We do have setup instructions for the Draytek Vigor routers and routers flashed with DD-WRT firmware, please email us.

Sharing a VPN on your network is possible but very complicated. The easiest way is to share the VPN connection through a PC using Internet Connection Sharing in Windows or buy a Draytek or DDWRT enabled router.

### **Some websites detect IP as not USA or not UK**

Different websites use different databases to identify your location based on IP. Depending on the system they use this situation may result. Send us an email with more information.

### **Cannot send emails when connected with VPN**

When using our VPN server you might not be able to send email through your ISPs mail server. Simply configure your email program to send through the following SMTP server: 192.168.2.1. On some servers our SMTP service is not available.

### **Skype disconnects after few minutes**

Try to Disable UPnP setting in Skype under Tools> Options> Advanced> Connection

### **How to start VPN automatically on Windows Vista**

1. On the VPN Connect screen, check "Save this user name and password for the following users"
2. Select the "Anyone who uses this computer" radio button
3. Click "Properties" on the VPN Connect screen
4. On the "Options" tab, uncheck:
  5. -"Display progress while connecting"
  6. -"Prompt for name and password, certificate, etc."
7. In Windows Explorer, browse to C:\Documents and Settings\All Users\Start Menu\Programs\Startup
8. Open a new Windows Explorer and browse to Control Panel\Network Connections
9. Drag the icon of your VPN connection to the Startup folder. This will create a shortcut

## MAC Technical Support

### Cannot connect to VPN server

You might have a firewall running on the MAC that is blocking the VPN (outgoing port 1723).

Disable the Firewall and try again

Disable VPN compression by following these steps:

- Look for `<key>CCPEnabled</key><integer>1</integer>`
- Change the 1 to a zero: `<key>CCPEnabled</key><integer>0</integer>`
- Reboot the machine.
  
- Check that the Subnet Mask under LAN IP Setting on your network adapter is set to 255.255.255.0
- Delete and create a new connection
- Use L2TP/IPSEC instead of PPTP. Pre-Shared Key is "secureserver"

### Connection drops after 1 minute

Please contact us by email, we will give you some test account to try on different servers.

- Try to change the MTU value under the advanced settings for the connection. Test with 1372, 1400 or 1440
- Instructions to change MTU are here: <http://docs.info.apple.com/article.html?artnum=303192>
- Disable compression as described above
- Check that the Subnet Mask under LAN IP Setting on your network adapter is set to 255.255.255.0
- Check that your LAN IP range is not 192.168.2.x, this is our range and will cause problems.

### VPN connects but you cannot browse the Internet

This is most often either a DNS or an Adapter Binding order problem. Without being connected, do the following:

Change adapter binding order (instructions vary with OS version):

- Go to System Preferences - Network and click on your VPN connection
- Click the "Advanced..." button, and in the "Options" tab make sure that "Send all traffic over VPN connection" is checked.
- Go to your Network Preferences, open your Network Port Configurations, and

drag the VPN entry to the top of the list.

Manually assign DNS server to the VPN:

- Go to System Preferences>Network>VPN
- And enter these DNS server to the connection: 208.67.222.222, 208.67.220.220

## Billing

### How do I change my credit card details?

If your current card expired or for any reason you need to use a new one, you have two options:

- 1- Contact Plimus through this website <http://home.plimus.com/ecommerce/buyers> and change your credit card details. You will need your Plimus Reference Number or Account ID found in the payment receipts.
- 2- Request to cancel your current account and sign up for a new account with the new card.

We cannot change the credit card for you; it must be done through the credit card processor above.

### How do I change the billing period?

You may email us with your account details and request a change to the billing period. We have monthly, bi-annual and yearly plans.

You may also do it yourself by contacting Plimus through this website <http://home.plimus.com/ecommerce/buyers>. You will need your Plimus Reference Number or Account ID found in the payment receipts.