Troubleshooting failed connections to the Virtual VPN Concentrator

⚠️ The VM Concentrator is being deprecated, and support for the feature will end on July 31st, 2017. An MX Security Appliance is recommended as an alternative for deployments that currently rely on the VM Concentrator. For more information, please contact Cisco Meraki sales.

When a client is unable to connect to the VPN concentrator, follow the below procedure before contacting Cisco Meraki Support:

1. Firewalls in between the VPN concentrator and the other endpoint make allowances for the ports and IP addresses outlined at Configuring your Firewall for Meraki devices to communicate with Dashboard.

2. In Configure > Concentrator settings > Tunneling > NAT traversal, instead of "Automatic", select "Manual: Port forwarding" and choose the public IP address of the Virtual VPN concentrator (which can be found at Monitor > Concentrator status) as well as port 9350.

![Tunneling Configuration](image-url)