I have trouble connecting or the connection drops frequently: Changing Ports

Travis - 2021-05-14 - Change Ports

If you experience issues connecting or staying connected to any of our servers, you might want to try using a different port to connect to or a different protocol altogether.

Reason for connection Drops

There are multiple reasons why this could be happening:

- You are using UDP (default) behind one or multiple NAT routers that doesn't support hole punching;
- You are connecting from a public network (such as a school, library, mall, coffee shop, hotel, etc) or a corporate network that filters or restrict Internet usage (typically to prevent abuse and piracy);
- Your Internet Service Provider (ISP) filters some traffic for filtering, quality of service or restrictive measures;
  Your ISP is actively blocking or trying to restrict usage of VPN services due to national bans;
- A firewall device on your network is blocking the connection;
- You are using a mobile network with frequently changing IP addresses or service restrictions;
- Your connection is not reliable enough to maintain the connection active for extended periods of time (such as unstable/crowded WiFi access).

In these situations, using a different port or protocol to masquerade as another kind of application typically resolve the issue. For instructions on how to change the ports on our application please review the following guides:

- Windows - Change Ports
- MacOS - Change Ports
- Linux (systemd) - Change Ports
- iOS - Change Ports
- Android - Change Ports

Protocols and Ports

Try the following combinations of protocols and ports using the above steps until you find one that provides you with satisfactory connectivity:
<table>
<thead>
<tr>
<th>Connection type</th>
<th>Remote port</th>
<th>Local port</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>UDP</td>
<td>1194, 1197, 1198</td>
<td>(empty)</td>
<td>This is the default ports used by OpenVPN</td>
</tr>
<tr>
<td>UDP</td>
<td>8080</td>
<td>(empty)</td>
<td>Uses the often open port 8080 (http alternate) using UDP</td>
</tr>
<tr>
<td>UDP</td>
<td>9201</td>
<td>(empty)</td>
<td>(no particular signification)</td>
</tr>
<tr>
<td>UDP</td>
<td>53</td>
<td>(empty)</td>
<td>Mimics traffic to DNS servers</td>
</tr>
<tr>
<td>UDP</td>
<td>53</td>
<td>53</td>
<td>Mimics traffic to DNS servers coming back</td>
</tr>
<tr>
<td>TCP</td>
<td>80</td>
<td>(empty)</td>
<td>Mimics traffic to standard, unencrypted web (http) servers</td>
</tr>
<tr>
<td>TCP</td>
<td>110</td>
<td>(empty)</td>
<td>Mimics traffic to Email servers (pop3)</td>
</tr>
<tr>
<td>TCP</td>
<td>443</td>
<td>(empty)</td>
<td>Mimics traffic to secure web servers (https). Typically the most compatible option due to the technical challenge involved into filtering this port without causing every website to display an error</td>
</tr>
</tbody>
</table>

Related solutions:

- I can connect to the VPN, but my speeds are really slow using Windows
I can connect to the VPN, but my speeds are really slow using Windows

What ports are used by your VPN service?