Integral Corporation Hamachi VPN Troubleshooting Steps

There are usually two types of problems that occur with your VPN connection when you cannot connect. One is where the Logmein Hamachi service has stopped on your computer, the other is where the Hamachi VPN Network Adapter has failed.

PROBLEM #1: LOGMEIN HAMACHI SERVICE HAS FAILED

When your Logmein Hamachi Service is not working correctly, the following screen will appear:

| 😚 Hamachi Self-Diagnosis | | × |
|---|---|------------|
| | This tool helps identify problems with this Hamachi dient | |
| Test | Info | Details |
| Hamachi service | Service status: Stopped | |
| Files & Folders | All required files found | |
| V Driver | OK | |
| | | |
| | | |
| | | |
| | | |
| Summary | | Start Exit |
| | | |

Please hit EXIT to exit this screen

in the Windows 10 search bar, type in **Services.msc** and hit enter. The following screen will appear. Under the name, look for "LogMeIn Hamachi Tunneling". Notice that the Status is blank, it isn't "running". Click the "Start the service" text on the left

| Services (Local) | <u>^</u> | | | | |
|----------------------------------|---------------------------------|--------------|---------|--------------|------|
| LogMeIn Hamachi Tunneling Engine | Name | Description | Status | Startup Type | Log |
| Start the service | 🖳 Language Experience Service | Provides inf | | Manual | Loci |
| | 🖳 Link-Layer Topology Discov | Creates a N | | Manual | Loci |
| | A LMIGuardianSvc | Support Lo | Running | Automatic | Loci |
| | Accal Profile Assistant Service | This service | | Manual (Trig | Loci |
| | 🗟 Local Session Manager | Core Windo | Running | Automatic | Loci |
| | 🖏 LogMeln Hamachi Tunnelin | | | Automatic | Loci |
| 1 | ····· | | | 11 1/71 | |

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| Services (Local) | | | | | |
|---|---|---|--------------------|--|---|
| LogMeIn Hamachi Tunneling Engine | Name | Description | Status | Startup Type | Log ^ |
| <u>Stop</u> the service <u>Restart</u> the service | Language Experience Service Link-Layer Topology Discov LMIGuardianSvc Local Profile Assistant Service Local Session Manager | Provides inf Creates a N Support Lo This service Core Windo | Running Running | Manual Manual Automatic Manual (Trig Automatic | Log ^ Loci Loci Loci Loci Loci Loci |
| | 🖏 LogMeln Hamachi Tunnelin | | Running | Automatic | Loci |
| | MessagingService_e0404 Microsoft (R) Diagnostics H Microsoft Account Sign-in | Service sup Diagnostics Enables use | | Manual (Trig Manual Manual (Trig | Loci Loci Loci |

PROBLEM #2: The Hamachi VPN Adapter software is corrupted

When your Logmein Hamachi Window shows all yellow triangles at the right, this is usually because the logmein network software has been corrupted.



In the Windows search Bar, type "Control Panel" and run that software. Then go to Network and Internet then Network and Sharing Center. If you look at your active network connections, you will see that there is just an "Ethernet" connection and the "Hamachi VPN" is missing.



Next, go to Control Panel, Programs, Uninstall Program, and Uninstall the Logmein Hamachi Software. KEEP the software settings, do not delete them.

| then click Uninstall, Change, or Repair. | | | |
|--|---|---|---|
| | | | |
| | | | |
| Publisher | Installed On | Size | Version |
| Adobe Systems Incorporated | 9/25/2020 | 2.64 GB | 20.012.2004 |
| Adobe Inc. | 10/14/2020 | 556 MB | 5.3.1.470 |
| Cisco Webex LLC | 10/14/2020 | | |
| CPUID, Inc. | 5/27/2019 | 14.1 MB | 1.86 |
| Excel | 10/14/2020 | | 1.0 |
| Google LLC | 10/8/2020 | | 86.0.4240.75 |
| LogMeln, Inc. | 10/24/2019 | 336 KB | 1.0.533 |
| LogMeln, Inc. | 10/14/2020 | | 10.13.1.1870 |
| Intel Corporation | 10/14/2020 | 74.2 MB | 24.20.100.62 |
| Intel Corporation | 10/14/2020 | 110 MB | 1829.12.0.1 |
| LogMeln, Inc. | 10/14/2020 | | 2.2.0.633 |
| Malwarebytes | 10/14/2020 | 104 MB | 1.2.0.806 |
| Microsoft Corporation | 10/9/2020 | | 86.0.622.38 |
| | d then click Uninstall, Change, or Repair. Publisher Adobe Systems Incorporated Adobe Inc. Cisco Webex LLC CPUID, Inc. Excel Google LLC LogMeln, Inc. LogMeln, Inc. Intel Corporation Intel Corporation LogMeln, Inc. Malwarebytes Microsoft Corporation | Hen click Uninstall, Change, or Repair. Publisher Installed On Adobe Systems Incorporated 9/25/2020 Adobe Inc. 10/14/2020 Cisco Webex LLC 10/14/2020 CPUID, Inc. 5/27/2019 Excel 10/14/2020 Google LLC 10/8/2020 LogMeln, Inc. 10/14/2020 Intel Corporation 10/14/2020 Malwarebytes 10/14/2020 Microsoft Corporation 10/14/2020 | Hen click Uninstall, Change, or Repair. Publisher Installed On Size Adobe Systems Incorporated 9/25/2020 2.64 GB Adobe Inc. 10/14/2020 556 MB Cisco Webex LLC 10/14/2020 556 MB Cisco Webex LLC 10/14/2020 10/14/2020 CPUID, Inc. 5/27/2019 14.1 MB Excel 10/14/2020 10 Google LLC 10/8/2020 10 LogMeln, Inc. 10/14/2020 10 Intel Corporation 10/14/2020 110 MB Intel Corporation 10/14/2020 110 MB LogMeln, Inc. 10/14/2020 110 MB Malwarebytes 10/14/2020 104 MB Microsoft Corporation 10/9/2020 104 MB |

After the software is uninstalled, go to your web browser, type in **VPN.NET** on the address bar, Click the Download button to install the software. Then run and install the software from the bottom of your web browser, or from your download folder.

If you have problems, you can call us for help at 630.428.0000