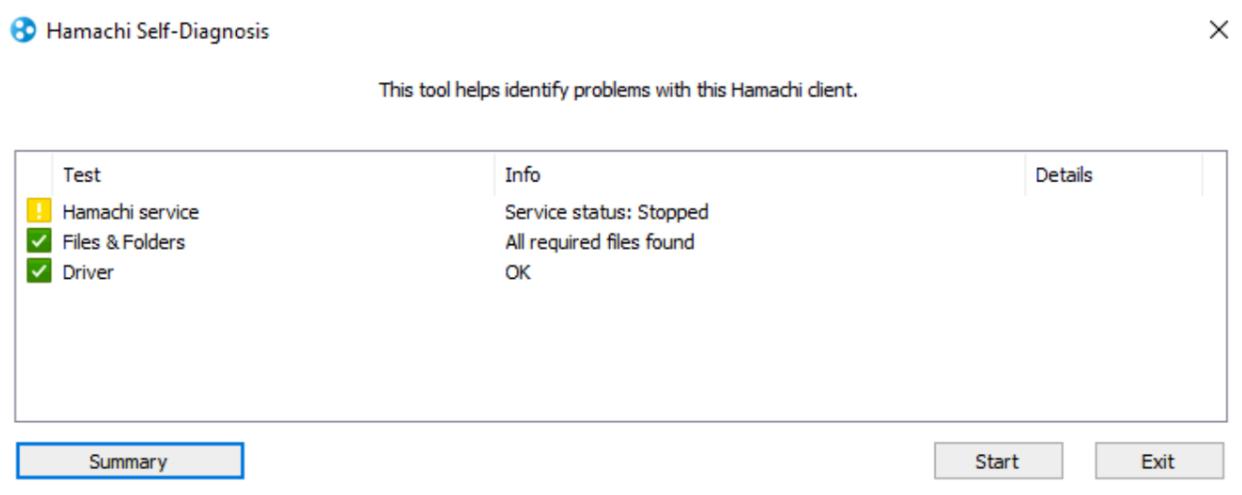


Integral Corporation Hamachi VPN Troubleshooting Steps

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.

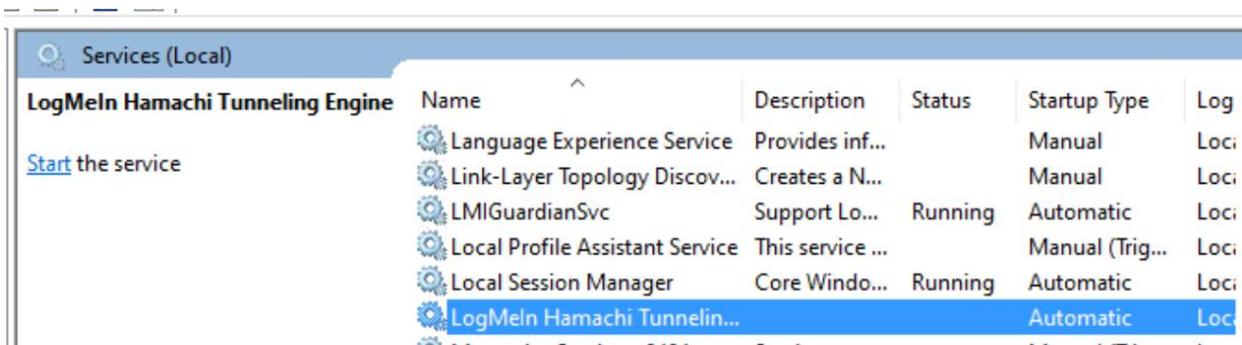
PROBLEM #1: LOGMEIN HAMACHI SERVICE HAS FAILED

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



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)

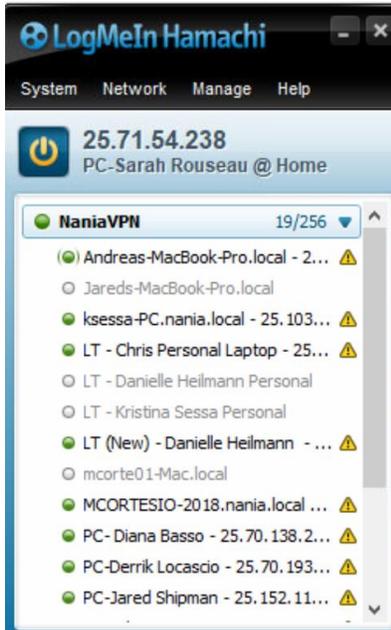
LogMeIn Hamachi Tunneling Engine

[Stop](#) the service
[Restart](#) the service

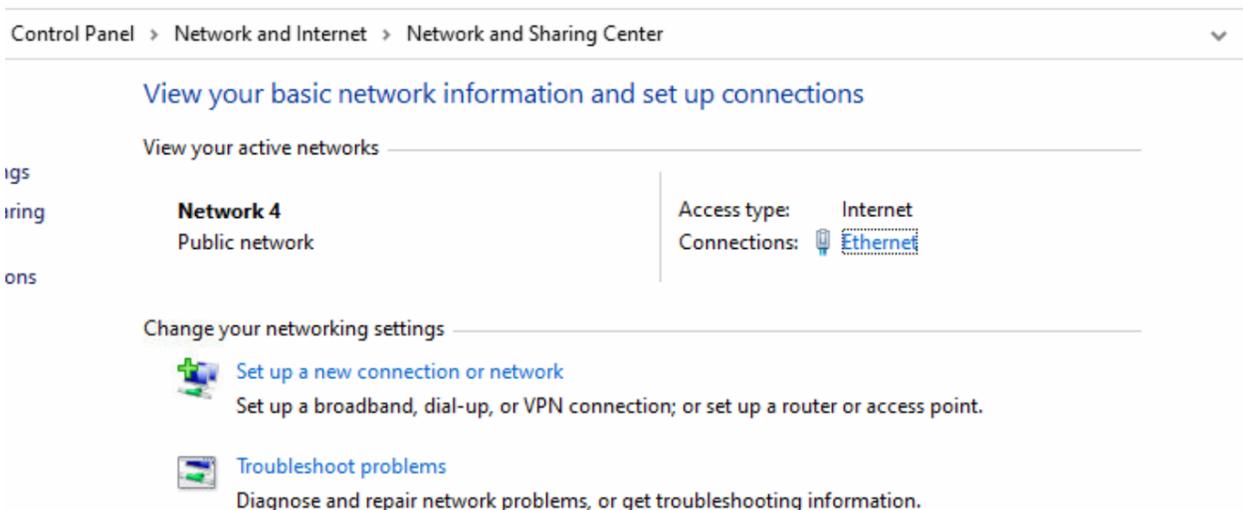
| Name | Description | Status | Startup Type | Log |
|------------------------------------|------------------|----------------|------------------|------------|
| Language Experience Service | Provides inf... | | Manual | Loc |
| Link-Layer Topology Discov... | Creates a N... | | Manual | Loc |
| LMIGuardianSvc | Support Lo... | Running | Automatic | Loc |
| Local Profile Assistant Service | This service ... | | Manual (Trig... | Loc |
| Local Session Manager | Core Windo... | Running | Automatic | Loc |
| LogMeIn Hamachi Tunnelin... | | Running | Automatic | Loc |
| MessagingService_e0404 | Service sup... | | Manual (Trig... | Loc |
| Microsoft (R) Diagnostics H... | Diagnostics ... | | Manual | Loc |
| Microsoft Account Sign-in ... | Enables use... | | Manual (Trig... | Loc |
| Microsoft Edge Elevator Se... | Keeps Mic... | | Manual | Loc |

PROBLEM #2: The Hamachi VPN Adapter software is corrupted

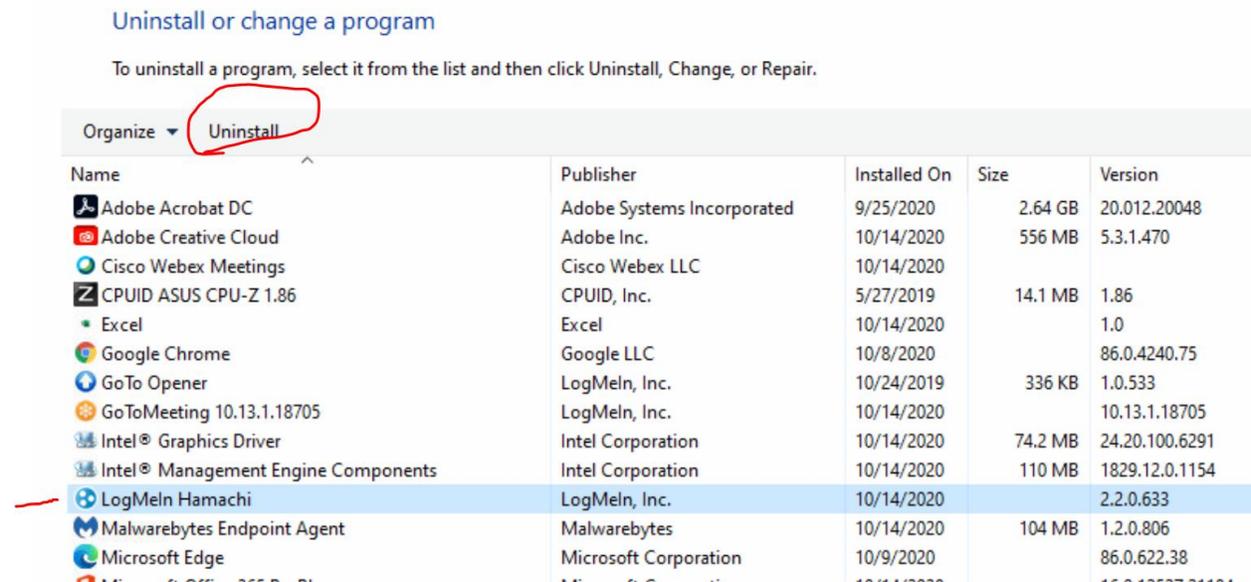
When your Logmein Hamachi Window shows all yellow triangles at the right, this is usually because the logmein network software has been corrupted.



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.



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