

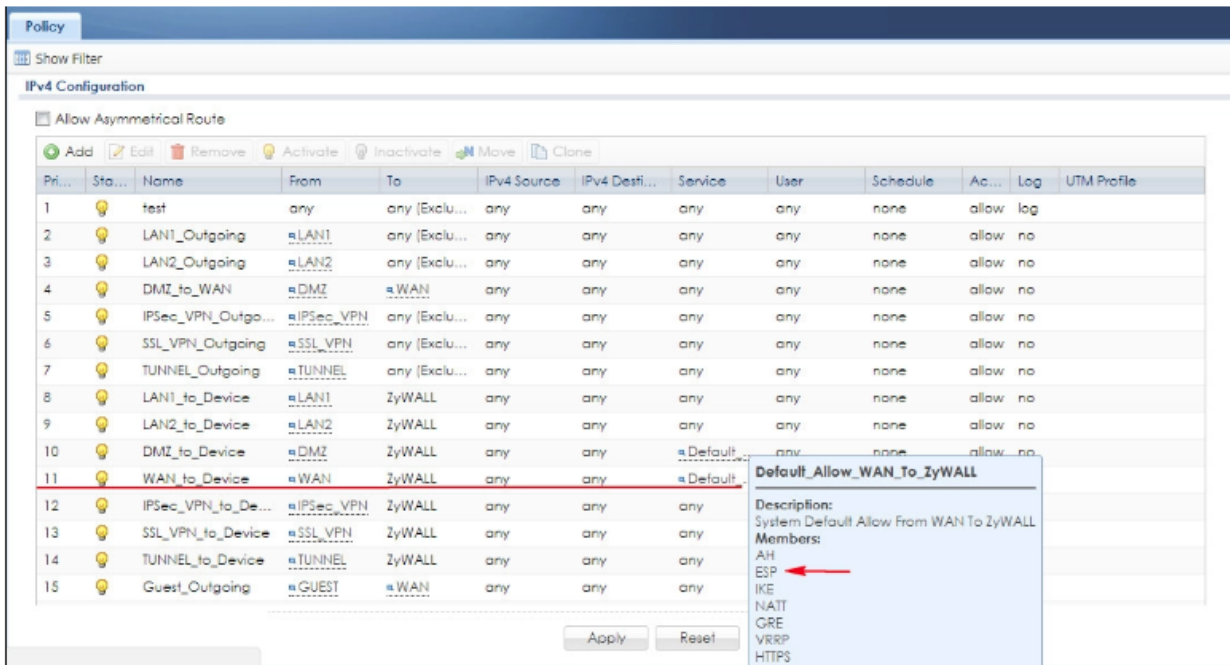
L2TP/IPSec VPN Connection Issue - Things to consider

 support.zyxel.eu/hc/en-us/articles/360000665259

This article helps you in case you have setup VPN Phase 1 and 2 correctly, but still can not the connection thorough - please check below key things;

- Quite a lot of ISPs block ESP. Since ESP is only related to encrypting traffic in the VPN, your VPN will still build up perfectly fine, but you will not be able to push traffic through the tunnel - please contact your ISP and clarify if they are blocking any ESP packets (also known as "protocol 50" - not port, it's protocol!)

- The L2TP/IPSec tunnel is working on ESP(protocol 50) and double-check ESP, IKE & NATT is allowed in security policy rule by default as below.

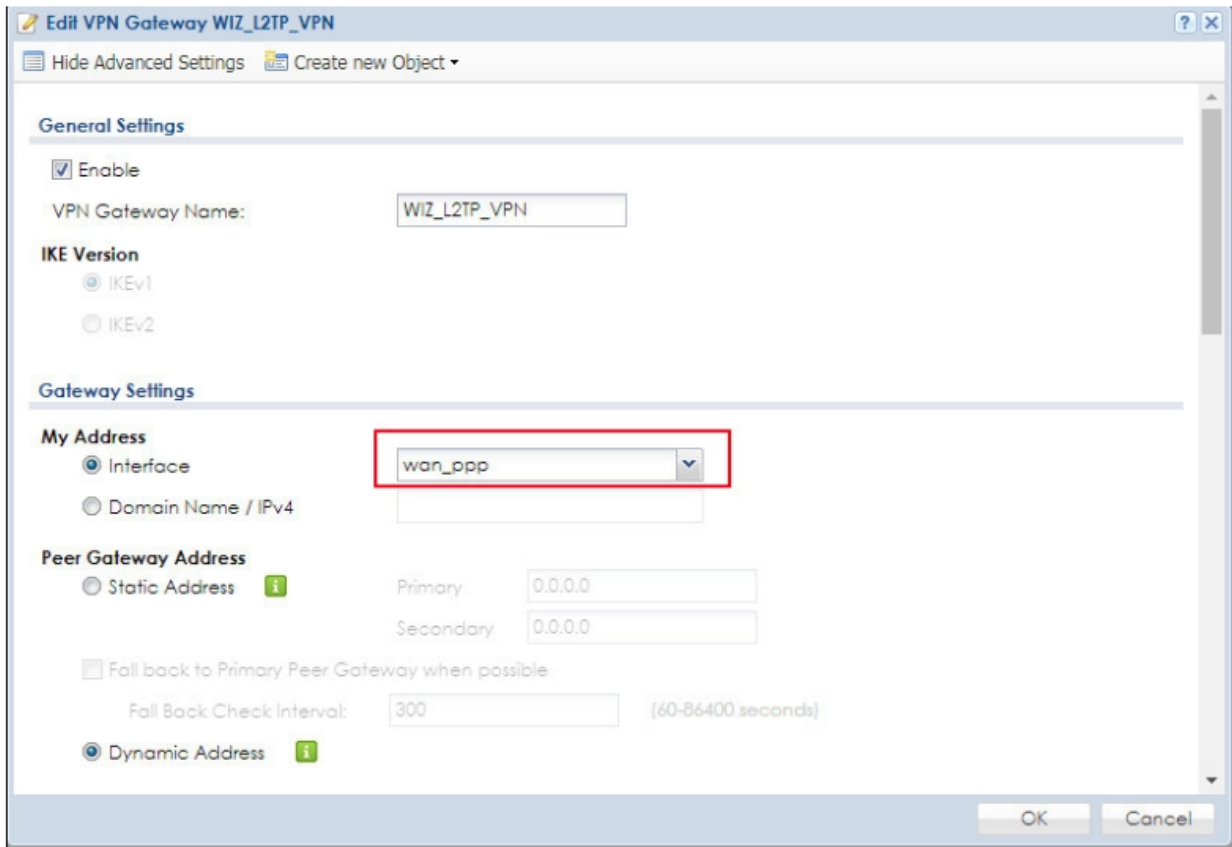


The screenshot shows the IPv4 Configuration Policy table in ZyWALL. Rule 12 is highlighted, and a tooltip is displayed for it. The tooltip shows the description and members of the rule.

Pri...	Sta...	Name	From	To	IPv4 Source	IPv4 Desti...	Service	User	Schedule	Ac...	Log	UTM Profile
1		test	any	any [Exclu...	any	any	any	any	none	allow	log	
2		LAN1_Outgoing	LAN1	any [Exclu...	any	any	any	any	none	allow	no	
3		LAN2_Outgoing	LAN2	any [Exclu...	any	any	any	any	none	allow	no	
4		DMZ_to_WAN	DMZ	WAN	any	any	any	any	none	allow	no	
5		IPSec_VPN_Outgo...	IPSec_VPN	any [Exclu...	any	any	any	any	none	allow	no	
6		SSL_VPN_Outgoing	SSL_VPN	any [Exclu...	any	any	any	any	none	allow	no	
7		TUNNEL_Outgoing	TUNNEL	any [Exclu...	any	any	any	any	none	allow	no	
8		LAN1_to_Device	LAN1	ZyWALL	any	any	any	any	none	allow	no	
9		LAN2_to_Device	LAN2	ZyWALL	any	any	any	any	none	allow	no	
10		DMZ_to_Device	DMZ	ZyWALL	any	any	Default...	any	none	allow	no	
11		WAN_to_Device	WAN	ZyWALL	any	any	Default...	any	none	allow	no	
12		IPSec_VPN_to_De...	IPSec_VPN	ZyWALL	any	any	any	any	none	allow	no	
13		SSL_VPN_to_Device	SSL_VPN	ZyWALL	any	any	any	any	none	allow	no	
14		TUNNEL_to_Device	TUNNEL	ZyWALL	any	any	any	any	none	allow	no	
15		Guest_Outgoing	GUEST	WAN	any	any	any	any	none	allow	no	

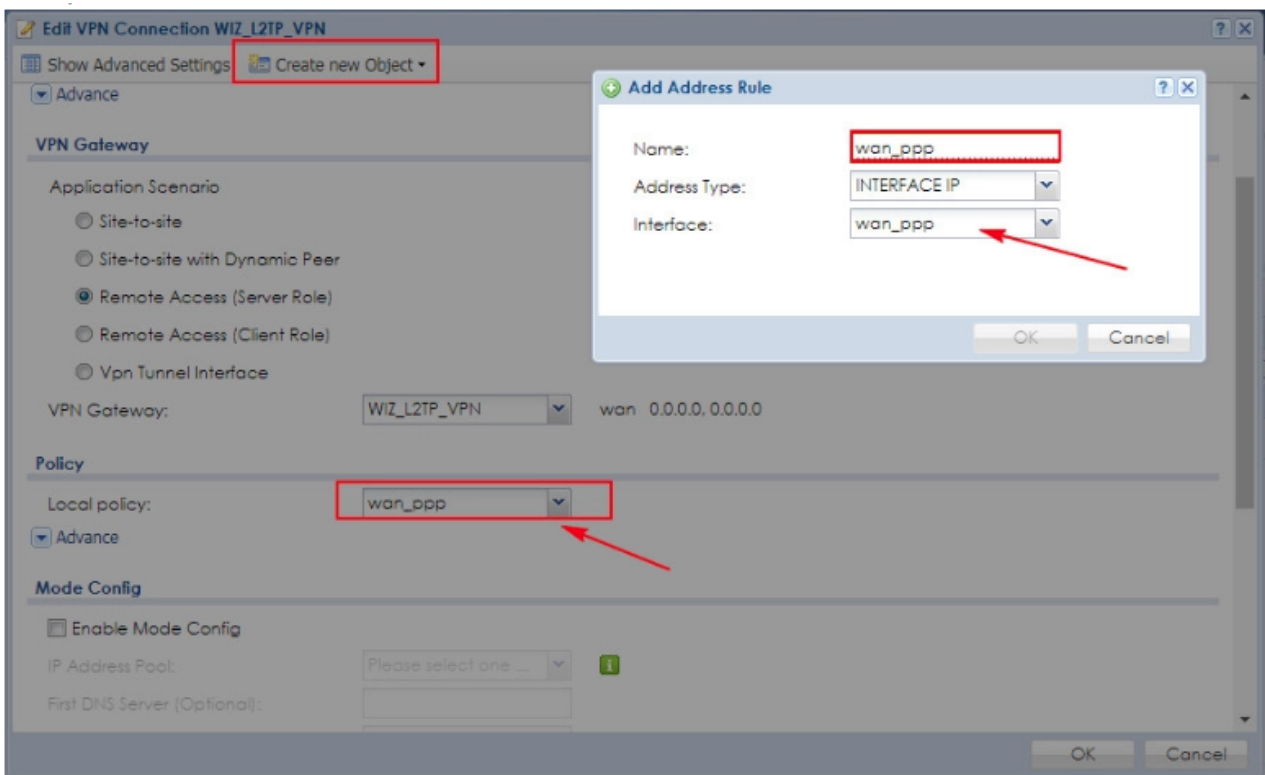
Default_Allow_WAN_To_ZyWALL
Description:
System Default Allow From WAN To ZyWALL
Members:
AH
ESP
IKE
NATT
GRE
VRRP
HTTPS

- If you are using PPPoE connection, than make sure to configure the same: "Configuration > VPN > IPSec VPN > VPN Gateway > WIZ_L2TP_VPN" where My address should be selected as "wan_ppp" in Interface - see the snap below;



Furthermore go to Configuration > VPN > IPsec VPN > VPN Connection > WIZ_L2TP_VPN.

Make sure the local policy IP address is the same address as your PPPoE interface as shown below;



Key Learning:

- Please make sure to include all needed IPSEc VPN Services to your "**WAN-To-Device**" Firewall-Security policy rule!
- Configuration via Wizard might select WAN instead of wan_ppp!

If you are further looking for 'VPN Client-To-Site configuration', kindly have a look at article:

[VPN Client-To-Site Setup on USG/ZyWall Devices](#)

Also interesting:

Do you want to have a look directly on one of our test devices? Have a look here in our virtual Lab:

[Virtual Lab - End-to-Site VPN \(L2TP\)](#)

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