

### Products

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FortiClient v5.0

FortiClient v5.2

FortiGate v5.0

FortiGate v5.2

### Description

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This article provides the steps which needs to be performed on a Windows 8.0 or Windows 8.1 machine to resolve the issue where the SSLVPN connection is stuck at 98%.

### Solution

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This solution is written using software that is available at <https://www.vpnhosting.cz/index.php/clanky/wan-miniport-repair-tool-solve-vpn-and-dial-up-error-code-720-and-similar-ppperrors.html>.

**This software is free to use, as long as you do not embed it in your products and do not modify it without permission of the author. Any use of this Software is at your own risk.**

There is a possibility that by applying a new Microsoft Windows Update or by installation of any vendor specific network drivers Microsoft wan miniport driver gets corrupted. This driver corruption will as well affect FortiClient SSLVPN drivers and it can be noticed that the SSLVPN connection will stop at 98%.

Solution:

1) Download wan-miniport-repair-v2-x64.exe and wan-miniport-install-x64.exe from the [VPNHosting](#) site.

2) Perform backup of actual FortiClient configuration and uninstall FortiClient. Once the FortiClient is removed restart computer.

2a) After reboot run cmd.exe as Administrator and execute netsh int ip reset

2b) Execute wan-miniport-repair-v2-x64.exe, reboot the computer, then execute wan-miniport-install-x64.exe

2c) Reboot the computer and perform installation of FortiClient with config restore

3) After completing step 2 and the client is still failing at 98%, make sure the services listed below are running on the affected PC. Run "services.msc" and ensure the mentioned services are included in list and they have status "started".

- Telephony
- Remote Access Connection Manager
- Secure Socket Tunneling Protocol Service

If some of those services are not running, then start them and test the SSLVPN connection. From Device Manager, select "View->Show hidden devices", then open "Network Adapters" and check and that "WAN Miniport (IP)" is enabled and running properly.

4) In rare cases where steps from 2. and 3. will not help, run again cmd as Administrator and execute:

```
netcfg -v -u ms_ndiswanip  
netcfg -v -u ms_ndiswanipv6
```

4b. Check device manager: "WAN Miniport (IP)" and should be removed.

4c. Reboot the PC, Windows will detect devices are missing and reinstall it.

