

[Private Internet Access](https://www.privateinternetaccess.com/helpdesk/) · <https://www.privateinternetaccess.com/helpdesk/>

Hello Harris,

Thank you for contacting Private Internet Access.

Thank you also, for providing us with updates of your issue and the troubleshooting steps, to avoid duplicate effort from our side.

Please try the following steps first:

You have now 1.5.1 installed, correct? That would be the latest version and recommended.

If you get connected, but you cannot browse, then it might be the following:

Please change in -->Connection Preferences -->Configuration Method from -->DHCP to -->Static.  
(see screenshot)

You see on the settings actually all possible options, if you have speed or connectivity issues.  
That is all on the -->Connection Preferences.

Responsible for connectivity is also -->Connection Type and -->Remote Port.

Depending on -->UDP or -->TCP selection in -->Connection Type you will receive different -->Remote Ports.

For UDP you have 4 to select, for TCP 3 different ones.

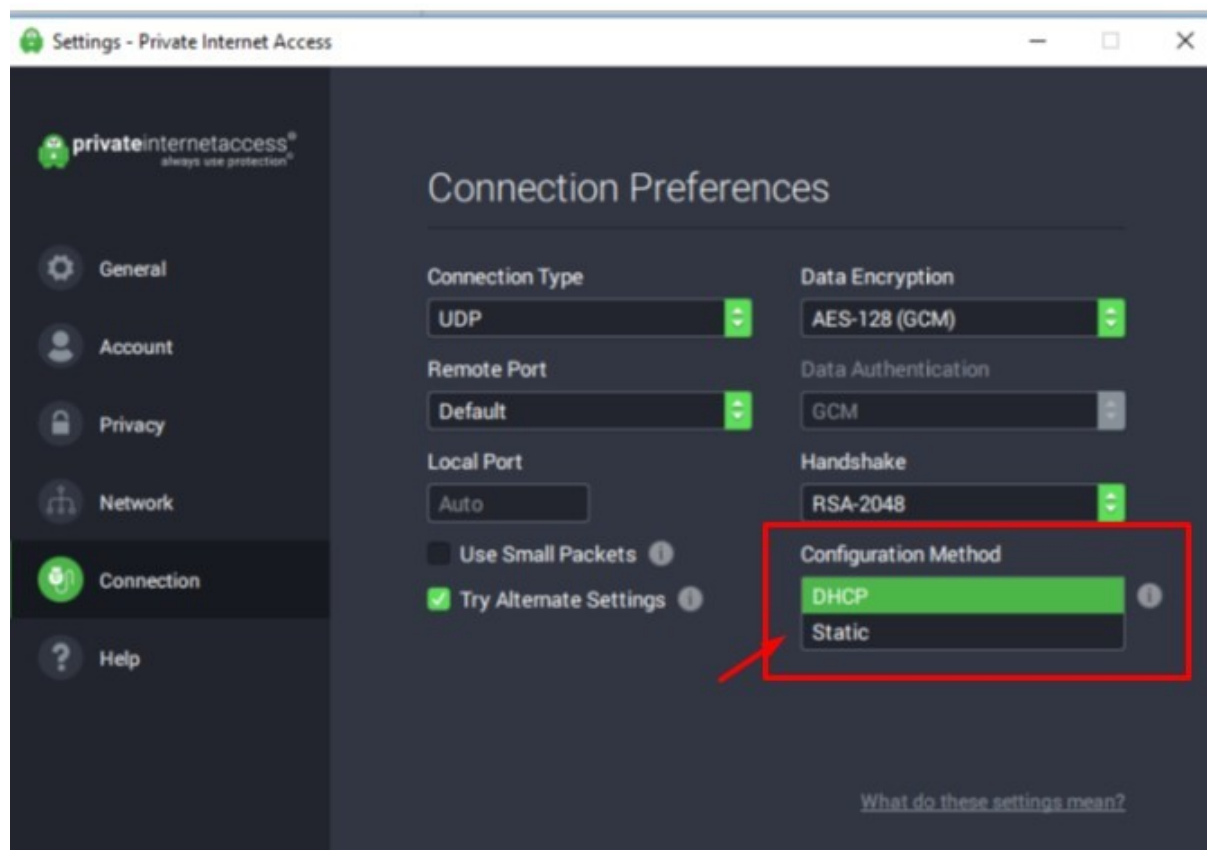
If the change from -->DHCP to -->Static didn't help, you can try switching -->Remote ports and try each one separately.

Difference between UDP and TCP: UDP is not checking each data package and is faster.

TCP is slower, but especially on public WiFi, you would only get connection with TCP and -->Remote Port 443.

The Remote Ports are the ports, which the ISP is using to transport your encrypted data to our servers.

Therefore the options, in case overloaded or if the ISP is not supporting the protocol (UDP or TCP).



When you connect to a server location and you don't receive a second (public shared) IP address in the interface, then this is a common issue. It doesn't mean, that you are not protected, it just means, that the interface hasn't received your public IP address.

The way to get always your public IP address is on the status line on top of --> [our website](#). There you will find the following as shown in the screenshot:



You might find it even as coincidence, that after you visited our website, you might find the public IP address also in our PIA app interface. It somehow 'triggers' to show it.

If you don't see, that you are protected, then we have to do some other troubleshooting.

The -->Killswitch feature would prevent the connection to the internet without you connecting to the VPN again. Your hardware and operating system will force to reconnect, if the internet connection gets disconnected. Depending on how the interruption happened or how long it was, the PIA application might reconnect again, but if not possible, the Killswitch will then just prevent the reconnect, as otherwise you would be connected to the internet without protection. The -->Always feature of the Killswitch is not allowing you to connect to the internet at all, until you switch on the VPN. That is the most secure setting.

Looking forward hearing from you again.

Regards

**Mark T.**  
Customer Support Agent  
A+

#### Attachments

- [Configuration Method Change.jpg](#) (36.58 KB)
- [000You are protected.jpg](#) (16.19 KB)

Was this message helpful?

On Wed, 6th Nov 2019 at 7:25 am, Harris Keller <harrkell@gmail.com> wrote:

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On Tue, 5th Nov 2019 at 5:16 pm, Harris Keller <harrkell@gmail.com> wrote:

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On Tue, 5th Nov 2019 at 4:51 pm, Harris Keller <harrkell@gmail.com> wrote:

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On Tue, 5th Nov 2019 at 8:40 am, Harris Keller <harrkell@gmail.com> wrote:

are you guys up or down ? when trying to connect this morn, after longer than normal connection time to go green, either shows no VPN or shows my own IP as the VPN. And in either case, when green, it has me totally off the net with no connectivity. Is it my machine or is the problem at your end. I'm using the latest update from just a couple days ago. Thanks

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