Troubleshooting OpenVPN on RV320 and RV325 Routers

Objective

This article explains one option to try if your RV320 and RV325 routers aren't allowing new OpenVPN users to be added or seen.

Applicable Devices | Software Version

- RV320 and RV325 | 1.5.1.11

Introduction

If you are running software version 1.5.1.11, your RV320 or RV325 router might encounter a scenario where a reset to factory default and configuring the router does not fix the issue of adding new OpenVPN users.

There is a workaround you can do by following the instructions provided here. Before starting this process please consider backing up the configuration file from router to PC. If you want instructions on this, check out [Backup and Restore the Configuration Files on RV320 and RV325 VPN Routers](#).

Resolving this OpenVPN Issue

Step 1

Downgrade your router to firmware version 1.3.1.12. If you want guidance downloading firmware, open the [How to Download Firmware on any Device](#).

If you want assistance with uploading the firmware, check out [Firmware Management on RV320 and RV325 VPN Router Series](#).

Any Client to Site (C2S) client accounts will not be exported.

Step 2

Perform a Factory reset with certificates. Click on the link if you want step-by-step directions: [Reset to Factory Default Settings on RV320 and RV325 VPN Routers](#).

The configuration will be lost.

Step 3

Confirm that you can accept new OpenVPN users in the configuration.

Step 4

Reset your RV320 or RV325 back to factory default.

Step 5

Upgrade the firmware back to 1.5.1.11.

Step 6

Restore the Configuration and import the certificates.

If you want instructions for a basic set-up, check out the video [RV320 and RV325 Router Quick Setup](#).

Rebuild your VPN client database.

Conclusion

All done! You should have now resolved your OpenVPN issue after completing these steps.

If you would like more information, check out the following articles/support page discussions:

- [Cisco Business VPN Overview and Best Practices](#)
- [Configure Easy Client to Gateway Virtual Private Network (VPN) on RV320 and RV325 VPN Router Series](#)
- [Configure Single Client to Gateway Virtual Private Network (VPN) on RV320 and RV325 VPN Router Series](#)
- [Configure Group Client to Gateway Virtual Private Network (VPN) on RV320 and RV325 VPN Router Series](#)
- [Gateway to Gateway Virtual Private Network (VPN) Configuration on RV320 and RV325 VPN Router Series](#)
- [How to configure CISCO RV320 OPENVPN internal server](#) (community support discussion)