VPN client was unable to setup IP filtering

Q: VPN client was unable to setup IP filtering



This article refers to the Cisco AnyConnect VPN. If you're looking for information on the Prisma Access VPN Beta that uses the GobalConnect app, see: Prisma Access VPN Landing Page.

If you're not sure which service you're using, see: [istcontrib:How do I know if I'm using the Cisco AnyConnect VPN or the Prisma Access VPN?]

- When trying to connect to MIT's VPN from my windows computer, the computer cannot connect.
- When connection fails, there is an error box:

> *The VPN client was unable to setup IP filtering. A VPN connection will not be established.*

Context

- Using Cisco AnyConnect VPN software
- Running Windows

In the Event Viewer (eventvwr.msc), the "Cisco AnyConnect VPN Client", there are log entries like:

```
Function: CChangeRouteHelper::AddRouteChange
File: .\ChangeRouteHelper.cpp
Line: 1295
Invoked Function: AddRouteChange
Return Code: -33095667 (0xFE07000D)
Description: ROUTETABLE_ERROR_CREATEIPFORWARDENTRY_FAILED
```

Answer

- One situation that may cause this is if a Windows component named "Base Filter Engine" (BFE) is not working properly.
- The following Cisco support forum thread has pointers for how to fix the BFE service and registry
  https://supportforums.cisco.com/thread/2120739