

VPN FAQs

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Q1 *I would like to lodge tax returns using the new VPN system but I do not know where to insert the new VPN username and password?*

A1 To enter the new VPN details, click on [Setups | Directory & System Details | System Default](#). In Other Options, tick on **Apply DIS 11 Transmission**. Click on F4 SAVE.

The new VPN setup details can be entered in [Setups | Communication Setup](#). Your ELS User ID and ELS Current Password do not need to be re-entered as they are carried forward from the old ELS system. Tick "Automate VPN Login" to ensure that the VPN log in process is done automatically.

Q2 *I use Broadband to connect to the internet, do I still need to enter the Dial-Up Connection details?*

A2 You do not need to enter the Dial-Up Connection details if you connect to the internet via Broadband. Tick **Apply Direct Internet Connection** to ensure that Taxcat bypasses the IP dial up stage and proceeds directly to the VPN connection stage.

Q3 *I connect to the internet via a dial up modem. How do I enter the Dial Up connection details?*

A3 To enter your Dial Up Connection details, click on [Setups | Communication Setup](#).

Ensure that **Apply Direct Internet Connection** is NOT ticked

If using the Telstra Dial IP details included with the Authentication Details correspondence from the ATO, tick **Use ATO Telstra Dialup?**

If you have more than one Dial Up Connection, you may add the Dial Up Connection details by clicking on the **Add DialUp** button in the Security Set up section.

Q4 *Why do I get the error "Failed To Get Data for TunnelEstablished"?*

A4 You might have forgotten to install the CISCO VPN software. You will need to install it before lodging under the new system.

If you get this error message although you have installed the CISCO VPN software before, please re-install the CISCO VPN software. You will be prompted to uninstall the old version of CISCO VPN and restart your computer first.

Q5 *A small window asking for my VPN password appears each time I try to lodge tax returns. Why does this happen and how do I get Taxcat to automate the VPN login?*

A5 The VPN password you have entered in the ELS Communication setup window could be incorrect.

To check, click on Setups | Communication Setup. Click on the F9 PRINT button to print out the Communication Setup settings. Compare the VPN password on the print out with the VPN password (ATOAccessCode2) from the ATO. If incorrect, please make the appropriate changes.

Q6 *I get a “D01 Invalid Username or Password” error when lodging tax returns.*

A6 First of all check that the CEG Gateway you have selected is correct. To do this, click on Setups | Communication Setup | CEG Gateway & Diagnostics.

To select a gateway for CEG IP Address 1, click F3 to modify. Click on the drop down button to select a correct gateway. You may select alternative gateways for CEG IP Address 2, 3 and 4. Once you have selected the gateways, click on the Security Setup tab and click F4 to save the new settings.

If you still get the “D01 Invalid Username and Password” error either the ELS Username or Password is incorrect. You will need to contact the ATO for a new password.

Enter the new password in the ELS Current Password field. For the ELS New Password field, you will need to enter a new password that has never been used before, preferably with two or three zeros at the end.