

I am having TAP driver issues/installation errors on Windows

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TAP installation issues are most often caused by conflicts with security software. [Installing the TAP adapter while in Safe Mode](#) typically resolve this issue. However if it does not, please try adding the following file exceptions to any security applications or firewalls you may be running, to prevent them from impeding the functionality of our application:

****Please note**, these instructions and exceptions are for the legacy application, not the new PIA app.*

C:/Program Files/pia_manager/openVPN.exe
C:/Program Files/pia_manager/pia_manager.exe
C:/Program Files/pia_manager/tapinstall.exe
C:/Program Files/pia_manager/installer_win.exe
C:/Program Files/pia_manager/pia-openvpn.dll
C:\Program files\pia_manager\pia_tray_bin\nw-win\pia_nw.exe

A reboot and reinstallation are required to establish these security changes. Please use the instructions in this article to reinstall the client software again. Be sure to follow each step exactly; any deviation may cause the process to fail.

If this does not resolve the issue, in rare cases, TAP install problem can be related to Windows or hardware conflicts.

First, please try running your Windows Updates and make sure your system is completely current.

If this does not yield any change, please try the following to install the TAP driver directly from OpenVPN:

1. Download this file and run it:

Windows XP: http://build.openvpn.net/downloads/releases/tap-windows-9.9.2_3.exe

Windows Vista and above:

<http://build.openvpn.net/downloads/releases/tap-windows-9.21.2.exe>

2. Choose the TAP Adapter, the SDK AND Utilities

3. Go to C:\Program Files\TAP-Windows\bin and run addtap.bat

4. Next, re-launch the app, and try the connection.

If you require further assistance, please feel free to contact support by submitting a ticket via the Contact Us tab above.