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## I am receiving the error "Warning: route gateway is not reachable on any active network adapters: X.X.X.X" in my debug log

Travis - 2021-08-13 - Debug Log

This error indicates that the software can't read the TCP data from your system for some reason, so it's likely due to some sort of corruption somewhere in your TCP stack.

Step 1. To fix this, go to **Start > Programs > Accessories**, **right-click on Command Prompt**, and click Run as **Administrator**.

Step 2. In Command Prompt, type the following commands, hitting enter after each:

```
`netsh dump`
```

```
`netsh winsock reset`
```

```
`netsh int ip reset resetlog.txt`
```

```
`ipconfig /flushdns`
```

```
`exit`
```

Step 3. After this, go into your **Device Manager**, expand **Network Adapters**, and disable each network adapter showing there (not uninstall; just disable).

Step 4. Once one is disabled, re-enable it; this will refresh all TCP bindings to it.

Step 5. Once you've done this to all the network adapters present there, power down your computer, wait 60 seconds, and power it back up.

At this point, try connecting with the app again. If your issues persist, please feel free to contact support at any time by submitting a ticket, and we will respond as soon as possible.