

# Why do I get a 604010 error when logging in?

The UCLA Login system assumes that your IP address doesn't change during your session, but some departments on campus (Med Center for one) run Network Address Translation (NAT) on their internal networks and this changes the IP address. The solution for the user is to use the BOL VPN first.

More official information can be found here.

- <https://i4w.ais.ucla.edu/ils/604010.html>
- <https://spaces.ais.ucla.edu/display/iamucla/DeveloperGuideToHandling604010Errors>

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