

# KB1023 I am getting Unable to join error when joining a game

You have to forward the required Port(s) in order to play. If you have already done that, your local IP address has probably changed and your forwarded port points to the wrong local ip-address. Please use a static ip-address or configure a fixed ip-address in your router settings. The game itself but also Voobly client must also be allowed through any firewall and anti-virus, also check, that you only have one firewall active e. g. Windows Firewall.

## Solution



Unable to join usually indicates a connection problem, e. g. a firewall either Windows Firewall or some Internet Security software. Make sure Age of Empires II is allowed to access the internet.

Please follow the steps as explained in this article: [KB1011 Ports that you must forward to play or to host a multiplayer game on Voobly](#)

## Related articles

- [KB1031 How to play Age of Empires II HD on Voobly](#)
- [KB1036 How to install Age of Empires II HD](#)
- [KB1054 Clean installation of Aoe2HD with compatibility patch](#)
- [KB1019 Clean installation of Age of Empires II with the latest patches](#)
- [KB1041 Macintosh Support for Voobly](#)