

PDP Authentication Failure: What It Means and How to Fix It

So - you've touched down for vacation, you've loaded up an [eSIM for North America](#) (or elsewhere), and your phone just isn't connecting to any local networks. Nightmare!

However, it really doesn't need to be. Many people experience the dreaded PDP authentication failure at home and overseas, and thankfully, there are more than a few ways to fix the problem.

The bottom line is, you can fix a PDP authentication failure by:

- Checking and updating your APN settings
- Removing and reinserting your SIM card
- Checking how much data your eSIM has left
- Reconfirming your username and password
- Resetting your network settings
- Contacting your mobile service provider

Let's break down what this failure actually *means* and explore each of these fixes in more detail.

What does PDP authentication mean?

PDP stands for "Packet Data Protocol". Essentially, this protocol is activated or authenticated when your phone, tablet, or other device tries to connect to a mobile network. So, for example, if you're using an [eSIM for Africa](#), your device would try to pass PDP authentication with local networks as soon as you touch down, and you switch your data connectivity back on.

Without this authentication passing, your phone won't be able to connect to a network, and you won't be able to access the internet.

What is a PDP authentication failure?

A PDP authentication failure usually occurs when your device isn't configured properly to access a mobile network. It can happen, for example, when you download and use an [eSIM for Europe](#) for the first time, only to find that you can't get access to local networks. Typically, that means there's a problem with the way your phone is communicating with the eSIM.

What happens when a PDP authentication error occurs

A PDP authentication error or failure may sound catastrophic, but it typically just means you won't be able to connect to mobile data until the underlying issue is resolved. That *can* be a big

inconvenience for a lot of people, of course, and it stands to reason that you'll want to use the data you've paid for!

Common reasons why PDP authentication fails

Commonly, PDP authentication issues arise because a device isn't configured correctly, or because there is an underlying issue with the way the eSIM has been installed. Most of the time, you'll find that this error occurs because:

- Your eSIM hasn't been installed or activated properly
- There are issues with the mobile network out of your control
- You're using an incorrect or invalid username or password
- Your carrier needs you to activate roaming (and it's turned off)
- If you're using a physical SIM, it's faulty or hasn't been inserted correctly
- You've run out of data and need to top up
- Your APN settings are incorrect and need to be updated
- You run your mobile data through an account, and your subscription has expired

As you can see, there are plenty of simple reasons why you might not be able to use mobile data, and why PDP isn't authenticating properly. It might just be as simple as the fact that your [eSIM for the Middle East](#) has run out of credit, and you need to either buy a new eSIM or top up with more data.

Steps to fix PDP authentication failures

There are six key things you can do to get your device connecting to mobile data again after a PDP authentication failure, and if all else fails, you can always contact the SIMOVO team for help while you're away if you try all the steps below.

If you're keen to take the DIY approach to fixing PDP authentication faults, however, here's what you need to do first.

Check and update APN settings

Your APN, or Access Point Name, is a crucial part of the mobile connection puzzle. You need valid APN settings to ensure that your device can connect to cellular networks. However, you might need to make changes to these settings if, for example, you are moving from one carrier to another, or you're adjusting settings so you can use your phone and data overseas.

When you download and use a SIMOVO eSIM, such as an [eSIM for South America](#), the nitty-gritty of networking details is taken care of for you. However, in rare circumstances (or where you might not be using an eSIM at all), you may need to head into your APN settings to make adjustments manually.

Resetting or changing your APN settings will look slightly different depending on the type of phone or device you are using. For example, on an iPhone, you'll usually need to head to "General" under "Settings" and then "Transfer or Reset iPhone", "Reset," and "Reset Network Settings" (we then recommend you reboot).

For Android devices, resetting network configurations is usually done through "Settings," "System," "Reset options," and "Reset Wi-Fi, mobile, and Bluetooth." Again, lots of different devices use the Android OS, so the exact path and layout will vary.

If you want to manually enter APN settings on your device, again, you can do so [on iPhone](#) by heading to "Settings," "Mobile," and "Mobile Data Network" - you can edit the exact details here after viewing the correct credentials under your eSIM or chosen SIM. On Android, you'd expect to find APN information under "Settings," "Connections/Network and Internet," "Mobile Networks," and "Access Point Names" or similar.

Remove and reinsert the SIM card

Nice and simple - some PDP issues arise because your physical SIM isn't inserted correctly! Switch off your device, remove the SIM, give it a gentle clean, and carefully re-insert it, making sure it clicks.

Switch your device back on again and see if the error persists. If it does, move to the next step.

Verify eSIM data

As it happens, you might not have any data left to use! When you first purchase and download a SIMOVO eSIM (say, an [eSIM for Oceania](#)), you'll receive an email with a unique link to your usage dashboard. If you can briefly connect to secure local WiFi, do so, and access this link.

You'll then be informed about how much data you have left to use, and there will be options for you to top up further.

Confirm username and password details

It's easier than you think to fumble a username and password, so always check that the settings entered into your chosen network or eSIM provider on your device are correct. If you don't know what these details are, reach out to your provider!

Reset network settings on your device

We've briefly mentioned [how to reset network settings above](#), so make sure to follow this process if all of the steps so far have failed to get you back connected.

Contact your mobile service provider for support

If all else fails, help is at hand! Whether it's an [eSIM for Asia](#) or anywhere else in the world, SIMOVO's team can help you get back connected as quickly as possible. Just make sure to find a secure WiFi point or to tether to a loved one's data so you can get in touch. If you're reliant on your usual network SIM, you'll need to contact that specific provider from abroad if none of the steps above work out for you.

We want to make connecting to and using mobile data overseas smooth and hassle-free. However, in the event that your connection drops or you experience a PDP authentication failure, help and support are always on standby. Whether you use an [eSIM with unlimited data](#) or a structured regional plan, SIMOVO has your back!

SOURCES

<https://support.apple.com/en-us/102483>

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