



# IPSec VPN Client Installation Guide

Version 4

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## Technical Support

You may direct all questions, comments, or requests concerning the software you purchased, your registration status, or similar issues to Customer care/service department at the following address:

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Visit [www.cyberoam.com](http://www.cyberoam.com) for the regional and latest contact information.

## Typographic Conventions

Material in this manual is presented in text, screen displays, or command-line notation.

Item	Convention	Example
Server		Machine where Cyberoam Software - Server component is installed
Client		Machine where Cyberoam Software - Client component is installed
User		The end user
Username		Username uniquely identifies the user of the system
Part titles	Bold and shaded font typefaces	Report
Topic titles	Shaded font typefaces	Introduction
Subtitles	Bold & Black typefaces	Notation conventions
Navigation link	Bold typeface	<b>Group Management → Groups → Create</b> it means, to open the required page click on Group management then on Groups and finally click Create tab
Name of a particular parameter / field / command button text	Lowercase italic type	Enter policy name, replace policy name with the specific name of a policy Or Click Name to select where Name denotes command button text which is to be clicked
Cross references	Hyperlink in different color	refer to Customizing User database Clicking on the link will open the particular topic
Notes & points to remember	Bold typeface between the black borders	<b>Note</b>
Prerequisites	Bold typefaces between the black borders	Prerequisite Prerequisite details

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## Introduction

Cyberoam VPN client is IPSec VPN software that allows to establish secure connections over the Internet usually between a remote worker and the Corporate Intranet.

It supports following Windows versions:

- Windows 98
- Windows Millennium
- Windows 2000. Win2000 all service packs
- Windows NT4
- Windows XP. WinXP all service packs, including SP2
- Windows Vista

IPSec is the most secure way to connect to the enterprise as it provides strong user authentication and tunnel encryption with ability to cope with existing network and firewall settings.

The VPN IPSec Client is extremely easy to use and to install. This document describes the procedure to install and to deploy client.

## Installing VPN Client

Step 1. Download VPN client Installation program - CyberoamVPNClient\_Setup.exe from [www.cyberoam.com/downloads/vpnclient/CyberoamVPNClient\\_Setup.exe](http://www.cyberoam.com/downloads/vpnclient/CyberoamVPNClient_Setup.exe)

Step 2. Double click CyberoamVPNClient\_Setup.exe to install and select the language for displaying the installation choices. Follow the on screen instructions given by Installation wizard.

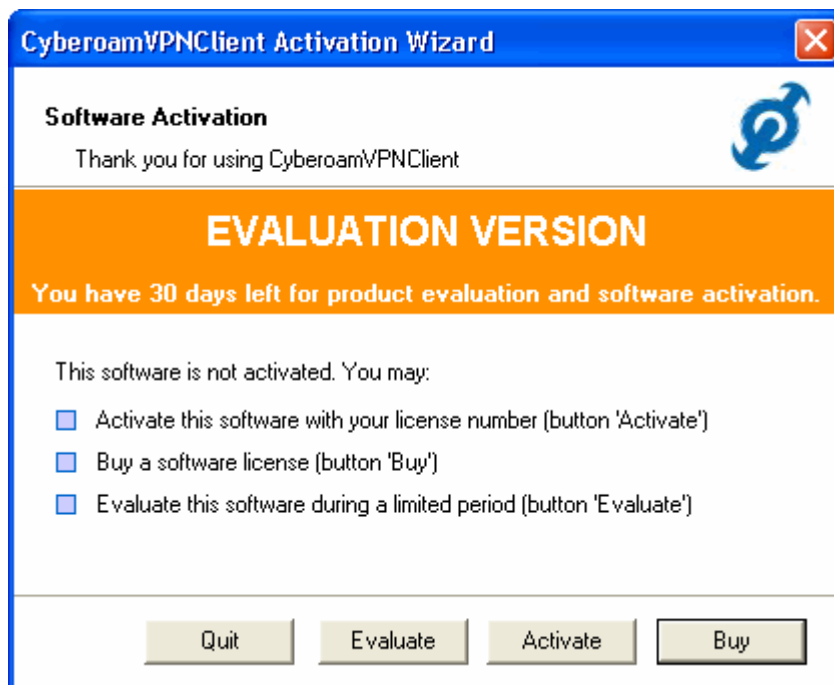
Reboot your computer after completing the installation.

This finished the installation procedure and now you can configure client for your use.



After reboot, click the shortcut to run Client, a Software Activation window appears with following options:

- "Quit" will close this window and software.
- "Evaluate" allows to continue software evaluation. Evaluation period is displayed the yellow bar.
- "Activate" allows to activate the software online. Activation Wizard pops up on clicking 'Activate' button. License Number is required for activation.
- "Buy" allows to purchase a license online from Cyberoam site.



**Note:** To install on Windows 2000, XP and Vista, you must have administrator rights.

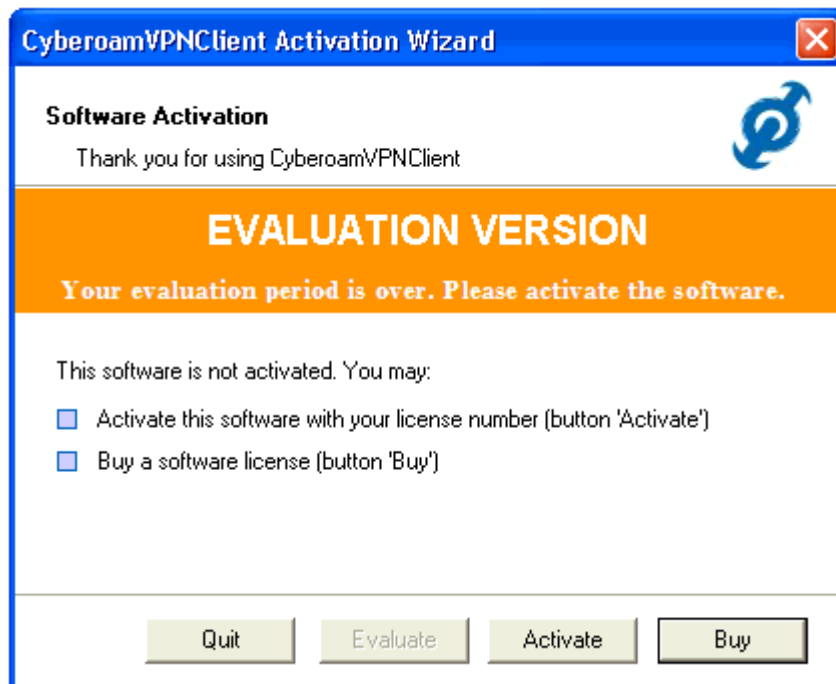
After installation, Client can be launched from:

- user desktop, by double-clicking on Cyberoam VPN shortcut
- VPN Client icon available in the taskbar
- menu Start > Programs > Cyberoam > CyberoamVPNClient > Cyberoam VPN Client

## Evaluating Client

To evaluate the Client before placing the order, click 'Evaluate'. Evaluation does not require license key. Evaluation period is of 30 days and you will be able to use the complete set of features of Cyberoam VPN Client during that period. When the VPN Client is on "Evaluation" mode, the registration window appears every time you boot the system. Evaluation period is displayed in the yellow bar.

Once evaluation period expires, 'Evaluation' button will be disabled and you will no longer be able to use the software.



## Activating Client

The Activation Wizard is a two step Wizard that allows to activate Client online. The 'Activation Wizard' will automatically connect to the online activation server. To activate specify License Number and email address. Email address will be used to send back an activation confirmation.

**CyberoamVPNClient Activation Wizard Step 1 of 2**

**License Number**

To activate this software, please enter the License number and your email address:

License number

[Click here to enter a 20 characters license.](#)

Email address

( e.g. mail@company.com )

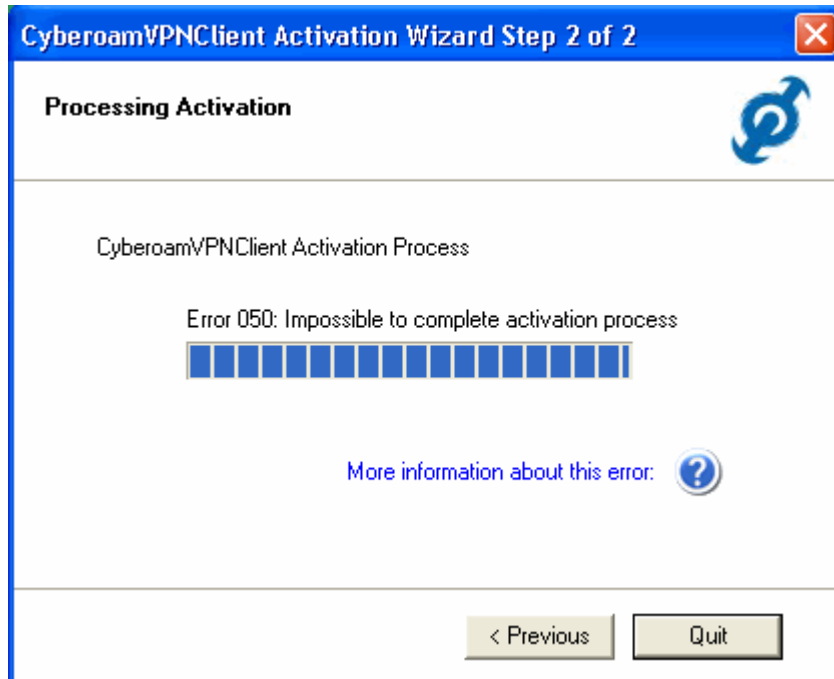
Warning: this email address is used to send you the activation confirmation. Please make sure it is a correct address.

[If you are using a Proxy, click here.](#)    < Previous    Next >

Use 'Previous' button to go to License number page anytime to change the License Number.

## Activation Errors

In case, error is returned by the activation server, as shown below, click help button available in the window to get more online explanations and recommendations on how to proceed next.



Codes	Error messages	Error explanations
031	License not found	License number does not exist in the activation server database. There must be an error in entering the license number. Also some old licenses are 20 digits while new licenses are 24 digits.
032	Reserved	Reserved
033	Activation quota exceeded	Too many installations and activations have been processed for this specific license number. License numbers can not be used more than allowed by your IT department.
034	Wrong product code	The License number you have entered is not allowed on this software product. This software product requires a specific license number that is provided by the distributor of this software.
035	Wrong product code	The License number you have entered is not allowed on this software product. This software product requires a specific license number that is provided by the distributor of this software.
036	Not allowed to activate this software release	Maintenance period is expired. In this case, you are not allowed to process any software upgrade. However you are allowed to continue using the previous version installed and activated on your computer.
050	Impossible to complete activation process	Activation server can not generate activate code for this license at the moment of activation

051	Impossible to complete activation process	Activation server can not generate activate code for this license at the moment of activation
052	Impossible to complete activation process	Activation server can not generate activate code for this license at the moment of activation
053	Cannot connect activation server	The activation server can not be contacted. Reasons can be broken: Internet connection, activation server down, firewall and security policies.
054	Cannot connect activation server	The activation server can not be contacted. Reasons can be broken: Cannot connect activation server policies
055	Activation code error	Activation code might have been modified after activation.

If you are not able to activate despite the recommendations, browse to [http://www.thegreenbow.com/activation/osa\\_manual.html](http://www.thegreenbow.com/activation/osa_manual.html) and follow the on-screen steps to register through the manual software activation procedure.

If you are still not able to activate then contact at [support@cyberoam.com](mailto:support@cyberoam.com)

## Upgrade Client

Browse to <http://www.cyberoam.com/vpnhelp.html> to download the latest available version. Upgrade procedure uninstall the previous version. The VPN Configuration is saved during a Software Upgrade and automatically enabled again within the new version.

Note: VPN Client needs to be re-activated once the upgrade is done. You can activate with the same keys.

## Navigating the User Interface

Cyberoam IPSec VPN Client is fully autonomous and can start and stop tunnels without user intervention, depending on traffic to certain destinations. However it requires a VPN configuration.

The VPN Client configuration is defined in a VPN configuration file. The software user interface allows creating, modifying, saving, exporting, or importing the security elements like Preshared key, and Certificates.

The user interface is made of several elements:

- System Tray Icon and Popup
- Configuration Panel
- Main menus
- Status bar
- Connection panel
- Access control
- Wizards
- Preferences

### System Tray Icon

The VPN Client user interface can be launched via a double click on application icon (Desktop or Windows Start menu) or by single click on application icon in system tray. Once launched, the VPN Client software shows an icon in the system tray that indicates whether a tunnel is opened or not, using color code. A left-button click on VPN icon opens configuration user interface.



A right-button click shows the following menu:

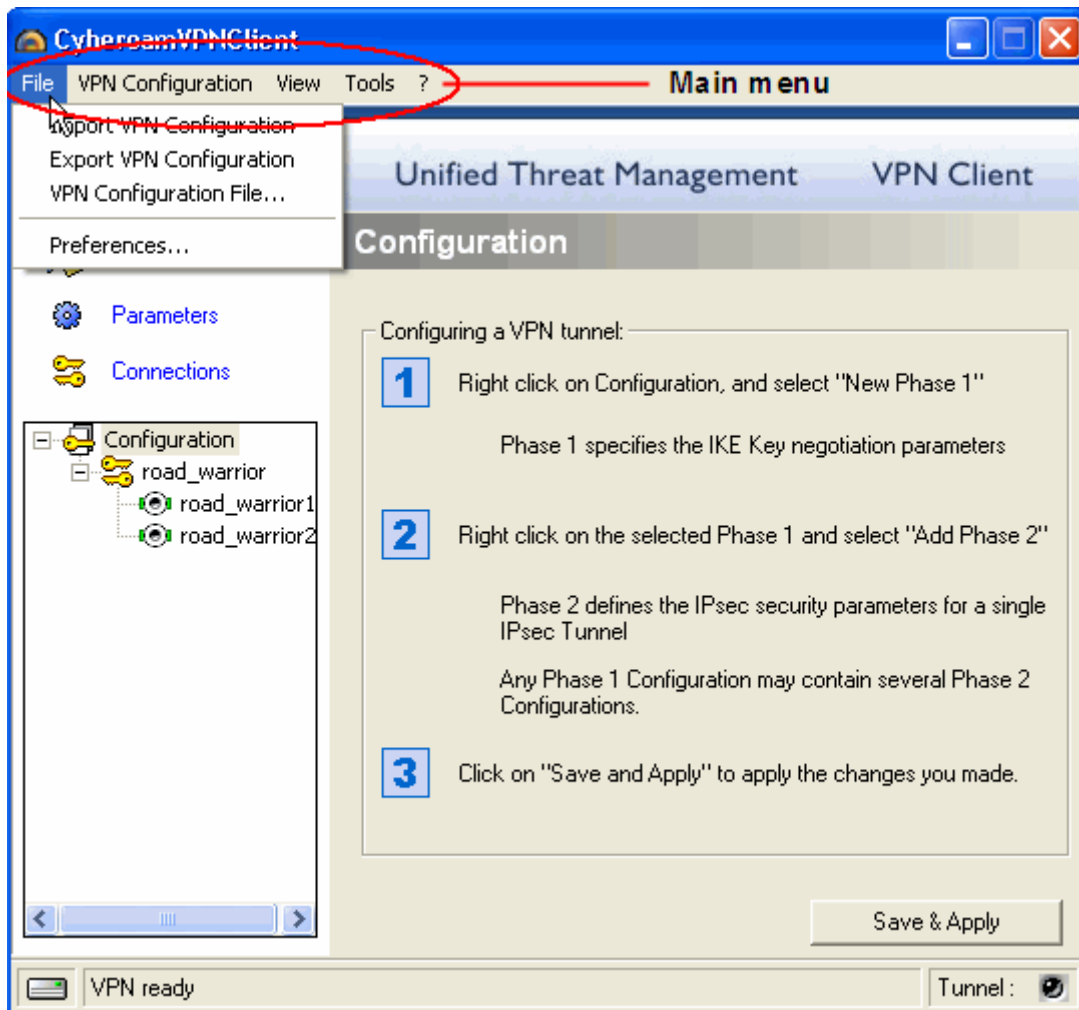
- List of configured tunnels with current status. Tunnels can be opened or closed from this menu also.
- Save & Apply - closes established VPN tunnels, apply latest VPN configuration modification and reopen all the VPN tunnels
- Console - shows log window
- Connections - opens the list of already established VPN tunnels. You can configure to open tunnels automatically when the Client starts
- Quit - closes established VPN tunnels, stops the configuration user interface

### Main Menu

There are several menus as followed:

- 'File' menu is used to Import or Export a configuration. It is also used to choose the location of the VPN Configuration: local, USB, server, Token. It is finally used to configure miscellaneous preferences such as the way the VPN Client may start (e.g. before or after logon, ...).

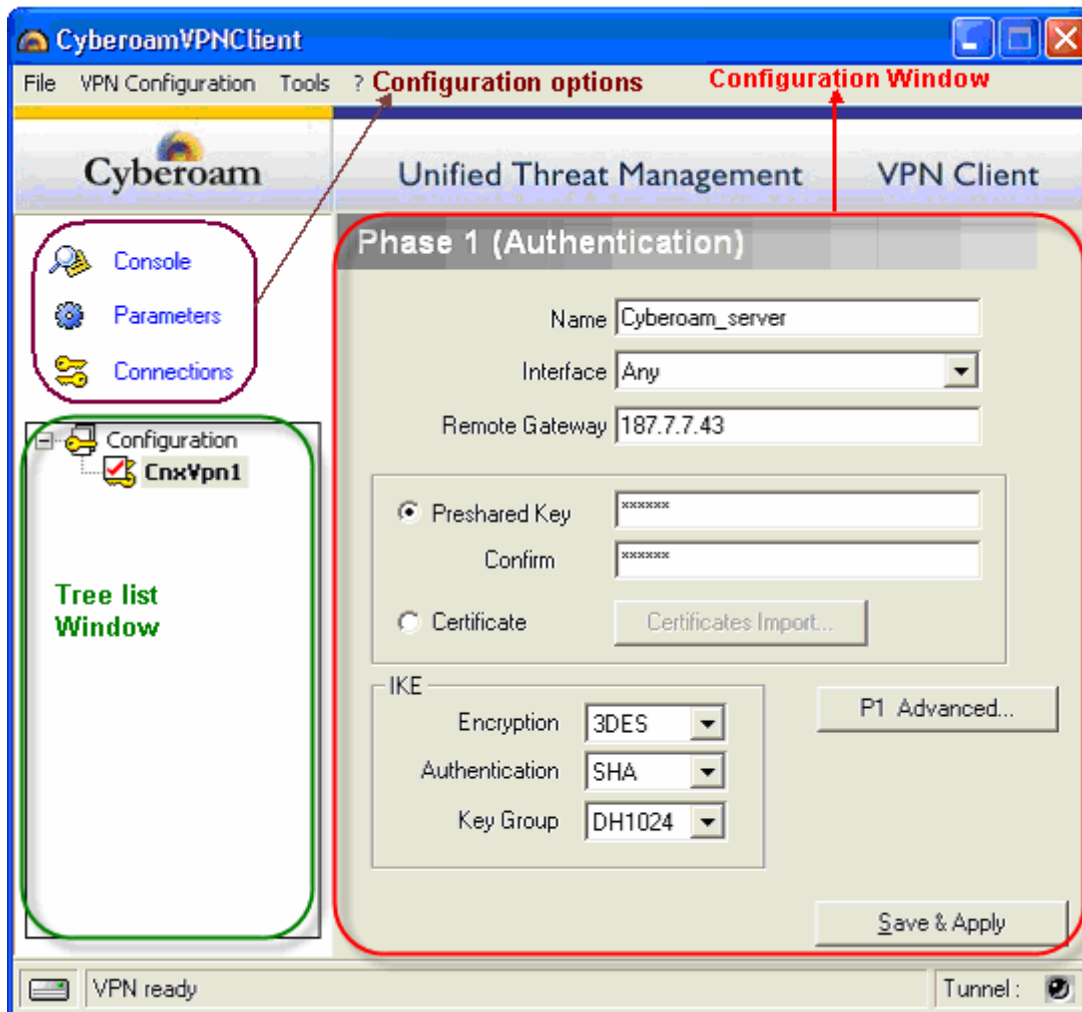
- 'Configuration' menu contains all actions and also provides access to the 'Configuration Wizard'.
- 'Tools' menu contains 'Console' and 'Connections' choice.
- '?' menu gives access to online help and also gives access to the 'Activation Wizard'.



## Configuration Panel

Configuration panel consists of:

- Configuration Option: Console, Parameters and Connections (left column)
- A tree list window (left column) that contains all the IKE and IPsec configuration
- A configuration window (right column) that shows the associated tree level.

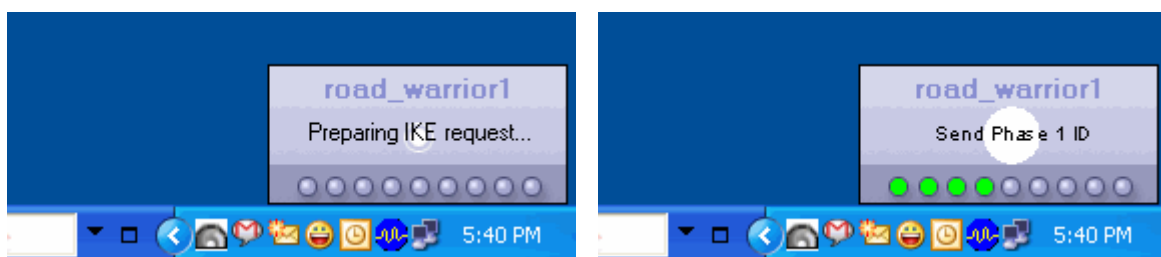


Use shortcut keys 'Ctrl + P' to toggle between Configuration Panel and Connection Panel.

## System Tray Popup

A tiny popup coming out from the systray icon shows up each time a tunnel is opened up or closed.

1. The popup showing process of opening up of tunnel with different phases. Popup disappears automatically after 6 sec if mouse is not moved over the popup.

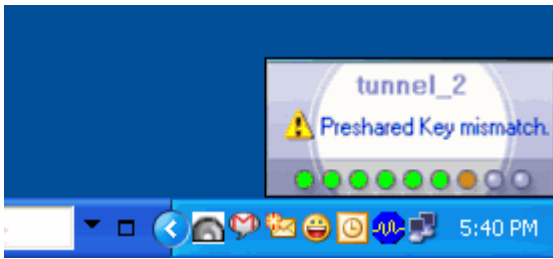




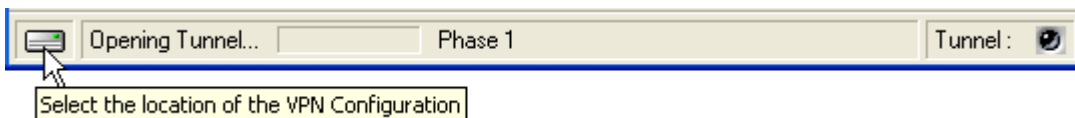
2. The popup showing tunnel closing process.



3. Popup displaying warning if tunnel can not be opened

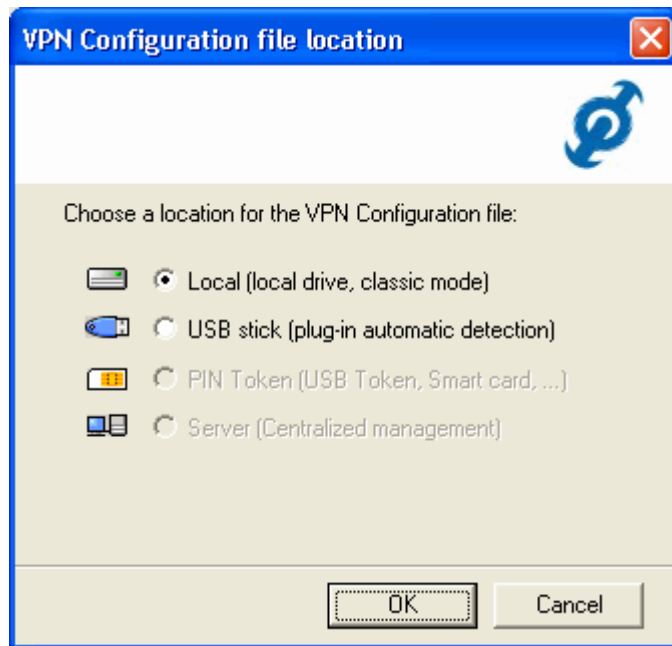






### Status Bar



The status bar is divided in to three sections:

- The left side box indicates the VPN configuration location. Click the box to check the configuration file location. For example, if the "USB Mode" is set, the image will show a USB stick, enabled or not depending on the presence of a valid VPN USB stick.



- The central box gives some information about VPN Client Software status (e.g. "opening tunnel in progress", "saving configuration rules in progress", "VPN client start up in progress", &)
- The light box (right side) gives some information about tunnels. Green light  Tunnel :  means at least one tunnel is open, Gray light  Tunnel :  means no tunnel open.

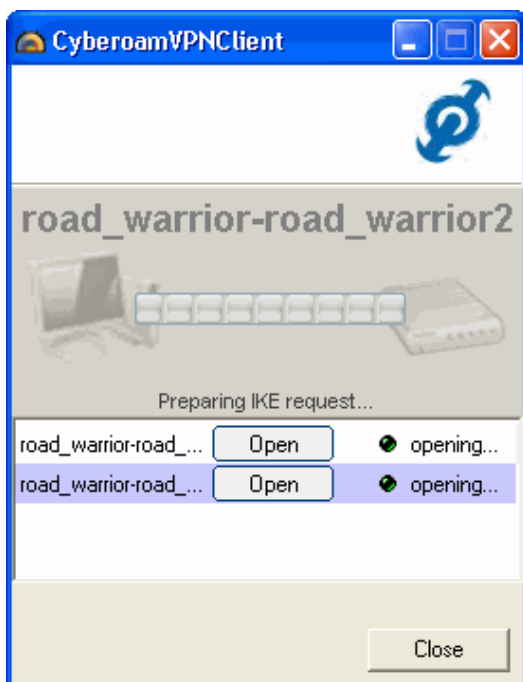
## Connection Panel

The Connection Panel enables users to open, close, and get clear information about every tunnel that has been configured.

The Connection Panel consists of:

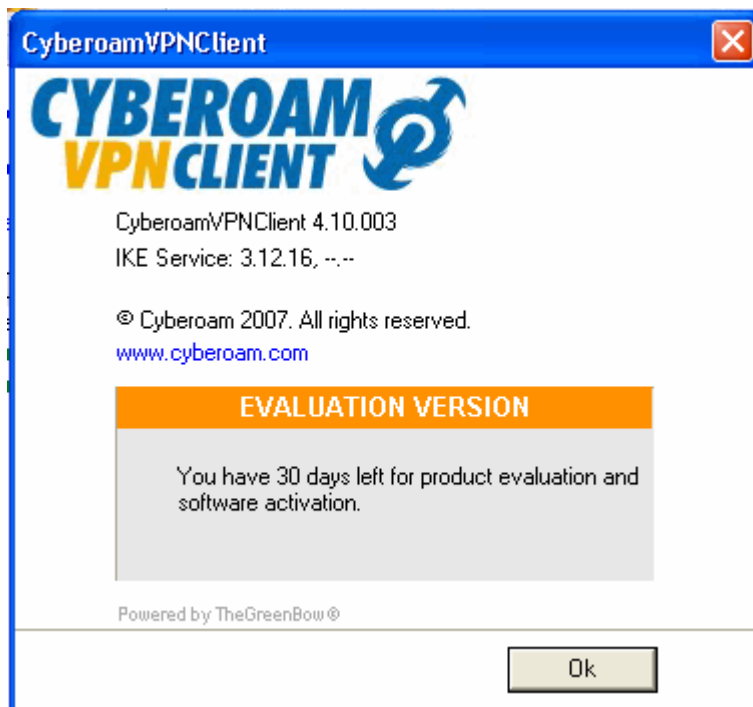
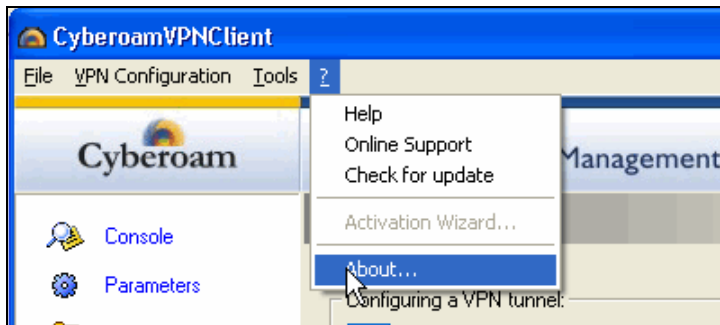
- An animated network diagram showing information on current tunnel (top)
- A list of all the configured tunnels with 'open/close' button

Use shortcut keys 'Ctrl + P' to toggle between Connection Panel and Configuration Panel.



## Version Details

The 'About' page provides the VPN Client version and activation information.

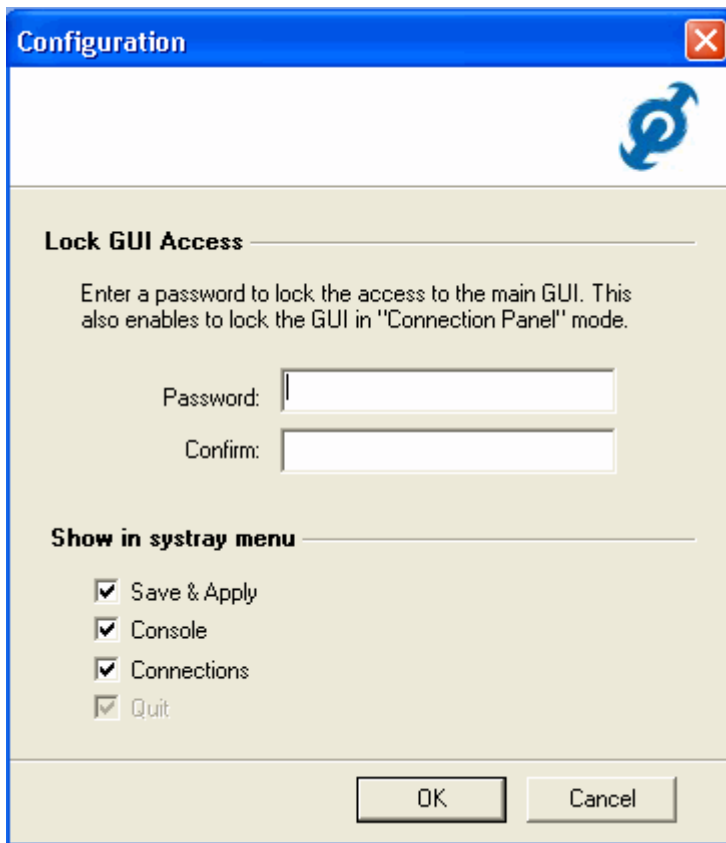


## Access Control

It enables to lock the access to the Configuration Panel, and restrict its access using password only. This will ensure that users do not modify VPN Configuration and helps avoiding misconfigurations.

If configured, user will be prompted for password when he tries to open configuration panel by clicking Client icon from systray or switches from connection panel.

Configure access control from View>Configuration menu



To remove Access Control, empty both fields 'Password' and 'Confirm' then click 'OK'.