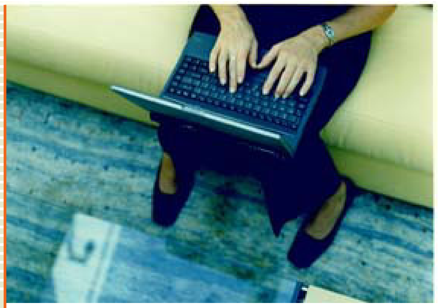
XO™ VPN Remote Access Client Setup Guide for Cisco Unity Client 4.0.x

version 1.1



Installation Instructions

a) Obtaining Login Information

i) XO Engineers will send an email containing login information and passwords.
   (1) Example:

Thank you for choosing XO as your Managed Security Services Provider!

Included in this email are the usernames and passwords you will need to use your Managed Virtual Private Network from XO.

As the specified technical contact, you will have the ability to view reports and activity pertaining to your VPN solution by logging into the highly sophisticated XO™ VPN Management platform. You will also have the responsibility for creating and deleting accounts for your XO VPN remote clients by using the XO Admin Web site.

The XO VPN Management platform is located at https://isc1.xo.net:8443/isc/Login.jsp

VPN Administrator Account:

login: xotest
password: *******

The link for the XO VPN Remote Access Administration site is http://admin.xo.com. Once you log in, instructions are available to walk you through the installation and configuration of the remote access client. Please pass these instructions on to your local users.

Remote Access Administration Account: (will also work for logging in as a remote client)

login: admin@xotest.com
password: *******

Once you have downloaded the remote access client, you will need the following information to configure it for use with your XO VPN solution. Please refer to the instruction guide found at http://admin.xo.com for help with configuration and troubleshooting.

Login Information for Remote Access Client

group name: xotest.com
password: *******
IP Address: x.x.x.x

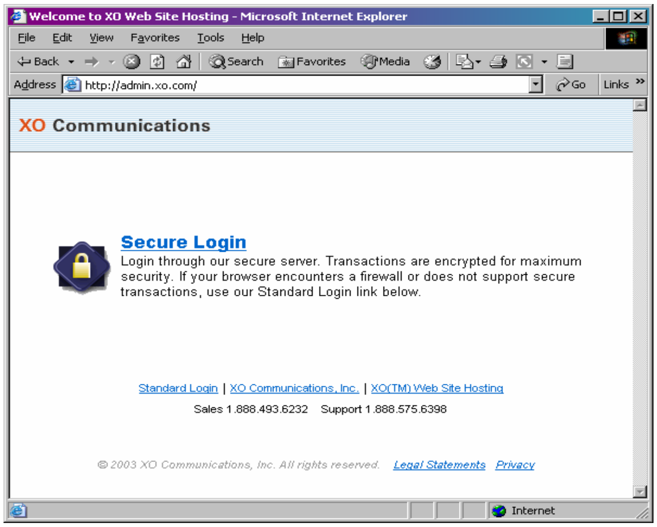
After your case has been certified, all future support requests should be directed to 866-295-9696.
Until then, please feel free to contact your security engineer with any questions.

Thank you.

ii) Obtain login information from your Administrator / Technical Contact.

b) Logging into the Remote Access Administration Site

i) Direct your browser to http://admin.xo.com


Welcome to XO Web Site Hosting - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://admin.xo.com/
Go Links
Internet

XO Communications

Secure Login

Login through our secure server. Transactions are encrypted for maximum security. If your browser encounters a firewall or does not support secure transactions, use our Standard Login link below.

Standard Login | XO Communications, Inc. | XO(TM) Web Site Hosting

Sales 1.888.493.6232 Support 1.888.575.6398

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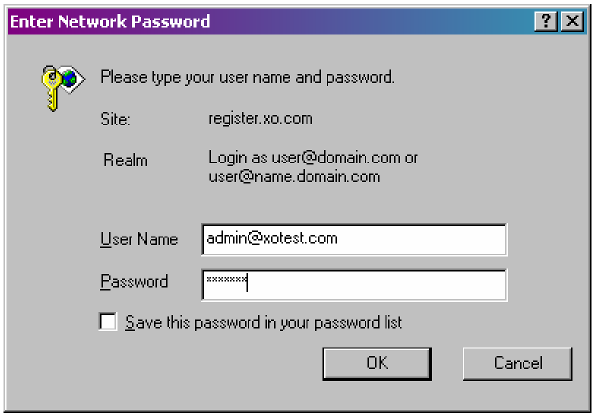
ii) Log in using the information contained under the "Remote Access Administrator Account"



Please type your user name and password.

Site: register.xo.com

Realm Login as user@domain.com or user@name.domain.com

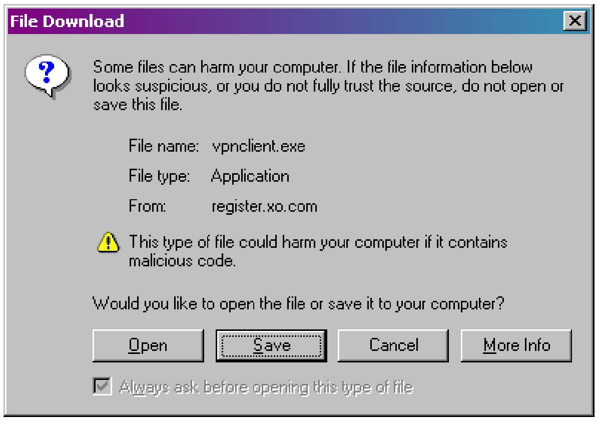
User Name admin@xotest.com

Password *******

□ Save this password in your password list

c) Downloading the Client and Administrator Guide

i) Click the link that says "Click Here to download the VPN Remote Access client." Save the file to your local machine.



Some files can harm your computer. If the file information below looks suspicious, or you do not fully trust the source, do not open or save this file.

File name: vpnclient.exe

File type: Application

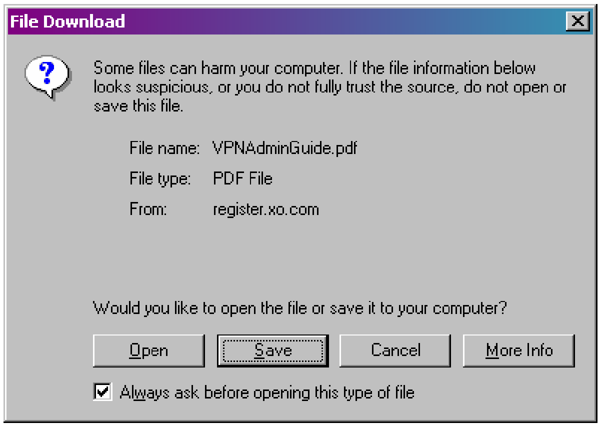
From: register.xo.com

This type of file could harm your computer if it contains malicious code.

Would you like to open the file or save it to your computer?

☑ Always ask before opening this type of file

ii) Click the link that says, "Click Here to download the VPN Administrator Guide." Save the file to your local machine.



File Download

Some files can harm your computer. If the file information below looks suspicious, or you do not fully trust the source, do not open or save this file.

File name: VPNAdminGuide.pdf

File type: PDF File

From: register.xo.com

Would you like to open the file or save it to your computer?

☑ Always ask before opening this type of file

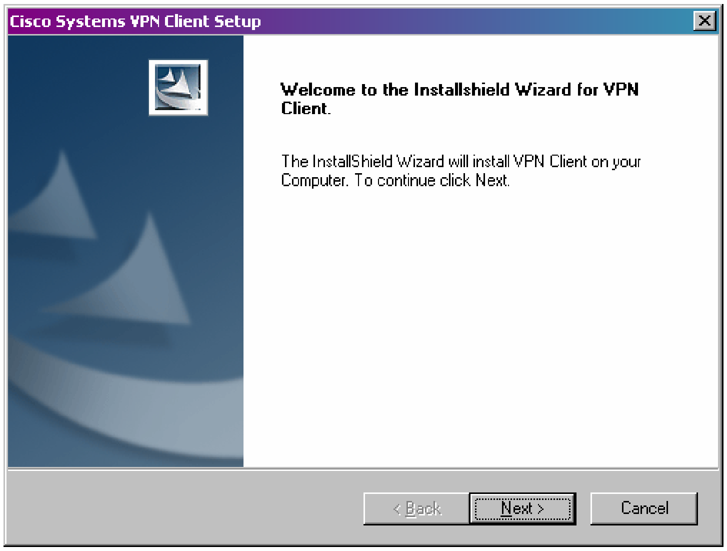
d) Hardware and Software Requirements

Computer	Operating System	Requirements
Computer with a Pentium®-class processor or greater	• Microsoft® Windows® 98 or Windows 98 (second edition) • Windows ME • Windows NT® 4.0 (with Service Pack 6, or higher) • Windows 2000 Professional • Windows XP Home • Windows XP Professional	• Microsoft TCP/IP installed. (Confirm via Start > Settings > Control Panel > Network > Protocols or Configuration.) • 50 MB hard disk space. • RAM: ○ 32 MB for Windows 98 ○ 64 MB for Windows NT and Windows ME ○ 64 MB for Windows 2000 (128 MB recommended) ○ 128 MB for Windows XP (256 MB recommended)
Computer with and Intel x86 processor	RedHat Version 6.2 or later Linux (Intel), or compatible libraries with glibc Version 2.1.1-6 or later, using kernel Versions 2.2.12 or later **Note** The VPN Client does not support Linux kernel Version 2.5.	• 32 MB Ram • 50 MB hard disk space
Sun UltraSPARC computer	32-bit or 64-bit Solaris kernel OS Version 2.6 or later	• 32 MB Ram • 50 MB hard disk space
Macintosh computer	OS X, Version 10.1.0 or later	50 MB hard disk space

***NOTE: these are Cisco hardware and software requirements. XO is not responsible for supporting any non-Windows based Remote Access clients.

e) **Installing the Client Using the Installshield Wizard as an <u>initial install</u>**

i) Navigate to the client file you downloaded in step (c). Double-click to start the Installshield Wizard



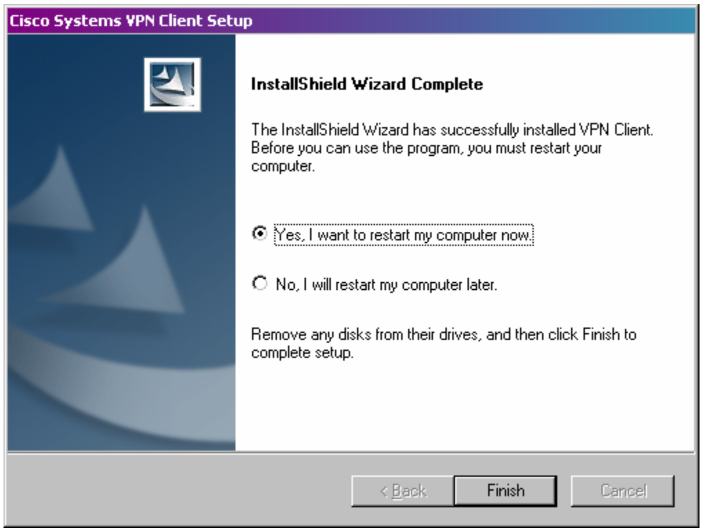
Cisco Systems VPN Client Setup

Welcome to the Installshield Wizard for VPN Client.

The InstallShield Wizard will install VPN Client on your Computer. To continue click Next.

ii) Accept the license agreement, choose the destination file location, and continue following the directions in the wizard until the client is installed.

iii) Once completed, you will see this screen. Choose “Yes, I want to restart my computer now” and click “Finish.”



Cisco Systems VPN Client Setup

InstallShield Wizard Complete

The InstallShield Wizard has successfully installed VPN Client. Before you can use the program, you must restart your computer.

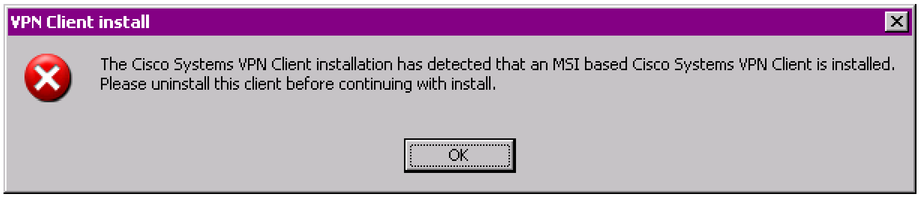
● Yes, I want to restart my computer now.

○ No, I will restart my computer later.

Remove any disks from their drives, and then click Finish to complete setup.

f) **Installing the Client Using the Installshield Wizard as an <u>upgrade</u>**

i) The following error may appear if you attempt to install the new 4.0.x client before uninstalling the existing version on your computer:



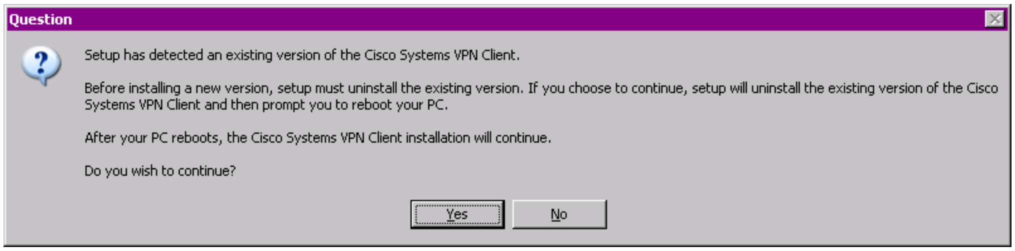
VPN Client install

The Cisco Systems VPN Client installation has detected that an MSI based Cisco Systems VPN Client is installed. Please uninstall this client before continuing with install.

ii) Go to Start →Control Panel → Administrative Tools → Add/Remove Programs

(1) Remove existing Cisco Unity Client installation. When asked if you want to retain configuration files, click “YES”

iii) If this message appears, follow the steps to proceed with uninstalling the old client and installing the new version:



Question

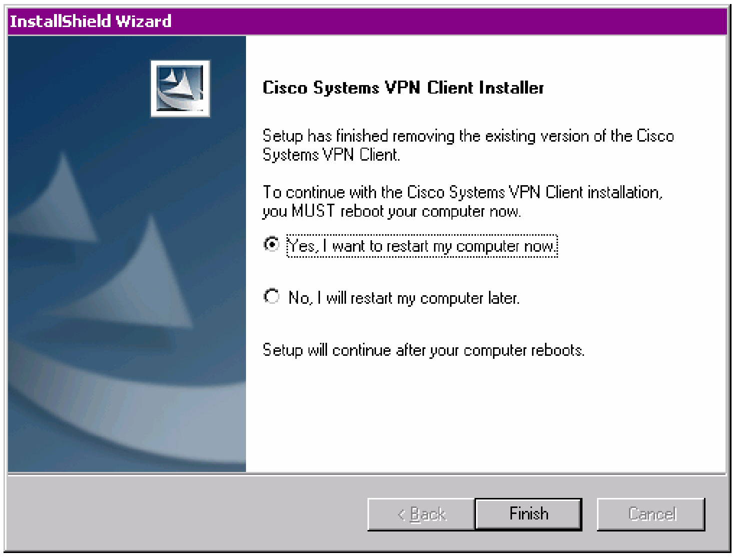
Setup has detected an existing version of the Cisco Systems VPN Client.

Before installing a new version, setup must uninstall the existing version. If you choose to continue, setup will uninstall the existing version of the Cisco Systems VPN Client and then prompt you to reboot your PC.

After your PC reboots, the Cisco Systems VPN Client installation will continue.

Do you wish to continue?

iv) Reboot your computer when prompted.



InstallShield Wizard

Cisco Systems VPN Client Installer

Setup has finished removing the existing version of the Cisco Systems VPN Client.

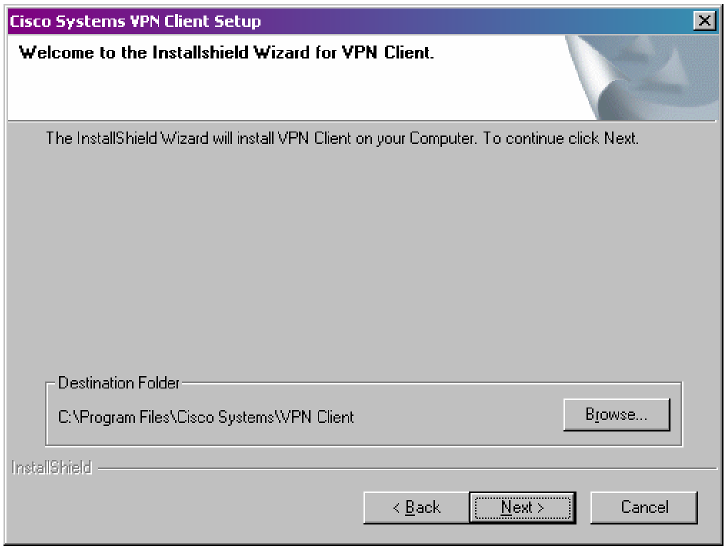
To continue with the Cisco Systems VPN Client installation, you MUST reboot your computer now.

● Yes, I want to restart my computer now.

○ No, I will restart my computer later.

Setup will continue after your computer reboots.

v) Continue installing the new version of the client once computer has rebooted. Accept the license agreement and choose a location for the installation.



Cisco Systems VPN Client Setup

Welcome to the Installshield Wizard for VPN Client.

The InstallShield Wizard will install VPN Client on your Computer. To continue click Next.

Destination Folder

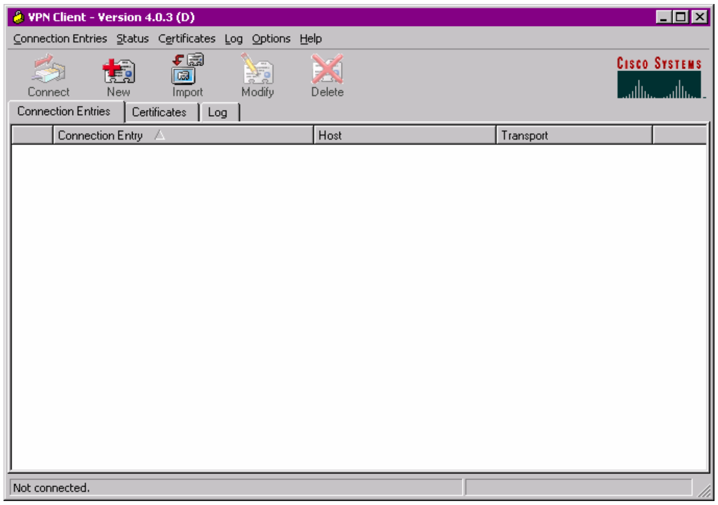
C:\Program Files\Cisco Systems\VPN Client

vi) Reboot and then launch the client to begin configuration

g) Configuring the Cisco VPN Client

i) Navigate to the installed client by going to Start→Programs→Cisco Systems VPN Client→VPN Client

ii) Click on "New"

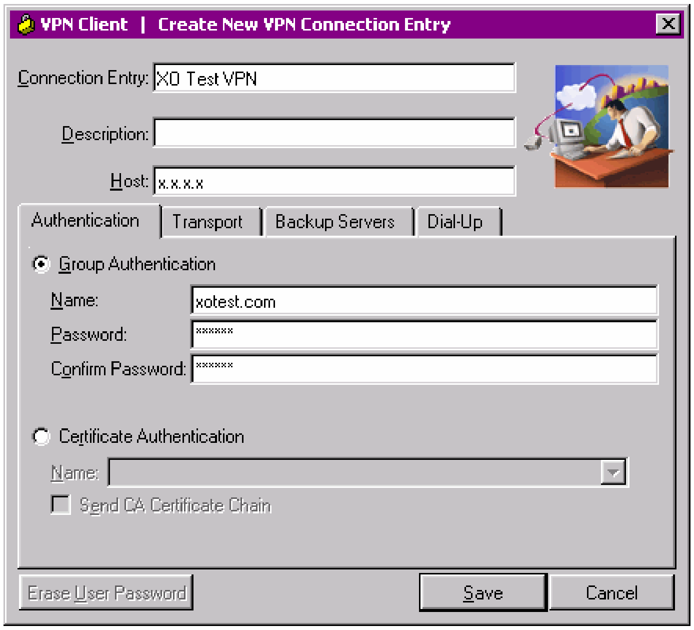


iii) Choose a name for the connection, and then refer to the email sent by the XO Managed Security Engineer to fill in the rest of the required information.

(1) Host: IP Address

(2) Group Authentication:

(a) Group Name and Password



Connection Entry: XO Test VPN

Description:

Host: x.x.x.x

● Group Authentication

Name: xotest.com

Password: ******

Confirm Password: ******

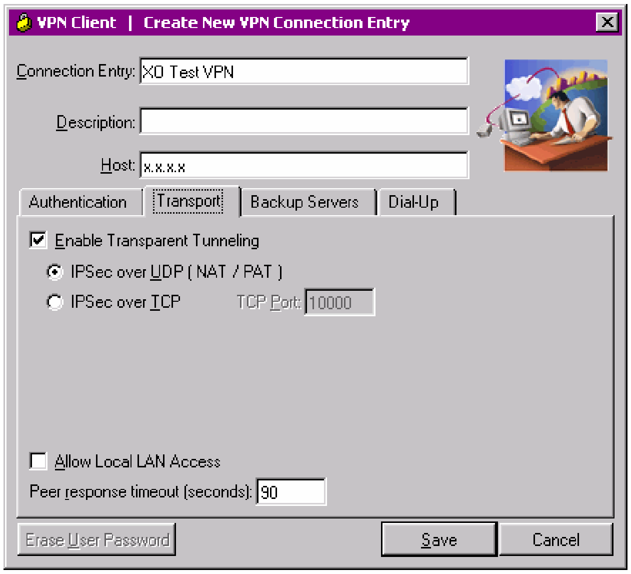
○ Certificate Authentication

Name:

□ Send CA Certificate Chain

iv) Navigate to the "Transport" tab

(1) This tab is used for configuring access from a Private, or non-routable IP (RFC 1918). Not all XO VPN security devices will support this feature. Contact your Managed Security Engineer for clarification.



Connection Entry: XO Test VPN

Description:

Host: x.x.x.x

☑ Enable Transparent Tunneling

● IPSec over UDP (NAT / PAT)

○ IPSec over TCP   TCP Port: 10000

□ Allow Local LAN Access

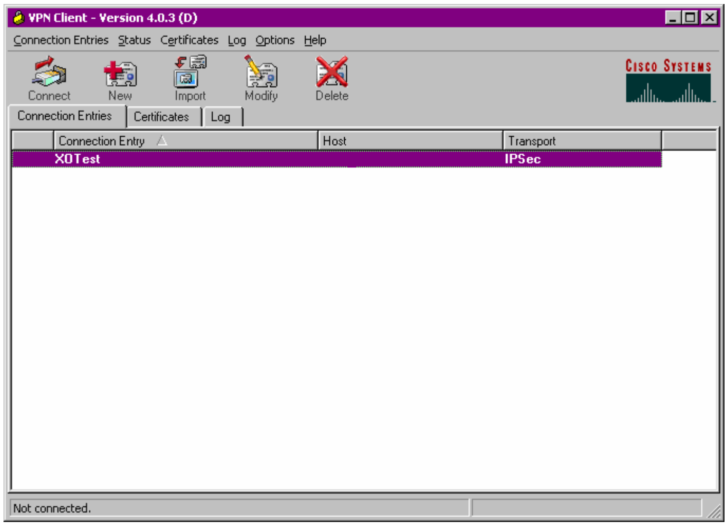
Peer response timeout (seconds): 90

v) Click “Save”

h) Using the Client to connect to your XO VPN

i) Navigate to Start→Program Files→Cisco VPN Client→VPN Client

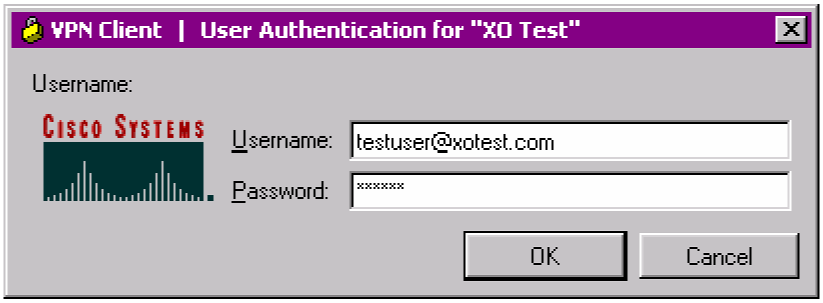
ii) Highlight the connection entry, and then click “Connect.”



Connection Entry	Host	Transport
XOTest		IPSec

Not connected.

iii) The next pop-up will request a username and password; this should be the username provided to you as your remote access login ID.



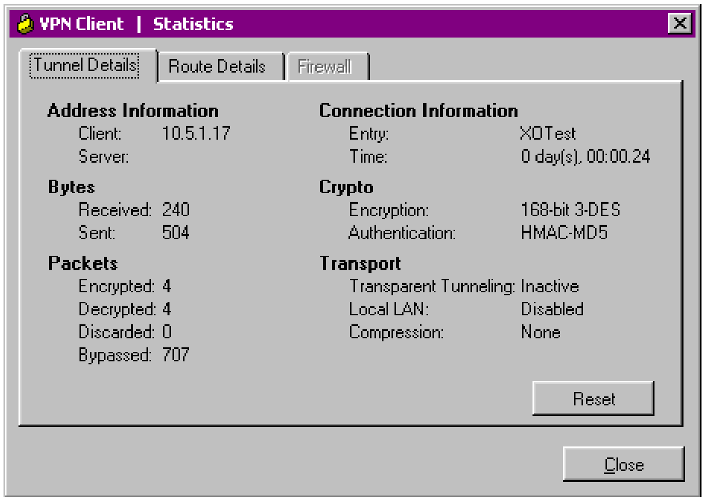
Username:

Username: testuser@xotest.com

Password: ******

iv) Once this is successful, you will see the little yellow lock in the lower right hand corner of your desktop. This means the connection is secured.

v) Right click on the lock and select “Statistics”. This will give you the tunnel information, including the virtual IP of your PC and the number of packets that have passed through the encrypted tunnel.



Address Information
Client: 10.5.1.17
Server:

Bytes
Received: 240
Sent: 504

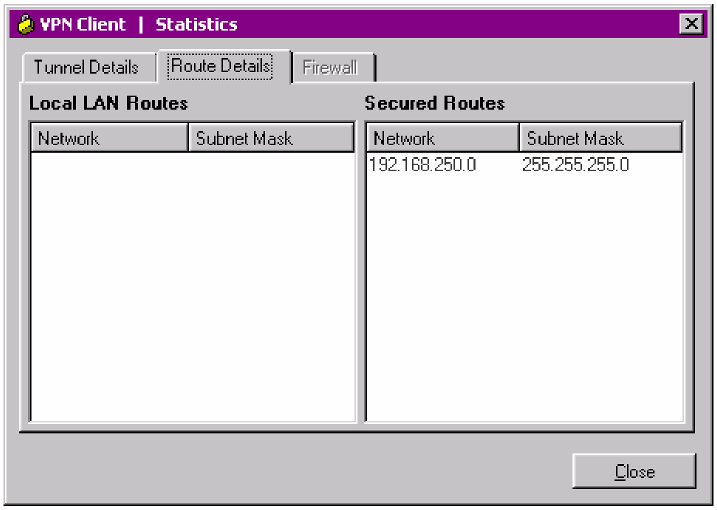
Packets
Encrypted: 4
Decrypted: 4
Discarded: 0
Bypassed: 707

Connection Information
Entry: XOTest
Time: 0 day(s), 00:00.24

Crypto
Encryption: 168-bit 3-DES
Authentication: HMAC-MD5

Transport
Transparent Tunneling: Inactive
Local LAN: Disabled
Compression: None

(1) Select “Route Details” to confirm privately routed subnets.



Local LAN Routes

Network	Subnet Mask

Secured Routes

Network	Subnet Mask
192.168.250.0	255.255.255.0

i) **Enjoy your XO VPN Remote Access Client!**

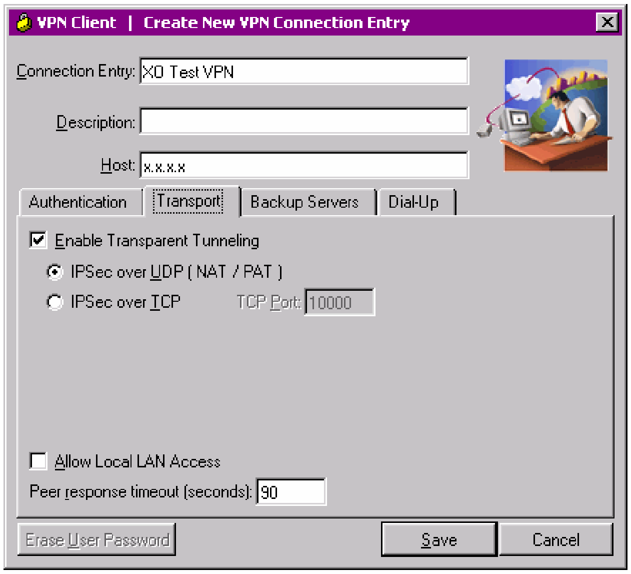
Frequently Asked Questions

1. **Does this client work with PPPoE?**

   Yes. However, you cannot install the client when the PPPoE session is live. Disconnect DSL/PPPoE session, install the client, reboot your machine, reconnect the DSL session, and then run the client.

2. **Will this client work behind a NAT'd connection?**

   Certain routers will support NAT Transparency. Speak to your security engineer to discuss your options. If you have a compatible router, the setting for NAT Transparency is located on the Properties tab.



Connection Entry: XO Test VPN

Description:

Host: x.x.x.x

☑ Enable Transparent Tunneling

● IPSec over UDP (NAT / PAT)

○ IPSec over TCP   TCP Port: 10000

□ Allow Local LAN Access

Peer response timeout (seconds): 90

3. **Where can I find Dial-Up Networking v. 1.3 for Windows 95 and Windows 98?**

   Windows 95:
   http://www.microsoft.com/windows95/downloads/contents/WURecommended/S_WUNetworking/dunwinsky2k/Default.asp

   Windows 98 is provided with DUN 1.3. However, v. 1.4 is available if you are experiencing problems
   http://www.microsoft.com/windows98/downloads/contents/wurecommended/s_wunetworking/dun14/default.asp

4. **Is there a Cisco client compatible with non-Windows based systems?**

   Yes, however, XO is not responsible for the installation, configuration, management, or maintenance of a non-Windows client. The client can be obtained from www.cisco.com or by emailing your security engineer.

5. **What ports do I need to open on my firewall to allow the client to connect from my internal network?**

   This is an IPSec client, and therefore requires the following ports to be opened:

   Encapsulation Security Payload (ESP) – IP 50

   Authentication Header (AH) – IP 51

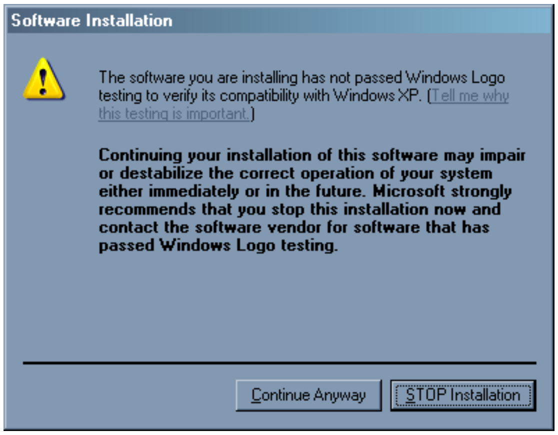
   Internet Security Association and Key Management Protocol (ISAKMP) – UDP 500

6. **Does this client support Windows Networking?**

   Yes. Please provide the WINS or Active Directory server IP, DNS information, and domain to your security engineer and he/she will configure the policy for you to support Windows Networking.

7. **I get a pop up saying the driver for the Cisco client has not passed Windows Logo testing. Is this safe to install on my computer?**

   Yes. Acquiring a digital signature from Microsoft is costly and time consuming. Accepting this non-Microsoft signed driver will not negatively impact your workstation.



Software Installation

The software you are installing has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)

Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the software vendor for software that has passed Windows Logo testing.

8. **How do I map a drive to my server when connected with the remote access client?**

   Once logged on to the remote access client, go to Windows Explorer→Tools→Map Network Drive. Choose the drive letter, and then type in the path to the server with the shared drive. Format: \\x.x.x.x\share, where x.x.x.x is the IP of the server to which you are trying to connect. If WINS is enabled, format can be: \\servername\share. You may need to click on the "Connect using a different user name" depending on the permissions set on the server.

9. **I keep getting a "username or password is incorrect" error when trying to access network resources. How do I fix that?**

   Windows NT and Windows 2000 have built-in functionality for accessing resources not in the same domain as your workstation. When trying to map a network drive, fill in the "connect as" prompt with your domain and network username. Format: \DOMAIN\username. The server will then prompt you for your password. Windows 95 and 98 do not offer this functionality, so the username and password used to log on to the workstation will be the ones transmitted to the remote server. In order to access resources, the network administrator must add the usernames and passwords of all Windows 95 and 98 clients to the shared resources on the server.

10. **I can connect with the client but am unable to ping my internal network or access any applications. What is the troubleshooting process?**

    First, confirm the connection is active by right clicking on the lock in the lower right-hand corner of the screen and going to 'Statistics".

    Confirm the client is configured correctly for the type of access used to establish connectivity

    1. Go to Start→Run→ Type "cmd".
    2. At the prompt, type "ipconfig", and write down the information next to "IP Address".
    3. If the IP address starts with any of the following, continue reading. If not, proceed to c)
       a. 10.x.x.x
       b. 172.x.x.x
       c. 192.168.x.x

4. Confirm that “Transparent Tunneling” is selected using IPSec over UDP in the properties menu, and reconnect with the client

Check to make sure there is no local firewall configured on your network, including ZoneAlarm, the built-in XP or 2000 firewall, or a Linksys router that may have a firewall enabled

1. If any of the above are on your network, confirm that the ports you are trying to access are open on the firewall device

11. I can connect with the client, but I cannot join my Windows domain.

Only certain Windows operating systems are capable of joining a Windows domain. These include: Windows NT, Windows 2000, and Windows XP Professional.

Windows 98, 98SE, Millenium, and XP Home do not support Windows domain authentication. Contact your administrator if you are using one of these Operating Systems. Further clarification can be obtained from Microsoft’s website at http://support.microsoft.com.