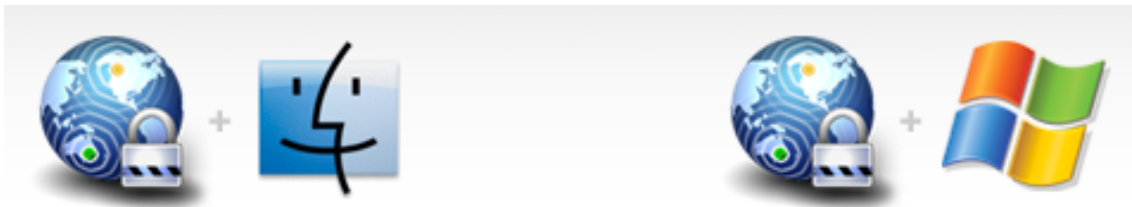


IPC Solutions Business Communications

Viscosity OpenVPN Client User Guide



IPCSolutions

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Introduction

IPC Solutions Business Communications (IBC) provides remote access via a secure Virtual Private Network (VPN) connection. This allows you to access all your services from a remote location, just as if you were connected to your local network albeit a little slower.

This manual provides configuration information for the Viscosity OpenVPN Client for Windows and Mac, which provides a simple interface for establishing the VPN connection from your PC.

IPC Solutions sincerely hopes that this system will meet your business requirements and appreciates any feedback that you have.

Installing the Client

The client is downloaded from the following URL:

<http://www.sparklabs.com/viscosity/download/>

Make sure you download the correct version for your operating system. Note that the client may be trialled for 30 days upon which it will need to be purchased for a small charge.

The Mac client is installed as follows:

1. Quit any old copies of Viscosity that are running
2. Open the Viscosity.dmg file in your Downloads folder
3. Drag Viscosity to your Applications folder
4. Eject the Viscosity disk image
5. Launch Viscosity from your Applications folder

More detailed instructions may be found here:

http://www.sparklabs.com/support/installing_viscosity/

The Windows client is installed as follows:

1. Exit any old copies of Viscosity that are running
2. Open the Viscosity Installer.exe file in your Downloads folder
3. Click Yes to the User Access Control prompt
4. Follow the instructions displayed in the Setup Wizard
5. Launch Viscosity from your Start menu

More detailed instructions may be found here:

http://www.sparklabs.com/support/viswin_installing_viscosity/

Configuring the Client

Initial preferences

Once the client is installed, preference settings may be adjusted to suit your requirements. When Viscosity is installed, it sits in the Menu Bar (Mac) or System Tray (Windows) for easy access.

Some common individual settings include:

- Start Viscosity at Login
- Disconnect connections after inactivity
- Menu icons (I like Leopard B.O.G.)

These settings are found on the General and About tabs in preferences. No settings in the advanced section should ever need to be changed.

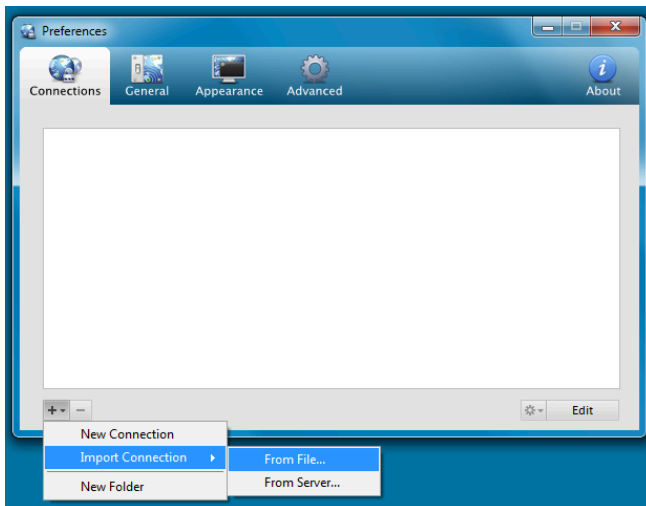
Creating a Connection

You are now ready to create a connection. The procedure is basically the same for both Mac and Windows users.

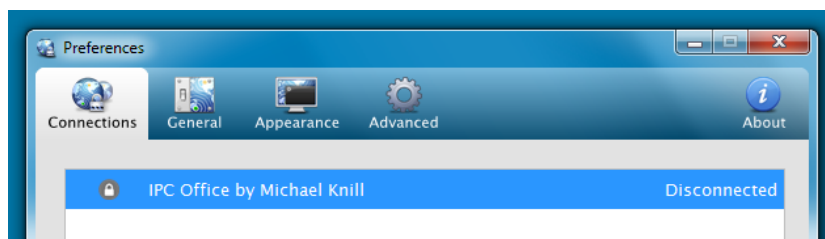
You should have been provided the following by your administrator:

1. An OpenVPN Profile in the form of <user>.ovpn
2. A Profile Password for the connection (usually not provided via email for security reasons)

Go to the connections tab in Viscosity preferences and select + Import Connection From File.

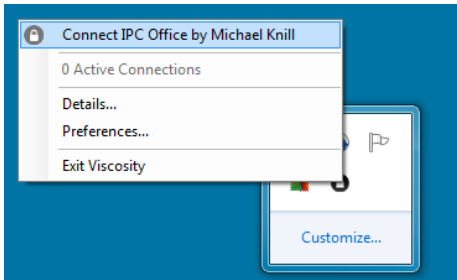


Browse to where your profile is stored, select the file and click Open. The connection will automatically be created. Double click the connection if you wish to make additional configuration changes on the connection e.g. Connection Name.



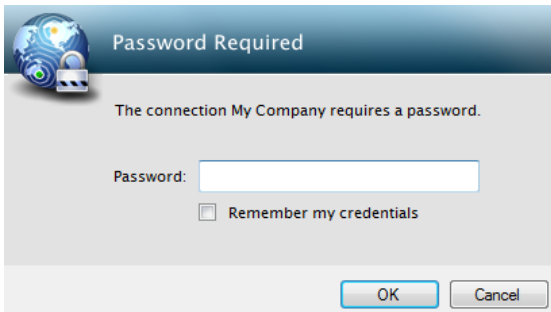
Establishing the Connection

Establishing a connection is very simple. Just click on Viscosity in the System Tray or Menu bar and select Connect <connection name>.



You will be prompted to enter a Password. Enter the Profile Password provided to you by IPC Solutions

If you check the Remember my credentials checkbox (recommended), you will not be prompted for this password again. It is strongly recommended that you delete the OpenVPN Profile and Profile Password for security reasons. They may be easily obtained again from IPC Solutions if required.



If everything is ok, you should be connected to your network



Good Luck!