

VPN Dialer 2012.05.22

Installation Guide

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Installing VPN Dialer

You can install VPN Dialer by following the steps described in this section. If you are in an enterprise environment, you may be interested in configuring unattended setup which installs VPN Dialer without requiring user interactivity. See page 13. Instructions normal installation follows:

Download and run VpnDialerSetup.exe. You will see this screen similar to:

🎲 VPN Dialer 2009.03.02	2 Setup 💶 💌
	Welcome to the VPN Dialer 2009.03.02 Setup Wizard This wizard will guide you through the installation of VPN Dialer 2009.03.02. It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer. Click Next to continue.
	Cancel

Click Next.

🎲 VPN Dialer 2009.03.02 Setup	- 🗆 ×
License Agreement Please review the license terms before installing VPN Dialer 2009.03.02.	
Press Page Down to see the rest of the agreement.	
Onsitehelp.com Software License Agreement License Revision March 2, 2009 This software and associated documentation are the intellectual property of Onsitehelp.com (OSH). All rights are retained by OSH. You may use the software pursuant to terms of this license	
If you accept the terms of the agreement, click I Agree to continue. You must accept agreement to install VPN Dialer 2009.03.02. Nullsoft Install System v2.29	the
< <u>B</u> ack I <u>A</u> gree	lancel



Read the license agreement, and if acceptable, click I Agree.

🗊 VPN Dialer 2009.03.02 Setup	- 🗆 🗙
Choose Install Location Choose the folder in which to install VPN I	Dialer 2009.03.02.
Setup will install VPN Dialer 2009.03.02 in click Browse and select another folder. Cl	the following folder. To install in a different folder, lick Install to start the installation.
C:\Program Files\VPN Dialer\	Browse
Space required: 3.4MB Space available: 11.9GB	
Nullsoft Install System v2,29	
	< <u>B</u> ack <u>I</u> nstall Cancel

Click Install.

🎲 VPN Dialer 2009.03.03	2 Setup 🗕 🗖 🗙	
	Completing the VPN Dialer 2009.03.02 Setup Wizard VPN Dialer 2009.03.02 has been installed on your computer. Click Finish to close this wizard. Run VPN Dialer Configuration Wizard	
	< Back Finish Cancel	

Click Finish.



N Configuration Wizard	×
Quantinu	Welcome to the VPN Configuration Wizard
Uverview	
Server Addresses	This wine ad will see forwark //DNI Dislay for your performation
Router Addresses	This wizard will conligure VPN Dialer for your network.
Split Tunneling	Note: VPN Dialer will only work three hours at a time until
Authentication	activated. Activation is a separate step at the end of this process.
IP Assignment	
Final Tests	
Activation	
	Cancel
ck Next.	
N Configuration Wizard	×

Overview Server Addresses Router Addresses	Enter Server Addresses Enter up to three Routing and Remote Access servers. This may be a DNS name or IP address, e.g., vpnserver.domain.com, 64.32.16.8.	
Split Tunneling	Primary (required)	
IP Assignment	Optional	
Final Tests	Validate	
Activation .	Have no VPN account? Talk to your network admin, or buy VPN service.	

Enter the hostnames and/or IP addresses for your VPN servers, and click Validate, then Next. If you run into problems at this step, see page 11 for troubleshooting information.

If You Do Not Have a VPN Account

You can use Google to search for VPN services, and as long as they use the PPTP or L2TP/IPSec protocol, they should work with VPN Dialer.



VPN Configuration Wizard	×
 Overview Server Addresses Router Addresses Split Tunneling Authentication IP Assignment Final Tests Activation 	Optional Routers If you have additional routers/gateways on your network beyond the default gateway(s), enter up to three below. Do not enter your default gateways (10.10.10.100). Router (optional) Router (optional)
	< <u>B</u> ack <u>N</u> ext > Cancel

If you have routers other than the default gateway, that provides alternative ways to connect to the Internet (e.g., through another Internet Service Provider), enter it here. Otherwise, leave blank. If you run into problems at this step, see page 11 for troubleshooting information. Click Next.

VPN Configuration Wizard	×
Overview	Split Tunneling
 ✓ Server Addresses ✓ Router Addresses 	Use Default Gateway on Remote Network (turn off split tunneling)
Split Tunneling	This option is to route Internet traffic through the VPN connection.
Authentication	If you are using VPN to bypass your ISP to access the Internet with less restriction, for example to use VoIP, you must turn on this option.
Final Tests Activation	If you are using VPN to access your corporate network, you can optionally turn this on, for better security at the expense of performance.
	< <u>Back</u> <u>N</u> ext > Cancel

If you are using VPN Dialer to connect to an Internet Service Provider to bypass your own Internet Service provider (for example, to get around Voice over IP blocks), you *must* enable this option. You may also enable this option to trade off some performance for security for accessing the corporate network, by passing all Internet traffic *through* the VPN connection.



VPN Configuration Wizard	×
 Overview Server Addresses Router Addresses Split Tunneling Authentication IP Assignment Final Tests Activation 	Test Authentication Information Enter information about your VPN user account, then click Test. User ID: vpn_test6 Password: ••••••••••••••••••••••••••••••••••••
	< <u>B</u> ack <u>N</u> ext > Cancel

Enter credentials for the VPN account you want to use to maintain connection.

You must specify a User ID and password. In addition, if your VPN server supports L2TP/IPSec with preshared keys, you may enter the preshared key, to give VPN Dialer an opportunity to connect with this protocol instead of PPTP.

Click on "Test" or press Enter on the keyboard, to verify that the computer can connect using these credentials.

If you encounter problems see page 12 for troubleshooting information.



VPN Configuration Wizard	×
 ✓ Overview ✓ Server Addresses 	Test Authentication Information
Router Addresses	User ID: vpn_test6
 Split Tunneling Authentication 	L2TP/IPSec PSK (optional):
IP Assignment	
Final Tests	Your settings have been verified. Click Next to continue.
Activation	
	<u>Back</u> Cancel

Once settings are verified, it will display this page. Click Next.

VPN Configuration Wizard	×	
 Overview Server Addresses Router Addresses Split Tunneling Authentication IP Assignment Final Tests Activation 	IP Address Assignment Options You can choose to have VPN Dialer accept any IP address assigned by the server (the default choice), or only accept a connection with a specific static IP address.	
	< <u>B</u> ack <u>N</u> ext > Cancel	

At this point, you can choose to accept the default (dynamic IP – VPN Dialer will accept any IP address on the remote network), or you can choose to use the Static IP feature which enforces that the VPN server assigns the expected IP address. Click Next.

Note: To use the Static IP feature, you should verify that the VPN username is set up with a static IP address. This feature enforces the expected IP address. This may seem redundant, but it is actually



useful when the server remembers a recent connection and does not know that it was disconnected, and has not released the associated static IP address. In such a case, the server assigns an address out of the dynamic pool. With the static IP feature, VPN Dialer can reject such an address assignment and retry until it obtains the correct IP address.

VPN Configuration Wizard	×]
🗸 Overview	Almost There	
🧹 Server Addresses		
🗸 Router Addresses	We are now ready to configure the VPN Dialer service.	
🧹 Split Tunneling	Click next to proceed.	
Authentication		
🧹 IP Assignment		
Final Tests		
Activation		
	< <u>Back</u> Cancel	

You will see a screen confirming you are ready to install the VPN Dialer service with selected information. Click Next.

VPN Configuration Wizar		×
 Overview Server Addresses Router Addresses Split Tunneling Authentication IP Assignment Final Tests Activation 	Final Configuration Please wait as we configure your system	

The system will display this until VPN Dialer is confirmed up and running with your settings. It may take a few minutes for this to complete. If you run into problems at this step, see page 12 for troubleshooting information.



VPN Dialer Activation	×
Verview	VPN Dialer Product Activation.
 Server Addresses Router Addresses Split Tunneling 	Enter Product Code:
 Authentication IP Assignment Final Tests Activation 	Congratulation! You have successfully configured a persistent VPN connection. You have not activated this product yet. You may request a free 30-day trial or enter a 365 day or permanent license code.
	Activate

At this point, VPN Dialer is up and running. You will need to activate the program or the program will only run for 3 hours at a time. You can enter your activation code, or request a free 30 day trial by clicking on the "30 Day Trial" icon. You can buy a product code by clicking on the "Buy Now" icon.

VPN Dialer Activation	×
🗸 Overview	VPN Dialer Product Activation.
 ✓ Server Addresses ✓ Router Addresses ✓ Split Tunneling 	Enter Product Code: 2CV7U-J85P8-VT4J8-5R9F5
✓ Authentication ✓ IP Assignment	VPN Dialer permanent license code entered.
✓ Final Tests Activation	Click 'Activate' to use this code.
	Cancel

If you purchase an activation code after setup, simply run <u>activation.bat</u> in the program directory to activate the product.



VPN Dialer Activation	×
Activation	
	Activation is successful.
	Trial license is now active. It will expire in 29 days.
	Finish Cancel

Once you have activated your product, you will see a screen like this. Click Finish.

VPN Dialer is now fully configured and activated.

Uninstalling VPN Dialer

To uninstall VPN Dialer:

- 1. Go to Control Panel
- 2. Double-Click on Add/Remove Programs
- 3. Find VPN Dialer 2012.05.22 in the list, and click "Remove"

About VPN Dialer Product Codes

There are two kinds of VPN Dialer product codes available for purchase.

The first type is a <u>perpetual license</u> with one year of maintenance included. This type of license will allow you to install VPN Dialer on one computer system, and run in perpetuity (without expiration) for the life of the computer. The one year of maintenance enables you to obtain help in the installation and use of VPN Dialer, and obtain new versions, for a period of one year from activation of the product code.

The second type is a <u>365 day license</u>, which permits VPN Dialer to operate for one year from the time of activation, including maintenance during this year. You can activate additional product codes of this type to extend the license and maintenance period by an additional year, at any time.

You can add a 365 day product code to a VPN Dialer perpetual license. This results in extending your maintenance period by one year. Unlike with the 365 day license, even if you let the maintenance period lapse, the program will continue to operate.



To purchase a product code for VPN Dialer 2012, visit <u>http://www.vpndialer.com</u> and click "Buy Now."

Activating a New Product Code After Installing

To activate a product code after you have already installed VPN Dialer, navigate Start \rightarrow All Programs \rightarrow VPN Dialer \rightarrow Activation.

Appendix A. Troubleshooting Guide

Problem with Hostnames and/or IP Addresses

If you have difficulty entering hostnames and/or IP addresses for your VPN server, try the following troubleshooting steps:

- 1. Make sure you have Internet connectivity You can open Internet Explorer, and verify you are able to browse the Internet.
- 2. Make sure your server responds to PING follow these steps:
 - a. Click Start
 - b. If you are using Windows XP or Server 2003, Click Run.
 - c. Type "cmd" and press Enter. You will get a command window.
 - d. Type "ping" followed by space and your server name.
 - e. If you see anything other than lines starting with "Reply from" followed by your server's address, then your VPN server is not configured to respond to ECHO requests. VPN Dialer requires the VPN server to respond to echo requests for configuration and optimization purposes. Talk to your system administrator about enabling this option.
 - f. If the VPN server absolutely will not respond to PING and there is no way to reconfigure it, you may use advanced manual configuration instructions on page 14, to work around this problem. However, VPN Dialer is designed to optimize connection using PING replies, and this aspect of the program's features will not be able to function, if the server does not respond to PING.
- 3. If neither of these steps resolved the problem, contact support for further help.

Problem with Optional Routers

- 1. Be sure to leave these fields blank, unless you have *local* routers on your network, which provide you with alternative access to the Internet.
- 2. Make sure you are not specifying any router that is a default gateway. Default gateways are automatically used by VPN Dialer, and these optional entries are intended only to be used for routers which the system otherwise would not known about.
- 3. If neither of these resolve the problem, contact support for further assistance.



Problem with Test Authentication Information

- 1. Talk to your network administrator and verify you have correct credentials for making the VPN connection.
- 2. After this, as a troubleshooting step, you should manually create a VPN connection using the built-in VPN facility in Windows using the same credentials, and see if you are able to make a successful connection. If not, work with your system administrator to work through the connection problem until you can successfully connect manually.
- 3. If, after you establish a successful manual connection, you still have problems at this step, contact support for further help, or use manual configuration (see page 14).

Problem with Final Configuration

- 1. Sometimes, Windows will not successfully start the service because of problems with the VPN subsystem when the program is being installed. Simply uninstall VPN Dialer, reboot the system, and try installing again.
- 2. If the above step does not resolve your problem, contact support for further help.

Capturing Detailed Log to Send to Support

When requesting support, it is helpful if you can capture a detailed log which shows internal program operations while the problem occurs. To capture a log, follow these steps:

- 1. Click Start, Run, and type "cmd" and click OK.
- 2. Type "net stop vpnservice".
- Change directory to VPN Dialer. If you used the default installation directory, type cd \"program files"\"vpn dialer"
 - (or cd \"program files (x86)\"vpn dialer" or 64 bit systems)
- Delete the existing log file by typing del vpndialer.txt
- 5. Start detailed logging by typing "Logstart.reg", enter.
- 6. Start the service by typing "net start vpnservice", enter.
- 7. When you have observed the error condition you are reporting, enter "stop service vpnservice" at the command prompt, if the service is still running.
- 8. Attach "vpndialer.txt" in an email to your support contact, along with a description of the problem you observed.
- 9. Turn off detailed logging mode by typing "logstop.reg", enter.
- 10. Optionally, start the service again by typing "net start vpnservice", enter.



Appendix B. Enterprise Deployment

VPN Dialer 2012 supports automated enterprise deployment. This section describes how to set up a fully automated installation, configuration, and activation of VPN Dialer.

Set up Installation Source Directory

Set up a directory on the network on portable media, for the automated installation files. For our example, we put this on "G:\VPNDINST".

Copy VpnDialerSetup.Exe into Installation Source Directory

Put a copy of the VpnDialerSetup.Exe file into the installation source directory.

Create Installation Batch File

Create an automated installation batch file following the example below. For this example, we call this file go.bat:

```
vpndialersetup.exe /S
C:
cd %programfiles%\"VPN Dialer"
vpnsetupwizard.exe -s vpnserver.yourdomain.com -s
vpnserver2.yourdomain.com -u vpn_user -p password! -k
presharedkeyifany -a -c trial
```

Create a separate batch file for each target computer, each containing a script that looks like the above. You can use your favorite programming language to automate the generation of these batch files. If running on a 64-bit system, be sure the batch file executes in 32-bit mode rather than 64-bit mode.

It will be helpful to understand the meaning and purpose of each of the lines in the batch file above.

vpndialersetup.exe /S

→ Silently install program files into the program directory.

C:

➔ Change directories to the main drive.

```
cd %programfiles%\"VPN Dialer"
```

→ Change directories to the VPN Dialer program directory.

```
vpnsetupwizard.exe -s vpnserver.yourdomain.com -s
vpnserver2.yourdomain.com -u vpn_user -p password! -k
presharedkeyifany -a -c trial
```

→ Run the setup wizard in unattended mode with specified parameters.

The following are the meanings of these parameters:



-s → Required VPN server (up to three instances allowed)

- -u → Required Username
- -p → Required Password
- -k → Optional L2TP/IPSec Preshared Key
- -a → Required switch to indicate activation should take place
- -c → Required activation code (may be a purchased code or "trial" for free 30 day trial)
- -r → Optional, not used in example batch file, additional router. (up to three instances allowed)
- -rg → Optional, turns off split tunneling (i.e., enable <u>Remote Gateway</u> for Internet traffic)

Execute the Installation Batch File on Installation Target PC

With the current directory set to the installation source directory, execute the installation batch file. For example, you can open a command prompt on the target PC, and:

C:\>G:

G:\> cd VPNDINST

G:\VPNDINST> go.bat

After issuing this command, VPN Dialer will be installed, configured, and activated without user interaction.

Appendix C. Advanced Manual Configuration

VPN Dialer supports manual configuration after installation, as an alternative to running the configuration wizard. For almost all cases, we recommend using the configuration wizard. This section is included for to aid in troubleshooting, to aid in learning for those who wish to learn more details of how VPN Dialer works, and for special situations where manual configuration is necessary.

VPN Dialer works by installing a Windows service that performs the task of making VPN connections to maintain a persistent connection. The executable file for this service is VPNDialer.exe, and called "vpnservice" within the Windows service manager. You can run VPNDialer.exe with parameters to cause it to become registered or unregistered as a service.

If you examine the installservice.bat file in the VPN Dialer program directory, you will find that specific parameters are being passed to the executable to cause the service to become registered. The parameters are what has been determined by the VPN Dialer Setup Wizard, according to the most recent configuration session, or the default as supplied at installation. You can edit this file, to manually change the parameters passed to install the service when this batch file is run.



The parameters and their functions pertinent to installing the service are as follows:

- $-i \rightarrow$ Indicates that the service should be installed / registered with the system.
- -ip \rightarrow Optional additional parameter for installation, to specify static IP address.
- -r → Optional additional parameter for installation, to specify additional router (up to 3)

If VPN Dialer is already running, you can call uninstallservice.bat to unregister the VPN Dialer service, while leaving all the program files in place. This batch file simply contains "vpndialer.exe -d" which unregisters the service from Windows.

You can edit installservice.bat to change the configuration options, as described above. You can then run installservice.bat to register the service with new configuration settings, and to start the service.

Manually Adding Connections

To manually add connections for more servers, follow the AUTO-A0, AUTO-A1, etc., naming pattern. One special situation where you will need to manually add connections is when you need to support more than three VPN servers (VpnSetUpWizard.exe only supports up to three). A command line utility to add RAS entries optimized for VPN Dialer is included for this purpose and is called addvpn.exe.

To use this command, you will need to drop to the command prompt (32-bit command prompt if you are using a 64 bit operating system), and change directory to the VPN Dialer installation directory

cd %programfiles%\"VPN Dialer"

The syntax for addvpn.exe is simply as follows:

addvpn entryname hostname username password [L2TP/IPSec PSK]

For example:

Addvpn AUTO-A3 myvpnserver.mycompany.com vpn_testuser pass778!@#

Addvpn AUTO-A3 myvpnserver.mycompany.com vpn_testuser pass778!@# mypresharedkey!

The last value for L2TP/IPSec PSK (preshared key) is optional, and you should enter it only if your VPN server has been configured for L2TP/IPSec with preshared key.

Any new entries you create will take effect the next time you restart your system or the VPN Dialer service.

Activating a Manually Configured VPN Dialer Installation

To activate a manually configured VPN Dialer service, run activation.bat in the program directory, and enter the activation code or "TRIAL". To perform an unattended activation after manual configuration, you can pass parameters to the setup wizard, like this:



C:\Program Files\VPN Dialer\>**VpnSetUpWizard.exe –a –c trial**

Restarting the VPN Dialer Service

You will need to be logged in as a user with permissions to restart the VPN Dialer service.

From the command prompt, type:

net stop vpnservice

net start vpnservice

You can also use the Services control panel applet and find "VPNService" and click on the "restart" to restart the service.

•						
le <u>A</u> ction <u>V</u> iew	Help					
· -> 🖪 😭 [3 🖫 🔮 🕨 🔳 💷 🕨					
Services (Local)	🍓 Services (Local)					
	VPNService	Name 🛆	Description	Status	Startup Type	Log On As 🔺
		Contract Contract	Enables a r		Disabled	Local Syste
	Stop the service	💑 Terminal Services	Allows mult	Started	Manual	Local Syste
	Pause the service Restart the service	🖏 Themes	Provides u		Disabled	Local Syste
	Nestary the service	Uninterruptible Pow	Manages a		Manual	Local Servi
		universal Plug and	Provides s	Started	Manual	Local Servi
		🍓 Viewpoint Manager	Ensures Vi	Started	Automatic	Local Syste
		WWware Tools Service	Provides s	Started	Automatic	Local Syste
		🍓 Volume Shadow Copy	Manages a		Manual	Local Syste
		WPNService		Started	Automatic	Local Syste
		🎨 WebClient	Enables Wi	Started	Automatic	Local Servi
		🆓 Windows Audio	Manages a	Started	Automatic	Local Syste
		🍓 Windows CardSpace	Securely e		Manual	Local Syste
		🆓 Windows Driver Fou	Manages u		Manual	Local Syste
		🏶 Windows Firewall/In	Provides n	Started	Automatic	Local Syste
		🆓 Windows Image Ac	Provides im	Started	Automatic	Local Syste 🖕
		44				لش و ا
	Schooled (Sheederd)					

Appendix D. Contacting Us

For general information, support, and latest versions, visit our website at http://www.vpndialer.com

To purchase, go to <u>http://www.vpndialer.com/buyvpndialer</u> -- but be sure to read About VPN Dialer on page 10 to get the best results.

You can also email us at support@vpndialer.com