VPN Installation & Connectivity Issues

User Guide Aug 12, 2016



Version History

Date	Version	Author	Role
Aug 12, 2016	1.0	Vikrant Phansalkar	Lead IT Operations

Reviewed By

Date	Name	Role

References

Document Title	File Name
-	-



User Guide for VPN installation & Connectivity Issues

• Steps to check on VPN Connectivity issues:-

Download and install VPN client:-

VPN installers can be downloaded from the FTP location. Installers available for -

- Windows 32(x86) bit
- Windows 64 bit
- MAC OS 10.5 and earlier
- MAC OS 10.6 and later

FTP details as below:-

FTP Server Name:	ftp1.synechron.com
User name:	vpninstall
Password:	\$yn@VPN!!

Installation and configuration for windows users:-

- Download the installer depending on OS version and install it. Once installation is complete you will get "Aventail VPN Connection" icon on desktop
- Double click the icon for one time VPN configuration



Click next





Enter the VPN server name as secure connect.synechron.com and hit the Next

Aventail VPN Connection Setup Wizard	X
Aventail VPN Connection What is the appliance host name or IP address?	
Enter the host name or IP address for the VPN server to which you are connecting:	
secureconnect.synechron.com	
For example, you might enter vpn.example.com or 159.57.0.0.	
< <u>B</u> ack <u>N</u> ext > C	ancel

Choose the Project code as SYN-PRJ-05D from drop down menu and hit the Next



Aventail VPN Connection Setup Wizard	— ———————————————————————————————————	
Aventail VPN Connection What is the login group?		
Select or type the group name associated with your login account (this information sh have been supplied by your system administrator). Click Refresh to retrieve an update group names from the appliance.	ould ed list of	
Logon group		
Select or enter your login group from the list.		
Click the Refresh button to update the list from the appliance.		
Select or enter your login group:	_	
Refresh Cano	el	
< Back Next > Cancel		

Complete the installation by clicking Finish button.

Aventail VPN Connection Setup Wizard		
SONICWALL	Finished	
Aventail [®] Connect [™] with smarltunneling [™]	You have successfully completed the basic steps needed to create your VPN network connection.	
	To review or change the VPN connect properties, click Properties.	
	Click Finish to exit the wizard.	
< <u>B</u> ack Finish Cancel		

Your one time VPN configuration is completed now



Connecting to VPN

To connect to VPN, double click the "Aventail VPN Connection" icon on desktop.

Enter the username and password. This is Active-Directory authentication so username/password is the same which you use to access EAG /laptop desktop in synechron domain.

🚱 Aventail VPN Connection 📃 💌		
Aventa with smar	ail Connect [™] soni€WALL? Aventail ﷺ ttunneling [™]	
Log in here	to establish a secure connection to your network resources.	
Username:	nitinhu	
Password:		
	Connect Cancel Properties Help	

OTP (One time password) will be sent to your synechron mail ID and after entering password click on ok to continue

Aventail VPN Connection
SonicWALL Aventail Connect
Your one time password has been sent to nitinhu@synechron.com. Please type it here.
One Time Password:
OK Cancel Properties Help

Upon successful connection, you will be able to access resources.

Disconnecting VPN Session

Once you are done with your task then to disconnect VPN double click the "Aventail VPN Connection" icon on desktop, and click on **Disconnect**.



🛄 Aventail VPN Conne	ection Status	
General Details		
Connection		
IPv4 Connectivity:		No Internet access
IPv6 Connectivity:		No network access
Media State:		Connected
Duration:		00:00:14
Speed:		100.0 Mbps
Details		
Activity		
	Sent —	Received
Bytes:	6,539	478
Compression:	0 %	0 %
Errors:	0	0
Properties	<u>)</u> isconnect	Diagnose
		<u>C</u> lose



VPN LOGIN:-

> Please use below link to access Synechron PC & click on **Continue to this website**. <u>https://secureconnect.synechron.com</u>

ertifica	te Error: Navigation×
Edit	Ynew Fgvontes Iools Help
3	There is a problem with this website's security certificate.
	The security certificate presented by this website was not issued by a trusted certificate authority. The security certificate presented by this website was issued for a different website's address.
	Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.
	We recommend that you close this webpage and do not continue to this website.
	Ø Click here to dose this webpage.
	Section Continue to this website (not recommended).
	More information

Please select SYN-PRJ-04M from drop down menu and click on Next

Synechro	<mark>ອກັ</mark> Secure Access
Please log in Log in to: SYN-F SYN-F SYN-F SYN-F SYN-F SYN-F SYN-F SYN-F SYN-F SYN-F	PRJ-01E ▼ PRJ-01F PRJ-98P PRJ-02P PRJ-02F PRJ-05F PRJ-05C PRJ-06C PRJ-06C PRJ-08R

> Enter your **Synechron Domain** user name & password and click on login.



Synechron [®] Secure Access
Please log in
Log in to: SYN-PRJ-06C
Username: nileshw
Password:
Log in

OTP (One time password) will be sent to your mail ID and after entering password click on ok to continue

One Time Password Required Your one time password has been sent to NileshW@synechron.com. Please type it here. One Time Password: One Time Password: Ok	

Click on Install to install VPN Client.



<mark>Synechr⊙n</mark> °	Secure Access
Aventail Access Manager	
To enjoy broad access to re Manager. This one-time pro- ensure that they are kept up limited Web-only access and	sources on your network, you should install the Aventail Access ess will set up components used to access your network, and -to-date on this computer. Alternatively, you can proceed with I install the Aventail Access Manager later.
Install Remind m	e later Don't show this again
Important: Your personal fir the internet. You must "unblo	rewall may ask you to grant permission to this program to access ock" or "permit" this request for the installation to succeed.
S More info	

Click on Run to install VPN Client.

<mark>Synechr⊙n</mark> Secure Access		_
Aventail Access Manager		
prompt displayed by your web browser.		
Click	On Ru	n To Install
© 2010 SonicWALL, Inc.		
Do you want to run or save AventailComponents.exe (537 KB) from secureconnect.synechron.com?	Bun	Save Cancel ×



> VPN Client installation is in progress.

s M	Aventail Web Proxy Agent
am pt di	Please wait while Windows configures Aventail Web Proxy Agent
	Gathering required information
l	
	Aventail Access Manager
	Aventail A secure access made easy
	Installing Aventail Access Manager
C	

Click on run or allow to continue

Secure Access	_	
	\mathbf{n}	
To access your network, Internet Explorer requires that you accept an add-on. 1) Click the "yellow bar" across the top of the page and select "Run ActiveX control" from the menu. 3) This website wants to run the following add-on: "End-Point Interrogator/Installer Module" from "SonicWALL Inc.".		
2) When the confirmation dialog appears, select "Run". Internet Explorer - Security Warning Do you want to run this ActiveX control?		
Name: End Point Interrogator/Installer Module Publisher: SonicWALL Inc. Bun Don't Run		
This ActiveX control was previously added to your computer when you installed another program, or when Windows was installed. You should only run it if you trust the publisher and the website requesting it. <u>What's the risk?</u>	Click On Allow to (Continue
© 2010 SonicWALL, Inc.		
This webpage wants to run the following add-on: 'End-Point Interrogator/Installer Module' from 'SonicWALL Inc.'. What's the risk?	Allow - ×	

> Click on link displaying Synechron PC to access Remote PC and new Window will open.



Synechro	on Secure Access	Access:Web	Zone: SYNECHRON-Approved_Devices	Logout I User:nikeshw	Help Details Session start: 18:51	
To access a resourc	e, click its name from the list below.					
Home						
Synechron- 172.20.145.11	PC					
		© 2012 SonicWAL	L, Inc.			

> Enter your **Synechron Domain** user name & password to login.

6 192.168.27.163 - Windows Internet Explorer		
https://secureconnect.synechron.com/workplace/access/exec/webil	r?id=AV1343303396806LI&resourceType=host&path=rdp://192.168.27.163	🔒 😣
	to Windowe	
Copyright Microsoft	1985-2001 Irocation Incosoft Incosoft	
Liker na	e: nileshw	a 1
Passwo	d: •••••••••	
Log on	SYNECHRON	
	OK Cancel Shut Down Options <<	
		<u>▼</u>