



TheGreenBow IPsec VPN Client

Configuration Guide

Zyxel ZyWALL USG 1000

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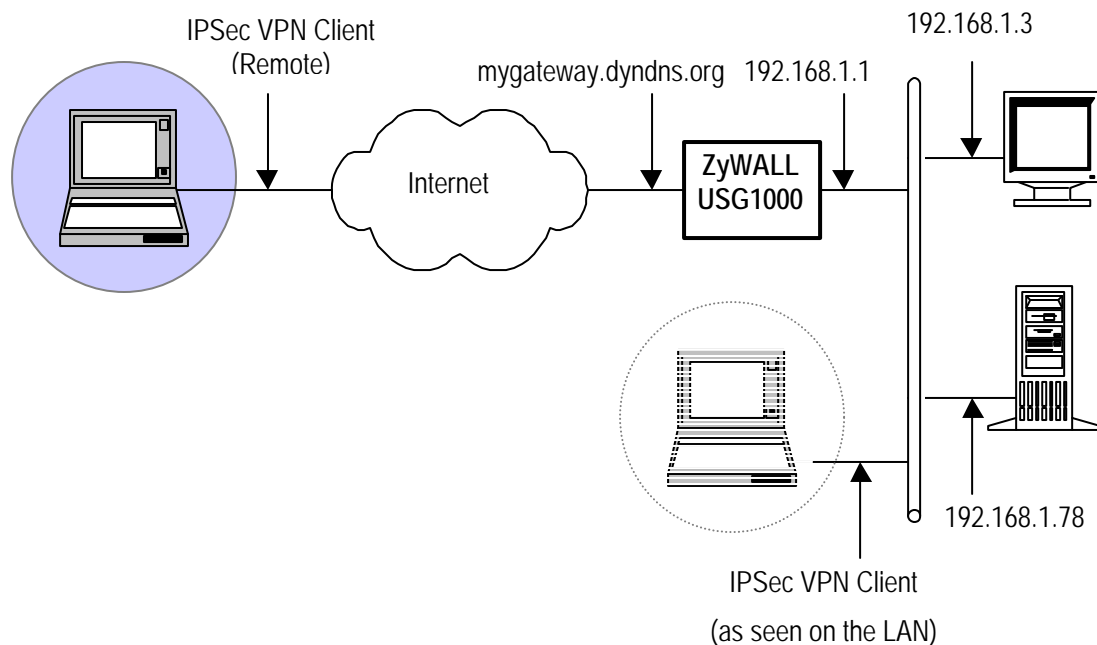
1 Introduction

1.1 Goal of this document

This configuration guide describes how to configure TheGreenBow IPsec VPN Client software with a Zyxel ZyWALL USG 1000 VPN router to allow remote users to open VPN connections to their corporate network.

1.2 VPN Network topology

In our VPN network example (diagram hereafter), we will connect TheGreenBow IPsec VPN Client software to the LAN behind the Zyxel ZyWALL USG 1000 router. The VPN client is connected to the Internet with a DSL connection or through a LAN. All the addresses in this document are given for example purpose.



1.3 Zyxel ZyWALL USG 1000 Restrictions

No known restrictions.

1.4 Zyxel ZyWALL USG 1000 VPN Gateway

Our tests and VPN configuration have been conducted with Zyxel ZyWALL USG 1000 firmware release 2.00(AQV.0)b1.

1.5 Zyxel ZyWALL USG 1000 VPN Gateway product info

It is critical that users find all necessary information about Zyxel ZyWALL USG 1000 VPN Gateway. All product info, User Guide and knowledge base for the Zyxel ZyWALL USG 1000 VPN Gateway can be found on the Zyxel ZyWALL USG 1000 website:

http://www.zyxel.com/web/product_family_detail.php?PC1indexflag=20040908175941&display=72723&CategoryGroupNo=F767D27C-26A1-41A2-966C-72688E1628B3

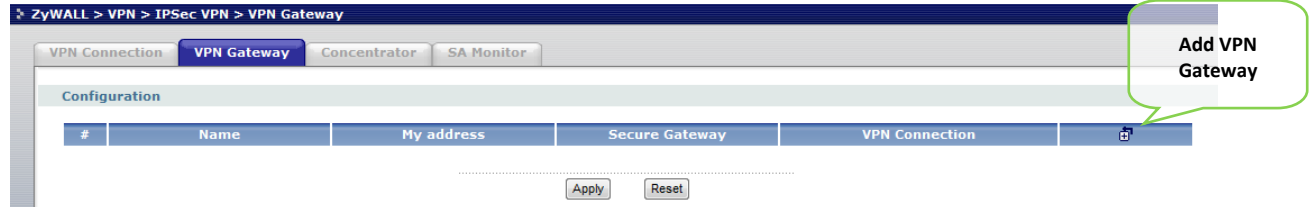
Doc.Ref	tgbvpn_cg-zywall-usg-1000-en
Doc.version	4.0 – Jun 2009
VPN version	4.6

Zyxel ZyWALL USG 1000 Product page	http://www.zyxel.com/web/product_family_detail.php?PC1indexflag=20040908175941&display=72723&CategoryGroupNo=F767D27C-26A1-41A2-966C-72688E1628B3
Zyxel ZyWALL USG 1000 User Guide	http://www.zyxel.com/web/support_download_detail.php?file=200707040947502007070409340820040811211941_20090327_2.11-ZW-USG1000_UG_V2-11_Ed1_2008-11-27_edit.pdf&model=ZyWALL USG 1000#
Zyxel ZyWALL USG 1000 FAQ/Knowledge Base	http://www.zyxel.com/web/support_knowledgebase_list.php?pid=20040908175941&linkkb=0,20070704093408

2 Zyxel ZyWALL USG 1000 VPN configuration

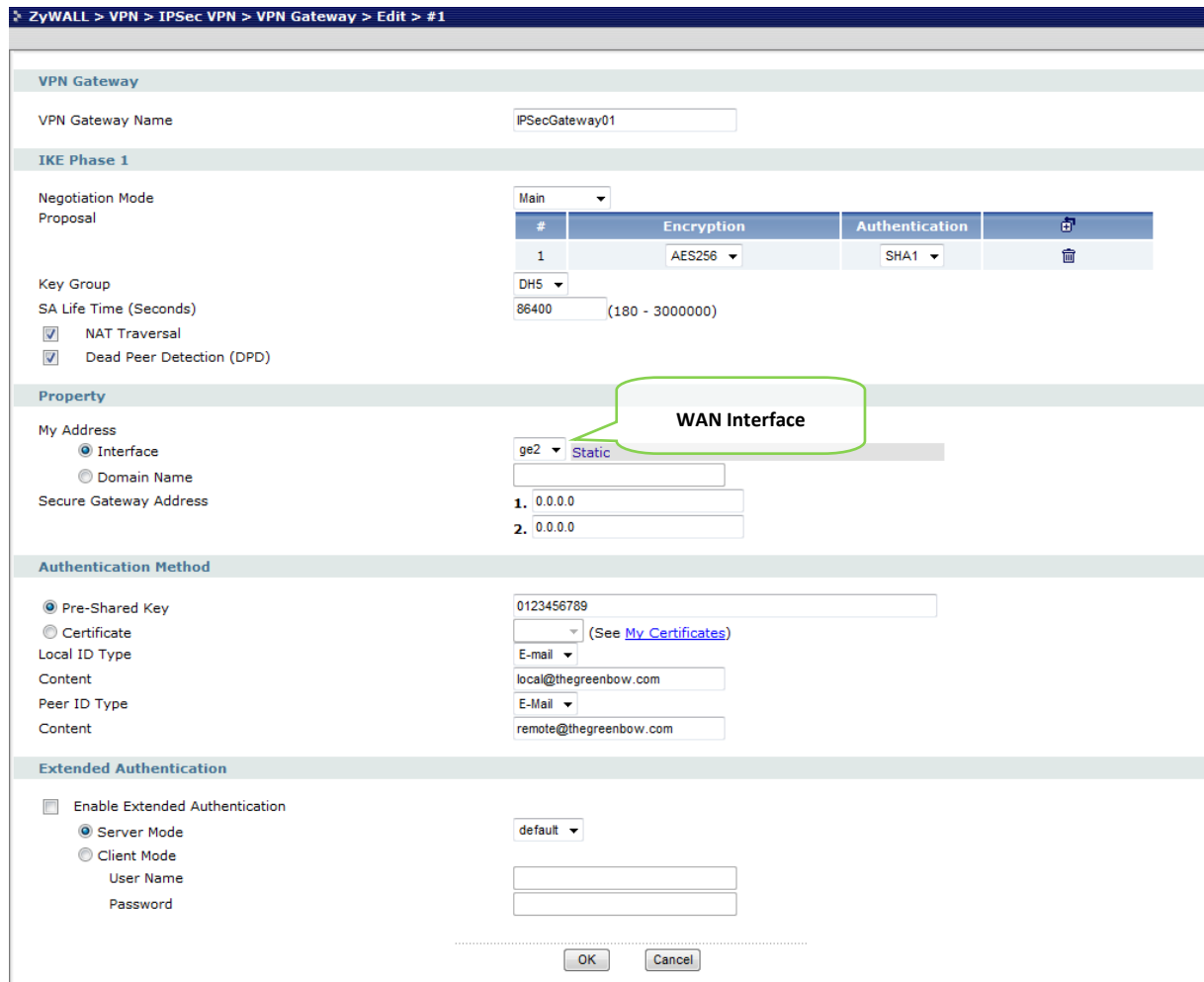
This section describes how to build an IPSec VPN configuration with your Zyxel ZyWALL USG 1000 VPN router.

Once connected to your Zyxel ZyWALL USG 1000 VPN gateway, you must select "VPN" then "IPSec VPN" and "VPN Gateway" tabs.



Click "Add VPN" in order to add a new IPSec VPN Gateway (Phase 1) for VPN Client.

Click on "OK" to save, after configured required parameters.



Navigate to 'Object' > 'Address' > 'Address', and click 'Add' in order to create a new IPSec VPN Host (VPN Client Virtual IP address) for the remote VPN client.

ZyWALL > Object > Address > Address > Edit > #4

Configuration

Name: IPSecNode01

Address Type: HOST

IP Address: 192.168.10.1

OK Cancel









Click on 'OK' to save.

Object Address summary:

ZyWALL > Object > Address > Address

Address Address Group

Configuration

#	Name	Type	Address	
1	LAN_SUBNET	SUBNET	192.168.1.0/24	 
2	DMZ1_SUBNET	SUBNET	192.168.2.0/24	 
3	DMZ2_SUBNET	SUBNET	192.168.3.0/24	 
4	IPSecNode01	HOST	192.168.10.1	 

Navigate to 'VPN' > 'IPSec VPN' > 'VPN Connection', and click 'Add' in order to create a new IPSec VPN Connection (Phase 2) for the remote VPN client.

ZyWALL > VPN > IPSec VPN > VPN Connection

VPN Connection VPN Gateway Concentrator SA Monitor

Configuration

Total Connection:0 30 connection per page Page: 1 of 1

#	Name	VPN Gateway	Encapsulation	Algorithm	Policy	
Apply Reset						

Add VPN Connection

Click on 'OK' to save, after configured required parameters.

ZyWALL > VPN > IPSec VPN > VPN Connection > Edit > #1

VPN Connection

Connection Name: IPSecCnx01

VPN Gateway

Name: IPSecGateway01 (Add New VPN Gateway)
ge2 IPSecCnx01

Phase 2

Active Protocol: ESP
Encapsulation: Tunnel
Proposal:

#	Encryption	Authentication	
1	AES256	SHA1	

SA Life Time (Seconds): 86400 (180 - 3000000)
Perfect Forward Secrecy (PFS): DH5

Policy

Policy Enforcement

Local policy: LAN_SUBNET
Remote policy: IPSecNode01

Subnet to reach from VPN Client: SUBNET, 192.168.1.0/24
VPN Client Virtual IP address: HOST, 192.168.10.1

Property

Nailed-Up
 Enable Replay Detection
 Enable NetBIOS broadcast over IPSec

Basic<<

Inbound/Outbound traffic NAT

Outbound Traffic

Source NAT

Source: NONE
Destination: NONE
SNAT: NONE

Inbound Traffic

Source NAT

Source: NONE
Destination: NONE
SNAT: NONE

Destination NAT

#	Original IP	Mapped IP	Protocol	Original Port	Mapped Port	
---	-------------	-----------	----------	---------------	-------------	--

OK Cancel

VPN Connection summary:

ZyWALL > VPN > IPSec VPN > VPN Connection

VPN Connection | VPN Gateway | Concentrator | SA Monitor

Configuration

Total Connection: 1 | 30 connection per page | Page: 1 of 1

#	Name	VPN Gateway	Encapsulation	Algorithm	Policy	
1	IPSecCnx01	IPSecGateway01	TUNNEL	AES256/SHA	LAN_SUBNET/IPSecNode01	

Apply Reset

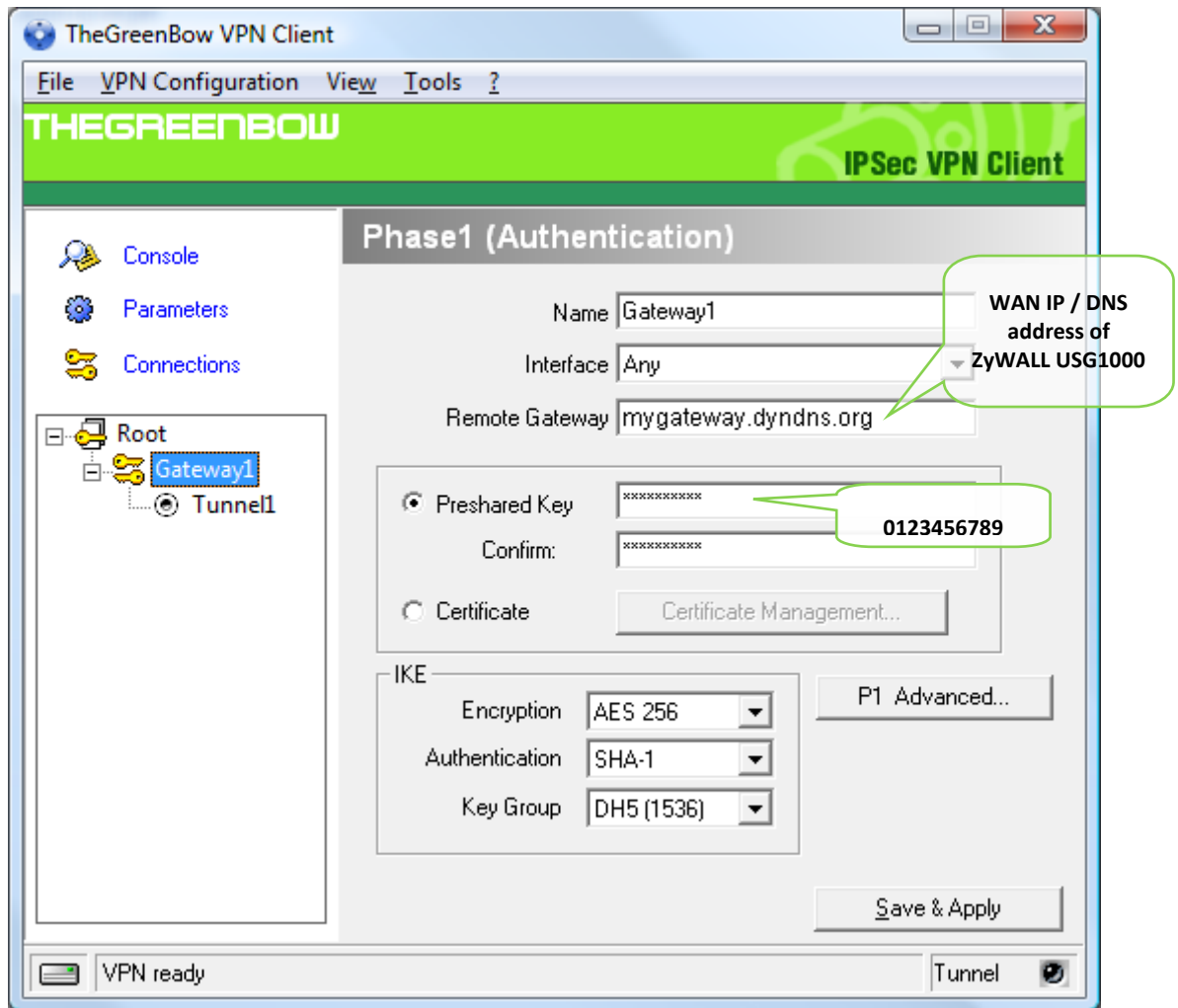
This complete the configuration of the Zyxel ZyWALL USG 1000 VPN router for remote connections.

3 TheGreenBow IPsec VPN Client software configuration

This section describes the required configuration to connect to a Zyxel ZyWALL USG 1000 VPN router.

To download the latest release of TheGreenBow IPsec VPN Client software, please go to http://www.thegreenbow.com/vpn_down.html.

3.1 VPN Client Phase 1 (IKE) Configuration



Phase 1 configuration

You may use either Pre-shared Key, Certificates, USB Tokens or X-Auth combined with RADIUS Server for User Authentication with the Zyxel ZyWALL USG 1000 router. This configuration is one example of can be accomplished in term of User Authentication. You may want to refer to either the Zyxel ZyWALL USG 1000 router user guide or TheGreenBow IPsec VPN Client User Guide for more details on User Authentication options.

Click on "P1 Advanced..." and configure Local ID and Remote ID.

Phase1 Advanced

Advanced features

Config Mode Redund.GW

Aggressive Mode NAT-T

X-Auth

X-Auth Popup Login

Hybrid Mode Password

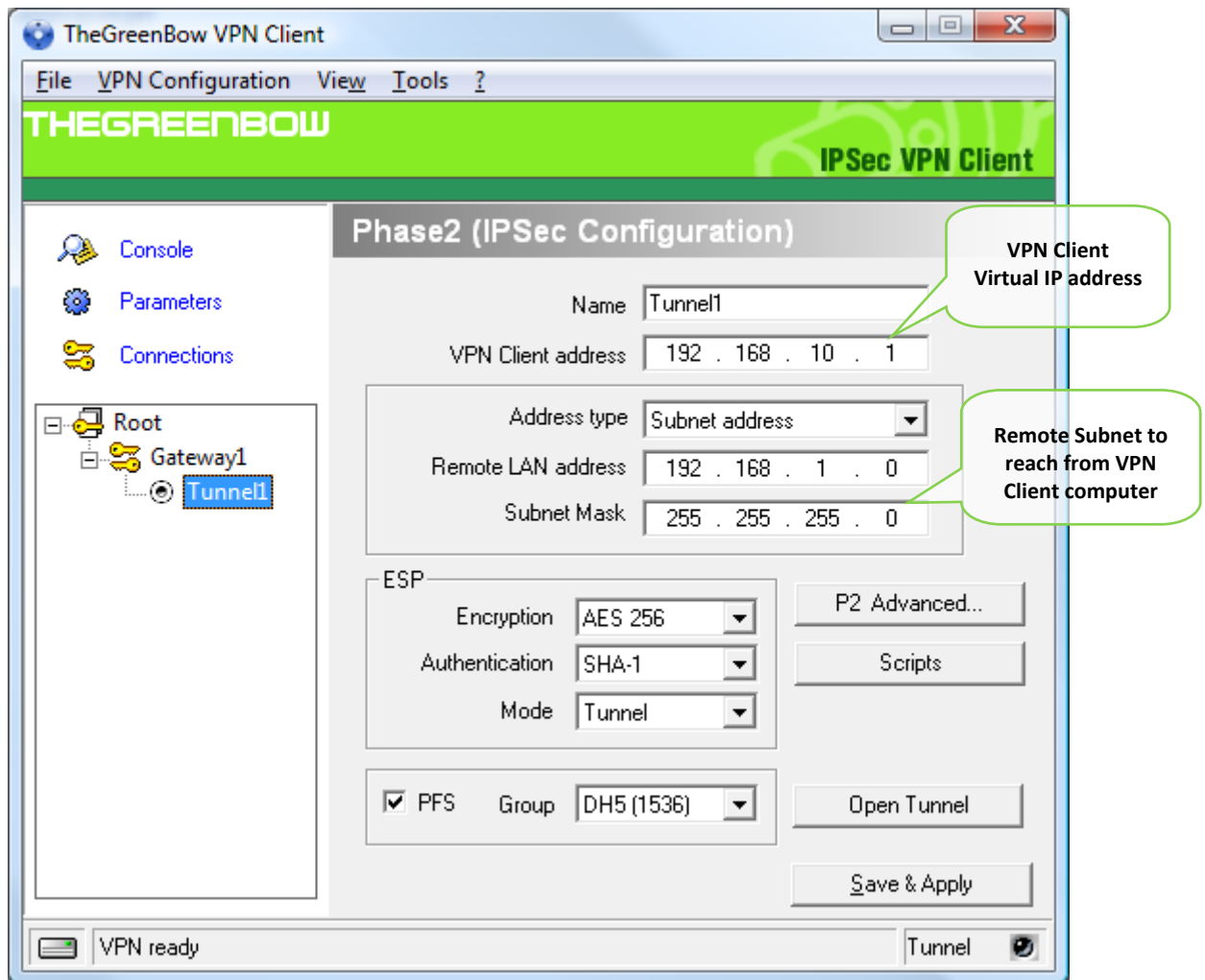
Local and Remote ID

Choose the type of ID: Set the value for the ID:

Local ID

Remote ID

3.2 VPN Client Phase 2 (IPSec) Configuration



Phase 2 Configuration

3.3 Open IPSec VPN tunnels

Once both Zyxel ZyWALL USG 1000 router and TheGreenBow IPSec VPN Client software have been configured accordingly, you are ready to open VPN tunnels. First make sure you enable your firewall with IPSec traffic.

1. Click on "Save & Apply" to take into account all modifications we've made on your VPN Client configuration
2. Click on "Open Tunnel", or generate traffic that will automatically open a secure IPSec VPN Tunnel (e.g. ping, IE browser)
3. Select "Connections" to see opened VPN Tunnels
4. Select "Console" if you want to access to the IPSec VPN logs and adjust filters to display less IPSec messaging. The following example shows a successful connection between TheGreenBow IPSec VPN Client software and a Zyxel ZyWALL USG 1000 VPN router.

Doc.Ref	tgbvpn_cg-zywall-usg-1000-en
Doc.version	4.0 – Jun 2009
VPN version	4.6

```

20090602 155336 Default (SA Gateway1-P1) SEND phase 1 Main Mode [SA][MD][MD][MD][MD][MD]
20090602 155336 Default (SA Gateway1-P1) RECV phase 1 Main Mode [SA][MD][MD][MD][MD][MD][MD][MD][MD][MD]
20090602 155336 Default (SA Gateway1-P1) SEND phase 1 Main Mode [KEY_EXCH][NONCE][NAT_D][NAT_D]
20090602 155336 Default (SA Gateway1-P1) RECV phase 1 Main Mode [KEY_EXCH][NONCE][NAT_D][NAT_D]
20090602 155336 Default (SA Gateway1-P1) SEND phase 1 Main Mode [HASH][ID][NOTIFY]
20090602 155336 Default (SA Gateway1-P1) RECV phase 1 Main Mode [HASH][ID]
20090602 155336 Default phase 1 done: initiator id remote@thegreenbow.com, responder id local@thegreenbow.com
20090602 155336 Default (SA Gateway1-Tunnel1-P2) SEND phase 2 Quick Mode [HASH][SA][KEY_EXCH][NONCE][ID][ID]
20090602 155336 Default (SA Gateway1-Tunnel1-P2) RECV phase 2 Quick Mode [HASH][SA][KEY_EXCH][NONCE][ID][ID]
20090602 155336 Default (SA Gateway1-Tunnel1-P2) SEND phase 2 Quick Mode [HASH]
20090602 155406 Default (SA Gateway1-P1) SEND Informational [HASH][NOTIFY] type DPD_R_U_THERE
20090602 155406 Default (SA Gateway1-P1) RECV Informational [HASH][NOTIFY] type DPD_R_U_THERE_ACK
    
```

4 Tools in case of trouble

Configuring an IPSec VPN tunnel can be a hard task. One missing parameter can prevent a VPN connection from being established. Some tools are available to find source of troubles during a VPN establishment.

4.1 A good network analyser: Wireshark

Wireshark is a free software that can be used for packet and traffic analysis. It shows IP or TCP packets received on a network card. This tool is available on website <http://www.wireshark.org>. It can be used to follow protocol exchange between two devices. For installation and use details, read its specific documentation (<http://www.wireshark.org/docs/>).

No. .	Time	Source	Destination	Protocol	Info
1	0.000000	192.168.1.3	192.168.1.2	ISAKMP	Identity Protection (Main Mode)
2	0.153567	192.168.1.2	192.168.1.3	ISAKMP	Identity Protection (Main Mode)
3	0.205363	192.168.1.3	192.168.1.2	ISAKMP	Identity Protection (Main Mode)
4	0.257505	192.168.1.2	192.168.1.3	ISAKMP	Identity Protection (Main Mode)
5	0.300882	192.168.1.3	192.168.1.2	ISAKMP	Identity Protection (Main Mode)
6	0.310186	192.168.1.2	192.168.1.3	ISAKMP	Identity Protection (Main Mode)
7	0.313742	192.168.1.3	192.168.1.2	ISAKMP	Quick Mode
8	0.321913	192.168.1.2	192.168.1.3	ISAKMP	Quick Mode
9	0.323741	192.168.1.3	192.168.1.2	ISAKMP	Quick Mode
10	0.334980	192.168.1.2	192.168.1.3	ISAKMP	Quick Mode
11	0.691160	192.168.1.3	192.168.1.2	ESP	ESP (SPI=0x919bfabc)
12	1.692568	192.168.1.3	192.168.1.2	ESP	ESP (SPI=0x919bfabc)
13	1.693164	192.168.1.2	192.168.1.3	ESP	ESP (SPI=0x53a5925e)
14	2.693600	192.168.1.3	192.168.1.2	ESP	ESP (SPI=0x919bfabc)
15	2.694026	192.168.1.2	192.168.1.3	ESP	ESP (SPI=0x53a5925e)

Frame 1 (142 bytes on wire, 142 bytes captured)
 Ethernet II, Src: 00:50:04:ad:f2:73, Dst: 00:10:b5:07:2f:ff

5 VPN IPSec Troubleshooting

5.1 « PAYLOAD MALFORMED » error (wrong Phase 1 [SA])

```
114920 Default (SA Gateway1-P1) SEND phase 1 Main Mode [SA][VID]
114920 Default (SA Gateway1-P1) RECV phase 1 Main Mode [NOTIFY]
114920 Default exchange_run: exchange_validate failed
114920 Default dropped message from 195.100.205.114 port 500 due to notification
type PAYLOAD_MALFORMED
114920 Default SEND Informational [NOTIFY] with PAYLOAD_MALFORMED error
```

If you have an « PAYLOAD MALFORMED » error you might have a wrong Phase 1 [SA], check if the encryption algorithms are the same on each side of the VPN tunnel.

5.2 « INVALID COOKIE » error

```
115933 Default message_recv: invalid cookie(s) 5918ca0c2634288f 7364e3e486e49105
115933 Default dropped message from 195.100.205.114 port 500 due to notification
type INVALID_COOKIE
115933 Default SEND Informational [NOTIFY] with INVALID_COOKIE error
```

If you have an « INVALID COOKIE » error, it means that one of the endpoint is using a SA that is no more in use. Reset the VPN connection on each side.

5.3 « no keystate » error

```
115315 Default (SA Gateway1-P1) SEND phase 1 Main Mode [SA][VID]
115317 Default (SA Gateway1-P1) RECV phase 1 Main Mode [SA][VID]
115317 Default (SA Gateway1-P1) SEND phase 1 Main Mode [KEY][NONCE]
115319 Default (SA Gateway1-P1) RECV phase 1 Main Mode [KEY][NONCE]
115319 Default (SA Gateway1-P1) SEND phase 1 Main Mode [ID][HASH][NOTIFY]
115319 Default ipsec_get_keystate: no keystate in ISAKMP SA 00B57C50
```

Check if the preshared key is correct or if the local ID is correct (see « Advanced » button). You should have more information in the remote endpoint logs.

5.4 « received remote ID other than expected » error

```
120348 Default (SA Gateway1-P1) SEND phase 1 Main Mode [SA][VID]
120349 Default (SA Gateway1-P1) RECV phase 1 Main Mode [SA][VID]
120349 Default (SA Gateway1-P1) SEND phase 1 Main Mode [KEY][NONCE]
120351 Default (SA Gateway1-P1) RECV phase 1 Main Mode [KEY][NONCE]
120351 Default (SA Gateway1-P1) SEND phase 1 Main Mode [ID][HASH][NOTIFY]
120351 Default (SA Gateway1-P1) RECV phase 1 Main Mode [ID][HASH][NOTIFY]
120351 Default ike_phase_1_recv_ID: received remote ID other than expected
support@thegreenbow.fr
```

The « Remote ID » value (see « Advanced » Button) does not match what the remote endpoint is expected.

5.5 « NO PROPOSAL CHOSEN » error

```

115911 Default (SA Gateway1-P1) SEND phase 1 Main Mode [SA][VID]
115913 Default (SA Gateway1-P1) RECV phase 1 Main Mode [SA][VID]
115913 Default (SA Gateway1-P1) SEND phase 1 Main Mode [KEY][NONCE]
115915 Default (SA Gateway1-P1) RECV phase 1 Main Mode [KEY][NONCE]
115915 Default (SA Gateway1-P1) SEND phase 1 Main Mode [ID][HASH][NOTIFY]
115915 Default (SA Gateway1-P1) RECV phase 1 Main Mode [ID][HASH][NOTIFY]
115915 Default phase 1 done: initiator id c364cd70: 195.100.205.112, responder id
c364cd72: 195.100.205.114, src: 195.100.205.112 dst: 195.100.205.114
115915 Default (SA Gateway1-Tunnell-P2) SEND phase 2 Quick Mode
[SA][KEY][ID][HASH][NONCE]
115915 Default RECV Informational [HASH][NOTIFY] with NO_PROPOSAL_CHOSEN error
115915 Default RECV Informational [HASH][DEL]
115915 Default Gateway1-P1 deleted
    
```

If you have an « NO PROPOSAL CHOSEN » error, check that the « Phase 2 » encryption algorithms are the same on each side of the VPN Tunnel.

Check « Phase 1 » algorithms if you have this:

```

115911 Default (SA Gateway1-P1) SEND phase 1 Main Mode [SA][VID]
115911 Default RECV Informational [NOTIFY] with NO_PROPOSAL_CHOSEN error
    
```

5.6 « INVALID ID INFORMATION » error

```

122623 Default (SA Gateway1-P1) SEND phase 1 Main Mode [SA][VID]
122625 Default (SA Gateway1-P1) RECV phase 1 Main Mode [SA][VID]
122625 Default (SA Gateway1-P1) SEND phase 1 Main Mode [KEY][NONCE]
122626 Default (SA Gateway1-P1) RECV phase 1 Main Mode [KEY][NONCE]
122626 Default (SA Gateway1-P1) SEND phase 1 Main Mode [ID][HASH][NOTIFY]
122626 Default (SA Gateway1-P1) RECV phase 1 Main Mode [ID][HASH][NOTIFY]
122626 Default phase 1 done: initiator id c364cd70: 195.100.205.112, responder id
c364cd72: 195.100.205.114, src: 195.100.205.112 dst: 195.100.205.114
122626 Default (SA Gateway1-Tunnell-P2) SEND phase 2 Quick Mode
[SA][KEY][ID][HASH][NONCE]
122626 Default RECV Informational [HASH][NOTIFY] with INVALID_ID_INFORMATION error
122626 Default RECV Informational [HASH][DEL]
122626 Default Gateway1-P1 deleted
    
```

If you have an « INVALID ID INFORMATION » error, check if « Phase 2 » ID (local address and network address) is correct and match what is expected by the remote endpoint.

Check also ID type ("Subnet address" and "Single address"). If network mask is not check, you are using a IPV4_ADDR type (and not a IPV4_SUBNET type).

5.7 I clicked on "Open tunnel", but nothing happens.

Read logs of each VPN tunnel endpoint. IKE requests can be dropped by firewalls. An IPSec Client uses UDP port 500 and protocol ESP (protocol 50).

5.8 The VPN tunnel is up but I can't ping !

If the VPN tunnel is up, but you still cannot ping the remote LAN, here are a few guidelines:

- Check Phase 2 settings: VPN Client address and Remote LAN address. Usually, VPN Client IP address should not belong to the remote LAN subnet
- Once VPN tunnel is up, packets are sent with ESP protocol. This protocol can be blocked by firewall. Check that every device between the client and the VPN server does accept ESP
- Check your VPN server logs. Packets can be dropped by one of its firewall rules.
- Check your ISP support ESP

Doc.Ref	tgbvpn_cg-zywall-usg-1000-en
Doc.version	4.0 – Jun 2009
VPN version	4.6

- If you still cannot ping, follow ICMP traffic on VPN server LAN interface and on LAN computer interface (with Wireshark for example). You will have an indication that encryption works.
- Check the “default gateway” value in VPN Server LAN. A target on your remote LAN can receive pings but does not answer because there is a no “Default gateway” setting.
- You cannot access to the computers in the LAN by their name. You must specify their IP address inside the LAN.
- We recommend you to install Wireshark (<http://www.wireshark.org>) on one of your target computer. You can check that your pings arrive inside the LAN.

	Doc.Ref	tgbvpn_cg-zywall-usg-1000-en
	Doc.version	4.0 – Jun 2009
	VPN version	4.6

6 Contacts

News and updates on TheGreenBow web site: <http://www.thegreenbow.com>

Technical support by email at support@thegreenbow.com

Sales contacts by email at sales@thegreenbow.com