TheGreenBow IPSec VPN Client

Configuration Guide

Neusoft FW 5200-
IP291/391/561

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1 Introduction

1.1 Goal of this document
This configuration guide describes how to configure TheGreenBow IPSec VPN Client with a NEUSOFT GW.

1.2 VPN Network topology
In our VPN network example (diagram hereafter), we will connect TheGreenBow IPSec VPN Client to the LAN behind the NEUSOFT GW. 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.

- NEUSOFT GW WAN IP Address will be 20.1.3.2(mygateway.dyndns.org)
- NEUSOFT GW LAN IP Address will be 192.168.0.1/24
2 NEUSOFT GW VPN configuration

This section describes how to build an IPSec VPN configuration with your NEUSOFT GW. Read NEUSOFT GW documentation for more details about these VPN gateways.

2.1 NEUSOFT GW Address

Go to Configuration > Interfaces > Layer3 Interfaces and edit WAN and LAN interfaces with the appropriate IP addresses values.

<table>
<thead>
<tr>
<th>Interface</th>
<th>Active</th>
<th>MAC</th>
<th>MTU</th>
<th>IP Address</th>
<th>Floating IP Address</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>vlan10</td>
<td></td>
<td>00.46.8A.6E.60</td>
<td>1500</td>
<td>20.1.3.28</td>
<td></td>
<td></td>
</tr>
<tr>
<td>vlan492</td>
<td></td>
<td>00.46.8A.6E.61</td>
<td>1500</td>
<td>100.1.2.254.24</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2.2 NEUSOFT GW Router

Go to Configuration > Routing > Default Routing Table

- Destination IP Address : 0.0.0.0
- Mask Length : 0
- Outgoing Interface : vlan10
- Gateway : 20.1.3.1 (Next Hop Address)
- Metric : 1

2.3 NEUSOFT GW User

Go to Configuration > VPNs > VPN Users > Users

- Name : TheGreenBow
- ID Type : USER_FQDN
- KEY ID : tgb@thegreenbow.com
- Enable : checked

In our example, we will use a basic authentication for the user that will be activated by a prompt. Click on Apply when finished.
2.4 NEUSOFT GW VPN

Go to Configuration > VPNs > Auto IKE

Name : tgb_dialup
Bind to VPN Tunnel : blank
Remote Peer : Dial-up User
User : TheGreenBow
Outgoing Interface : vlan10
Local IP Address : 20.1.3.2
Authentication Mode : Preshared Key
Key : 123456

Click on Apply when finished. Then edit advanced option of the tunnel by click on name in tunnel list.

In “advanced settings”, fill in “Local Subnet”.

IP Address : 192.168.1.0
Mask Length : 24
### Authentication

**Authentication Method:** Preshared Key

**Key:** 

```
*****
```

### Advanced Settings

#### Local Subnet

- **IP Address:** 102.168.0.0
- **Mask Length:** 24

#### Remote Subnet

- **IP Address:**
- **Mask Length:**

Click on Apply when finished. At last, please be sure the "Enable" is checked.
3 The GreenBow IPSec VPN Client configuration

3.1 VPN Client Phase 1 (IKE) Configuration

![Phase 1 configuration](image)

The remote VPN Gateway IP address is either an explicit IP address, or a DNS Name.
3.2 VPN Client Phase 2 (IPSec) Configuration

Phase 2 Configuration

3.3 Open IPSec VPN tunnels

Once both NEUSOFT GW and TheGreenBow IPSec VPN Client 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 and a Microsoft Windows 2000 Server.

```
<table>
<thead>
<tr>
<th>No.</th>
<th>Time</th>
<th>Source</th>
<th>Destination</th>
<th>Protocol</th>
<th>Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0.092</td>
<td>192.168.1.2</td>
<td>192.168.1.3</td>
<td>ESP</td>
<td>ESP</td>
</tr>
<tr>
<td>2</td>
<td>0.326</td>
<td>192.168.1.2</td>
<td>192.168.1.3</td>
<td>ESP</td>
<td>ESP</td>
</tr>
<tr>
<td>3</td>
<td>0.304</td>
<td>192.168.1.2</td>
<td>192.168.1.3</td>
<td>ESP</td>
<td>ESP</td>
</tr>
<tr>
<td>4</td>
<td>0.248</td>
<td>192.168.1.2</td>
<td>192.168.1.3</td>
<td>ESP</td>
<td>ESP</td>
</tr>
<tr>
<td>5</td>
<td>0.283</td>
<td>192.168.1.2</td>
<td>192.168.1.3</td>
<td>ESP</td>
<td>ESP</td>
</tr>
<tr>
<td>6</td>
<td>0.264</td>
<td>192.168.1.2</td>
<td>192.168.1.3</td>
<td>ESP</td>
<td>ESP</td>
</tr>
</tbody>
</table>
```

Enter the IP address (and subnet mask) of the remote LAN.
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: ethereal

Ethereal 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 tools is available on website http://www.ethereal.com/. It can be used to follow protocol exchange between two devices. For installation and use details, read its specific documentation.
5 VPN IPSec Troubleshooting

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

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

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

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

The « Remote ID » value (see « Advanced » Button) does not match what the remote endpoint is expected.
5.5 « NO PROPOSAL CHOSEN » error

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:

5.6 « INVALID ID INFORMATION » error

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
- If you still cannot ping, follow ICMP traffic on VPN server LAN interface and on LAN computer interface (with Ethereal 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 ethereal (http://www.ethereal.com) on one of your target computer. You can check that your pings arrive inside the LAN.
6 Contacts

News and updates on TheGreenBow web site: [http://www.thegreenbow.com](http://www.thegreenbow.com)

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