TheGreenBow IPSec VPN Client

Configuration Guide

SonicWall TZ170

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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 SonicWall TZ170 firewall.

1.2 VPN Network topology

In our VPN network example (diagram hereafter), we will connect TheGreenBow IPSec VPN Client to the LAN behind the SonicWall TZ170 firewall. 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 SonicWall TZ170 VPN Gateway

The tests and VPN configuration have been conducted with a SonicWall TZ170. firmware SonicOS Standard 3.1.0.7-77s.
2 SonicWall TZ170 VPN configuration

This section describes how to build an IPSec VPN configuration with your SonicWall TZ170 VPN firewall. Once connected to your VPN gateway, you must select “Users” tab then “Local User” tabs. Click on “Add” for registering a new user. You can fill the following screen with your values:

When the user will connect to the gateway, he will be asked for these login and password. Click on “Ok” once every thing done. The new user should appear in “Local Users”.

![Screen shot of SonicWall TZ170 configuration interface]
In the next steps, you will create an VPN tunnel with which the VPN client will be able to get connected to the SonicWall TZ170.

Now, click on "VPN" then on "Settings".

"Enable VPN" must be checked.

In "VPN Policies", click on "Add" for adding a new VPN tunnel.

In our example, the value of the preshared key is "PresharedSecret". It must be set also on the client.
The proposals are the algorithms that will be used during Phase 1 and Phase 2. They will also be used in the client settings.
3 TheGreenBow IPSec VPN Client configuration

3.1 VPN Client Phase 1 (IKE) Configuration

Phase 1 configuration

In "Preshared Key"'s value textbox, you must fill the same value that was set in TZ170 configuration.
In phase 1 advanced settings ("P1 Advanced"), you must set "Aggressive mode" and check "X-Auth popup". In our example, the value of the "Local ID" is an IP address.
3.2 VPN Client Phase 2 (IPSec) Configuration

In "VPN Client address", you may define a static virtual IP address. If you use 0.0.0.0, you will have error "Local-ID" is missing. It does not prevent you from establishing a tunnel.

3.3 Open IPSec VPN tunnels

Once both SonicWall TZ170 firewall 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 have 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.
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 tool 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 supports 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 except if you set “DNS server” and “WINS server” in “P2 Advanced” windows from the client interface.

? 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

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