TheGreenBow IPSec VPN Client

Configuration Guide

NetGear FVS336G

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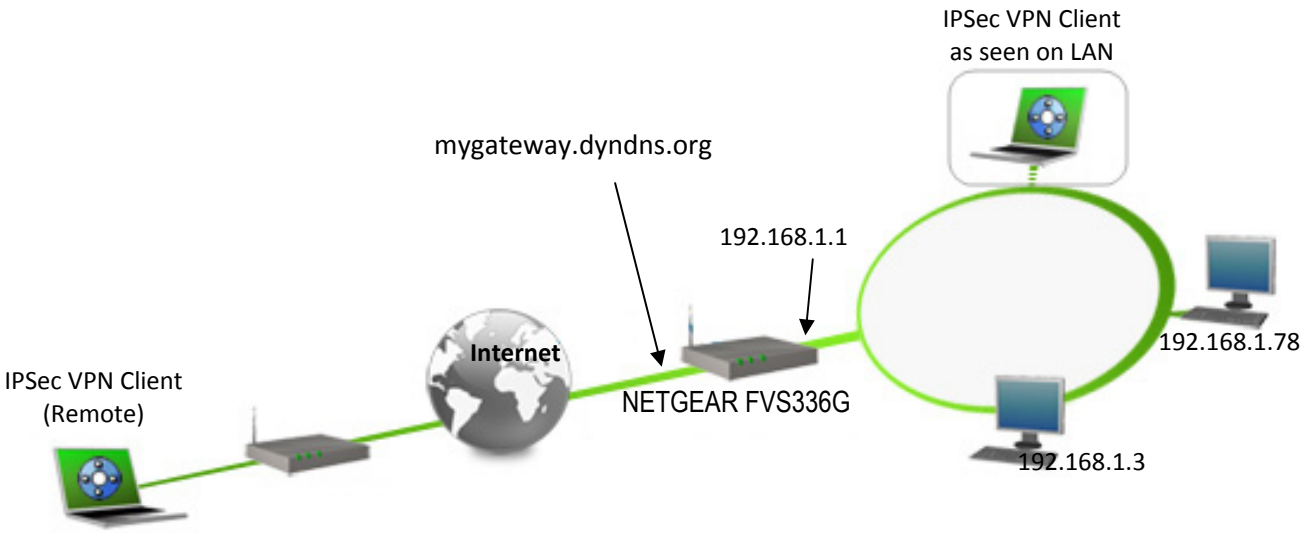
1 Introduction

1.1 Goal of this document

This configuration guide describes how to configure TheGreenBow IPSec VPN Client software with a NETGEAR FVS336G VPN firewall to establish VPN connections for remote access to 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 NETGEAR FVS336G 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 NETGEAR FVS336G Restrictions

Depending on the firmware version, NETGEAR FVS336G may not support NAT-T and as a consequence the IPSec VPN Client software could not connect if standing on a LAN behind (e.g. router at home, ..).

1.4 NETGEAR FVS336G VPN Gateway

Our tests and VPN configuration have been conducted with Netgear FVS336G firmware release 3.0.6-27.

1.5 NETGEAR FVS336G VPN Gateway product info

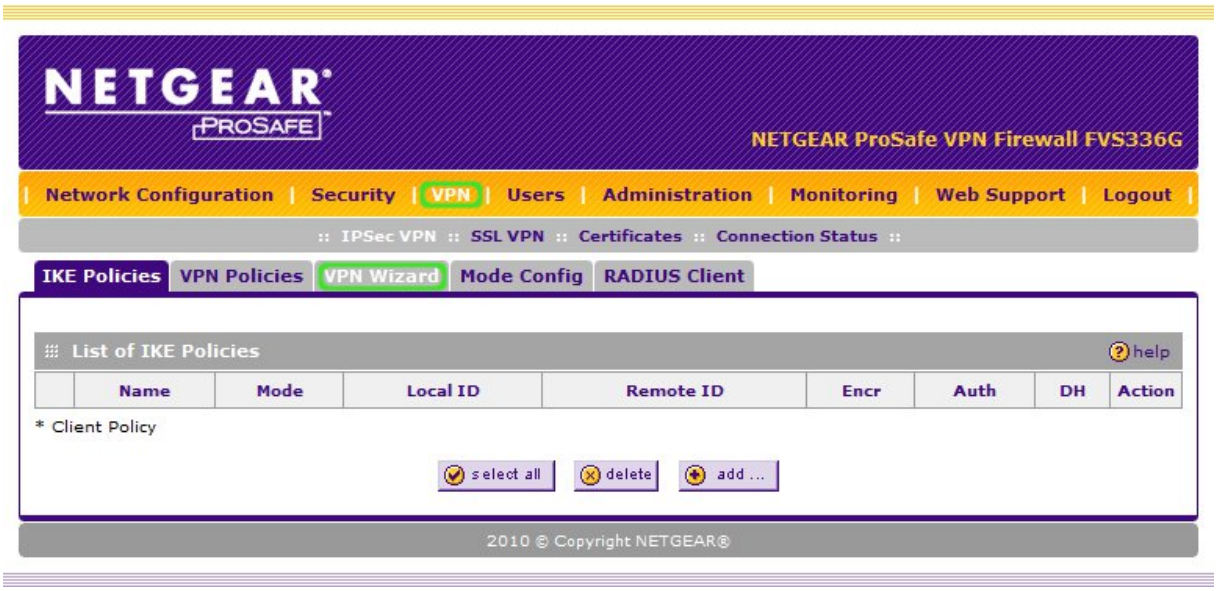
It is critical that users find all necessary information about NETGEAR FVS336G VPN Gateway. All product info, User Guide and knowledge base for the NETGEAR FVS336G VPN Gateway can be found on the NetGear website: http://www.netgear.com/

NETGEAR FVS336G Product page	http://support.netgear.com/app/answers/detail/a_id/74
NETGEAR FVS336G Reference Manual	http://support.netgear.com/app/answers/detail/a_id/13258
NETGEAR FVS336G FAQ/Knowledge Base	http://support.netgear.com/app/products/model/a_id/2425

2 NETGEAR FVS336G VPN configuration

This section describes how to build an IPSec VPN configuration with your NETGEAR FVS336G VPN router.

Once connected to your NETGEAR FVS336G VPN gateway, you must select “VPN” tab then “VPN Wizard” .

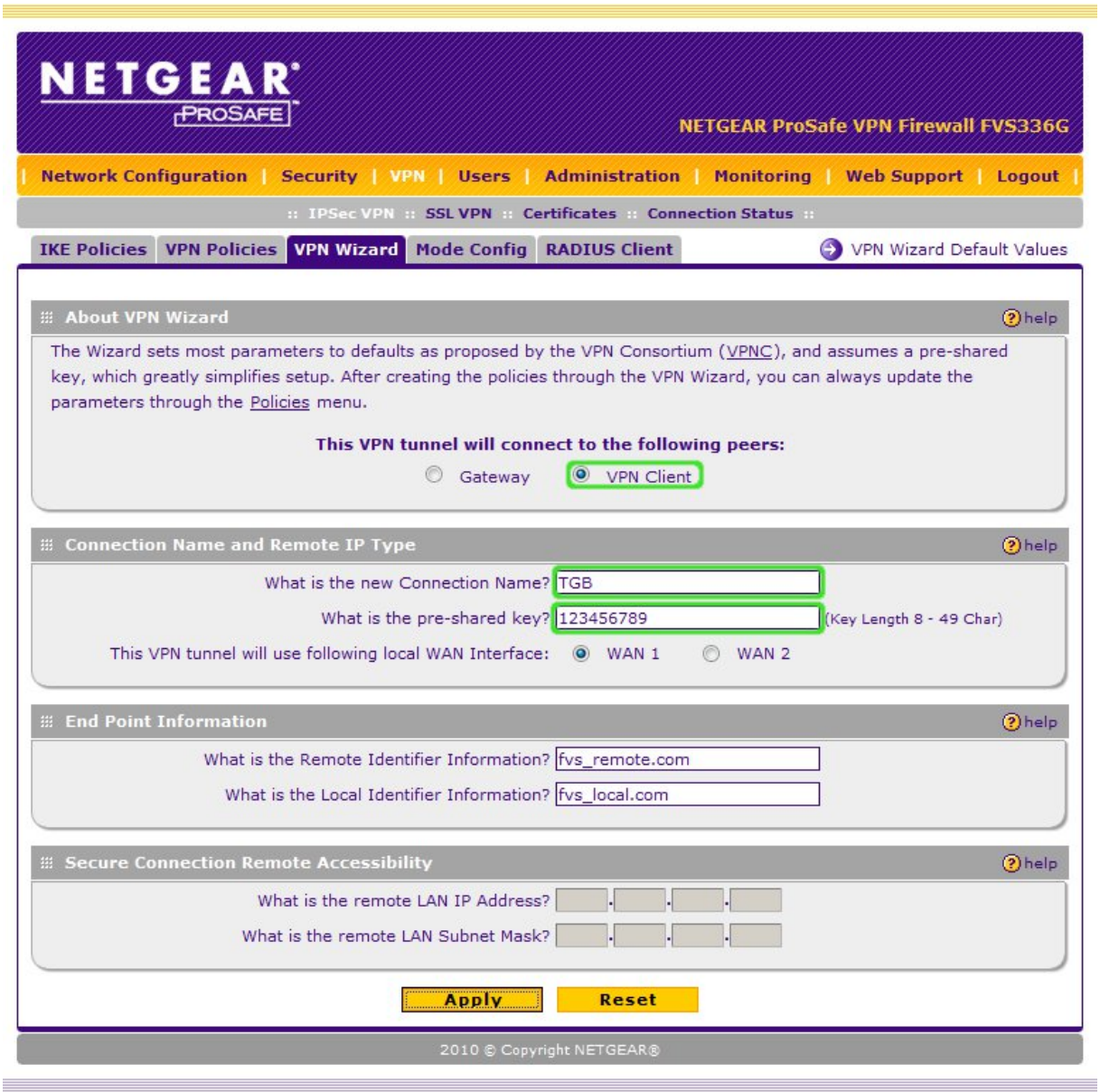


The VPN Wizard will set most of the parameters to default values and assume a pre-shared key. Once completed, it will create two policies: a IKE Policy and a VPN Policy.

Here, we've selected that the VPN tunnel will connect to a “VPN client”, specified its name (“TGB”) and set the pre-shared key (“123456789”).

The VPN Wizard has automatically set the Remote Identifier Information (“fvs_remote.com”) and the Local Identifier Information (“fvs_local.com”) which are Fully Qualified Domain Name (FQDN). Each shall match respectively the Local ID and Remote ID for the VPN Client software.

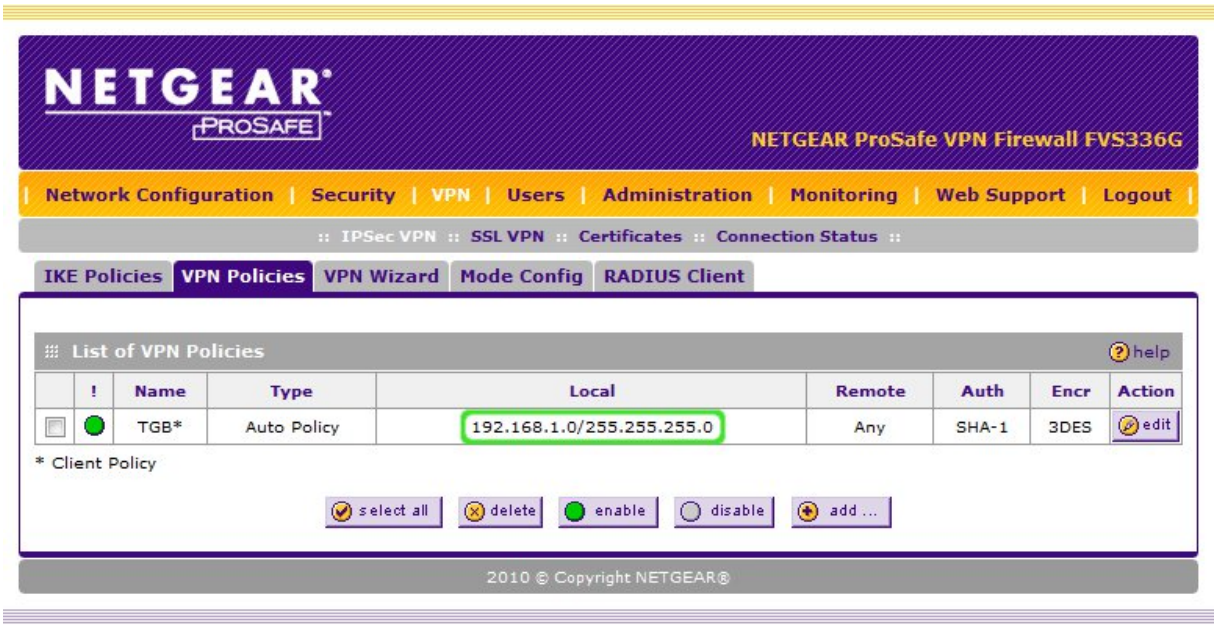
Click on “Apply” button once you've finished specifying your own values.



The “VPN Policies” tab is displayed once you have click on the “Apply” button from previous step.

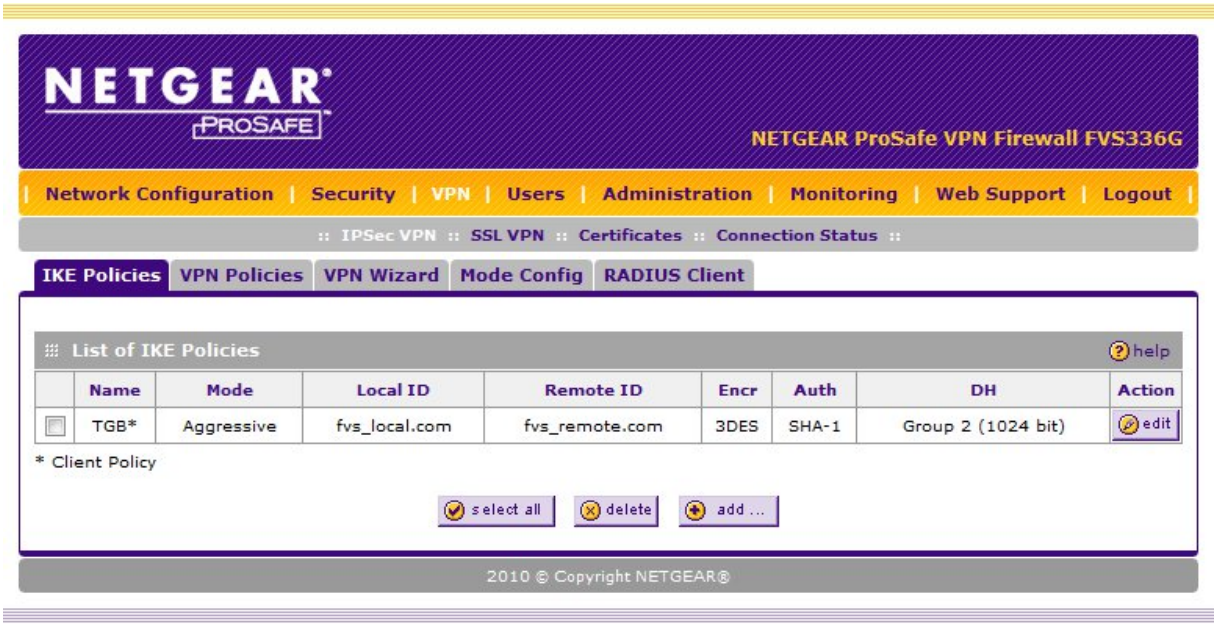
Subnet address has been set to 192.168.1.0 and subnet mask to 255.255.255.0

Don't forget to edit those values to match you own settings in the VPN Client software.



Clicking on the “IKE Policies” displays the currently set policy.

Don't forget to edit those values to match you own settings in the VPN Client software.

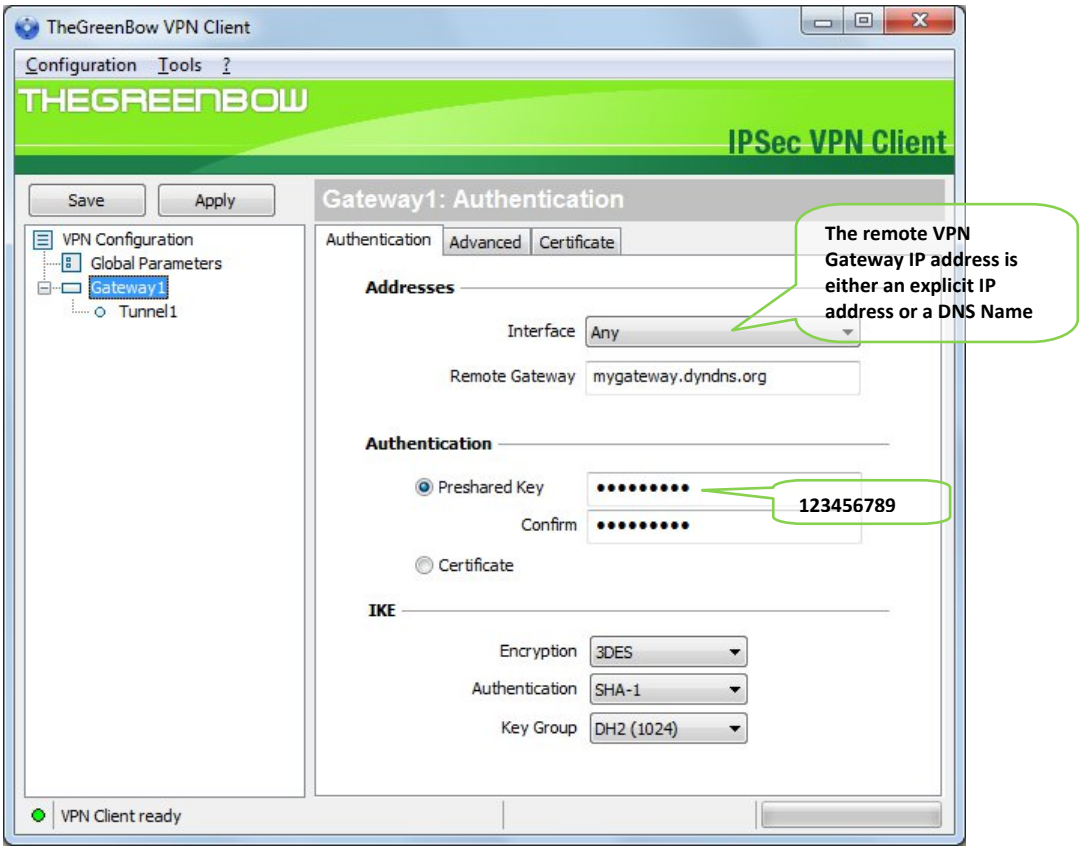


3 TheGreenBow IPSec VPN Client configuration

This section describes the required configuration to connect to a NETGEAR FVS336G VPN firewall via VPN connections.

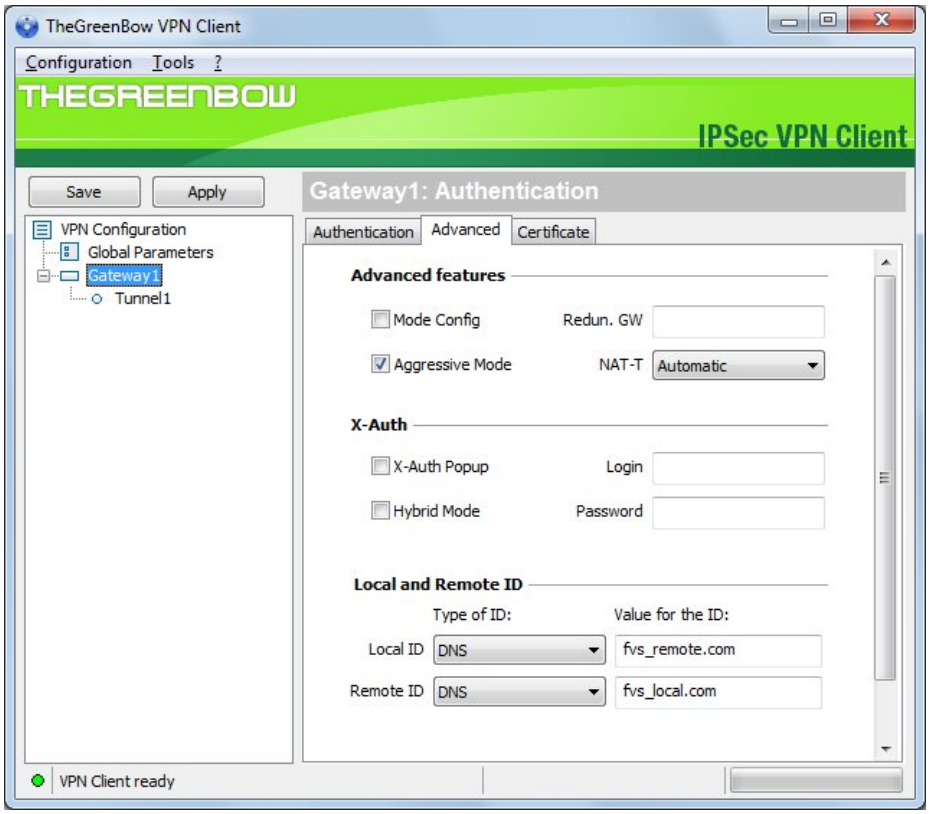
To download the latest release of TheGreenBow IPSec VPN Client software, please go to http://www.thegreenbow.com/vpn_down.html.

3.1 VPN Client Phase 1 (IKE) Configuration



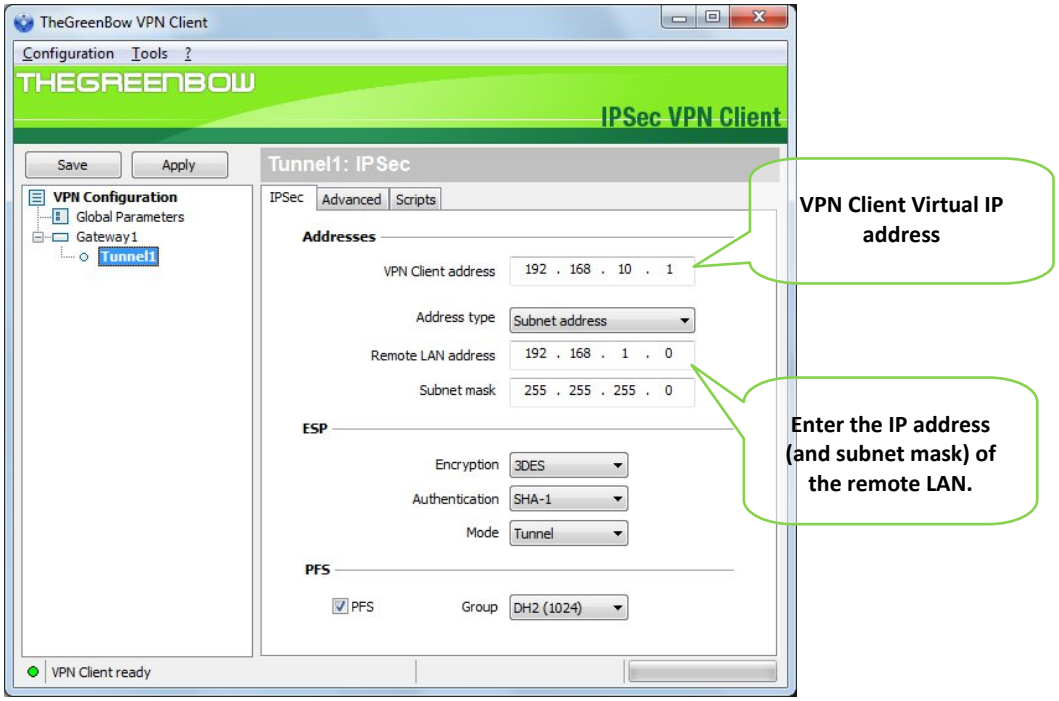
Phase 1 configuration

You may use either Preshared key, Certificates or X-Auth combined with RADIUS Server for User Authentication with the NETGEAR FVS336G firewall. This configuration is one example of what can be accomplished in term of User Authentication. You may want to refer to either the NETGEAR FVS336G firewall reference manual or TheGreenBow IPSec VPN Client software User Guide for more details on User Authentication options.



Phase 1 Advanced configuration

3.2 VPN Client Phase 2 (IPSec) Configuration



Phase 2 Configuration

3.3 Open IPSec VPN tunnels

Once both NETGEAR FVS336G 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 and a NETGEAR FVS336G VPN firewall.

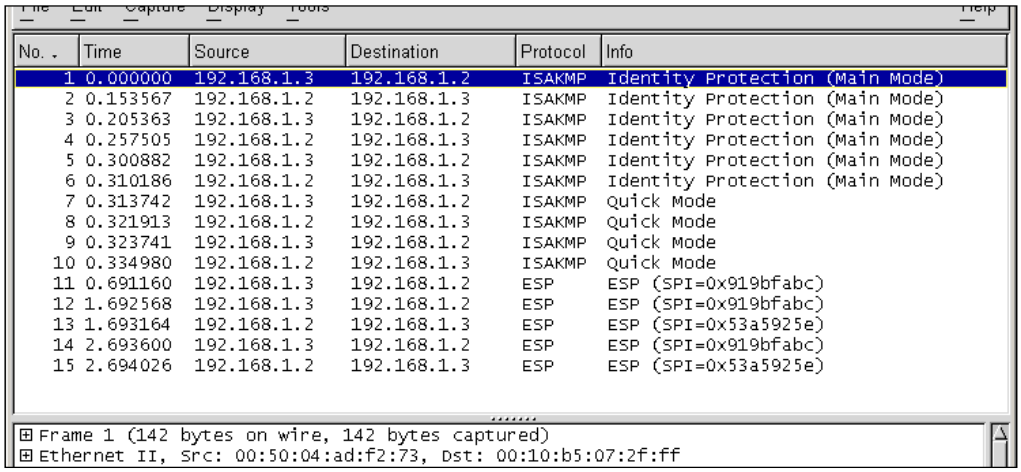
```
20110215 141513 Default phase 1 done: initiator id /C=fr/ST=idf/L=paris/O=bloodzonard/OU=seria
20110215 141513 Default (SA gateway1-tunnel1-P2) SEND phase 2 Quick Mode  [HASH] [SA] [N(
20110215 141514 Default (SA gateway1-tunnel1-P2) RECV phase 2 Quick Mode  [HASH] [SA] [N(
20110215 141514 Default (SA gateway1-tunnel1-P2) SEND phase 2 Quick Mode  [HASH]
20110215 141524 Default (SA gateway1-P1) RECV Informational  [HASH] [NOTIFY] type DPD_R_
20110215 141524 Default (SA gateway1-P1) SEND Informational  [HASH] [NOTIFY] type DPD_R_
20110215 141534 Default (SA gateway1-P1) SEND Informational  [HASH] [DELETE]
20110215 141534 Default <gateway1-tunnel1-P2> deleted
20110215 141534 Default (SA gateway1-P1) SEND Informational  [HASH] [DELETE]
```

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/).



5 VPN IPSec Troubleshooting

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

```
114920 Default (SA CNXVPN1-P1) SEND phase 1 Main Mode  [SA][VID]
114920 Default (SA CNXVPN1-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 CNXVPN1-P1) SEND phase 1 Main Mode  [SA][VID]
115317 Default (SA CNXVPN1-P1) RECV phase 1 Main Mode  [SA][VID]
115317 Default (SA CNXVPN1-P1) SEND phase 1 Main Mode  [KEY][NONCE]
115319 Default (SA CNXVPN1-P1) RECV phase 1 Main Mode  [KEY][NONCE]
115319 Default (SA CNXVPN1-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 CNXVPN1-P1) SEND phase 1 Main Mode  [SA][VID]
120349 Default (SA CNXVPN1-P1) RECV phase 1 Main Mode  [SA][VID]
120349 Default (SA CNXVPN1-P1) SEND phase 1 Main Mode  [KEY][NONCE]
120351 Default (SA CNXVPN1-P1) RECV phase 1 Main Mode  [KEY][NONCE]
120351 Default (SA CNXVPN1-P1) SEND phase 1 Main Mode  [ID][HASH][NOTIFY]
120351 Default (SA CNXVPN1-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 CNXVPN1-P1) SEND phase 1 Main Mode  [SA][VID]
115913 Default (SA CNXVPN1-P1) RECV phase 1 Main Mode  [SA][VID]
115913 Default (SA CNXVPN1-P1) SEND phase 1 Main Mode  [KEY][NONCE]
115915 Default (SA CNXVPN1-P1) RECV phase 1 Main Mode  [KEY][NONCE]
115915 Default (SA CNXVPN1-P1) SEND phase 1 Main Mode  [ID][HASH][NOTIFY]
115915 Default (SA CNXVPN1-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   CNXVPN1-CNXVPN1-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 CNXVPN1-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 CNXVPN1-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 CNXVPN1-P1) SEND phase 1 Main Mode  [SA][VID]
122625 Default (SA CNXVPN1-P1) RECV phase 1 Main Mode  [SA][VID]
122625 Default (SA CNXVPN1-P1) SEND phase 1 Main Mode  [KEY][NONCE]
122626 Default (SA CNXVPN1-P1) RECV phase 1 Main Mode  [KEY][NONCE]
122626 Default (SA CNXVPN1-P1) SEND phase 1 Main Mode  [ID][HASH][NOTIFY]
122626 Default (SA CNXVPN1-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   CNXVPN1-CNXVPN1-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 CNXVPN1-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

- 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.

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

Secure, Strong, Simple.

TheGreenBow Security Software