TheGreenBow IPSec VPN Client

Configuration Guide

Qno QVM660

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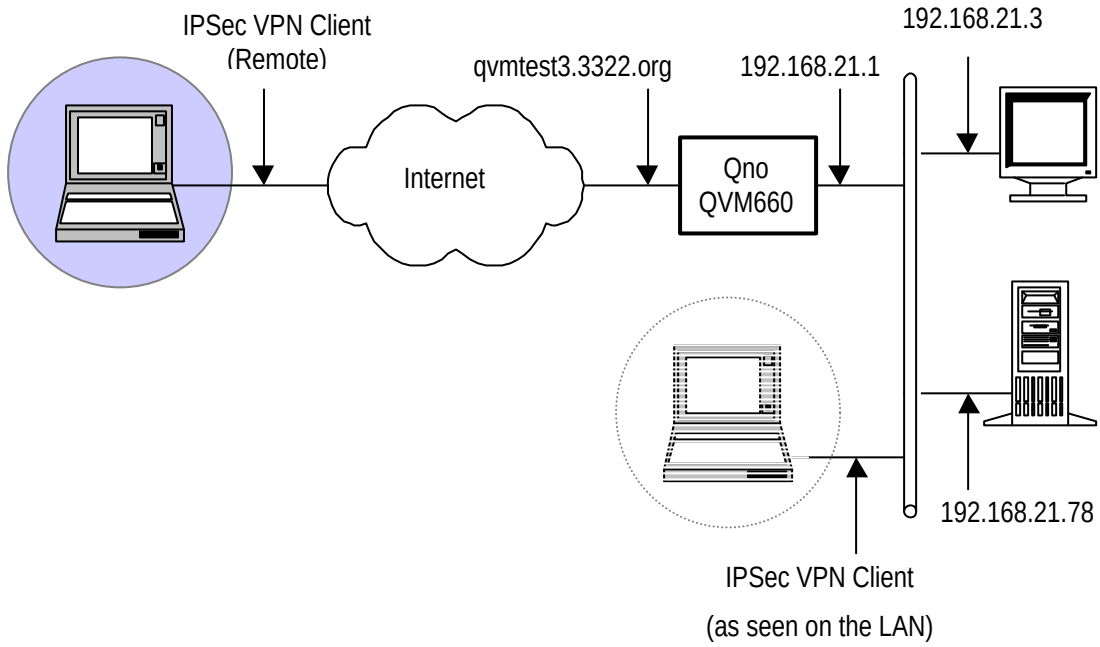
1 Introduction

1.1 Goal of this document

This configuration guide describes how to configure TheGreenBow IPSec VPN Client with a Qno VPN router.

1.2 VPN Network topology

In our VPN network example (diagram hereafter), we will connect TheGreenBow IPSec VPN Client to the LAN behind the Qno 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 Qno QVM660 Restrictions

No known restriction.

1.4 Qno QVM660 VPN Gateway

Our tests and VPN configuration have been conducted with Qno QVM660 firmware release 2.0.14.6RC2-Qno.

1.5 Qno QVM660 VPN Gateway product info

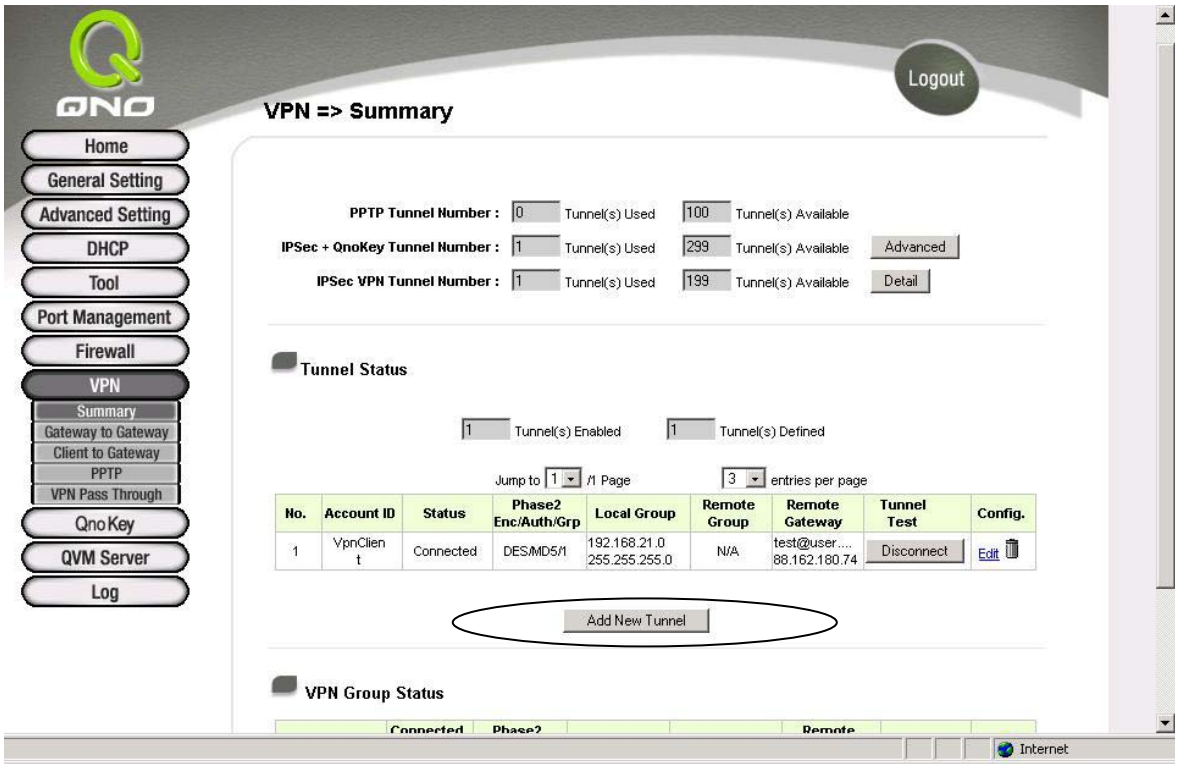
It is critical that users find all necessary information about Qno QVM660 VPN Gateway. All product info, User Guide and knowledge base for the Qno QVM660 VPN Gateway can be found on the Qno website: www.qno.com.tw/english/

- Qno QVM660 Product page: www.qno.com.tw/english/products.asp
- Qno QVM660 User Guide: http://www.qno.com.tw/english/qvm660_specifications.asp
- Qno QVM660 download: http://www.qno.com.tw/english/soft.asp?id=16&Submit=Go

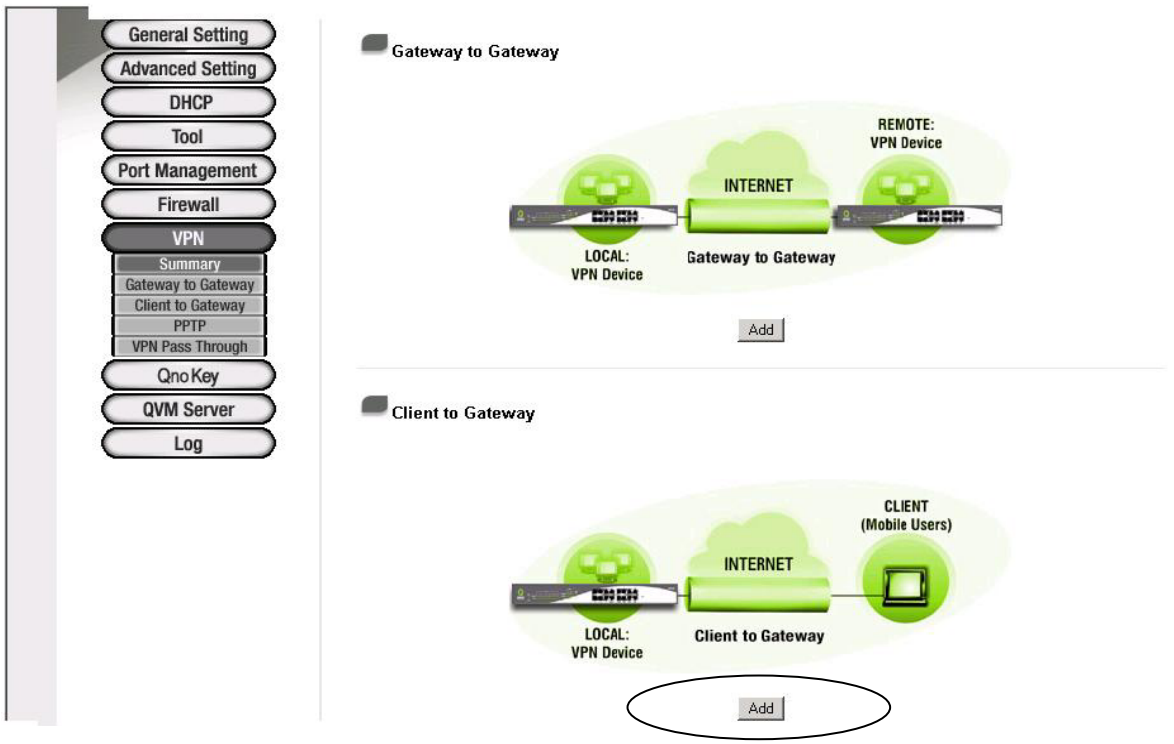
2 Qno QVM660 VPN configuration

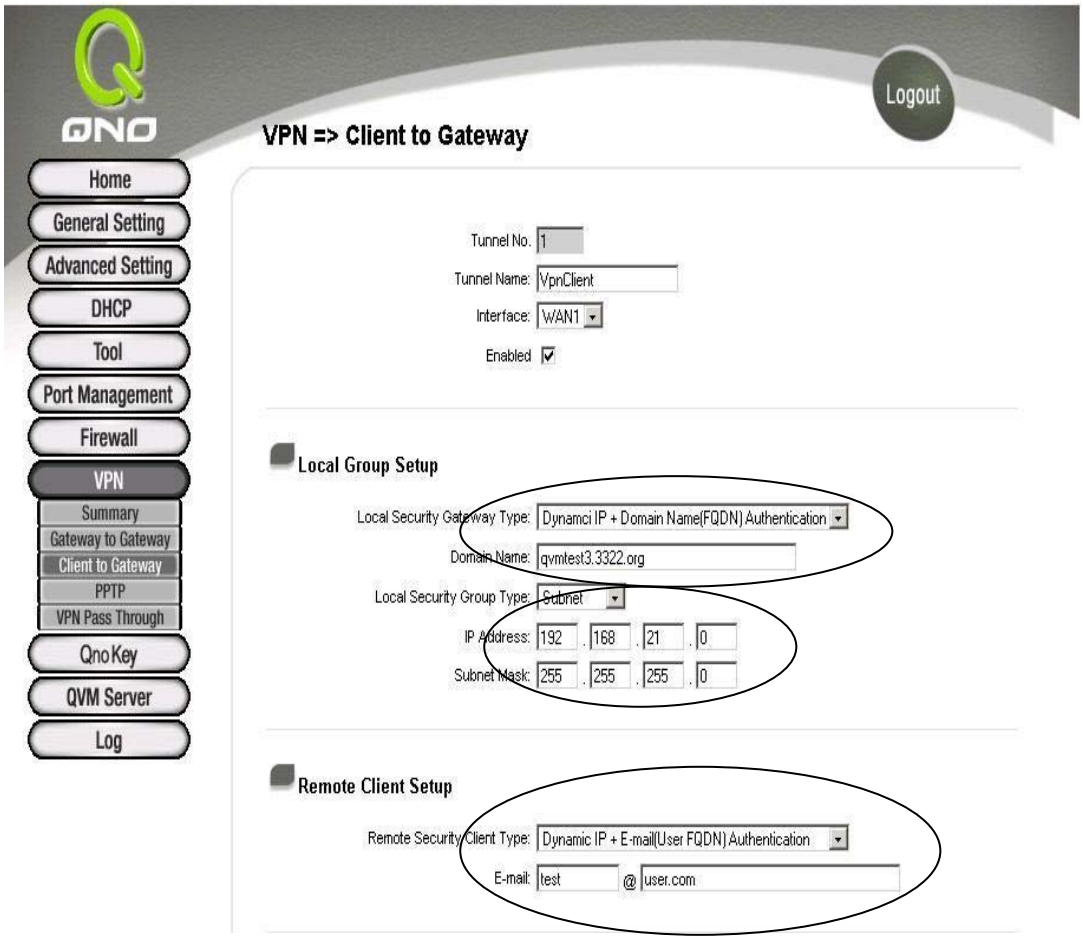
This section describes how to build an IPSec VPN configuration with your Qno QVM660 VPN router. First step would be to login and go to 'VPN' menu and then "Summary" to configure your router.

Click on "Add New Tunnel" for a new tunnel or "Edit" for an existing tunnel.



Then, select the type of VPN tunnel i.e. "Client to Gateway" you need to create.

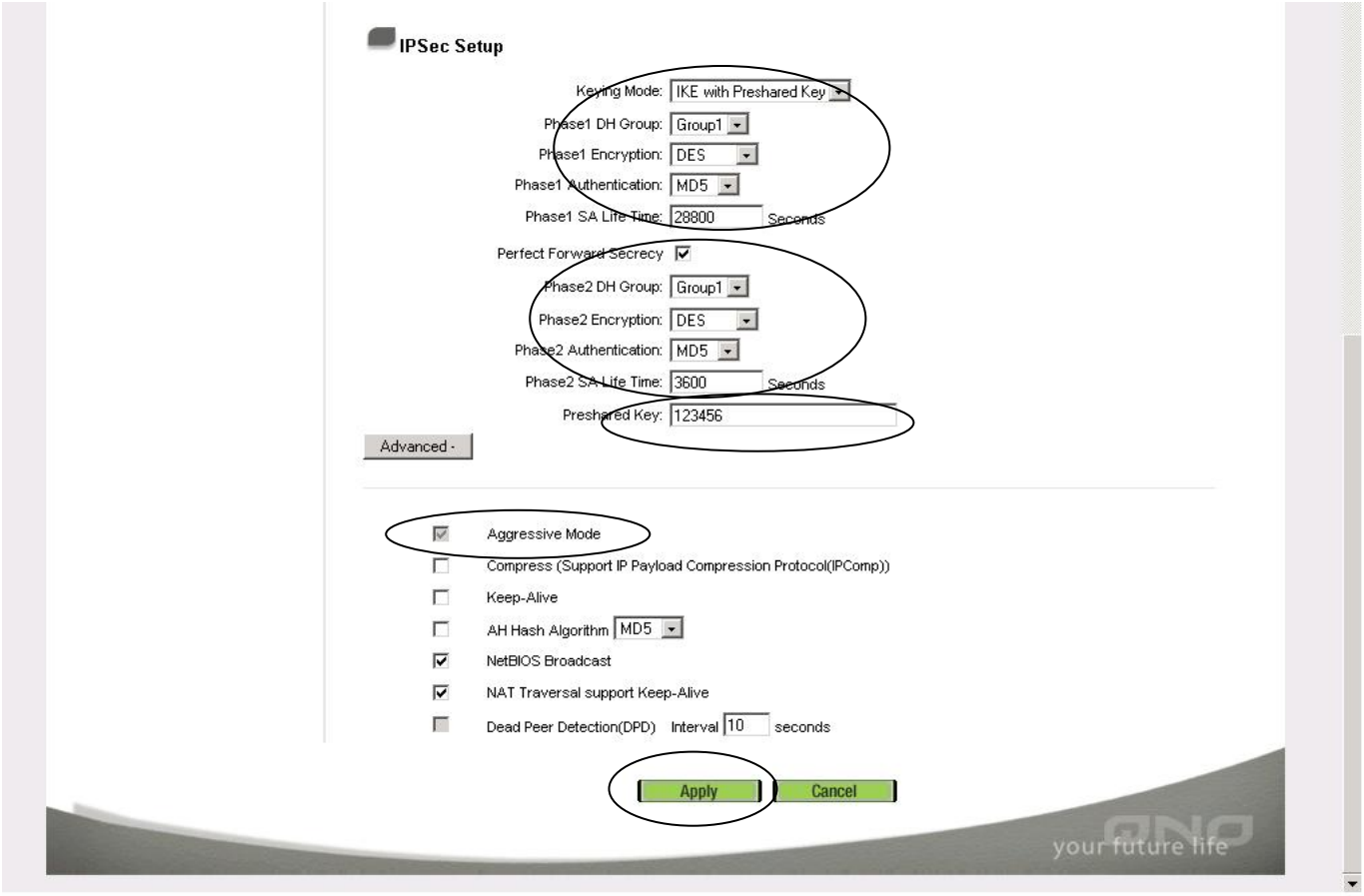




In 'Local Group Setup' section, please select 'Domain Name (FQDN) Authentication' and the 'Domain Name' you've configured to reach your gateway. On the LAN side, select 'Subnet' type.

In 'Remote Client Group' section, you need to select 'E-mail (User FQDN) Authentication'.

Those parameters will be required in TheGreenBow IPSec VPN Client software.



In the 'IPSec Setup' section, we need to select parameters for Phase1 and Phase2 as well as the Preshared Key ("123456") and Aggressive Mode.

Those parameters will be required into IKE Parameters (Phase 1) and ESP Parameters (Phase 2) in TheGreenBow IPSec VPN Client software.

Then click on "Apply".

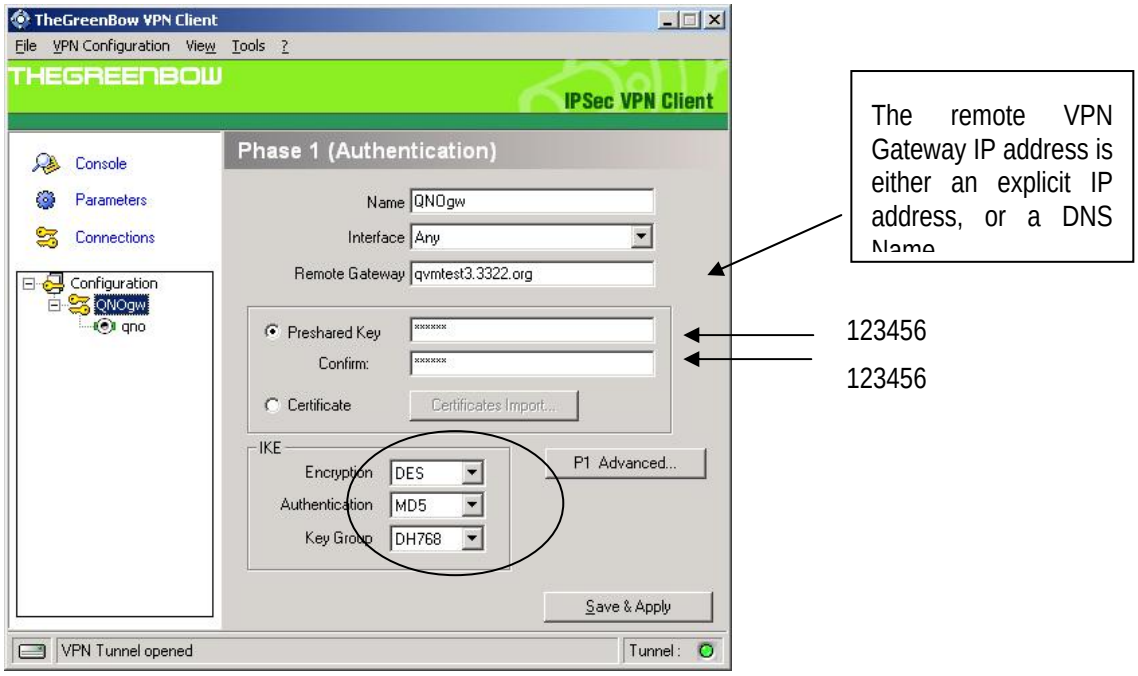
Now you've completed the configuration of the Qno QVM660 VPN router.

3 TheGreenBow IPSec VPN Client configuration

This section describes the required configuration to connect to a QNO QVM660 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

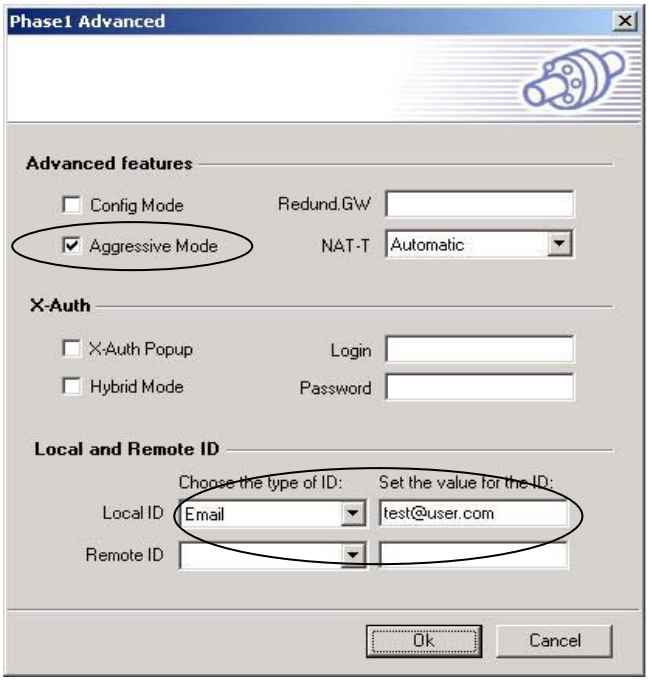


Phase 1 configuration

So, here you find the same parameters as in "IPSec Setup" in the router (IKE, preshared key).

The 'Remote Gateway' shall match the 'Local Security Gateway Type' in the Qno QVM660 VPN router under the "Local Group Setup" section.

Then click on 'P1 Advanced'.



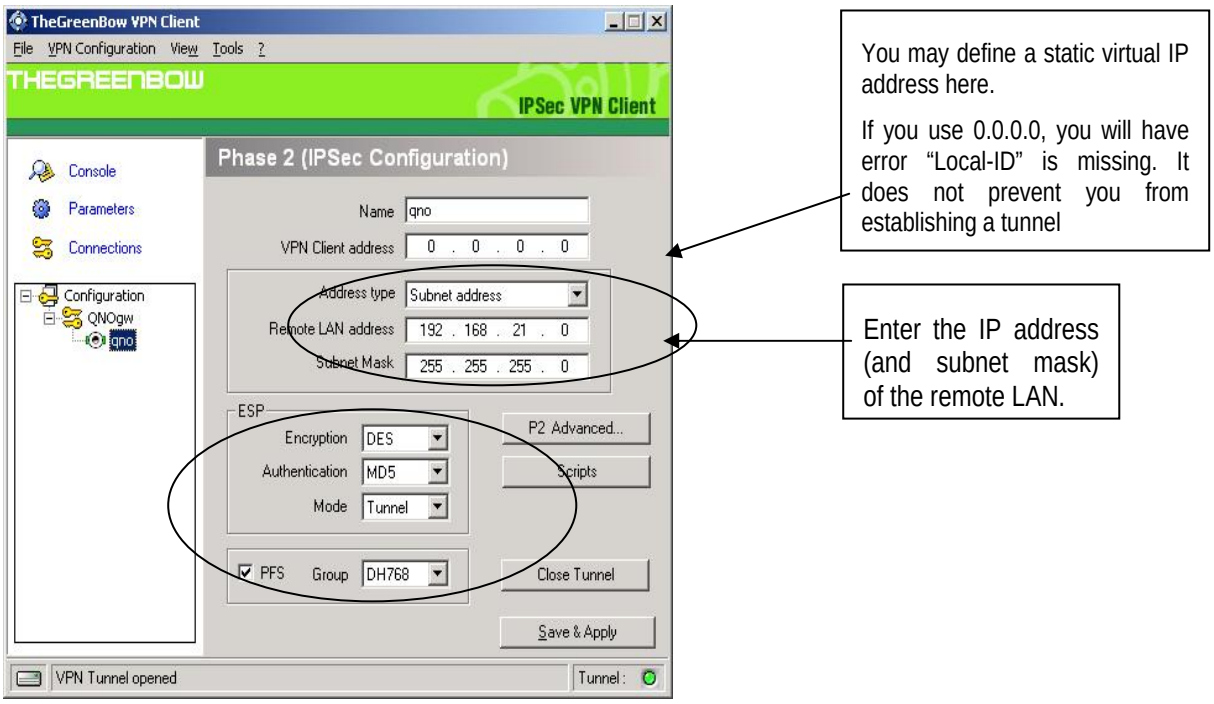
Don't forget to set 'NAT-T' to 'Automatic' and to select 'Aggressive Mode' as selected it in the Qno QVM660 VPN router.

The Local ID in the VPN Client shall match the 'Remote Client Setup' in the Qno QVM660 VPN router.

Click on "Ok".

Now you've completed configuration of the Phase 1.

3.2 VPN Client Phase 2 (IPSec) Configuration



Phase 2 Configuration

The part ESP shall match the Phase2 group in the Qno QVM660 VPN router.

3.3 Open IPSec VPN tunnels

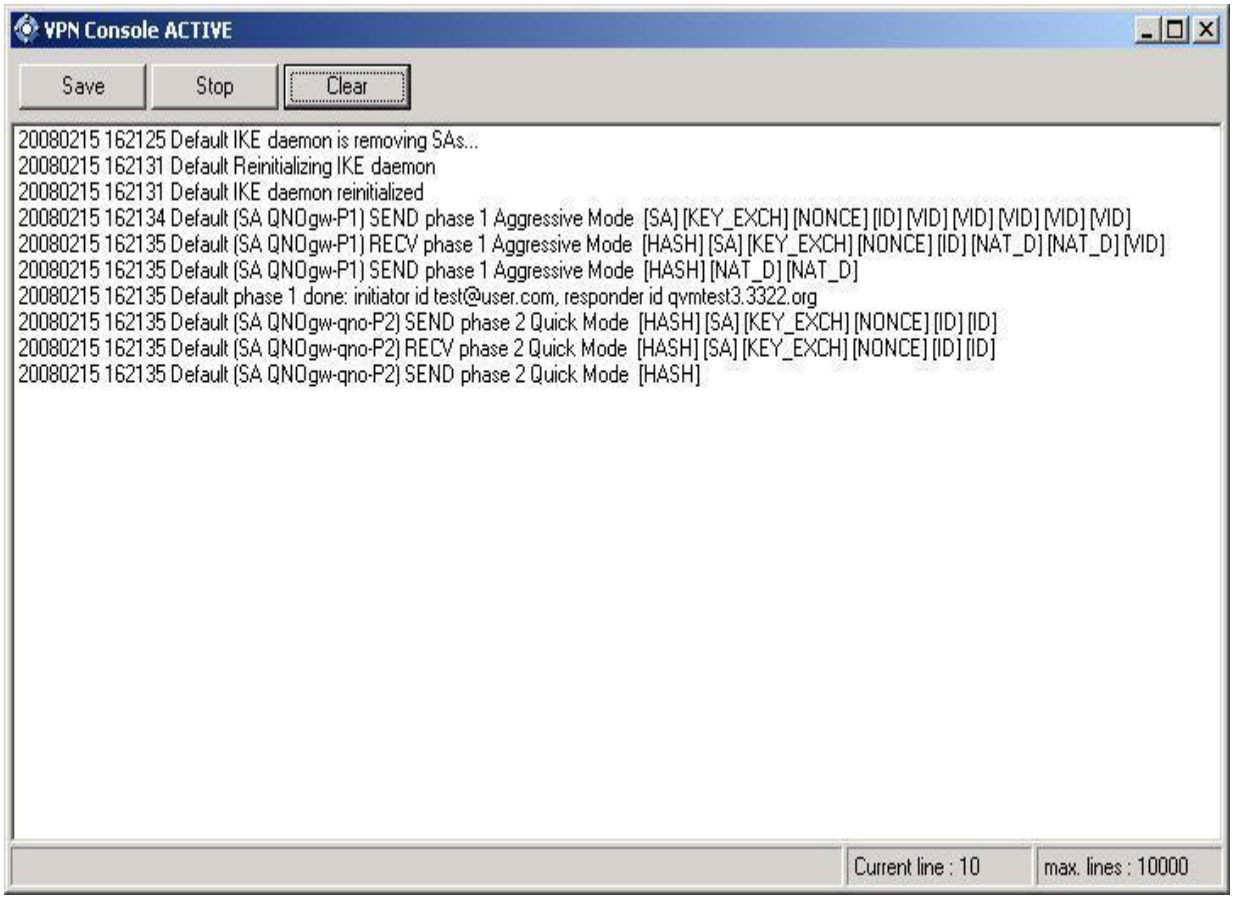
Once both Qno QVM660 router and TheGreenBow IPSec VPN Client software have been configured accordingly, you are ready to open VPN tunnels. First make sure you enable your firewall with IPSec traffic.

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 the Qno QVM660 VPN router.


VPN Console ACTIVE
Save
Stop
Clear
20080215 162125 Default IKE daemon is removing SAs...
20080215 162131 Default Reinitializing IKE daemon
20080215 162131 Default IKE daemon reinitialized
20080215 162134 Default (SA QNOgw-P1) SEND phase 1 Aggressive Mode [SA] [KEY_EXCH] [NONCE] [ID] [VID] [VID] [VID] [VID] [VID]
20080215 162135 Default (SA QNOgw-P1) RECV phase 1 Aggressive Mode [HASH] [SA] [KEY_EXCH] [NONCE] [ID] [NAT_D] [NAT_D] [VID]
20080215 162135 Default (SA QNOgw-P1) SEND phase 1 Aggressive Mode [HASH] [NAT_D] [NAT_D]
20080215 162135 Default phase 1 done: initiator id test@user.com, responder id qvmtest3.3322.org
20080215 162135 Default (SA QNOgw-qno-P2) SEND phase 2 Quick Mode [HASH] [SA] [KEY_EXCH] [NONCE] [ID] [ID]
20080215 162135 Default (SA QNOgw-qno-P2) RECV phase 2 Quick Mode [HASH] [SA] [KEY_EXCH] [NONCE] [ID] [ID]
20080215 162135 Default (SA QNOgw-qno-P2) SEND phase 2 Quick Mode [HASH]
Current line : 10
max. lines : 10000

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.

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