

Client VPN macOS v2.0

Administrator's Guide

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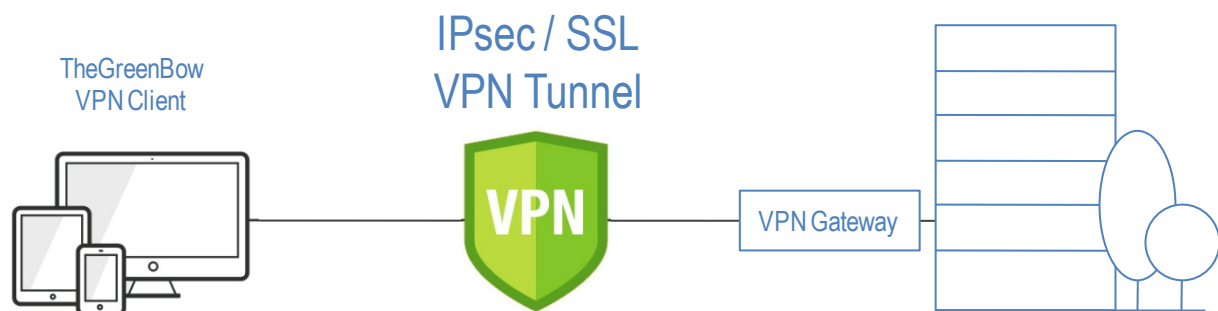
Document revision history

Version	Date	Sections/pages concerned	Description of change	Author
1.0	2022-06-22	All	Initial draft	NT, BB

1 Introduction

1.1 TheGreenBow VPN Clients

TheGreenBow VPN Client software is designed to establish secure connections to your information system in any situation. Regardless of the network used, the authentication system you may have adopted, the equipment to be secured, the VPN gateway you use, TheGreenBow VPN Clients are particularly easy to deploy, configure, and use.



Available on all platforms

TheGreenBow VPN Clients have been certified for Windows and Linux, and are also available for macOS, iOS, and Android.

You can download the software from our website at www.thegreenbow.com and use it free of charge for a 30-day trial period.

Compatible with any gateway

TheGreenBow VPN Clients are compatible with any VPN gateway. Their unparalleled ergonomics and their ability to be quickly integrated make them unique trusted solutions on the market. A list of VPN configuration guides for various firewalls, gateways, routers, and TheGreenBow VPN clients is available here: www.thegreenbow.com/vpn_gateway.html.

Work with any type of network

Regardless of the context in which they are used, whatever the network or equipment used, TheGreenBow VPN Clients ensure a reliable and robust VPN connection, over 4G, 5G, Wi-Fi, wired networks, satellites, etc.

1.2 Features of the macOS VPN Client

The macOS VPN Client includes the following features:

- Compatible with most IPsec and SSL gateways
- Protocols: SSL, IPsec IKEv2
- Authentication: PSK, EAP, X.509 certificates
- Multiple authentication (certificate + EAP)
- X.509 certificate management: PKCS#12, PFX, PEM
- IP fragmentation
- Support for NAT-T
- CP mode (Configuration Payload)
- Encryption: 128 / 192 / 256-bit AES CBC, CTR and GCM
- Hash: SHA2-256, SHA2-384, SHA2-512
- DH Groups: 14, 15, 16, 17, 18, 19, 20, 21
- Dead Peer Detection (DPD): Detection of gateway traffic interruption
- Redundant gateway
- IKEv2 fragmentation
- Local ID, Remote ID
- DNS suffixes
- Alternate DNS servers
- Secure management of VPN policies (encryption and integrity)
- Comprehensive and intuitive configuration interface
- Display logs in real time
- Support for Certificate Authorities (CAs) and gateway certificate check
- Support for 25 languages (see full list in section 12.2 Languages)

1.3 Current limitations

The current version of the macOS VPN Client has the following limitations:

- The IPv6 protocol is not supported
- The activation screen is not displayed every time the software starts (see section 3.5 Displaying the activation window for a workaround)

2 Installing the software

2.1 Installation and update procedure

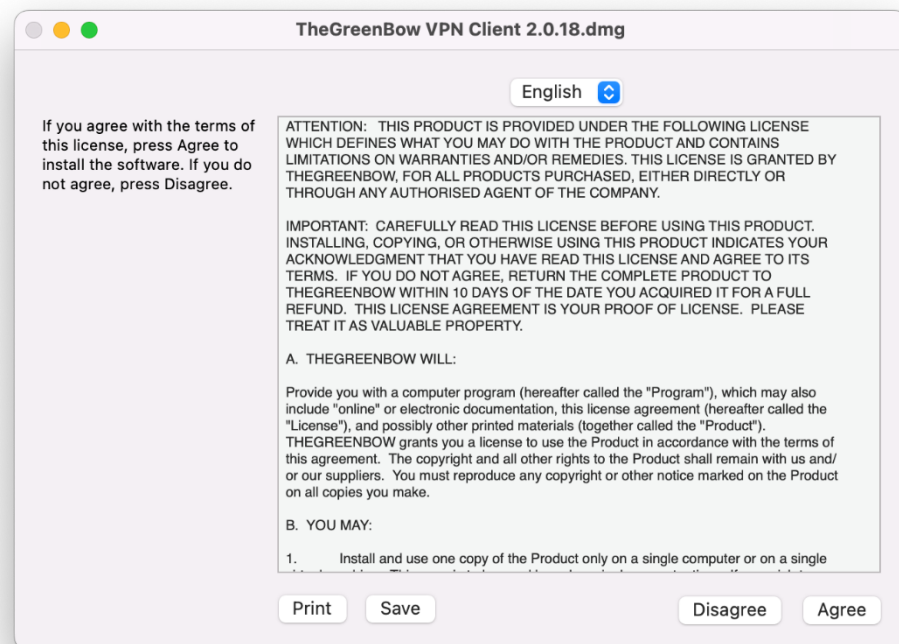
The macOS VPN Client is now available as an Apple notarized disk image in DMG format.

Updates are performed in the same way as installations, except when updating an application installed from the Mac App Store (see section 2.1.3 Previous installations of a VPN Client from the App Store).

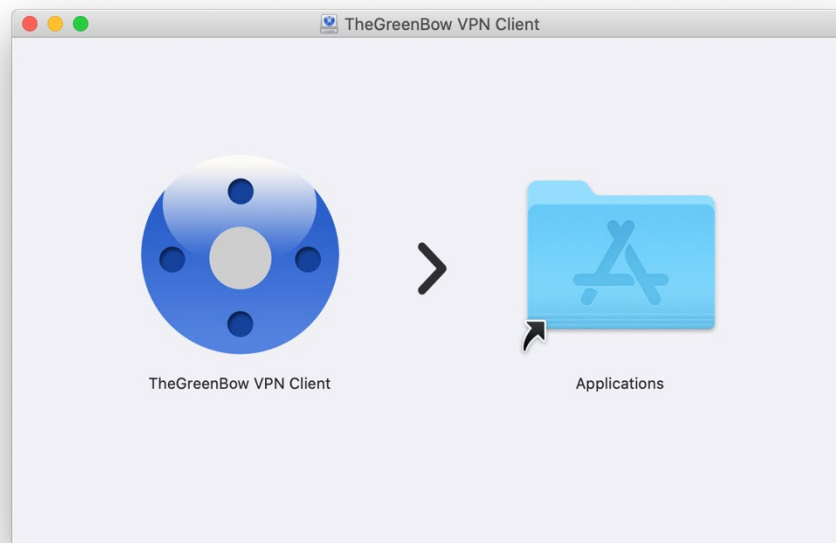
The VPN configuration is preserved during an update.

To install the application, download the DMG file from our website at thegreenbow.com, or copy it to the Mac workstation on which it is to be installed, then double-click it.

The terms of the user license will be displayed, and you will need to accept them to use the software.



Once you click **Accept** to confirm your agreement, the disk image will be mounted, and the following screen will be displayed:



To install the app, drag the **TheGreenBow VPN Client** icon onto the **Applications** folder icon. This will copy the app to the **Applications** folder on your workstation.

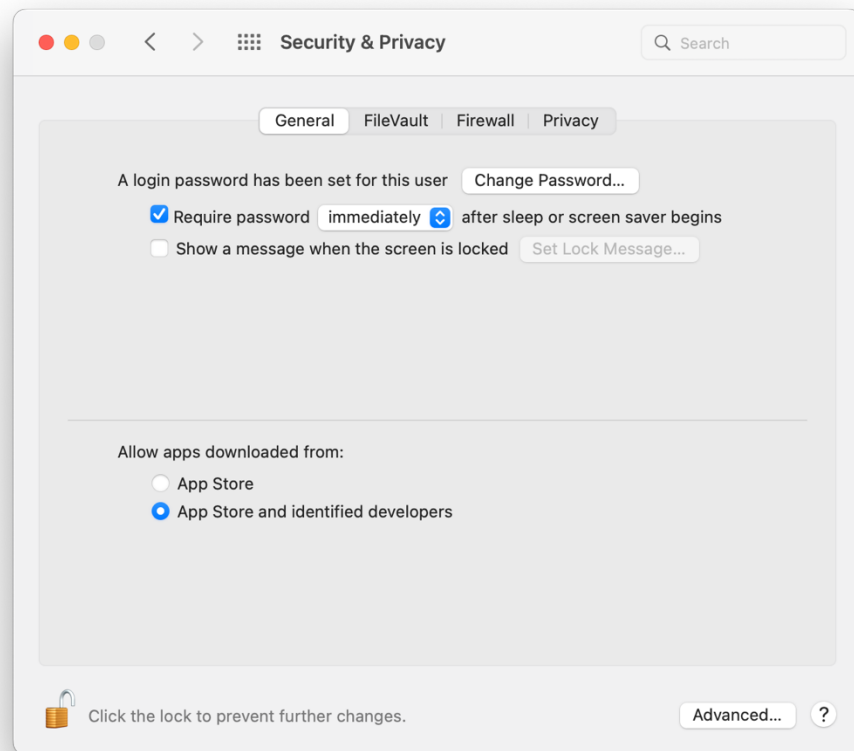
You can now unmount the DMG file by dragging it to the **Trash**, as it is no longer required.

2.1.1 System requirements

To install the macOS VPN Client your operating system must be running macOS 10.15 or later.

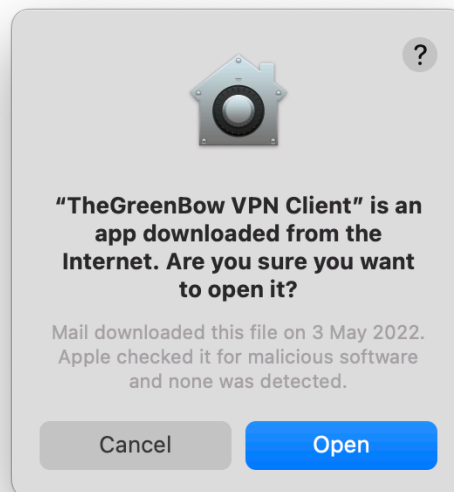
Make sure that you are allowed to install third-party applications downloaded from the internet. To do this, proceed as follows:

1. Open **System Preferences > Security & Privacy > General**.
2. Under **Allow apps downloaded from:**, click **App Store and identified developers**.



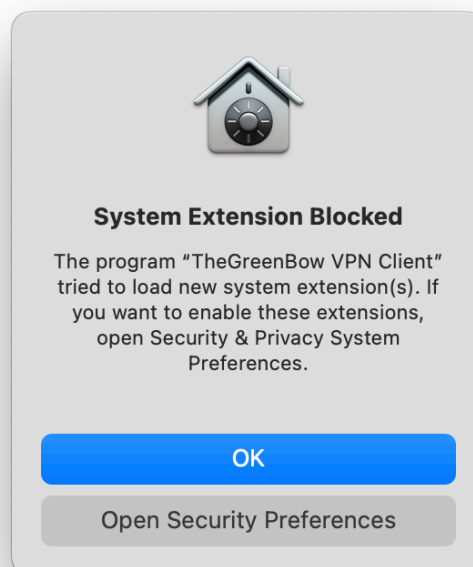
2.1.2 Initial launch

The first time you launch the app, a dialog box is displayed asking you to confirm that you want to open an app that has been downloaded from the internet.



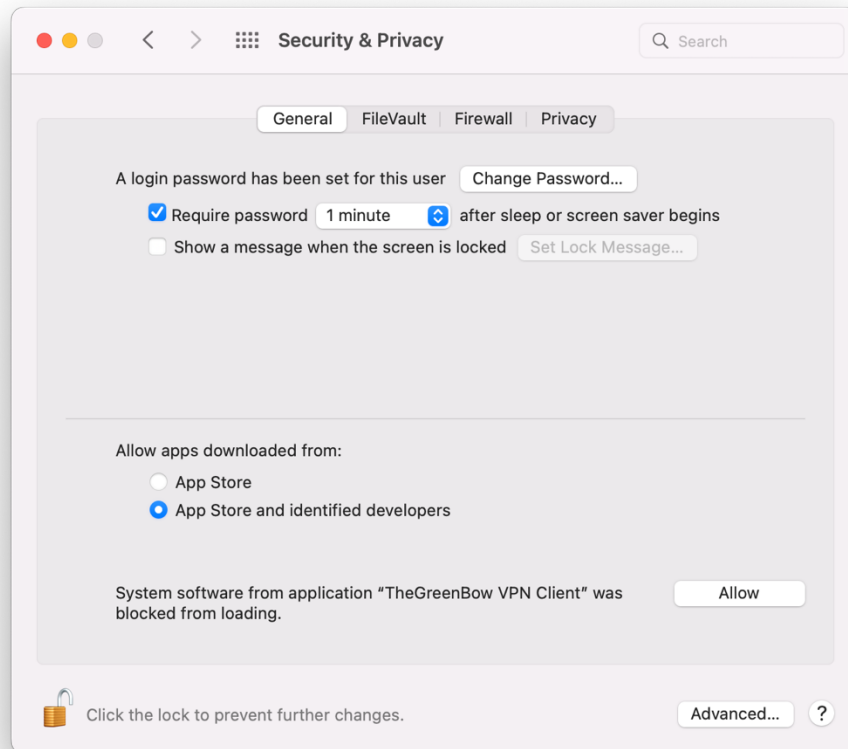
Click **Open** to confirm that you want to open the app.

Another dialog box is then displayed requesting your permission to enable a system extension. This system extension has been developed by TheGreenBow and is required to manage VPN tunnels and implement VPN protocols. Therefore, if you do not enable the system extension, you will not be able to open any VPN tunnels.



You can enable the system extension in the **System Preferences**:

1. Click **Open Security preferences**, or click **OK**, then open **System Preferences > Security & Privacy > General**.



2. To edit the settings, make sure the padlock at the bottom left of the window is open. If it is locked, click the padlock and enter your password.
3. At the bottom of the window, a message should appear indicating that **System software from application "TheGreenBow VPN Client" was blocked from loading**, followed by an **Allow** button.
4. Click **Allow**.

The system extension is now enabled. You can close **System Preferences**.

2.1.3 Previous installations of a VPN Client from the App Store

In case you installed a previous version of the macOS VPN Client from the Mac App Store, you must uninstall it before you install the new version.

To uninstall an app acquired from the Mac App Store, proceed as follows:

1. Run the **Launchpad**.
2. Move the mouse pointer over the app icon.

3. Click and hold until all icons start to wiggle.
4. Click the cross above the app icon.
5. Click **Delete** to confirm.

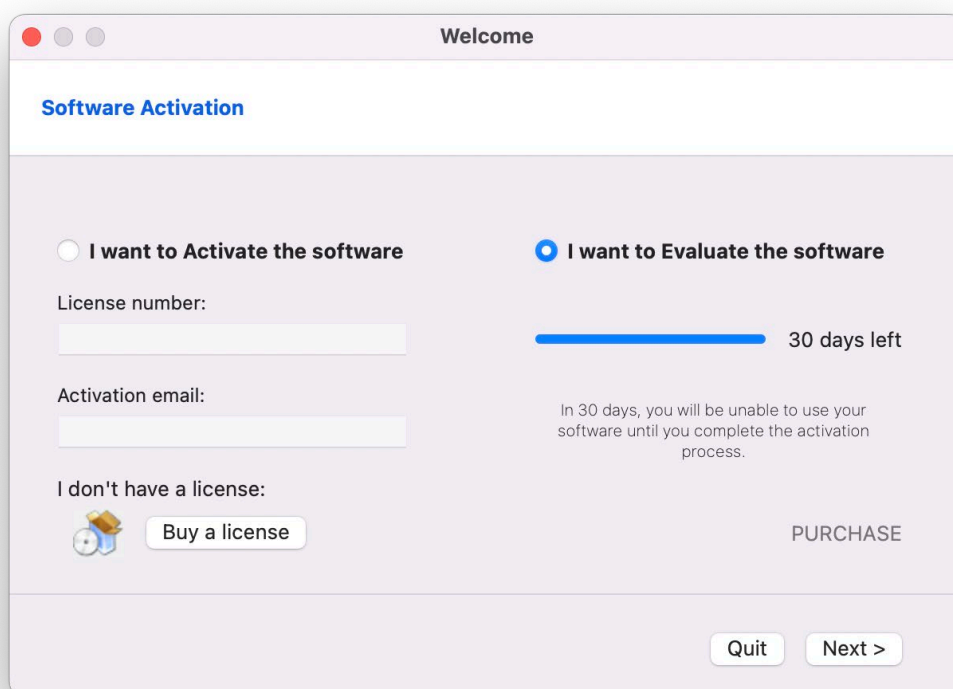
We also recommended that you manually remove all the tunnels that the app has added to the **System Preferences**.

To delete a tunnel that has been added to the **System Preferences**, go to **System Preferences > Network** and search for tunnels whose **VPN Application** is TheGreenBow VPN Client.

2.2 Trial period

You can try the macOS VPN Client free of charge for 30 days. During this trial period, the VPN Client is fully operational, and all functions are unlocked.

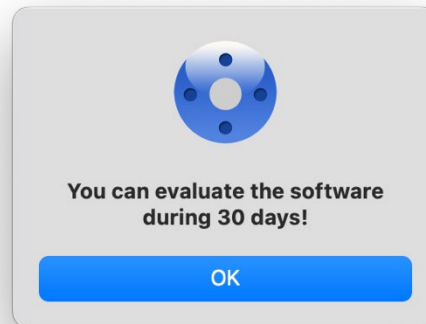
An activation window will be shown the first time you run the software. It allows you to either activate or evaluate the software and shows the number of days remaining in the trial period.



If you want to evaluate the software, select **I want to Evaluate the software**, then click **Next >** to run the software.

You can find the number of days remaining in the trial period at any time in the **About** window (see section 5 About window).

During the trial period, a window showing the number of days remaining in the trial period will be shown every time you start the software.



When the trial period expires, you must activate the app to continue using it.



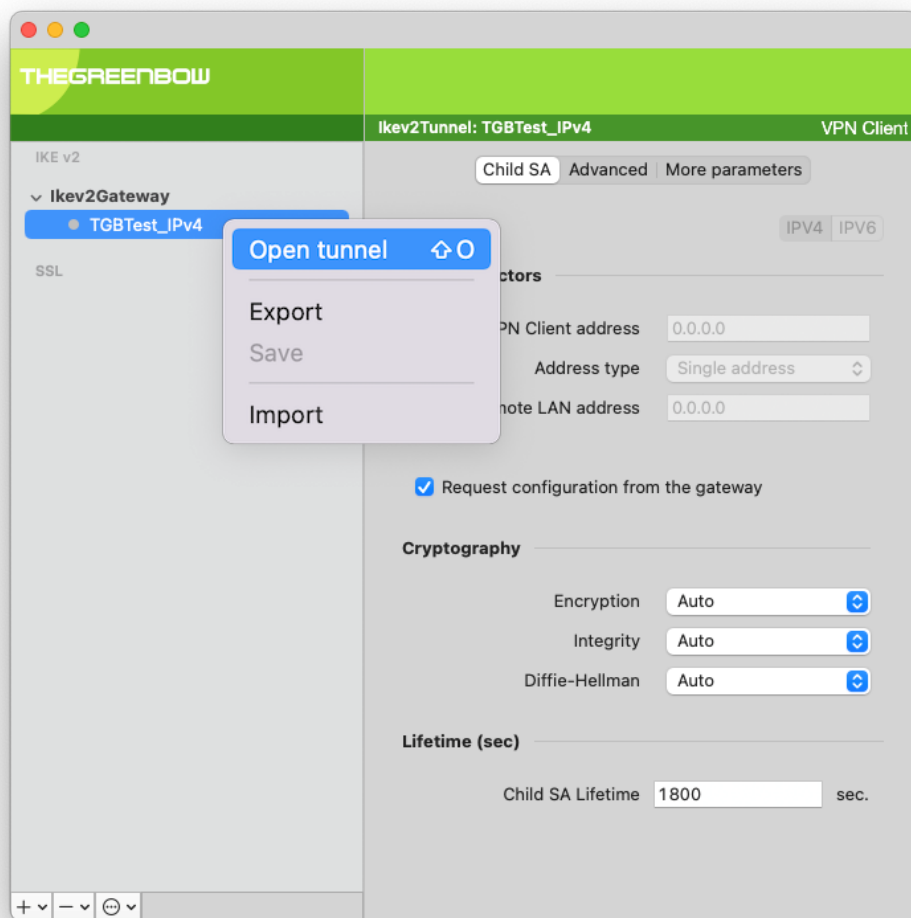
In the current version of the software, the activation window is only shown the first time you start the software. To find out how to display it again, refer to section 3.5 Displaying the activation window.



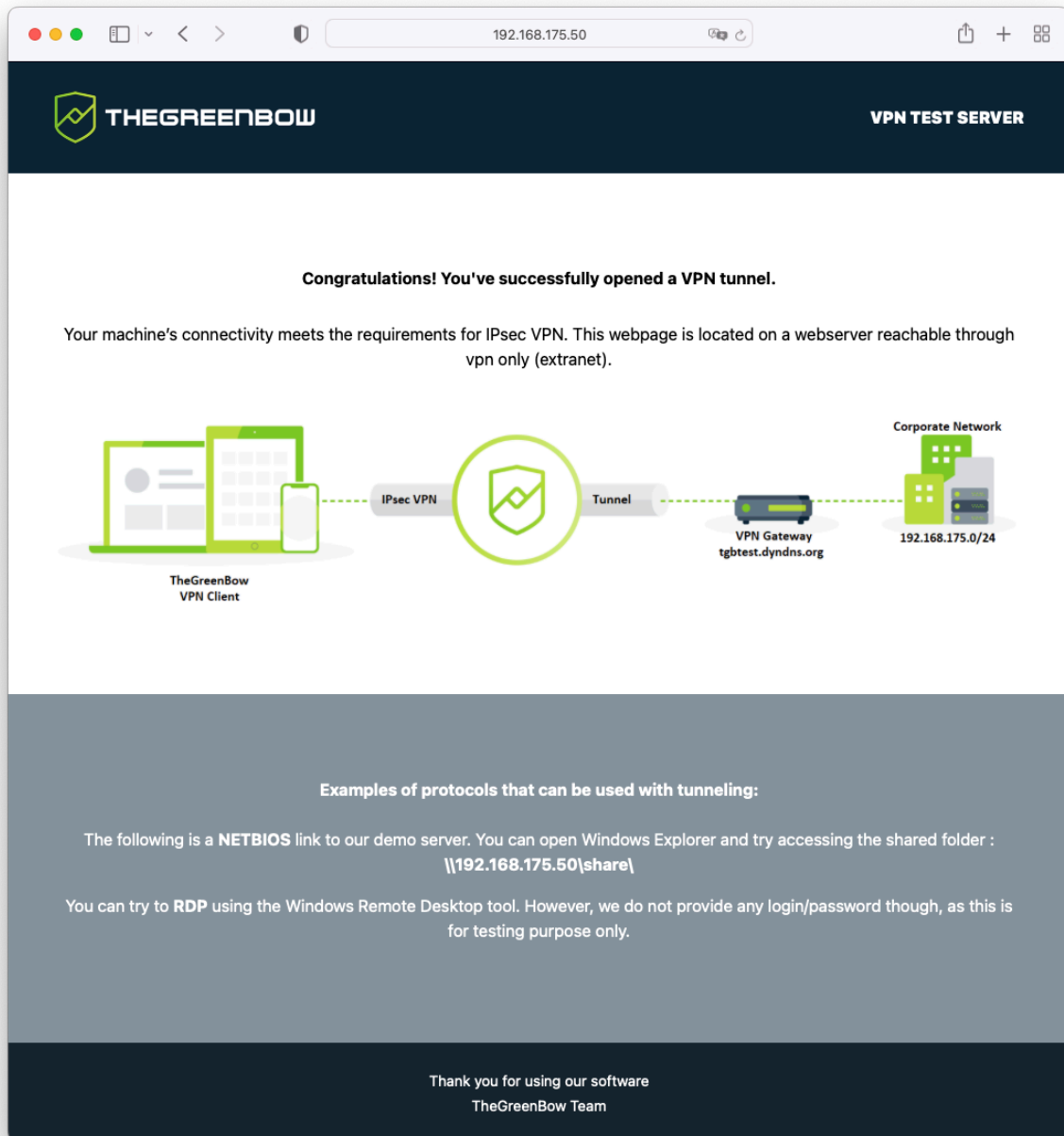
To find out how to activate the software, refer to chapter 3 Activating the app.

2.3 Test configuration

Once the app is installed, a test VPN configuration is automatically added to the list of VPN configurations. The test configuration can be used to check whether the macOS VPN Client is operational.



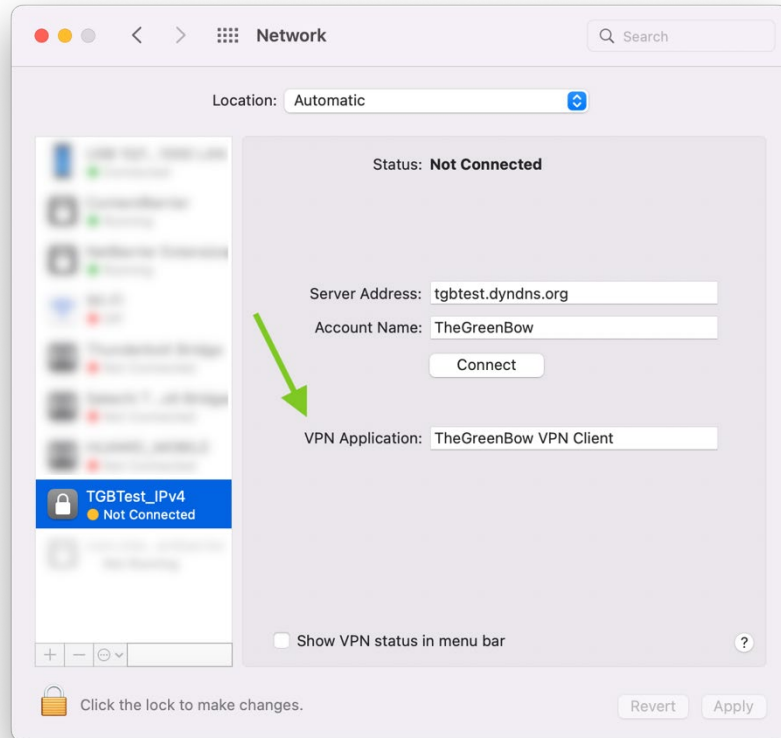
Once the tunnel is open, you should be able to ping the IP address 192.168.175.50 or open the web page at <http://192.168.175.50/> in your browser. You should then see TheGreenBow's test website:



2.4 Uninstalling the app

You can uninstall the app by dragging its icon from the **Applications** folder to the **Trash**.

Once you have uninstalled the app, tunnels may still be shown in the **Network** section of the **System Preferences**. These tunnels have the name TheGreenBow VPN Client under **VPN Application**.



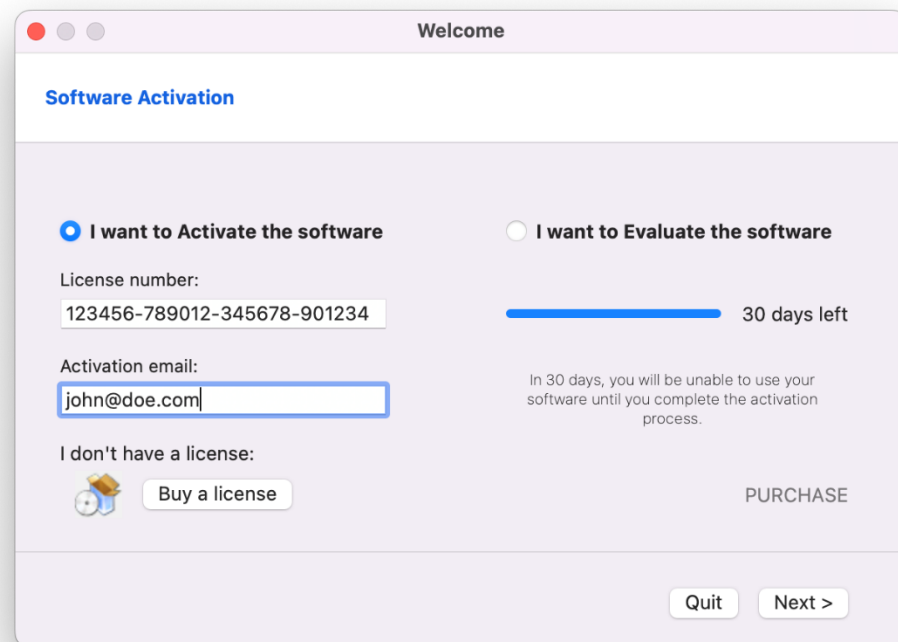
To delete them, proceed as follows:

1. Open **System Preferences > Network**.
2. In the left column, select the tunnel to delete.
3. Click the **minus** button.
4. Then, click **Apply** to confirm that you want to delete the tunnel.

3 Activating the app

You can activate the macOS VPN Client the first time you run the software or at any time during the trial period (see section 2.2 Trial period).

If you chose to evaluate the software before activating it, you must follow the procedure described in section 3.5 Displaying the activation window to access the activation window.



To activate the software, follow the steps described in the sections below.

3.1 Step 1

If you do not yet have a license, click **Buy a license**. TheGreenBow online store is displayed in a browser window. Follow the instructions to buy one or several licenses.

In the **License number** field, enter the license number you received by e-mail. The license number can be copy-pasted directly from the purchase confirmation e-mail into this field.

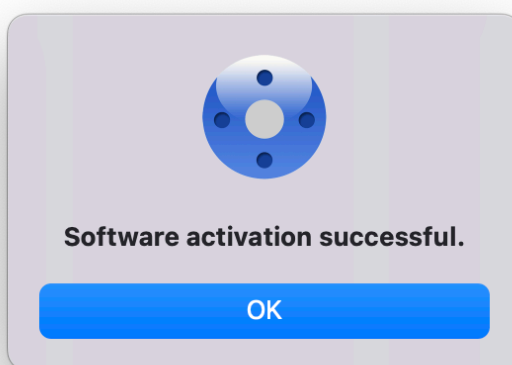
The license number consists of the characters [0..9] and [A..F], possibly grouped 6 by 6 and separated by hyphens.

In the **Activation email** field, enter the e-mail used to identify your activation. This information is used for recovering the activation information if it is lost.

3.2 Step 2

Click **Next** >. The online activation process will run automatically.

Once the activation has been carried out successfully, click **OK** to run the software.



The software activation is linked to the workstation on which the software has been installed. Consequently, a license number allowing a single activation cannot be reused on another workstation once it is activated. Conversely, a license number activation can be canceled by simply uninstalling the software.

3.3 Activation errors

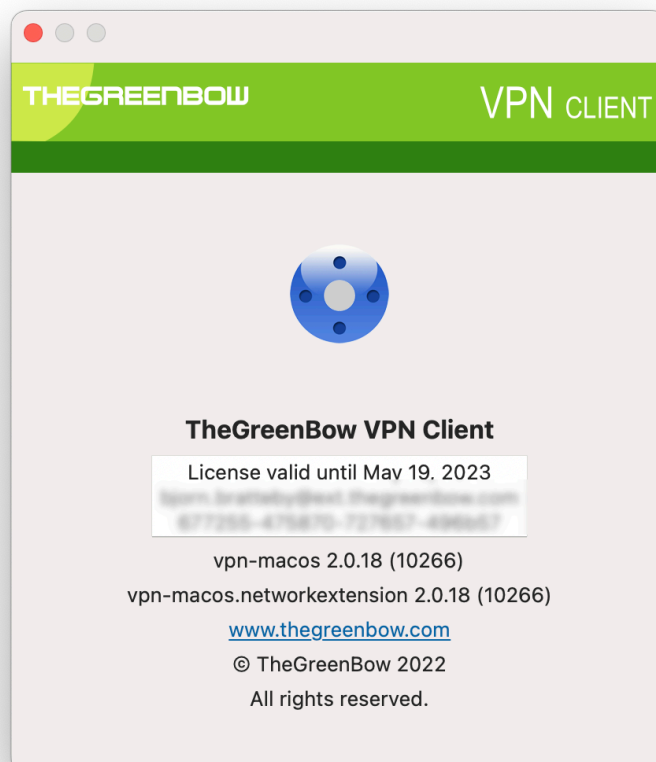
Software activation may fail for various reasons. The error is always displayed in the activation window. It is sometimes followed by a link that displays more information about the error or suggests actions to solve the problem.

TheGreenBow lists all activation errors and [procedures for solving activation issues](#) on its website.

#	Meaning	Troubleshooting
31	Wrong license number	Check license number
33	The license number is already activated on a different workstation	Uninstall the software on the workstation with the activated license or contact TheGreenBow's Sales department.
53 54	Communication with the activation server is impossible	<p>Ensure that the workstation is connected to the internet.</p> <p>Check that communication is not blocked by a firewall or proxy. Configure the firewall to let the communication through or the proxy to reroute it properly.</p>

3.4 License and activated software

Once the software is activated, the license and the e-mail address used for activation can be viewed in the **About** window of the software.



3.5 Displaying the activation window

In the current version of the software, the activation window is only shown the first time you start the software. If you have chosen to evaluate the software before activating it, follow the procedure described below to display the activation window when the trial period has expired or as soon as you are ready to activate the software.

1. If the software is already running, quit it.
2. In the **Finder**, hold down the Option key and select the **Go > Library** menu item.
3. Navigate to the
`Group Containers/HCZ5L8U556.group.com.thegreenbow.vpn/Library/Caches/` folder.
4. In this folder, delete all the files with a `.dat` extension.

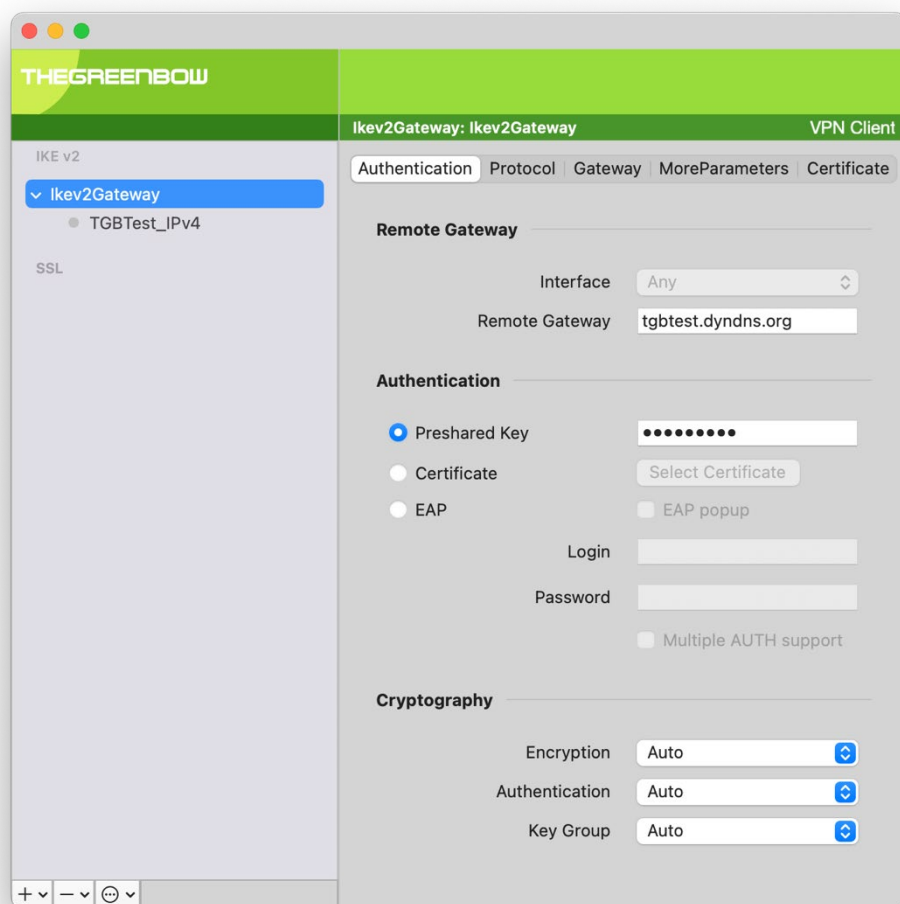
The activation window will be shown the next time you run the software. You can proceed with activation by following the steps described in section 3.1 Step 1 above.

4 User interface

4.1 Overview

When you start the VPN Client, the **Configuration Panel** and the menus are visible. The **Configuration Panel** consists of the following elements:

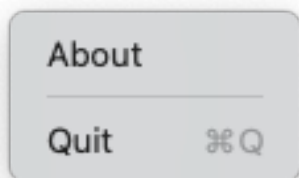
- The VPN configuration tree on the left side of the panel
- The VPN tunnel configuration tabs on the right side of the panel



The content of the configuration tab changes according to the item selected in the VPN configuration tree.

4.2 Menus

TheGreenBow VPN Client

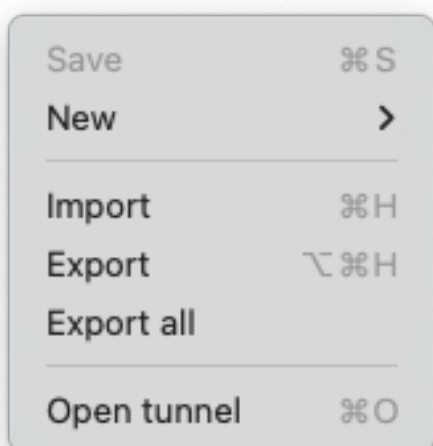


- **About:** Displays the software version number, the license number, and its validity period
- **Quit:** Closes the app



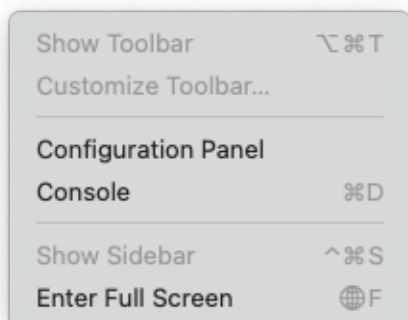
Closing the app does not close any open tunnel.

Configuration



- **Save:** Saves the configurations
- **New:** Creates a new **IKE Auth**, **Child SA**, or **TLS** configuration
- **Import:** Imports a configuration from a `.tgb` file
- **Export:** Exports the selected configuration
- **Export all:** Exports all the configurations
- **Open/Close tunnel:** Opens or closes the selected tunnel

View

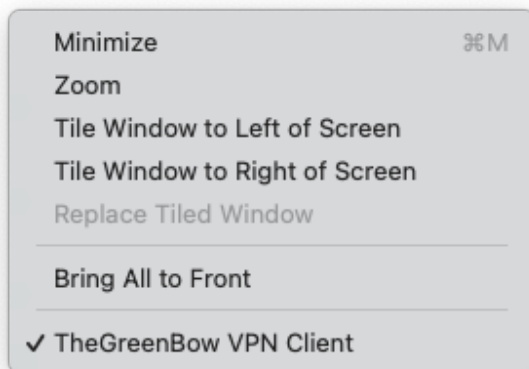


- **Configuration Panel:** Opens the VPN configuration window
- **Console:** Opens the macOS **Console**



The **Show Toolbar**, **Customize Toolbar...** and **Show Sidebar** options are grayed out as they are not available in this version.

Window



- Contains the usual system options used to manage application windows.

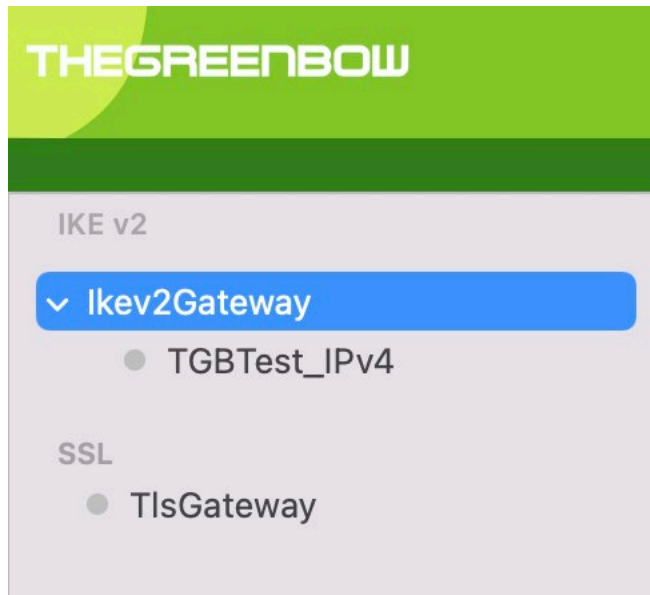
4.3 Keyboard shortcuts

⌘S	Saves all the configurations
⌘H	Imports a new VPN configuration
⌘Q	Quits the app
⌘D	Opens the log Console
⌘O	Opens the selected tunnel
⌘W	Closes the selected tunnel

4.4 VPN configuration tree

4.4.1 Introduction

The left side of the **Configuration Panel** shows the VPN configuration in the form of a tree structure. It can contain an infinite number of tunnels.



Under the root of the VPN configuration, used to create the following respectively:




- IPsec IKEv2 tunnels, specified by an IKE Auth and a Child SA, knowing that each IKE Auth can contain more than one Child SA
- SSL/TLS tunnels

Clicking on an IKE Auth, Child SA, or TLS item in the VPN configuration tree will open the corresponding VPN configuration tabs on the right-hand side of the **Configuration Panel**. See the following sections for further details:

1. IPsec IKEv2 tunnel
 - [IKEv2 \(IKE Auth\): Authentication](#)
 - [IKEv2 \(Child SA\): IPsec](#)
2. SSL tunnel (OpenVPN)
 - [SSL: TLS](#)

An entry at the root level allows you to view, edit, or create IPsec configurations using IKEv2 with multiple IKE Auth¹ and Child SA² connections. Each IKE Auth can contain more than one Child SA.

The icon to the left of the tunnel indicates its status:

	Tunnel is closed. Double-click to open it if no other tunnel is mounted.
	Tunnel is open. Double-click to close it.
	Tunnel being opened or closed.

¹ Default name: Ikev2Gateway.

² Default name: Ikev2Tunnel.

To rename an item, select it, then click it or press the Enter key on the keyboard.

If there are any unsaved changes in the configuration, the name of the modified item is shown in bold. As soon as the configuration is saved, all text formatting is removed.

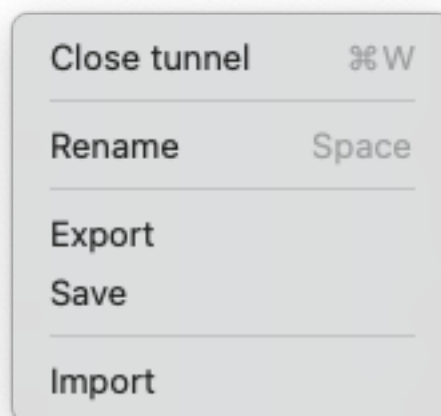


The **Save** command saves all the configurations, not specific configurations.

4.4.2 Contextual menus

4.4.2.1 IKEv2 and SSL

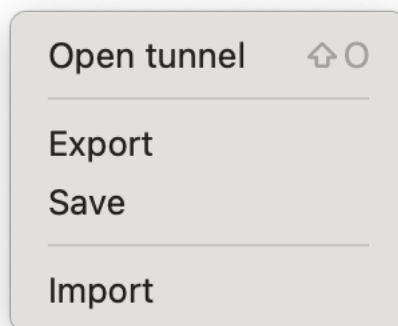
Press and hold the Control key while you click the IKEv2 or SSL item to display the following contextual menu:



Open/Close Tunnel	Opens the selected tunnel / Closes the open tunnel (IKEv2 or SSL).
Rename	This menu item is not active.
Export	Exports all IKEv2/SSL configurations.
Save	Saves all the changes made to the configurations (IKEv2 and SSL).
Import	Imports a <code>.tgb</code> configuration file.

4.4.2.2 IKE Auth

Press and hold the Control key while you click an IKE Auth¹ item to open the following contextual menu:

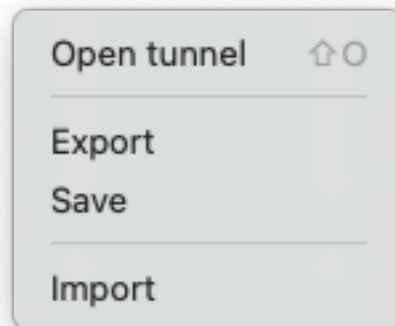


Open/Close tunnel	Opens the selected tunnel / Closes the open tunnel.
Export	Exports the IKE Auth node and all its Child SA nodes.
Save	Saves all the changes you have made.
Import	Imports a .tgb configuration file.

¹ Default name: Ikev2Gateway.

4.4.2.3 Child SA

Press and hold the Control key while you click a Child SA¹ item to display the following contextual menu:



Open/Close tunnel	Opens the selected tunnel / Closes the open tunnel.
Export	Exports the IKE Auth node and all its Child SA nodes.
Save	Saves all the changes you have made.
Import	Imports a .tgb configuration file.

4.4.3 Shortcuts

The following shortcuts are available:

⌘S	Saves all the configurations.
⌘W	Closes the open tunnel.
⌘⇧O	Opens the selected tunnel.

¹ Default name: Ikev2Tunnel.

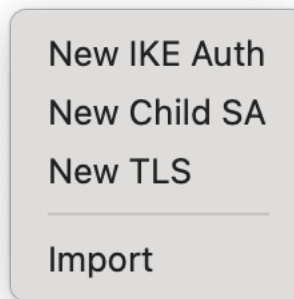
4.4.4 Buttons in the VPN configuration tree

You will find the following buttons at the bottom of the VPN configuration tree:



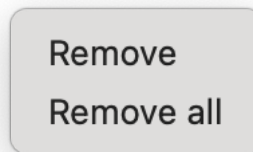
Click one of the buttons to open the corresponding contextual menus. The menu associated with each button is described in the following subsections.

4.4.4.1 button



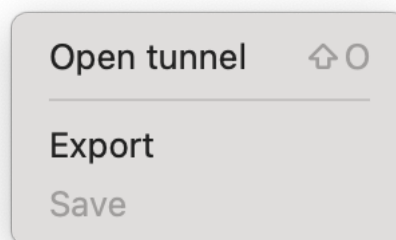
New IKE Auth	Creates a new IKE Auth node.
New Child SA	Creates a new Child SA node. If an IKE Auth node was selected in the VPN configuration tree, then the newly created Child SA node will be a child item of the selected IKE Auth node. Otherwise, a pair of new IKE Auth and Child SA nodes will be created simultaneously.
New TLS	Creates a new SSL node.
Import	Imports a .tgb configuration file.

4.4.4.2 button



Remove	
	Removes the selected node (and all its child items) from the VPN configuration tree.
Remove all	Removes all nodes in the VPN configuration tree

4.4.4.3 button

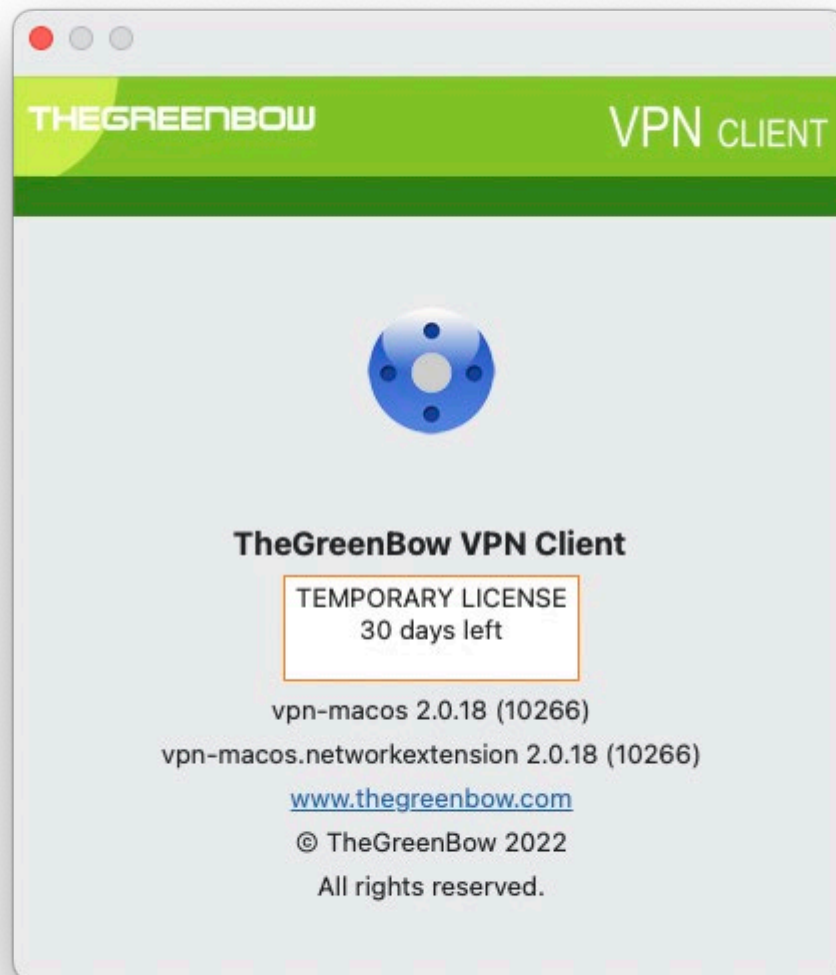


Open/Close tunnel	
	Opens the selected tunnel / Closes the open tunnel.
Export	Exports the configuration of the selected node and all its child items. If a Child SA node is selected, then the corresponding IKE Auth node is also exported.
Save	Saves all the changes you have made.



5 About window

To access the **About** window, from the **TheGreenBow VPN Client** menu, choose **About**.



The **About** window displays the following information:

- The name and version number of the software
- The name and version of the network extension
- A web link to TheGreenBow's website
- When the software is activated, the license number and e-mail used for activation
- During the software trial period, the number of days remaining before the trial period expires

6 Importing and exporting VPN configurations

6.1 Importing a VPN configuration

Use the **Configuration** > **Import** menu item to import a VPN configuration into the macOS VPN Client.



VPN configuration files have a `.tgb` extension.

If the VPN configuration has been saved with a password, the user will be prompted to enter it.



No check is carried out to determine whether there already is another tunnel with the same name in the VPN Client, and any duplicate names will not generate an error.

6.2 Exporting a VPN configuration

To export a VPN tunnel from the list, do one of the following:

- Select the **Configuration** > **Export** menu item.
- Press and hold the Control key while you click the IKEv2 or SSL item that you want to export, and then choose the **Export** option from the contextual menu
- Use the `⌘⇧H` shortcut

To export all tunnels, from the **Configuration** menu, select **Export all**.



7 Configuring a VPN tunnel

7.1 Editing and saving a VPN configuration

You can edit the VPN configuration (e.g. edit the parameters for a tunnel) and test your changes “on-the-fly” without having to save it.

If there are any unsaved changes in the VPN configuration, the modified item is shown in bold. As soon as the tree is saved, all text formatting is removed.

The VPN configuration can be saved at any time using either of the following:

- The ⌘S keyboard shortcut
- The **Configuration** > **Save** menu item

7.2 Configuring an IPsec IKEv2 tunnel

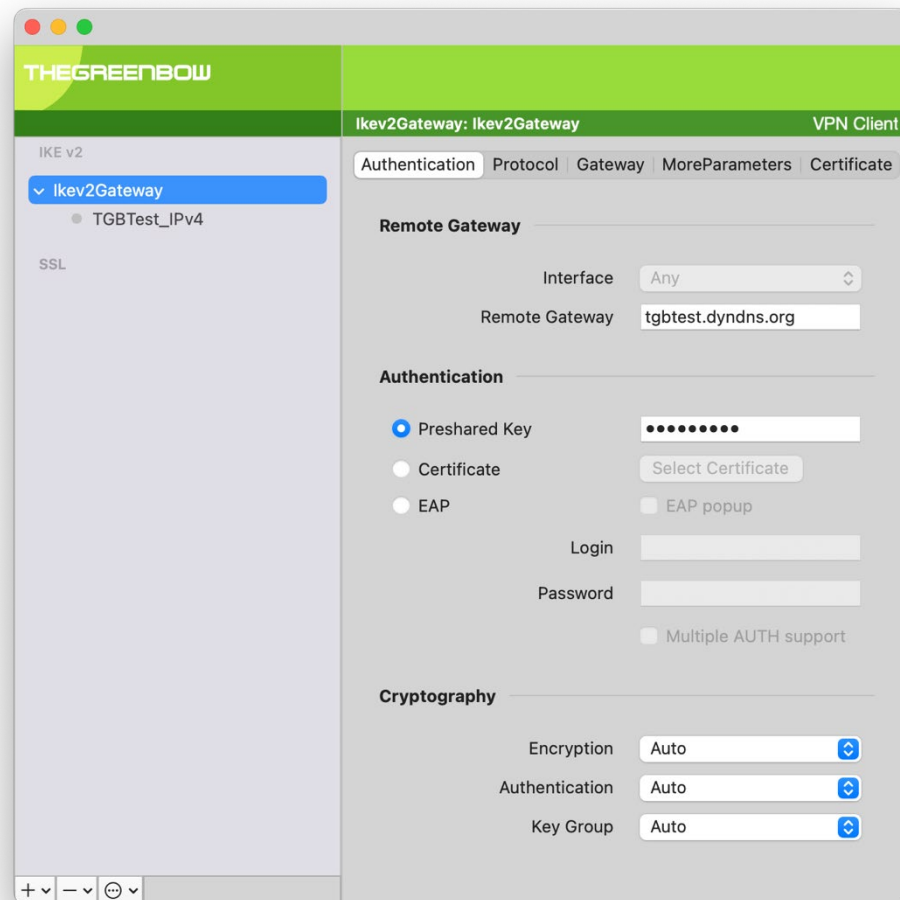
An IKE Auth VPN tunnel is the authentication phase in IKEv2.

The purpose of IKE Auth is to negotiate sets of IKE policies, authenticate peers, and configure a secure channel between peers. Within the context of IKE Auth, each end of the system must identify itself and authenticate with the other end.

To configure IKE Auth, select an IKE Auth¹ item in the VPN configuration tree on the **Configuration Panel**. The parameters can be configured in the right-hand tabs of the **Configuration Panel**.

¹ Default name: Ikev2Gateway.

7.2.1 IKE Auth: Authentication



7.2.1.1 Remote Gateway

Interface

(This feature is not currently configurable.)

Name of the computer's network interface on which the VPN connection is established. Selecting **Automatic** enables the VPN Client to automatically choose the appropriate interface.

The **Automatic** option is used, for example, to configure a tunnel that will be deployed on other computers.

Remote Gateway

IP address (IPv4) or DNS address of the remote gateway. This field is required.

7.2.1.2 Authentication

Preshared Key Password or key shared by the remote gateway.



The preshared key is an easy way to configure a VPN tunnel. However, it is less flexible in terms of security management than the use of certificates. Refer to chapter 11 Security recommendations.

Certificate Use a certificate to authenticate the VPN connection.



Using the **Certificate** option strengthens the security in terms of VPN connection management (mutual authentication, verification of validity periods, revocation, etc.). Refer to chapter 11 Security recommendations.



Refer to the dedicated chapter 9 Managing certificates.

EAP

The Extensible Authentication Protocol (EAP) mode is used to authenticate the user based on a login name and password. When the EAP mode is selected, a popup window will prompt the user to enter a login name and password every time the tunnel is opened. When you select the EAP mode, you can choose to either display a prompt for the EAP login name and password every time the tunnel is opened (using the **EAP popup** checkbox) or to store them in the VPN configuration by entering them in the **Login** and **Password** fields. We recommend not to use the latter mode (see chapter 11 Security recommendations).

Multiple AUTH support Enables the combination of certificate and EAP authentications.¹

¹ The VPN Client supports "Certificate then EAP" double authentication. The VPN Client does not support "EAP then Certificate" double authentication.

7.2.1.3 Cryptography

Encryption	Encryption algorithm negotiated during the authentication phase ¹ : Auto ² , AES CBC (128, 192, 256), AES CTR (128, 192, 256), AES GCM (128, 192, 256).
Authentication	Authentication algorithm negotiated during the authentication phase ³ : Auto ⁴ , SHA2 256, SHA2 384, SHA2 512.
Key Group	Length of Diffie-Hellman key ⁵ : Auto ⁶ , DH14 (MODP 2048), DH15 (MODP 3072), DH16 (MODP 4096), DH17 (MODP 6144), DH18 (MODP 8192), DH19 (ECP 256), DH20 (ECP 384), DH21 (ECP 521) DH28 (BrainpoolP256r1).

¹ Refer to chapter 11 Security recommendations on the choice of algorithm.

² **Auto** means that the VPN Client automatically adapts to the gateway parameters.

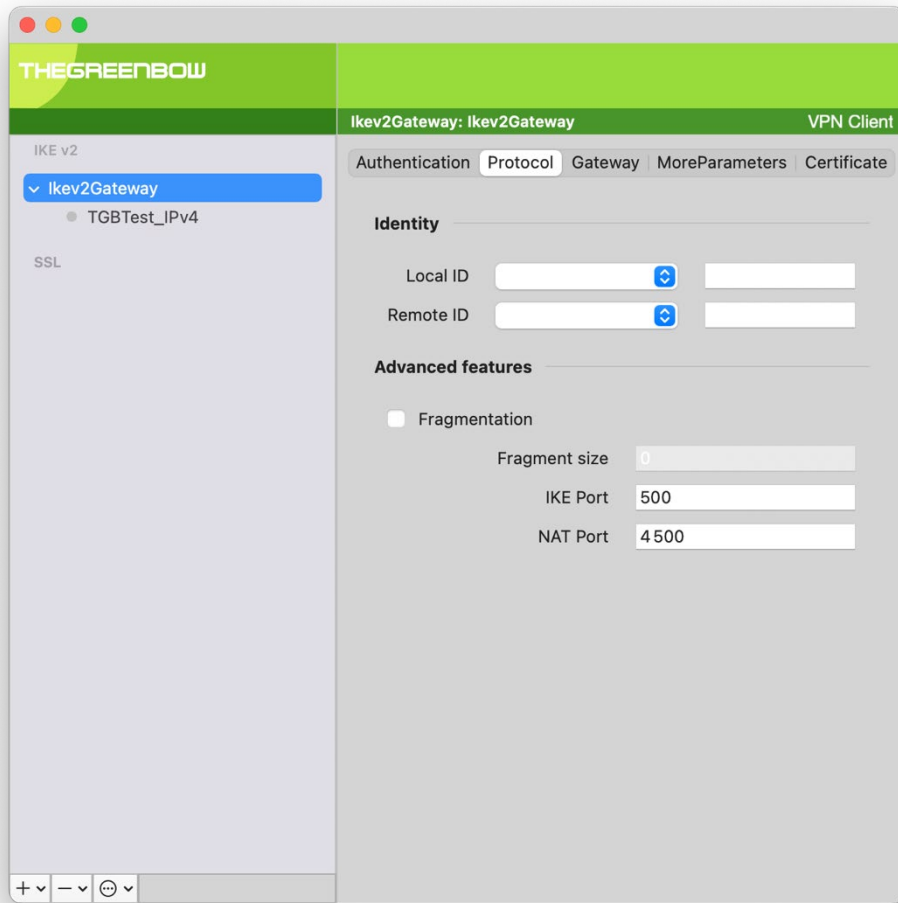
³ See note 1.

⁴ See note 2.

⁵ See note 1.

⁶ See note 2.

7.2.2 IKE Auth: Protocol



The screenshot shows the 'IKEv2Gateway: Ikev2Gateway' configuration window in the 'VPN Client' section. The left sidebar shows a tree view with 'IKE v2' expanded, containing 'Ikev2Gateway' (selected) and 'TGBTest_IPv4'. Below this is an 'SSL' section. The main panel has tabs for 'Authentication', 'Protocol' (selected), 'Gateway', 'MoreParameters', and 'Certificate'. Under the 'Protocol' tab, there are two sections: 'Identity' and 'Advanced features'. The 'Identity' section has 'Local ID' and 'Remote ID' fields, each with a dropdown arrow. The 'Advanced features' section has a 'Fragmentation' checkbox (unchecked), a 'Fragment size' field with the value '0', an 'IKE Port' field with the value '500', and a 'NAT Port' field with the value '4500'. At the bottom left of the window are three small icons: a plus, a minus, and a refresh icon.

7.2.2.1 Identity

Local ID Local ID is the identifier that the VPN Client sends to the remote VPN gateway during the authentication phase.

According to the type selected, this identifier can be any of the following:

- IPv4 Address: an IPv4 address (type = IPV4 ADDR), e.g. 195.100.205.101
- DNS: a domain name (type = FQDN), e.g. gw.mydomain.net
- Email: an e-mail address (type = USER FQDN), e.g. support@thegreenbow.com
- IPV6 Address: an IPv6 address (type = IPV6 ADDR), e.g. 2345:0:9d38:6ab8:1c47:3a1c:a96a:b1c3
- DER ASN1 DN: the X.509 subject of a certificate (type = DER ASN1 DN)
- KEY ID: a character string (type = KEY ID), e.g. 123456

If this parameter is not set, the VPN Client's IP address is used by default.

Remote ID Remote ID is the identifier of the authentication phase that the VPN Client expects to receive from the VPN gateway.

According to the type selected, this identifier can be any of the following:

- IPv4 Address: an IPv4 address (type = IPV4 ADDR), e.g. 80.2.3.4
- DNS: a domain name (type = FQDN), e.g. router.mydomain.com
- Email: an e-mail address (type = USER FQDN), e.g. admin@mydomain.com
- IPV6 Address: an IPv6 address (type = IPV6 ADDR), e.g. 2345:0:9d38:6ab8:1c47:3a1c:a96a:b1c3
- DER ASN1 DN: the X.509 subject of a certificate (type = DER ASN1 DN)
- KEY ID: a character string (type = KEY ID), e.g. 123456

If this parameter is not set, the VPN Client will accept any identity sent by the gateway without checking.

7.2.2.2 Advanced features

Fragmentation Enables IKEv2 packet fragmentation in accordance with RFC 7383.

This function prevents IKEv2 packets from being fragmented by the IP network they're passing through.

The fragment size must generally be set to a value that is smaller by 200 bytes than the MTU of the physical interface, e.g. 1300 bytes for a typical 1500-byte MTU.

IKE Port

IKE Auth (Authentication) exchanges use the UDP protocol and port 500 by default. IKE port configuration can bypass the networking hardware (firewalls, routers) that filter port 500.



The remote VPN gateway must also be able to perform the IKE Auth exchanges on a port other than 500.

NAT Port

IKE Child SA (IPsec) exchanges use the UDP protocol and port 4500 by default. NAT port configuration can bypass the networking hardware (firewalls, routers) that filter port 4500.



The remote VPN gateway must also be able to perform the IKE Child SA exchanges on a port other than 4500.

7.2.3 IKE Auth: Gateway

The screenshot shows the THEGREENBOW VPN Client configuration window. The left sidebar displays the configuration tree with 'IKE v2' expanded, showing 'Ikev2Gateway' (selected) and 'TGBTest_IPv4'. The main panel is titled 'Ikev2Gateway: Ikev2Gateway' and 'VPN Client'. It features four tabs: 'Authentication', 'Protocol', 'Gateway' (active), and 'MoreParameters'. The 'Gateway' tab contains the following settings:

- Dead Peer Detection (DPD)**
 - Check interval: 30 sec.
 - Max. number of retries: 5
 - Delay between retries: 15 sec.
- Lifetime**
 - Lifetime: 1800 sec.
- Gateway related parameters**
 - Redundant Gateway: (empty field)
 - Retransmissions: 3
 - Gateway timeout: 1800 sec.

At the bottom left of the main panel, there are three small icons: a plus sign, a minus sign, and a refresh/circular arrow icon.




7.2.3.1 Dead Peer Detection (DPD)

Check interval	The Dead Peer Detection (DPD) function enables the VPN Client to detect whether the VPN gateway has become unreachable or inactive. ¹ The check interval is the time period between two consecutive DPD check messages sent, expressed in seconds.
Max. number of retries	Number of consecutive unsuccessful attempts before concluding that the VPN gateway is unreachable.
Delay between retries	Time between two DPD messages when the VPN gateway is not responding, expressed in seconds.

7.2.3.2 Lifetime

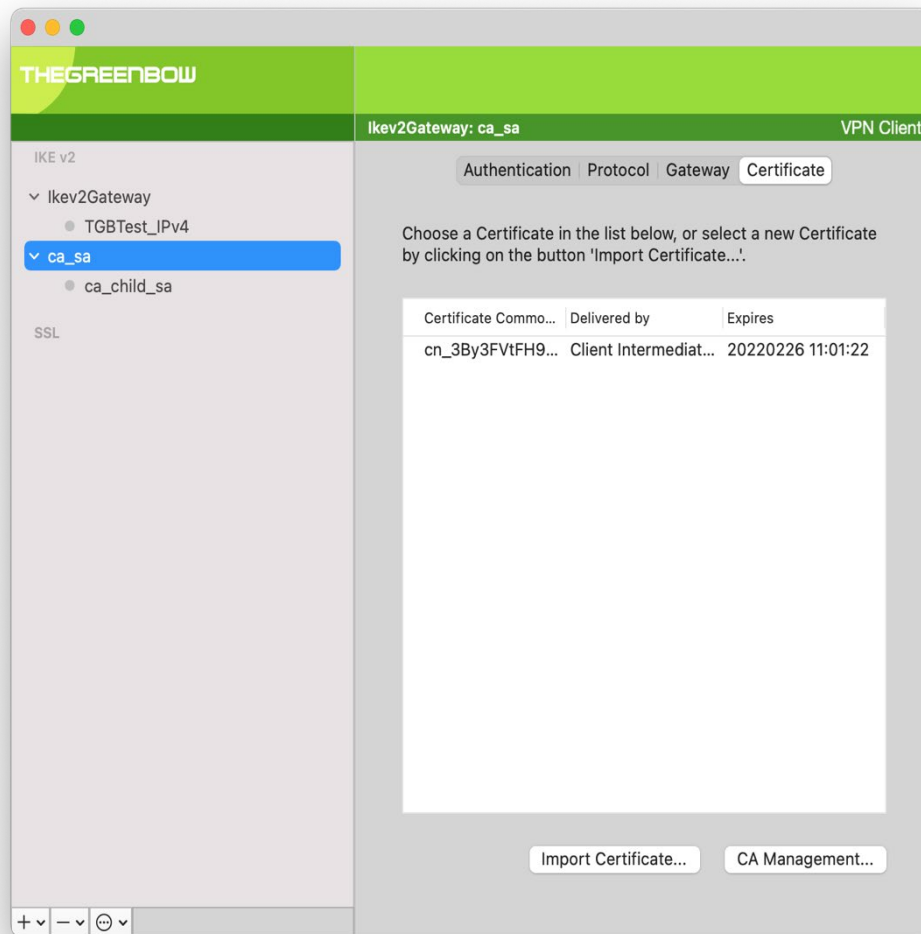
Lifetime	Lifetime of the IKE Auth phase. The lifetime is expressed in seconds. The default value is 1,800 seconds (30 min).
-----------------	--

7.2.3.3 Gateway-related parameters

Redundant Gateway	Used to define the address of a spare VPN gateway that the VPN Client will switch to when the initial gateway is unavailable or unreachable. The address of the redundant VPN gateway can be either an IP or a DNS address.  Refer to chapter 8 Redundant gateway.
Retransmissions	Number of IKE protocol message resends before failure.
Gateway timeout	Delay between two retransmissions

¹ The DPD function is enabled upon opening the tunnel (after the authentication phase). When linked to a redundant gateway, DPD allows the VPN Client to automatically switch between gateways when one of them is unavailable.

7.2.4 IKE Auth: Certificate



This tab is only available if the Certificate or EAP mode is selected in the **Authentication** tab.



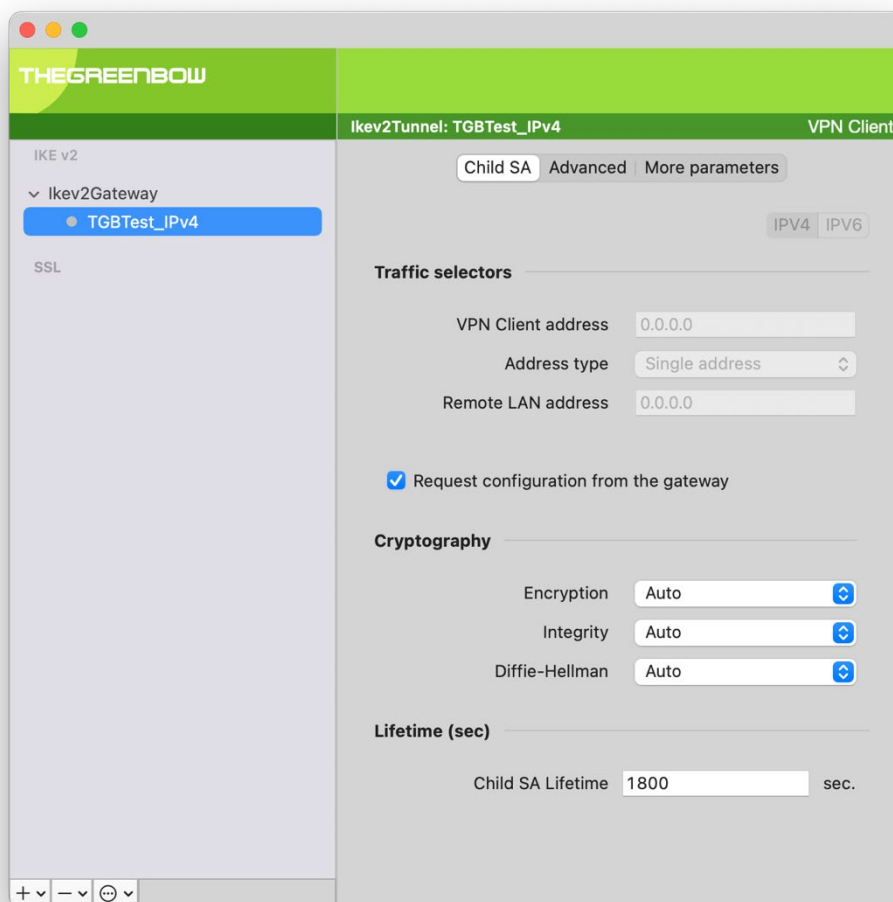
Refer to chapter 9 Managing certificates.

7.2.5 Child SA: Child SA

The purpose of the Child SA (Security Association IPsec) of a VPN tunnel is to negotiate the security parameters that will be applied to the data going through the VPN tunnel.

To configure Child SA parameters, select the Child SA in the VPN tree on the **Configuration Panel**. The parameters can be configured in the right-hand tabs of the **Configuration Panel**.

If any changes are made to a tunnel, it will appear in bold in the VPN configuration tree. You do not need to save a VPN configuration for it to be taken into account. The tunnel can be tested with the modified configuration immediately.



7.2.5.1 Traffic selectors

VPN Client address

“Virtual” IP address of the workstation, the way it will be “seen” on the remote network.

From a technical standpoint, it is the source IP address of the IP packets going through the IPsec tunnel.

Address type

The endpoint of the tunnel can be a network or a remote workstation.



Refer to section 7.2.5.2 Configuring the address type below.

Request configuration from the gateway

This option (also called "Configuration Payload" or "Mode CP") lets the VPN Client get all the information required for the VPN connection from the gateway: VPN Client addresses, remote network address, subnet mask, and DNS addresses.

When this option is checked, all corresponding fields are disabled (uneditable).

They are filled in dynamically as the tunnel is opened with the values sent by the VPN gateway during the Mode CP exchange.

7.2.5.2 Configuring the address type

If the endpoint of the tunnel is a network, choose the **Subnet address** type and then enter the **Remote LAN address** and **Subnet mask**:

Address type	Subnet address
Remote LAN address	192.168.1.0
Subnet mask	255.255.255.0

As an alternative, you can also select **Range address** and enter the **Start address** and **End address**:

Address type	Range address
Start address	192.168.1.0
End address	255.255.255.0

If the endpoint of the tunnel is a workstation, choose the **Single address** type and then enter the **Remote LAN address**:

Address type	Single address
Remote LAN address	192.168.1.0



If the IP address of the VPN Client is included in the IP address range for a remote network (e.g. @workstation IP=192.168.10.2 and @remote network=192.168.10.x), then opening a tunnel will prevent the workstation from communicating on the local network. All communications will go through the VPN tunnel.



"All traffic through the VPN tunnel" configuration

The VPN Client can be configured so that all the workstation's outbound traffic goes through the VPN tunnel. To implement this function, select **Subnet address** as the address type and specify 0.0.0.0 as the **Remote LAN address** and **Subnet mask**.



Several VPN Client configuration guides for various VPN gateways are available on our website at:

<https://www.thegreenbow.com/en/support/integration-guides/compatible-vpn-routers/>.

7.2.5.3 Cryptography

Encryption	Encryption algorithm negotiated during the IPsec phase ¹ : Auto ² , AES CBC (128, 192, 256), AES CTR (128, 192, 256), AES GCM (128, 192, 256).
Integrity	Authentication algorithm negotiated during the IPsec phase ³ : Auto ⁴ , SHA2 256, SHA2 384, SHA2 512.
Diffie-Hellman	Length of Diffie-Hellman key ⁵ : Auto ⁶ , DH14 (MODP 2048), DH15 (MODP 3072), DH16 (MODP 4096), DH17 (MODP 6144), DH18 (MODP 8192), DH19 (ECP 256), DH20 (ECP 384), DH21 (ECP 521), DH28 (BrainpoolP256r1).

7.2.5.4 Lifetime (sec)

Child SA Lifetime	Time interval, expressed in seconds, between two renegotiations. The default value for the Child SA lifetime is 1,800 s (30 min).
--------------------------	--

7.2.5.5 IPv4/IPv6

IPv4/IPv6	<i>Currently, only IPv4 is supported.</i>
------------------	---

¹ Refer to chapter 11 Security recommendations on the choice of algorithm.

² **Auto** means that the VPN Client automatically adapts to the gateway parameters.

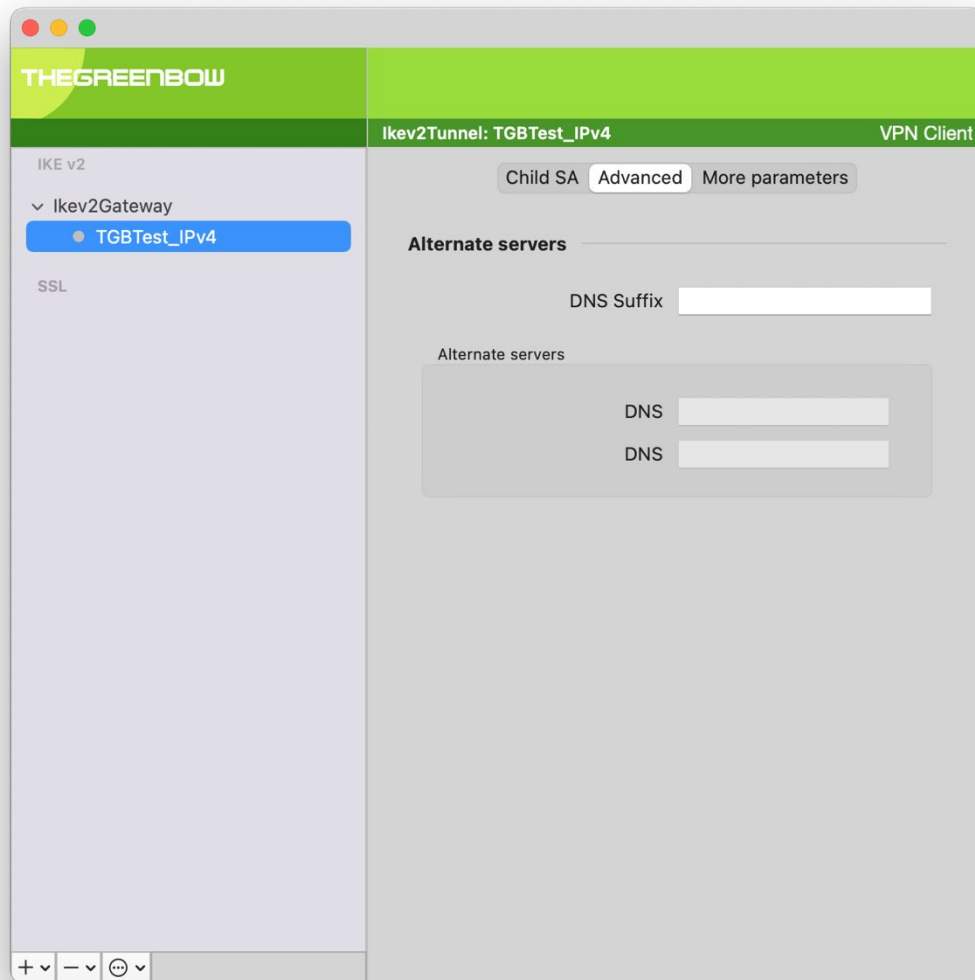
³ See note 1.

⁴ See note 2.

⁵ See note 1.

⁶ See note 2.

7.2.6 Child SA: Advanced



7.2.6.1 Alternate servers

DNS Suffix Domain suffix to be added to all machine names, e.g. `mozart.dev.thegreenbow`.

This is an optional parameter. When it is specified, the VPN Client will try to translate the machine address without adding the DNS suffix. However, if translation fails, the DNS suffix will be added, and the Client will try to translate the address again.

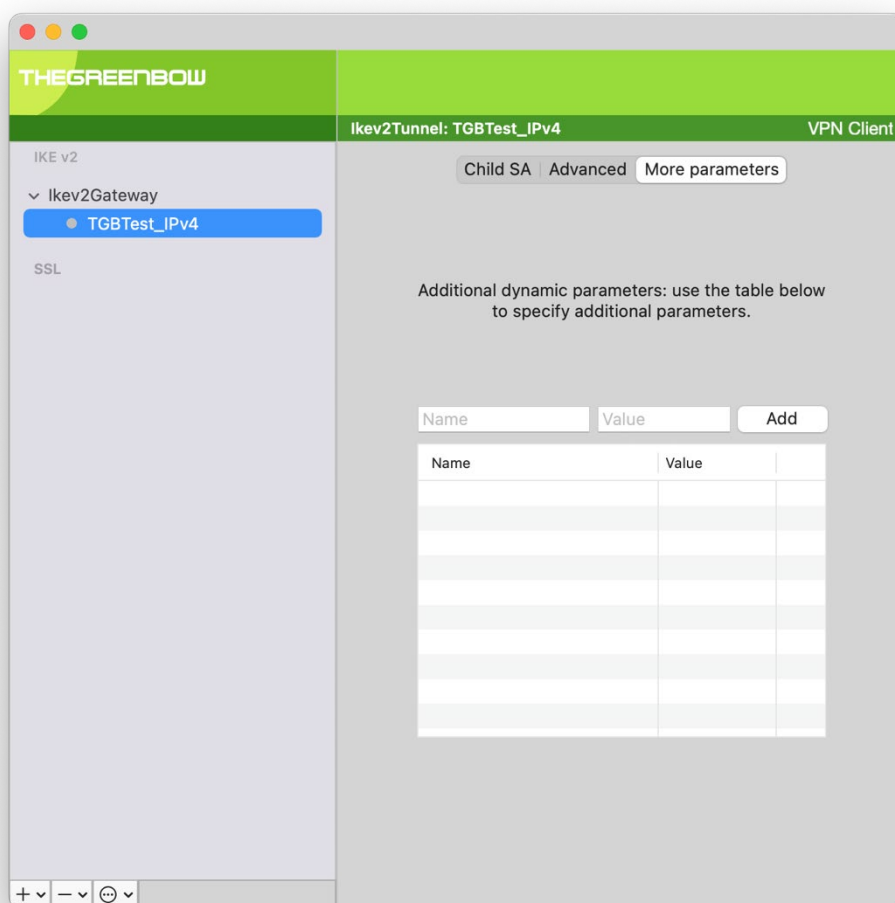
Alternate servers

Table containing the IP addresses of the DNS (maximum 2) and WINS (maximum 2) servers available on the remote network. The IP addresses will be IPv4 addresses, since IPv6 is not supported in the current version of the product.



When Mode CP is enabled (see the **Request configuration from the gateway** parameter in the **Child SA** tab), these fields will be grayed out (uneditable). They are automatically filled in as the tunnel is opened with the values sent by the VPN gateway during the Mode CP exchange.

7.2.7 Child SA: More parameters



If required, the macOS VPN Client allows you to configure additional parameters, which are not documented in this document.

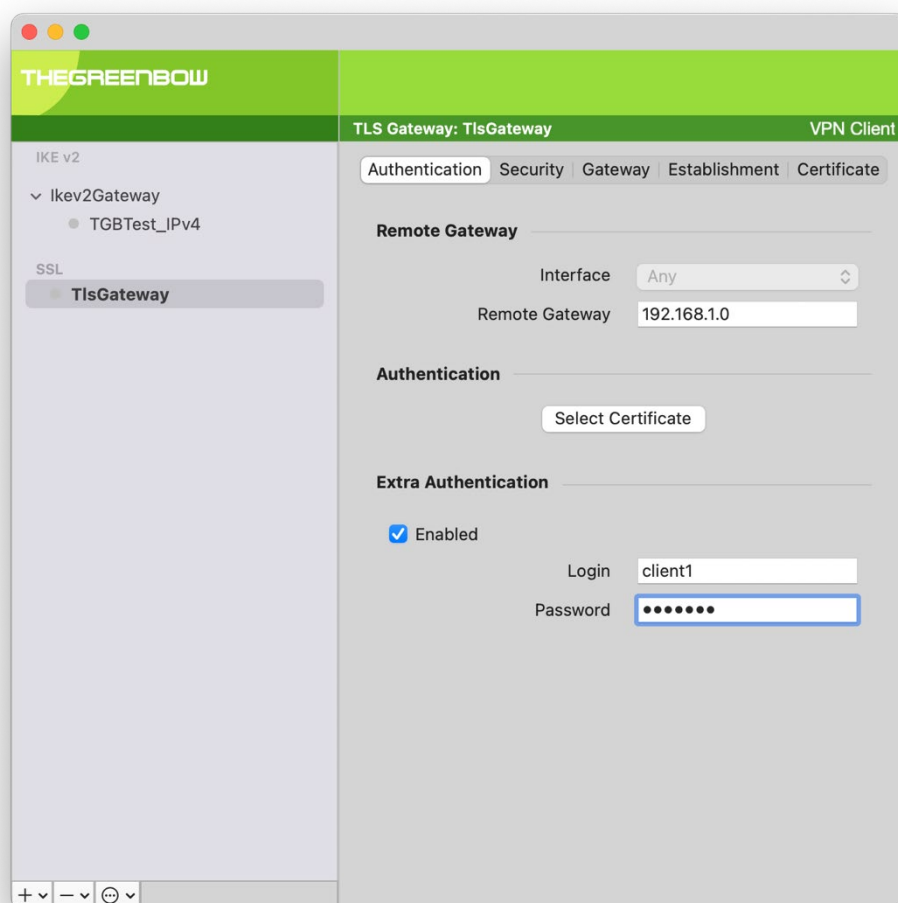
Under certain circumstances, the TheGreenBow support team may offer to add additional parameters (Name, Value) that will allow you to manage specific use cases, either on the version of the installed software or in patches that will be provided to you.

7.3 Configuring an SSL/OpenVPN tunnel

The macOS VPN Client can be used to open SSL VPN tunnels.

SSL VPN tunnels established by the macOS VPN Client are compatible with OpenVPN and can establish secure connections with all gateways implementing this protocol.

7.3.1 SSL: Authentication






7.3.1.1 Remote Gateway

Interface	<i>(This option is currently not editable.)</i> Name of the network interface on which the VPN connection is open. The software can decide automatically which interface to use by selecting Any . We recommend choosing this option if the tunnel being configured is to be deployed on a different workstation.
Remote Gateway	IP address (IPv4, since IPv6 is not currently supported) or DNS address of the remote VPN gateway. This field is mandatory.

7.3.1.2 Authentication

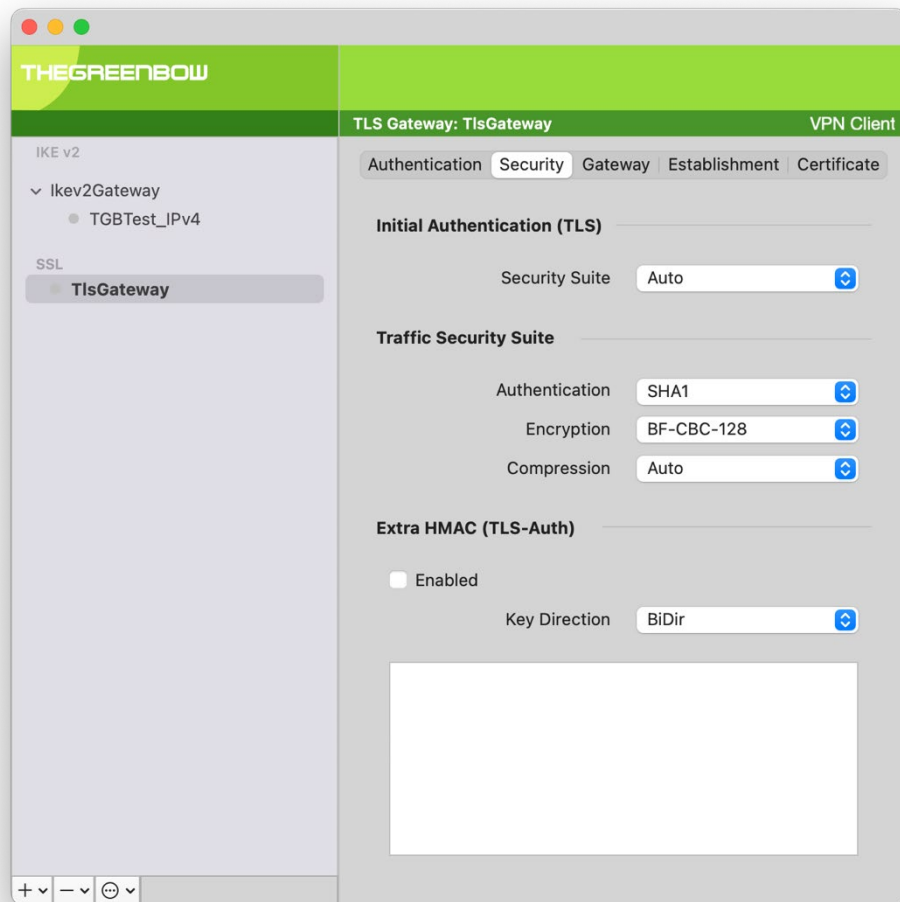
Select Certificate	Choose a certificate for VPN connection authentication.  Refer to the dedicated chapter 9 Managing certificates.
---------------------------	--

7.3.1.3 Extra Authentication

This option increases the security level by asking the user to enter a login name and password whenever a tunnel is opened.

Enabled	When this box is checked, users will be prompted for their login name and password whenever they open the tunnel. When it is unchecked, the login name and password must be entered here permanently. Users therefore will not need to enter them every time they open the tunnel.
Login	The username registered with the VPN gateway.
Password	The matching password for the specified login name.

7.3.2 SSL: Security



7.3.2.1 Initial Authentication (TLS)

Security Suite This parameter is used to configure the security level of the authentication phase during the SSL exchange.

- **Auto:** All cryptography suites (except null) are sent to the gateway, which will use the best fit.
- **Low:** Only weak cryptography suites are sent to the gateway. In the current version, these are suites that use 64 or 56-bit encryption algorithms.
- **Normal:** Only "medium" cryptography suites are sent to the gateway. In the current version, these are suites that use 128-bit encryption algorithms.

- **High:** Only strong cryptography suites are sent to the gateway. In the current version, these are suites that use 128-bit or higher encryption algorithms.

For further information, refer to the following page:

<https://www.openssl.org/docs/man1.1.1/man1/ciphers.html>

7.3.2.2 Traffic Security Suite

Authentication Authentication algorithm negotiated for traffic:

Auto¹, MD5, SHA-1, SHA-256, SHA-384, SHA-512.



If the **Extra HMAC** option is enabled (see below), the authentication algorithm cannot be set to **Auto**. It will have to be configured explicitly and must be identical to the one chosen at the gateway end.

Encryption

Traffic encryption algorithm:

Auto², BF-CBC-128, AES-128-CBC, AES-192-CBC, AES-256-CBC.

Compression

Traffic compression: Auto³, Yes (enabled), No (disabled).

¹ **Auto** means that the VPN Client automatically adapts to the gateway parameters.

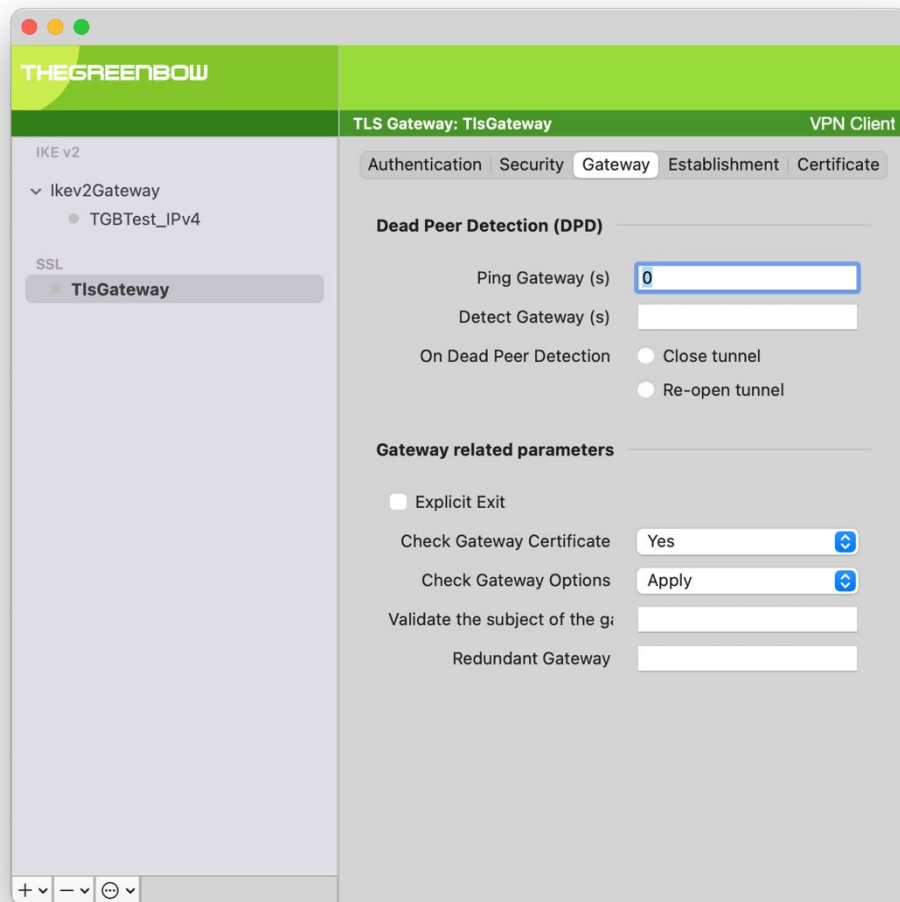
² *ibid*

³ *ibid*

7.3.2.3 Extra HMAC (TLS-Auth)

- Enabled** This option adds an authentication layer to the packets exchanged between the VPN Client and the VPN gateway. For this option to be fully operational, it must also be configured on the gateway (on gateways, this option is often referred to as "TLS-Auth").
- If this option is enabled, a key must be entered in the field below the checked box. The same key must also be entered on the gateway. It consists of a string of hexadecimal characters, in the following format:
- ```
-----BEGIN Static key-----
362722d4fbff4075853fbe6991689c36
b371f99aa7df0852ec70352122aee7be
...
515354236503e382937d1b59618e5a4a
cb488b5dd8ce9733055a3bdc17fb3d2d
-----END Static key-----
```
- Key Direction** When the Extra HMAC option is enabled, choose the key direction from this drop-down list:
- **BiDir**: The specified key is used in both directions (default mode)
  - **Client**: The key direction must be defined as **Server** in the gateway.
  - **Server**: The key direction must be defined as **Client** in the gateway.

### 7.3.3 SSL: Gateway



#### 7.3.3.1 Dead Peer Detection (DPD)

The Dead Peer Detection (DPD) function enables both endpoints of the tunnel to mutually make sure the other one is active.<sup>1</sup>

<sup>1</sup> The DPD function is enabled once the tunnel is open. When linked to a redundant gateway, DPD allows the VPN Client to switch automatically between gateways when one of them is unavailable.

|                               |                                                                                                                                                                                   |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Ping Gateway (s)</b>       | Period, expressed in seconds, between two pings sent by the VPN Client to the gateway. Sending this ping enables the gateway to determine whether the VPN Client is still active. |
| <b>Detect Gateway (s)</b>     | Time, expressed in seconds, after which the gateway is considered down if no ping has been received.                                                                              |
| <b>On Dead Peer Detection</b> | When the gateway is detected as unavailable (i.e. once the <b>Detect Gateway</b> time has expired), the tunnel can be closed, or the VPN Client may try to open it again.         |

### 7.3.3.2 Gateway-related parameters

|                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Explicit Exit</b>                                   | <p>This parameter configures the VPN Client to send a specific VPN tunnel closing frame to the gateway when closing the tunnel.</p> <p>If this option is not selected, the gateway will use DPD to close the tunnel at its end, which is less effective.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Check Gateway Certificate</b>                       | <p>Specifies the control level applied to the gateway certificate.</p> <p>In the current version, two levels are available:</p> <ul style="list-style-type: none"> <li>• <b>Yes</b> (the certificate's validity is checked)</li> <li>• <b>No</b> (the certificate's validity is not checked)</li> </ul> <p>The <b>Lite</b> option is reserved for future use. In this version, it is equivalent to the <b>Yes</b> option.</p>                                                                                                                                                                                                                                                                                |
| <b>Check Gateway Options</b>                           | <p>Used to determine the level of consistency between the VPN tunnel and gateway parameters (encryption algorithms, compression, etc.).</p> <ul style="list-style-type: none"> <li>• <b>Yes</b>: Consistency is checked for all VPN parameters. The VPN tunnel will not open if any parameter is different.</li> <li>• <b>No</b>: Consistency is not checked before opening the tunnel. The VPN tunnel will try to open, even though no traffic may pass through because certain parameters are not consistent.</li> <li>• <b>Lite</b>: Consistency between the VPN Client and the gateway is only checked for essential parameters.</li> <li>• <b>Apply</b>: Gateway parameters will be applied.</li> </ul> |
| <b>Validate the subject of the gateway certificate</b> | <p>If this field is filled in, the VPN Client will check that the subject of the certificate received from the gateway is, indeed, the one specified.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

**Redundant Gateway**

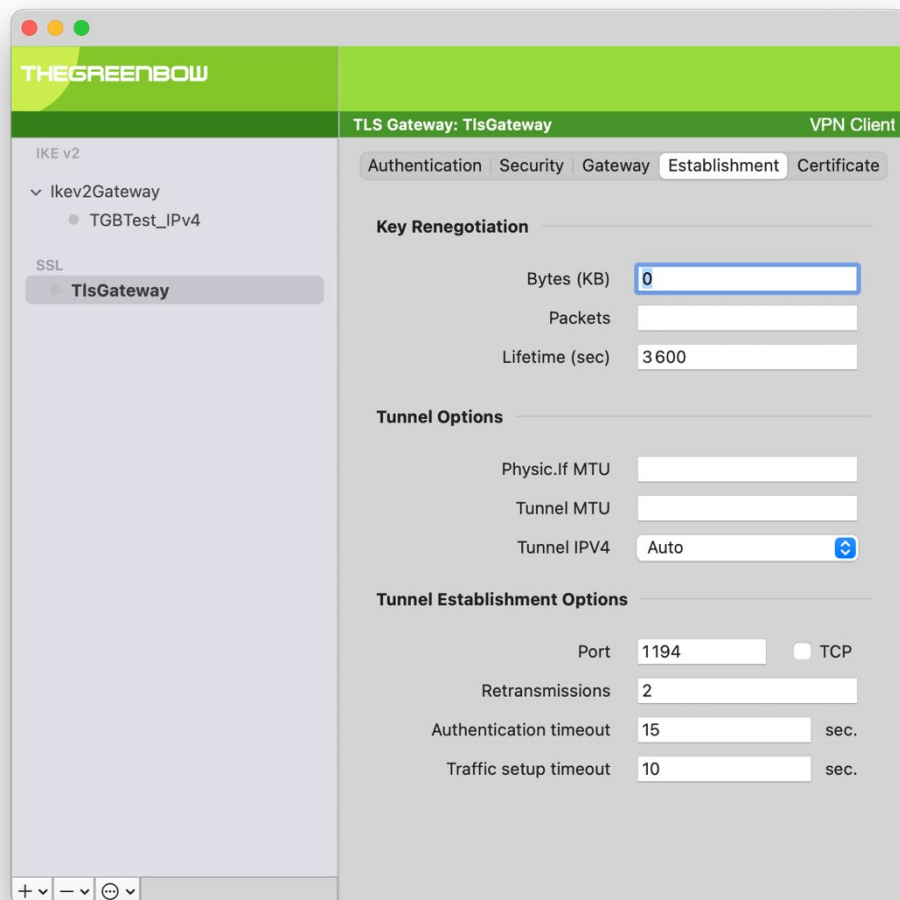
Defines the address of a spare VPN gateway that the VPN Client will switch to when the initial gateway is unavailable or unreachable.

The address of the redundant VPN gateway can be either an IP or a DNS address.



Refer to chapter 8 Redundant gateway.

### 7.3.4 SSL: Establishment





### 7.3.4.1 Key Renegotiation

|                                                    |                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Bytes (KB),<br/>Packets,<br/>Lifetime (sec)</b> | <p>Keys can be renegotiated when any of the three criteria (which can be combined) expire:</p> <ul style="list-style-type: none"> <li>• Traffic volume, expressed in KB</li> <li>• Quantity of packets, expressed in number of packets</li> <li>• Lifetime, expressed in seconds</li> </ul> <p>If more than one criterion is set, keys will be renegotiated when the first of these expires.</p> |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### 7.3.4.2 Tunnel Options

|                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Physic.If MTU</b> | <p>Maximum size of OpenVPN packets.</p> <p>Used to set a packet size so that OpenVPN frames are not fragmented at the network level.</p> <p>The default value for MTU is 0, meaning that the software will use the MTU value of the physical interface.</p>                                                                                                                                                                                                       |
| <b>Tunnel MTU</b>    | <p>Virtual interface MTU.</p> <p>When values have been entered, we recommend setting a lower value for the tunnel MTU than that of the physical interface MTU.</p> <p>The default value for MTU is 0, meaning that the software will use the physical interface's MTU value.</p>                                                                                                                                                                                  |
| <b>Tunnel IPV4</b>   | <p>Defines the VPN Client's behavior when it receives an IPv4 configuration from the gateway:</p> <ul style="list-style-type: none"> <li>• <b>Auto:</b> Accepts the information sent by the gateway</li> <li>• <b>Yes:</b> Checks whether the information sent by the gateway matches the configured behavior. If this is not the case, a warning message is displayed on the console and the tunnel is not established.</li> <li>• <b>No:</b> Ignores</li> </ul> |

### 7.3.4.3 Tunnel Establishment Options

|                 |                                                                                                                                                                                                    |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Port/TCP</b> | <p>Port number used to establish the tunnel. The default port value is set to 1194.</p> <p>The tunnel will use UDP by default. The <b>TCP</b> option is used to transport the tunnel over TCP.</p> |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

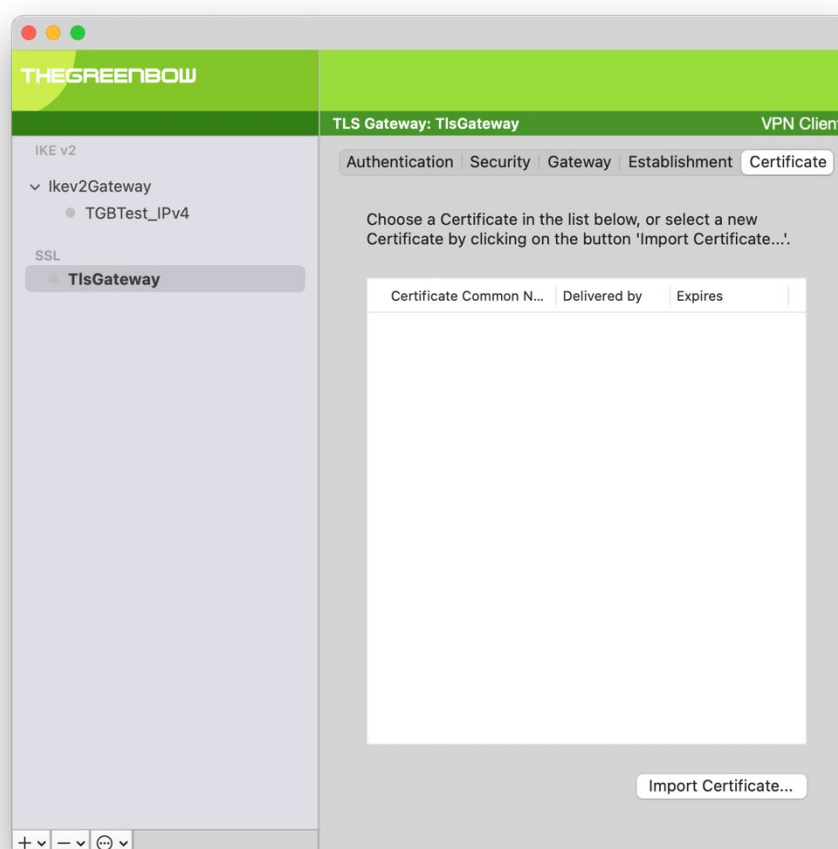
**Retransmissions** Number of retries for sending a protocol message.

If there is no response by the time the defined number of retries is reached, the tunnel is closed.

**Authentication timeout** Time allowed to establish the authentication phase. When this time expires, it is assumed that the tunnel will not open. When this timeout expires, the tunnel is closed.

**Traffic setup timeout** Tunnel establishment phase: time after which the tunnel is closed, if not all the steps have been completed.

### 7.3.5 SSL: Certificate



Refer to chapter 9 Managing certificates.

## 8 Redundant gateway

The macOS VPN Client can be used to manage a redundant VPN gateway.

When combined with Dead Peer Detection (DPD) settings, this function allows the VPN Client to automatically switch to the redundant gateway as soon as the main gateway is detected as being down or unavailable.

If the DPD is lost and a redundant gateway has been configured, the tunnel will automatically try to open again. You can configure a redundant gateway that is identical to the main one, in order to benefit from the automatic reopening mode without actually having to use two gateways.

The algorithm for taking into account the redundant gateway is as follows:

- The VPN Client contacts the initial gateway to open the VPN tunnel.
- If the tunnel cannot be opened after N attempts, the VPN Client contacts the redundant gateway.

The same algorithm applies to the redundant gateway:

- If the redundant gateway is unavailable, the VPN Client will try to open the VPN tunnel with the initial gateway.



The VPN Client will not try to contact the redundant gateway if the initial gateway can be reached, but issues are experienced when opening the tunnel.



The VPN Client will not try to contact the redundant gateway if the initial gateway cannot be reached due to a DNS resolution issue.



## 9 Managing certificates

The macOS VPN Client includes a selection of interfacing functions with various types of certificates, issued by any PKI and stored in files.

More specifically, the macOS VPN Client implements the following functions and features:

- Support for X.509 certificate formats: PKCS#12, PEM, PFX
- Management of certificates on user's side (the VPN Client's side), such as VPN gateway certificates, including validity dates, certificate chains, root certificates, and CRL management
- Certificate authority (CA) management
- Validation of client and gateway certificates: mutual authentication with identical or different certificate authorities (import specific CAs)

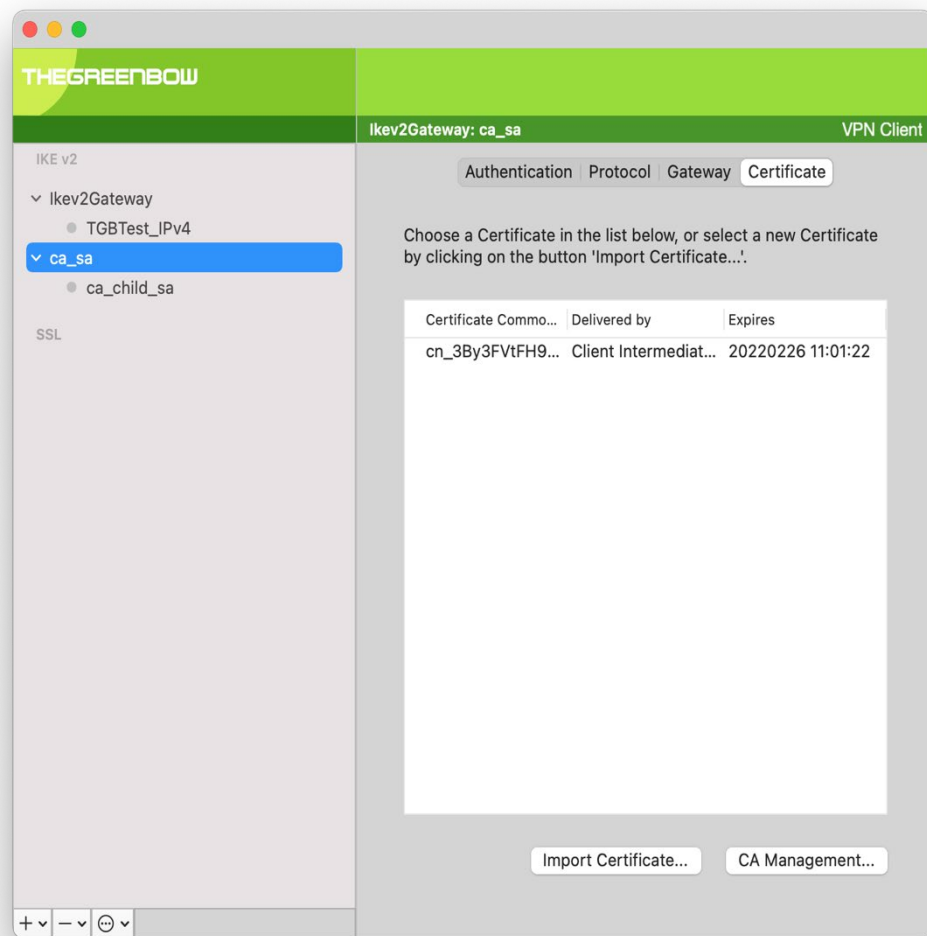
The certificates to be used are configured and specified on the **Certificate** tab of the tunnel concerned: IKE Auth (IKEv2) or TLS (SSL).

### 9.1 Selecting a certificate (Certificate tab)

The macOS VPN Client can assign a user certificate to a VPN tunnel.

There can be only one certificate per tunnel, but each tunnel can have its own certificate.

The **Certificate** tab shows the certificate currently used in the tunnel's configuration.



## 9.2 Importing certificates

The macOS VPN Client can import certificates in PKCS#12 and PEM format to the VPN configuration.

This solution has the advantage of combining the certificate (user-specific) and the VPN configuration (generic) in a single file, which can easily be sent to the user's workstation and imported into the VPN Client.



Once a certificate has been selected, the tunnel's **Local ID** type will automatically switch to **Subject from X509** or **DER ASN1 DN** and the certificate's subject will be used as the default value of this **Local ID**.

**Local and Remote ID**

|           | Type of ID:       | Value for the ID:           |
|-----------|-------------------|-----------------------------|
| Local ID  | Subject from X509 | C = FR, ST = Paris, O = The |
| Remote ID |                   |                             |

### 9.2.1 Importing a PKCS#12 or PFK certificate

1. On the **Certificate** tab, click **Import Certificate....**

**Import a new Certificate**

Choose below the new certificate format:


☐ PEM Format  
☒ P12 Format

Next > Cancel

2. Choose the **P12 Format**, and then click **Next >**.

**Import a new Certificate**

Import a P12 Certificate in the VPN Configuration file.

 Macintosh HD
 Browse...

< Previous OK Cancel

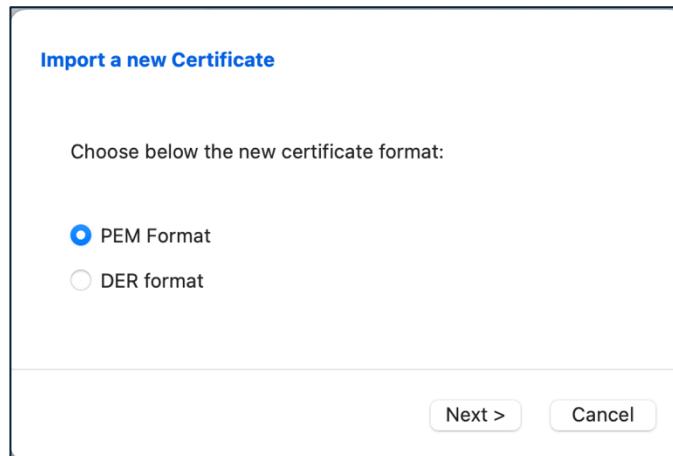
3. Click **Browse** to select the PKCS#12 certificate to import.
4. If it is password-protected, enter the password and then click **OK** to confirm.

The certificate is shown and is selected in the certificate list displayed on the **Certificate** tab.

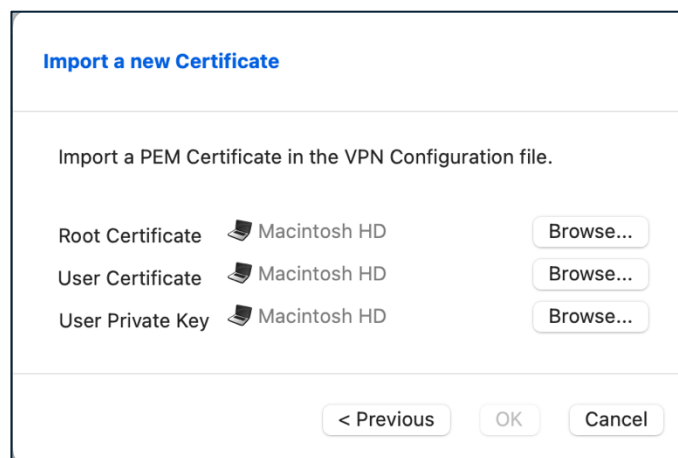
Save the VPN configuration. The certificate will be saved in the VPN configuration.

### 9.2.2 Importing a PEM certificate

1. On the **Certificate** tab, click **Import Certificate...**



2. Choose the **PEM Format**, and then click **Next >**.



3. Click **Browse** to select the **Root Certificate**, the **User Certificates** and the **User Private Key** to import.
4. Click **OK** to confirm.

The certificate is shown and is selected in the certificate list displayed on the **Certificate** tab.

Save the VPN configuration. The certificate will be saved in the VPN configuration.



The file containing the private key may not be encrypted.

## 9.3 Managing certificate authorities

The macOS VPN Client systematically authenticates the client and gateway certificates based on the certificate authorities (CAs) available in the VPN configuration. You must therefore import the CA certificates into the VPN Client.

### 9.3.1 Importing a certificate authority

If the macOS VPN Client is configured to check gateway certificates, the certificate authorities (CAs) must also be accessible.

You must import the gateway's root CA into the configuration.

If the gateway is not configured to send CAs, you must also import the intermediate CAs into the configuration.

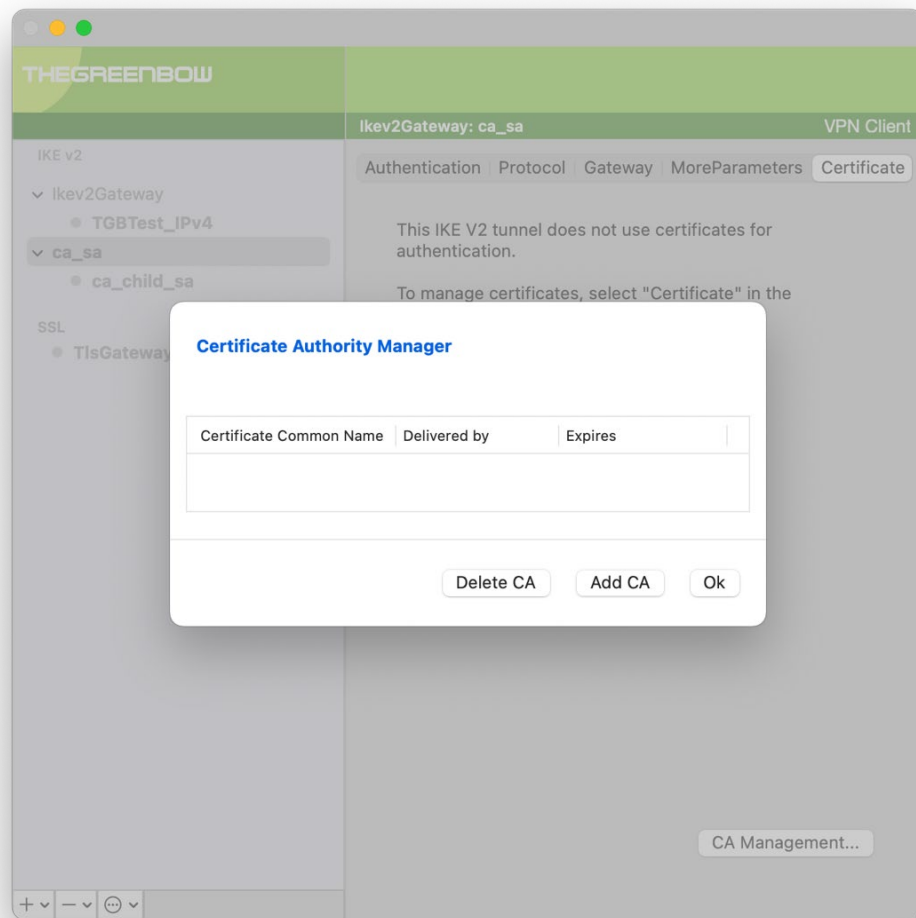
The following intermediate CA types are supported:

- RSASSA-PKCS1-v1.5 with SHA-2
- RSASSA-PSS with SHA-2
- ECDSA "secp256r1" with SHA-2
- ECDSA "BrainpoolP256r1" with SHA-2
- ECSDSA "secp256r1" with SHA-2
- ECSDSA "BrainpoolP256r1" with SHA-2

The following root CA types are supported:

- RSASSA-PKCS1-v1.5 with SHA-1
- RSASSA-PSS with SHA-1
- RSASSA-PKCS1-v1.5 with SHA-2
- RSASSA-PSS with SHA-2
- ECDSA "secp256r1" with SHA-2
- ECDSA "BrainpoolP256r1" with SHA-2
- ECSDSA "secp256r1" with SHA-2
- ECSDSA "BrainpoolP256r1" with SHA-2





1. On the **Certificate** tab, click **CA Management...**, and then **Add CA**.
2. Choose the desired CA certificate type (PEM or DER).
3. Click **Browse** to select the CA to import.

## 10 Logs

The macOS VPN Client comes equipped with three types of logs:

1. The macOS **Console**, which provides information on the various steps performed when opening and closing tunnels
2. The trace mode, which provides detailed information
3. System logs, which record general events, such as tunnels opened or closed

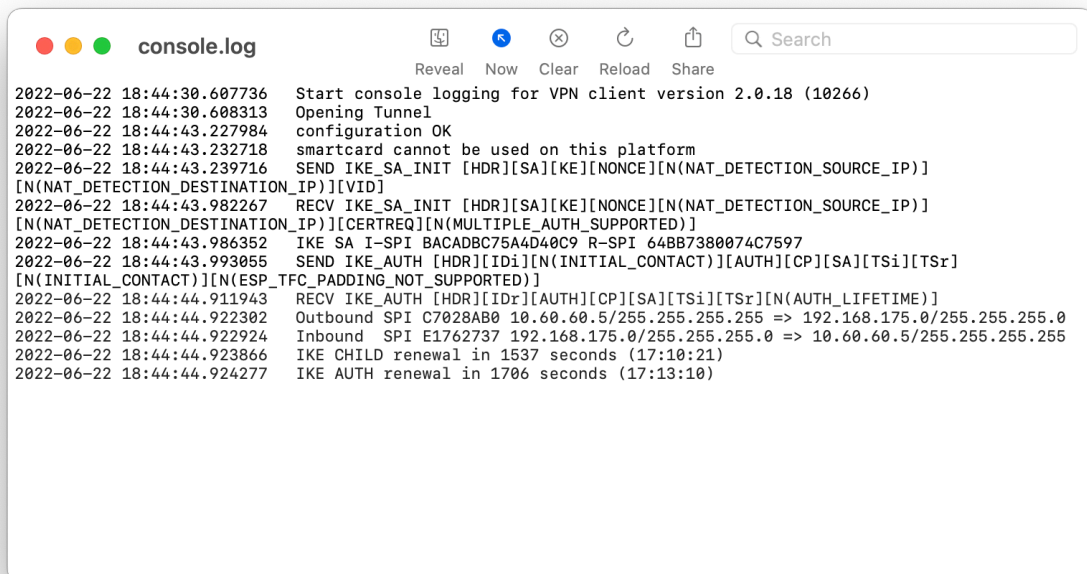
This facility is intended to help network administrators diagnose a problem when opening tunnels, or the TheGreenBow support team to identify software incidents.

### 10.1 Console

You can display the Console in either of the following ways:

- In the **Configuration Panel** (main interface), from the **View** menu, choose **Console**
- Use the **⌘D** shortcut when the **Configuration Panel** is open

This will open the `console.log` file in the native macOS **Console**.



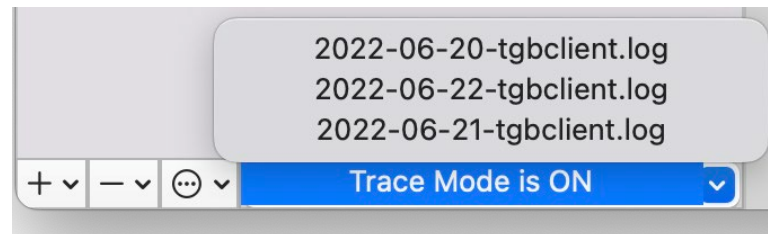
```

2022-06-22 18:44:30.607736 Start console logging for VPN client version 2.0.18 (10266)
2022-06-22 18:44:30.608313 Opening Tunnel
2022-06-22 18:44:43.227984 configuration OK
2022-06-22 18:44:43.232718 smartcard cannot be used on this platform
2022-06-22 18:44:43.239716 SEND IKE_SA_INIT [HDR][SA][KE][NONCE][N(NAT_DETECTION_SOURCE_IP)]
[N(NAT_DETECTION_DESTINATION_IP)][VID]
2022-06-22 18:44:43.982267 RECV IKE_SA_INIT [HDR][SA][KE][NONCE][N(NAT_DETECTION_SOURCE_IP)]
[N(NAT_DETECTION_DESTINATION_IP)][CERTREQ][N(MULTIPLE_AUTH_SUPPORTED)]
2022-06-22 18:44:43.986352 IKE SA I-SPI BACADBC75A4D40C9 R-SPI 64BB7380074C7597
2022-06-22 18:44:43.993055 SEND IKE_AUTH [HDR][IDi][N(INITIAL_CONTACT)][AUTH][CP][SA][TSi][TSr]
[N(INITIAL_CONTACT)][N(ESP_TFC_PADDING_NOT_SUPPORTED)]
2022-06-22 18:44:44.911943 RECV IKE_AUTH [HDR][IDr][AUTH][CP][SA][TSi][TSr][N(AUTH_LIFETIME)]
2022-06-22 18:44:44.922302 Outbound SPI C7028AB0 10.60.60.5/255.255.255.255 => 192.168.175.0/255.255.255.0
2022-06-22 18:44:44.922924 Inbound SPI E1762737 192.168.175.0/255.255.255.0 => 10.60.60.5/255.255.255.255
2022-06-22 18:44:44.923866 IKE CHILD renewal in 1537 seconds (17:10:21)
2022-06-22 18:44:44.924277 IKE AUTH renewal in 1706 seconds (17:13:10)

```

## 10.2 Trace mode

The trace mode can be enabled or disabled using the `⌘⇧T` key combination. A new button will be shown below the list of VPN tunnels. This button allows you to view the list of detailed logs that are available.



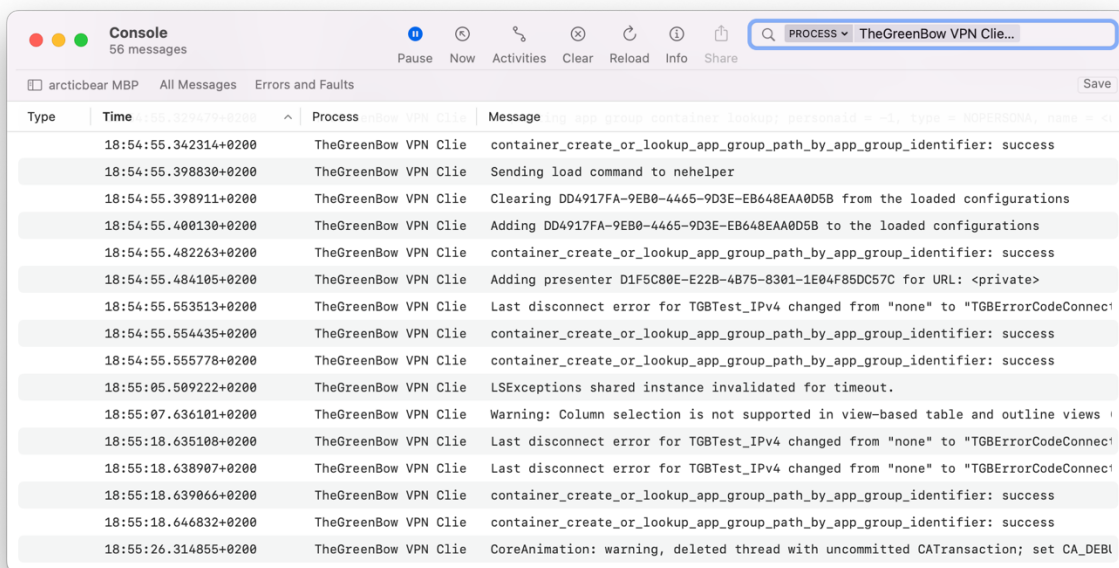
Once you select a detailed log, it will be displayed in the macOS **Console** application.

## 10.3 System logs

System logs are displayed by default when you open the macOS **Console**.

Be sure to select the generic **Console** window and not one of the specific ones (e.g. the one you opened to display the `console.log` file as described in section 10.1 Console or in section 10.2 Trace mode above).

In the macOS **Console** application, you can filter messages from the VPN process `TheGreenBow VPN` using the following terms: `Process: TheGreenBow VPN Client` or `Process: com.thegreenbow.vpn-macos.networkextension`.



The screenshot shows the macOS Console window with the search filter set to 'TheGreenBow VPN Client'. The logs display various system messages from the application, including container creation, configuration updates, and network-related warnings.

| Type | Time                 | Process                | Message                                                                                |
|------|----------------------|------------------------|----------------------------------------------------------------------------------------|
|      | 18:55:329479+0200    | TheGreenBow VPN Client | ...ing app group container lookup; personid = -1, type = NOPERSON, name = <...>        |
|      | 18:54:55.342314+0200 | TheGreenBow VPN Client | container_create_or_lookup_app_group_path_by_app_group_identifier: success             |
|      | 18:54:55.398830+0200 | TheGreenBow VPN Client | Sending load command to nehelper                                                       |
|      | 18:54:55.398911+0200 | TheGreenBow VPN Client | Clearing DD4917FA-9EB0-4465-9D3E-EB648EAA0D5B from the loaded configurations           |
|      | 18:54:55.400130+0200 | TheGreenBow VPN Client | Adding DD4917FA-9EB0-4465-9D3E-EB648EAA0D5B to the loaded configurations               |
|      | 18:54:55.482263+0200 | TheGreenBow VPN Client | container_create_or_lookup_app_group_path_by_app_group_identifier: success             |
|      | 18:54:55.484105+0200 | TheGreenBow VPN Client | Adding presenter D1F5C80E-E22B-4B75-8301-1E04F85DC57C for URL: <private>               |
|      | 18:54:55.553513+0200 | TheGreenBow VPN Client | Last disconnect error for TGBTest_IPv4 changed from "none" to "TGBErrorCodeConnecti... |
|      | 18:54:55.554435+0200 | TheGreenBow VPN Client | container_create_or_lookup_app_group_path_by_app_group_identifier: success             |
|      | 18:54:55.555778+0200 | TheGreenBow VPN Client | container_create_or_lookup_app_group_path_by_app_group_identifier: success             |
|      | 18:55:05.509222+0200 | TheGreenBow VPN Client | LSEExceptions shared instance invalidated for timeout.                                 |
|      | 18:55:07.636101+0200 | TheGreenBow VPN Client | Warning: Column selection is not supported in view-based table and outline views       |
|      | 18:55:18.635108+0200 | TheGreenBow VPN Client | Last disconnect error for TGBTest_IPv4 changed from "none" to "TGBErrorCodeConnecti... |
|      | 18:55:18.638907+0200 | TheGreenBow VPN Client | Last disconnect error for TGBTest_IPv4 changed from "none" to "TGBErrorCodeConnecti... |
|      | 18:55:18.639066+0200 | TheGreenBow VPN Client | container_create_or_lookup_app_group_path_by_app_group_identifier: success             |
|      | 18:55:18.646832+0200 | TheGreenBow VPN Client | container_create_or_lookup_app_group_path_by_app_group_identifier: success             |
|      | 18:55:26.314855+0200 | TheGreenBow VPN Client | CoreAnimation: warning, deleted thread with uncommitted CATransaction; set CA_DEBU...  |

# 11 Security recommendations

## 11.1 Assumptions

To maintain a proper security level, the operating conditions and usages listed below must be observed.

### 11.1.1 Profile and responsibilities of administrators

The system and network administrator as well as the security administrator, respectively tasked with installing the software and defining the VPN security policies, are nonhostile. They are trained to carry out the tasks for which they are responsible and follow administrative manuals and procedures.

The security administrator regularly ensures that the product's configuration is in line with the one that he or she has set up and performs the necessary updates when necessary.

The product's logging function is enabled and properly configured. Administrators are responsible for regularly reviewing the logs.

### 11.1.2 Profile and responsibilities of users

Users of the software are nonhostile and have been properly trained on how to use it. More specifically, users execute the tasks for which they are responsible to ensure proper operation of the product and do not reveal the information used for their authentication with the VPN gateway.

### 11.1.3 Compliance with management rules for cryptographic elements

Bi-keys and certificates used to open the VPN tunnel are generated by a trustworthy certificate authority that guarantees compliance with management rules for these cryptographic elements and, more specifically, with the specifications laid out by your local cybersecurity agency, e.g. [\[RGS B1\]](#) and [\[RGS B2\]](#) in France (only available in French).

## 11.2 User workstation

The machine on which the macOS VPN Client is installed and run must be clean and properly administered. More specifically:

- Antivirus software must be installed, and its signature database must be updated on a regular basis.
- It must be protected by a firewall that controls (partitions or filters) the workstation's inbound and outbound communications that do not go through the VPN Client.
- Its operating system is up to date with the various security patches.
- Its configuration is such that it is protected against local attacks (memory forensics, patch, or binary corruption).

Configuration recommendations to strengthen the workstation are available on the ANSSI website (in French), such as the following (the list is non-exhaustive):

- [Computer health guide](#) (Guide d'hygiène informatique, document only available in French)
- [Configuration guide](#) (Guide de configuration, document only available in French)
- [Password](#) (Mot de passe, document only available in French)

## 11.3 VPN configuration

### 11.3.1 Sensitive information in the VPN configuration

We recommend that you do not store any sensitive data in the VPN configuration file.

In this regard, we recommend that you do not use the following features of the software:

- Do not use the EAP (password/login) mode alone, but only in combination with a certificate.
- If EAP is used, do not store the EAP login name/password in the VPN configuration (function described in section 7.2.1.2 Authentication).
- Do not import any certificates to the VPN configuration (function described in section 9.2 Importing certificates).
- Do not export the VPN configuration without encrypting it, i.e. not password-protected (function described in section 6.2 Exporting a VPN configuration).

### 11.3.2 User authentication

The user authentication functions available in the macOS VPN Client are described below, from the weakest to the strongest.

It should be noted that preshared key authentication, despite being easy to implement, enables any user of the workstation to establish a VPN tunnel without cross-checking their authentication.

| Type of user authentication                 | Strength |
|---------------------------------------------|----------|
| Preshared key                               | Weak     |
| EAP                                         |          |
| EAP popup                                   |          |
| Certificate stored in the VPN configuration | Strong   |

### 11.3.3 VPN gateway authentication

We recommend that you do not configure the VPN Client to validate certificates that do not comply with the constraints on the Extended Key Usage and Key Usage extensions (do not use the dynamic parameter `allow_server_and_client_auth`).

### 11.3.4 Protocol

We recommend that you only configure IPsec/IKEv2 tunnels (and no SSL/OpenVPN tunnels).

### 11.3.5 ANSSI recommendations

The recommendations described above can be complemented by French National Cybersecurity Agency's (ANSSI) IPsec configuration document: [Recommendations for securing IPsec networks](#).



## 12 macOS VPN Client technical data

### 12.1 Main functions

- Configure and establish IPsec/IKEv2 VPN connections
- Manage authentication using EAP or a certificate
- Manage the Configuration Payload (CP) mode
- Implement Dead Peer Detection (DPD) and manage a redundant gateway
- Comprehensive and intuitive configuration interface
- Configure and establish SSL/OpenVPN connections

### 12.2 Languages

French, English, Arabic, Czech, Danish, German, Greek, Spanish, Finnish, Hungarian, Hindi, Italian, Japanese, Korean, Dutch, Norwegian, Polish, Portuguese, Romanian, Slovenian, Bosnian, Thai, Turkish, Chinese, Farsi.

### 12.3 Compatible OSes

The minimum operating system required for the macOS VPN Client is macOS 10.15.

### 12.4 Cryptography

|                |                                                                                                                                                                                                                                                |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Encryption     | Symmetric: AES CBC, GCM, CTR 128/192/256-bit<br>Asymmetric: RSA, ECP<br>Diffie-Hellmann: DH14 (2048), DH15 (3072), DH16 (4096), DH17 (6144), DH18 (8192), DH19 (ECP 256), DH20 (ECP 384), DH21 (ECP 512)<br>Hash: SHA2-256, SHA2-384, SHA2-512 |
| Authentication | <ul style="list-style-type: none"><li>• Preshared key (PSK)</li><li>• EAP</li><li>• X.509 certificates and certificate authorities (CAs)</li></ul>                                                                                             |



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## 13 Contact

### 13.1 Information

All the information on TheGreenBow products is available on our website:  
<https://thegreenbow.com/>.

### 13.2 Sales

Phone: +33.1.43.12.39.30

E-mail: [sales@thegreenbow.com](mailto:sales@thegreenbow.com)

### 13.3 Support

There are several pages related to the software's technical support on our website:

#### Online help

<https://www.thegreenbow.com/en/support/online-support/>

#### FAQ

<https://www.thegreenbow.com/en/frequently-asked-questions/>

#### Contact form

Technical support can be reached using the form on our website at the following address: <https://www.thegreenbow.com/en/support/online-support/technical-support/>.

**Protect your connections  
in any situation**