



# **VPN Configuration Guide**

**FortiOS** 

© 2010 equinux AG and equinux USA, Inc. All rights reserved.

Under copyright law, this configuration guide may not be copied, in whole or in part, without the written consent of equinux AG or equinux USA, Inc. Your rights to the software are governed by the accompanying software license agreement.

The equinux logo is a trademark of equinux AG and equinux USA, Inc., registered in the U.S. and other countries. Other product and company names mentioned herein may be trademarks and/or registered trademarks of their respective companies.

equinux shall have absolutely no liability for any direct or indirect, special or other consequential damages in connection with the use of this document or any change to the router in general, including without limitation, any lost profits, business, or data, even if equinux has been advised of the possibility of such damages.

Every effort has been made to ensure that the information in this configuration guide is accurate. equinux is not responsible for printing or clerical errors.

Configuration guide revision 1

Created using Apple Pages.

www.equinux.com

# Contents

Introduction	5
Using the Configuration Guide Prerequisites	5 6
Scenario	6
Terminology	7
My VPN Gateway Configuration	8
Task 1 – VPN Gateway Configuration	9
Step 1 – Retrieve Network Settings	9
Step 2 – Create a VPN User	9
Step 3 – Create a VPN User Group	10
Step 4 – Set up Phase 1	10
Step 5 – Set up Phase 2	11
Step 6 – Set up a Firewall Policy	12
Task 2 – VPN Tracker Configuration	13
Step 1 – Add a Connection	13
Step 2 – Configure the VPN Connection	13
Step 3 – Test the VPN Connection	14
Troubleshooting	16
VPN Connection Fails to Establish	16
No Access to the Remote Network	16
Further Questions?	17
Supporting Multiple Users	18
Option A Manually Assigning Fixed Local Addresses	18
Option B Assigning IP Addresses through Mode Config	19

# Introduction

This configuration guide helps you configure VPN Tracker and your Fortinet VPN gateway to establish a VPN connection between them.

## Using the Configuration Guide

#### Part 1 – VPN Gateway Configuration

The first part of this guide will show you how to configure a VPN tunnel on your Fortinet VPN gateway device using the web configuration interface.



This guide is a supplement to the documentation included with your Fortinet VPN gateway device, it can't replace it. Please read this documentation before starting.

### Part 2 – VPN Tracker Configuration

In the second part, this guide will show you how to configure VPN Tracker to easily connect to your newly created VPN tunnel.

### Part 3 – Troubleshooting and Supporting Multiple Users

Troubleshooting advice and instructions on how to set up the VPN to support multiple users using either static IP address assignment or Mode Config can be found in the final part of this guide.



If you are setting up VPN on your device for the first time, we strongly recommend you keep to the tutorial-style setup in the first and second part of this document and make modifications only after you have tested the basic setup.

#### **Conventions Used in This Document**

#### Links to External Websites

Sometimes you will be able to find more information on external websites. Clicking links to websites will open the website in your web browser:

#### http://equinux.com

#### Links to Other Parts of this Guide

 $A \rightarrow Link$  will take you to another place in the configuration guide. Simply click it if you are reading this guide on your computer.

#### **Tips and Tricks**



This configuration guide contains lots of great tips. You can easily spot them by looking for the light bulb icon.

#### Warnings



This exclamation mark warns you when there is a setting or action where you need to take particular care.

## **Getting Help**

VPN Tracker makes VPN simple. However, computer networking and VPNs can be complex and tricky at times, so we have also built in tools and helpful features that will assist you if you ever run into problems. Check out  $\rightarrow$  *Troubleshooting* for more information.

## Prerequisites

#### Your VPN Gateway

- This guide applies to **FortiOS**-based VPN gateways
- Make sure you have the newest firmware version installed that is available for your device. This guide was created based on FortiOS 4.0 MR1 Patch 3
- Older revisions of FortiOS (FortiOS 4.0 or FortiOS 3.0) should work fine for the basic setup as described in the first part of this document
- The setup using Mode Config that is described in the final part of this document requires at least FortiOS 4.0 MR1 Patch 3

### Your Mac

VPN Tracker runs on Mac OS X 10.4, 10.5 and 10.6

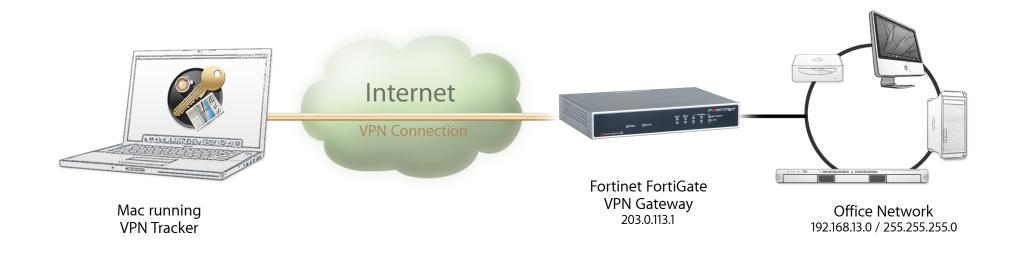
The configuration described in this guide requires VPN Tracker 6. Make sure you have all available updates installed. The latest VPN Tracker updates can always be obtained from <u>http://www.vpntracker.com</u>

## Scenario

In our example, we need to connect an employee's Mac to an office network. The diagram on the bottom of this page illustrates this scenario.

This guide assumes that the Mac running VPN Tracker already has internet connectivity. The office's Fortinet VPN gateway device (the "VPN gateway") is also already connected to the Internet and can be accessed through a static IP address or DNS host name. In our example setup, we will be using a static IP address: 203.0.113.1.

The VPN gateway has a second network interface which is connected to the internal office network (LAN). In our example, the office network is using the network 192.168.13.0/24 (which is the same as 192.168.13.0/255.255.255.0). This is the network that will be accessed from the employee's Mac through the VPN. It is called the "Remote Network" in VPN Tracker.



## Terminology

A VPN connection is often called a "tunnel" (or "VPN tunnel"). Every VPN tunnel is established between two "endpoints". In our example one endpoint is VPN Tracker and the other endpoint is the VPN gateway. Each endpoint is called the other endpoint's "peer".

Please note that for each endpoint, the settings on the other endpoint are considered to be "remote", while its own settings are considered to be "local". That means a "local" setting from VPN Tracker's perspective, is a "remote" setting from the VPN gateway's perspective, and vice versa.

The sample configuration described in this guide is called a "Host to Network" configuration: a single computer, called a "Host" establishes a VPN tunnel to an entire "Network" behind the VPN gateway.

# **My VPN Gateway Configuration**

Throughout this guide, there are certain pieces of information that are needed later on for configuring VPN Tracker. This information is marked with red numbers to make it easier to reference it later. You can print out this checklist to help keep track of the various settings of your Fortinet VPN gateway device.

#### **IP Addresses**

0	LAN (internal) IP Address / Subnet Mask:		/	_ <b>.</b>	·•	
2	WAN IP Address:	(or hostname			)	
Use	er Authentication (XAUTH)					
8	Username:					
4	Password:					
Pre	-Shared Key					
0	Pre-Shared Key:					
Ado	ditional Settings (only for Option B	– Assigning IP Ad	dresses 1	hrough	n Mode Co	nfig)

Name of the Phase 1 Setup: \_\_\_\_\_\_

Address Object for the Internal (LAN) Network: \_\_\_\_\_\_

 Image: Instance
 Image: Im

# Task 1 – VPN Gateway Configuration

We will first set up VPN on the VPN gateway. If you already have VPN in place, it's helpful to follow along this tutorial to see how settings on the device fit together with VPN Tracker.

## Step 1 – Retrieve Network Settings

• Connect to your VPN gateway through its web configuration interface



We have found **Firefox** to work best with the FortiOS Web Config interface (as of FortiOS 4.0). If you see extra options or some buttons do not work with your web browser, try using Firefox.

#### Go to System > Network

<mark>▼ System</mark> ⊳Status	Interface Zon Create New	e Options DNS Database V Switch Mode			
⊳Network ∞DHCP ∞Config	Name dmz	IP/Netmask 0.0.0.0 / 0.0.0.0			
Admin Certificates	internal wan1	192.168.13.1 / 255.255.255.0 203.0.113.1 / 255.255.255.0			
Maintenance	wan2	0.0.0.0 / 0.0.0.0			

- Write down the IP address of the internal network interface, including its subnet mask as 1 on your → Configuration Checklist
- Write down the IP address of the wan1 network interface (the part before the forward slash "/") as ② on your → Configuration Checklist. If your device has a DNS hostname (fixed or DynDNS), write it down instead.

## Step 2 – Create a VPN User

Go to User > Local and click Create New

	IGнге. 60B
WEB CON	Local IM
System	
Router	User Name
Firewall	
итм	
VPN	
- User	
Local	
Remote	

System	Local IM			
Router		New User		
Firewall	User Name	alice		
UTM	Password	Disable		
VPN		[Please Select]		
User     Local		[Please Select]		
<sub>a</sub> .Remote	O TACACS+	[Please Select]		
₀ Directory Service ₀ PKI	0	Cancel		
. User Group				

- User Name: Enter a username for the new user (here: alice). Write down the user name as 3
- **Password**: Enter a password for this new user. Make sure to remember the password, or write it down as **4**
- Click OK to add the user



To add more users, simply repeat this step. You might want to connect the device to an existing (LDAP or RADIUS) authentication server, however, we recommend using a local user for the initial setup and testing.

## Step 3 – Create a VPN User Group

• Go to User > User Group and click Create New

Eostic	Б <b>ете.</b> 60В
WEB CONFI	
System	User Group
Router	Create New Group Hame
Firewall	Directory Service
итм	
VPN	
- User	
့ Local	
Remote	
Directory Service	
» PKI	
User Group	

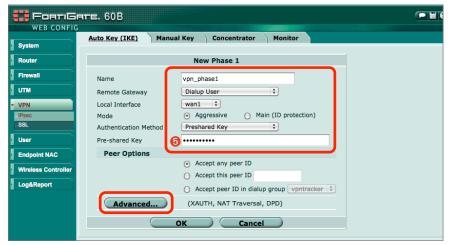
System	User Group
Router	New User Group
Firewall	Name vpn_group
UTM	Type Firewall
VPN	Available Users/Groups Members
User Local Remote Directory Service PKI User Group Options Monitor	- Local Users - - Users on RADIUS/LDAP/TACACS+ servers - - PKI Users - - PKI Users -
Endpoint NAC Wireless Controller	FortiGuard Web Filtering Override      OK Cancel
Log&Report	

- Name: Enter a name for the user group (here: vpn\_group)
- Type: Choose Firewall from the popup list
- Move the user account(s) you created in → Step 2 from the Available
   Users/Groups column into the Members column on the right
- Click **OK** to create the group

## Step 4 – Set up Phase 1

• Go to VPN > IPsec and click Create Phase 1

	Auto Key (IKE)	Manual Key	Concentrator	Mor
System	Create Phase 1	Create Phas	e 2)	
Router	Circute i hube 1	Phase 1		
Firewall				
UTM				
- VPN				
IPsec	1			
SSL				



- Name: Enter a name for the phase 1 setup (here: vpn\_phase1)
- Remote Gateway: Choose Dialup User from the popup list
- Local Interface: Choose wan1 from the popup list
- Mode: Choose Aggressive mode
- Authentication Method: Select Pre-Shared Key
- Enter a Pre-Shared Key. Make sure to choose a good pre-shared key and remember it, or write it down as <sup>(5)</sup>

## **Advanced Settings**

• Click Advanced... to reveal additional settings

Advanced	(XAUTH, NAT Traversal, DPD)		
📃 Enable IPsec In	terface Mode		
Local Gateway IP	<ul> <li>Main Interface IP</li> </ul>		
	O Specify		
P1 Proposal			
	1 - Encryption 3DES + Authentication SHA1 +		
	2 - Encryption AES128 + Authentication SHA1 +		
DH Group	1 2 5 9 14		
Keylife	28800 (120-172800 seconds)		
Local ID	(optional)		
XAUTH	○Disable ○Enable as Client ○Enable as Serve		
Server Type			
User Group	vpntracker_group		
NAT Traversal	Enable		
Keepalive Frequency	10 (10-900 seconds)		
Dead Peer Detection	☑ Enable		
	OK Cancel		



If clicking **Advanced** does not work, your web browser might be incompatible with the web config interface. In our experience, Firefox works well for this task.

#### XAUTH: Choose Enable as Server



When **Enable as Server** option is not selectable, you may have skipped creating a **User Group** in  $\rightarrow$  *Step 3*. Please go back and complete this step.

• Click **OK** to save the phase 1 settings

# Step 5 – Set up Phase 2

Click Create Phase 2

	are. 60B			
System	Auto Key (IKE)	Manual Key	Concentrator	Mor
Router	Create Phase 1	Create Phase	2	
Firewall		Phase 1		
- VPN				
⊳IPsec				
<sub>8</sub> .SSL				

	Edit Phase 2			
Name	vpn_phase2			
Phase 1	vpn_phase1			
Advanced				
P2 Proposal	1- Encryption: 3DES + Authentication: SHA1 +			
	2- Encryption: AES128 🕏 Authentication: SHA1 🔹 🕀 🖃			
	Enable replay detection			
	Enable perfect forward secrecy(PFS).			
	DH Group 1 () 2 () 5 💽 14 ()			
Keylife:	Seconds 🗧 1800 (Seconds) 5120 (KBytes)			
Autokey Keep Alive	Enable			
DHCP-IPsec	Enable			
Quick Mode Selector	Source address 0.0.0.0/0			
-				
	Source port 0			
	Destination address 0.0.0/0			
	Destination port 0			
	Protocol 0			
OK Cancel				

- Name: Enter a name for the phase 2 setup (here:vpn\_phase2)
- Phase 1: Select the phase 1 setup you created in → Step 4 from the popup list (here:vpn\_phase1)
- Click OK

# Step 6 – Set up a Firewall Policy

Go to Firewall > Policy and click Create New

Ę	<b>П</b> ЕЛТІБАТЕ. 60В				
	WEB CONFIG				
	<b>D</b> urstern	Policy DoS Policy Sniffer Policy			
1	System	Create New -			
Þ	Router				
	_	V Status V ID V Source V Destination			
Υ.	Firewall	internal -> wan1 (1)			
	Policy				
	Address				
	Service				

Edit Policy         Bill       Source Interface/Zone       Internal       Internal         Source Address       LAN       9         Jea       Destination Interface/Zone       wan1       9         Jea       Destination Interface/Zone       wan1       9         Jea       Destination Address       all       9         Jea       Destination Address       all       9         Jea       Schedule       always       9         Jeanoe       Service       ANY       9         Joint NAC       Service       ANY       9         VPN Tunnel       vpn_phase1       9         VPN Tunnel       vpn_phase1       9         VPN Tunnel       Outbound NAT       Allow outbound         Allow outbound       Outbound NAT       9         Allow outbound       Outbound NAT       9         Protection Profile       unflitered       9         Protection Profile       unflitered       9         Per-IP Traffic Shaping       Please Select]       9         Per-IP Traffic Shaping       Please Select]       9         Log Allowed Traffic       Comments (maximum 63 characters)       5	Policy DoS Policy Sniffer Poli		
source Interface/Zone source Address LAN : Multiple Destination Interface/Zone wan1 : Destination Address all : Destination Address all : Destination Address all : Schedule Schedule Schedule ANY : Multiple Action IPSEC : VPN Tunnel VPN Tunnel VPN Tunnel VPN Tunnel VPN Tunnel VPN Tunnel Protection Profile Traffic Shaping (Please Select) Per-IP Traffic Shaping (Please Select) LAN Multiple Multiple Controller Protection Profile LAN Multiple Controller Control		Edit Policy	
S       Destination Interface/Zone       wan1       +         Ale       Destination Interface/Zone       all       +         Shaper       Destination Address       all       +         Shaper       Schedule       always       +         Schedule       always       +       +         alance       Service       ANY       +         ion Profile       IPSEC       +       +         VPN Tunnel       vpn_phase1       +       +         ✓ Allow inbound       Inbound NAT       +       +         Allow outbound       Outbound NAT       +       +         Allow outbound       Outbound NAT       +       +         Esport       Protection Profile       unflitered       +         Per-IP Traffic Shaping       Please Select)       +       +         Per-IP Traffic Shaping       Please Select)       +       +         Log Allowed Traffic       +       +       +       +	Source Interface/Zone	internal	<b>*</b>
Destination Interface/Zone       wan1       ‡         Je       Destination Address       all       ‡         Shaper       Schedule       always       ‡         schedule       always       ‡       Multiple         service       ANY       ‡       Multiple         Joint NAC       Service       ANY       ‡         VPN Tunnel       vpn_phase1       ‡         ✓ Allow inbound       Inbound NAT       Allow outbound         Allow outbound       Outbound NAT       \$         Seport       Protection Profile       unfiltered         © Protection Profile       Unfiltered       ‡         © Protection Traffic Shaping       [Please Select]       ‡         © Per-IP Traffic Shaping       [Please Select]       ‡         © Log Allowed Traffic       \$       \$	Source Address	LAN	Multiple
Shaper       Destination Address       all       Image: Mathematical Strength and Strength		wan1	<b>*</b>
p     Schedule     always     ÷       alance     Service     ANY     •       ion Profile     Action     IPSEC     ÷       VPN Tunnel     vpn_phase1     ÷       Int NAC     •     •     •       ss Controller     •     •     •       Int NAC     •     •     •       ss Controller     •     •     •       Int NAC     •     •     •       ss Controller     •     •     •       Lop Allowed Traffic     •     •     •	Destination Address	all	t Multiple
alanco bon Profile Action IPSEC C C C C C C C C C C C C C C C C C C	Cabadula	always	÷]
Int NAC ss Controller teport Legont Log Allowed Traffic Log Allowed Traffic		ANY	Multiple
WINNE         VPN Tunnel         VPN Tunnel         VIN Tunnel         Protection Profile         Unfiltered         Traffic Shaping         Per-IP Traffic Shaping         Prease Select         In Log Allowed Traffic	on Profile	IPSEC	
Intervention       Index i		(	
Allow outbound Outbound NAT  Allow outbound  Protection Profile  Traffic Shaping  Please Select]  Reverse Direction Traffic Shaping  Please Select]  Clog Allowed Traffic	VPN Tunnel	vpn_phase1	<b>+</b>
Sint NAC         ss Controller         Traffic Shaping         Protection Profile         Unfiltered         Traffic Shaping         Perverse Direction Traffic Shaping         Per-IP Traffic Shaping         Per-IP Traffic Shaping         Log Allowed Traffic	Allow inbound	Inbound NAT	
ss Controller       Protection Profile       unfiltered       ‡         Traffic Shaping       [Please Select]       ‡         Reverse Direction Traffic Shaping       [Please Select]       ‡         Per-IP Traffic Shaping       [Please Select]       ‡         Log Allowed Traffic       table       ±	Allow outbound	Outbound NAT	J
ss Controller  Traffic Shaping  Per-IP Traffic Shaping			
Report          Reverse Direction Traffic Shaping [Please Select]           ÷)          Per-IP Traffic Shaping          [Please Select]           ÷)          Log Allowed Traffic          ÷)	ss Controller		
Reverse Direction Traffic Shaping [Please Select]      Per-IP Traffic Shaping [Please Select]      Log Allowed Traffic		[Please Select]	÷
Log Allowed Traffic	Reverse Direction Traffic Shaping	[Please Select]	* *
		[Please Select]	A Y
Comments (maximum 63 characters)	Per-IP Traffic Shaping		
	Log Allowed Traffic		

- Source Interface/Zone: Choose internal from the popup list
- Source Address: Select the address object representing your Fortinet VPN gateway's internal network (here: LAN). If you do not yet have such an address object, create a new one (see the right side if you don't know how)
- Destination Interface/Zone: Choose wan1 from the popup list
- Destination Address: Select all

- Action: Choose IPSEC (earlier FortiOS versions: ENCRYPT) from the popup list. Additional options will become available:
  - ▶ VPN Tunnel: Select the phase 1 setup you have created in → Step 4 (here: vpn\_phase1) from the popup list
  - Allow outbound: The connection will always be initiated from VPN Tracker, never by the device, so you can deselect this option.
- Click **OK** to add the policy

#### Creating an address object representing the internal (LAN) network:

• Click Create New...

	New Policy		
Source Interface/Zone Source Address Destination Interface/Zone Destination Address Schedule Service Action	internal         ✓ Address         [Create New]         SSLVPN-P-TUN-0         SSLVPN-P-TUN-1         all         Address Group         [Create New]         ACCEPT         Dynamic IP Pool	Multiple      Multiple     Multipl	
00	New Add	ress	A
New Address Address Name LAN			
Type Subnet / IP Range : Subnet / IP Range 192.168.13.0/255.255.255.0 Interface internal :			
OK Cancel			

- Address Name: Enter a name for the new address object (e.g. LAN)
- Type: Select Subnet / IP Range
- Subnet / IP Range: Enter your VPN gateway's internal (LAN) network address and subnet mask. Make sure to use the network address, not the LAN IP address: With a 255.255.255.0 subnet mask this means setting the last part of LAN IP address 1 to 0 (e.g. 192.168.13.1 becomes 192.168.13.0)
- > Interface: Select internal
- Click **OK** to add the new address object

# Task 2 – VPN Tracker Configuration

After finishing task 1, you should now have a completed  $\rightarrow$  configuration checklist containing your Fortinet VPN gateway's settings. We will now create a matching configuration in VPN Tracker.

## Step 1 – Add a Connection

Open VPN Tracker, and click the plus button in the bottom left corner of the window to add a new connection:

Secure Desk     Secure	N Tracker 6 tops e Desktop started, click "+"	<ul> <li>Enter a name for the connection that will let you recognize it later, e.g. "Office"</li> <li>Select Fortinet from the list of vendors, then select the device profile corresponding to your FortiOS version</li> <li>Click Create to add the new connection</li> </ul>
	Connection Name: Cisco Clavister Collax D-Link DrayTek equinux F-Secure Fortinet Juniper Networks LANCOM Linksys	Office
+- 5	Use custom devi Select this option if	Configuration Guide ce profile your device is not in the list, or if you would like to modify expert settings. Cancel Create

# Step 2 – Configure the VPN Connection

Once you have added the new connection, there are a few settings that need to be customized to match what is configured on your VPN gateway.

Basic	Advanced Actions Export Log
	Office
Connection based on	<ul> <li>Fortinet FortiOS 4.1 and newer</li> <li>Configuration Guide</li> </ul>
VPN Gateway	203.0.113.1 2
Network Configuration Topology Local Address Remote Networks	Manual Configuration       \$         Host to Network       \$         IP Address       192.168.13.0 / 24
Authentication Extended Authentication (XAUTH)	Pre-shared key     Pre-shared key not saved       When requested     Username and password not saved
Identifiers Local Remote	Local Endpoint IP Address Remote Endpoint IP Address \$
DNS	Use Remote DNS Server

- VPN Gateway: Enter the WAN IP address (or hostname) of your VPN gateway that you wrote down as 2
- ► Local Address: Leave empty for now. Depending on your setup, you may have to set a specific local address later. Refer to → Supporting Multiple Users on when and how to set a specific local address.
- Remote Networks: Enter the network address of the network that is being accessed through the VPN tunnel ①. Separate the subnet mask with a forward slash ("/").



VPN Tracker will automatically turn the IP address into a network address. Double-check that the result is the same as the LAN address object configured for the policy in  $\rightarrow$  *Step 6* 

# Step 3 – Test the VPN Connection

### It 's time to go out!

You will not be able to test and use your VPN connection from within the internal network that you want to connect to. To test your connection, you will need to connect from a different location. For example, if you are setting up a VPN connection to your office, test it from home. If you are setting up a VPN connection to your home network, test it from an Internet cafe, or go visit a friend.

#### Start your connection



- Connect to the Internet
- Make sure that your Internet connection is working – open your Internet browser and try to connect to <u>http://www.equinux.com</u>
- Open VPN Tracker if it's not already running
- Slide the On/Off slider for the connection you have just configured to On

#### When prompted for your pre-shared key:

I	Pre-Shared Key Authentication
the the	ase enter the pre-shared key to establish e connection "Office". s dialog will automatically cancel in 27 seconds.
Pre-shared Key:	
	Show pre-shared key
	🗹 Store in Keychain
*	Cancel OK

- Pre-shared key: Enter the pre-shared key that you configured on the Fortinet VPN gateway in the phase 1 settings 6
- Optional: Check the box Store in Keychain to save the password in your keychain so you are not asked for it again when connecting the next time
- Click **OK**

#### When prompted for your Extended Authentication (XAUTH) credentials:

	Extended Authentication (XAUTH)	
<b>2</b>	Please enter the XAUTH credentials to establish the connection "Office". This dialog will automatically cancel in 16 seconds.	
User Name:	alice	
Password:	4	
	Show typing	
	Store in Keychain	
<b>*</b>	Cancel OK	

- User Name: Enter the name of the user you have added on the Fortinet VPN gateway (here: alice) 3
- **Password**: Enter the password for the user 4
- Optional: Check the box Store in Keychain to save the password in your keychain so you are not asked for it again when connecting the next time
- Click OK

\varTheta 🔿 🔿 VPN Tracker	6
▼ Secure Desktops	
Secure Desktop	
▼ My Connections	<b>*</b> +
office 🧭	
0	
In: Speed: 0 Byte/s Total: 1.4 KB	
Max Speed: 304 Byte/s	
	$\wedge$
	$\Lambda/($
+-	

- If the slider goes back to Off after starting the connection, or after entering your pre-shared key or your XAUTH credentials, please read the → *Trouble-shooting* section of this document
- If the slider goes to **On** and turns green after a while, you have successfully established a connection
- Congratulations!

# Troubleshooting

In most cases, your connection should work fine if you follow the instructions above. If you cannot connect, please read on.

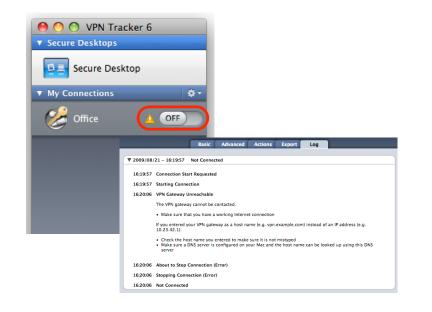
## **VPN Connection Fails to Establish**

## On/Off Slider goes back to "Off" right away

If the slider goes back to "Off" right away, please make sure you have entered all the required information. VPN Tracker will highlight fields that are missing or obviously incorrect information.

### On/Off Slider goes back to "Off" after a while

If the connection ON/OFF slider goes back to "OFF" a while after attempting to start the connection, please go to the "Log" tab to get more information about the error (or click the warning triangle to be automatically taken to the "Log" tab). VPN Tracker will display detailed suggestions for a solution:



# No Access to the Remote Network

If the connection slider goes to ON and turns green, but you cannot access resources (servers, email, etc.) in the VPN, please check the following points.

## Connect to an IP address (instead of a host name)

If you are not connecting to the resource by IP address (e.g. 192.168.13.42), but are using a host name (e.g. server.example.com), please try using the resource's IP address instead. If the connection works when using the IP address, but not when using a host name, please make sure that your Mac's DNS server or the "Remote DNS" server that you have configured on your Fortinet VPN gateway is able to resolve this host name to an IP address.

#### Test VPN Availability again

In many networks your Mac will be behind a router that performs Network Address Translation (NAT). For a VPN connection to be established through such a router, VPN Tracker can use different methods, but not all of them may be supported by your local router or your VPN gateway.

VPN Tracker automatically runs a test to detect the proper method for your particular Internet connection when you first connect using this Internet connection. However, test results could become outdated by changes to the local router, so it is a good idea to test again if there are problems.

- Select "Tools > Test VPN Availability" from the menu
- Click "Test Again" and wait until the test has completed
- Try connecting again

# Check that the IP address you are connecting to is part of the network(s) permitted in the split tunneling setup

Check that the IP address you are connecting to is actually part of the remote network(s) you permitted in the firewall policy in  $\rightarrow$  *Step 6*. Also double-check the network mask(s) of the address object(s).

## **Further Questions?**

You can find the latest news and compatibility information on our support and FAQ website:

http://www.equinux.com/support

#### If you need to contact equinux Technical Support

If you can't resolve your issue with the information available on our website or in this guide and would like to contact Technical Support through our website, please be sure to include at least the following information:

- The manufacturer and model and firmware revision of the VPN gateway
- A Technical Support Report from VPN Tracker (Help > Generate Technical Support Report)
- Screenshots of what you have configured on your VPN gateway, in particular all VPN-related settings
- A description of the problem and the troubleshooting steps you have taken

# **Supporting Multiple Users**

Once your VPN expands to multiple users you must ensure that IP addresses do not conflict by assigning each user their own IP address. VPN Tracker supports manually assigning IP addresses and assignment through Mode Config.

## How IP Addresses are Assigned to VPN Clients

Network Configuration Manual Configuration		onfiguration	ŧ	
	Topology	Host to N	etwork	ŧ
	Local Address	10.1.2.3		
R	emote Networks	192.168.1	3.0 / 24	

The **Local Address** in VPN Tracker is the IP address that the Mac will be using in the remote network when connected though VPN. In IPsec terms: The Local Address is the **local endpoint of the IPsec Security Association (SA)**.

- If the Local Address field contains a **fixed address** this address is used. The address must be unique among all users of the VPN connection
  - → Option A Manually Assigning Fixed Local Addresses
- When Mode Config mode is used, the local address is assigned automatically by the VPN gateway
  - → Option B Assigning IP Addresses through Mode Config
- If the Local Address field is left empty, the Mac's actual local IP address (as shown in System Preferences > Network) is used



It is **not** possible to use an empty Local Address if

- the VPN has multiple users (IPs might conflict)
- the VPN gateway is not the default gateway (router) in its network

## Option A Manually Assigning Fixed Local Addresses

## Step 0 – Check Requirements

Manually assigning fixed local address **works with any setup**, however the administrative effort may be too high if the VPN has a large number of users or users change often.

## Step 1 – Choose the Local Addresses

Choose the local addresses for your VPN clients so that

- the local addresses are **not** part of the VPN's remote network (= the Fortinet VPN gateway's LAN)
- each client has its **own, unique** IP address



The IP addresses may **not** come from the remote network because the Fortinet VPN gateway cannot act as an <u>ARP</u> proxy for manually assigned IP addresses.

**Example**: The Fortinet VPN gateway 's LAN in our example is the network 192.168.13.0/24 (= 192.168.13.0/255.255.255.0). For the local addresses, choose an arbitrary <u>private network</u> that is not part of this network, such as 10.0.13.0/24. For each user, pick a different IP address from that network to be used as the Local Address in VPN Tracker:

User	IP Address
alice	10.0.13.1
bob	10.0.13.2
charlie	10.0.13.3
	10.0.13

#### Step 2 – Configure the Local Address in VPN Tracker

	VPN Gateway	203.0.113.1
	Network Configuration	Manual Configuration
	Topology	Host to Network 💠
	Local Address	10.0.13.1
0	Remote Networks	192.168.13.0 / 24
	Authentication	Pre-shared key 🗘 🛇 Stored in keychain

• Local Address: Enter the IP address that you have chosen for this user (here: 10.0.13.1 for the user alice)



If your VPN gateway is **not** the default gateway (router) of its network, you will have to ensure that traffic for the chosen IP addresses is routed back to the VPN gateway instead of to the usual default gateway (e.g. by adding a route on the default gateway to the VPN gateway for these IPs).

## Option B Assigning IP Addresses through Mode Config

### Step 0 – Check Requirements

Assigning IP addresses through Mode Config **requires FortiOS 4.0 MR 1 Patch 3** or higher. It is necessary to switch the VPN setup to an interface mode (route-based) VPN and to use the command line interface (CLI) for some parts of the setup procedure.

**Mode Config is only available with IPsec Interface Mode**. We will therefore set up the connection to use interface mode.



FortiOS supports both Mode Config, as well as Cisco's EasyVPN extensions. Since VPN Tracker also supports EasyVPN, we will be using EasyVPN, although a setup using only Mode Config without Cisco's extensions would also be possible.

### Steps 1 to 3 – Follow Steps 1 to 3 of Task 1

The first three steps of the setup are the same as for the policy-based VPN in  $\rightarrow$  Task 1.

- If you have already followed  $\rightarrow$  Steps 1 to 3 of Task 1, simply remove the configuration created in  $\rightarrow$  Steps 4 to 6 of Task 1
- If you have not yet set up anything, please follow → Steps 1 to 3 of Task 1 now

### Step 4 – Set up Phase 1

• Go to VPN > IPsec and click Create Phase 1



	Fortigare. 60B		
WEB CONFIG System Router Firowall UTM VPN Pleac SSL User Endpoint NAC Wireless Controller Log&Report			
	(XAUTH, NAT Traversal, DPD) OK Cancel		

- Name: Enter a name for the phase 1 setup (here:vpn\_phase1). Write it down as 6
- Remote Gateway: Choose Dialup User from the popup list
- Local Interface: Choose wan1 from the popup list
- Mode: Choose Aggressive mode
- Authentication Method: Select Pre-Shared Key
- Enter a Pre-Shared Key. Make sure to choose a good pre-shared key and remember it, or write it down as <sup>3</sup>

#### **Advanced Settings**

• Click Advanced... to reveal additional settings

Advanced	(XAUTH, NAT Traversal, DPD)
Auvanceum	
🗹 Enable IPse	c Interface Mode
IKE Version	⊙ 1 <u></u> 2
Local Gateway IP	<ul> <li>Main Interface IP</li> </ul>
	O Specify
P1 Proposal	
	1 - Encryption 3DES + Authentication SHA1 +
	2 - Encryption AES128 + Authentication SHA1 +
DH Group	1 2 5 9 14
Keylife	28800 (120-172800 seconds)
Local ID	(optional)
XAUTH	○ Disable ○ Enable as Client ○ Enable as Server
Server Type	
User Group	vpntracker_group 🗘
NAT Traversal	☑ Enable
Keepalive Frequency	10 (10-900 seconds)
Dead Peer Detection	☑ Enable
	OK Cancel

- Check the box Enable IPsec Interface Mode
- XAUTH: Choose Enable as Server
- Click OK to save the phase 1 setup

### Step 5 – Set up Phase 2

Click Create Phase 2

	<b>SATE.</b> 60B			
System	Auto Key (IKE)	Manual Key	Concentrator	Mor
System	Create Phase 1	Create Phase	2	
Router		Phase 1	2	
Firewall		Thuse 1		
UTM				
- VPN				
IPsec				
SSL				

Edit Phase 2				
Name	vpn_phase2			
Phase 1	vpn_phase1			
Advanced				
P2 Proposal	1- Encryption: 3DES → Authentie 2- Encryption: AES128 → Authentie ✓ Enable replay detection ✓ Enable perfect forward secrecy(Pf			
DH Group $1 \bigcirc 2 \bigcirc 5 \odot 14 \bigcirc$				
Keylife:	Seconds 1800 (Seconds	conds) 5120 (KBytes)		
Autokey Keep Alive DHCP-IPsec	Enable Enable			
Quick Mode Selector	Source address 0.0.0.0/0			
	Source port 0			
	Destination address 0.0.0.0/0			
	Destination port 0			
	Protocol 0			
OK Cancel				

- Name: Enter a name for the phase 2 setup (here:vpn\_phase2)
- ▶ Phase 1: Select the phase 1 setup you created in → Step 4 from the popup list (here:vpn\_phase1)
- Click OK

### Step 6 – Set up a Firewall Policy

• Go to Firewall > Policy and click Create New

	iere. 60B		
System Router Firewall Policy Address Service Schedule		uiffer Policy	
WEB CONFIG	FE. 60B <u>Policy</u> DoS Policy Sniffer Poli	су	
Router		Edit Policy	
Firewall     Policy     Address     Service	Source Interface/Zone Source Address Destination Interface/Zone	vpn_phase1 all internal	t) (Multiple)
Schedule	Destination Address	LAN	Multiple
Virtual IP	Schedule	always	•
Load Balance	Service	ANY	Multiple
Protection Profile	Action	ACCEPT	•
> UTM > VPN	□ NAT	Dynamic IP Pool	
User	Enable Identity Based Policy		
Endpoint NAC	Protection Profile	unfiltered	÷
Wireless Controller	Traffic Shaping	[Please Select]	× *
Log&Report	Reverse Direction Traffic Shaping		÷
	Per-IP Traffic Shaping	[Please Select]	÷
	Log Allowed Traffic		
	Enable Endpoint NAC	[Please Select]	A V
	Comments (maximum 63 characters)		
		OK Cancel	

- Source Interface/Zone: Select the phase 1 setup you created in → Step 4 from the popup list (here: vpn\_phase1)
- Source Address: Select all



We will be setting up the VPN for **split tunneling**, i.e. only the traffic destined for the Fortinet VPN gateway internal network(s) will go through the VPN. A VPN Tracker user's remaining Internet traffic will continue to go out normally through their ISP.

- Destination Interface/Zone: Choose internal from the popup list
- Destination Address: Select the address object representing your VPN gateway's internal network (here: LAN) and write its name down as <sup>7</sup> If you do not yet have such an address object, create a new one (see below).
- Action: Select ALLOW from the popup list
- Click **OK** to add the policy

Creating an address object representing the internal (LAN) network:

Click Create New...

	New Policy
Source Interface/Zone	internal
Source Address	✓ Address
Destination Interface/Zone	[Create New] SSLVPN-P-TUN-0
Destination Address	SSLVPN-P-TUN-1
Schedule	all Address Group
Service	[Create New]
Action	ACCEPT
Actor	Accert
□ NAT	Dynamic IP Pool
0 0	New Address
	New Address
Address Name LAN	
	Range 🔹
Type Subnet / IF	Range
Type Subnet / IF Subnet / IP Range 192.168.1	3.0/255.255.255.0
Type Subnet / IF	3.0/255.255.255.0
Type Subnet / IF Subnet / IP Range 192.168.1	3.0/255.255.255.0

- ► Address Name: Enter a name for the new address object (e.g. LAN). Write down the name as
- > Type: Select Subnet / IP Range
- Subnet / IP Range: Enter your VPN gateway's internal (LAN) network address and subnet mask. Make sure to use the network address, not the LAN IP address: With a 255.255.255.0 subnet mask this means setting the last part of LAN IP address 1 to 0 (e.g. 192.168.13.1 becomes 192.168.13.0)
- Interface: Select internal
- Click **OK** to add the new address object

### Step 7 – Choose an IP Address Range

You will need to decide which IP addresses to assign to VPN clients through Mode Config. The choice is between assigning them IP addresses **from the Fortinet VPN gateway's inside (LAN) network**, or using a **different, unrelated network** for this purpose.

#### IP Addresses from the Inside (LAN) Network

You can use IP addresses from the inside network if you have enough free IP addresses on the inside network for the maximum number of VPN clients you expect.

Choose a range of IP addresses and write them down as (3) and (9).



Using IP addresses from the inside network is the best solution if your VPN gateway is not the default gateway (router) of its network since it can act as an ARP proxy for those IP addresses.

#### IP Addresses from a Different Network

If you don't use IP addresses from the Fortinet VPN gateway's inside network, simply choose an arbitrary <u>private network</u> that is not used anywhere on your the VPN gateway's network (or the computers that need to be reachable through VPN).

In our example, the Fortinet VPN gateway's inside network is 192.168.13.0/24. We choose to take the IP addresses from the **completely unrelated, unused private network** 10.13.121.0/24., starting with IP 10.13.121.100 and ending with IP 10.13.121.199. The range of IP addresses must be large enough (preferably larger) than the maximum number of expected VPN clients.

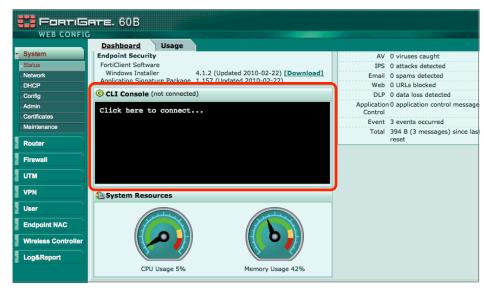
Choose a range of IP addresses and write them down as (3) and (9).



If your VPN gateway is **not** the default gateway (router) of its network, you will have to ensure that traffic for the chosen IP addresses is routed back to the VPN gateway instead of to the usual default gateway (e.g. by adding a route on the default gateway to the VPN gateway for these IPs).

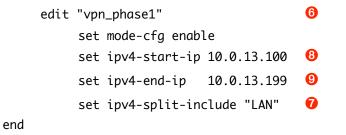
## Step 8 – Set up Mode Config

- Mode Config can currently only be set up on the command line
- Go to System > Status and find the CLI Console on the Dashboard
- Click inside the CLI Console to connect to the VPN gateway by command line interface (CLI)



• Enter the following commands:

config vpn ipsec phase1-interface



Replace the numbered settings (name of the phase 1 setup, start/end IP address of the Mode Config address range, and the address object representing the inside (LAN) network) with the settings from your own checklist.

#### Step 9 – Configure the VPN Connection

Once you have added the new connection, there are a few settings that need to be customized to match what is configured on your VPN gateway.

Basic	Advanced	Actions	Export	Log	
	Office				
Connection based on	<ul> <li>Fortinet Forti</li> <li>Configuration</li> </ul>		wer		
VPN Gateway	203.0.113.1 2				
Network Configuration	EasyVPN	\$			
Authentication Extended Authentication (XAUTH)	Pre-shared key When requested		Pre-shared Username		
<b>Identifiers</b> Local Remote	Local Endpoint Remote Endpoi		÷	_	
DNS	🔲 Use Remote 🛙	ONS Server			

- ▶ VPN Gateway: Enter the WAN IP address (or hostname) of your VPN gateway that you wrote down as ❷
- Network Configuration: Select Cisco EasyVPN from the popup list
- You can now proceed to test the connection as described in → Step 3 Test the VPN Connection