



# VPN Tracker 365

## **VPN Tracker Configuration Guide**

Custom PPTP Device

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# Introduction

This configuration guide describes how VPN Tracker can be used for custom PPTP connections.

*Note: This documentation is only a supplement to, not a replacement for, the instructions included with your VPN gateway. Please be sure to read those instructions and understand them before starting.*

## Prerequisites

### Your Mac

- ▶ For PPTP connections, VPN Tracker 365 require macOS 10.12 or later.
- ▶ The configuration described in this guide requires VPN Tracker 365. Make sure you have installed all available updates. The latest VPN Tracker updates can be downloaded from <http://www.vpntracker.com>

## Using the Configuration Guide

### VPN Tracker Configuration

The first part of this guide will show you what information you need from your VPN gateway in order to set up VPN Tracker.

## 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:

e.g. <http://equinux.com>

### Links to Other Parts of this Guide

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

## Scenario

In our example, we need to connect an employee's Mac to an office network. The diagram below illustrates this scenario.

This guide assumes that the Mac running VPN Tracker already has Internet connectivity. The office's VPN gateway is also already connected to the Internet and can be accessed through a static IP address (here: 203.0.113.1) or a DNS host name (here: vpn.example.com).

The VPN gateway's LAN interface is connected to the internal office network. In our example, the office network is 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**. A VPN tunnel is established between two **endpoints**. Here one endpoint is VPN Tracker and the other endpoint is the VPN gateway. Each endpoint is the other endpoint's **peer**.

For each endpoint, the other endpoint's settings **remote**, while its own settings are **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 topology shown below is called **Host to Network**: A single computer, a **host**, establishes a VPN to an entire network "behind" the VPN gateway.

Another useful topology is called **Host to Everywhere**: A single computer sends its Internet traffic through the VPN, thereby protecting it from local attacks (e.g. in public Wi-Fi networks) and making it appear to originate from the VPN gateway's location.

# 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. You can print out this checklist to help keep track of the various settings of your VPN gateway. Not all settings are required for all setups, so don't worry if some stay empty.

- 1 WAN IP Address: \_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_ (or DNS host name \_\_\_\_\_ )
- 2 Username and Password \_\_\_\_\_
- 3 Remote Identifier: \_\_\_\_\_
- 4 LAN Network: \_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_
- 5 Pre Shared Key \_\_\_\_\_

## Set up for an existing VPN

When connecting to a VPN that's already set up, your goal is to configure VPN Tracker to match the settings on your VPN gateway. In order to do so, you will need information about the VPN gateway's configuration.

You can ask your IT department or admin for the information for the VPN gateway.

You will always need the following information:

- ▶ The public IP address or host name (e.g. "203.0.113.48" or "vpn.example.com") of the VPN gateway you are connecting to

**You may also need one or more of the following:**

- ▶ The address of the network you are connecting to through VPN
- ▶ Your username and password, if Extended Authentication (XAUTH) is used

## Set up your VPN Gateway

Almost all PPTP VPN gateways can be used with VPN Tracker, even if they have not been tested with VPN Tracker.

### VPN Setup

Once you have completed the initial setup of your VPN gateway, it is time to configure VPN on the VPN gateway. Go for the simplest possible configuration first. You can always move to a more sophisticated setup later.

If your VPN gateway's manual has instructions for setting up a VPN connection, follow it. Otherwise, please follow these basic settings as closely as possible:

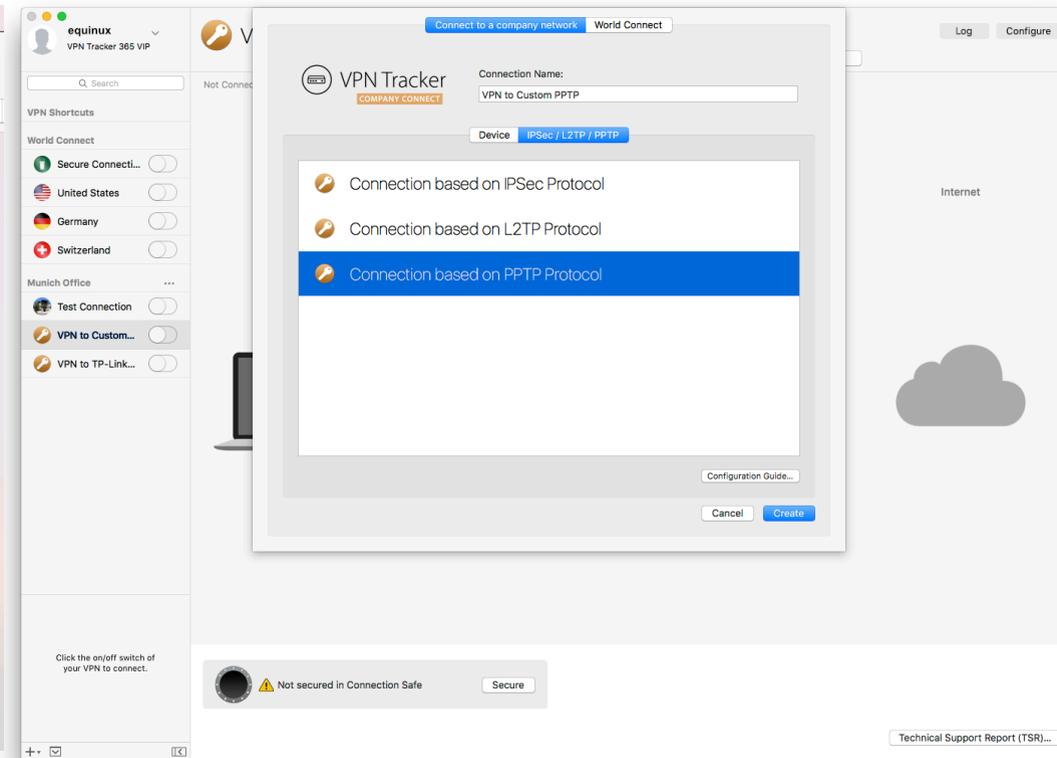
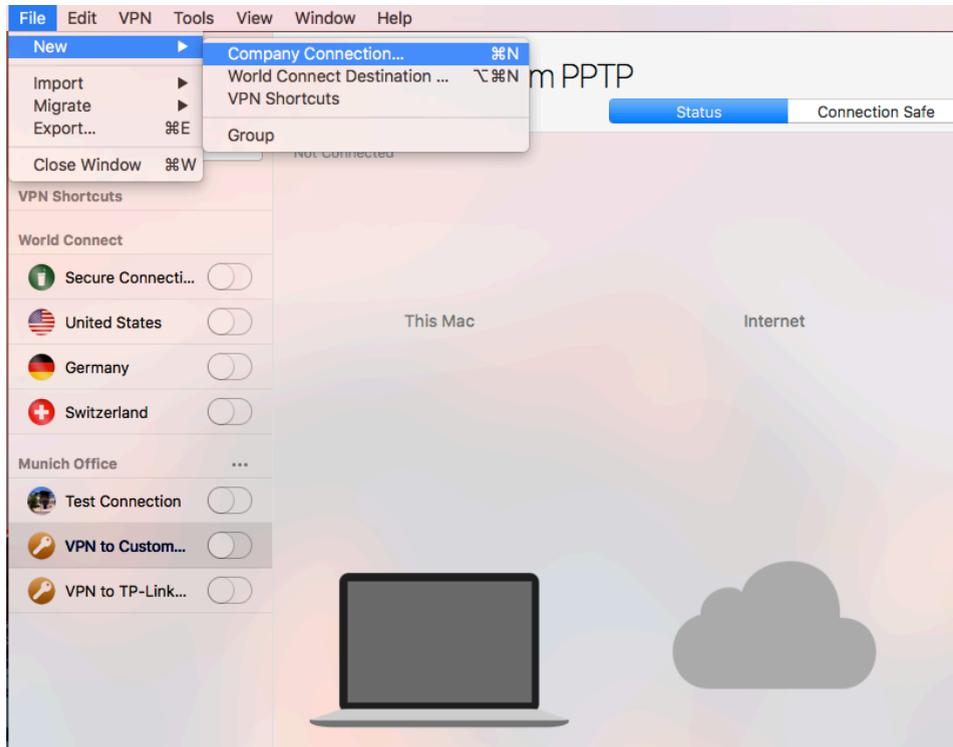
# VPN Tracker Configuration

Once you have your VPN gateway set up, enter the settings in VPN Tracker. For your connection, use a custom device profile to have access to all settings.

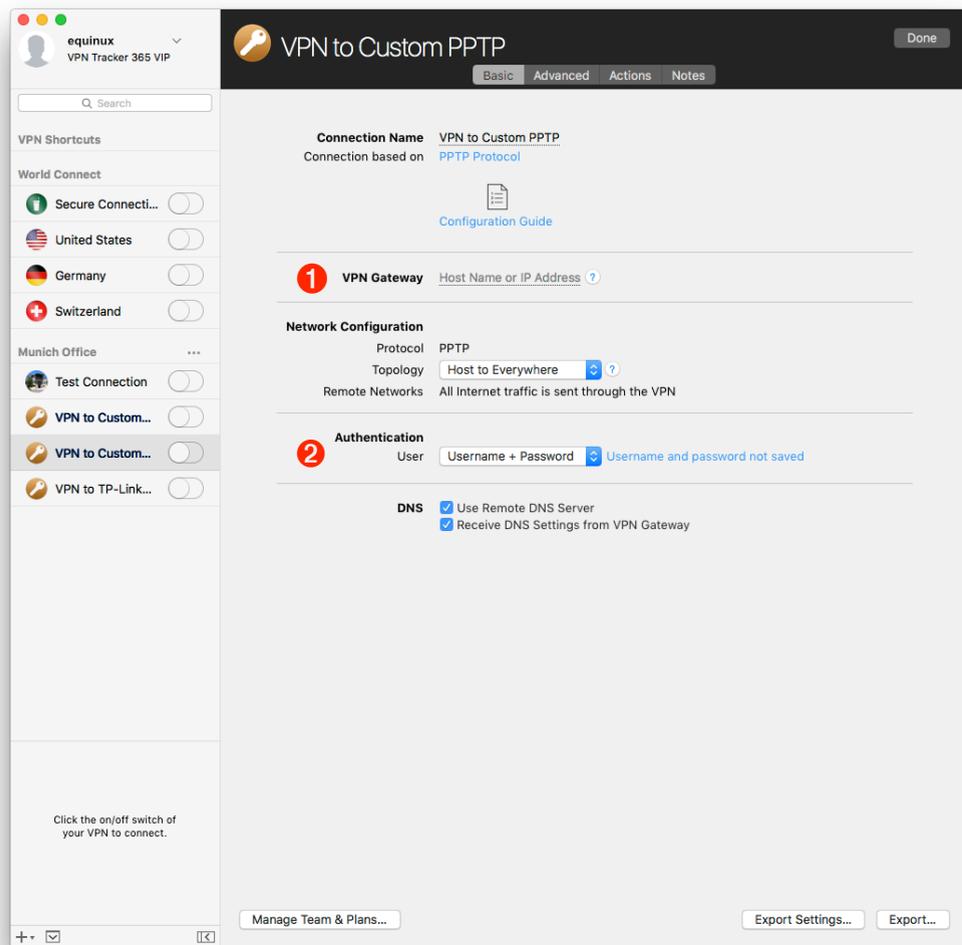
## Add a Connection

- ▶ Open VPN Tracker.
- ▶ Click **"File" > "New" > "Company Connection"** (or use the keyboard shortcut **⌘ + N**).

- ▶ Click on the **"IPSec/L2TP/PPTP"** tab.
- ▶ Select **"Connection based on PPTP Protocol"**
- ▶ Click **"Create"**



- ▶ Under the “**Basic**” tab, fill in your device’s gateway address.
- ▶ Hit “**Done**”.



# Troubleshooting

In case there's a problem connecting, a yellow warning triangle will show up:



Click the yellow warning triangle to be taken to the log. The log will explain exactly what the problem is. Follow the steps listed in the log.

	<p>Press Cmd-L to open the log in a new window. That way, you can have the log side-by-side with your VPN configuration while making changes to troubleshoot a problem.</p>
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In most cases, the advice in the log should be sufficient to resolve the issue. However, VPNs are a complex topic and there might be trickier issues with which you need additional help.

# Further Support

## VPN Tracker Manual

The [VPN Tracker Manual](#) contains detailed troubleshooting advice.

## Frequently Asked Questions (FAQs)

Answers to frequently asked questions can be found at <http://www.vpntracker.com/support>

## Contacting Technical Support

If you're stuck, the technical support team at equinix is here to help. Contact information can be found at <http://www.vpntracker.com/support>

Please include the following information with any request for support:

- ▶ A detailed description of the problem and any troubleshooting steps that you have already taken.
- ▶ A VPN Tracker Technical Support Report (Log > Technical Support Report).
- ▶ The manufacturer and model and firmware revision of the VPN gateway.
- ▶ Screenshots of which VPN settings you have configured on your gateway.