

# WatchGuard® Mobile User VPN Administration Guide

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WatchGuard Mobile User VPN



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# Preparation, Installation, and Connection

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WatchGuard® Mobile User VPN (MUVPN)<sup>TM</sup> client uses Internet Protocol Security (IPSec) to establish a secure connection over an unsecured network from a remote computer to your protected network.

For example, the MUVPN client is installed on an employee's computer, on the road or working from home. The employee establishes a standard Internet connection and activates the MUVPN client. The MUVPN client then creates an encrypted tunnel to your company's trusted and optional networks, protected by a WatchGuard Firebox System. The MUVPN client allows you to provide remote access to your internal networks without compromising security.

For information on configuring the WatchGuard Firebox System for use with the MUVPN client, see the WatchGuard *VPN Guide*, Chapter 5 "Preparing to use MUVPN".

ZoneAlarm®, a personal firewall software application, is included as an optional feature with the MUVPN client to provide further security for your end users.

The purpose of this guide is to assist users of the WatchGuard Firebox System to set up the MUVPN client on an end-user's remote computer and to explain the features of the personal firewall.

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## MUVPN Brochures

Along with this guide, WatchGuard has compiled end-user documentation regarding the preparation, installation, and connection of the Mobile User VPN Client as well as the usage of the personal firewall, is available on our Web site. The documentation exists as separate brochures customized to the various Windows operating systems.

These brochures can be found on the WatchGuard Web site at:

[www.watchguard.com/documentation](http://www.watchguard.com/documentation)

The rest of this chapter describes the basic tasks involved in preparing the remote computers to use the MUVPN client as well as the installation and connection procedures for the client.

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## Prepare the Remote Computers

The MUVPN client is only compatible with the Windows operating system. Every Windows system used as a MUVPN remote computer *must* have the following system requirements.

### System requirements

- PC-compatible computer with Pentium processor or equivalent
- Compatible operating systems and minimum RAM:
  - Microsoft Windows NT 4.0 Workstation: 32 MB
  - Microsoft Windows 2000 Professional: 64 MB
  - Microsoft Windows XP: 64 MB
- The latest service packs for each operating system are recommended, but not necessarily required.
- 10 MB hard disk space
- Native Microsoft TCP/IP communications protocol
- Microsoft Internet Explorer 5.0 or later
- An Internet Service Provider account
- A Dial-Up or Broadband (DSL or Cable modem) Connection

Additionally, in order for Windows file and print sharing to occur through the MUVPN client tunnel each Windows operating system *must* have the proper components installed and configured to use the remote WINS and DNS servers on the trusted and optional networks behind the Firebox.

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**NOTE**

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However, if you plan to use the MUVPN client virtual adapter, the WINS and DNS settings are *not* configured on the client computers, but rather on the Firebox.

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## Windows NT operating system setup

The following networking components *must* be installed and configured on a remote computer running Windows NT in order for the MUVPN client to function properly.

### Installing Remote Access Services on Windows NT

The Mobile User VPN Adapter, which supports L2TP, installs only if the Remote Access Services (RAS) network component is already installed on the computer.

Follow the Windows desktop:

- 1 Select **Start** ⇒ **Settings** ⇒ **Control Panel**. Double-click the **Network** icon.
- 2 Select the **Services** tab.
- 3 Click the **Add** button.
- 4 Select **Remote Access Services** from the list, then click the **OK** button.
- 5 Enter the path to the Windows NT install files or insert your system installation CD, then click the **OK** button.  
The Remote Access Setup dialog box appears.
- 6 Click the **Yes** button to add a RAS capable device and enable you to add a modem.
- 7 Click the **Add** button and complete the Install New Modem wizard.

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### NOTE

If there is no modem installed, you can enable the **Don't detect my modem; I will select it from a list** checkbox then add a Standard 28800 modem. Windows NT requires at least one RAS device such as a modem if the RAS component is installed. If no modems are available, a dial-up networking, serial cable between two computers can be selected.

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- 8 Select the modem added in the last step in the Add RAS Device dialog box, then click the **OK** button.
- 9 Click the **Continue** button, then click the **Close** button.
- 10 Reboot your computer.

## Configuring the WINS and DNS settings

You *must* configure the remote computer to use the WINS and DNS servers of the trusted network behind the Firebox only if you do *not* plan to use the MUVPN client's virtual adapter.

From the Windows desktop:

- 1 Select **Start** ⇒ **Settings** ⇒ **Control Panel**. Double-click the **Network** icon.  
The Network window appears.
- 2 Click the **Protocols** tab.
- 3 Select the **TCP/IP** protocol and click the **Properties** button.  
The Microsoft TCP/IP Properties window appears.
- 4 Click the **DNS** tab.
- 5 Click the **Add** button.
- 6 Enter your DNS server IP address in the appropriate field.  
If you have multiple remote DNS servers repeat the previous three steps.

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### NOTE

You *must* list the DNS server on the Private network behind the Firebox first.

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- 7 Click the **WINS Address** tab.

- 8 Enter your WINS server IP address in the appropriate field, then click the **OK** button.  
If you have multiple remote WINS servers repeat this step.
- 9 Click the **Close** button to close the Network window.  
The Network Settings Change dialog box appears.
- 10 Click the **Yes** button to restart the computer and implement the changes.

## Windows 2000 operating system setup

The following networking components *must* be installed and configured on a remote computer running Windows 2000 in order for the MUVPN client to function properly.

From the Windows desktop:

- 1 Select **Start** ⇒ **Settings** ⇒ **Network and Dial-up Connections**, then select the Dial-up connection you use to access the Internet.  
The connection window appears.
- 2 Click the **Properties** button.
- 3 Select the **Networking** tab.
- 4 Verify that the following components are present and enabled:
  - Internet Protocol (TCP/IP)
  - File and Printer Sharing for Microsoft Networks
  - Client for Microsoft Networks

Install these components if they are not already present.

## Installing the Internet Protocol (TCP/IP) network component

From the Windows desktop:

- 1 Select **Start** ⇒ **Settings** ⇒ **Network and Dial-up Connections**, then select the Dial-up connection you use to access the Internet.  
The connection window appears.
- 2 Click the **Properties** button.
- 3 Select the **Networking** tab and then click the **Install** button.  
The Select Network Component Type window appears.
- 4 Double click the **Protocol** network component.  
The Select Network Protocol window appears.

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- 5 Select the **Internet Protocol (TCP/IP)** Network Protocol and then click the **OK** button.

## **Installing the File and Printer Sharing for Microsoft Networks**

From the Windows desktop:

- 1 Select **Start** ⇒ **Settings** ⇒ **Network and Dial-up Connections**, then select the Dial-up connection you use to access the Internet.  
The connection window appears.
- 2 Click the **Properties** button.
- 3 Select the **Networking** tab and then click the **Install** button.  
The Select Network Component Type window appears.
- 4 Double click the **Services** network component.  
The Select Network Service window appears.
- 5 Select the **File and Printer Sharing for Microsoft Networks** Network Service and then click the **OK** button.

## **Installing the Client for Microsoft Networks**

From the Windows desktop:

- 1 Select **Start** ⇒ **Settings** ⇒ **Network and Dial-up Connections**, then select the Dial-up connection you use to access the Internet.  
The connection window appears.
- 2 Click the **Properties** button.
- 3 Select the **Networking** tab and then click the **Install** button.  
The Select Network Component Type window appears.
- 4 Double click the **Client** network component.  
The Select Network Protocol window appears.
- 5 Select the **Client for Microsoft Networks** Network Client and then click the **OK** button.
- 6 Click the **Cancel** button to close the Select Network Component Type window.
- 7 Click the **OK** button to preserve the installed components.
- 8 Click the **Cancel** button to close the Dial-up connection window.

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## Configuring the WINS and DNS settings

You *must* configure the remote computer to use the WINS and DNS servers of the trusted network behind the Firebox only if you do *not* plan to use the MUVPN client's virtual adapter.

From the Windows desktop:

- 1 Select **Start** ⇒ **Settings** ⇒ **Network and Dial-up Connections**, then select the Dial-up connection you use to access the Internet.  
The connection window appears.
- 2 Click the **Properties** button.
- 3 Click the **Networking** tab.
- 4 Select the **Internet Protocol (TCP/IP)** component, then click the **Properties** button.  
The Internet Protocol (TCP/IP) Properties window appears.
- 5 Click the **Advanced** button.  
The Advanced TCP/IP Settings window appears.
- 6 Click the **DNS** tab.
- 7 Under the "DNS server addresses, in order of use" heading, click the **Add** button.  
The TCP/IP DNS Server window appears.
- 8 Enter your DNS server IP address in the appropriate field, then click the **Add** button.  
If you have multiple remote DNS servers repeat the last two steps.

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### NOTE

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You *must* list the DNS server on the Private network behind the Firebox first.

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- 9 Enable the **Append these DNS suffixes (in order)** option.
- 10 Click the **Add** button.  
The TCP/IP Domain Suffix window appears.
- 11 Enter your Domain suffix in the appropriate field.  
If you have multiple DNS suffixes repeat the last two steps.
- 12 Click the **WINS** tab.
- 13 Under the "WINS addresses, in order of use" heading, click the **Add** button.  
The TCP/IP WINS Server window appears.

- 
- 14 Enter your WINS server IP address in the appropriate field, then click the **Add** button.  
If you have multiple remote DNS servers repeat the last two steps.
  - 15 Click the **OK** button to close the Advanced TCP/IP Settings window.
  - 16 Click the **OK** button to close the Internet Protocol (TCP/IP) Properties window.
  - 17 Click the **OK** button to close the next window.
  - 18 Click the **Cancel** button again to close the Dial-up connection window.

## Windows XP operating system setup

The following networking components **must** be installed and configured on a remote computer running Windows XP in order for the MUVPN client to function properly.

From the Windows desktop:

- 1 Select **Start** ⇒ **Control Panel** ⇒ **Network Connections**, then select the connection you use to access the Internet.  
The connection window appears.
- 2 Click the **Properties** button.
- 3 Select the **Networking** tab.
- 4 Verify that the following components are present and enabled:
  - Internet Protocol (TCP/IP)
  - File and Printer Sharing for Microsoft Networks
  - Client for Microsoft Networks

Install these components if they are not already present.

## Installing the Internet Protocol (TCP/IP) Network Component

From the Windows desktop:

- 1 Select **Start** ⇒ **Control** ⇒ **Network Connections**, then select the connection you use to access the Internet.  
The connection window appears.
- 2 Click the **Properties** button.
- 3 Select the **Networking** tab and then click the **Install** button.  
The Select Network Component Type window appears.

- 4 Double click the **Protocol** network component.  
The Select Network Protocol window appears.
- 5 Select the **Internet Protocol (TCP/IP)** Network Protocol and then click the **OK** button.

### **Installing the File and Printer Sharing for Microsoft Networks**

From the Windows desktop:

- 1 Select **Start** ⇒ **Control** ⇒ **Network Connections**, then select the connection you use to access the Internet.  
The connection window appears.
- 2 Click the **Properties** button.
- 3 Select the **Networking** tab and then click the **Install** button.  
The Select Network Component Type window appears.
- 4 Double click the **Services** network component.  
The Select Network Service window appears.
- 5 Select the **File and Printer Sharing for Microsoft Networks** Network Service and then click the **OK** button.

### **Installing the Client for Microsoft Networks**

From the Windows desktop:

- 1 Select **Start** ⇒ **Control** ⇒ **Network Connections**, then select the connection you use to access the Internet.  
The connection window appears.
- 2 Click the **Properties** button.
- 3 Select the **Networking** tab and then click the **Install** button.  
The Select Network Component Type window appears.
- 4 Double click the **Client** network component.  
The Select Network Protocol window appears.
- 5 Select the **Client for Microsoft Networks** Network Client and then click the **OK** button.
- 6 Click the **Cancel** button to close the Select Network Component Type window.
- 7 Click the **OK** button to preserve the installed components.
- 8 Click the **Cancel** button to close the Dial-up connection window.

---

## Configuring the WINS and DNS settings

You *must* configure the remote computer to use the WINS and DNS servers of the trusted network behind the Firebox only if you do *not* plan to use the MUVPN client's virtual adapter.

From the Windows desktop:

- 1 Select **Start** ⇒ **Control Panel** ⇒ **Network Connections**, then select the Dial-up connection you use to access the Internet.  
The connection window appears.
- 2 Click the **Properties** button.
- 3 Click the **Networking** tab.
- 4 Select the **Internet Protocol (TCP/IP)** component, then click the **Properties** button.  
The Internet Protocol (TCP/IP) Properties window appears.
- 5 Click the **Advanced** button.  
The Advanced TCP/IP Settings window appears.
- 6 Click the **DNS** tab.
- 7 Under the "DNS server addresses, in order of use" heading, click the **Add** button.  
The TCP/IP DNS Server window appears.
- 8 Enter your DNS server IP address in the appropriate field, then click the **Add** button.  
If you have multiple remote DNS servers repeat the last two steps.

---

### NOTE

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You *must* list the DNS server on the Private network behind the Firebox first.

---

- 9 Enable the **Append these DNS suffixes (in order)** option.
- 10 Click the **Add** button.  
The TCP/IP Domain Suffix window appears.
- 11 Enter your Domain suffix in the appropriate field.  
If you have multiple DNS suffixes repeat the last two steps.
- 12 Click the **WINS** tab.
- 13 Under the "WINS addresses, in order of use" heading, click the **Add** button.  
The TCP/IP WINS Server window appears.

- 14 Enter your WINS server IP address in the appropriate field, then click the **Add** button.  
If you have multiple remote WINS servers repeat the last two steps.
- 15 Click the **OK** button to close the Advanced TCP/IP Settings window.
- 16 Click the **OK** button to close the Internet Protocol (TCP/IP) Properties window.
- 17 Click the **OK** button to close the next window.
- 18 Click the **Cancel** button again to close the Dial-up connection window.

## MUVPN client requirements

In addition to basic operating system preparation, the MUVPN client requires the following, files, documentation, and passphrases.

### *MUVPN installation file*

The installation files—one with the personal firewall (Muvpn.exe) and one without the personal firewall (MuvpnLite.exe)—are available from the WatchGuard Web site at:

[www.watchguard.com/support](http://www.watchguard.com/support)

Enter the site using your LiveSecurity user name and password. Click the **Latest Software** link, then click **Add-ons/Upgrades** on the left side, and then the **Mobile User VPN** link.

### *The end-user profile*

A file containing the user name, shared key, and settings that enable a remote computer to connect securely over the Internet to your trusted network. The end-user profile has the filename:

*username.wgx*

The Policy Manager creates an end-user profile when you add a new MUVPN user to the Firebox. For more instructions on creating this file, see the WatchGuard *VPN Guide*, Chapter 5 “Preparing to Use MUVPN”.

### *Two certificates files—if you are authenticating by way of certificates.*

The Policy Manager creates two files when the you select to authenticate using a certificate. These are the .p12 file, an

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encrypted file containing the certificate, and the cacert.pem file, which contains the root (CA or Certificate Authority) certificate. For instructions on using certificates for authentication, see the *VPN Guide*, Chapter 5, subsection “Preparing Mobile User VPN Profiles.”

For more information regarding using certificates, see the *VPN Guide*, Chapter 3, “Activate the Certificate Authority on the Firebox.”

### ***User documentation***

End-user brochures developed by WatchGuard are located on the WatchGuard Web site at:

[www.watchguard.com/support](http://www.watchguard.com/support)

Enter the site using your LiveSecurity user name and password. Click the **Product Documentation** link and then click the **VPN** link.

### ***Shared Key***

In order to install the end-user profile (the .wgx file), the user is prompted for a shared key. This key decrypts the file and imports the security policy into the MUVPN client. The key is set during the creation of the file at the Policy Manager.

---

### **NOTE**

Write the shared key down and keep it in a secure place as it will be needed during the final steps of the installation process.

---

### ***Username and Password—if you are authenticating by way of Extended Authentication.***

You *must* supply the end user with the Username and Password for their authentication account. This is defined on the relevant authentication server.

For instructions on using Extended Authentication, see the *VPN Guide*, Chapter 5, subsection, “Defining an Extended Authentication Group.”

---

## Install and Uninstall the MUVPN Client

---

The installation process consists of two parts: installing the client software on the remote computer and importing the end-user profile into the client.

---

### NOTE

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In order to perform the installation process successfully, you *must* log into the remote computer with local administrator rights.

---

Follow these steps to install the client:

- 1 Copy the MUVPN installation file to the remote computer.
- 2 Copy the end-user profile (the .wgx file) to the remote computer's root directory.  
If using certificates to authenticate, copy these files to the root directory as well.
- 3 Double-click the MUVPN installation file.  
If at any time during the installation process you inadvertently skip a step, simply cancel the process and begin again.
- 4 The installation welcomes you to the InstallShield Wizard. Click the **Next** button.  
During the Setup Status portion of the install procedure, the InstallShield may detect ReadOnly Files. If this occurs, click **Yes** for each event in order to continue the install.
- 5 The installation welcomes you again. Click the **Next** button.  
The Software Licence Agreement appears.
- 6 Click the **Yes** button to accept the terms of the License Agreement and to continue with the installation.  
The Setup Type window appears.
- 7 Select the type of setup. By default, Typical is enabled—this is the setup recommended by WatchGuard. Click the **Next** button.
- 8 If you are installing the client on a Windows 2000 host, the InstallShield detects the native Windows 2000 L2TP component. The client uses this component and does not need to install its own. Click the **OK** button to continue with the install.  
The Select Components window appears.
- 9 Keep the default components and click the **Next** button.  
The Start Copying Files window appears.
- 10 Click the **Next** button to begin copying files.  
A command prompt window appears while the `dni_vapmp` file is installed—this is normal. When it is complete, the installation will continue.

- 
- 11 When the InstallShield Wizard is complete, click the **Finish** button.
  - 12 The InstallShield Wizard then searches for the end-user profile (the .wgx file) at the computer's root directory, c:\, click the **Next** button. If the file was not copied to this default directory, you *must* use the **Browse** button to locate and select the proper folder.
  - 13 The InstallShield Wizard has completed the install of the MUVPN Client, verify that the option **Yes, I want to restart my computer now** is enabled and click the **Finish** button.  
The computer reboots.

---

**NOTE**

---

The ZoneAlarm personal firewall may interfere with regular Local network traffic preventing access to network resources. If the remote computer is connected to the network after reboot, this may disrupt the network logon process. If in doubt, log on to the computer locally the first time after installation. For more information, see Chapter 2 "The ZoneAlarm Personal Firewall" on page 25.

---

## Importing the end-user profile

Once you have restarted the machine, the WatchGuard Policy Import dialog box appears. Import the MUVPN end-user profile (the .wgx file) and provide the Shared Key used to decrypt the file.

- 1 The WatchGuard Policy Import window should locate the end-user profile (the .wgx file) in the directory specified during the installation. If the WatchGuard Policy Import tool does not locate the .wgx file, click **Browse** and locate the file.
- 2 Enter the Shared key in the appropriate field and click the **OK** button.
- 3 You have finished setting up the MUVPN client. Click **OK**.  
The remote computer is now ready to use MUVPN.

For instructions on how to reconfigure the MUVPN client with a new end-user profile, see "Update the end-user profile" on page 15.

---

**NOTE**

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The ZoneAlarm personal firewall may immediately begin to display alerts on your Windows desktop. For more information regarding ZoneAlarm see the Chapter 2 "The ZoneAlarm Personal Firewall" on page 25.

---

## Update the end-user profile

At some point, it may become necessary to reconfigure the MUVPN end-user profile (the .wgx file).

For example:

- The shared key changes
- The certificate files are reissued
- The Extended Authentication account is changed to a different server. For example, from NT authentication to RADIUS.
- The network configuration changes
- The remote computer is transferred to a new end-user

First, use the Policy Manager to edit and create a new MUVPN end-user profile (the .wgx file). For more information, see the WatchGuard *VPN Guide*, Chapter 5 “Preparing to Use MUVPN”.

From the remote computer:

- 1 Locate and double-click the end-user profile (the .wgx file) file.  
If the WatchGuard Policy Import tool does not prompt you with the .wgx file to import, click **Browse** and locate the file.
- 2 Enter the Shared key in the appropriate field. Then click the **OK** button.
- 3 You have finished updating the MUVPN client. Click **OK**.  
The remote computer is now ready to use MUVPN. The Security Policy is automatically activated.

## Uninstall the MUVPN client

At some point, it may become necessary to completely uninstall the MUVPN client. WatchGuard recommends a complete uninstall using the Windows Add/Remove Programs tool.

First, disconnect all existing tunnels and dial-up connections and reboot the remote computer. Then, from the Windows desktop:

- 1 Select **Start** ⇒ **Settings** ⇒ **Control Panel**.  
The Control Panel window appears.
- 2 Double click the **Add/Remove Programs** icon.  
The Add/Remove Programs window appears.
- 3 Select **Mobile User VPN** and click the **Change/Remove** button.  
The InstallShield Wizard window appears.

- 
- 4 Select **Remove**. Click the **Next** button.  
The Confirm File Deletion dialog box appears.
  - 5 Click the **OK** button to completely remove all of the components.  
A command prompt window appears while the `dni_vapmp` file is installed—this is normal. When it is complete, the installation will continue.  
The Uninstall Security Policy dialog box appears.
  - 6 Click the **Yes** button to delete the Security Policy Personal Certificates and Private/Public Keys.  
The InstallShield Wizard window appears.
  - 7 Verify that the option **Yes, I want to restart my computer now** is enabled and click **Finish**.  
The computer will reboot.

---

#### **NOTE**

---

The ZoneAlarm personal firewall settings are preserved under the following default directories.

Windows NT and 2000: `c:\winnt\internet logs\`  
Windows XP: `c:\windows\internet logs`

If you wish to disregard these settings, delete the contents.

---

- 8 When the computer has restarted, select **Start** ⇒ **Programs**.
- 9 Right-click **Mobile User VPN** and select **Delete** to remove this selection from your Start Menu.

---

## **Connect and Disconnect the MUVPN Client**

---

The MUVPN client enables the remote computer to establish a secure, encrypted connection to a protected network over the Internet. To do this, you *must* first connect to the Internet and then use the MUVPN client to connect to the protected network.

### **Connecting the MUVPN Client**

- 1 First establish an Internet connection through either Dial-Up Networking or directly through a local area network (LAN) or wide area network (WAN).

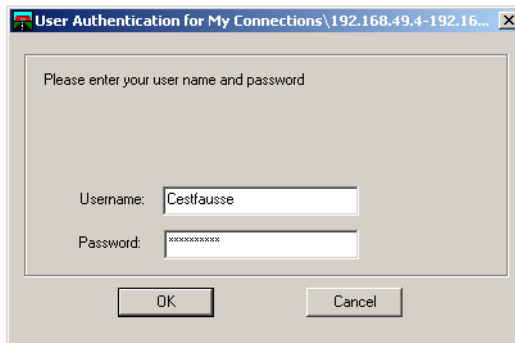
From the Windows desktop system tray:

- 2 Verify the MUVPN client status—it *must* be activated. If it is not, right-click the icon and select **Activate Security Policy**.  
For information on how to determine the status of the MUVPN icon, see the following section “The Mobile User VPN client icon”.

Then, from the Windows desktop:

- 3 Select **Start ⇒ Programs ⇒ Mobile User VPN ⇒ Connect**.  
The WatchGuard Mobile User Connect window appears.
- 4 Click the **Yes** button.

At this point, if you are using Extended Authentication, you will be prompted for the Username and Passphrase created previously on the authentication server. Enter these values and click **OK**.



For more information regarding Extended Authentication, see the *VPN Guide*, Chapter 5, subsection “Defining an Extended Authentication Group.”

---

## The Mobile User VPN client icon

The Mobile User VPN icon exists in the Windows desktop system tray and displays several different status images. The following lists these images and provides a brief description of each.

### *Deactivated*



The MUVPN Security Policy is deactivated or the Windows operating system did not start a necessary Mobile User VPN service properly and the remote computer *must* be restarted (if this continues you may need to reinstall the MUVPN client).

### *Activated*



The MUVPN client is ready to establish a secure, MUVPN tunnel connection.

### *Activated and Transmitting Unsecured Data*



The MUVPN client is ready to establish a secure, MUVPN tunnel connection. The red bar on the right of the icon indicates that the client has begun transmitting unsecured data.

### *Activated and Connected*



The MUVPN client has established at least one secure, MUVPN tunnel connection but is not transmitting data.

### *Activated, Connected and Transmitting Unsecured Data*



The MUVPN client has established at least one secure, MUVPN tunnel connection. The red bar on the right of the icon indicates that the client is transmitting only unsecured data.

### *Activated, Connected and Transmitting Secured Data*



The MUVPN client has established at least one secure, MUVPN tunnel connection. The green bar on the right of the icon indicates that the client is transmitting only secured data.

### *Activated, Connected and Transmitting both Secure and Unsecured Data*



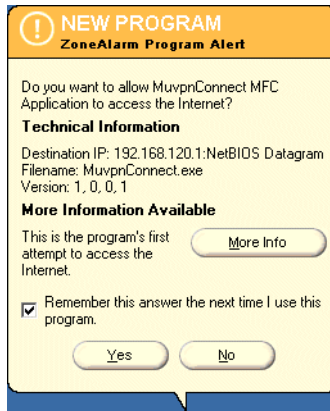
The MUVPN client has established at least one secure, MUVPN tunnel connection. The red and green bars on the right of the icon indicate that the client is transmitting both secured and unsecured data.

## **Allowing the MUVPN client through the personal firewall**

There are a couple of programs associated with the MUVPN client, which you *must* allow through the personal firewall in order to establish the MUVPN tunnel:

- MuvpnConnect.exe
- IreIKE.exe

The personal firewall will detect the attempt of these programs to access the Internet. The New Program alert dialog box appears requesting access for the MuvpnConnect.exe program.



From the ZoneAlarm alert dialog box:

- 1 Enable the **Remember this answer the next time I use this program** option and click the **Yes** button.  
This enables ZoneAlarm to allow the MuvpnConnect.exe program through each time you attempt to make a MUVPN connection.

The New Program alert dialog box appears requesting access for the IreIKE.exe program.

- 2 Enable the **Remember this answer the next time I use this program** option and click the **Yes** button.  
This enables ZoneAlarm to allow the IreIKE.exe program through each time you attempt to make a MUVPN connection.

## Disconnecting the MUVPN client

The MUVPN tunnel is independent of the Internet connection. Close the MUVPN tunnels when the remote computer encounters either of the following events.

- Loses the Internet connection
- No longer needs the MUVPN tunnel

From the Windows desktop system tray:

- 1 Right-click the **Mobile User VPN** client icon.
- 2 Select **Disconnect All**.

The MUVPN Client closes all tunnels. This process does not affect your connection to the Internet. You *must* disconnect from the Internet separately.

- 3 Right-click the **Mobile User VPN** client icon and select **Deactivate Security Policy**.

The MUVPN icon displays a red slash to indicate a deactivated Security Policy.

If you are using the ZoneAlarm personal firewall, deactivate this as well.

From the Windows desktop system tray:

- 1 Right-click the **ZoneAlarm** icon  and select **Shutdown ZoneAlarm**.

The ZoneAlarm dialog box appears.

- 2 Click the **Yes** button when prompted to quit ZoneAlarm.

## Monitor the MUVPN Client Connection

---

There are two tools that accompany the MUVPN client which can be used to monitor your connection and diagnose problems that may occur: the Log Viewer and the Connection Monitor.

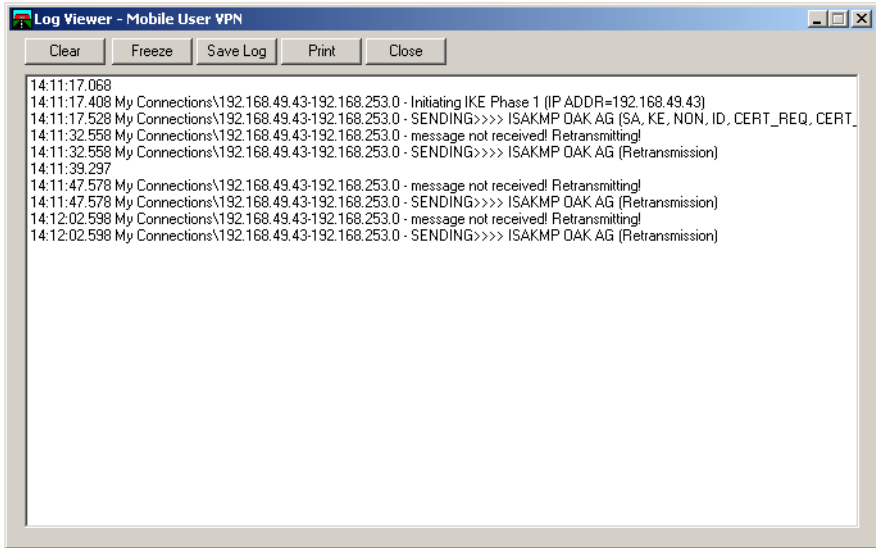
### The Log Viewer

The LogViewer displays the communications log, a diagnostic tool that lists the negotiations that occur during the MUVPN client connection.

From the Windows desktop system tray:

- 1 Right-click the **Mobile User VPN** client icon.
- 2 Select **Log Viewer**.

The Log Viewer window appears.



## The Connection Monitor

The Connection Monitor displays statistical and diagnostic information for each active connection in the security policy. This module shows the actual security policy settings and the security association (SA) information established during Phase 1 IKE negotiations and Phase 2 IPsec negotiations.

From the Windows desktop system tray:

- 1 Right-click the **Mobile User VPN** client icon.
- 2 Select **Connection Monitor**.  
The Connection Monitor window appears.

An icon appears to the left of the connection name:

- SA indicates that the connection has only a Phase 1 IKE SA. This occurs when connecting to a secure gateway tunnel or when a Phase 2 IPsec SA fails to establish or has not been established yet.
- A key indicates that the connection has a Phase 2 IPsec SA, or both a Phase 1 and Phase 2 SA.
- A key with a black line moving below it indicates that the client is processing secure IP traffic for that connection.

- When a single Phase 1 SA to a gateway protects multiple Phase 2 SAs, there is a single Phase 1 connection with the SA icon and individual Phase 2 connections with the key icon displayed above that entry.



# The ZoneAlarm Personal Firewall

A personal firewall is a barrier between your computer and the outside world. The computer is most vulnerable at its doors, called ports. Without ports, no connection to the Internet is possible.

ZoneAlarm protects these ports by following a simple rule: Block all incoming and outgoing traffic unless you explicitly allow it for trusted programs.

When using ZoneAlarm, you often see Program Alert dialog boxes similar to the image below.



---

This alert appears whenever one of your programs (in this example, Internet Explorer) attempts to access the Internet or your local network. This powerful feature means no information leaves your computer unless you give it permission.

If you enable the “Remember the answer each time I use this program” checkbox you will only have to answer this question once for each program.

## **ZoneAlarm Features**

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The ZoneAlarm personal firewall provides a brief tutorial of the product immediately after installation of the MUVPN client. Carefully read each step to familiarize yourself with the application.

For more information on ZoneAlarm features and configuration, please refer to the ZoneAlarm Help system. To access the Help system, select **Start ⇒ Programs ⇒ Zone Labs ⇒ ZoneAlarm Help**.

## **Allowing Traffic through ZoneAlarm**

---

When an application requires access through the ZoneAlarm personal firewall, a Program Alert is displayed on the Windows desktop informing the user which program needs access. Often, the program associated with the application is not indicative of the application the user is attempting to execute.



In the example above, the Internet Explorer Web browser application is attempting to access the users home page. The program which actually needs to pass through the firewall is "IEXPLORE.EXE".

In order to allow the program access each time it is executed, enable the **Remember the answer the next time I use this program** checkbox.

Here is a list of a few essential programs which need access through the ZoneAlarm personal firewall in order to operate some important applications.

---

**Programs Which *Must* Be Allowed**

<i>MUVPN client</i>	IreIKE.exe MuvpnConnect.exe
<i>MUVPN Connection Monitor</i>	CmonApp.exe
<i>MUVPN Log Viewer</i>	ViewLog.exe

**Programs Which *May* be Allowed**

<i>MS Outlook</i>	OUTLOOK.exe
<i>MS Internet Explorer</i>	IEXPLORE.exe
<i>Netscape 6.1</i>	netscp6.exe
<i>Opera Web browser</i>	Opera.exe
<i>Standard Windows network applications</i>	lsass.exe services.exe svchost.exe winlogon.exe


---

---

## Shutting Down ZoneAlarm

---

From the Windows desktop system tray:

- 1 Right-click on the ZoneAlarm icon  and select **Shutdown ZoneAlarm**.  
The ZoneAlarm dialog box appears.
- 2 Click the **Yes** button when prompted to quit ZoneAlarm.

---

## Uninstalling ZoneAlarm

---

From the Windows desktop:

- 1 Select **Start** ⇒ **Programs** ⇒ **Zone Labs** ⇒ **Uninstall ZoneAlarm**.  
The Confirm Uninstall dialog box appears.
- 2 Click the **Yes** button.  
The ZoneLabs TrueVector service dialog box appears.
- 3 Click the **Yes** button to continue with uninstalling the TrueVector service and disable its Internet Security features.  
The Select Uninstall Method window appears.
- 4 Verify that **Automatic** is selected and then click the **Next** button.
- 5 Click the **Finish** button to perform the uninstall.

---

### NOTE

---

The Remove Shared Component window may appear. During the initial installation of ZoneAlarm, some files are installed that other programs on the system may share. Click the **Yes to All** button to completely remove all of these files.

---

- 6 The Install window appears and prompts you to restart the computer. Click the **OK** button to reboot your system.

# Troubleshooting Tips for the MUVPN Client

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WatchGuard maintains a knowledge base on our Web site, including an In-Depth FAQ section on configuring and using the MUVPN client. This is available at:

[www.watchguard.com/support](http://www.watchguard.com/support)

A few of the most common issues found in installing, configuring, and using the MUVPN client are described below.

## My computer is hung up just after installing the MUVPN client...


This is most likely due to either the ZoneAlarm personal firewall application interfering with regular Local network traffic or it is because the MUVPN client is active and is unsuccessfully attempting to create VPN tunnels.

When the MUVPN client is not in use, you should shut down ZoneAlarm and deactivate the client.

First, reboot your computer, then from the Windows desktop system tray:

- 1 Right-click on the Mobile User VPN client icon and select **Deactivate Security Policy**.

The MUVPN client icon displays a red slash indicating that the Security Policy is deactivated.

- 
- 2 Right-click the ZoneAlarm icon  and select **Shutdown ZoneAlarm**.  
The ZoneAlarm dialog box appears.
  - 3 Click the **Yes** button when prompted to quit ZoneAlarm.

## **I have attempted to connect several times, but nothing is happening...**

The MUVPN client may have misloaded the end-user profile. Try reloading your security policy.

From the Windows desktop system tray:

- 1 Right-click the Mobile User VPN Client icon.
- 2 Select **Reload Policy**.  
The MUVPN client reloads the end-user profile.
- 3 Now try to connect the client again.

## **I have to enter my network log in information even when I'm not connected to the network...**

When you start your computer, you are prompted to enter your Windows network user name, password and domain. It is very important that you enter this information correctly, just as you would if you were at the office connected to the network. Windows stores the information for use by network adapters and networked applications. Later, when you connect to your ISP and start the MUVPN client, your computer uses the stored user name, password, and domain to connect to the company network.

## **I am *not* prompted for my user name and password when I turn my computer on...**

This is most likely due to the ZoneAlarm personal firewall application. This program is very good at what it does: keeping your computer secure from unauthorized incoming or outgoing traffic. Unfortunately, it may block your computer from broadcasting its network information and prevent the machine from sending the necessary login information. Be certain to shut down ZoneAlarm each time you disconnect the MUVPN connection.

## Is the Mobile User VPN tunnel working...

The Mobile User VPN client icon, which appears in the Windows desktop system tray once it is launched, will display a key within the icon once the client is connected.

To test the connection, ping a computer on your company network.

- Select **Start** ⇒ **Run**. Type `ping` and the IP address of a computer on your company network.

## My mapped drives have a red X through them...

Windows NT, and 2000 verifies and maps network drives automatically when the computer starts. Because there is no way for you to establish a remote session with the company network before the computer actually starts, drive mapping fails during the boot process and a red X appears on the drive icon. Establish a MUVPN tunnel and open the network drive. The red X should disappear.

## How to map a network drive...

Due to a Windows operating system limitation, mapped network drives disappear when you work remotely. To remap a network drive from the Windows desktop:

- 1 Right-click **Network Neighborhood**.
- 2 Select **Map Network Drive**.  
The Map Network Drive dialog box appears.
- 3 Use the drop list to select a drive letter.  
Either use the drop list or type a network drive path. For example:  
`\\techsupport\share2\rodolfo`
- 4 Click **OK**.

The mapped drive appears in the My Computer window. Even if you enable the "Reconnect at Logon" checkbox, the mapped drive will not appear the next time you start your computer unless it is physically connected to the network.

---

## **I sometimes get prompted for a password when I am browsing the company network...**

Due to a Windows networking limitation, mobile user virtual private networking products only allow access to a single network domain. If your company is large enough to require subnetting (multiple networks connected together), you can only browse your own domain. Attempts to access other domains result in a password prompt.

## **It takes a *really* long time to shut down the computer after using Mobile User VPN...**

If you open and browse a mapped network drive during a MUVPN session, the Windows operating system waits for a signal from the network before it times out and completes the shut down cycle.

## **I lost the connection to my ISP, and now I can't use the company network...**

If you lose your Internet connection long enough, MUVPN also loses the secure tunnel. Follow the steps to close the tunnel. Then connect to the Internet and restart the MUVPN client.

## **No matter what I do, I can't use the company network...**

There may be a problem with the end-user profile (the .wvx file) or shared passwords.

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