

VPN SETUP GUIDE

SECURITY NOTE:

A VPN system grants you a certain amount of access to the remote network, as if you were physically connected at the network site. By using this system, you understand that you are being trusted to maintain the security of this network by NOT sharing keys, certificates, user names, passwords, or other confidential data.

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WINDOWS - SETUP INSTRUCTIONS

1. Download the latest OpenVPN Installer from the following link: <http://openvpn.net/index.php/open-source/downloads.html>

Installer (32-bit), Windows XP and later	openvpn-install-2.3.6-1001-i686.exe	GnuPG Signature
Installer (64-bit), Windows XP and later	openvpn-install-2.3.6-1001-x86_64.exe	GnuPG Signature
Installer (32-bit), Windows Vista and later	openvpn-install-2.3.6-1601-i686.exe	GnuPG Signature
Installer (64-bit), Windows Vista and later	openvpn-install-2.3.6-1601-x86_64.exe	GnuPG Signature

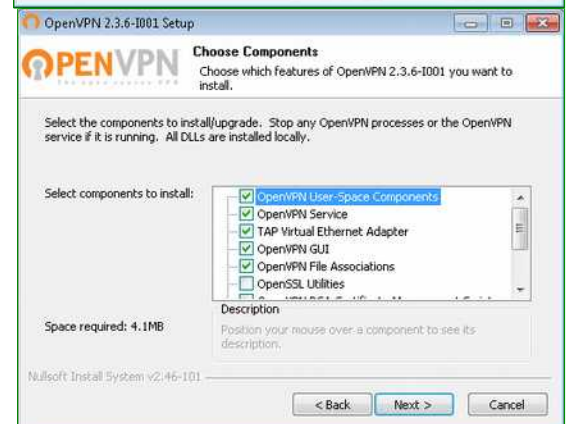
2. Open or run the installer and press “Next”.



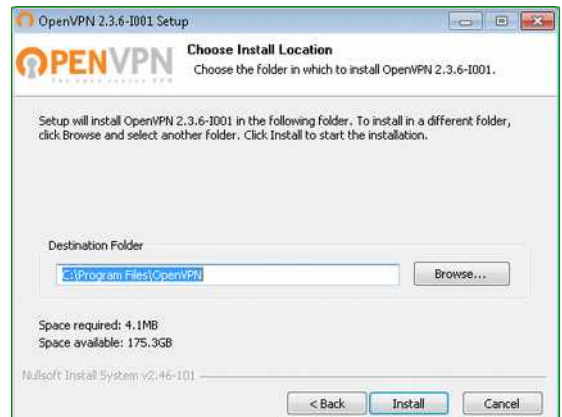
3. Press “I Agree”.



4. Leave all options at default unless you know what you need.



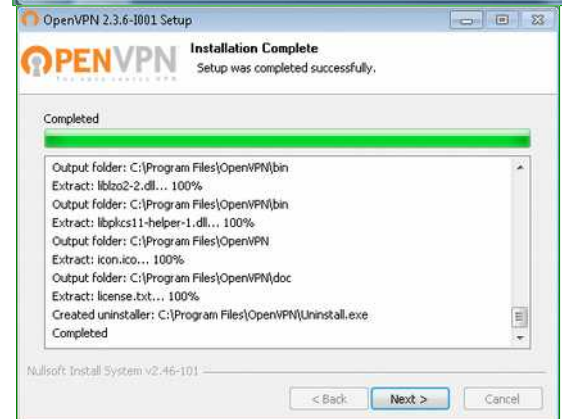
5. Select destination folder – we suggest you leave the default option in place.



6. This box may or may not appear. If it does, click to mark the “Always trust...” checkbox and then press “Install”.



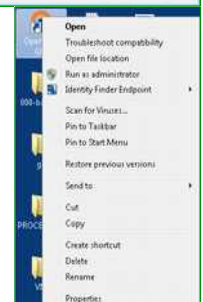
7. When completed, press “Next”. This step may take a few moments.



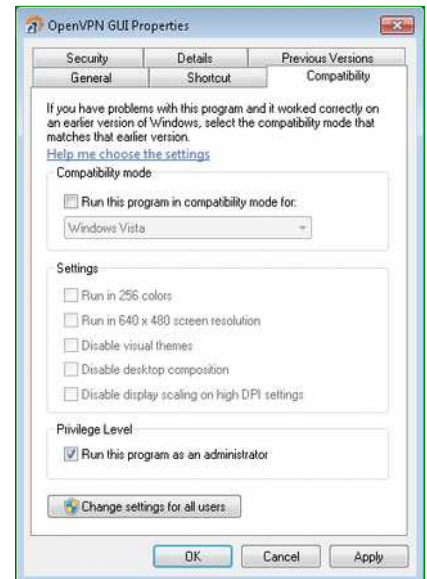
8. Press “Finish”. Do not run the OpenVPN program yet, even if it asks you to.



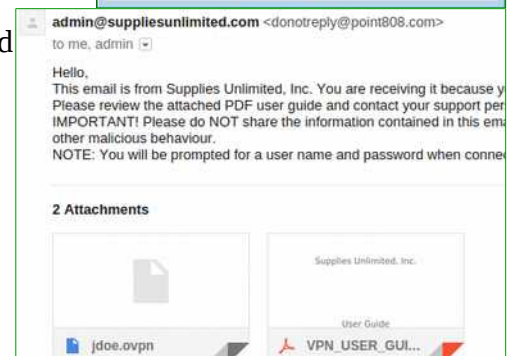
9. On your desktop, right-click the “OpenVPN GUI” icon and select “Properties”.



10. Go to the “Compatibility” tab and click to mark the checkbox for “Run this program as an administrator”. Press “OK”.



11. Save the OpenVPN configuration file from the email you received this guide in. It should be named similar to “username.ovpn”.

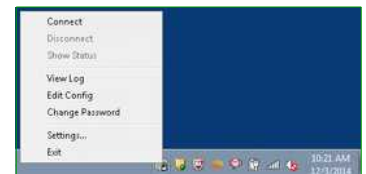


12. Copy this file to the OpenVPN folder, usually either “C:\Program Files\OpenVPN\config” or “C:\Program Files (x86)\OpenVPN\config”.



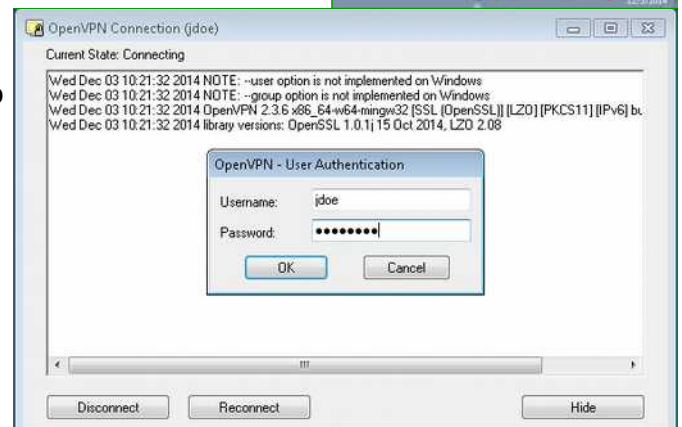
13. Now, you can launch the OpenVPN client by clicking the icon on your desktop.

14. When open, you will see the OpenVPN icon in your system tray. You can right-click the icon for an option menu, including the “Connect” option.



15. As you connect, you will be prompted for a user name and password. These will always be synced to your domain login credentials.

16. When you are through working, simply right-click the OpenVPN icon in your system tray and select “Disconnect”.



MACINTOSH - SETUP INSTRUCTIONS

1. Macintosh uses a command-line version of OpenVPN, but to make it easier for users, we suggest using an application called “Tunnelblick” to act as an interface for you. Download this application from the following URL:
[https://code.google.com/p/tunnelblick/wiki/DownloadsEntry#Tunnelblick Stable Release](https://code.google.com/p/tunnelblick/wiki/DownloadsEntry#Tunnelblick_Stable_Release)



2. When downloaded, open the disk image and double-click where it says “Click to begin”.



3. Accept any warnings about downloaded programs from the internet and continue to install.
4. If prompted to install in “Applications”, accept and continue. You may be required to enter an administrator password for your machine.
5. When the installation succeeds, you will see the following screen. Go ahead and press “Launch”.



6. On the welcome screen, press the button that says “I have configuration files”.



7. Press “Done” on this screen.

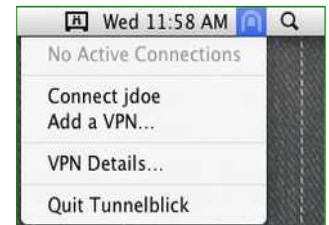


8. The next screen asks about automatic program updates. Choose whichever you prefer.
9. Save the OpenVPN configuration file from the email you received this guide in. It should be named similar to “username.ovpn”. By default, it downloads to your “Downloads” folder.
10. Open Finder and browse to the saved file. Double-click it and choose “Only Me” when asked whether to install for all users.

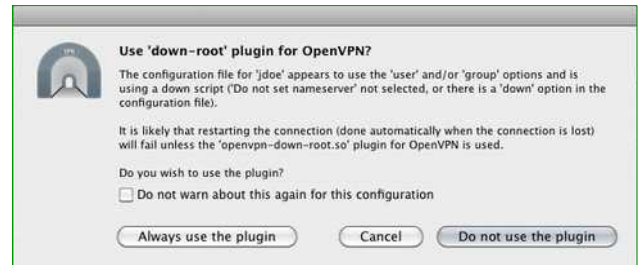
11. Press “OK” when complete.



12. You may now click on the Tunnelblick icon in your system tray for an options menu. Choose “Connect...”



13. If prompted to “Use down-root plugin”, choose “Always use this plugin”.



14. As you connect, you will be prompted for a user name and password. These will always be synced to your domain login credentials.



15. You should see the following when connected.



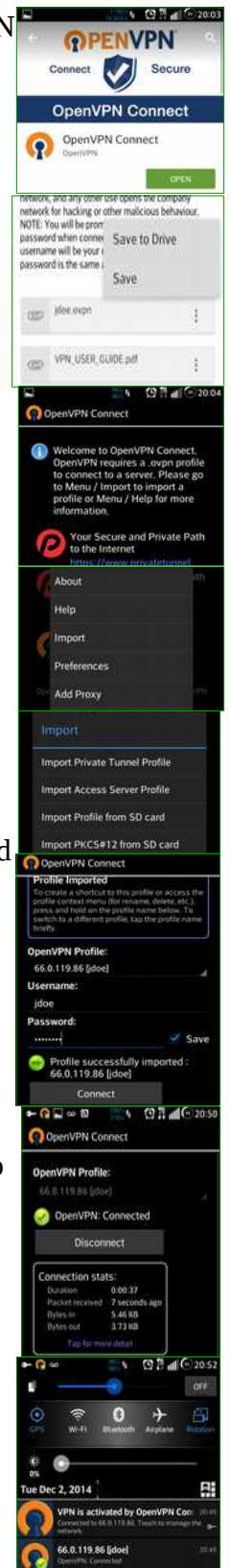
16. If you see a pop-up message like this when connected, check the box that says “Do not check for IP address changes” and press “OK”.



17. When you are through working, you may simply click the Tunnelblick icon in your system tray and select the “Disconnect” option.

ANDROID - SETUP INSTRUCTIONS

1. Open the Play Store and search for, then download and install the app titled “OpenVPN Connect”.
2. Save the OpenVPN configuration file from the email you received this guide in. It should be named similar to “username.ovpn”.
3. Open the OpenVPN Connect application from your home screen or App Drawer.
4. Press your Menu key and select “Import”.
5. On the pop-up, choose “Import Profile from SD card”.
6. The profile should import and leave you at the following screen. You will be prompted for a user name and password. These will always be synced to your domain login credentials. You may also choose to save the credentials so you are not asked to enter them each time, though we suggest for security reasons you do not.
7. You should see the following screen when connected. You may now minimize the app and continue working.
8. When you are ready to disconnect, slide your task bar down and choose “VPN is activated by OpenVPN Connect”.
9. On the pop-up, press “Disconnect”.



IOS DEVICES - SETUP INSTRUCTIONS

1. Open the App Store and search for, then download and install the app titled “OpenVPN Connect”.
2. Open the OpenVPN configuration file from the email you received this guide in. It should be named similar to “username.ovpn”. If given a choice to select which app to use to open, choose the OpenVPN Connect application.
3. When the file opens in OpenVPN Connect, click the green plus symbol to import the configuration.
4. Enter your domain credentials in the username/password fields and save.
5. To connect, click on the switch to turn it on. Disconnecting is the same, click on the switch to turn off.



TROUBLESHOOTING

- Windows IPv6 applications may not function correctly. You may modify the TAP adapter in the Network Settings Control Panel to remove IPv6 from the adapter.
- Android sometimes has DNS issues. If you are unable to reach any internal machines, try disconnecting and reconnecting, which should reset your DNS.
- Macintosh clients sometimes lose DNS resolvability. Try disconnecting and reconnecting. If this fails, try to reboot your machine. If the issue continues, contact your administrator for further troubleshooting.
- IOS clients can also have DNS issues. As with the other devices, if you experience loss of DNS resolution, please disconnect and try again.
- For any issues not listed or other problems or concerns, please contact your network administrator for assistance.