

2017

# Aviatrix VPN Client User Guide: Usage instructions for remote users

AVIATRIX SYSTEMS

VPN Client Version: 1.3.9

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# Installing and Launching the Application

## Windows Users

1. Download the Aviatrix VPN Client installer by clicking on the links below.

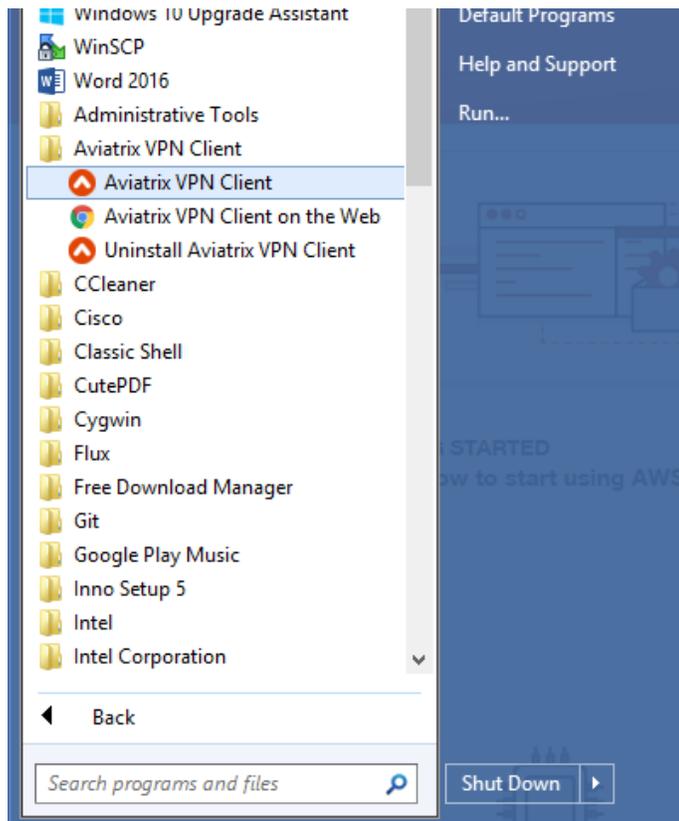
[https://s3-us-west-2.amazonaws.com/aviatrix-download/AviatrixVPNClient/AVPNC\\_win\\_x64.exe](https://s3-us-west-2.amazonaws.com/aviatrix-download/AviatrixVPNClient/AVPNC_win_x64.exe)

Run the installer and follow the on screen instructions to install the application.

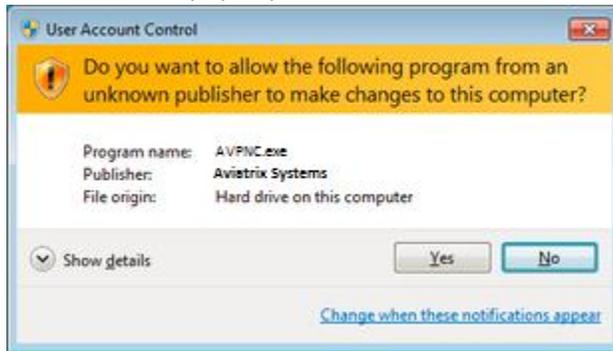
If you have installed OpenVPN previously, TUN TAP drivers would have been installed. If they are not installed , you can install the same from the link below

<https://s3-us-west-2.amazonaws.com/aviatrix-download/AviatrixVPNClient/tap-windows-9.21.2.exe>

2. Save the OpenVPN configuration file (with the extension .ovpn) that was sent to you by your Admin, on to your machine.
3. Open the “Aviatrix VPN Client” application by going to going to “Start Menu -> Aviatrix VPN Client -> Aviatrix VPN Client”.

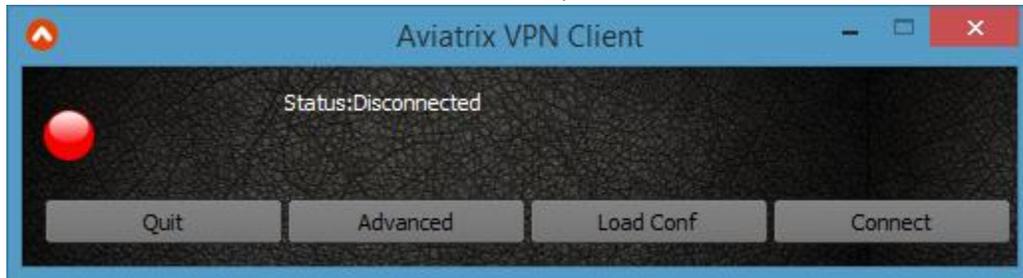


A UAC window pops up.



Allow administrator access so that the application can modify the routing tables.

- The Aviatrix VPN Client window should come up which should look like.



- Skip to the "Using the Application" section if you do not need to install it on a Mac or Linux

## Mac Users

1. Download the Aviatrix VPN Client Setup from the link below.

<https://s3-us-west-2.amazonaws.com/aviatrix-download/AviatrixVPNClient/AviatrixVPNClientSetup.pkg>

Follow the on-screen instructions to install the application

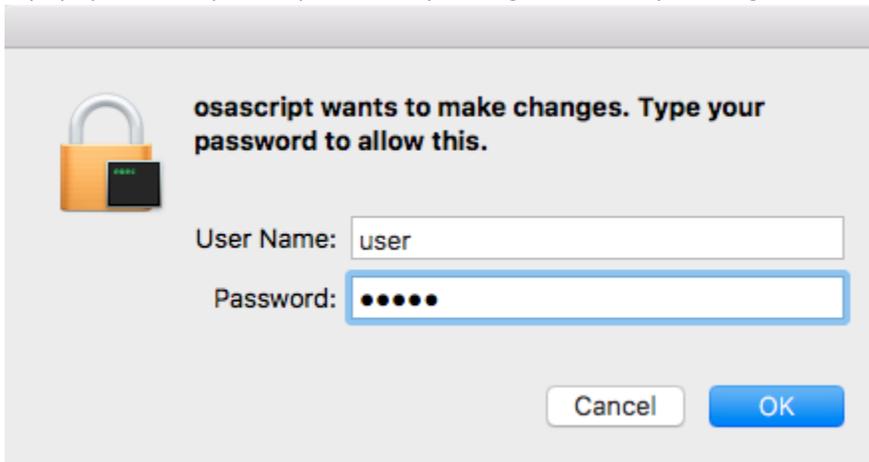
2. Save the OpenVPN configuration file (with the extension .ovpn) that was sent to you by your Admin, on to your machine.
3. Start the Aviatrix VPN Client application by going to LaunchPad



and clicking on “Aviatrix VPN Client”.



4. A popup comes up to request sudo privileges to modify routing tables



Enter your username and password. (The user should have root access.)

5. This opens the application window.
6. Skip to the "Using the Application" section if you do not need to install it on Linux

## Linux Users

1. Download the Aviatrix VPN Client installer by clicking on the links below.

[https://s3-us-west-2.amazonaws.com/aviatrix-download/AviatrixVPNClient/AVPNC\\_linux.tar.gz](https://s3-us-west-2.amazonaws.com/aviatrix-download/AviatrixVPNClient/AVPNC_linux.tar.gz)

2. To install the application run the following commands

```
tar -xvzf AVPC_linux.tar.gz
```

```
sudo ./install.sh
```

3. Save the OpenVPN configuration file (with the extension .ovpn) that was sent to you by your Admin, on to your machine.
4. To open the “Aviatrix VPN Client” launch a new terminal and type AVPNC

This has been tested only on Ubuntu 16/14. Theoretically, it should work with other flavours of linux as well as long as openvpn is installed separately.

## Using the Application

There are 4 buttons

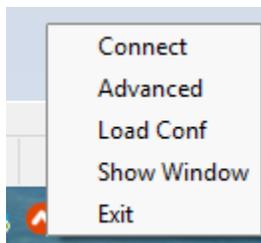
- **Connect:** Tries to initiate a VPN connection to the Gateway. If the configuration file is missing or is not set, this opens a window to choose the OpenVPN configuration (.ovpn) file. If multiple connection profiles are present select the respective one.
- **Load Conf:** This opens a window to choose the OpenVPN configuration (.ovpn) file. Once the configuration is loaded, the application remembers the file, and you can directly click on "Connect", the next time. It loads it onto the 'default' profile
- **Advanced:** Opens a window to perform advanced operations
- **About:** Shows the version information.
- **Quit:** Exits the application.

Closing the application window hides it to the system tray.



Linux version does not show in the tray due to a QT bug

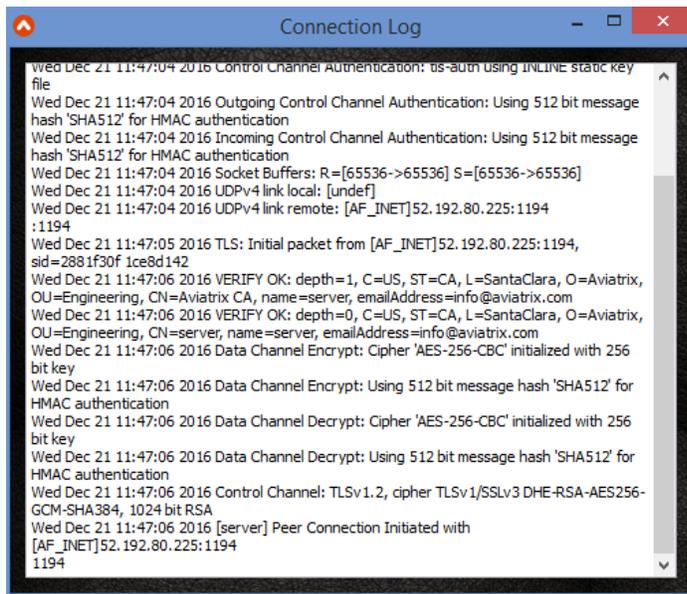
And the buttons above can be accessed by a right click to show a similar Menu



There are 3 status icons that are shown in the window and on the tray.

Status	Window	Tray
Disconnected		
Connecting		
Connected		

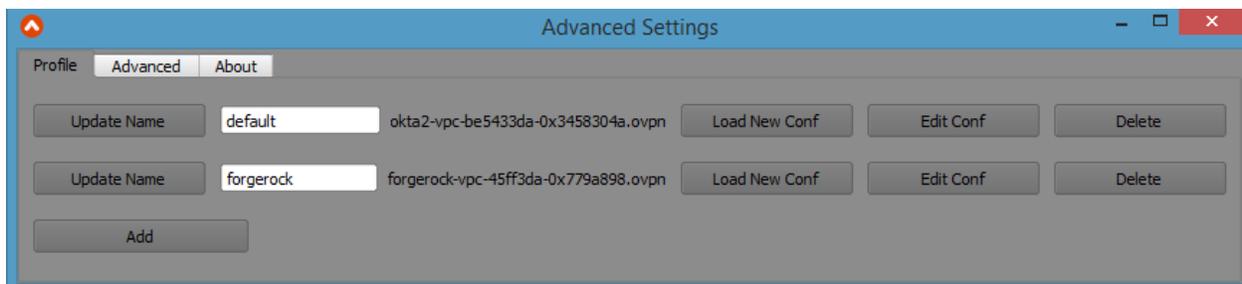
Upon initiating a VPN connection, a Connection Log window pops up.



The Connection Log window disappears upon successful connection to the Gateway.

## Advanced Settings Page

The advanced page looks like



It has three tabs Profile, Advanced and About

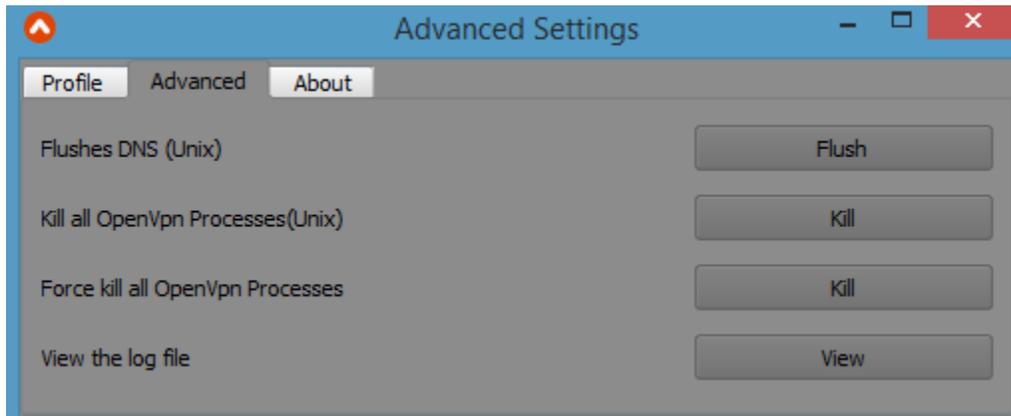
### Profile Tab

In the profiles tab as shown above, you can manage different connection profiles

- **Add:** Creates a new profile. It asks for a name for the profile and the location of the configuration file to create a new connection profile.
- **Update Name:** Change the name of the respective profile
- **Load New Conf:** This opens a window to choose the OpenVPN configuration (.ovpn) file into the respective profile
- **Edit Conf:** Opens a text editor window where you can view/edit the configuration file.
- **Advanced:** Deletes the respective profile

## Advanced Tab

The Advanced tab looks like

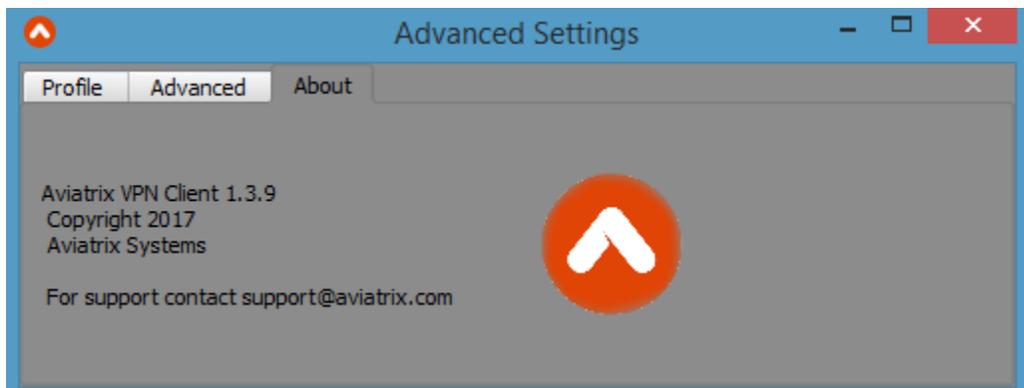


Here you can perform special operations if Troubleshooting is required

- **Flush DNS:** (Not for windows) Flushes the DNS configuration if there are internet issues after full tunnel VPN disconnection. Also turning the wifi/ethernet adapter on/off can fix some internet issues.
- **Kill all OpenVPN process:** (Not supported on Windows) Sends a soft kill to all running OpenVPN processes
- **Kill all OpenVPN process:** Terminates other OpenVPN processes that are running abruptly
- **View Log:** Opens the Log file in a text editor window for debugging.

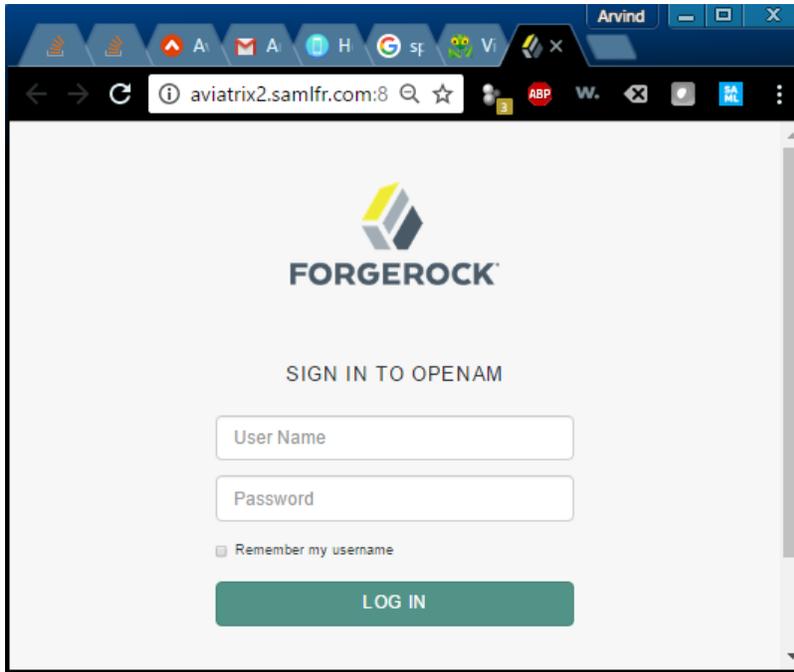
## About Tab

The about page shows the version information.

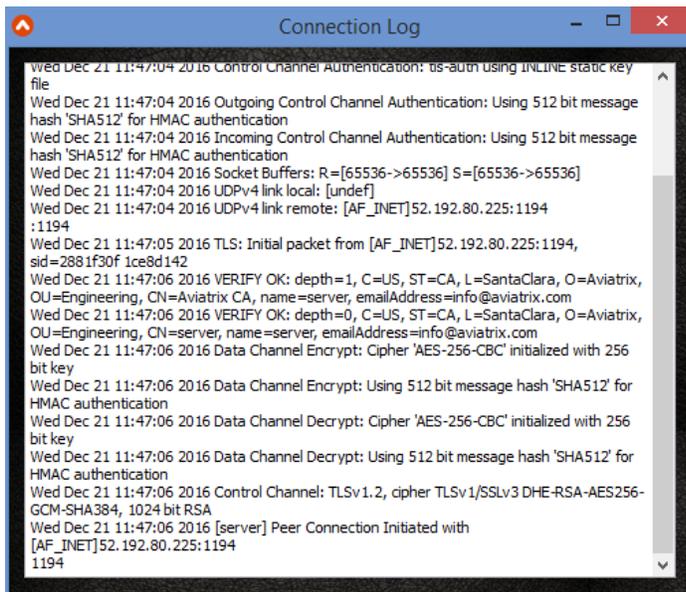


## Connecting to a SAML Gateway

After loading the configuration file, clicking on “Connect” opens a browser page which redirects the user to the Identity Provider(IDP) as shown



Enter your IDP Credentials (ForgeRock, in this case) to login. This should open a “Connection Log” window as shown below.



(If it does not, Quit the application and try connecting again)

If it is successful, the “Connection Log” window disappears and you should be connected to the VPN Network.

## Connecting to a Gateway without any Authentication

Just load the OpenVPN configuration(.ovpn) file on to the VPN Client and click on “Connect”. The Connection Log window appears and if successful you should get connected to the VPN network

## Connecting to a Gateway with Username-Password Authentication

CloudN VPC supports a variety of authentication methods to verify VPN user credentials. Here’s a brief overview of how to enter user credentials for different authentication methods.

**LDAP:** Enter username and password stored on LDAP server.

**Google 2-step verification:** Use your email address as the username. Password should be appended with the 6-digit code generated by Google authenticator app on your phone. E.g., If your email is "[joe@examplecompany.com](mailto:joe@examplecompany.com)", the following username password combination of "[joe@examplecompany.com](mailto:joe@examplecompany.com)" and "password123456" should be used where "password" is your account password and "123456" is the 6 digit-code.

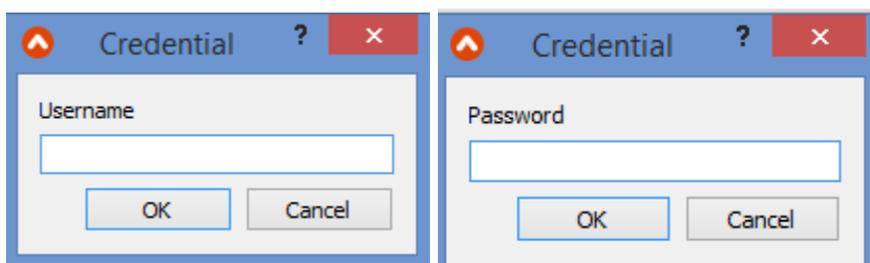
### Duo Security Two-Factor Authentication:

- Mac and Windows users: An automatic approval request will be pushed to your registered cellphone. Select “Approve” to connect to VPN gateway.

### LDAP + Duo Security Two-Factor Authentication:

- Mac and Windows users: There will be a dialog box. Enter username and password for the LDAP server and an automatic approval request will be pushed to your registered cellphone/ Select “Approve” to connect to VPN gateway.

The username and password windows that pop up are shown.



Enter the correct credentials to log in to the respective VPN Network.