

XO™ VPN Remote Access Client Setup Guide

version 1.2



Installation Instructions

a) Obtaining Login Information

- i) XO Engineers will send an email containing login information and then provide passwords over the phone.
 - (1) Example:

Thank you for choosing XO as your Managed Security Services Provider!

Included in this email are the usernames and passwords you will need to use your Managed Virtual Private Network from XO.

As the specified technical contact, you will have the ability to view reports and activity pertaining to your VPN solution by logging into the highly sophisticated XO™ VPN Management platform. You will also have the responsibility for creating and deleting accounts for your XO VPN remote clients by using the XO Admin Web site.

The XO VPN Management platform is located at <https://isc1.xo.net:8443/isc/Login.jsp>

VPN Administrator Account:

login: xotest

password: (for security purposes, your password will be communicated to you over the phone)

The link for the XO VPN Remote Access Administration site is <http://admin.xo.com>. Once you log in, instructions are available to walk you through the installation and configuration of the remote access client. Please pass these instructions on to your local users.

Remote Access Administration Account: (will also work for logging in as a remote client)

login: admin@xotest.com

password: (Your password will be communicated to you over the phone.)

Once you have downloaded the remote access client, you will need the following information to configure it for use with your XO VPN solution. Please refer to the instruction guide found at <http://admin.xo.com> for help with configuration and troubleshooting.

Login Information for Remote Access Client

group name: xotest.com

password: (Your password will be communicated to you over the phone.)

IP Address: x.x.x.x

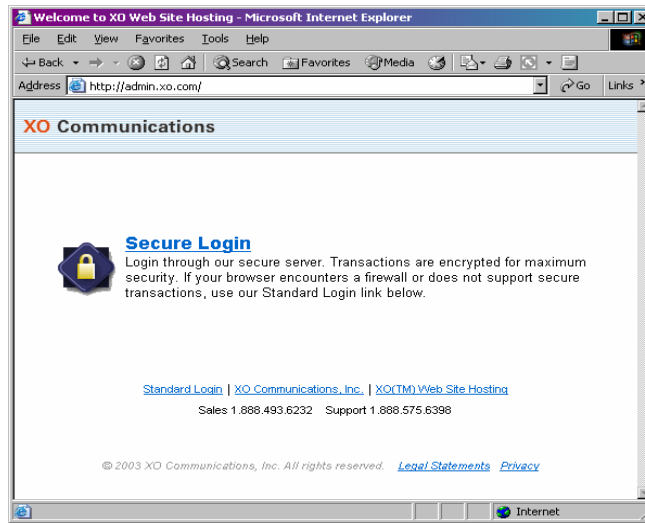
After your case has been certified, all future support requests should be directed to 866-295-9696. Until then, please feel free to contact your security engineer with any questions.

Thank you.

- ii) Obtain login information from your Administrator / Technical Contact.

b) Logging into the Remote Access Administration Site

- i) Direct your browser to <http://admin.xo.com>

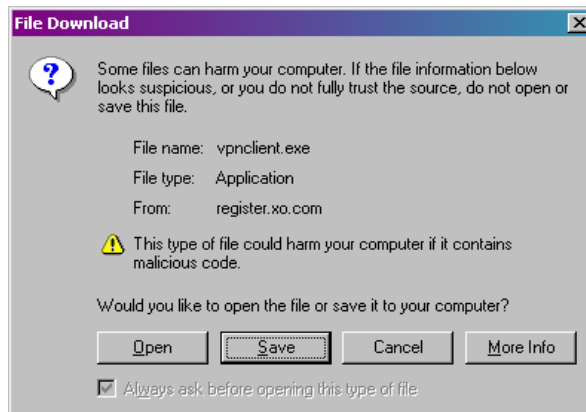


- ii) Log in using the information contained under the “Remote Access Administrator Account”

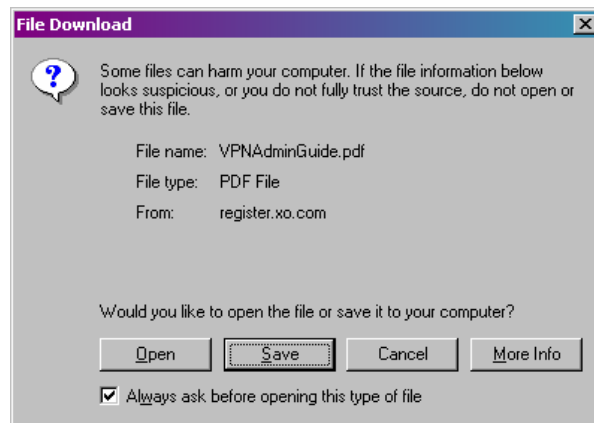


c) Downloading the Client and Administrator Guide

- i) Click the link that says “Click Here to download the VPN Remote Access client.” Save the file to your local machine.



- ii) Click the link that says, “[Click Here](#) to download the VPN Administrator Guide.” Save the file to your local machine.

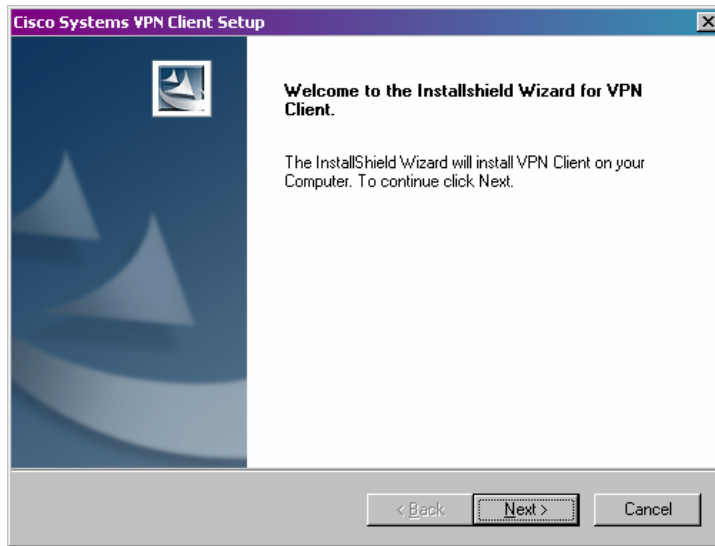


d) Hardware and Software Requirements

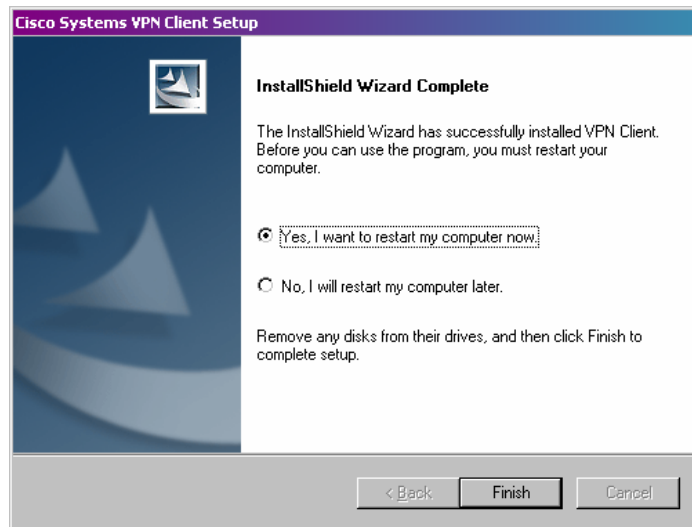
- i) Before installing the client, make sure your computer meets the following requirements:
- (a) Computer with a Pentium®-class processor or greater
 - (b) One of the following operating systems:
 - (i) Microsoft® Windows® 95 (OSR2), Windows 98, or Windows 98 SE
 - (ii) Windows ME
 - (iii) Windows NT® 4.0 (with Service Pack 6, or higher)
 - (iv) Windows 2000
 - (v) Windows XP
 - (c) Microsoft TCP/IP installed.
 - (i) (Confirm via Start > Settings > Control Panel > Network > Protocols or Configuration.)
 - (d) 10 MB hard disk space.
 - (e) RAM:
 - (i) 16 MB for Windows 95/98
 - (ii) 32 MB for Windows NT and Windows ME
 - (iii) 64 MB for Windows 2000
 - (iv) 128 MB for Windows XP
 - (f) To use the VPN Client:
 - (i) Direct network connection (cable or DSL modem and network adapter/interface card)
 - (ii) Internal or external modem
 - (iii) For Windows 95, Microsoft Dial-Up Networking (DUN) version 1.2 or greater. (DUN 1.3 for Windows 95 is a recommended performance and security upgrade, and it is available as a free download from the Microsoft Web site, www.microsoft.com. Windows 98 includes the DUN 1.3 functionality.)
 - (g) Administrator privileges if installing on Windows NT or Windows 2000

e) Installing the Client Using the Installshield Wizard

- i) Navigate to the client file you downloaded in step (c). Double-click to start the Installshield Wizard

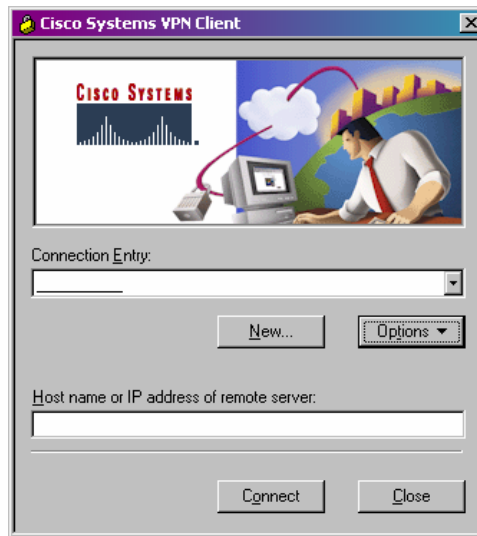


- ii) Accept the license agreement, choose the destination file location, and continue following the directions in the wizard until the client is installed.
- iii) Once completed, you will see this screen. Choose "Yes, I want to restart my computer now" and click "Finish."

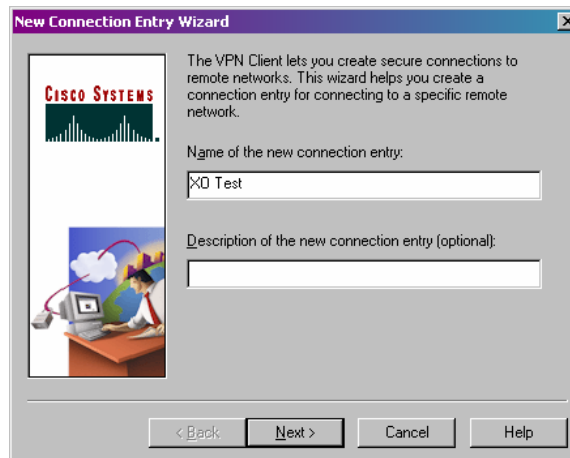


f) **Configuring the Cisco VPN Client**

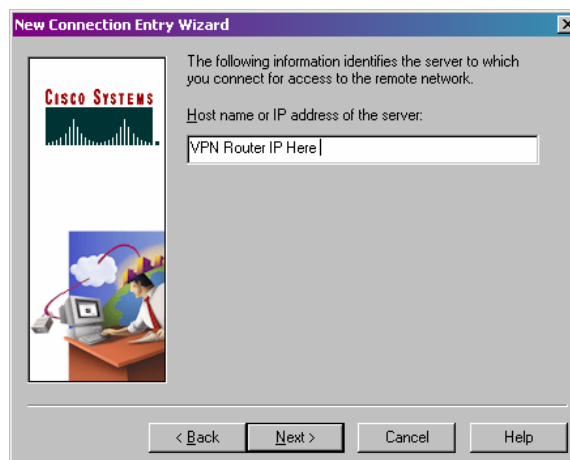
- i) Navigate to the installed client by going to Start→Programs→Cisco Systems VPN Client→VPN Dialer
 - (a) **NOTE:** even though it says “dialer”, you can use any method of transport to establish the VPN tunnel, as long as the connection is not NAT'd or Filtered.
- ii) Click on “New”



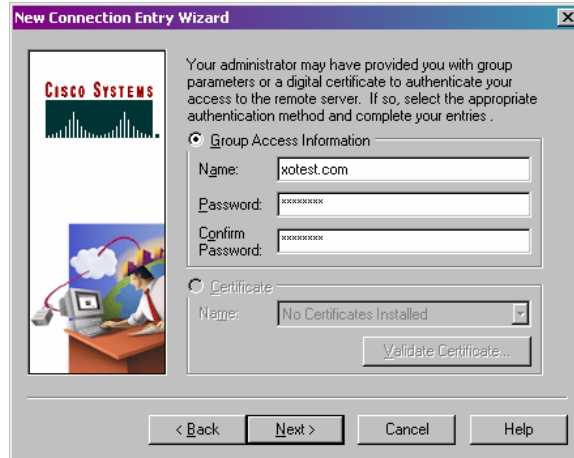
- iii) Choose a name for the connection and click “Next.”



- iv) Refer to the email you received from your security engineer (similar to the one in section a) to obtain the IP Address of the router, and then click “Next.”



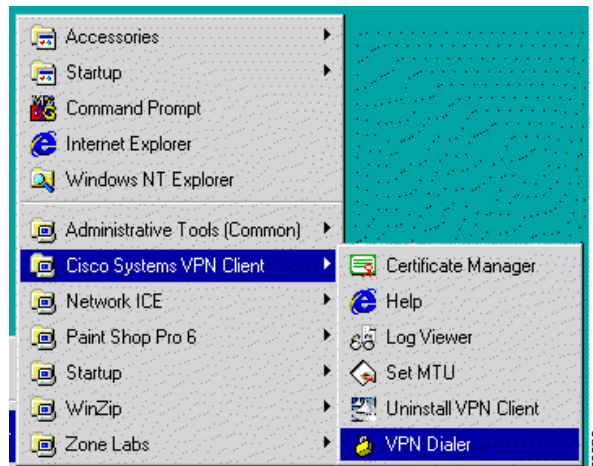
- v) The email from your security engineer also contains the group name and password. Fill it in and then click “Next.”



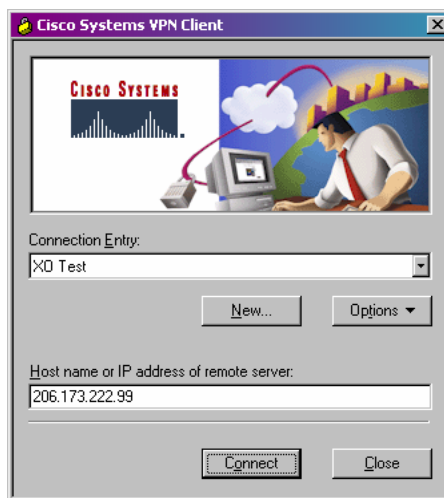
- vi) Click “Finish.”

g) Using the Client to connect to your XO VPN

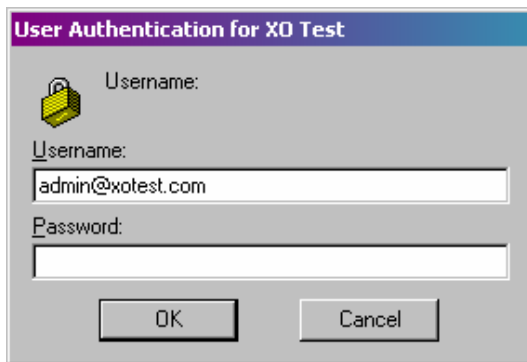
- i) Navigate to Start→Program Files→Cisco VPN Client→VPN Dialer



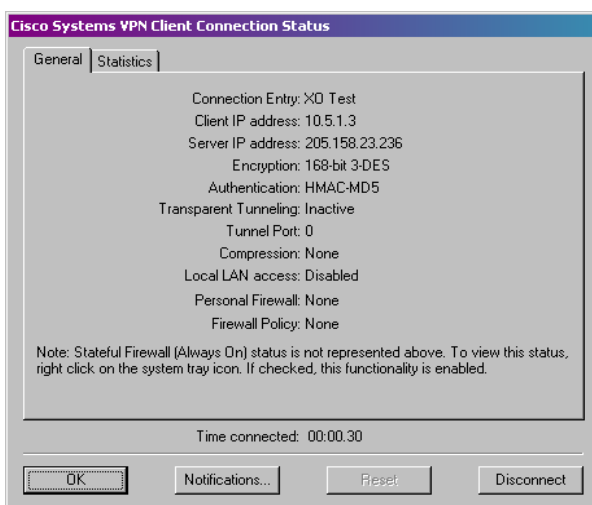
- ii) Confirm correct entry is visible, and then click “Connect.”



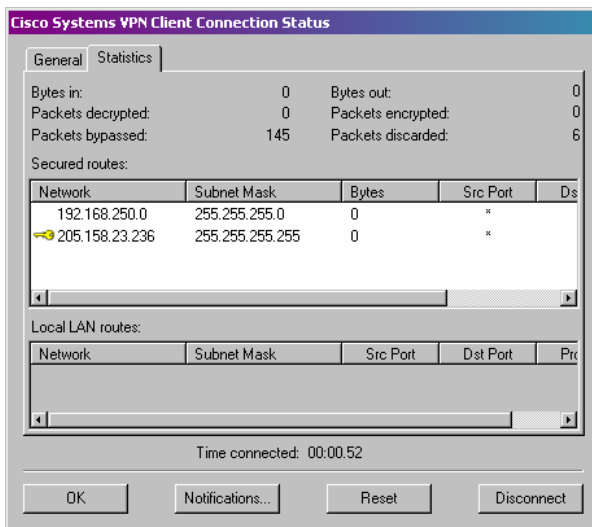
- iii) The next pop-up will request a username and password; this should be the username provided to you as your remote access login ID.



- iv) Once this is successful, you will see the little yellow lock in the lower right hand corner of your desktop. This means the connection is secured.
- v) Right click on the lock and select "Properties."



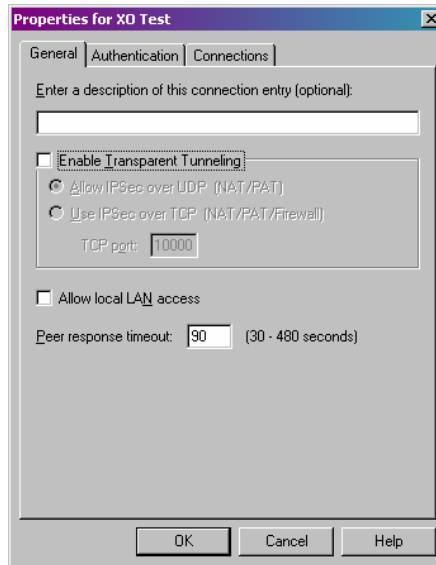
- vi) Select "Statistics" to see if the packets are being sent across the VPN tunnel.



- h) Enjoy your XO VPN Remote Access Client!

Frequently Asked Questions

1. Does this client work with PPPoE?
Yes. However, you cannot install the client when the PPPoE session is live. Disconnect DSL/PPPoE session, install the client, reboot your machine, reconnect the DSL session, and then run the client.
2. Will this client work behind a NAT'd connection?
Certain routers will support NAT Transparency. Speak to your security engineer to discuss your options. If you have a compatible router, the setting for NAT Transparency is located on the Properties tab.



3. Where can I find Dial-Up Networking v. 1.3 for Windows 95 and Windows 98?
Windows 95:
http://www.microsoft.com/windows95/downloads/contents/WURecommended/S_WUNetworking/dunwinsky2k/Default.asp
Windows 98 is provided with DUN 1.3. However, v. 1.4 is available if you are experiencing problems
http://www.microsoft.com/windows98/downloads/contents/wurecommended/s_wunetworking/dun14/default.asp
4. Is there a Cisco client compatible with non-Windows based systems?
Yes, however, XO is not responsible for the installation, configuration, management, or maintenance of a non-Windows client. The client can be obtained from www.cisco.com
5. What ports do I need to open on my firewall to allow the client to connect from my internal network?
This is an IPSec client, and therefore requires the following ports to be opened:
 - Encapsulation Security Payload (ESP) – IP 50
 - Authentication Header (AH) – IP 51
 - Internet Security Association and Key Management Protocol (ISAKMP) – UDP 500
6. Does this client support Windows Networking?
Yes. Please provide the WINS or Active Directory server IP, DNS information, and domain to your security engineer and he/she will configure the policy for you to support Windows Networking.

7. I get a pop up saying the driver for the Cisco client has not passed Windows Logo testing. Is this safe to install on my computer?

Yes. Acquiring a digital signature from Microsoft is costly and time consuming. Accepting this non-Microsoft signed driver will not negatively impact your workstation.



8. How do I map a drive to my server when connected with the remote access client?
Once logged on to the remote access client, go to Windows Explorer→Tools→Map Network Drive. Choose the drive letter, and then type in the path to the server with the shared drive. Format: `\\x.x.x.x\share`, where x.x.x.x is the IP of the server to which you are trying to connect. If WINS is enabled, format can be: `\\servername\share`. You may need to click on the “Connect using a different user name” depending on the permissions set on the server.

9. I keep getting a “username or password is incorrect” error when trying to access network resources. How do I fix that?
Windows NT and Windows 2000 have built-in functionality for accessing resources not in the same domain as your workstation. When trying to map a network drive, fill in the “connect as” prompt with your domain and network username. Format: `\DOMAIN\username`. The server will then prompt you for your password. Windows 95 and 98 do not offer this functionality, so the username and password used to log on to the workstation will be the ones transmitted to the remote server. In order to access resources, the network administrator must add the usernames and passwords of all Windows 95 and 98 clients to the shared resources on the server.