CA VPN Client

User Guide for Windows

1.0.2.2

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Chapter 1: Installing and Using VPN Client

The CA VPN Client User Guide walks you through the process of installing, configuring, running, and uninstalling CA VPN Client on the Windows 32-bit operating system.

This guide is intended for end users who want to install and configure CA VPN Client on their computer.

This topic walks you through the process of installing and using CA VPN Client that integrates with the Cisco VPN client application to provide secure access to applications and data available on your enterprise network. VPN Client provides an additional layer of security through ArcotID authentication, which authenticates end users before granting them access to their enterprise network. This chapter covers the following sections:

- VPN Client Features (see page 8)
- Before You Begin (see page 10)
- Installing VPN Client (see page 11)
- Using VPN Client (see page 13)
- Configuring VPN Client to Work With a Proxy Sever (see page 15)

Note: CA Adapter still contains the terms Arcot, WebFort, and RiskFort in some of its code objects and other artifacts. Therefore, you will find occurrences of Arcot, WebFort, and RiskFort in all CA Adapter documentation. In addition, some of the topics in this guide do not follow the standard formatting guidelines. These inconsistencies will be fixed in a future release.

VPN Client Features

This section lists the following key features of VPN Client:

- **Configurable Parameter to Terminate the VPN Client Application**

  An administrator can configure the VPN Client application to terminate when the ArcotID authentication succeeds. On successful authentication, the VPN Client application passes control to the Cisco VPN client application installed on your computer.

  The administrator can configure the VPN Client application to run in one of the following modes:

  - The VPN Client application terminates and the Cisco VPN client application icon appears in the system tray.

  - The VPN Client application minimizes to the system tray and the Cisco VPN client application icon does not appear in the system tray.

- **Pop-Up Menu for Text Fields**

  When you right-click any of the text fields in the VPN Client user interface, a pop-up menu is displayed with the following options:

  - Cut

  - Copy

  - Paste

  - Select All

  If a text field is not editable, then you can only perform Copy and Select All operations.

- **Auto Copy Selected Text to Clipboard**

  An administrator can configure VPN Client to automatically copy selected text to the system Clipboard. For example, when you select the content in a text field, the contents of the text field are automatically copied to the system Clipboard.

- Support for Proxy Server

  An administrative user can configure VPN Client to submit the user's authentication request through a proxy server. To set up proxy server support in VPN Client, select one of the following options in the VPN Client proxy server settings screen:

  - Use System Settings (Internet Options)

  - Proxy Required

  For more information about configuring proxy server settings in VPN Client, see .

- **Using Internet Explorer Settings for Proxy Detection**

VPN Client can now detect proxy settings based on configurations that you specify in the Local Area Network (LAN) Settings dialog box of Internet Explorer. You can enable this feature by selecting Use System Settings (Internet Options) in the VPN Client proxy settings window.

To access the Local Area Network (LAN) Settings dialog box from Internet Explorer 7 and 8, do the following:

a. From the Tools menu, select Internet Options.

   The Internet Options dialog box opens.

b. Click the Connections tab, and then click LAN Settings.

   The Local Area Network (LAN) Settings dialog box opens.

You can also access the Local Area Network (LAN) Settings dialog box directly from your Windows operating system. To access this dialog box through the Classic Start menu of Windows XP, do the following:

c. Browse to Start > Settings > Control Panel > Internet Options.

   The Internet Properties dialog box opens.

d. Click the Connections tab, and then click LAN Settings.

   The Local Area Network (LAN) Settings dialog box opens.

Note: Depending on the version of your Windows operating system, the procedure to access this dialog box might differ.

In the Local Area Network (LAN) Settings dialog box, depending on your requirement, you can select the following options:

■ Automatically detect settings

■ Use automatic configuration script

■ Use a proxy server for your LAN

■ **Keyboard Shortcut to Access the Proxy Server Screen**

You can use the Ctrl+Alt+P keyboard combination to access the proxy server configuration screen of the VPN Client application.

Before You Begin

Before installing VPN Client, ensure that the following requirements are met:

- You have the Cisco VPN client application installed and configured on your system.

  Note: Refer to the Cisco VPN documentation for more information on installing and configuring the Cisco VPN client application.

- You are able to successfully establish a connection to your Cisco VPN server.

  Note: Refer to the Cisco VPN documentation for more information on establishing a connection with your Cisco VPN server.

- You have authentication credentials (ArcotID) to log in to the VPN Client application.

  Note: Contact your system administrator to obtain your credentials to log in to the VPN Client application.

- At least one profile is configured in the Cisco VPN client.

  Note: Refer to the Cisco VPN documentation for more information on this.

- You have removed any previous version of the VPN Client application from your system.

- If you are using SSL to communicate with AFM, then ensure that the required root certificates are available on your system.

Installing VPN Client

To install VPN Client:

1. Navigate to the directory where the
   CA-Arcot-VPN-Client-1.0.2.2-Windows-Installer.exe file is located and double-click
   the file to run the installation wizard.

   The Welcome screen opens.

2. Click Next to continue.

   The License Agreement screen opens.

3. Read the license agreement carefully, select the I accept the terms of the License
   Agreement option, and click Next.

   The installer checks if any VPN Client installation already exists on your computer. If
   no VPN Client installations are found, skip to Step 5.

4. If the installer detects an existing installation of the VPN Client application on your
   system, the Pre-Installation Installation Found opens.

   You cannot proceed with the installation. Click Cancel to quit the installer.

   Note: To install VPN Client 1.0.2.2, you must first uninstall the pre-existing
   installation, and then restart the installation process.

5. The installer checks if any other Arcot product is installed on your computer.

   One of the following scenarios is possible:

   ■ If the installer does not find an existing Arcot product on your computer, then
     you will be prompted for an installation folder.

     On the Installation Location screen, you can either accept the default folder
     specified by the installer to install the VPN Client application or you can choose
     to browse and specify a different installation folder.

   ■ If the installer detects an existing Arcot product installation, then you will not
     be prompted for an installation folder. The existing Arcot Systems folder is used
     for installation.

6. Click Next to install VPN Client in the specified folder.

   The Create Desktop Shortcut screen opens.

7. Select the Create a desktop shortcut option to create a shortcut for VPN Client on
   your desktop.

8. Click Next to continue.

   The Pre-Installation Summary screen opens.

9. Review the information on this screen, and do one of the following:

   ■ Click Previous to move to a previous screen and change a selection that you
     made earlier.

or

■ Click Install to begin the installation process.

The Installing Arcot VPN Client 1.0.2.2 screen opens.

The installation process might take a few minutes to complete. After some time, the Installation Complete screen opens.

10. Click Done to complete the VPN Client installation process.

On successful completion of the installation process, the installer creates an entry named Arcot Systems in the Windows Programs menu. Also, if you chose to create a shortcut for the VPN Client application, then a shortcut named Arcot VPN Client is created on the desktop.

Using VPN Client

After you have installed VPN Client successfully, you are ready to connect to your VPN server using the VPN Client application.

To authenticate using the VPN Client user interface:

1. Open the VPN Client user interface.

    You can choose one of the following methods to access the VPN Client application:

    ■   Click Start, Programs, Arcot Systems, and then select CA Arcot VPN Client.

    ■   If available, double-click the CA Arcot VPN Client shortcut on your desktop.

    Note: If you see errors while accessing the VPN Client application, then contact your system administrators.

2. Specify your ArcotID credentials to authenticate with VPN Client.

3. Select the VPN Profile.

4. Select the Connection Entry.

    Note: Your system administrator would have configured a VPN Profile and a Connection Entry profile that you need to select in the respective fields. If you do not see any profile entry in these drop-down lists, then contact your system administrator.

5. Click Login.

On successful authentication, the VPN Client application passes control to the Cisco VPN client application installed on your computer. Using the Cisco VPN client application, the Cisco VPN server provides access to only those resources that you are authorized to use.

One of the following actions happens after you have been successfully authenticated by VPN Client:

■   The VPN Client application terminates and the Cisco VPN client application icon appears in the system tray.

    Note: Using the Cisco VPN client application icon, you can disconnect an active connection to the Cisco VPN server. In this case, you must relaunch the VPN Client application and complete the ArcotID authentication process to establish a new connection with the Cisco VPN server.

■   The VPN Client application minimizes to the system tray. In this case, the Cisco VPN client application icon does not appear in the system tray.

If the VPN Client icon appears in the system tray, then you can perform the following actions by right-clicking the icon:

■   **Connect**: Selecting this option relaunches the VPN Client application. This option is available only when VPN Client is disconnected.

- **Disconnect**: Selecting this option disconnects an active connection to the Cisco VPN server. This option is available only when VPN Client is connected.

- **Refresh**: Selecting this option refreshes the VPN Client application and updates the current status (connected or disconnected) of the application.

- **Exit**: Selecting this option disconnects any active connection to the Cisco VPN server and closes the VPN Client application.

Configuring VPN Client to Work With a Proxy Server

VPN Client provides an option to submit authentication requests to the server either with or without a proxy server. If a proxy server is configured, then you might also be required to authenticate with the proxy server before sending the request to the authentication server.

To enable and configure the proxy server in VPN Client:

1. Click Start, Programs, Arcot Systems, and then Arcot VPN Client.

    The Arcot VPN Client application window opens.

2. Select Proxy Settings from the Tools menu or use the keyboard combination of Ctrl+Alt+P.

    The Arcot VPN Client screen with the proxy server settings is displayed.

3. You can select one of the following options in the VPN Client proxy server settings screen:

    a. Direct Connection (No proxy): Select this option if the VPN Client authentication request is not routed through a proxy server.

    b. Use System Settings (Internet Options): Select this option to allow VPN Client to detect and use the proxy settings configured in Internet Explorer.

    Depending on the option that you selected for the LAN Setting in Internet Explorer, you might be asked to provide the user name and password to authenticate with your proxy server. To specify the username and password, you need to select the Authentication Required option in the VPN Client proxy server settings screen and provide the user name and password in the Username and Password fields.

    c. Proxy Required: Select this option when the VPN Client authentication request is routed through a proxy server. Specify the proxy server Host and Port information in the respective fields.

      Note: Selecting one of the following options enables the Authentication Required field on the VPN Client screen:

      - Use System Settings (Internet Options)
      - Proxy Required

    If your proxy server requires user authentication, then you must check the Authentication Required field and provide the user name and password in the Username and Password fields.

4. Click OK to save the proxy server settings.

Chapter 2: Uninstalling VPN Client

This topic guides you through the process of uninstalling VPN Client from your computer.

Important! Before starting the uninstallation procedure, make sure that you have logged out of the Cisco VPN server and have closed any active instance of the VPN Client application.

To uninstall VPN Client and its components:

1. Navigate to the following directory:

   installation_directory\Uninstall CA Arcot VPN Client 1.0.2.2

2. Double-click the Uninstall CA Arcot VPN Client 1.0.2.2.exe file.

   The Uninstall Arcot VPN Client 1.0.2.2 screen opens.

3. Click Uninstall to begin the uninstallation process.

   Note: If you do not wish to uninstall VPN Client, then click Cancel to exit.

   The uninstaller starts removing the installed components of VPN Client.

   The Uninstall Complete screen opens after the uninstaller has removed all components of the VPN Client application.

   Note: Typically, the uninstaller removes all VPN Client components and files installed by the installer. However, if the VPN Client installation directory *installation_directory* is still present on your computer after running the uninstallation wizard, then you must delete the installation directory manually.

4. Click Done to complete the uninstallation process.

Appendix A: Troubleshooting

This appendix describes ways to help you identify and resolve problems that you may encounter while working with VPN Client. This appendix includes information on solving the following problems:

- Proxy server authentication failure (see page 19)

- The proxy server or the VPN server is not available (see page 20)

Problem: Proxy server authentication failure

Symptom

The following error message appears when you try to authenticate to the proxy server:

The username or password you entered for the proxy server authentication is invalid. Please try again.

Solution

This problem might occur when the authentication credentials provided for proxy server authentication are invalid. Try to log in again with the correct username and password. For more information about configuring proxy server settings, see "Configuring VPN Client to Work With a Proxy Sever" (see page 15).

Problem: The proxy server or the VPN server is not available

Symptom

The following error message appears when you try to authenticate to the proxy server:

The proxy server or the VPN server is not available. Please try after some time.

Solution

This problem might occur in the following cases:

- The proxy server configuration is invalid

  or

- The direct connection to the authentication server is not available.

To fix this problem, do the following:

- Make sure that your Cisco VPN server is up and running.

- Make sure that your proxy server is up and running.

If the problem persists, contact your system administrator.