SonicWall[™] Global VPN Client 4.10

Getting Started Guide



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Legend

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CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.

() IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO: An information icon indicates supporting information.

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Getting Started With Global VPN Client

- About SonicWall Global VPN Client on page 3
- Before You Begin on page 3

About SonicWall Global VPN Client

The SonicWall[™] Global VPN Client creates a Virtual Private Network (VPN) connection between your computer and the corporate network to maintain the confidentiality of private data. The Global VPN Client provides an easy-to-use solution for secure, encrypted access through the Internet for remote users.

This Getting Started Guide describes the firewall and client systems supported for Global VPN Client, provides installation instructions, and tells how to initiate or disable a VPN connection.

() | IMPORTANT: SonicOS GroupVPN must be enabled on the SonicWall security appliance.

Before You Begin

You will need the following to run SonicWall Global VPN Client:

- A computer running supported version of Windows
- An active Internet connection
- The SonicWall Global VPN Client installer
- A Zip program if needed for unzipping the downloaded Global VPN Client installer files
- (i) NOTE: For complete instructions on installing, configuring, managing and troubleshooting the SonicWall Global VPN Client, see the *SonicWall Global VPN Client Getting Started Guide*.
- () NOTE: For information on supported SonicWall platforms and Windows versions see Supported Platforms on page 4.

Topics:

- Pre-Installation Recommendations on page 3
- Supported Platforms on page 4

Pre-Installation Recommendations

SonicWall strongly recommends you follow these steps before installing the SonicWall Global VPN Client (Global VPN Client) 4.10 client:

 If you have SonicWall Global VPN Client version 4.9.22 or earlier installed, you must uninstall that version before installing version 4.10. Upgrading to Global VPN Client 4.10 from earlier versions is not supported.

- SonicWall Global VPN Client encounters run time conflicts when it co-exists with any 3rd party IPsec VPN clients. Uninstall all IPsec VPN clients prior to installing SonicWall Global VPN Client..
- () NOTE: The SonicWall Global VPN Client is launched as soon as the installation completes. The Start SonicWall Global VPN client every time I login option can no longer be set during installation, but this option is available on the **General** tab in the **View > Options** page of the client.

Supported Platforms

This section describes the firewalls, firmware versions and clients systems that are supported by SonicWall Global VPN Client.

Supported Firewalls and Firmware

Global VPN Client is supported on SonicWall appliances running SonicOS 6.1 and higher shown the Supported SonicWall appliances running SonicOS 6.x. table.

Supported SonicWall appliances running SonicOS 6.x.

- SuperMassive 9600
- SuperMassive 9400
- SuperMassive 9200
- NSA 6600 • NSA 5600
- NSA 4600
- NSA 3600
- NSA 2600

- TZ600
- TZ500 and TZ500 Wireless
- TZ400 and TZ400 Wireless
- TZ300 and TZ300 Wireless
- SOHO Wireless

Global VPN Client is supported on SonicWall appliances running SonicOS 5.8.0.0 and higher shown in the Supported SonicWall appliances SonicOS 5.x. table.

Supported SonicWall appliances SonicOS 5.x.

- NSA E8510
- NSA E8500
- NSA E7500
- NSA E6500
- NSA E5500
- NSA 5000
- NSA 4500
- NSA 3500

- NSA 2400MX NSA 250M
- NSA 250M Wireless
- NSA 240

NSA 2400

- NSA 220
- NSA 220 Wireless
- T7 215 • TZ 210
- TZ 205
- TZ 200
- TZ 105
- TZ 100

- TZ 215 Wireless

Supported Client Systems

Global VPN Client is supported on SonicWall security appliances running one of these client operating systems:

- The SonicWall Global VPN Client operates on 32-bit and 64-bit versions of:
 - Windows 10
 - Windows 8.1
 - Windows 8
 - Windows 7

- SOHO

Installing the Global VPN Client

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- Installing the Global VPN Client on page 5
- Upgrading Global VPN Client from a previous version on page 8

Installing the Global VPN Client

The SonicWall Global VPN Client uses an easy-to-use wizard to guide you through the installation process.

() NOTE: Installing the Global VPN Client requires Administrator rights.

Using the Setup Wizard

This section explains how to install the SonicWall Global VPN Client program using the Setup Wizard.

(i) **IMPORTANT:** Remove any installed 3rd Party VPN client program before installing the latest SonicWall Global VPN Client.

If you have SonicWall Global VPN Client installed, you must uninstall it before installing version 4.10.x.

To install Global VPN Client using the Setup Wizard:

- 1 Download the self-extracting installer, GVCSetupXX.exe (where XX is either 32 for 32-bit Windows platforms or 64 for 64-bit Windows platforms), from MySonicWall.
- 2 Double-click GVCSetupXX.exe. The Setup Wizard launches.



3 Click Next to continue installation of the VPN Client. The License Agreement page displays.



- 4 Select the I Agree radio button.
- 5 Click Next. The Installation Folder Selection page displays.

늻 Global VPN Client	_ _ x
SONIC WALL Global VPN Client	
The installer will install Global VPN Client to the following folder.	
To install in this folder, click "Next". To install to a different folder, enter it be	low or click "Browse".
Eolder: C:\Program Files\SonicWall\Global VPN Client\	B <u>r</u> owse
,	<u>D</u> isk Cost
Install Global VPN Client for yourself, or for anyone who uses this compute	er:
Everyone	
⊂ Just <u>m</u> e	
Cancel < <u>B</u> ack	<u>Next></u>

- 6 Optionally, to specify a custom installation location, click **Browse**.
 - a Select the location.
 - b Click OK.

7 Optionally, click the **Disk Cost** button to see the disk space requirements.

j	B Global VPN Client Disk Spa	ce		×
	The list below includes the drives available and required disk space	you can install Global \	/PN Client to, along wi	ith each drive's
L	Volume	Disk Size	Available	Require
	■ C:	465GB	337GB	43M
l	•			۶.
				ОК

- 8 Under Install SonicWall Global VPN Client for yourself, or for anyone who uses this computer, select either Everyone or Just me.
- 9 Click **Next**. The next page indicates that the installer is ready to begin installation.
- 10 Click **Next**. The **Global VPN Client is being installed** page displays, which indicates the status of the installation.

🗒 Global VPN C	lient			
SONIC		bal VPN Client		
Global VPN Clien	t is being installed.			
Please wait				
		Cancel	< <u>B</u> ack	Next >

11 Wait while the SonicWall Global VPN Client files are installed on your computer. When the installation is complete, the **Global VPN Client has been successfully installed** page displays.

词 Global VPN Client		x
	I VPN Client	
Global VPN Client has been successfully ins Click "Close" to exit.	stalled.	
	Cancel < <u>B</u> ack	

- 12 Click **Close** to exit the wizard. After a successful installation, what happens next depends on whether you had saved connections:
 - If you saved the connection configurations from a previous version of the SonicWall Global VPN Client when uninstalling it, the Global VPN Client launches, and your default connection prompts you for login credentials.
 - If no previous connections exist, the New Connection Wizard launches automatically. This only
 occurs the first time the Global VPN Client starts up. You can configure the Global VPN Client to
 launch automatically every time you log onto your computer, on the General tab in the View >
 Options page. For more information, see the SonicWall Global VPN Client Getting Started Guide.
- (i) NOTE: You can configure the Global VPN Client to launch automatically every time you log onto your computer, on the **General** tab in the **View > Options** page.

Upgrading Global VPN Client from a previous version

Upgrades from previous versions are not supported. If you have SonicWall Global VPN Client version 4.9.22 or earlier installed, you must uninstall that version and reboot your PC before installing version 4.10.x. The 4.10.x installer does not allow upgrading from earlier versions.

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Using VPN Connections

- Adding a VPN Connection on page 9
- Making VPN Connections on page 11
- Disabling a VPN Connection on page 14

Adding a VPN Connection

Adding a new VPN connection is easy because SonicWall's Client Policy Provisioning automatically provides all the necessary configuration information to make a secure connection to the local or remote network. The burden of configuring the VPN connection parameters is removed.

This section describes how to use the **New Connection** wizard to create and save a VPN connection. The wizard downloads a VPN connection policy for the Global VPN Client automatically from a local or remote SonicWall VPN gateway over a secure IPsec VPN tunnel.

() NOTE: If a default.rcf file is included with the downloaded Global VPN Client software, the VPN policy configured by you is used to create a connection automatically when the client software is installed.

To add a VPN connection using the New Connection Wizard:

1 Choose Start > Programs > Global VPN Client. The first time you open the SonicWall Global VPN Client, the New Connection Wizard launches automatically.

ſ	New Connection Wizard	×	
	SONICWALL	Welcome to the New Connection Wizard	
		This wizard will guide you through the process of adding a new connection to your configuration.	
		To continue, click Next.	
		< Back Next > Cancel	

2 If the **New Connection Wizard** does not display, to launch it, click the **New Connection** + button.

3 Click Next. The New Connection page displays.

New Connection Wizard
New Connection To set up a new connection, specify the gateway's domain name or IP address.
Specify the domain name or IP address of the security gateway.
IP Address or Domain Name:
You may also specify a name for this connection.
Connection Name:
To continue click Next
<pre></pre>

- 4 Enter the IP address or FQDN of the gateway in the **IP Address or Domain Name** field. The information you type in the **IP Address or Domain Name** field appears in the **Connection Name** field.
- 5 Optionally, if you want a different name for your connection, type the new name for your VPN connection in the **Connection Name** field.
- 6 Click Next. The Completing the New Connection Wizard page displays.

New Connection Wizard	×
SONIC WALL	Completing the New Connection Wizard
	Your new connection is ready to be added to your configuration. You can set the following options for this new connection:
	Create a desktop shortcut for this connection
	Enable this connection when the program is launched
	To complete this wizard, click Finish,
	< Back Finish Cancel

- 7 Optionally, select either or both:
 - Create a desktop shortcut for this connection if you want to create a shortcut icon on your desktop for this VPN connection.
 - Enable this connection when the program is launched if you want to automatically establish this VPN connection when you launch the SonicWall Global VPN Client.
- 8 Click Finish. The new VPN connection appears in the Global VPN Client window.

Making VPN Connections

Making a VPN connection from the Global VPN Client is easy because the configuration information is managed by the SonicWall VPN gateway. The SonicOS (VPN gateway) administrator sets the parameters for what is allowed and not allowed with the VPN connection. For example, for security reasons, the administrator may not allow multiple VPN connections or the ability to access the Internet or local network while the VPN connection is enabled.

The Global VPN Client supports two IPsec authentication modes:

- IKE using Preshared Secret
- IKE using 3rd Party Certificates.

Preshared Secret is the most common form of the IPsec authentication modes. If your VPN connection policy uses 3rd party certificates, you use the Certificate Manager to configure the Global VPN Client to use digital certificates.

A Pre-Shared Key (also called a Shared Secret) is a predefined password that the two endpoints of a VPN tunnel use to set up an IKE (Internet Key Exchange) Security Association. This field can be any combination of alphanumeric characters with a minimum length of 4 characters and a maximum of 128 characters. Your Pre-Shared Key is typically configured as part of your Global VPN Client provisioning. If it is not, you are prompted to enter it before you log on to the remote network.

Topics:

- Enabling a VPN Connection on page 11
- Entering a Pre-Shared Key on page 12
- Selecting a Certificate on page 13
- Connection Warning on page 14

Enabling a VPN Connection

This section describes how to establish a VPN connection created in the SonicWall Global VPN Client.

To establish a VPN connection using a VPN connection policy you created in the Global VPN Client:

(i) NOTE: If you selected Enable this connection when the program is launched in the New Connection Wizard, the VPN connection is automatically enabled when you launch the SonicWall Global VPN Client.

1 Launch the SonicWall Global VPN Client from the Windows Start button or from your shortcut. The Global VPN Client window displays.

SonicWall Global VPN Client			- • ×
File View Help			
🕨 Enable 🔍 Status 🛛 🕂 🗲	< 🗸 Properties	🚼 Show Log	
Name	Peer		Status
.com	and the second	com	Disabled
server.mycompany.com	gancore arreitore	l.com	Disabled
For Help, press F1			

- 2 If your VPN connection is not automatically established when you launch the Global VPN Client, choose one of the following methods to enable a VPN connection:
 - Double-click the VPN connection.
 - Right-click the VPN connection icon and select **Enable** from the menu.
 - Select the VPN connection and press Ctrl+B.
 - Select the VPN connection, and click the **Enable** button on the toolbar.
 - Select the VPN connection, and then choose File > Enable.
 - If the Global VPN Client icon is displayed in the system tray, right-click the icon and then select Enable > connection name. The Global VPN Client enables the VPN connection without opening the Global VPN Client window.
- 3 In the Enter Username / Password dialog box, type your username and password. Click OK to continue with establishing your VPN connection.

gateway.sonicwall.com
Enter Username / Password This peer requires that you log in with a username and password.
Please enter your username and password assigned to you by your network administrator.
Username:
Password:
${\mathfrak Q}$ The peer does not allow saving of username and password
OK Cancel

- 4 Depending on the attributes for the GroupVPN policy on the SonicWall security appliance, the Enter Pre-Shared Key or Select Certificate dialog may be displayed. See Entering a Pre-Shared Key on page 12 or Selecting a Certificate on page 13 for more information.
- 5 Click OK.
 - (i) **TIP:** If the VPN connection policy allows only traffic to the gateway, the **Connection Warning** message appears, warning you that only network traffic destined for the remote network at the other end of the VPN tunnel is allowed. See **Connection Warning** on page 14 for more information.

Entering a Pre-Shared Key

Depending on the attributes for the VPN connection, if no default Pre-Shared Key is used, you must have a Pre-Shared Key provided by the gateway administrator to make your VPN connection. If the default Pre-Shared Key

is not included as part of the connection policy download or file, the Pre-Shared Key dialog appears, prompting you for the Pre-Shared key before establishing the VPN connection.

Enter F	Pre-Shared Key: 10.0.79.229 🛛 🗙
<u>_</u>	Enter Pre-Shared Key The pre-shared key for this connection appears to be incorrect.
Enter netwo	the pre-shared key for this connection as specified by your rk administrator.
Pre-Sr	nared Key: I
	0K. Cancel

To enter a Pre-Shared Key:

- 1 Type your Pre-Shared Key in the Pre-shared Key field. The Pre-Shared Key is masked for security.
- 2 Optionally, to make sure you are entering the correct Pre-Shared Key, select **Don't hide the pre-shared key**. The Pre-Shared Key you enter appears unmasked in the Pre-shared Key field.
- () NOTE: If you select this option, be sure to clear it when you have verified the Pre-Shared Key.
 - 3 Click OK.

Selecting a Certificate

If the SonicWall VPN Gateway requires a Digital Certificate to establish your identity for the VPN connection, the **Select Certificate** dialog appears. This dialog lists all the available certificates installed on your Global VPN Client.

To select a certificate:

1 Select the certificate from the drop-down menu.

92.168.151.225	
Select Co This conr	tificate ction requires a certificate for authentication.
Select the cetifical specified by your n	to use as your identity for this connection as work administrator:
QA	▼ Details
If you have the ce not already in the c Import Certifica	icate you wish to use for your identity but it is tificate list, you can import it here.
	OK Cancel

- 2 If you have a certificate that has not been imported into the Global VPN Client using **Certificate Manager**, click **Import Certificate** and import the certificate you need.
- 3 Click **OK**.
- O NOTE: See the SonicWall Global VPN Client Getting Started Guide for more information on using the Certificate Manager.

Connection Warning

If the VPN connection policy allows only traffic to the gateway, the Connection Warning message appears, warning you that only network traffic destined for the remote network at the other end of the VPN tunnel is allowed. Any network traffic destined for local network interfaces and the Internet is blocked.

Connect	ion Warning X
⚠	Enabling this connection will block all traffic that does not get sent to the peer. This means that you may no longer be able to browse the Internet, share local files, etc. Do you want to continue?
	Yes <u>No</u>

You can disable the Connection Warning message from displaying every time you enable the VPN connection by selecting **If yes, don't show this dialog box again**.

Click Yes to continue with establishing your VPN connection.

Disabling a VPN Connection

Disabling a VPN connection terminates the VPN tunnel. You can disable a VPN connection using these methods:

- Right-click the VPN connection in the Global VPN Client window, and select Disable.
- Right-click the **Global VPN Client** icon on the system tray, and choose **Disable** > connection.
- Select the connection, then press Ctrl+B.
- Select the connection, and click the **Disable** button on the toolbar in the **Global VPN Client** window.

SonicWall Support

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Technical support is available to customers who have purchased SonicWall products with a valid maintenance contract and to customers who have trial versions.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. To access the Support Portal, go to https://support.sonicwall.com.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. In addition, the Support Portal provides direct access to product support engineers through an online Service Request system.

The Support Portal enables you to:

- View knowledge base articles and technical documentation
- Download software
- View video tutorials
- Collaborate with peers and experts in user forums
- Get licensing assistance
- Access MySonicWall
- Learn about SonicWall professional services
- Register for training and certification

To contact SonicWall Support, refer to https://support.sonicwall.com/contact-support.

To view the SonicWall End User Product Agreement (EUPA), see https://www.sonicwall.com/legal/eupa.aspx. Select the language based on your geographic location to see the EUPA that applies to your region.