VPN Dialer 2019.03.05

Installation Guide

Installing VPN Dialer

You can install VPN Dialer by following the steps described in this section. If you are in an enterprise environment, you may be interested in configuring unattended setup which installs VPN Dialer without requiring user interactivity. See page 13. Instructions normal installation follows:

Download and run VpnDialerSetup.exe. You will see this screen similar to:

Click Next.

Read the license agreement, and if acceptable, click I Agree.
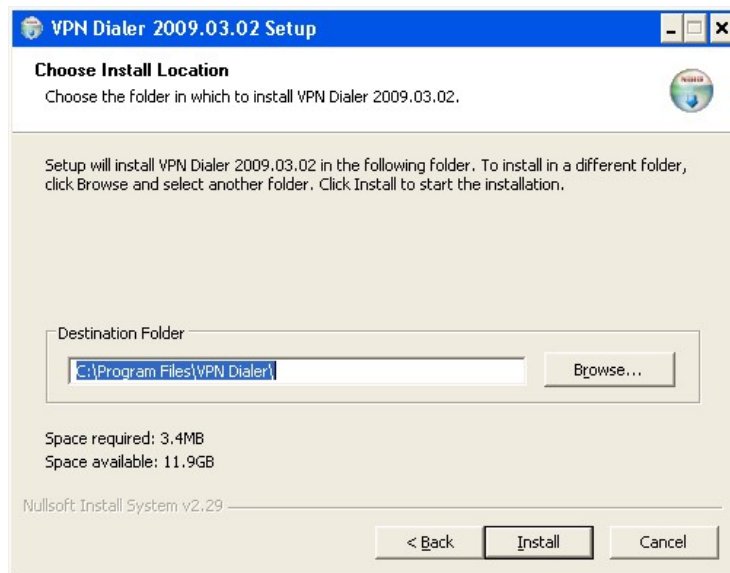
Click Install.

Click Finish.

Click Next.

Enter the hostnames and/or IP addresses for your VPN servers, and click Validate, then Next. If you run into problems at this step, see page 11 for troubleshooting information.

If You Do Not Have a VPN Account

You can use Google to search for VPN services, and as long as they use the PPTP or L2TP/IPSec protocol, they should work with VPN Dialer, as long as their servers respond to PING.

If you have routers other than the default gateway, that provides alternative ways to connect to the Internet (e.g., through another Internet Service Provider), enter it here. Otherwise, leave blank. If you run into problems at this step, see page 11 for troubleshooting information. Click Next.

If you are using VPN Dialer to connect to an Internet Service Provider to bypass your own Internet Service provider (for example, to get around Voice over IP blocks), you *must* enable this option. You may also enable this option to trade off some performance for security for accessing the corporate network, by passing all Internet traffic *through* the VPN connection.
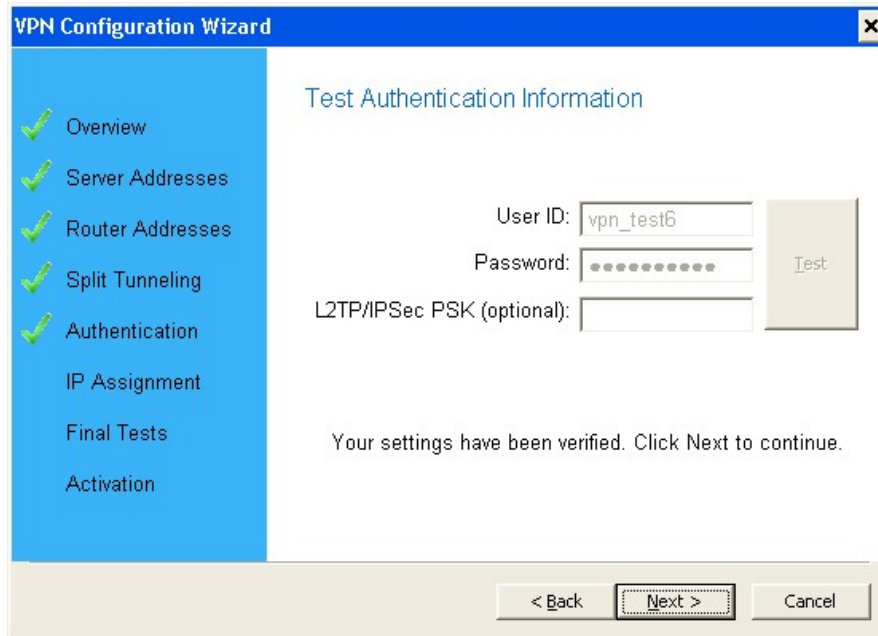
Enter credentials for the VPN account you want to use to maintain connection.

You must specify a User ID and password. In addition, if your VPN server supports L2TP/IPSec with preshared keys, you may need to enter the preshared key, to give VPN Dialer an opportunity to connect with this protocol instead of PPTP.
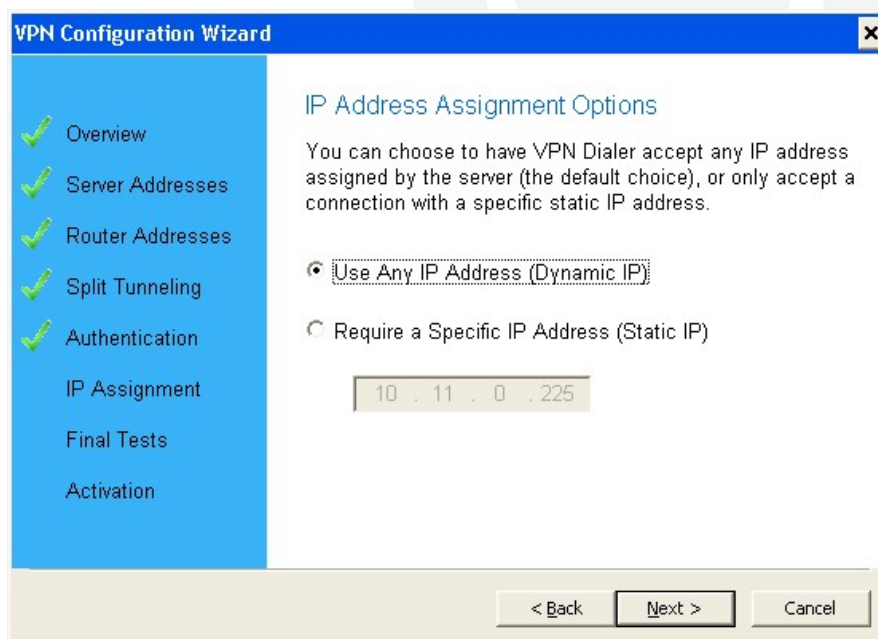
Click on "Test" or press Enter on the keyboard, to verify that the computer can connect using these credentials.

If you encounter problems, see page 12 for troubleshooting information.

Once settings are verified, it will display this page. Click Next.

At this point, you can choose to accept the default (dynamic IP – VPN Dialer will accept any IP address on the remote network), or you can choose to use the Static IP feature which enforces that the VPN server assigns the expected IP address. Click Next.

Note: To use the Static IP feature, you should verify that the VPN username is set up with a static IP address. This feature enforces the expected IP address. This may seem redundant, but it is actually

useful when the server remembers a recent connection and does not know that it was disconnected, and has not released the associated static IP address. In such a case, the server assigns an address out of the dynamic pool. With the static IP feature, VPN Dialer can reject such an address assignment and retry until it obtains the correct IP address.
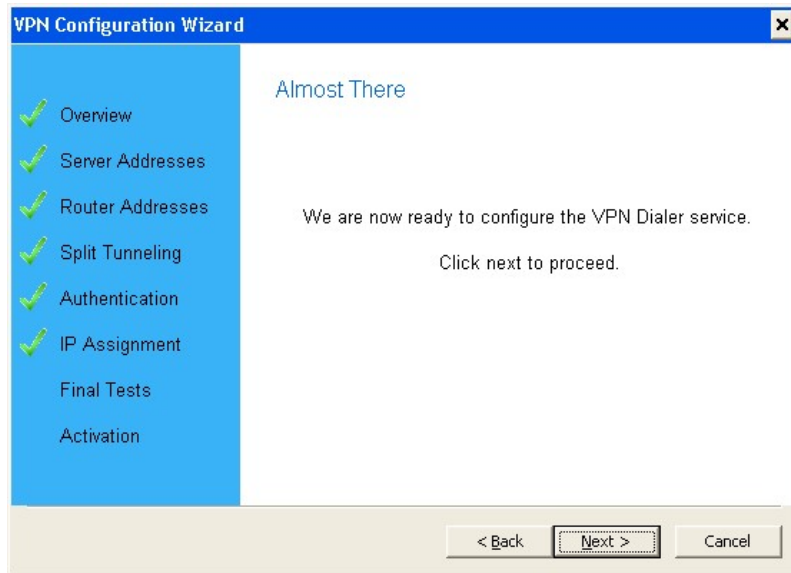
You will see a screen confirming you are ready to install the VPN Dialer service with selected information. Click Next.
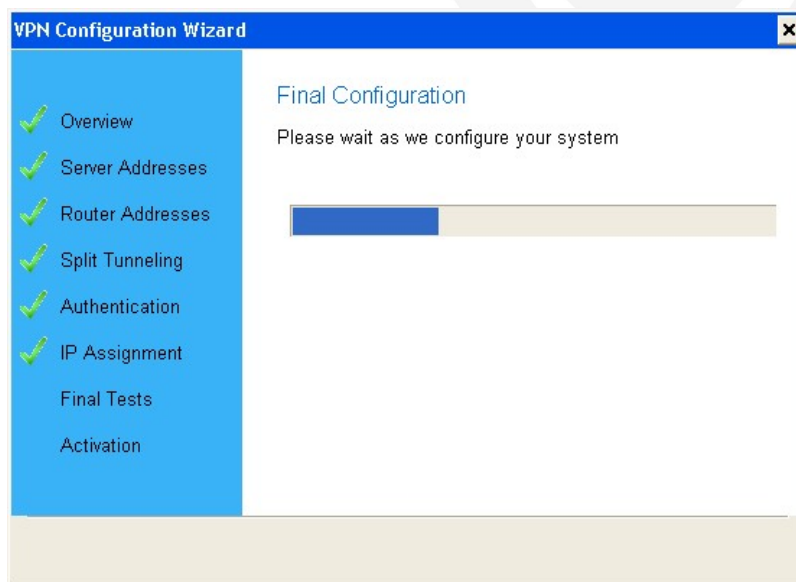
The system will display this until VPN Dialer is confirmed up and running with your settings. It may take a few minutes for this to complete. If you run into problems at this step, see page 12 for troubleshooting information.
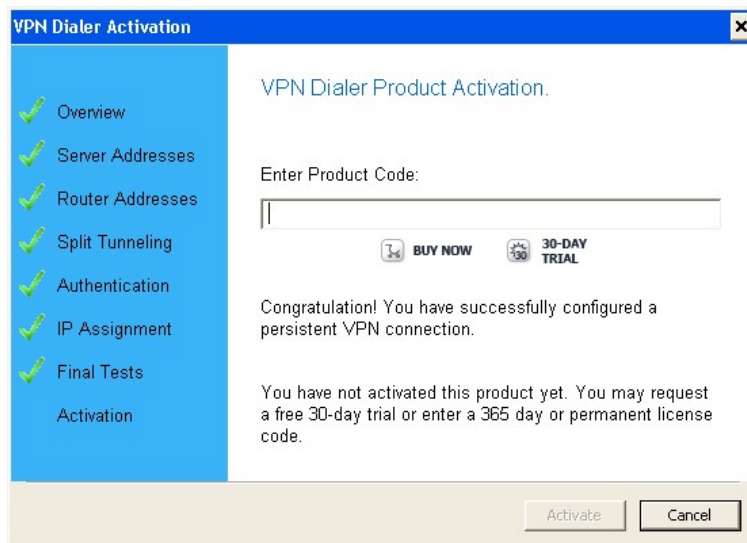
At this point, VPN Dialer is up and running. You will need to activate the program, or the program will only run for 3 hours at a time. You can enter your activation code or request a free 30-day trial by clicking on the "30-Day Trial" icon. You can buy a product code by clicking on the "Buy Now" icon.
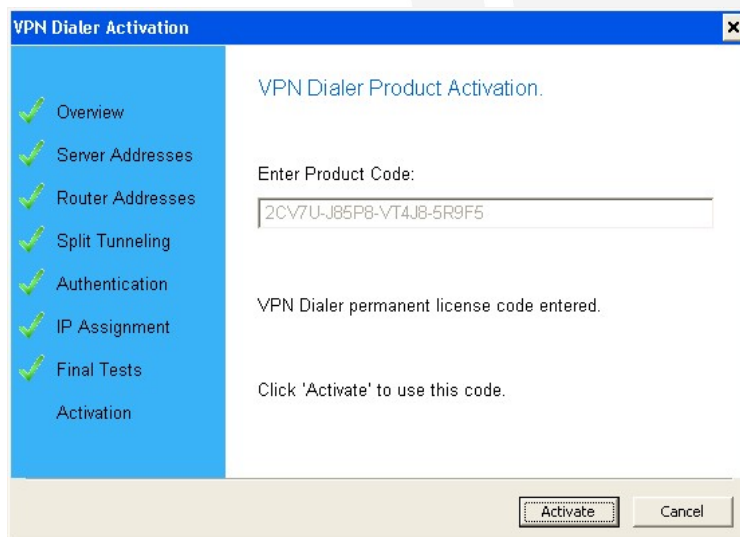
If you purchase an activation code after setup, activate the product by selecting "Activation" from the VPN Dialer menu, or by running the activation.bat batch file in the program directory.
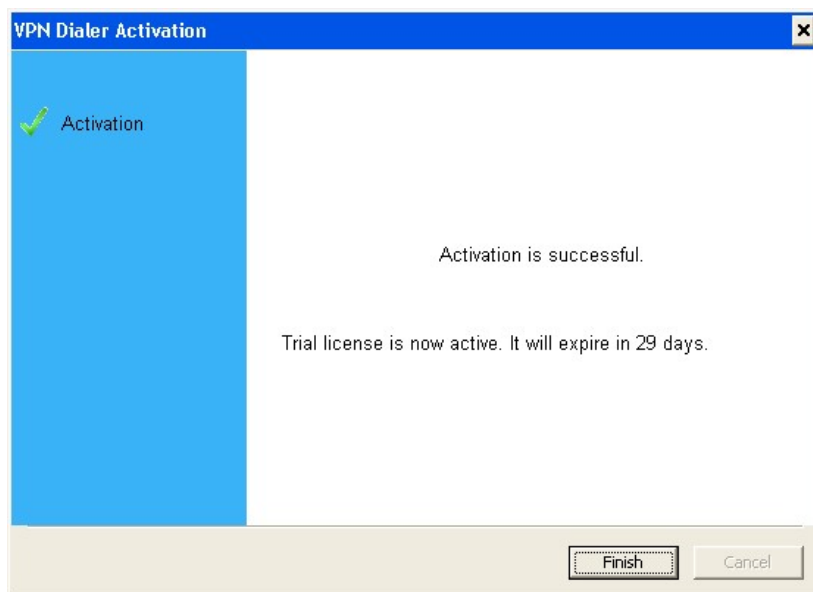
Once you have activated your product, you will see a screen like this. Click Finish.

VPN Dialer is now fully configured and activated.

Uninstalling VPN Dialer

To uninstall VPN Dialer:

1. Go to Control Panel or Settings (depending on the version of Windows), then
2. Double-Click on (depending on the version of Windows) – "Programs and Features," "Apps and Features," or "Add/Remove Programs"
3. Find VPN Dialer 2012.05.22 in the list, and click "Remove"

About VPN Dialer Product Codes

There are two kinds of VPN Dialer product codes available for purchase.

The first type is a perpetual license with one or three years of maintenance included. This type of license will allow you to install VPN Dialer on one computer system and run in perpetuity (without expiration) for the life of the computer. The included maintenance period enables you to obtain help in the installation and use of VPN Dialer, and obtain new versions, for the specified period from activation of the product code.

The second type is a one-year subscription, which permits VPN Dialer to operate for one year from the time of activation, including maintenance during this year. You can activate additional product codes of this type to extend the license and maintenance period by an additional year, at any time.

You can add a one-year product code to a VPN Dialer perpetual license. This results in extending your maintenance period by one year. Unlike with the one-year subscription, even if you let the maintenance period lapse, the program will continue to operate.

To purchase a product code for VPN Dialer Pro, visit http://www.vpndialer.com and click "Buy Now."

Activating a New Product Code After Installing

To activate a product code after you have already installed VPN Dialer, navigate Start ➔ All Programs ➔ VPN Dialer ➔ Activation.

Appendix A. Troubleshooting Guide

Problem with Hostnames and/or IP Addresses

If you have difficulty entering hostnames and/or IP addresses for your VPN server, try the following troubleshooting steps:

1. Make sure you have Internet connectivity – You can open Internet Explorer, and verify you are able to browse the Internet.

2. Make sure your server responds to PING – follow these steps:
   a. Click Start
   b. If you are using Windows XP or Server 2003, Click Run.
   c. Type "cmd" and press Enter. You will get a command window.
   d. Type "ping" followed by space and your server name.
   e. If you see anything other than lines starting with "Reply from" followed by your server's address, then your VPN server is not configured to respond to ECHO requests. VPN Dialer requires the VPN server to respond to echo requests for configuration and optimization purposes. Talk to your system administrator about enabling this option.
   f. If the VPN server absolutely will not respond to PING and there is no way to reconfigure it, you may use advanced manual configuration instructions on page 14, to work around this problem. However, VPN Dialer is designed to optimize connection using PING replies, and this aspect of the program's features will not be able to function, if the server does not respond to PING.

3. If neither of these steps resolved the problem, contact support for further help.

Problem with Optional Routers

1. Be sure to leave these fields blank, unless you have *local* routers on your network, which provide you with alternative access to the Internet.

2. Make sure you are not specifying any router that is a default gateway. Default gateways are automatically used by VPN Dialer, and these optional entries are intended only to be used for routers which the system otherwise would not known about.

3. If neither of these resolve the problem, contact support for further assistance.

Problem with Test Authentication Information

1. Talk to your network administrator and verify you have correct credentials for making the VPN connection.

2. After this, as a troubleshooting step, you should manually create a VPN connection using the built-in VPN facility in Windows using the same credentials, and see if you are able to make a successful connection. If not, work with your system administrator to work through the connection problem until you can successfully connect manually.

3. If, after you establish a successful manual connection, you still have problems at this step, contact support for further help, or use manual configuration (see page 14).

Problem with Final Configuration

1. Sometimes, Windows will not successfully start the service because of problems with the VPN subsystem when the program is being installed. Simply uninstall VPN Dialer, reboot the system, and try installing again.

2. If the above step does not resolve your problem, contact support for further help.

Capturing Detailed Log to Send to Support

When requesting support, it is helpful if you can capture a detailed log which shows internal program operations while the problem occurs. To capture a log, follow these steps:

1. Click Start, Run, and type "cmd" and click OK.
2. Type "net stop vpnservice".
3. Change directory to VPN Dialer. If you used the default installation directory, type
    cd \"program files"\"vpn dialer"
    (or cd \"program files (x86)\"vpn dialer" or 64 bit systems)
4. Delete the existing log file by typing
    del vpndialer.txt
5. Start detailed logging by typing "Logstart.reg", enter.
6. Start the service by typing "net start vpnservice", enter.
7. When you have observed the error condition you are reporting, enter "stop service vpnservice" at the command prompt, if the service is still running.
8. Attach "vpndialer.txt" in an email to your support contact, along with a description of the problem you observed.
9. Turn off detailed logging mode by typing "logstop.reg", enter.

10. Optionally, start the service again by typing "net start vpnservice", enter.

Appendix B. Enterprise Deployment

VPN Dialer Pro supports automated enterprise deployment. This section describes how to set up a fully automated installation, configuration, and activation of VPN Dialer.

Set up Installation Source Directory

Set up a directory on the network on portable media, for the automated installation files. For our example, we put this on "G:\VPNDINST".

Copy VpnDialerSetup.Exe into Installation Source Directory

Put a copy of the VpnDialerSetup.Exe file into the installation source directory.

Create Installation Batch File

Create an automated installation batch file following the example below. For this example, we call this file go.bat:

```
vpndialersetup.exe /S
C:
cd %programfiles%\"VPN Dialer"
vpnsetupwizard.exe –s vpnserver.yourdomain.com –s
vpnserver2.yourdomain.com –u vpn_user –p password! –k
presharedkeyifany –a –c trial
```

Create a separate batch file for each target computer, each containing a script that looks like the above. You can use your favorite programming language to automate the generation of these batch files. If running on a 64-bit system, be sure the batch file executes in 32-bit mode rather than 64-bit mode.

It will be helpful to understand the meaning and purpose of each of the lines in the batch file above.

```
vpndialersetup.exe /S
```

➔ Silently install program files into the program directory.

```
C:
```

➔ Change directories to the main drive.

```
cd %programfiles%\"VPN Dialer"
```

➔ Change directories to the VPN Dialer program directory.

```
vpnsetupwizard.exe –s vpnserver.yourdomain.com –s
vpnserver2.yourdomain.com –u vpn_user –p password! –k
presharedkeyifany –a –c trial
```

➔ Run the setup wizard in unattended mode with specified parameters.

The following are the meanings of these parameters:

-s ➜ Required VPN server (up to three instances allowed)

-u ➜ Required Username

-p ➜ Required Password

-k ➜ Optional L2TP/IPSec Preshared Key

-a ➜ Required switch to indicate activation should take place

-c ➜ Required activation code (may be a purchased code or "trial" for free 30 day trial)

-r ➜ Optional, not used in example batch file, additional router. (up to three instances allowed)

-rg ➜ Optional, turns off split tunneling (i.e., enable Remote Gateway for Internet traffic)

Enterprise License v. Pro License

With the Pro license, each computer will need to be assigned its own product key with the -c activation code parameter above (i.e., you will need to purchase a Pro license code for each computer). With the Enterprise license, you can use the same code for an unlimited number of computers.

Execute the Installation Batch File on Installation Target PC

With the current directory set to the installation source directory, execute the installation batch file. For example, you can open a command prompt on the target PC, and:

C:\> G:

G:\> cd VPNDINST

G:\VPNDINST> go.bat

After issuing this command, VPN Dialer will be installed, configured, and activated without user interaction.

Appendix C. Advanced Manual Configuration

VPN Dialer supports manual configuration after installation, as an alternative to running the configuration wizard. For almost all cases, we recommend using the configuration wizard. This section is included for to aid in troubleshooting, to aid in learning for those who wish to learn more details of how VPN Dialer works, and for special situations where manual configuration is necessary.

VPN Dialer works by installing a Windows service that performs the task of making VPN connections to maintain a persistent connection. The executable file for this service is VPNDialer.exe, and called "vpnservice" within the Windows service manager. You can run VPNDialer.exe with parameters to cause it to become registered or unregistered as a service.

If you examine the installservice.bat file in the VPN Dialer program directory, you will find that specific parameters are being passed to the executable to cause the service to become registered. The parameters are what has been determined by the VPN Dialer Setup Wizard, according to the most recent configuration session, or the default as supplied at installation. You can edit this file, to manually change the parameters passed to install the service when this batch file is run.

The parameters and their functions pertinent to installing the service are as follows:

-i ➔ Indicates that the service should be installed / registered with the system.

-ip ➔ Optional additional parameter for installation, to specify static IP address.

-r ➔ Optional additional parameter for installation, to specify additional router (up to 3)

If VPN Dialer is already running, you can call uninstallservice.bat to unregister the VPN Dialer service, while leaving all the program files in place. This batch file simply contains "vpndialer.exe -d" which unregisters the service from Windows.

You can edit installservice.bat to change the configuration options, as described above. You can then run installservice.bat to register the service with new configuration settings, and to start the service.

Manually Adding Connections

To manually add connections for more servers, follow the AUTO-A0, AUTO-A1, etc., naming pattern. One special situation where you will need to manually add connections is when you need to support more than three VPN servers (VpnSetUpWizard.exe only supports up to three). A command line utility to add RAS entries optimized for VPN Dialer is included for this purpose and is called addvpn.exe.

To use this command, you will need to drop to the command prompt (32-bit command prompt if you are using a 64 bit operating system), and change directory to the VPN Dialer installation directory

cd %programfiles%\"VPN Dialer"

The syntax for addvpn.exe is simply as follows:

addvpn entryname hostname username password [L2TP/IPSec PSK]

For example:

Addvpn AUTO-A3 myvpnserver.mycompany.com vpn_testuser pass778!@#

Addvpn AUTO-A3 myvpnserver.mycompany.com vpn_testuser pass778!@# mypresharedkey!

The last value for L2TP/IPSec PSK (preshared key) is optional, and you should enter it only if your VPN server has been configured for L2TP/IPSec with preshared key.

Any new entries you create will take effect the next time you restart your system or the VPN Dialer service.

Activating a Manually Configured VPN Dialer Installation

To activate a manually configured VPN Dialer service, run activation.bat in the program directory, and enter the activation code or "TRIAL". To perform an unattended activation after manual configuration, you can pass parameters to the setup wizard, like this:

> C:\Program Files\VPN Dialer\>**VpnSetUpWizard.exe –a –c trial**
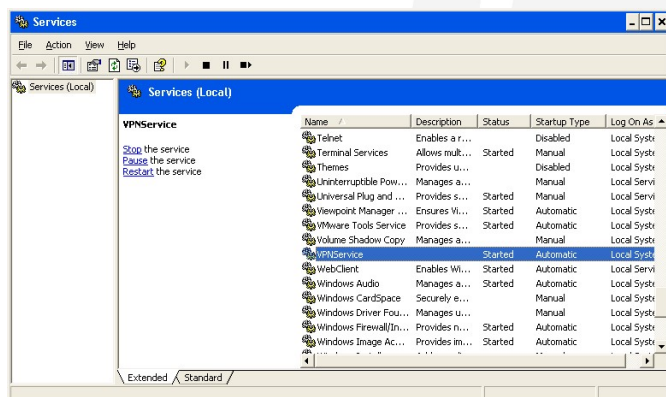
Restarting the VPN Dialer Service

You will need to be logged in as a user with permissions to restart the VPN Dialer service.

From the command prompt, type:

> **net stop vpnservice**

> **net start vpnservice**

You can also use the Services control panel applet and find "VPNService" and click on the "restart" to restart the service.

Appendix D. Contacting Us

For general information, support, and latest versions, visit our website at http://www.vpndialer.com

To purchase, go to http://www.vpndialer.com/ and click "Buy Now" -- but be sure to read About VPN Dialer on page 10 to get the best results.

You can also email us at support@vpndialer.com