Aventail

Aventail Connect Client
with Smart Tunneling

User's Guide

Windows

v8.7.0

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The Aventail Connect client with Smart Tunneling is a Windows client component of Aventail's virtual private network (VPN) solution, which enables secure, authorized access to Web-based and client/server applications, and Windows file shares.

Overview of Aventail Connect

The Aventail Connect client with Smart Tunneling enables you to connect to network resources that are protected by the Aventail VPN.

Resources Available from Aventail Connect

Aventail Connect enables you to securely access the following types of resources:

Resource type	Description
Client/server resources	Client/server applications, thin client applications, and terminal services, such as Microsoft Outlook, Citrix, and Windows Terminal Services.
Web sites and applications	Web content and Web-based applications that can be accessed through a browser, such as Microsoft Outlook Web Access, Domino Web Access, and general Web sites (such as intranets).
Windows network shares	Shared Windows folders and files through Windows Network Neighborhood, and mapped drives.

How to Tell if Aventail Connect is Running

When Aventail Connect is running and connected to the VPN, an icon may appear in the taskbar notification area. If you pause on the icon with your cursor, connection status information will appear:

Aventail Connect icon

Note that you can disable this option, which prevents the Aventail Connect icon from appearing during active connections. For more information, see "Configuring General Settings" on page 4.

You can also verify the state of the Aventail Connect VPN connection in the Windows **Network Connections** window.

▶ **To view connection status information**

1. On the **Start** menu, click **Control Panel**, and then click **Network Connections**. The **Network Connections** window appears.

2. On the **View** menu, click **Details**.

3. In the **Dial-up** section, view connection status information for the Aventail Connect connection. (Note that your administrator may have customized the name of this application.)

If Aventail Connect experiences a temporary network interruption, a red circle with an X appears on the Aventail Connect icon in the taskbar notification area. If the network connection is reestablished, the red circle with the X disappears and the Aventail Connect icon returns to its normal state.
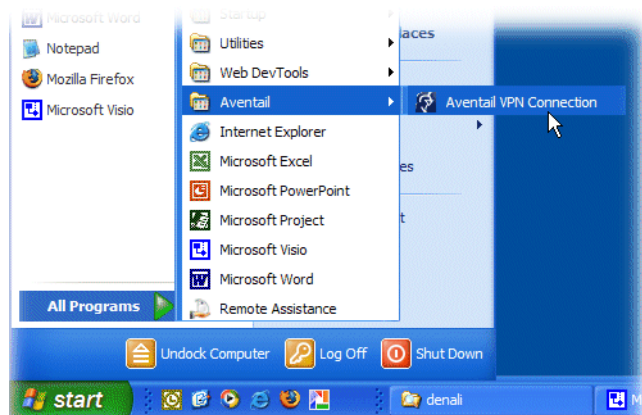
Running Aventail Connect

This section describes how to run the Aventail Connect client with Smart Tunneling.

Starting Aventail Connect

To access network resources through Aventail Connect, you must first verify your identity. This ensures that only authorized users can access protected network resources. The credentials used to verify your identity typically consist of a username and password (or passcode).

▶ **To start Aventail Connect**

1. Click the **Start** button, point to **Programs**, point to **Aventail**, and then click the name of the Aventail Connect connection. (Note that your administrator may have customized the name of this application.)

The Aventail Connect login dialog box appears.

2. In the **Username** box, type your username.

3. In the **Password** or **Passcode** box, type your password or passcode. (Passwords may be case-sensitive. Make sure the CAPS LOCK or NUM LOCK keys are not enabled.)

4. Click **Connect**.

The Aventail Connect icon appears in the taskbar notification area, indicating that Aventail Connect is running and connected to the VPN.

Notes

- In the Aventail Connect login dialog box, you can click **Properties** to display the Aventail Connect **Properties** dialog box, where you can initiate a different connection or change program preferences. For more information, see "Configuring Aventail Connect Settings" on page 4.

- Depending on how your administrator has configured Aventail Connect, you may be prompted more than once for your authentication credentials.

Specifying a Login Group

Aventail Connect enables you to log in to different login groups (for example, "Employees" or "Partners"). In most cases, your administrator will have configured a default login group that you will log in to. You can, however, specify a different login group if necessary (for example, if you alternate between logging in to the "Sales" group and the "Marketing" group). Note that you may need to provide different authentication credentials for each login group.

This section describes how to specify a different login group. If you do not specify a different login group, you will be logged in to the default group if one is configured.

This option is available only when Aventail Connect is offline (that is, when not connected to your VPN). You must have administrator privileges on your computer in order to change this setting.

▶ **To specify the login group**

1. In the Aventail Connect login dialog box, click **Properties**. The Aventail Connect **Properties** dialog box appears.

2. Click the **General** tab, and then, to the right of the **Login group** box, click **Change**. The **Browse Login Groups** dialog box appears and displays the current list of login groups.

3. In the **Select or enter your login group** box, select or type the name of the login group you want to log in to. If the correct login group does not appear in the list, click **Refresh** to update the list of available login groups.

   Depending on how your administrator configured Aventail Connect, some login groups may not appear in the list; however, you can still log in to a "hidden" login group (if you are authorized to do so) by typing its name in the **Select or enter your login group** box.

4. Click **OK**. The login dialog box appears.

Processing Server Certificates

Some VPN configurations require that you accept a server certificate before you can gain access to a protected network resource. A server certificate is essentially a digital signature that verifies a server's identity.

If you access a network resource that uses a server certificate, Aventail Connect may display the certificate. You must then verify that the server certificate is from a trusted source before accepting it.

Because anyone can issue a certificate, you should accept certificates only from trusted sources. Otherwise, the information you receive may be invalid. If you have any concerns about whether to accept a certificate, check with your administrator.

▶ **To process a server certificate**

1. When a trusted certificate appears, verify that the certificate is associated with the correct server.

2. Accept or reject the certificate:

   - If you click **Reject**, your connection is not established.

   - If you click **Accept**, the certificate is accepted as valid, and the login process will continue.

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Quitting Aventail Connect

This section describes how to quit the Aventail Connect client with Smart Tunneling. Note that quitting Aventail Connect will end your VPN session and disconnect you from the remote network.

▶ **To quit Aventail Connect**

• In the taskbar notification area, right-click the Aventail Connect icon, and then click **Disconnect**.

Configuring Aventail Connect Settings

This section describes how to view and configure the Aventail Connect client with Smart Tunneling settings. You must have administrator privileges on your computer in order to change any of these settings.

Viewing Current Aventail Connect Settings

This section describes how to view the current settings for Aventail Connect.

▶ **To view current Aventail Connect settings**

1. On the **Start** menu, click **Control Panel**, and then click **Network Connections**. (On some systems, you may instead need to right-click **Network Connections** and then click **Open**.) The **Network Connections** window appears.

2. In the **Dial-up** section, right-click the name of the Aventail Connect connection (note that your administrator may have customized the name of this application), and then click **Properties**. The Aventail Connect **Properties** dialog box appears.

3. Review the information on the **General** and **About** tabs:

   • Click the **General** tab to view the current connection settings.
   • Click the **About** tab to view basic information about the application.
   • Click **File Info** on the **About** tab for more detailed information.

Configuring General Settings

This section describes how to configure general settings for Aventail Connect.

▶ **To configure general Aventail Connect settings**

1. On the **Start** menu, click **Control Panel**, and then click **Network Connections**. (On some systems, you may instead need to right-click **Network Connections** and then click **Open**.) The **Network Connections** window appears.

2. In the **Dial-up** section, right-click the name of the Aventail Connect connection (note that your administrator may have customized the name of this application), and then click **Properties**. The Aventail Connect **Properties** dialog box appears.

3. Click the **General** tab, and configure the general settings as necessary:

   • To display a status bar during the connection process, select the **Display progress while connecting** check box.

   • To display the Aventail Connect icon in the taskbar notification area during active connections, select the **Show icon in notification area when connected** check box.

   • To display a notification if the network connection is experiencing limited or no connectivity, select the **Notify me when this connection has limited or no connectivity** check box.

   • To display a prompt to establish a new connection if network connectivity is lost, select the **Prompt to connect if connection is lost or dropped** check box.

4. Click **OK**.

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Connecting to a Different VPN

This section describes how to specify a different VPN to connect to.

▶   **To specify the host name or IP address of the VPN**

1.   On the **Start** menu, click **Control Panel**, and then click **Network Connections**. (On some systems, you may instead need to right-click **Network Connections** and then click **Open**.) The **Network Connections** window appears.

2.   In the **Dial-up** section, right-click the name of the Aventail Connect connection (note that your administrator may have customized the name of this application), and then click **Properties**. The Aventail Connect **Properties** dialog box appears.

3.   Click the **General** tab, and then, in the **Host name or IP address of the VPN** box, type the host name or the IP address of the VPN you want to connect to.

4.   Click **OK**.

Establishing an Initial Network Connection

In some cases, you may need to establish a network connection before you can connect to the VPN; this is usually necessary only if you use a dial-up connection to connect to the Internet. This section describes how to configure a connection that must be established before you connect to the VPN.

▶   **To configure a first connection**

1.   On the **Start** menu, click **Control Panel**, and then click **Network Connections**. (On some systems, you may instead need to right-click **Network Connections** and then click **Open**.) The **Network Connections** window appears.

2.   In the **Dial-up** section, right-click the name of the Aventail Connect connection (note that your administrator may have customized the name of this application), and then click **Properties**. The Aventail Connect **Properties** dialog box appears.

3.   Click the **General** tab and then, under **First connect**, select the **Establish this connection first** check box.

4.   From the list, select the connection that must be established first, and then click **OK**.

Updating the Aventail Connect Software

Your network administrator may issue software updates when a new version of the Aventail Connect software becomes available, or when your network requirements change. Your administrator determines when software updates become available to you. Your administrator can also disable the updating feature; if software updating is disabled, Connect software updating is unavailable.

If your administrator has enabled Aventail Connect software updating, an alert appears during the login process whenever an Aventail Connect update is ready for download.

▶   **To download and install a software update**

•   During login, if the **Aventail Connect Software Update** dialog box appears and indicates that a software update is available, select one of the following options:

   •   Click **Update** to immediately download and install the software update. If you select this option, the software update will be installed, and then the login process will continue.

   •   Click **Update later** to postpone the software update and continue logging in. If you select this option, Aventail Connect will continue to display the **Aventail Connect Software Update** dialog box at each login until you download and install the update by clicking **Update**. Depending on how your administrator has configured Aventail Connect, this option may be unavailable.

   •   Click **Cancel** to cancel the software update and the login process.

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Running Aventail Connect as a Service

In a server environment, you can configure Aventail Connect to run as a service so it starts automatically without any user intervention. When Aventail Connect runs as a service, it starts automatically without requiring a user login, and it displays no user interface or icons.

You configure the Aventail Connect service settings in conjunction with the Microsoft Windows Services Snap-In. The Windows Services Snap-In enables you to specify a Windows user account with administrator privileges, and the startup mode of the Connect Tunnel service. (The default service startup mode is *Automatic.*)

To enable this capability, you must first install an Aventail Connect add-on component; for more information, contact your Aventail sales representative.

▶   **To configure Aventail Connect service settings**

1.   In the Control Panel, double-click **Aventail VPN Service Options**. The **Aventail VPN Services Properties** dialog box appears.

2.   On the **VPN** tab, configure the following settings:

  •   **VPN Connection Name:** Type the name of the Aventail Connect client connection object exactly as it appears in the Windows **Network Connections** window (**Start|Connect To|Show All Connections**).
  •   **Hostname or IP address:** Type the host name or IP address of the VPN to log in to.
  •   **Login group:** Type the name of the login group to log in to. If you do not specify a login group, the default login group will be used if one is defined.
  •   **Username:** Type the username to log in with.
  •   **Password:** Type the password to log in with.

3.   On the **Service** tab, configure the following settings:

  •   **Number of attempts to restart a failed connection:** Specify how many times to attempt restarting if an initial connection attempt fails.
  •   **Time interval between restart attempts:** Specify the amount of time (in minutes) to wait between restart attempts.
  •   **Start** and **Stop** buttons: Click to start and stop the service.

4.   Click **OK**.

Troubleshooting

This section describes how to troubleshoot basic Aventail Connect client with Smart Tunneling problems. If you are having trouble connecting to your VPN, or accessing local or remote network resources, see if your problem is addressed in the following list of troubleshooting tips. If the problem persists, contact your system administrator.

•   If you are having trouble connecting to your network resources, ensure that Aventail Connect is running and actively connected to the network. For more information, see "How to Tell if Aventail Connect is Running" on page 1.

•   Depending on how your administrator has configured Aventail Connect, your local network resources may be unavailable when Aventail Connect is connected to the VPN. If you are unable to access a local network resource, such as a network printer, quit Aventail Connect and then try again. For more information, see "Quitting Aventail Connect" on page 4.

•   If you use a personal firewall, you may need to configure the firewall before you can access your VPN. To do this, configure the firewall to allow *ngvpnmgr.exe* traffic to access the Internet, and add the VPN's host name or IP address as a trusted host or zone.

•   Verify in the Aventail Connect **Properties** dialog box that you are initiating a connection to the correct host name or IP address. For more information, see "Connecting to a Different VPN" on page 5.

- Verify in the Aventail Connect **Properties** dialog box that you are initiating a connection to the correct login group. For more information, see "Specifying a Login Group" on page 3.
- If you are having trouble connecting to your network resources, your administrator may ask you to confirm the security zone into which you have been classified. You can view your current zone by hovering over the Aventail Connect icon in the taskbar notification area. Note that this information is displayed only if your administrator has configured security zones.

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