equinux

VPN Tracker 8
Deployment Guide

Contents

Welcome to VPN Tracker!

Whether you are deploying VPN Tracker for the first time in your organization, or have been using VPN Tracker for years, this guide will give you up-to-date information and best practices for VPN Tracker rollouts.

New to VPN Tracker?

‣ Get an overview of → *Editions and Volume Discounts*.

‣ Find out how to → *Install* VPN Tracker on your organization's Macs.

‣ Easily → *Manage and Distribute Licenses* for end users in your organization.

‣ Let the → *Secure Desktop* help you to reduce support effort and provide VPN users with a standard work environment.

‣ Use → *Best Practices* when exporting VPN connections to end users.

Upgrading to VPN Tracker 8?

‣ See → *What's New in VPN Tracker 8*.

‣ Explore the new simplified → *License Management*.

‣ See how you can integrate the new → *VPN Tracker Installer* with your own software distribution systems.

Getting Help

If you need help getting started with VPN Tracker or rolling out VPN Tracker to users in your organization, please don't hesitate to contact support.

http://www.vpntracker.com/support

Conventions Used in This Document

Links to External Websites

Sometimes you will be able to find more information on external websites. Clicking links to websites will open the website in your web browser:

http://equinux.com

Links to Other Parts of this Manual

A → *Link* will take you to another place in the manual. Simply click it if you are reading this manual on your computer.

Tips and Tricks

This manual contains lots of great tips. You can easily spot them by looking for the light bulb icon.
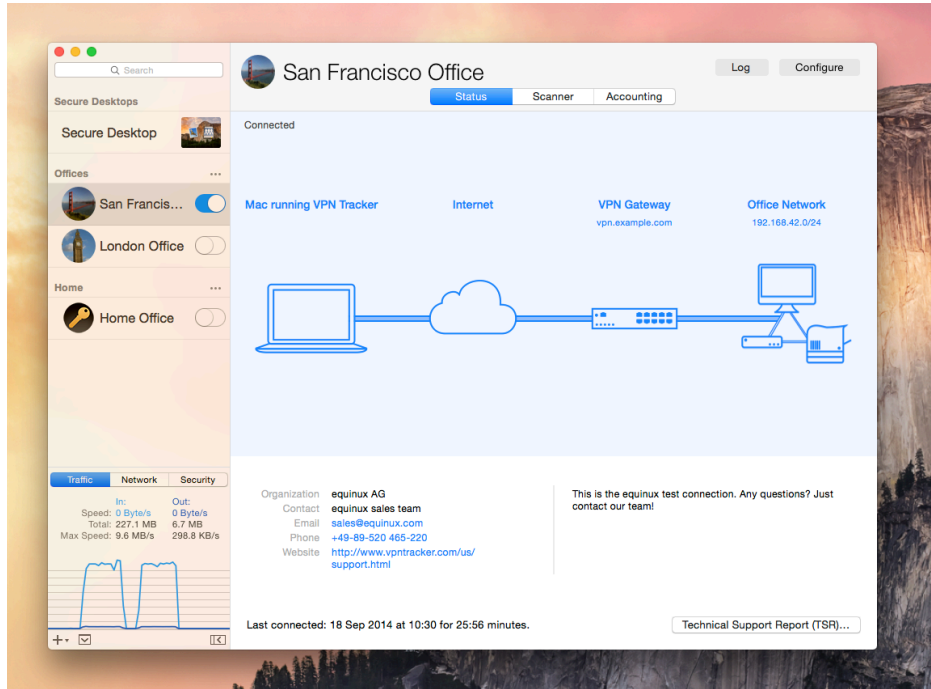
Warnings

This exclamation mark warns you when there is a setting or action where you need to take particular care.

What's New in VPN Tracker 8

Stunning New Look for OS X Yosemite
VPN Tracker was redesigned from the ground up to perfectly match the new look of OS X Yosemite.

Improved Status View
The new Status View clearly reflects what VPN Tracker is doing at each step, and even displays the most current log message right at the top, and takes you to the log if necessary.

More Actions in Status View
The Status View now has additional actions such as finding your Mac's IP address and taking you straight to your Mac's network settings.

Traffic Control
VPN Tracker 8 gives you even more control over your VPN. Don't want to send traffic to certain IP address or subnets over VPN? Simply exclude them! Have a Host to Everywhere VPN but only need to some addresses over VPN? Tell VPN Tracker to only send traffic to those IPs over VPN. And even if you're stuck in a situation where the local network uses the same subnet as the remote network there's a solution...

Force Traffic for the Local Subnet through VPN
If you end up in a situation where the local network is the same as the remote network of your VPN, VPN Tracker 8 can try to help you out by forcing non-essential local network traffic over the VPN.

VPN Engine Updated for OS X Yosemite
VPN Tracker's engine has been updated to work smoothly with the changes in OS X Yosemite.

Lower Energy Usage
Use your VPN all day long, even on battery power. VPN Tracker 8 uses significantly less energy than previous versions of VPN Tracker.

Streamlined Help and Log
VPN Tracker has always been well-known for its unrivaled ease of use. For VPN Tracker 8, we've made it even easier to find just the information you need to quickly resolve common configuration errors.

Quick Install

Individual VPN Tracker users can now install VPN Tracker more quickly, without having to go through the steps of an installer.

Enterprise Installer
If you are deploying VPN Tracker in your organization, VPN Tracker 8 also ships as an enterprise installer that easily integrates with popular software rollout solutions.

Licensing

VPN Tracker Editions

VPN Tracker

VPN Tracker is designed for end users in organizations. It's perfect for getting connected the office network.

VPN Tracker Pro

VPN Tracker Pro adds advanced features for network admins and power users.

> Regardless of the edition, the VPN Tracker application is always the same – your license will automatically unlock all the features included in your edition.

Which Users Need VPN Tracker Pro?

VPN Tracker Pro is great for system or network administrators, power users, and for those who are working with multiple VPN connections.

You'll need VPN Tracker Pro licenses for those in your organizations who will setting up and exporting the VPN connections for end users.

In addition to export, VPN Tracker Pro lets you

‣ Scan the remote network for services or assist users.
‣ Connect to multiple VPNs at the same time.
‣ Manage a large number of VPNs using search, a condensed layout, and connection groups.
‣ Configure your Mac as a router to provide the entire network with a VPN tunnel using Network to Network connections.
‣ Control your OS X L2TP/PPTP VPN right within VPN Tracker.

VPN Tracker Editions Compared

	VPN Tracker	VPN Tracker Pro
Connectivity		
Connect to one VPN	✔	✔
Connect to multiple VPNs at the same time	–	✔
Connect two sites (Network to Network)	–	✔
Integration of OS X PPTP/L2TP VPN	–	✔
Export		
Export	–	✔
Organization		
Organize your connections in groups	–	✔
Use a condensed layout	–	✔
Search for connections	–	✔
Accounting	–	✔
Tools		
Ping Tool	✔	✔
DNS Lookup Tool	✔	✔
Network Scanner	–	✔

How Many Licenses Do We Need?

VPN Tracker is licensed per Mac. You will need one license for every Mac in your organization with VPN Tracker. Licenses can easily be moved between computers if a Mac is broken, stolen, retired or its usage changes.

Business Packs

Choose the VPN Tracker package to suit your business. VPN Tracker Business Packs include VPN Tracker Pro for admins and power users, and multiple VPN Tracker licenses for end users in your organizations.

Business Pack 1 + 5	Business Pack 2 + 10	Business Pack 3 + 25
1 VPN Tracker Pro license 5 VPN Tracker licenses	2 VPN Tracker Pro licenses 10 VPN Tracker licenses	3 VPN Tracker Pro licenses 25 VPN Tracker licenses

Other Volume Discounts

VPN Tracker Business Packs are a perfect fit for most organizations. Should you require different combinations of licenses, volume discounts for other quantities are also available.

Protection Plan

Keep your VPN Tracker up to date with the equinux Protection Plan. For the duration of your subscription you will have preferential and instant access to all upgrades, updates and patches for no additional charge. Upgrade fees are now a thing of the past.

Get top-level support from those who know best about VPN Tracker. Quality telephone, email, or chat support is part of every Protection Plan subscription.

Installing VPN Tracker

VPN Tracker is easy to install using either the standalone application or a standard OS X installer package that can be integrated with 3rd party deployment solutions.

Initial Installation

VPN Tracker ships as an application that will install the system components it requires. Users can download and install VPN Tracker themselves if they have admin rights on their computers.

The official VPN Tracker download website is

http://www.vpntracker.com/download

Installing VPN Tracker requires an administrator password. The back-end components must be installed on the root volume of the Mac.

Alternatively, VPN Tracker is also available as a standard installation package (.pkg) for distribution and installation with the 3rd party deployment solution that you normally use for rolling out software on end users' Macs.

Both the application and the installer are digitally signed with equinux's Developer ID certificate.

Software Updates

Software updates are distributed through an automatic update mechanism. Updates are digitally signed.

Installing software updates requires an administrator password. If you have end users whose software updates you'd like to manage yourself, you can turn off the update check in Preferences or by setting the defaults key in Terminal if you're installing through an automated system:

```
defaults write com.equinux.VPNTracker8
PrefCheckForUpdateAtStartup -bool NO
```

You can then roll out updates yourself. Simply use the regular download available on the the VPN Tracker website.

Uninstalling VPN Tracker

If VPN Tracker is no longer needed on a Mac, you can use the Uninstaller to completely remove installed system components, and (optionally) settings and license. The uninstaller is available for download at

http://equinux.com/goto/vpnt8/uninstaller

Self-Repair

If VPN Tracker's system components are removed or damaged, VPN Tracker will offer to re-install them. An administrator password is required.

Managing Licenses

Keeping track of your VPN Tracker licenses and issue licenses with one click – no matter if it's 3 or 300 licenses.

Activating a License

To use VPN Tracker, a license must be activated. There are two ways to activate a license:

‣ **Using an equinux ID and password**: If you purchased a license in our on-line store, you can always activate a license using the equinux ID account and password that was used to purchase the licenses.

‣ **Using an Activation Code**: Each license has an activation code. You can give the activation code to an end user in your organization for them to activate the license on their Mac (they won't need access to your equinux ID and password.

Use an activation code if you want to make licenses available to others in your organization but retain full control over the licenses. Since this guide covers deployment of VPN Tracker in organizations, we assume that this is the case and will only cover the use of activation codes in this document.

License Manager

The License Manager shows all your licenses and lets you easily issue licenses to everyone in your organization. Here are some of the things you can do:

‣ Purchase licenses and see past purchases

‣ Issue licenses

‣ Revoke activation codes

‣ Export lists of licenses in CSV format

Activation Code Workflow

When managing multiple users and licenses, we strongly recommend using the following workflow:
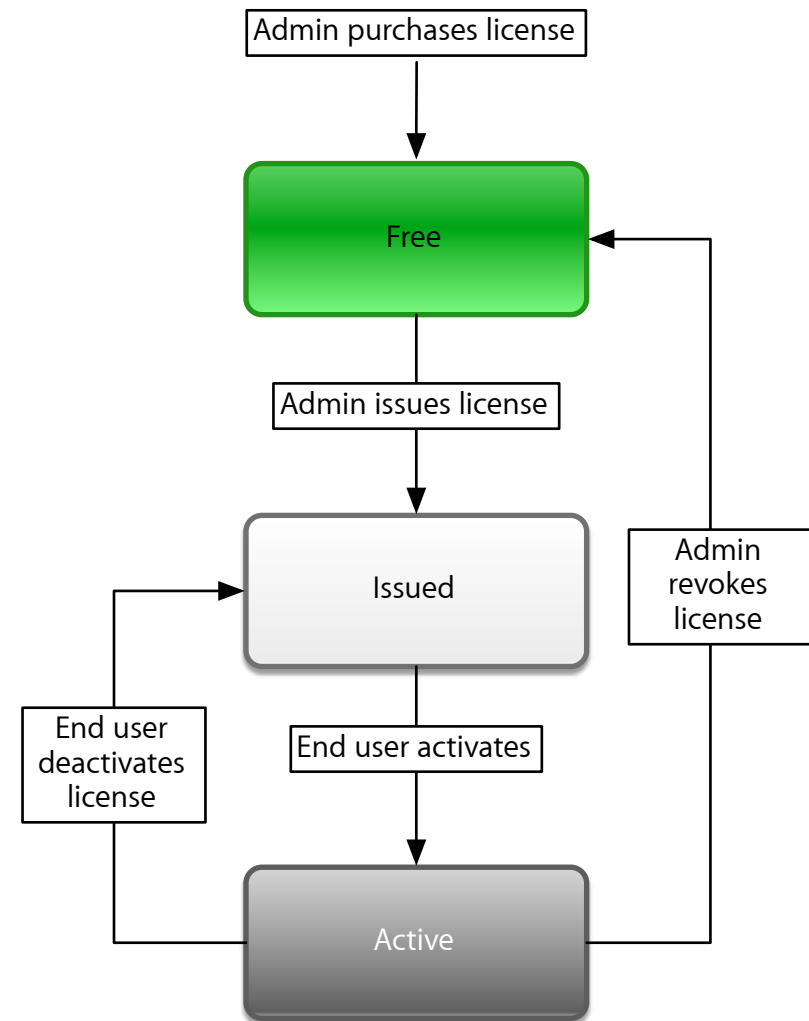
Issuing Licenses

Issuing a license will assign the recipient's name, email address and optional comment to the license. The recipient won't be able to modify this data so you can always keep track of whom you issued the license.

⚠️ **It is not recommended to give end users "free" activation codes that have not been "issued" to a specific user.** When using free activation codes, recipients will be prompted to enter their name when activating. You won't be able to see who is using the license until they activate. When deactivating, the license will again be "free" and contain no user information.

To issue a single license:

‣ Locate the license you'd like to issue in the "Free Licenses" section.

‣ Click the activation code in the license manager.

‣ Enter name and email address of the recipient, and an optional comment into the fields that will appear.

‣ Click the issue button on the right.

The license will move to the "Issued" section. You can either copy & paste the activation code and give it to the recipient in any way you like, or you can email the activation code right from the license Manager.

To issue multiple licenses:

‣ Click "Batch Issue" in the "Free Licenses" section.

‣ Paste a list of recipients to issue licenses for (in CSV format).

‣ Check that the number of licenses is what you expect.

‣ Click "Issue Licenses".

The licenses will move to the "Issued" section. Click "Export licenses" to download a CSV file that you can use to send the issued activation codes to recipients.

The recipient can use the activation code to

‣ Activate VPN Tracker

‣ Deactivate VPN Tracker

‣ Move the license to a new Mac

No matter what they do, the information (name, email, comment) you set when issuing the code, cannot be changed.

Moving Licenses between Macs

Planned Move

‣ To move a license between Macs, deactivate the license on the old Mac (VPN Tracker 7 > Deactivate VPN Tacker).

‣ Then activate on the new Mac using your existing activation code.

Unplanned Move (Hardware Failure or Theft)

‣ Activate on the new Mac using the existing activation code.

‣ You will be asked if you want to to reset the license and to confirm that the license is no longer being used on the old Mac.

Revoking Activation Codes

If an end user is no longer supposed to be using an activation code, you can revoke it. A new code will be generated for that license.

‣ Click the "Revoke Code" button next to the issued or active license.

⚠️ Revoking an activation code does not prevent the user from accessing the VPN. Depending on your setup, you will need to block the user's XAUTH login, revoke their client certificate, or change the pre-shared key if no individual user authentication is used. Refer to your VPN gateway's documentation for details.

Secure Desktop

Secure Desktop is perfect for you and for the end users in your organization – reduce support effort and have everything you need to work over VPN at your fingertips.

Simplify Remote Work
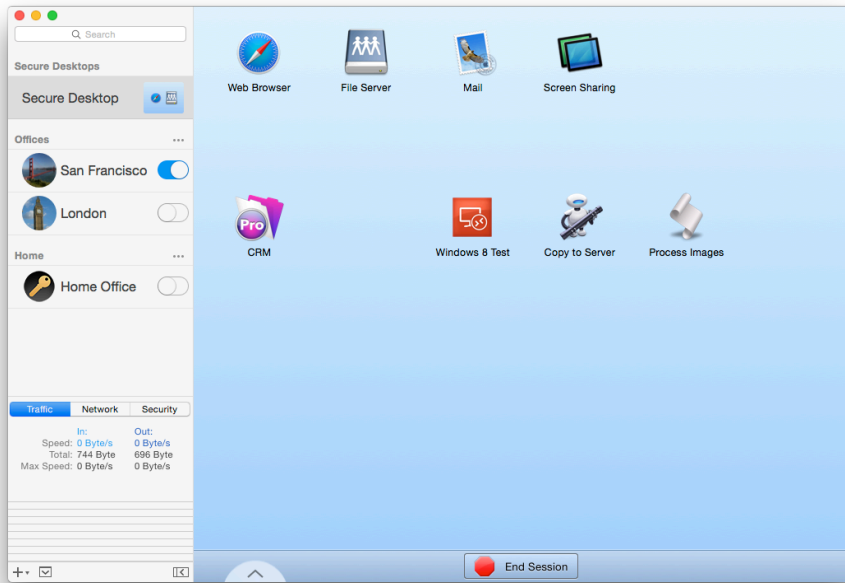
When end users connect through VPN, it is often not easy to explain how to access file servers, databases, intranet sites, and other resources they may require to work over VPN.

With Secure Desktop, you can pre-configure a standard work environment for end users. Each item on the Secure Desktop is associated with a VPN. The VPN is connected when the user clicks the item. And when done working, end users have an obvious way to properly disconnect from the VPN: The "End Session" button cleanly disconnects file servers, closes applications (if setting in the respective Secure Desktop items is enabled), and only then disconnect the VPN when they're done working.

Exporting Secure Desktops

Secure Desktops can be exported with VPN connections. In the export settings, you can set one or more Secure Desktops to be always exported together with a connection.
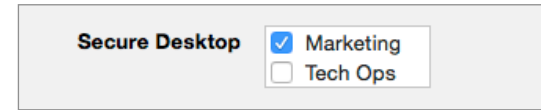
Alternatively, to add a different Secure Desktop each time, select the Secure Desktop in VPN Tracker's sidebar together with the connection(s) you'd like to export.

Actions configured on a VPN connection's Actions tab can also be included with the VPN connection.

> ⚠️ We recommend always including the "Disconnect all Servers in VPN" action with exported connections to ensure that whether they're using Secure Desktop or not, file server connections that use the VPN are always properly disconnected prior to disconnecting the VPN.

Export Best Practices

We won't cover the basics of VPN Tracker export in this guide. The VPN Tracker manual has a chapter on Export which we strongly advise reading prior to exporting VPN connections to end users. Instead, here are a few best practices to keep in mind when exporting for end users.

Password Security

By default, VPN Tracker includes the pre-shared key with an export, and stores it in keychain. XAUTH credentials are assumed to be user-specific, so they're not included by default.

If you're pre-shared key is simple enough to remember and type in each time you connect, it is probably not secure. So in most cases, you'll want to store the pre-shared key somewhere. The keychain is usually the safest place for a pre-shared key on OS X. However, users will be able to see the pre-shared key in their keychain.

If this is a concern, you may choose to keep the key in the connection, where users can't see it. Keep in mind though that the encryption used for connections on disk is typically less secure than what the keychain can provide. If you choose to store keys in the connection, we strongly recommend using File-Vault disk encryption to ensure that keys cannot be obtained if a Mac is lost or stolen. The export settings also permit you to prevent users from storing passwords altogether.

Display Notes to Users

The Notes tab of each connection lets you enter notes and contact information that are shown to the user on the Status tab.

If you lock, set an unlock password

Experience has shown that when exporting a locked connection, you'll want to unlock it at one point or the other – whether it's making a quick change at an end user's Mac, accessing an end user's Technical Support Report, or even importing the (locked) connection onto your own Mac and accidentally replacing the (unlocked) original.

‣ If you do not set an unlock password for a locked connection, there is no way to ever change settings.

‣ If you do not set an unlock password and hide the settings and logs, there's no way to ever access the settings.

We therefore strongly recommend always setting an unlock password.

Update Connections

Connections have a unique identifier internally. If you make changes to connections that you've already distributed to users, and export them, users will be prompted to replace their existing connections when importing.

This prevents users from ending up with another copy, and in the end not knowing which connection is the current one.

Use Technical Support Reports

Technical Support Reports (Log > Technical Support Report) are not just for us at equinux. They're disk image files that can be opened on any Mac. Use them to support your users if they have trouble connecting.

Set an email address in the export settings to determine where Technical Support Reports are sent to instead of to equinux.