



# SSL VPN CLIENT Installation Guide

## Overview

A Virtual Private Network (VPN) secures connections between Internet endpoints to ensure data remains secured and confidential during Internet exchange. Network Box supports **PPTP**, **IPSec**, and **SSL VPN** protocols. This document will go through the steps on how to set up an SSL VPN client for the various platforms.

Before you begin, please ensure that you have the **.ovpn** configuration file. If you do not have this, please contact your local SOC, and they will pass this onto you.

## Windows platform

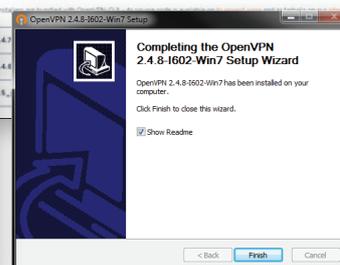
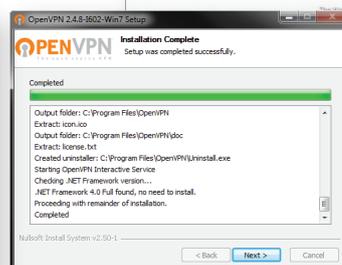
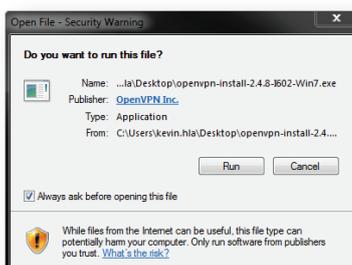
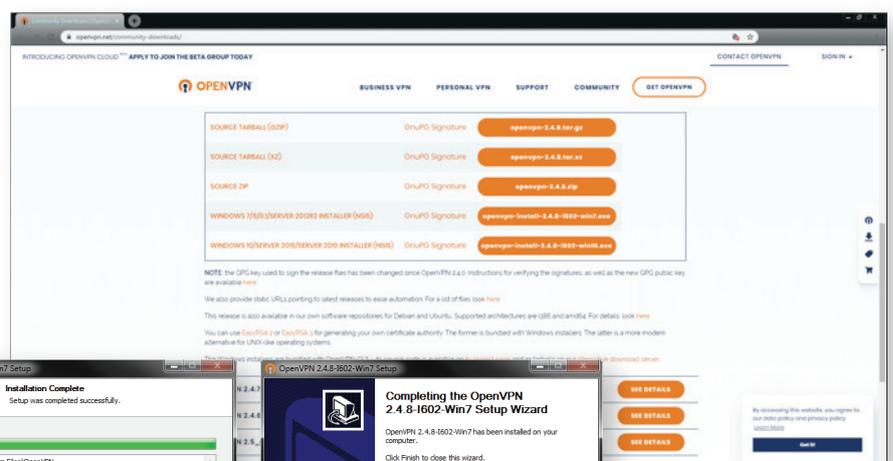
There are numerous SSL VPN clients available. For the Windows platform, Network Box recommends **OpenVPN**. Below are the installation steps.

Please note, for this example, the menus and screenshots are taken from Windows 7; appearance for other Windows versions may vary slightly.

## Step 1

Download and install the latest version of *OpenVPN*. You can download the installation file from their website below:

<https://openvpn.net/community-downloads/>





# SSL VPN CLIENT Installation Guide

## Windows platform

### Step 2

After the installation is complete, launch the *OpenVPN* application by clicking the *OpenVPN GUI* short-cut on your desktop.

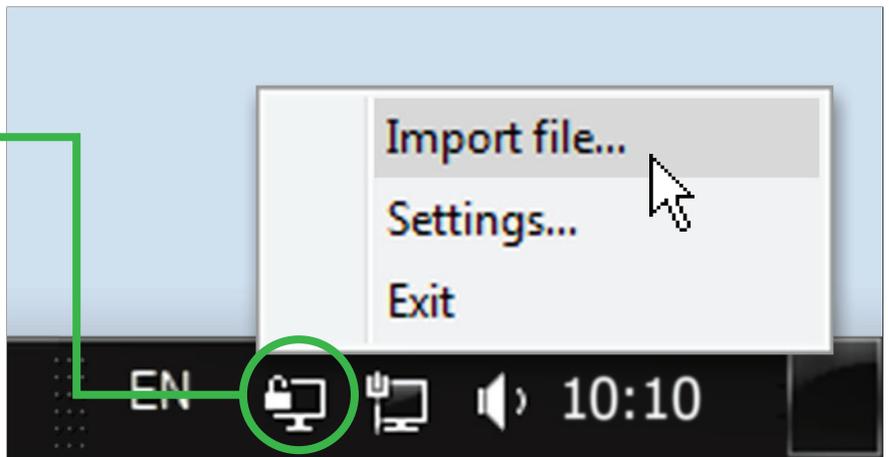


### Step 3

When you open the application, you will see the *OpenVPN* application icon in your taskbar.

Right-click the *OpenVPN* icon and select: **Import file...**

From the pop-up window, select the **.ovpn** file provided by Network Box. When the import is complete, there will be a message informing you that the import was successful.

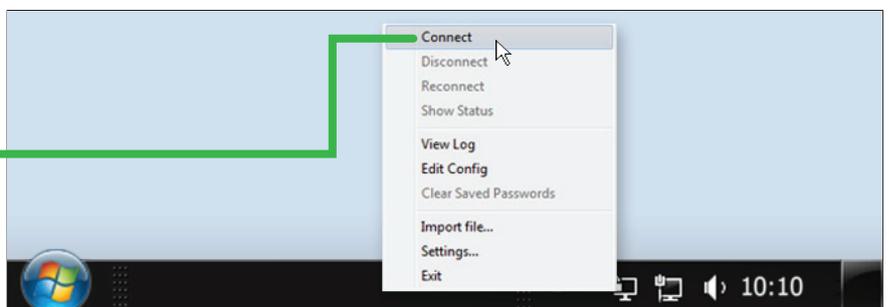


### Step 4

To open the VPN connection, right-click the *OpenVPN* application icon and select: **Connect**

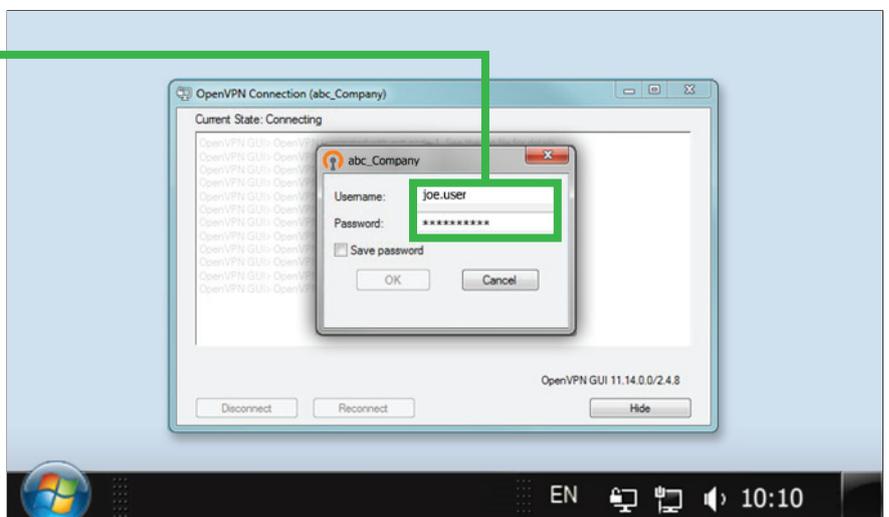
From the pop-up window, enter your **Username** and **Password**.

*Network Box* should have already provided this. Please contact your local SOC otherwise.



### Notes:

- If you have disabled dual-factor authentication, you only need to enter your login credentials.
- If you have enabled dual-factor authentication, please enter your login credentials and your **TOTP** (Time-based One Time Password). A **TOTP Authenticator** will provide this. Please see page 7 for details on how to set-up dual-factor authentication.





# SSL VPN CLIENT Installation Guide

## Mac OS platform

## Mac OS platform

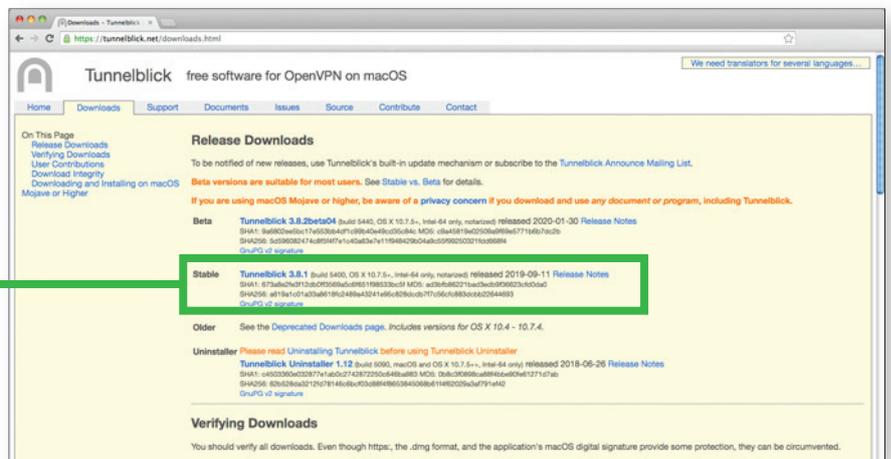
For the Mac OS platform, Network Box recommends **Tunnelblick**. Below are the installation steps.

Please note, for this example, the menus and screenshots are taken from Mac OS X Snow Leopard; appearance for other Mac OS versions may vary slightly.

### Step 1

Download the latest **Stable** version of *Tunnelblick*. You can download the installation file from their website below:

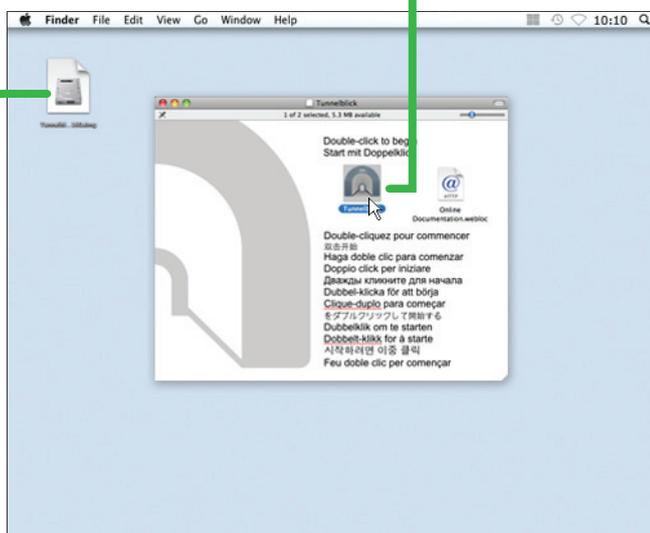
<https://tunnelblick.net/downloads.html>



### Step 2

Double-click the downloaded file to launch the installation shield.

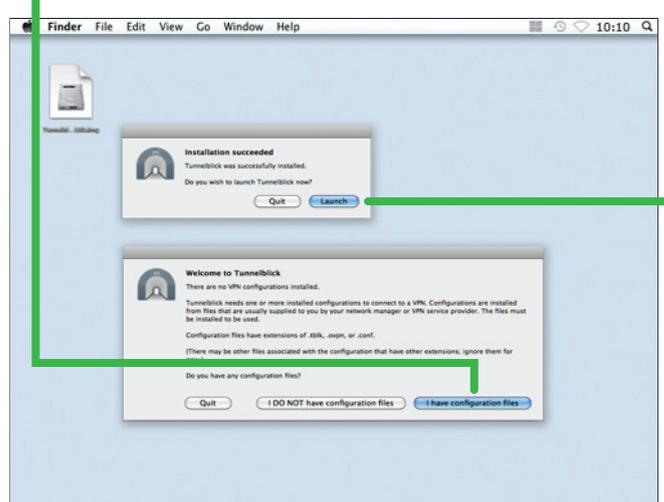
From the new window, double-click the *Tunnelblick* icon to begin.



### Step 3

Once the installation is complete, a new window will appear, click **Launch** to continue.

When the application launches for the first time, a configuration message will appear. Click **I have configuration files** to continue.





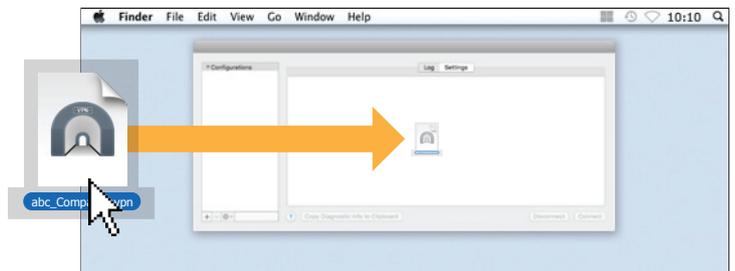
# SSL VPN CLIENT Installation Guide

## Mac OS platform

### Step 4

To import the VPN configuration file, open the *Tunnelblick* application and drag-and-drop the **.ovpn** file into the *Configuration* window;

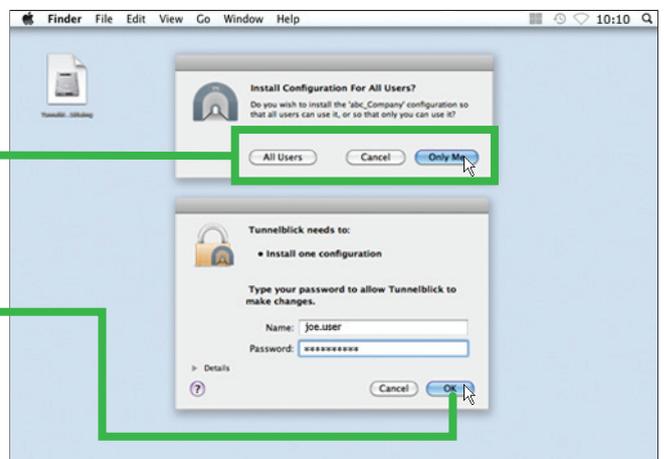
OR double-click the **.ovpn** file.



### Step 5

When you import the file, a message window will ask you if you want to import the configuration for **All Users** in your computer or **Only Me** for your personal account. Select either to continue.

To complete the import process, enter the **admin** username and password for the computer; and click **OK** to confirm the import.



### Step 6

To open the VPN connection, right-click the *Tunnelblick* application icon in your top menu and select: **Connect [your connection]**

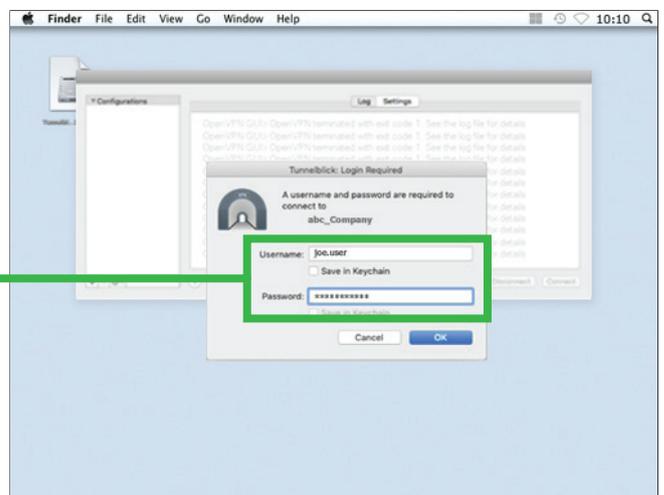
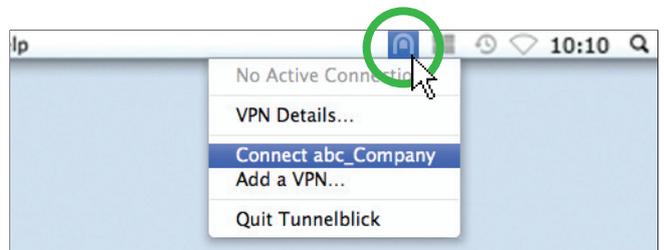
OR open the Tunnelblick application and click **Connect**.

From the pop-up window, enter your login **Username** and **Password**.

*Network Box should have already provided this. Please contact your local SOC otherwise.*

#### Notes:

- If you have disabled dual-factor authentication, you only need to enter your login credentials.
- If you have enabled dual-factor authentication, please enter your login credentials and your **TOTP** (Time-based One Time Password). A *TOTP Authenticator* will provide this. Please see page 7 for details on how to set-up dual-factor authentication.





# SSL VPN CLIENT Installation Guide

## Mobile platform

### Mobile platform

For the Mobile platform, Network Box recommends **OpenVPN**. Below are the installation steps.

Please note, for this example, the menus and screenshots are taken from an iOS 12.1 device; appearance for Android and other iOS versions may vary slightly.

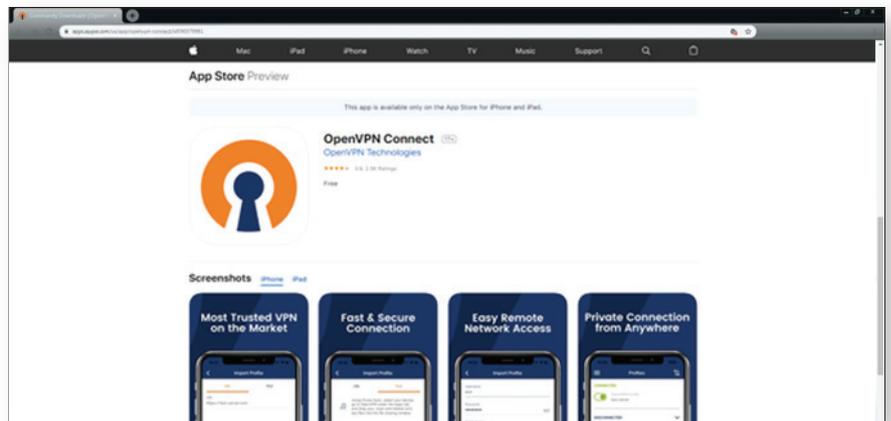
#### Step 1

Download and install the latest version of *OpenVPN*. You can download the app from the **App Store** and **Google Play**:



<https://apps.apple.com/us/app/openvpn-connect/id590379981>

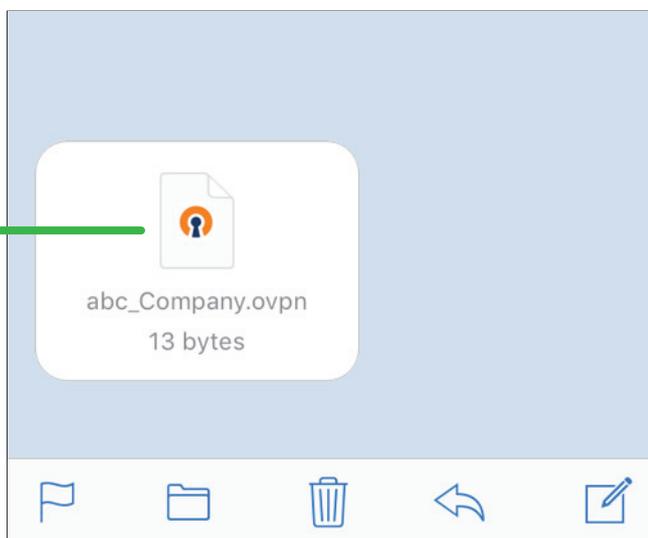
<https://play.google.com/store/apps/details?id=net.openvpn.openvpn&hl=en>



#### Step 2

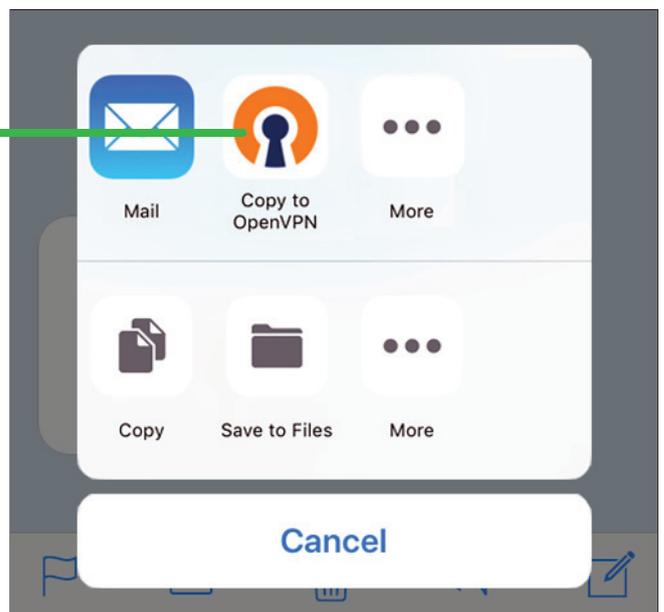
When the installation is complete, open your mail client and open the email containing the **.ovpn** file. Press the file icon to import the file.

Network Box should have already emailed you the file. Please contact your local SOC otherwise.



#### Step 3

In the new window that appears, press **Copy to OpenVPN**. This will import the file to *OpenVPN* and automatically launch the app.



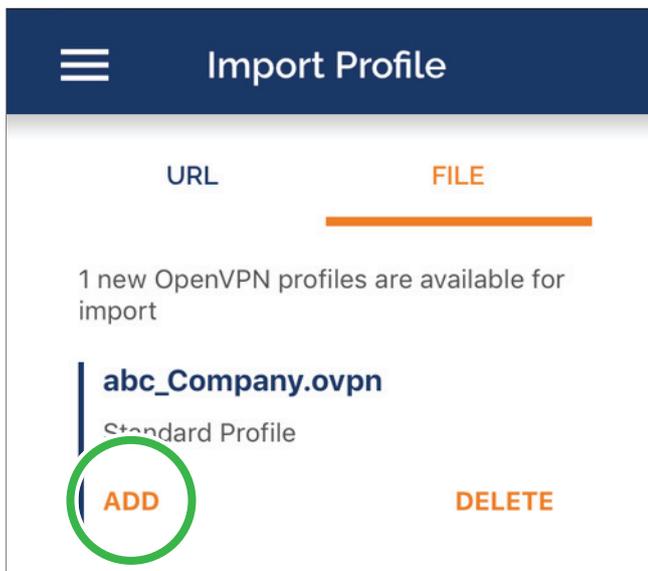


# SSL VPN CLIENT Installation Guide

## Mobile platform

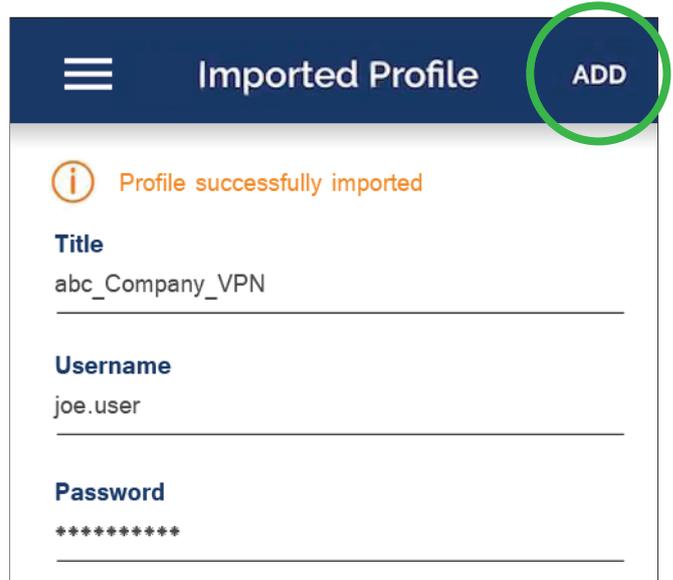
### Step 4

Once you are in the *OpenVPN* app, the **.ovpn** file should already be there; press **ADD** to complete the import process.



### Step 5

To finalize the configuration, input your *Username*, *Password*, and *Title* [optional]. When you have entered all the details, press **ADD**.



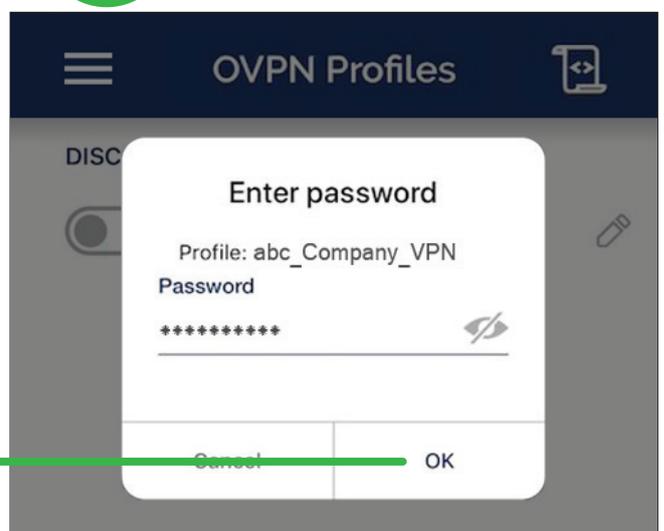
### Step 6

To open the VPN connection, go to *OVPN Profiles* and select your profile. Move the slider to the right to start the connection.

From the pop-up window, enter your login *Password* and press **OK** to make the connection.

#### Notes:

- If you have disabled dual-factor authentication, you only need to enter your login credentials.
- If you have enabled dual-factor authentication, please enter your login credentials and your **TOTP** (Time-based One Time Password). A *TOTP Authenticator* will provide this. Please see page 7 for details on how to set-up dual-factor authentication.





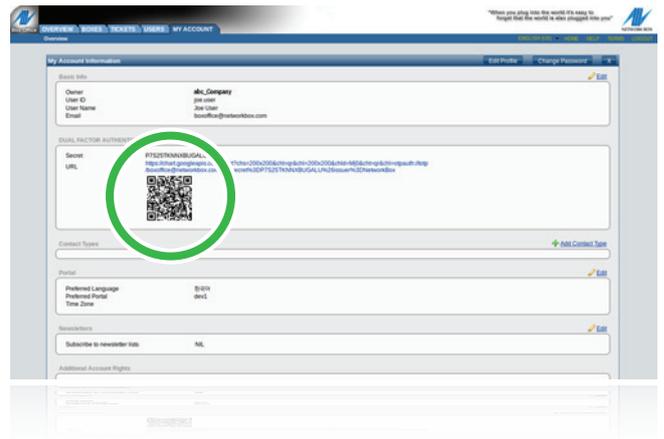
# SSL VPN CLIENT Installation Guide

## I Dual-Factor Authentication

### Dual-Factor Authentication

Dual-factor authentication can be enabled by Network Box or your company's IT Administrator. For your IT Administrator to activate it, he/she will need to go to your account settings in *Box Office* and click **Enable Dual Factor**. Once enabled, this will generate a QR code, which the IT Administrator should send to you.

**Before you install your TOTP Authenticator, you will need to enable dual-factor authentication and the QR code.**



### TOTP Authentication App

For a TOTP Authenticator app, Network Box recommends **Google Authenticator**. Below are the installation steps.

Please note, for this example, the menus and screenshots are taken from an iOS 12.1 device; appearance for Android and other iOS versions may vary slightly.

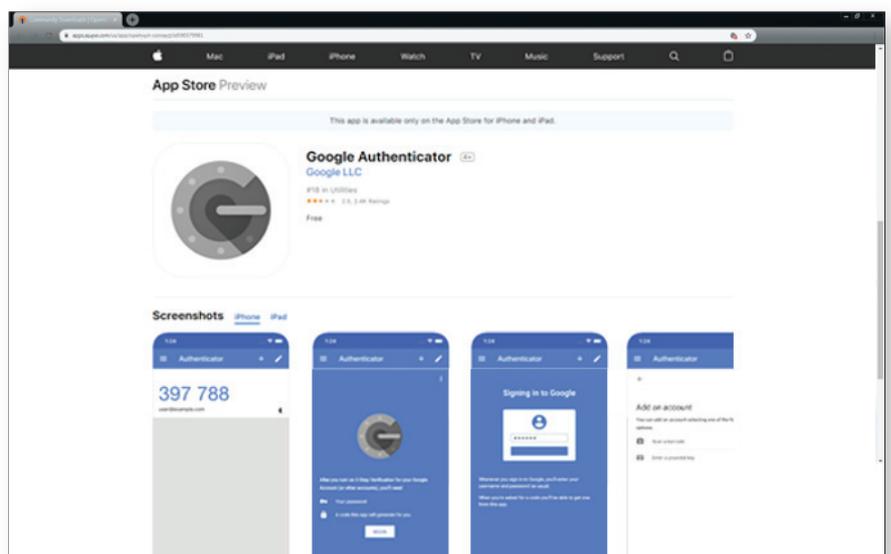
#### Step 1

Download and install the latest version of *Google Authenticator*. You can download the app from the **App Store** and **Google Play**:



<https://apps.apple.com/us/app/google-authenticator/id388497605>

<https://play.google.com/store/apps/details?id=com.google.android.apps.authenticator2&hl=en>



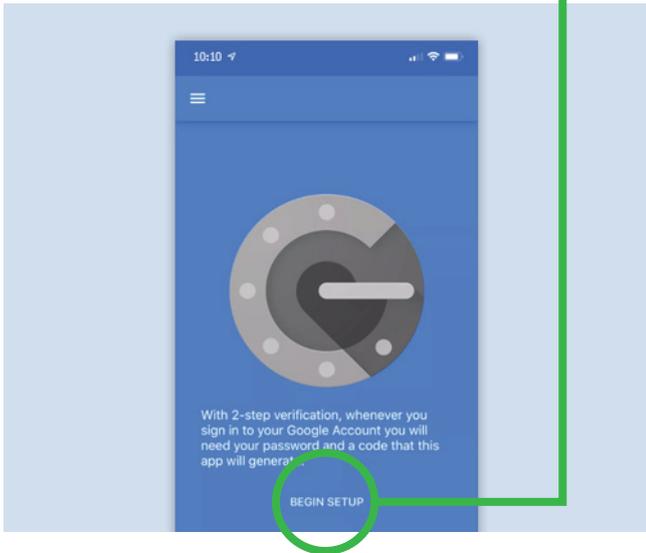


# SSL VPN CLIENT Installation Guide

## I Dual-Factor Authentication

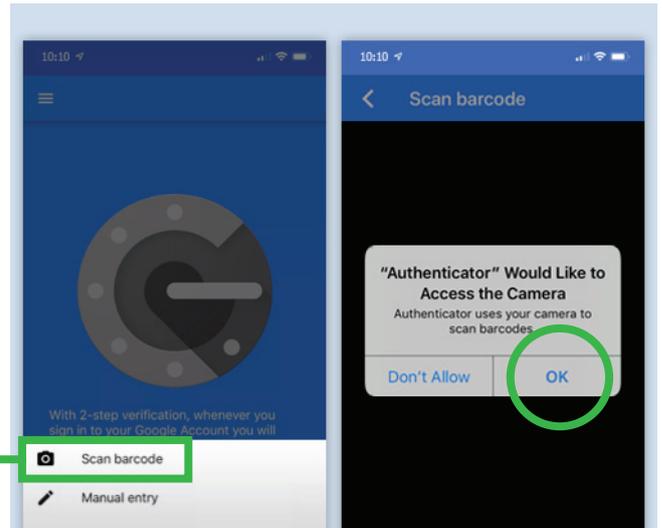
### Step 2

Launch the *Google Authentication* app on your device and press **BEGIN SETUP**.



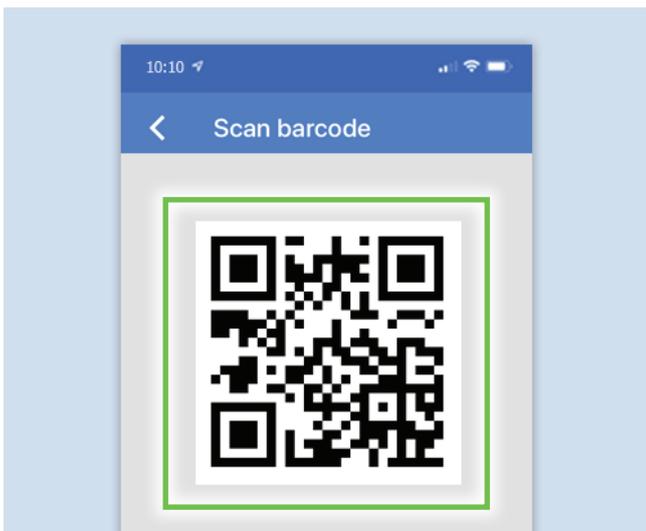
### Step 3

From the options, press **Scan barcode**. The app will then ask for permission to access your camera, press **OK** to allow access.



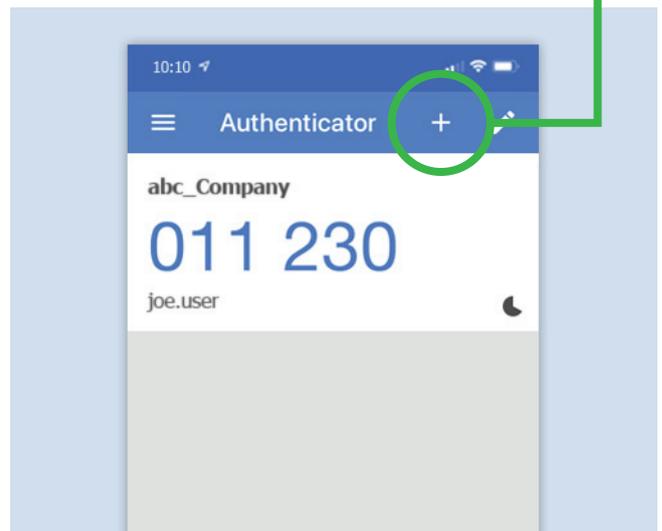
### Step 4

Scan the QR code using the camera. When scanning, please ensure that the code is within the green camera borders.



### Step 5

Set-up is complete and your TOTP is now available for dual-factor authentication. Press **+** to add TOTP for other sites.



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