



Sophos VPN Connect & Users Onboarding

Objective:

- Authenticate all the Tiger Analytics remote employees with the existing Active Directory login credentials via Sophos user portal for VPN access.
- To implement the MFA for secure VPN login.
- To validate the Sophos Connect VPN client installation in endpoints & connection import process.

Step – 1: Installation of Sophos Authenticator in your mobile for MFA

For Android Users:

1. Open the Google play store in your mobile & search for '**Sophos Authenticator**'
2. Download the application & install the same

URL: https://play.google.com/store/apps/details?id=com.sophos.sophtoken&hl=en_IN&gl=US

For Apple Users:

1. Open the App store in your mobile & search for '**Sophos Authenticator**'
2. Download the application & install the same

URL: <https://apps.apple.com/us/app/sophos-authenticator/id864224575>



Step – 2: Direct to Sophos user portal in your browser

1. Open your web browser in your laptop & reach the below Sophos user portal,

URL:

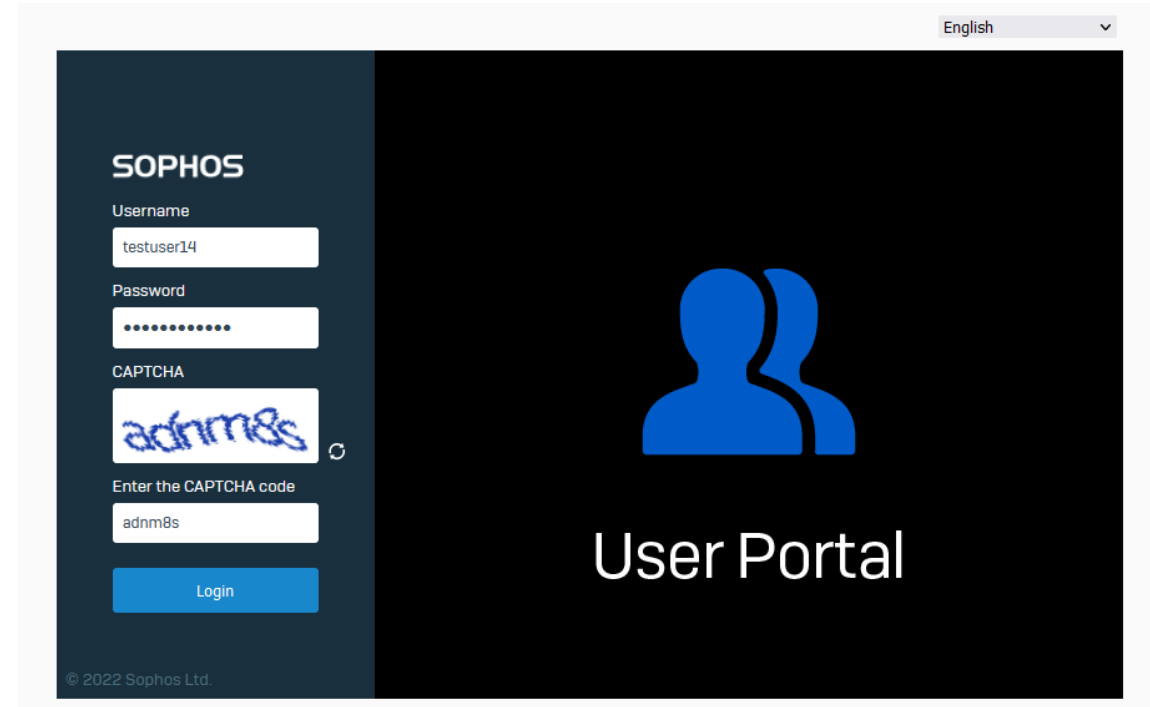
<https://1.22.172.58/userportal/webpages/myaccount/login.jsp#14202>

Or

<https://182.75.175.34/userportal/webpages/myaccount/login.jsp#14202>

2. If you're facing certificate error when loading the above URL, please select 'Advanced' in that loaded page & click '**proceed to**'

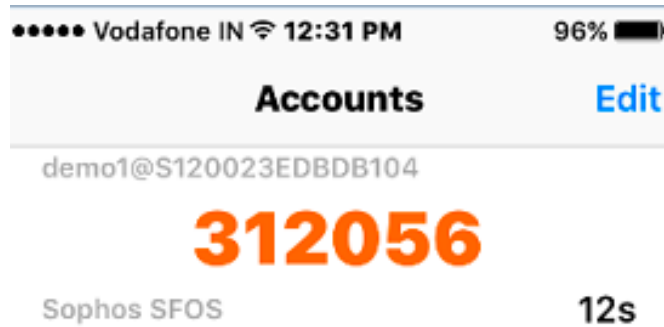
2. Enter your Active Directory username & password to login to the Sophos user portal



The screenshot shows the Sophos User Portal login interface. On the left, there is a dark blue sidebar with the 'SOPHOS' logo at the top. Below the logo are input fields for 'Username' (containing 'testuser14'), 'Password' (masked with dots), and a 'CAPTCHA' section. The CAPTCHA section includes a distorted image of the text 'adnm8s' and a text input field where 'adnm8s' has been entered. A 'Login' button is at the bottom of this section. On the right, there is a large black area with a blue silhouette of two people and the text 'User Portal' in white. At the bottom left of the sidebar, it says '© 2022 Sophos Ltd.'. In the top right corner of the browser window, there is a language dropdown menu set to 'English'.

Step – 3: Scan the QR code with Sophos Authenticator Mobile App

1. Open the Sophos Authenticator App in your mobile & press 'Scan the QR code'
2. Once you scan the QR code, you'll be presented with the one time passcode which will be alive for 30 seconds



Step – 4: Sign into the Sophos User Portal with MFA

1. Now direct back to the Sophos URL portal in your laptop & press ‘Proceed to login’ in the left pane

SOPHOS


Proceed to login

OTP tokens for testuser14

Description

To enter the user portal you have to authenticate with a one-time password. Scan the QR code below with Sophos Authenticator on your phone. The app will then generate a new passcode every timestep seconds. From then on, your password, directly followed by the passcode displayed, is the one-time password you have to enter to log in.

Unused auto-generated OTP tokens



Account: testuser14@X550099JV92WW60

Secret (HEX): ee06b5bdd62bf64e2bb78619d14fd523

Secret (BASE32): 5YDLLPOWFP3E4K5XQYM5CT6VEM

Timestep: 60s

Step – 4: Sign into the Sophos User Portal with MFA (Contd.,)

Please be
cautious
here



SOPHOS

Username
parthasarathy.s

Password
.....

CAPTCHA
ode308

Enter the CAPTCHA code
ode308

Login

© 2022 Sophos Ltd.

User Portal

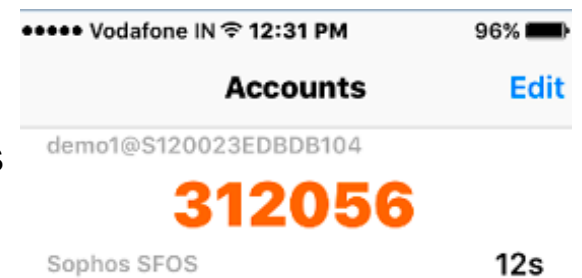
Login to the Sophos User Portal with your Active Directory username & password

From here on, your password for **Sophos User Portal** would be in the below format..

<AD user_password><generated_passcode_in_the_mobile>

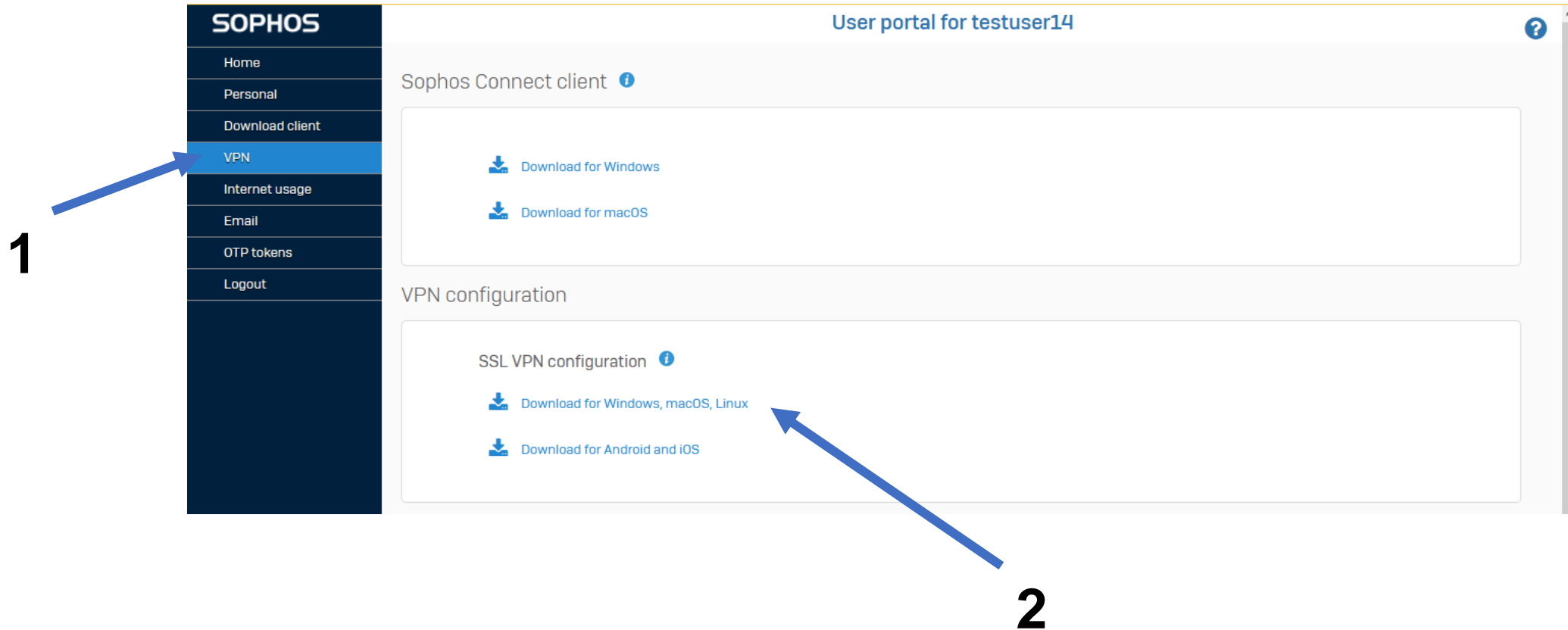
For Eg: If your user password is production@123, now you need to enter your password as **production@123312056**

Where 312056 would be the generated passcode from your mobile.



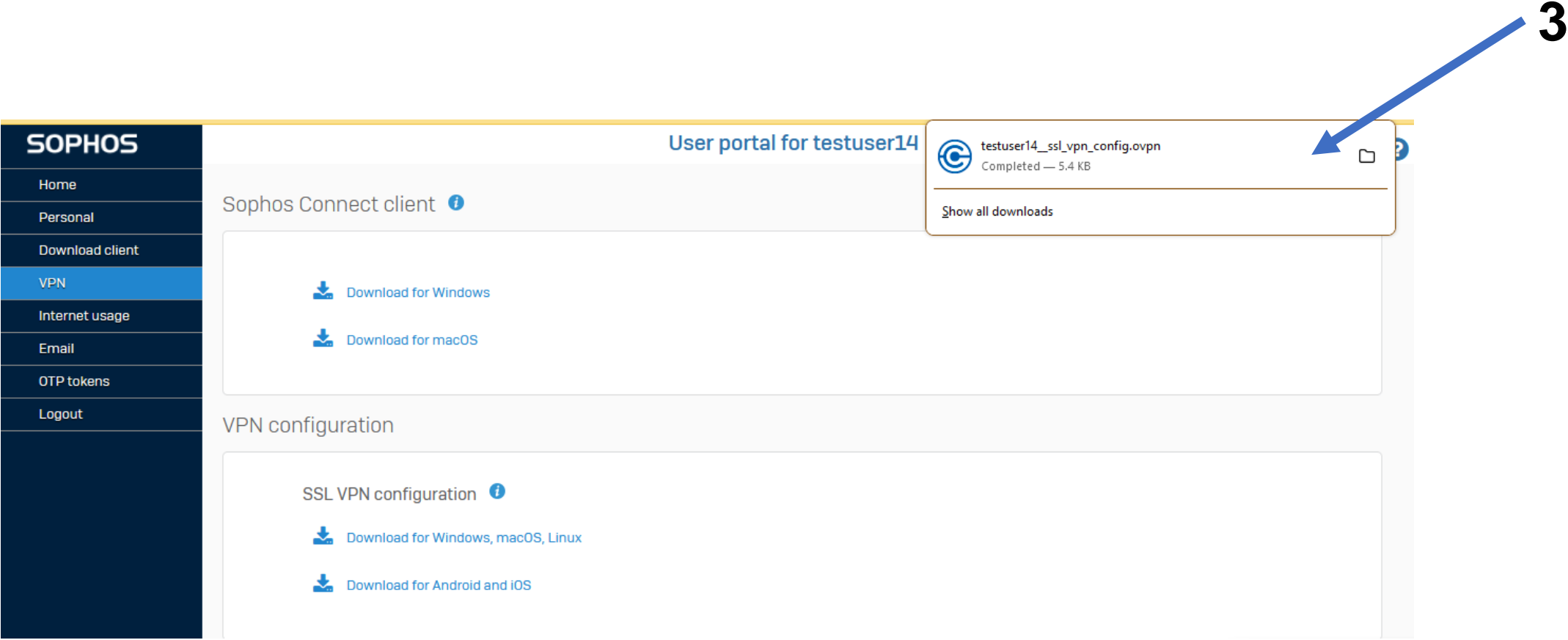
Step – 5: Downloading the VPN Configuration from Sophos User Portal

1. Once you logged in to the Sophos user portal, please locate the VPN menu in the left pane
2. In the VPN menu, please locate the VPN configuration for Windows & macOS



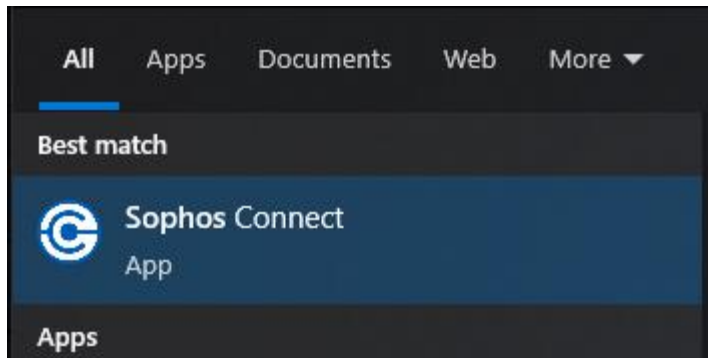
Step – 5: Downloading the VPN Configuration from Sophos User Portal (Contd.,)

3. You should notice the download of (.ovpn) configuration file in the downloads folder



Step – 6: Validation of Sophos Connect Client application in your endpoint

1. If you're using Windows/Mac, please search for 'Sophos Connect' application & check whether it's already installed or not in your PC.



NOTE: We have already pushed the Sophos connect application from backend, if its not available/installed already in your laptop, please install using self service portal by clicking Pcvisor agent in your system tray. (Please refer step 7 for Installation of application through self service portal). Please skip step 7, if Sophos connect is already been installed.

Step – 7: Installation of application through Self service portal (PcVisor)

Please right click the PcVisor agent in your system tray & select Service Desk and follow the below steps.

1. Select Self Service option.
2. Select category as “Stand software's” from the drop down
3. Select Procedures as “ Sophos Install” from the dropdown.
4. Click run and again click ok on the popup window.
5. Once completed the above step, you will get browser notification as below. (Installed application can also be verified in control panel – Programs and Features)

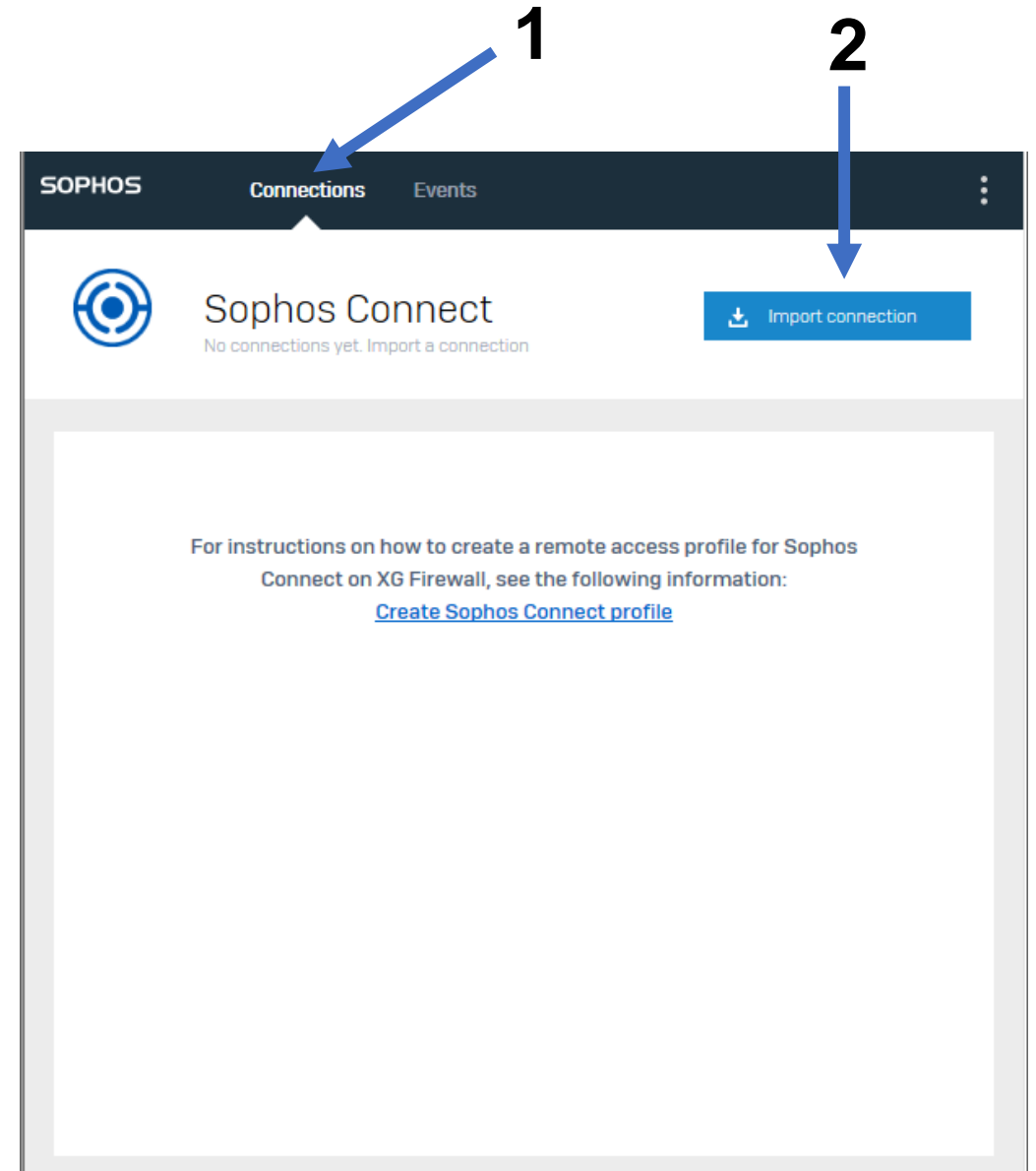


The screenshot shows a web browser window with the URL `helpdesk.tigeranalytics.com:5722/selfservice/frnSelfServiceTiger.aspx?agentID=585832372392635`. The browser's address bar and tabs are visible. Below the browser window, there is a navigation bar with a "Create Ticket" button and a "Self Service" button, which is highlighted with an orange box and an orange arrow labeled "1". Below the navigation bar, the "Self Service Portal" section is visible. It contains two dropdown menus: "Select Category:" with "Standard Softwares" selected (highlighted with an orange box and an orange arrow labeled "2"), and "Select Procedures:" with "Sophos install" selected (highlighted with an orange box and an orange arrow labeled "3"). To the right of these dropdowns is a red "Run" button, highlighted with an orange box and an orange arrow labeled "4". On the right side of the page, there is a table with system information:

Computer Name	TIGER0623
Group Name	root.tiger-analytics
IP Address	192.168.1.5
Serial Number	DQ4ZL13

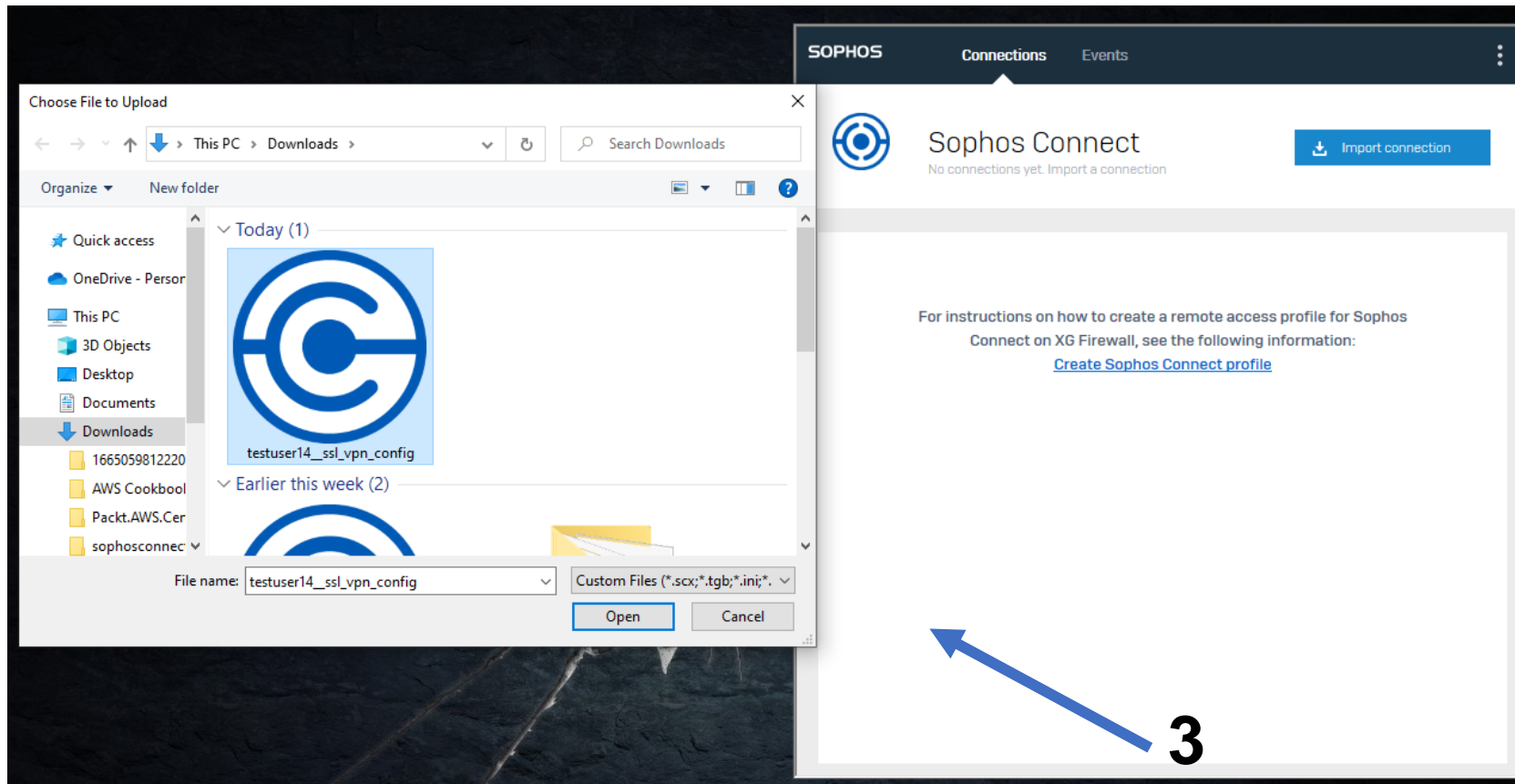
Step – 8: Open the Sophos Connect client & import the (.ovpn) file

1. Once you locate the Sophos Connect client at system tray & opened it, you'll be presented with the screen as shown in the figure. Direct to 'Connections' tab as shown.
2. Press 'Import Connection' tab in that Sophos Connect client & import the (.ovpn) file which you've downloaded earlier from the Sophos User Portal.



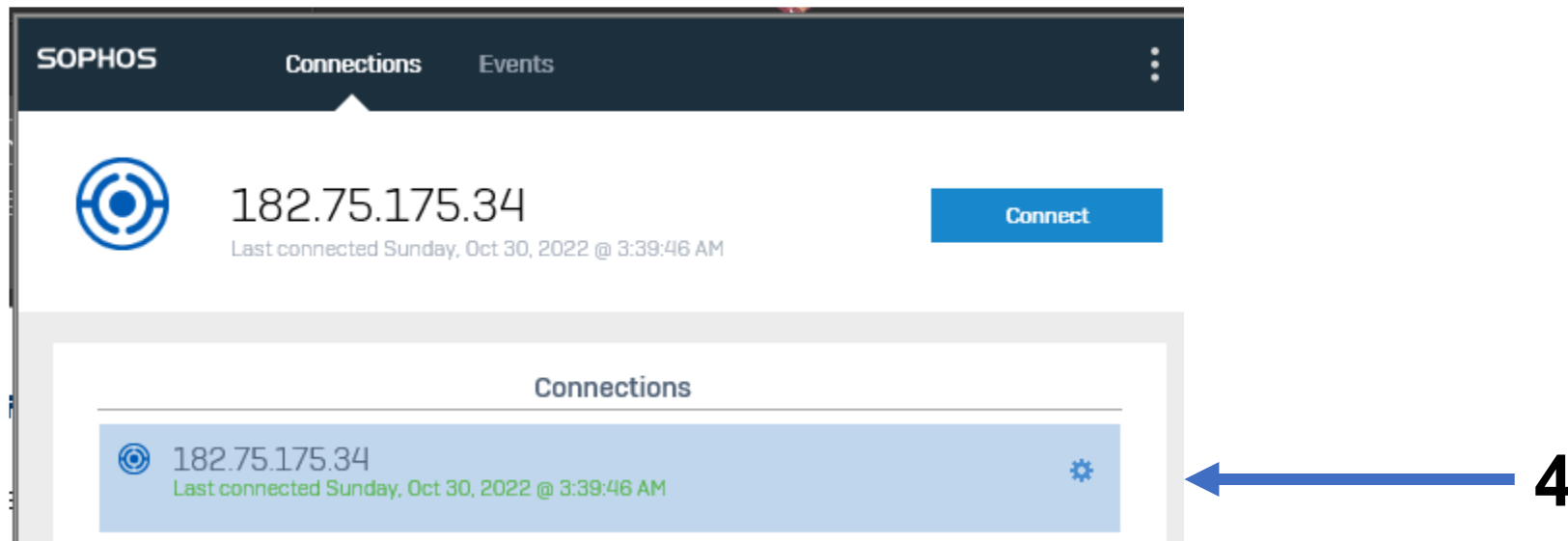
Step – 8: Open the Sophos Connect client & import the (.ovpn) file – (Contd.,)

3. Locate the (.ovpn) downloaded file in your local PC & press 'Open', as this will import the connection details to the Sophos Connect Client



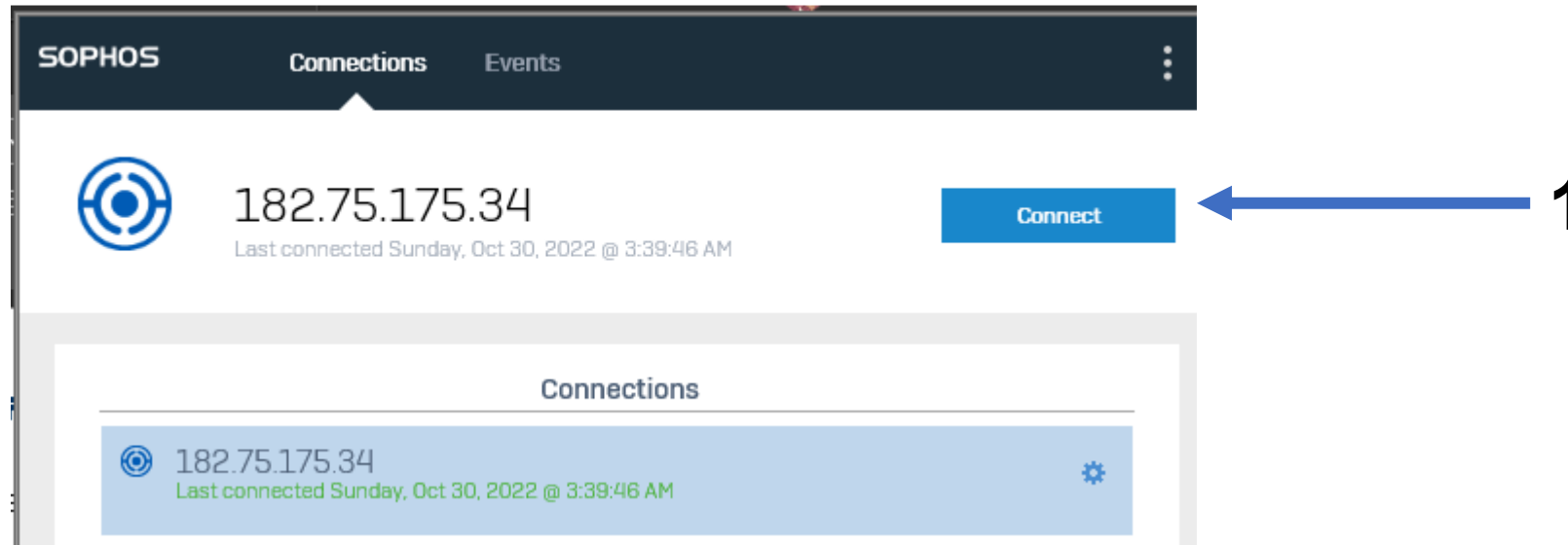
Step – 8: Open the Sophos Connect client & import the (.ovpn) file – (Contd.,)

4. Validate whether you've got the connection details post importing the (.ovpn) file as below...



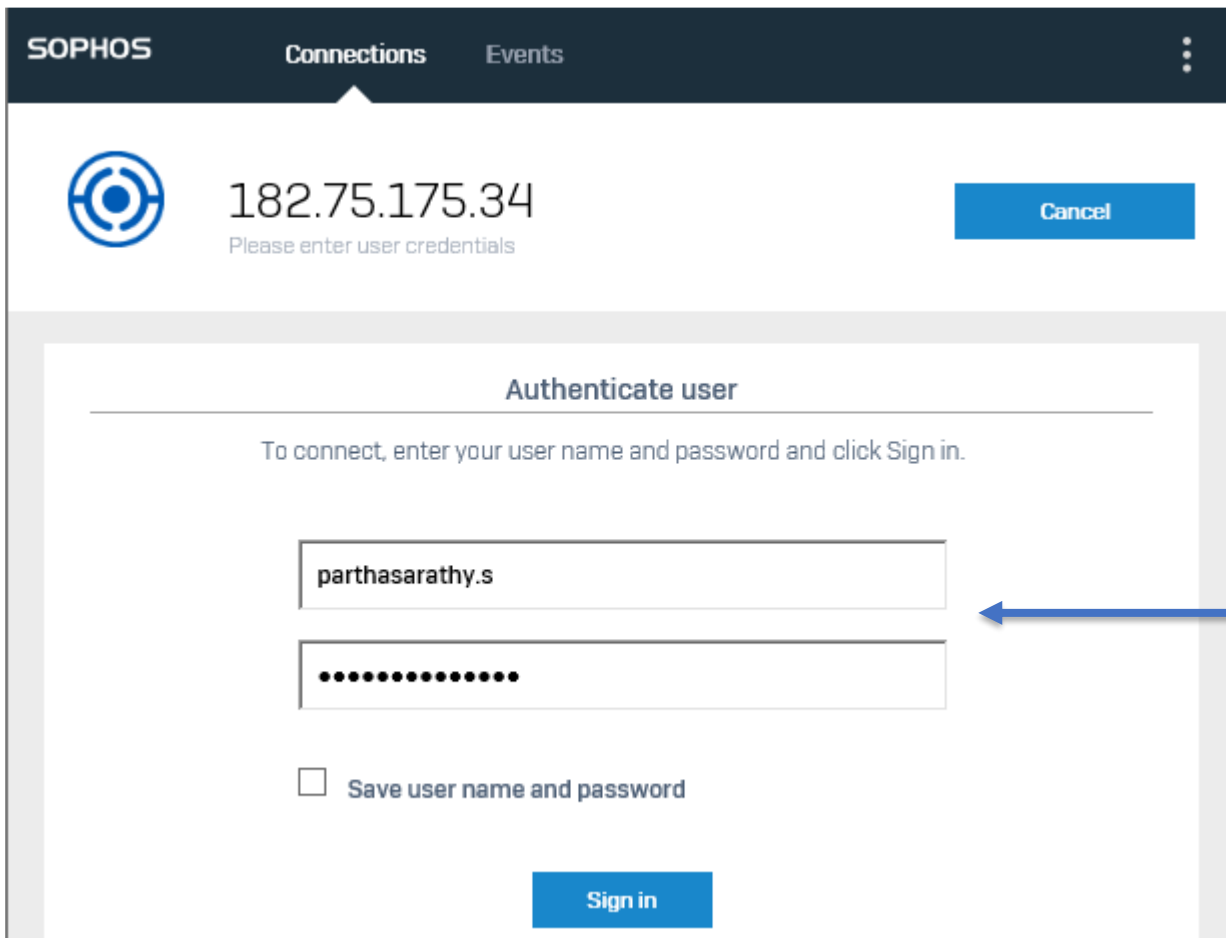
Step – 9: Establishing the VPN connection via Sophos Connect Client

1. Once you've successfully imported the VPN connection, please press 'Connect' tab as shown below..



Step – 9: Establishing the VPN connection via Sophos Connect Client (Contd.,)

2. At this stage, you need to enter your existing AD 'Username' & 'Password' to connect the VPN as below..



The screenshot shows the Sophos Connect Client interface. At the top, there's a dark blue header with 'SOPHOS' on the left and 'Connections' and 'Events' in the center. Below the header, there's a white area with a blue circular icon on the left, the IP address '182.75.175.34' in the center, and a 'Cancel' button on the right. Below this, there's a grey box with the title 'Authenticate user'. Inside this box, there's a message: 'To connect, enter your user name and password and click Sign in.' Below the message, there are two input fields. The first field contains the username 'parthasarathy.s'. The second field contains a series of dots representing a password. Below the input fields, there's a checkbox labeled 'Save user name and password'. At the bottom of the grey box, there's a blue 'Sign in' button.

Please note: You need to enter your password with MFA passcode from your Sophos Authenticator mobile app.

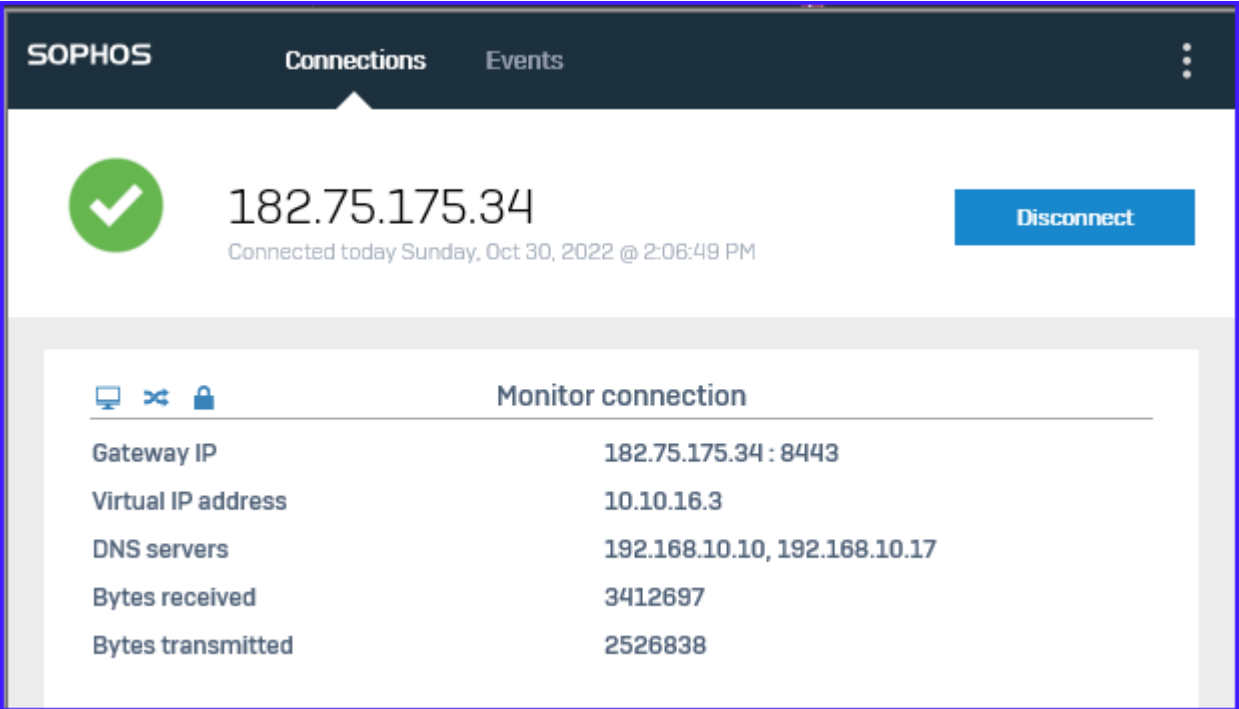
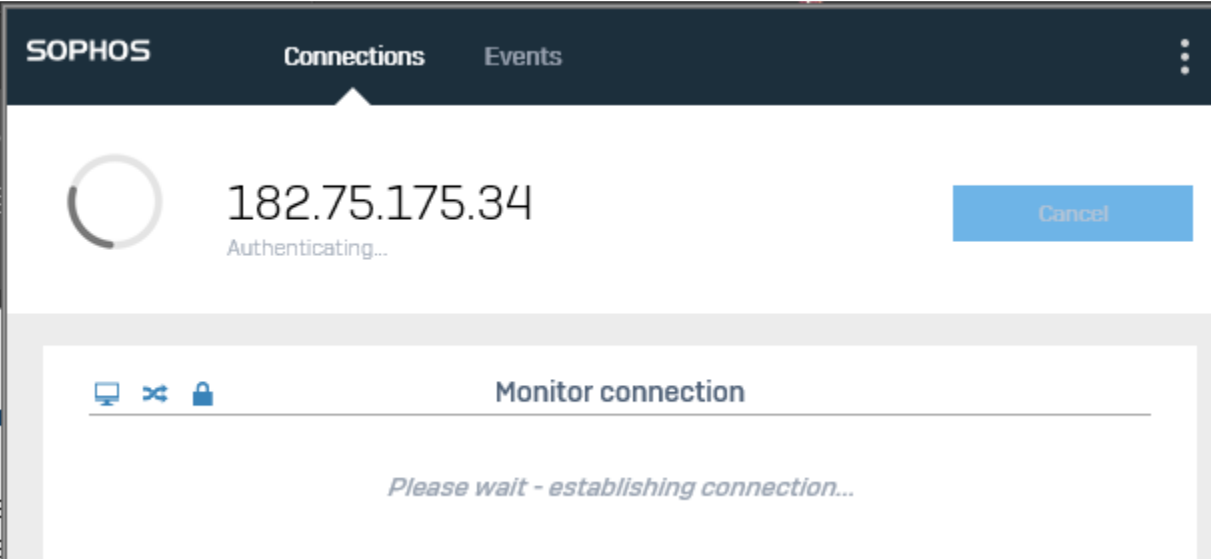
For eg: If your user password is production@123, now you need to enter your password **production@123312056**

Where **312056** is your MFA passcode

2

Step – 10: Establishing the VPN connection via Sophos Connect Client

3. Once you’ve successfully authenticated with the proper password & MFA code, your VPN connection will be established. Post this step, you can access your internal resources as usual



Step – 11: Validation of VPN events in the Sophos Connect Client

You can also validate the VPN connection events in the ‘Events’ tab of Sophos Connect Client, which will clearly give you an idea about all the events recorded

SOPHOS

ConnectionsEvents

OccurredDescription

Clear events

✓

2022-10-20 12:58:07 PM

SECTION

✓

2022-10-20 12:58:10 PM

Sophos Connect version: 2.2.75.0506

✓

2022-10-20 12:58:10 PM

strongSwan version: 5.9.5

✓

2022-10-20 12:58:10 PM

OpenVPN version: 2.5.6.0

✓

2022-10-21 12:41:08 PM

Removing connection 1.23.26.18

✓

2022-10-21 12:41:08 PM

Removed connection 1.23.26.18

✓

2022-10-21 12:52:44 PM

Adding connection file testuser14__ssl_vpn_config.ovpn

✓

2022-10-21 12:52:46 PM

Added connection 1.23.26.18

✓

2022-10-21 12:56:25 PM

Please enter user credentials

✓

2022-10-21 1:04:06 PM

Establishing connection 1.23.26.18

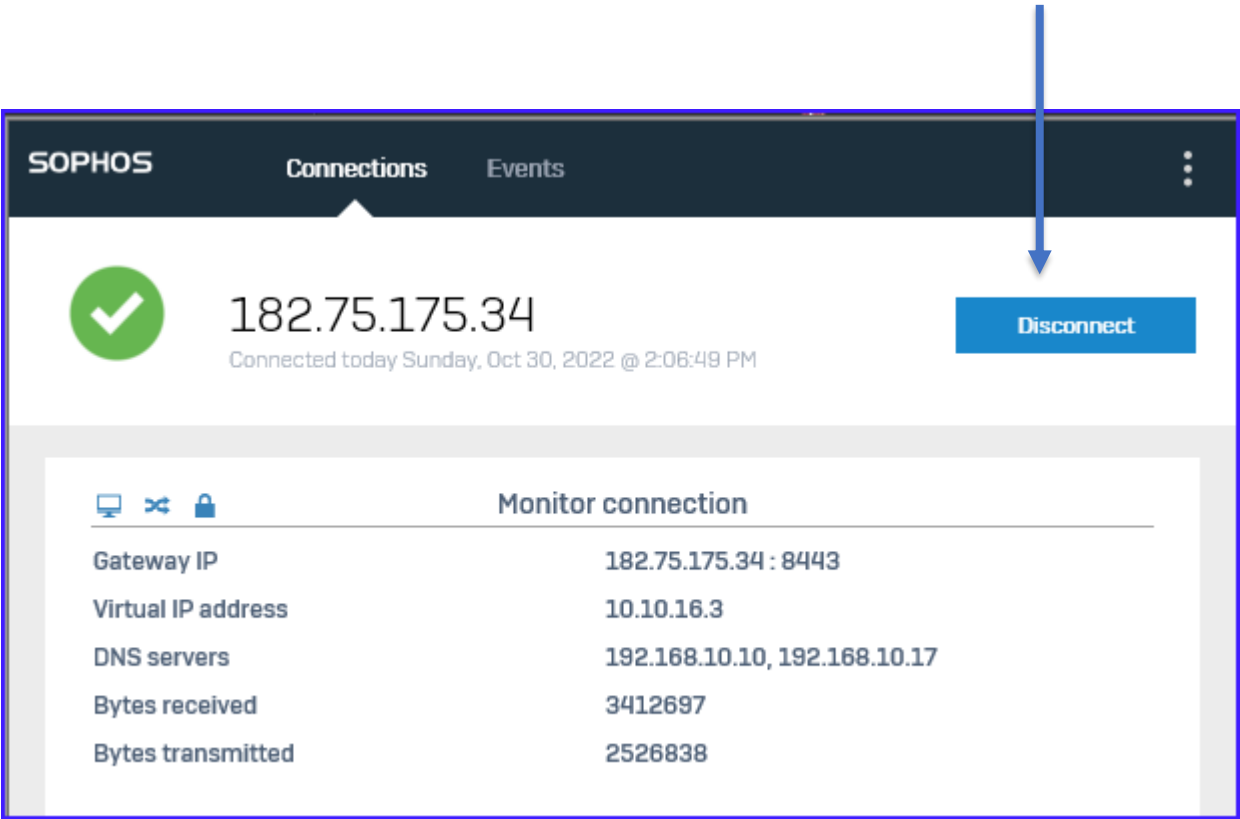
✓

2022-10-21 1:04:19 PM

Established connection 1.23.26.18

Step – 12: Disconnecting your VPN connection

Once you’ve completed all your day-to-day work, you can disconnect your VPN connection from Sophos Connect Client by pressing ‘**Disconnect**’ in the ‘**Connections**’ tab



Important things to be noted

1. Step 1 to Step 8 – **Is a one time activity. As a user, you need to perform these steps only once**
2. Once you're sure that you have already done all the steps from Step 1 – Step 8, from the next time onwards when you want to connect to the VPN, you can directly proceed to Step 9 to establish the VPN connection.
3. This entire MFA enablement is only done for the Sophos VPN Connection, this doesn't affect the way you're logging in to your laptop (Windows/Mac) or Email.
4. If you face any challenges, with respect to establishing the VPN connection or MFA enablement, please reach out to it.helpdesk@tigeranalytics.com or img@tigeranalytics.com