Home ■ VPN Client | **Home** | **Links** | **Contact Us** | **News** | se

NE

DH
we
we
for
ass
He
rec

MAIN MENU

Home

Calendar

Contact Us

Filter List

Links

Network Alarms

Network Report

Services

VPN Client

VPN Registration

WiFi Locations

WiFi Registration

Search

Training

Administrator

Troubleshooting - VPN Client

Written by Administrator
Tuesday, 22 November 2005
Tips for troubleshooting Cisco VPN client...

1. How do I configure a desktop firewall to allow the Cisco VPN Client to function.

Configure the desktop firewall to allow UDP ports 62515, 4500, 259 to pass through.

2. Who installs the Cisco VPN Client?

Your departmental desktop support group is responsible for installation of the Cisco VPN C
departmental systems. You are responsible for your personal system at home, with assista
departmental desktop support group if available.

3. Is administrative or super user access needed to install the Cisco VPN Client?

Yes, administrative or super user access is needed to install the Cisco VPN Client.

4. Can I have VPN Clients from other vendors installed with the Cisco VPN Client?

No. If another VPN Client is installed after the Cisco VPN Client is installed, required driver
overwritten or corrupted, causing the Cisco VPN Client to no longer function.

5. Are there any issues with regards to AOL services?

Yes. AOL dialup or broadband connections have been known to disconnect after a few sec
connection is established. This is due to a "connection keepalive" sent by the AOL backen
to the VPN, the AOL server can no longer communicate with the AOL Client, there by drop
connection. AOL does not currently support VPN services. You may have to subscribe to
support VPN services.

6. Can I print while connected to the VPN?

It depends. If the printer is physically attached to the workstation, you should be able to prin
attached printers should work only if they have a valid IP address. Printers with private net
such as 192.168.x.x are not available for use while attached to the DUHS network via DUH

7. Can I use the Cisco VPN Client with my satellite Internet service?

Most consumer grade satellite Internet services do not support VPN connections. Though
be able to establish a VPN connection, your throughput will be reduced by as much as 50-7
dialup). Don't be surprised that you can't establish a VPN connection at all.

This is because the VPN tunnel will not allow the sophisticated satellite acceleration technic

data packet header information which is required to enhance throughput across the satellite in the poor performance over a VPN tunnel.

8. My Cisco VPN Client has been working for some time, but now it will not work.

If you have had the Cisco VPN Client working for some time, but suddenly it stops working, corrupted files associated with the Cisco VPN Client. If you have installed any new program components, or alters any network configuration files, it is possible that this has corrupted t environment.

Uninstall the Cisco VPN Client, and install a new instance of the Cisco VPN Client.

9. I have forgotten my VPN password.

Please contact the DHTS Helpdesk at (919) 684-2243 and request a VPN password reset.

10. I'm using the Linux/SUN Cisco VPN client, Secure Shell (SSH), and I can't get remote X applica desktop.

This is typically an issue of proper configuration of your Openssh environment. You need t local and remote host.

Edit /etc/ssh/sshd_conf - Set "XForwarding yes"
Edit /etc/ssh/ssh_conf - Set "ForwardAgent yes" & "FowardX11 yes"
Run /etc/init.d/sshd restart

Setting the $DISPLAY environment variable on the remote host is not required, since SSH forwarding. All traffic passes through the SSH tunnel, which will also pass through your de: allowing SSH through.

If you are not using SSH, say for example Telnet, you will have to do the following;

- on local host, if you are running a local desktop firewall, allow 6000-6010:tcp to pass throu
- on local host, (May or may not be required) on Fedora 4, edit /etc/X11/gdm/gdm.conf and
Restart GDM using (Ctrl-Alt-Backspace) keyboard sequence.
- on local host, run command "xhost +"
- on local host, establish VPN connection to remote host
- on remote host, set DISPLAY environment variable to your {VPN IP-ADDR}:0
- on remote host, start X application

Last Updated (Tuesday, 06 December 2005)

< Prev

[Back]