

## User Guideline for “CSM SSL VPN” Connection

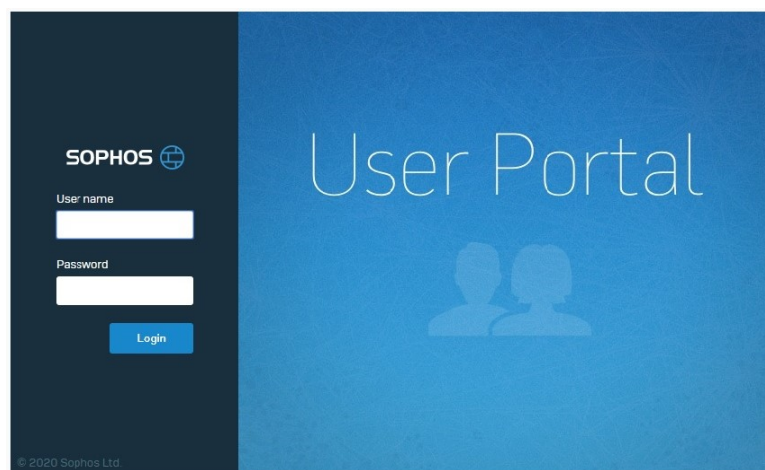
“CSM SSL VPN” is the corporate Virtual Private Network connection facilitated by CSM-IT Division to the end user for connecting to the CSM HQ network. This is only facilitated for accessing the server environment available at CSM HQ. The authorized user having UID/PWD can only use this connection.

### 1. Pre-requisites for this connection

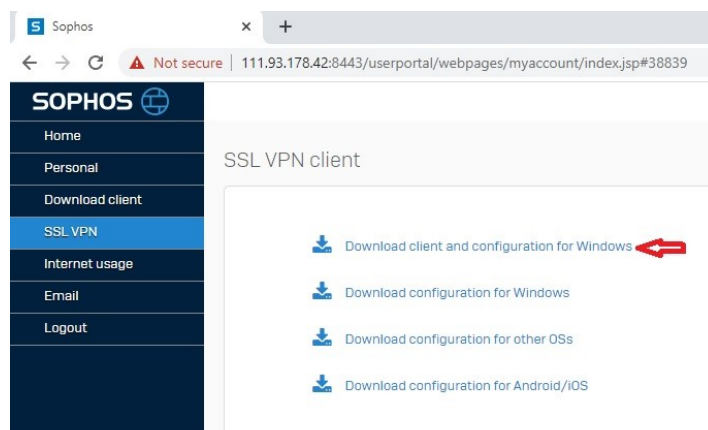
- User ID and Password [**provided by CSM-IT team**]
- Installation of VPN Software in the system [**Software will be facilitated by CSM-IT team**]
- Internet to the system [**User's responsibility**]
  - ✓ User can access their LAN based Internet connectivity. i.e. Broadband, leased line, Wireless etc.
  - ✓ User can access the Hot spot through mobile.

### 2. How to connect CSM SSL VPN?

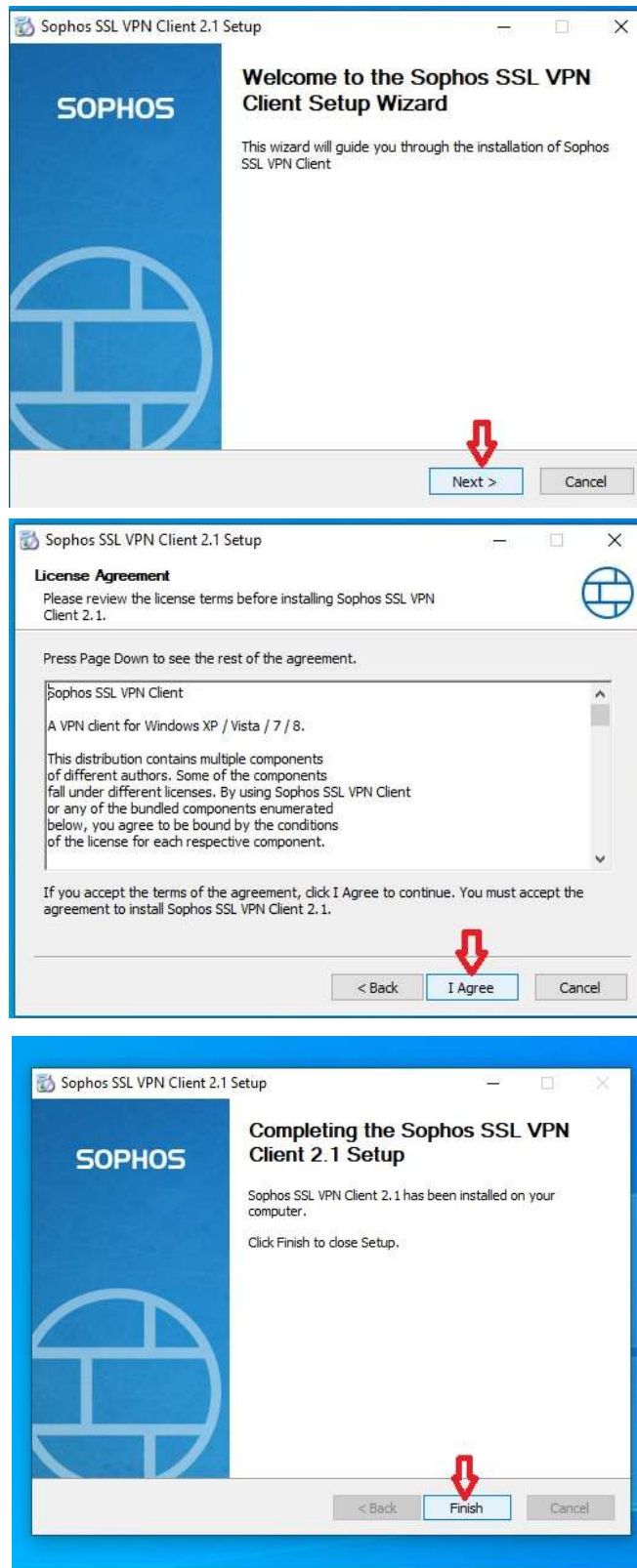
- a) Access the URL link - <https://111.93.178.42:8443>
- b) You will be asked for username and password. Give as provided by IT Team. (The password is case sensitive)



- c) After giving credentials you will get below screen. Click on Download Client and install it. **(The user must have admin privilege in the system to install the software)**

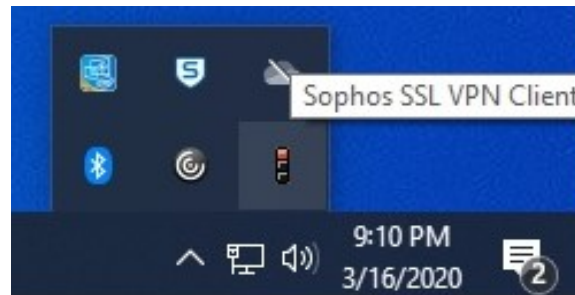


Follow the below installation process.

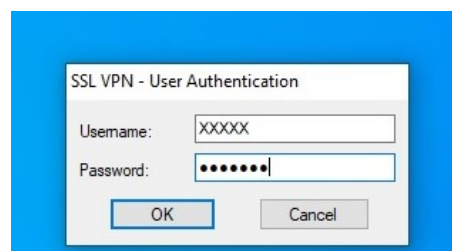


After installation you will get Sophos SSL Client on your notification bar.

- d) Right click on it and select login.



- e) You will be getting VPN Credentials via mail. Give username and password as provided.



**Note**

- a) For any support for configuration/troubleshooting, please contact 0674-6635999/444
- b) All the activities done through this connection is fully tracked by CSM-IT team. So please use this connection for official use only.
- c) Please do not share the user ID and Password.
- d) The authentication to the servers are limited with user privileges.
- e) The accessibility is depending upon the speed and availability of Internet at user's end. So in case of interruption of connection, the user has to re-connect VPN again. Interruption may be happened due to attending telephone connection from the same mobile number using hot-spot.

**This guideline is prepared by the CSM-IT team considering the guideline of SOPHOS (OEM) Firewall.**

## FAQ (Frequently Asked Questions)

1. VPN Portal loading issue.

Sol. This causes due to slowness in internet. Try to use Wi-Fi Dongle or Home network (if present).

2. VPN Disconnected and not able to login again.

Sol. Reasons for disconnection are below –

a) Slowness in internet.

b) Internet disconnected on regular basis if connected from Mobile.

c) Network unavailability at particular reason etc.

When network fluctuates, VPN get disconnected at system end but session didn't get closed at other end. Wait for few minutes and retry again. If you are not able to connect after few minutes, contact help desk number. We will manually end your session.

3. Not able to connect Outlook while in VPN.

Sol. This may happen if you are using mobile network for VPN. As mobile network is slow and Outlook needs good bandwidth. You can use mail via webmail. <https://mail.csm.co.in> as an alternate mail access.

4. Not able to access Server9 or any other server with domain name.

Sol. VPN users access local servers with local IPs. List of required servers need to be provided to IT dept. If not, please contact helpdesk number @0674 6635 999 / 444.

List of Servers and LAN IPs –

\\Server9 - \\192.168.10.41

\\192.168.10.42

\\192.168.10.43

\\Server22 - \\192.168.10.9

And then give your Domain ID and Password.

5. If particular website not working.

Sol. While in VPN you will be using CSM DNS and as per Internet Security Policy, few of the websites have been allowed barring rest for security reasons.

6. How to access internet?

Sol. Internet access will be as usual. It will use your own mobile/wi-fi/ broadband network.