"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 as the old version. The authorized user having UID/PWD can only use this connection.

New:
    a) If you are a new VPN user/ uninstalling the older version, install the newer version.
    b) User will be guided by newer version and the newer installation process.

1. **Pre-requisites for this connection**
   *   VPN 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 the username and password. Give as provided by IT Team. (The password is case sensitive)

SOPHOS

Username

sikshya.das

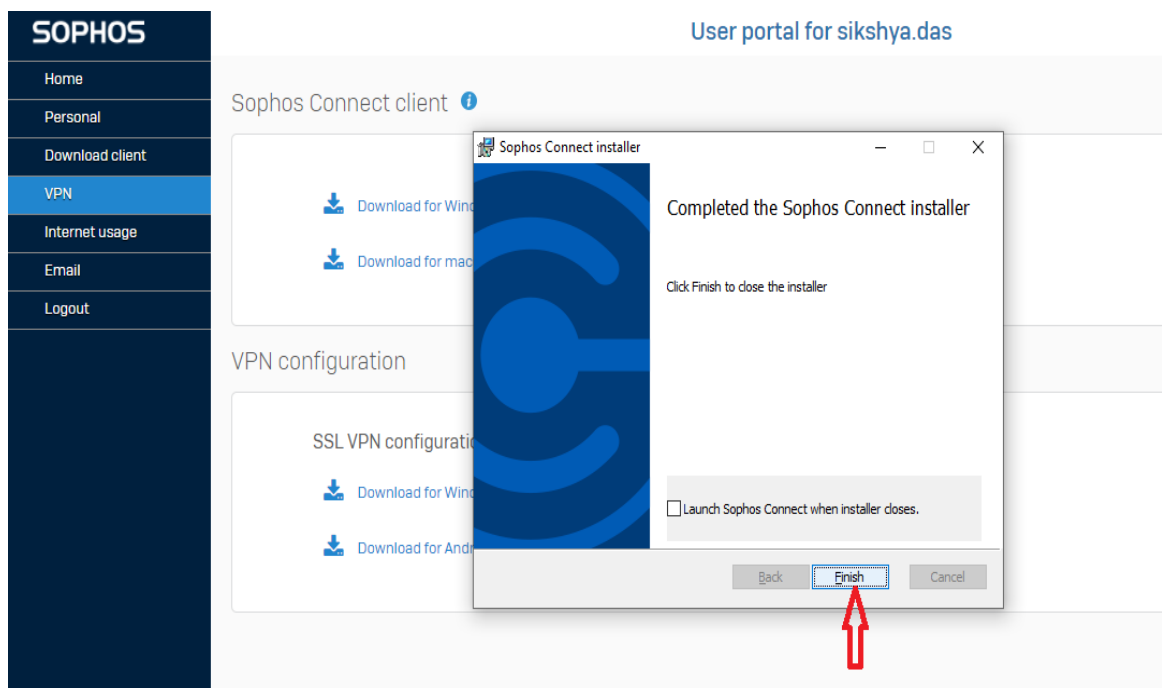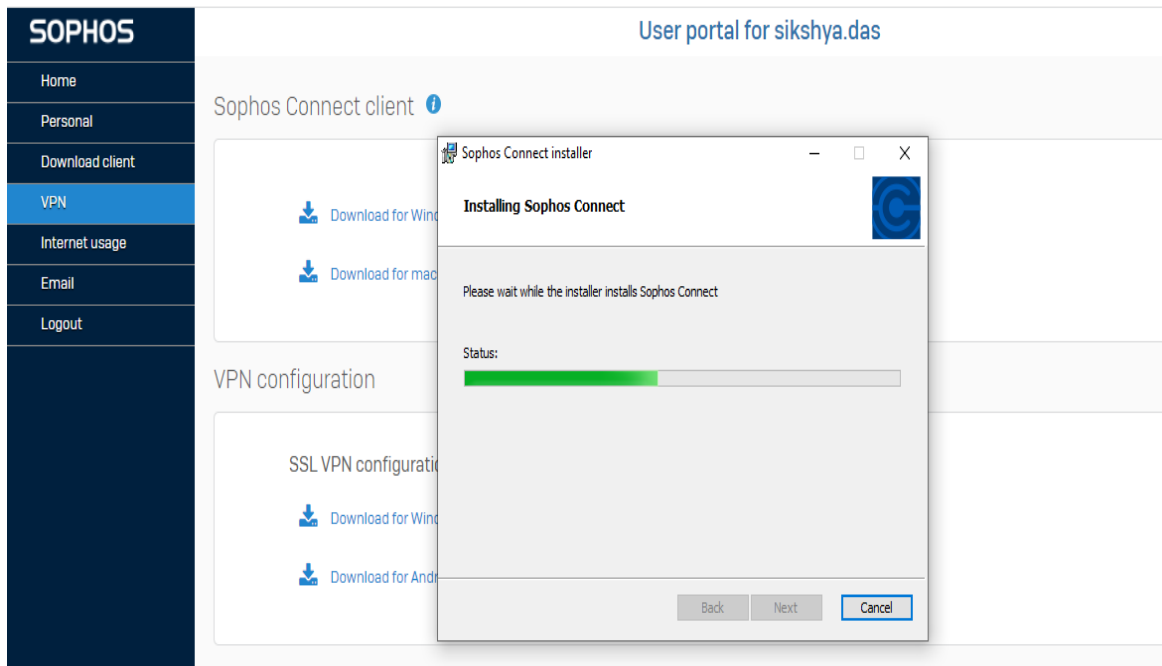Password

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Login

User Portal
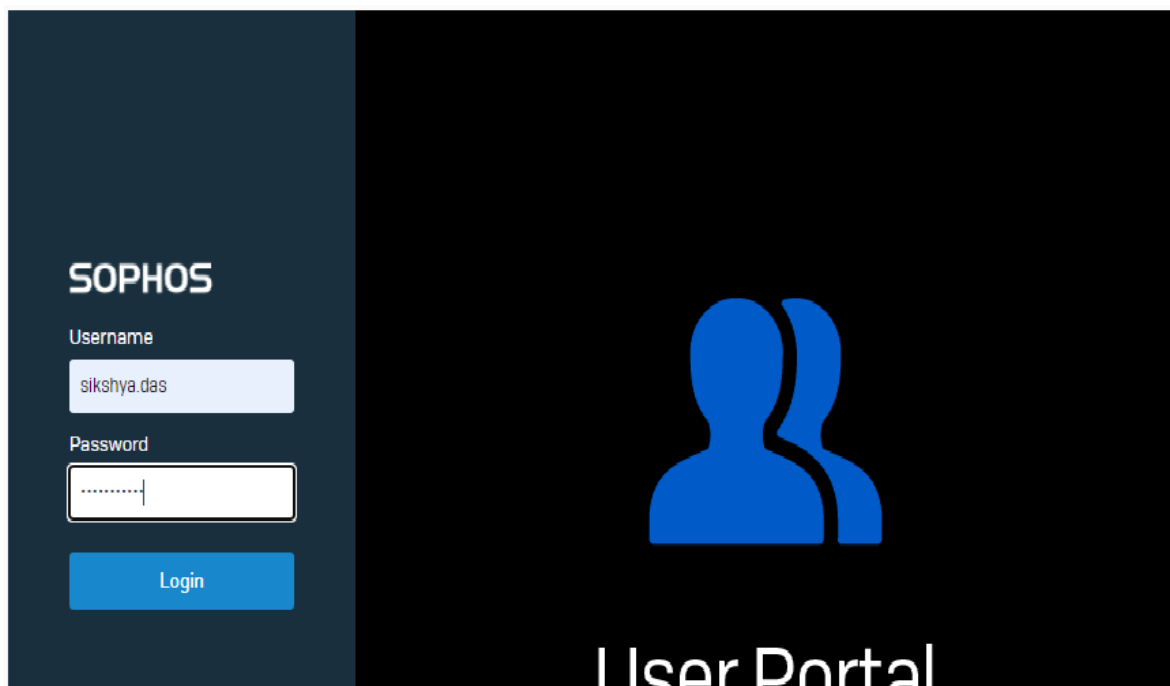
After giving credentials, you will get the below screen. Click on "Download for windows" & "Download for Windows, macOS, Linux". (**The user must have admin privilege in the system to install the software**)
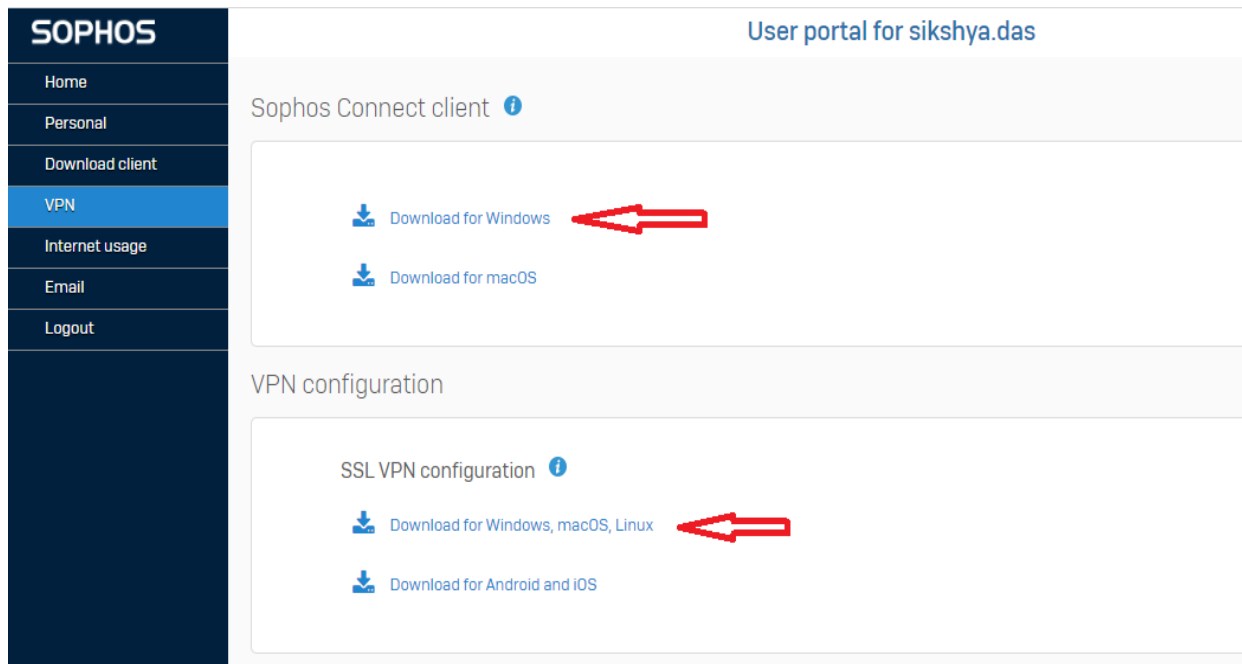
Install the **SophosConnect_2.1.20_(IPsec_and_SSLVPN)** from your downloaded files.
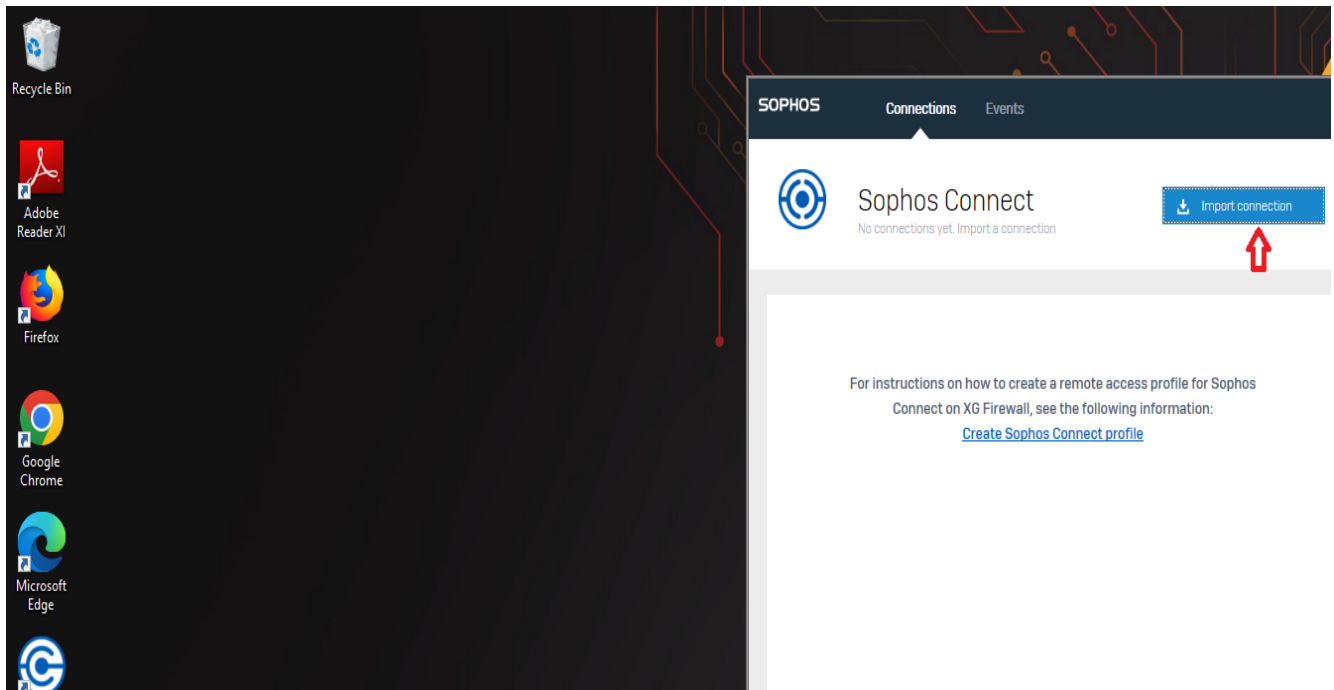Follow the below installation process.
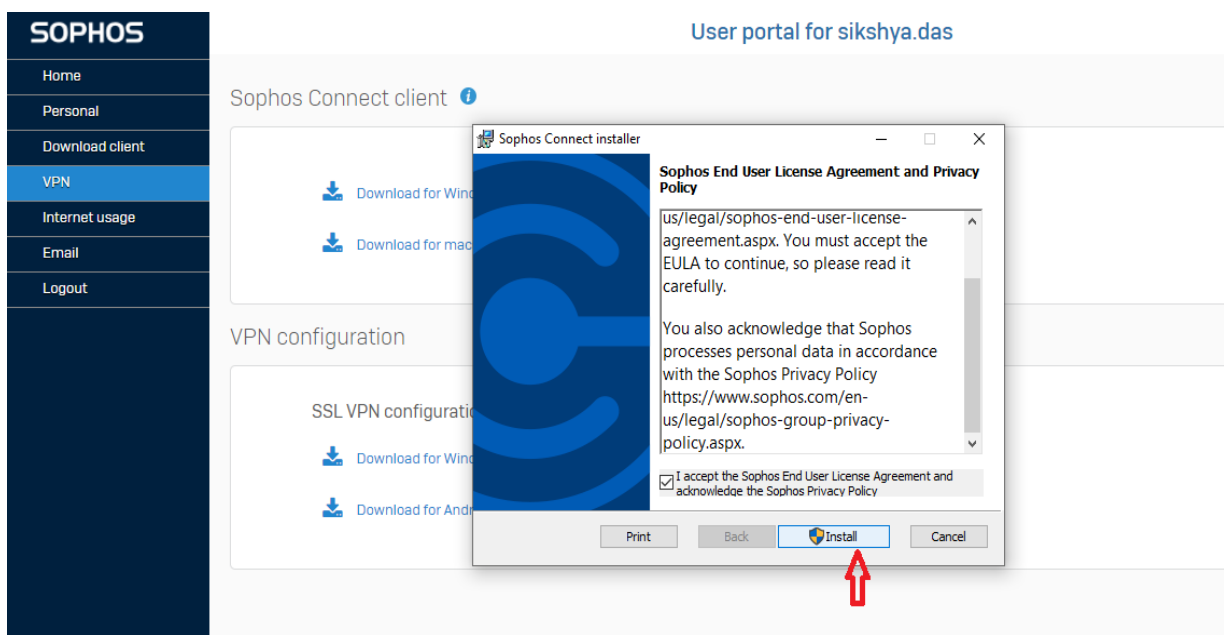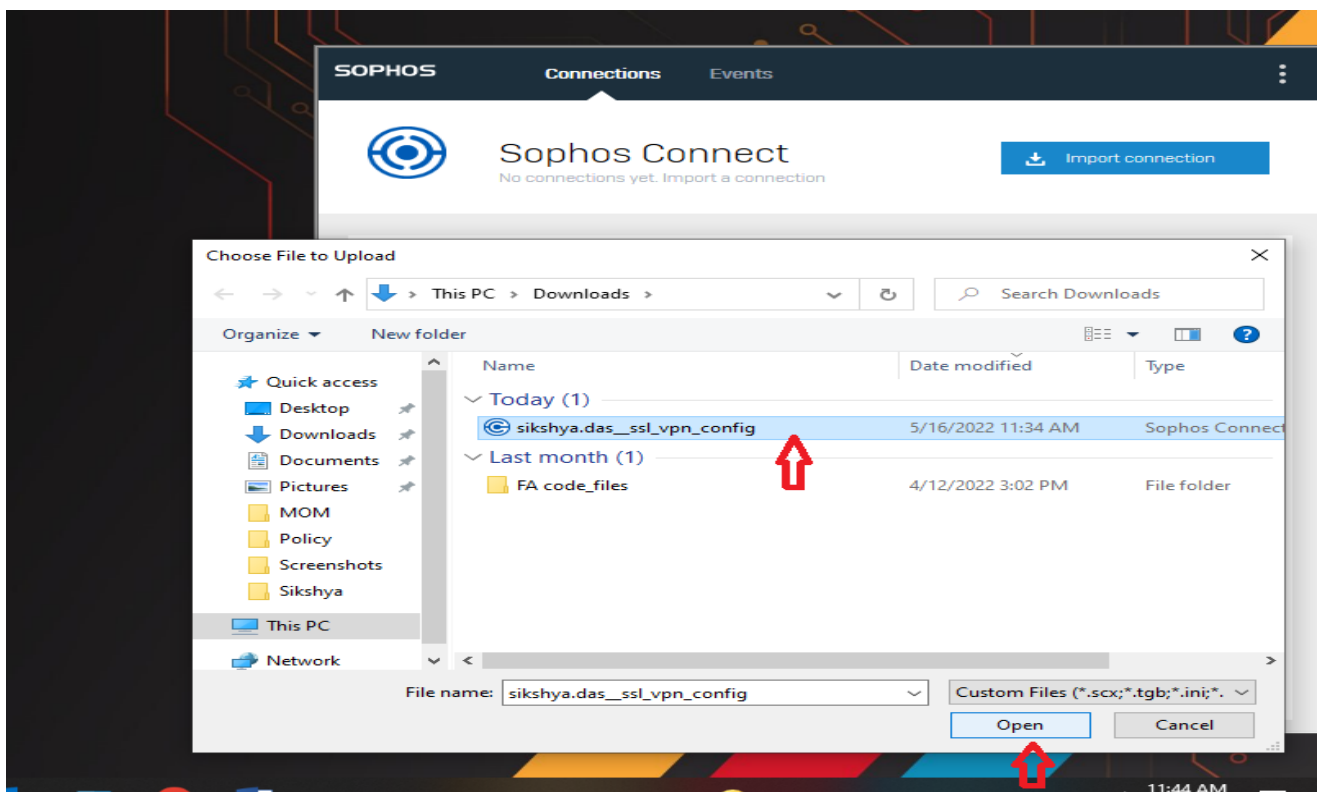
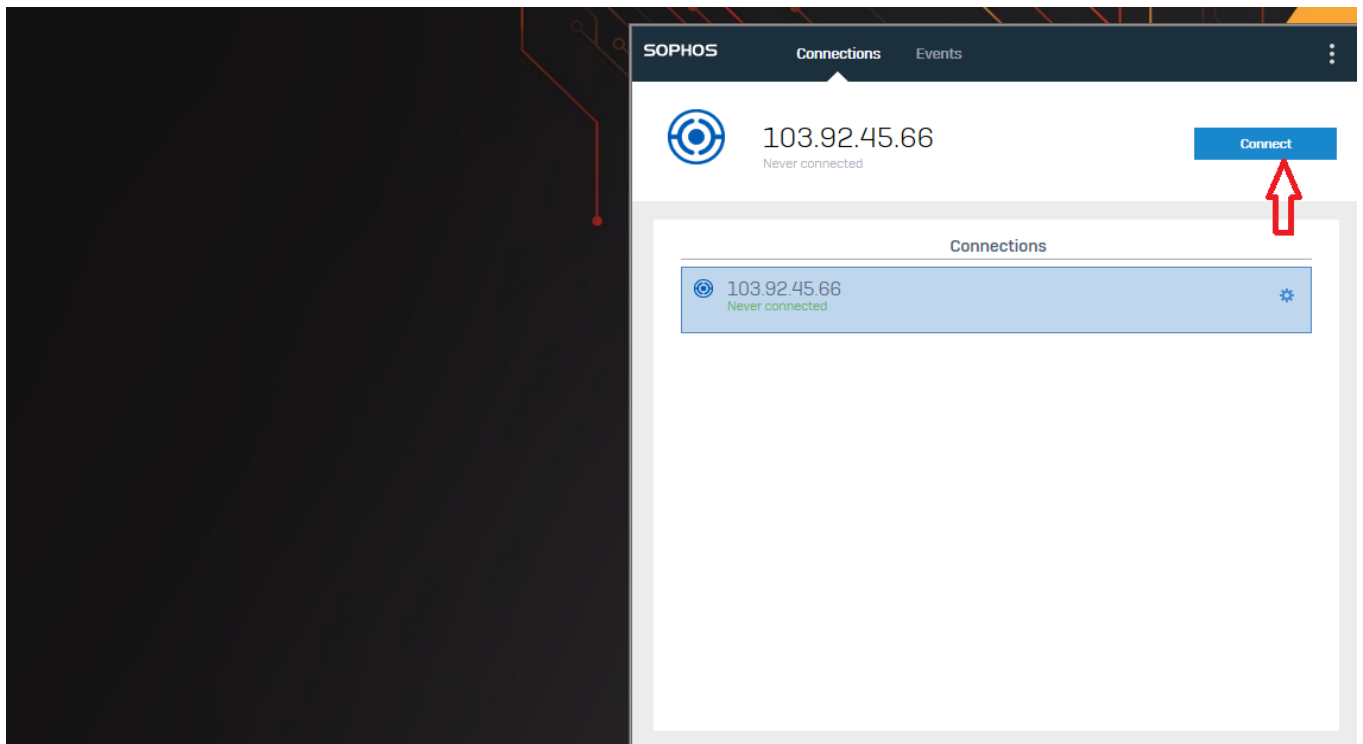After installation you will get a new Sophos SSL logo on your notification bar.

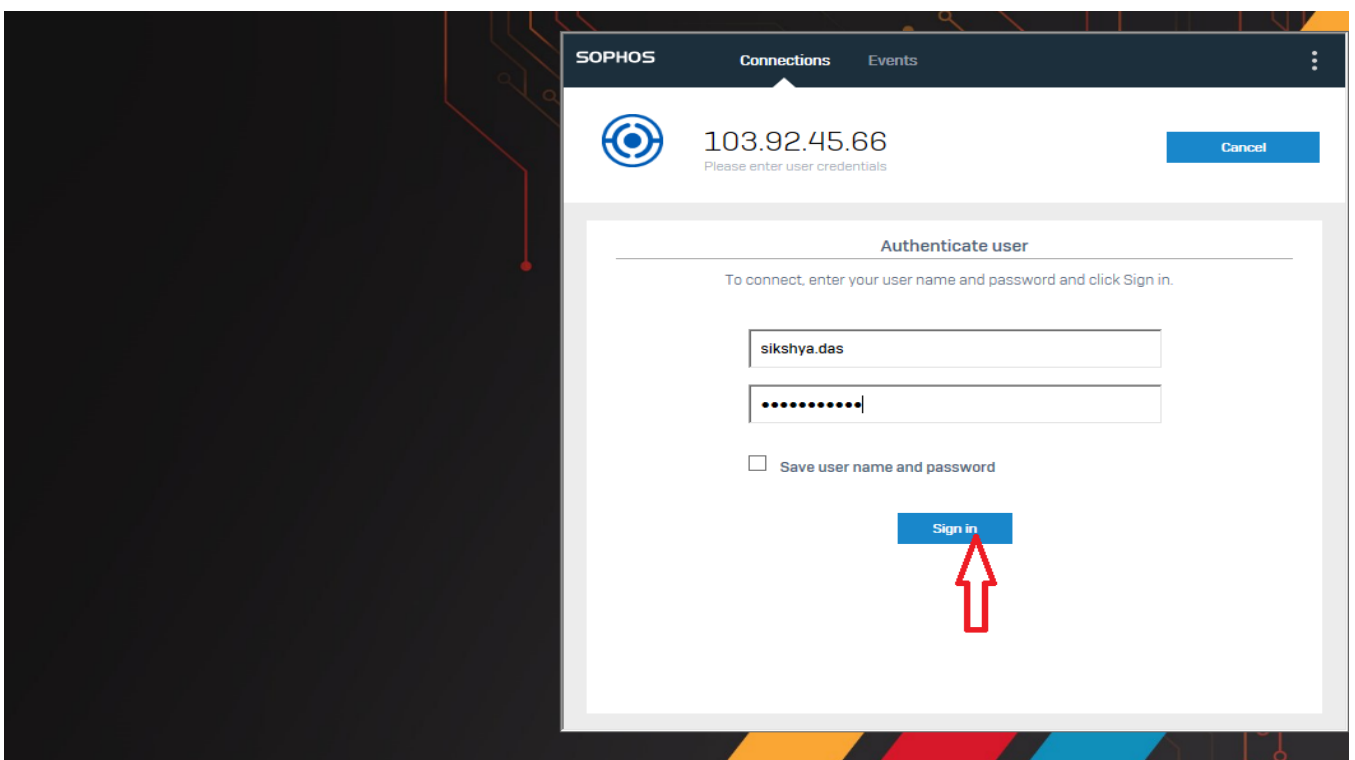a) Click on the Sophos icon and then click on import connection.

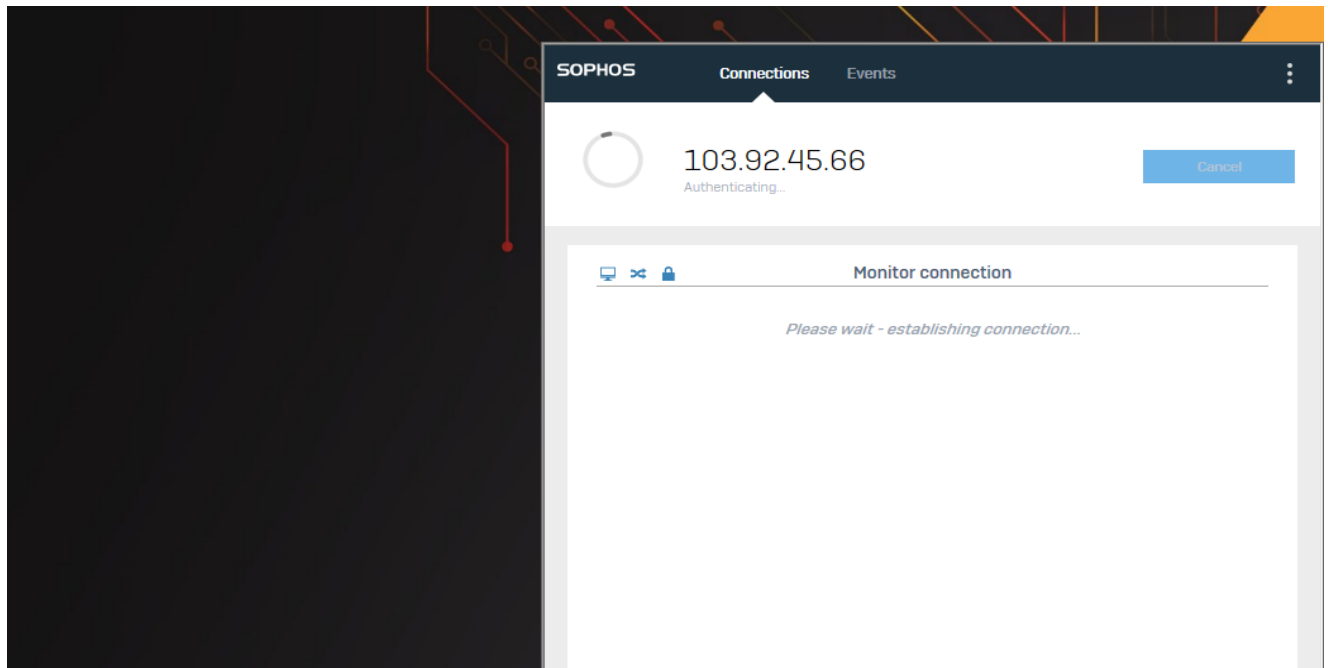b) Choose the downloaded file of SSL VPN configuration as below.

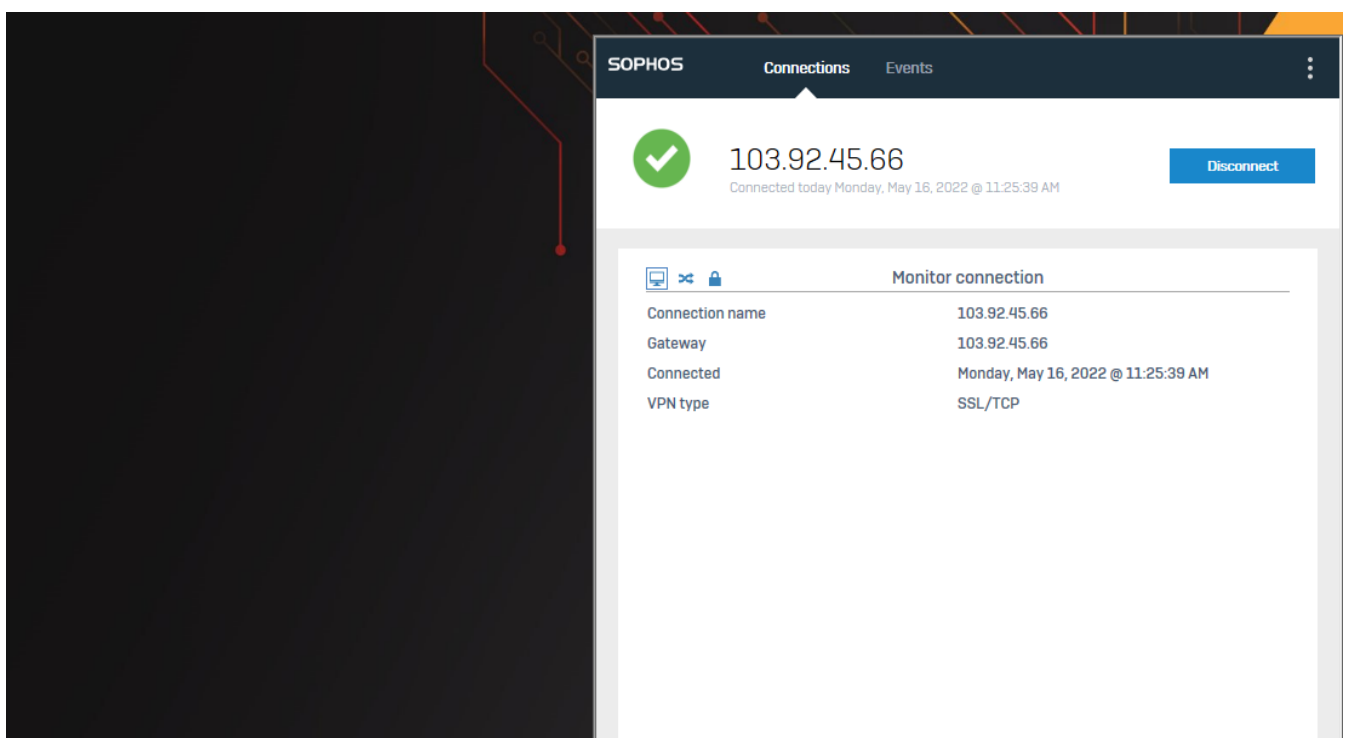c) You will get the below page. Click on Connect.

d) Enter VPN credential as given in the below screenshot and sign in. It will take few time to be signed in.

Then you will successfully logged into your SSL VPN account.

Note

a) *For any support for configuration/troubleshooting, please contact 0674-6635999*
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.tech 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
List of Servers and LAN IPs –
\\Server9 –   \\192.168.10.41
                 \\192.168.10.42
                 \\192.168.10.43
\\Server22 -   \\192.168.10.9
\\server30 - \\192.168.10.201

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 baring 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.