



Preface

The *VPN Client User Guide for Windows* tells you how to install, use, and manage the Cisco VPN Client with Cisco Systems products.

Audience

This guide is for users of remote clients who want to set up virtual private network (VPN) connections to a central site. Network administrators can also use this guide for information about configuring and managing VPN connections for remote clients. We assume that you are familiar with the Windows platform and know how to use Windows applications. A network administrator should be familiar with Windows system configuration and management and know how to install, configure, and manage internetworking systems. For information specific to a network administrator, see *VPN Client Administrator Guide*.

Organization

This guide is organized as follows:

Chapter	Title	Description
Chapter 1	Understanding the Cisco VPN Client	Explains briefly what the VPN Client is and how it works.
Chapter 2	Installing the VPN Client	Tells you how to install the VPN Client.
Chapter 3	Navigating the User Interface	Describes the main VPN Client window and the tools, tabs, menus and icons for navigating the user interface, including accessibility features.
Chapter 4	Configuring and Managing Connection Entries	Tells you how to configure the VPN Client, including setting optional parameters.
Chapter 5	Connecting to a Private Network	Tells you how to connect to a private network using the VPN Client and an Internet connection; shows how to get status information on your connection, and how to use automatic VPN initiation.

Chapter	Title	Description
Chapter 6	Enrolling and Managing Certificates	Tells you how to obtain digital certificates to use for authentication and how to manage these certificates on your system.
Chapter 7	Managing the VPN Client	Tells you how to manage VPN Client connections, upgrade or uninstall VPN Client software, reconfigure the VPN Client automatically, use the Log, and set up special features such as Start Before Logon.
Appendix A	Copyrights and Licenses	Provides copyright and license information for software that the VPN Client uses.

Terminology

In this user guide, the term Cisco VPN device refers to the following Cisco products:

- Cisco VPN 3000 Series Concentrators
- Cisco Secure PIX Firewall devices
- IOS platform devices, such as the Cisco 7100 Series Routers

Related Documentation

The VPN Client includes an extensive online HTML-based help system, including a pdf version of the manual, that you can access through a browser in several ways:

- Click the Help icon on the Cisco Systems VPN Client programs menu (Start > Programs > Cisco Systems VPN Client > Help).
- Press **F1** while using the applications.
- Select Help > Help VPN Client from the Help menu.

The *VPN Client Administrator Guide* tells a network administrator how to:

- Configure a VPN 3000 Concentrator for several specific features:
 - Configure a VPN 3000 Concentrator for remote access users
 - Configure VPN Client firewall policy on a VPN 3000 Concentrator
 - Notify remote users of a client update
 - Set up Local LAN Access for the VPN Client
 - Configure the VPN Concentrator to update VPN Client backup servers
 - Set up the VPN Concentrator and the VPN Client for NAT Transparency
 - Configure Entrust Entelligence for the VPN Client
 - Set up authentication using Smart Cards.
- Automate remote user profiles
- Configure auto initiation
- Use the VPN Client command-line interface

- Customize the VPN Client software (text, icons and installation)
- Use the SetMTU application
- Obtain troubleshooting information
- Work with Microsoft Windows Installer

The VPN Client guides are provided on the Cisco VPN 3000 Concentrator's software distribution CD-ROM in PDF format. To view the latest version on the Cisco Web site, go to the following site and click **VPN Client**.

http://www.cisco.com/en/US/products/sw/secursw/ps2308/prod_technical_documentation.html

VPN 3000 Series Concentrator Documentation

The *VPN 3000 Concentrator Series Getting Started* guide explains how to unpack and install the VPN Concentrator, and how to configure the minimal parameters. This is known as *Quick Config*.

The *VPN 3000 Series Concentrator Reference Volume I: Configuration* explains how to start and use the VPN Concentrator Manager. It details the Configuration screens and explains how to configure your device beyond the minimal parameters you set during quick configuration.

The *VPN 3000 Series Concentrator Reference Volume II: Administration and Monitoring* provides guidelines for administering and monitoring the VPN Concentrator. It explains and defines all functions available in the Administration and Monitoring screens of the VPN Concentrator Manager. Appendixes to this manual provide troubleshooting guidance and explain how to access and use the alternate command-line interface.

The VPN Concentrator Manager also includes online help that you can access by clicking the **Help** icon on the toolbar in the Manager window.

Other useful books, articles, and websites include:

- *Dictionary of Internetworking Terms and Acronyms*. Cisco Press: 2001
- Kosiur, Dave. *Building and Managing Virtual Private Networks*. Wiley: 1998.
- Sheldon, Tom. *Encyclopedia of Networking*. Osborne/McGraw-Hill: 1998.
- www.ietf.org for Internet Engineering Task Force (IETF) Working Group drafts on IP Security Protocol (IPSec).

Cisco PIX Firewall Documentation

The VPN Client can also interact with the Cisco PIX Firewall. For information about using the PIX Firewall product, see the following documents.

- *Cisco PIX Firewall and VPN Configuration Guide, Version 6.3*
- *Cisco PIX Firewall Command Reference, Version 6.3*

Conventions

This document uses the following conventions:

Convention	Description
boldface font	User actions and commands are in boldface .
<i>italic</i> font	Arguments for which you supply values are in <i>italics</i> .
screen font	Terminal sessions and information the system displays are in screen font.
boldface screen font	Information you must enter is in boldface screen font.

Notes use the following conventions:



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Cautions use the following conventions:



Caution

Means *reader be careful*. Cautions alert you to actions or conditions that could result in equipment damage or loss of data.

Data Formats

As you configure and manage the system, enter data in the following formats unless the instructions indicate otherwise:

Type of Data	Format
IP Addresses	IP addresses use 4-byte dotted decimal notation (for example, 192.168.12.34); as the example indicates, you can omit leading zeros in a byte position.
Subnet Masks and Wildcard Masks	Subnet masks use 4-byte dotted decimal notation (for example, 255.255.255.0). Wildcard masks use the same notation (for example, 0.0.0.255); as the example illustrates, you can omit leading zeros in a byte position.
MAC Addresses	MAC addresses use 6-byte hexadecimal notation (for example, 00.10.5A.1F.4F.07).
Hostnames	Hostnames use legitimate network hostname or end-system name notation (for example, VPN01). Spaces are not allowed. A hostname must uniquely identify a specific system on a network.

Type of Data	Format
Text Strings	Text strings use upper- and lower-case alphanumeric characters. Most text strings are case-sensitive (for example, simon and Simon represent different usernames). In most cases, the maximum length of text strings is 48 characters.
Port Numbers	Port numbers use decimal numbers from 0 to 65535. No commas or spaces are permitted in a number.

Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://www.cisco.com/register/>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

