



SymVPN 1.00



User Guide

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1 DOCUMENT INFORMATION

This document is the user guide for the **SymVPN 1.00** (S60 3rd edition) application.

1.1 TERMINOLOGY

Abbreviation	Definition
AP	Access Point
SIS	Symbian OS Installation System
S60	Symbian OS Series 60 platform (3rd edition)
SymSMB	SMB client for S60 3 rd edition from Telexy Networks Inc. (www.telexy.com)
SymVPN	PPTP VPN client for S60 3 rd edition from Telexy Networks Inc. (www.telexy.com)

1.2 REVISION HISTORY

Date	Version	Description
10-Nov-08	0.01	First draft
12-Nov-08	0.02	Beta version
22-Nov-08	0.90	RC1
25-Nov-08	1.00	Release 1.00
06-Jan-09	1.00	Build 52
26-Apr-09	1.00	Build 65
04-May-09	1.00	Build 71
28-Sep-09	1.00.079	Build 79
16-Oct-09	1.00.080	Corresponds to version 1.00.080

2 INTRODUCTION

SymVPN 1.00 is a S60 (3rd edition) VPN client application that:

- provides individual users with secure access to their organization or home network;
- targeted for use with VPN Servers that support PPTP protocol (for instance: Windows 2003 Server, Windows XP, Windows Vista);
- secures basic VPN client functionality (user authentication, channel data encryption, session with VPN Server management) based on PPTP tunnelling protocol.

SymVPN 1.00 allows you to create a regular Access Point (from the Symbian OS point of view) that can be used in an ordinary manner by any appropriate application that requires an Internet connection.

For example, SymVPN-created Access Point, combined with SymSMB, will secure your access to the home file server over the Internet. Or you can use it with a Web-browser (Opera-browser works fine for this purpose) to get in your organization's Intranet. Or you can use it with MailForExchange to enjoy a secure channel with your corporative Exchange server. And so on.

2.1 SUPPORTED PLATFORMS & DEVICES

The application is compatible with the following S60 3.0/3.1 edition devices:

- **Nokia E-Series:** E50, E51, E55, E60, E61, E61i, E62, E63, E63 NAM, E65, E66, E70, E71, E75, E90;
- **Nokia N-Series:** N73, N76, N77, N78, N79, N80, N80 Internet Edition, N81, N81 8GB, N82, N85, N86 8MP, N91, N91 8GB, N92, N93, N93i, N95, N95 8GB, N95-3 NAM;
- **Samsung:** G810, i550, i550w, i8510 INNOV8, SGH-i7110.

It is expected that **SymVPN 1.00** will work normally, in general, with any S60 3.0/3.1 edition devices with WLAN, 3G or WiMAX support.

2.2 SYMPVN-CREATED ACCESS POINT VISIBILITY

The fact that some applications do not list SymVPN-created access points does not mean that these applications cannot see SymVPN APs. They could have displayed them just as any other applications that show SymVPN-created access points successfully (Web, Opera, MailForExchange, SymSMB, etc.). Those applications not displaying them just ignore the fact that Symbian S60 supports not only very popular LAN, CSD, PSD and other bearers, but Virtual bearer (including VPN) as well. For some reason they do not include Virtual APs in the list of APs they offer to the customers.

Unfortunately, this circumstance is out of our control. If you desperately need SymVPN-created access point in some application, please address your request to the corresponding SW developer, asking them to provide a support for Virtual AP in their application.

2.3 S60 FP2 DEVICES CONDITIONAL COMPATIBILITY

SymVPN 1.00 can be used on S60 3.2 edition devices too (Nokia N78, N79, N85, N96, Samsung INNOV8) with the applications that operate with Access Points in 3.0-3.1 editions style (like SymSMB). However, S60 FP2 introduced new method to organize Access Points – Network “Destinations”, which SymVPN 1.00 does not support yet. So, if some S60 FP2 application uses this new network “Destinations” technology, it will definitely not see SymVPN-created AP. That’s why we conditionally have not included S60 FP2 devices in the supported list.

The full support for S60 3.2 may be added to the following SymVPN releases.

2.4 POSSIBLE CHARGES

Connection to and use of the Internet from your cell phone is typically not free. Whether or not you will be charged for using **SymVPN 1.00** (namely, for use of Internet via a Data bearer) can be determined from your local service provider.

3 INSTALLATION AND PREPARATION

The **SymVPN 1.00** is supplied as a single Symbian OS Installation System (SIS) file. It must be transferred to the phone via any version of SymSMB or SymSync, or through USB cable, memory card, Bluetooth or downloaded from **telexy.com** website directly to you phone. Once transferred, the standard installation process can be applied.

3.1 PRE-REQUISITES

Before installing, ensure that the phone supports any Data bearer (WLAN or 3G is most recommended). Make sure that you are in the range of a bearer through which you are going to connect to Internet (for example WLAN router).

Make sure that you possess at least one access account to the existing VPN. It is always a good practice to verify your VPN login parameters using some computer before trying to do it using a phone.

If you need an admission to your organization’s VPN – ask your network administrator for a proper login name and password. If you are going to access your home network – make sure that your home VPN is properly configured. The following links (you can google the same matters with discretion by yourselves) detail the steps necessary to create you home VPN:

- [Windows 2003 Server](#);
- [Windows XP](#);
- [Mac OS X Server](#);
- [Windows Vista](#);
- [Linux](#);

If the VPN server is behind a router, Port Forwarding will need to be done on the router. Standard port usage for **PPTP** is **TCP port 1723**. This port will have to be forwarded to the VPN server's IP. Also please ensure your Firewall doesn't block them.

3.2 INSTALLATION NOTICES

3.2.1 Post-installation reboot



Please, pay attention that **you have to reboot the phone manually in order to finish the installation.**

More detail can be found in "How to Install" section on the [product page](#).

3.3 TRIAL AND REGISTRATION

Telexy Networks offers its products through the following practice. Every product can be used in two stages:

- **Trial version is free to download and use.** This version is fully functional; however it works only for a limited period of time, starting on the date of installation. The tryout period is long enough to understand whether this product suits your needs or not. Thus, by the expiration date you can decide if you are ready to purchase the product.
- **Final version of a product is fully functional and time-unlimited.** First - a personalized license needs to be purchased on the [Telexy website](#). Then it should be registered on your phone (see [section 6.2](#)). These actions legitimize the final version of the product on your device. There is no need to download anything else. Once the license is provided, the trial version becomes fully operational.

Thus, after the first installation the application always finds itself in the trial version state.

4 USING THE TOOL

The basic usage of the system is described in this chapter with corresponding screenshots.

4.1 HOW TO LAUNCH

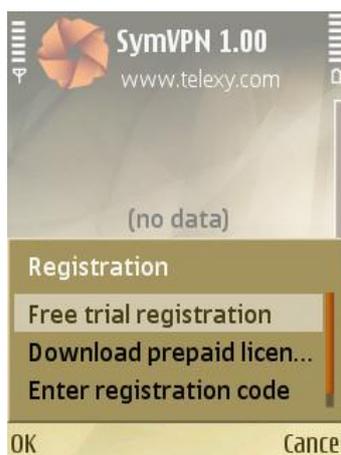


The tool is launched from the phone's application list by selecting "SymVPN 1.00" icon.

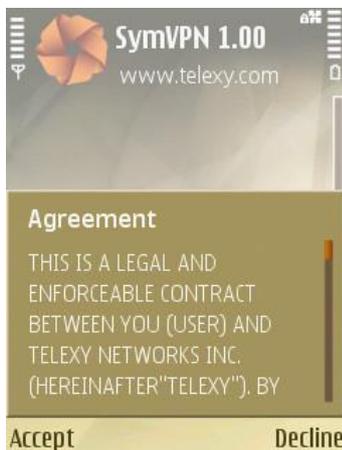
SymVPN 1.00 icon can be placed in different application folders on different devices. Usually, it could be "Applications", "Installed" or "My Own" folder. Please, refer to your phone's manual for more details.

4.1.1 First launch of Trial version

First launch of trial version of the application always causes the "Product registration required!" dialog to appear – in order to use the application in free trial mode you have to go through a simple registration procedure. During this procedure SymVPN 1.00 will connect to www.telexy.com and download a trial license for your phone. Thus, select "Register" > "Free trial registration" > <Appropriate access point> in sequence.

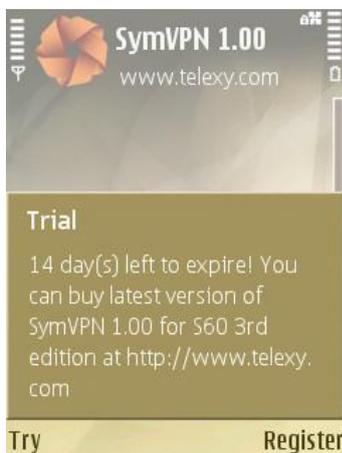


When the license is downloaded, select the "Register" option and complete the registration process by pressing "Ok" soft-key.



Right after the trial registration the "End User License Agreement" dialog will appear. Please, read it carefully and indicate your decision by pressing "Accept" or "Decline" button. "Decline" leads to the application closure. "Accept" means that you agree with EULA and therefore can use the application.

4.1.2 Regular appearance



Next application's screen is just a reminder that the current version is a try-out; therefore it will appear on every launch (with number of days decreasing) until trial license expiration or legal registration. Use the "Try" button to enter the application's main page.

4.2 HOW TO MAINTAIN THE VPN ACCESS POINTS

SymVPN 1.00 allows you to create a special Access Points that:

- 1) provide VPN functionality;
- 2) look just like a regular AP from the Symbian OS point of view.

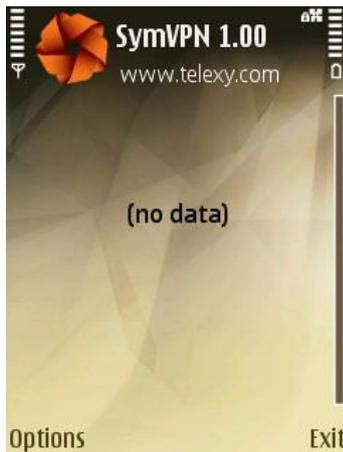
This ability allows the SymVPN-created AP to be used in an ordinary manner by any appropriate application that requires an Internet connection.

New AP must be created if:

- 1) If you need to connect to a new VPN. You have to know the address of the new VPN server, login name and account to access it;
- 2) If you want to copy an existing SymVPN AP, but specify a different access method – different real AP that is used underneath to create a physical connection. This is useful to select the SymVPN AP with an underlying real AP appropriate for your location.

The list of existing SymVPN AP is displayed in the main application screen.

4.2.1 Application's main screen



The main screen in SymVPN 1.00 provides access to SymVPN access points.

The main operations allowed on SymVPN access points are listed in the "Options" menu:

- "Verify" – tests the current SymVPN access point; the result will be displayed on the screen: in case of success - "Connection Info" form; in case of any error – "Error Info" dialog;
- "Edit" – opens a dialog to view or edit the current Access Point;
- "Insert" – opens a dialog to create new Access Point;
- "Delete" – deletes the current Access Point;
- "License" – group of license-related operations:
 - "Properties" – displays the contents of the Beta license.
 - "Register" – downloads the purchased license to phone and registers it or receives a license via "Registration Code" (not available once the phone is registered);
 - "Buy" – redirects to the developer site where the license can be purchased (not available once the phone is registered);
- "About" – standard "About" information;
- "Help" – provides help description for a current context;



4.2.2 Access Point creation

“Insert” command from the application menu is used to create a VPN access point.

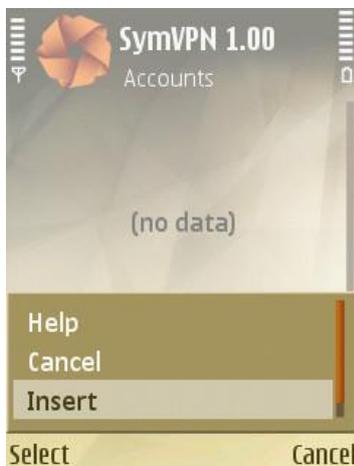
A SymVPN Access Point is described using the following 4 fields:

- “Name” - this is the name under which the SymVPN Access Point will be seen in the phone’s list of available access points;
- “Access point” – real access point that will be used for establishing a physical connection (usually – GPRS, 3G or WLAN access point);
- “Host” – address of the VPN server that you would like to connect to (for example: “telexy.com” or “72.68.124.206”); If you need to use customised PPTP port (not the **default 1723**) then you can indicate it using the following format:

<Host address>[:<PPTP port>]

For example: **MyDomain.com:8080** or **72.64.135.6:1724**

- “Account” – your user account on the “Host”;



If SymVPN is the only application from Telexy Networks, Inc., installed on your phone, then while selecting the “User” account the first time when setting up VPN access point, it will present an empty list in the “Accounts” view. See section [4.2.3](#) for how to operate with accounts.



If however your phone already has an application from Telexy Networks, Inc., then this list will likely not be empty. Select an existing account if it suits the VPN access point being created. If not, a new account needs to be created - see section [4.2.3](#).

4.2.3 "Accounts" section overview.

The "Accounts" section contains the Telexy-specific user account information that is used to ensure secure access between a phone and computer networks (including VPN).

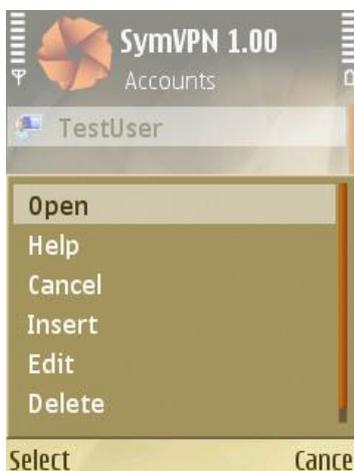
For the case of giving access permissions for the phone to be accessed from a network computer, this register includes the accounts for users that can access the phone's shares (as defined by some Telexy product) from network computers or other phones. For the case of access in the opposite direction (from phone to network computer or VPN), the information to be used to access network locations or VPN networks is listed.

Standard network (or VPN) authentication methods are used to ensure secure access.

The content of this register is your own secret information. Do not share it with others.

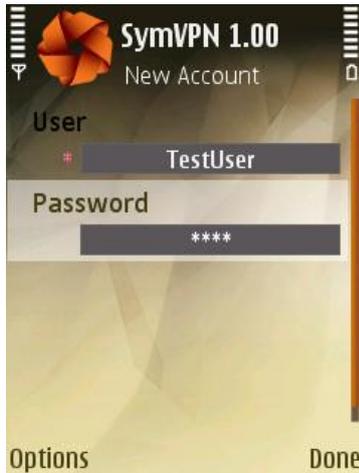
The register can include (if applicable) a pre-defined account "Everyone" that is used by default to assign permissions for local (phones) shares.

The following operations are available in the "Option" menu:



- "Open" - selects the current account for the parent form (equivalent to the soft-key "Done");
- "Help" - provides help for working with accounts;
- "Cancel" - cancels the selection of the account in the parent form;
- "Insert" - creates new account (see [4.2.3.1](#));
- "Edit" - edits existing account (see [4.2.3.1](#));
- "Delete" - delete existing account.

4.2.3.1 Account creation/editing form.



Accounts are described using the following 2 fields:

1) Username:

- a login name for the person that will access the phone's shares from the computer

OR

- a login name for the person that has permissions to access the network computer or VPN;

2) Password - corresponding password for the username field above;



IMPORTANT: Depending on authentication method of your network extended username format might be required.

The extended username format is:

<Domain>\<Username>

For example: **telexy\guest**

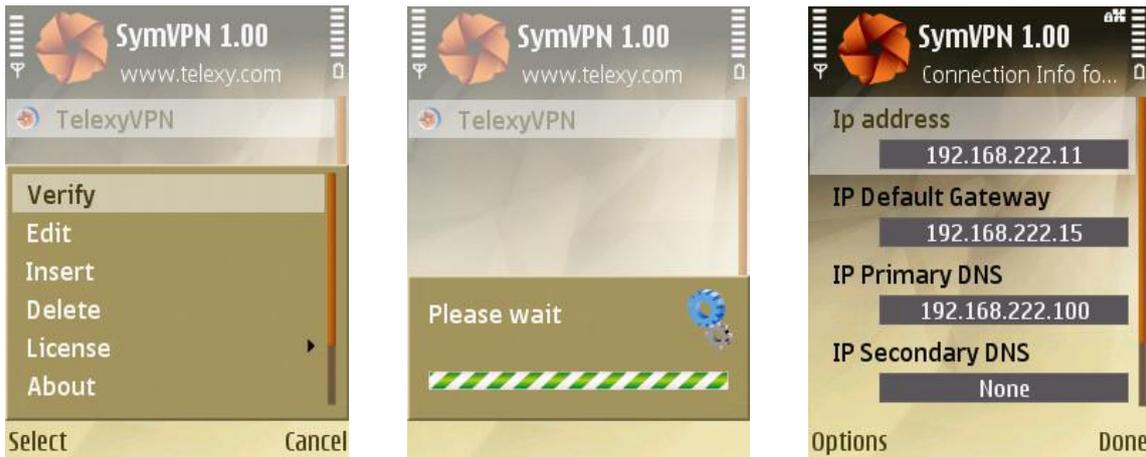
DOMAIN: A collection of computers on a network that share a common database and security policy. A domain is administered as a unit with common rules and procedures, and each domain has a unique name.

4.2.4 Verification of the newly-created Access Point

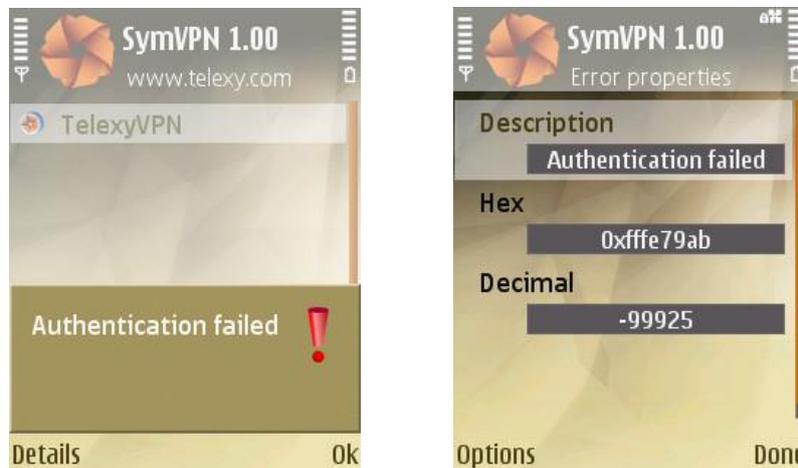
Newly created Access Point must be verified before first use. This is the purpose of the "Verify" menu command.

The result of the "Verify" operation (if succeeded) is represented by the set of the following fields:

- "IP address" – IP address assigned to your phone in the VPN;
- "IP Default Gateway" – IP address of a Default Gateway in the VPN;
- "IP Primary DNS" – IP address of a Primary DNS in the VPN;
- "IP Secondary DNS" – IP address of a Secondary DNS in the VPN;
- "IP WINS" – IP address of a WINS server in the VPN;



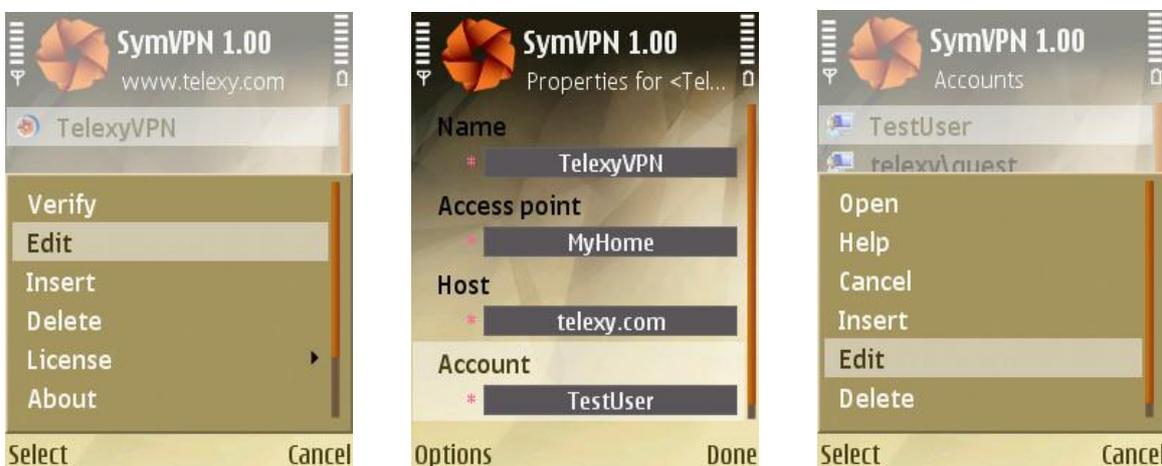
If an error occurred while create an Access Point, the verification procedure will present an error message:



In this case, if the error is due to faulty set-up of an Access Point, edit its configuration.

4.2.5 Access point editing

To edit an Access Point, use the "Edit" menu command:



4.2.6 SymVPN application usage conclusion

You may exit SymVPN application after creating and verifying all required VPN Access Points. Now the created Access Points are in the system and can be used by any appropriate application that requires an Internet connection.



5 HOW TO USE SYMPVPN-CREATED ACCESS POINTS

SymVPN 1.00 allows you to create a regular Access Point (from the Symbian OS point of view) that can be used in an ordinary manner by any appropriate application that requires an Internet connection. We are showing a couple examples how to use the SymVPN-created AP with some application, however, we are sure that you will find your own way to use it.

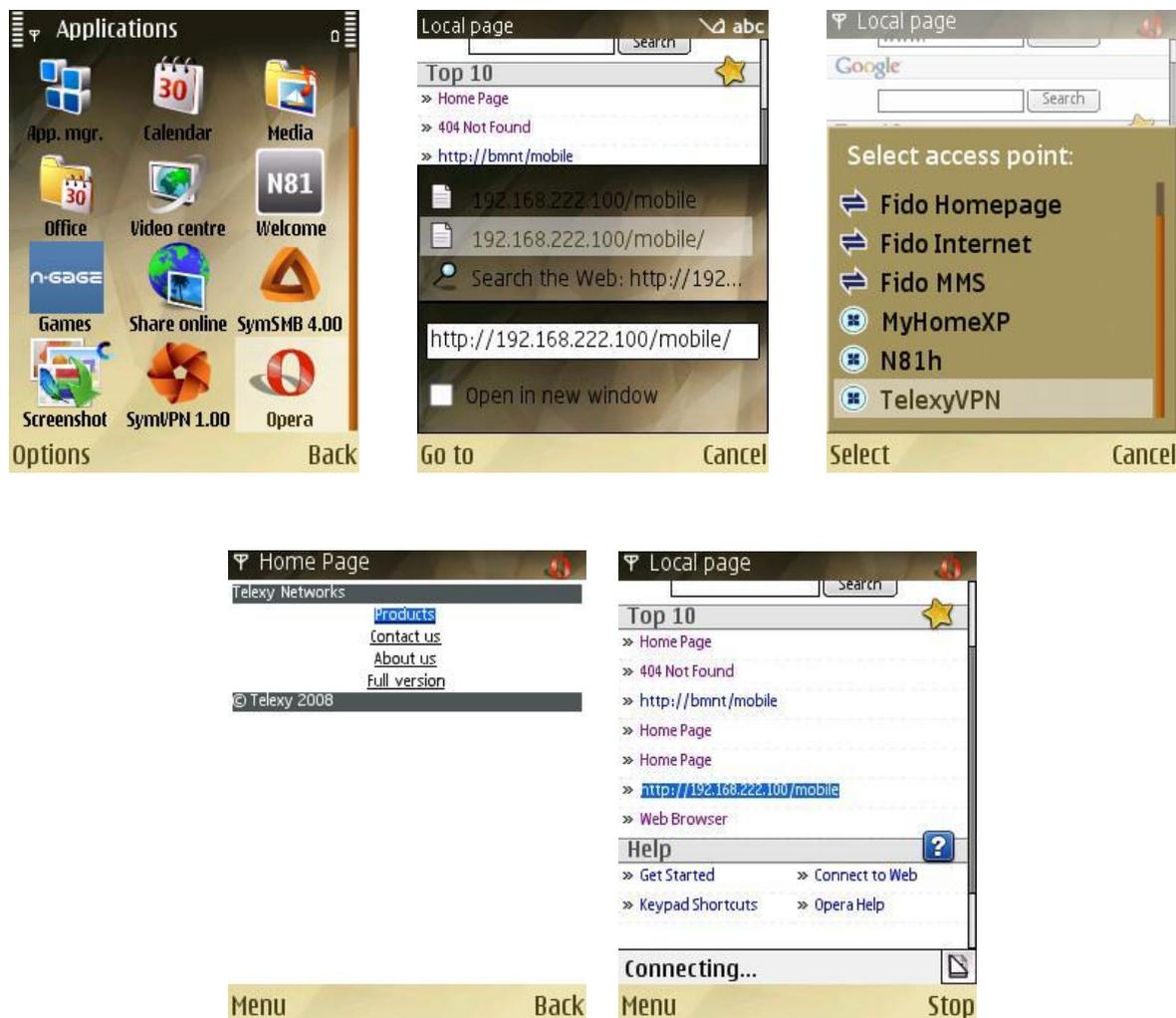
5.1 EXAMPLE USAGE WITH SYMSMB

SymVPN-created Access Point, combined with SymSMB, will secure your access to the home file server over the Internet. You can use it directly in the "Network Drive" configuration as well as in the "Network Neighbourhood" browsing. More details about this topic can be found [here](#).



5.2 EXAMPLE USAGE WITH OPERA WEB-BROWSER

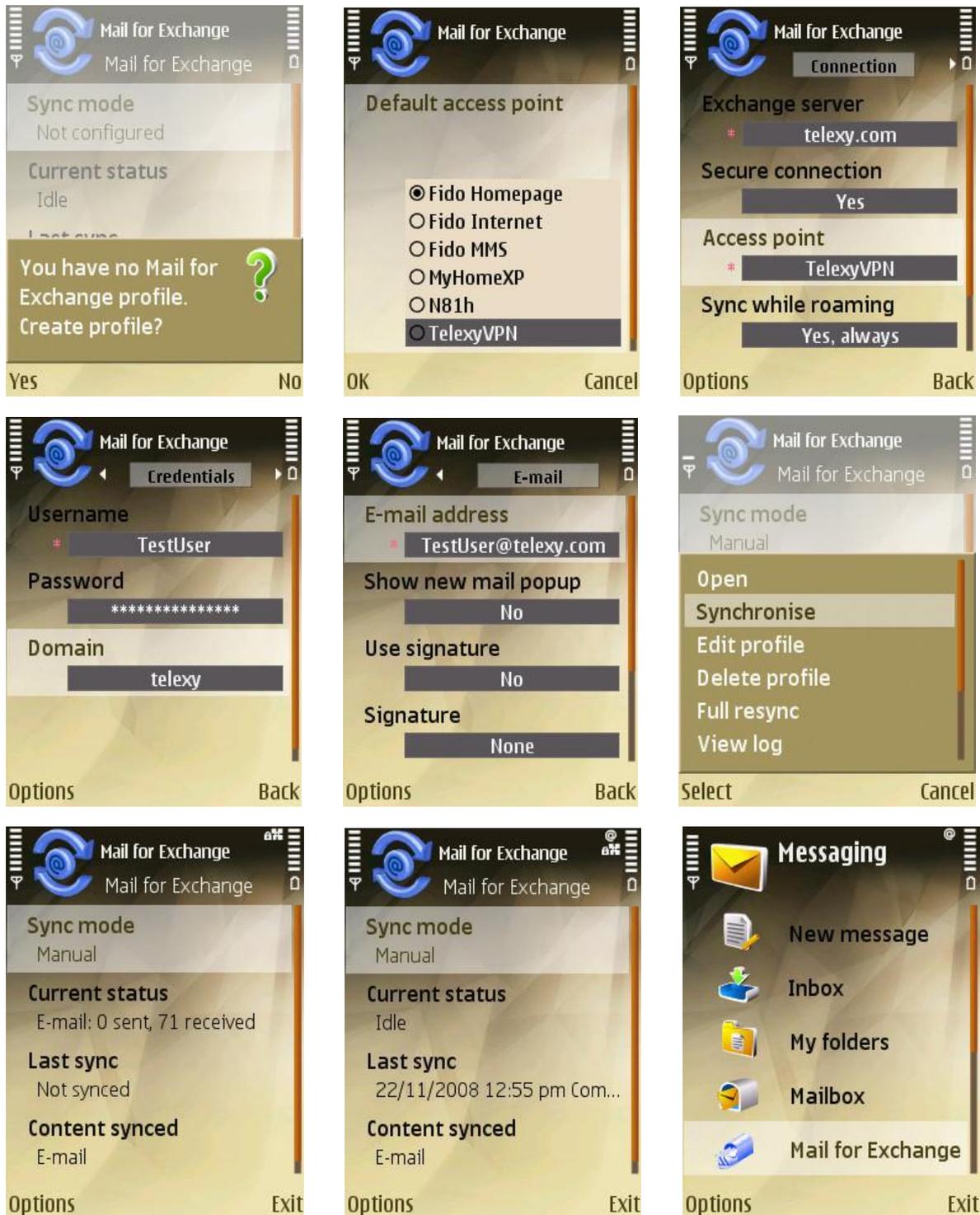
Or you can use it with Opera-browser to get in your organization's Intranet.



You can use native "Web" application as well, however, for some unexplainable reason the first attempt to get a web-page using SymVPN created AP gives a blank web-page. At the same time "Options\Tools (or Advanced setting)\Change connection" shows that the connection is established properly. Just repeat the "Goto address" command and this time you will get your web-page normally.

5.3 EXAMPLE USAGE WITH MAIL-FOR-EXCHANGE

Another usage example - use it with Mail-For-Exchange application to enjoy a secure channel with your corporative Exchange server.



6 LICENSING AND REGISTRATION

As you might remember from the [section 3.3](#) SymVPN 1.00 can be either in "TRIAL" or in "Registered" state.

6.1 TRIAL LICENSE

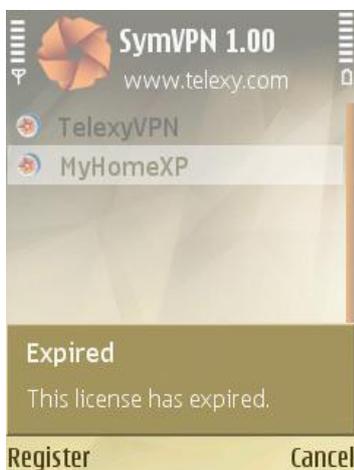


While the application is in "Trial" state, every launch would cause "TRIAL" warning (see [section 4.1.2](#)).

At any moment you can check the application license from the root application page via "Menu\Licence\Property". You can find that the type of the licence is "Trial", it is issued to your phone (check the SN), what are the activation and expiration dates. At any moment you can check the EULA.



6.2 HOW TO REGISTER



Sooner or later you will face a point when you have to decide whether this application is worth buying. If it is, you have to legalize it on your phone. Of course, you can wait to the uttermost – trial licence expiration but in this situation the only option that remains will be "Register".

Thus, how to register our product? Select "Register" option and then choose "Download prepaid license" command. You will be asked about a licence acquisition first. If you haven't bought a licence yet ("No"), the application instructs you what to do in order to register.



So, you have to go to our web-site www.telexy.com and [buy a full licence](#).

6.3 FINALIZING REGISTRATION

When a licence has been bought, you can finalize the registration process on your phone. Select "Register" and "Download prepaid license" options again and agree to "download" and "register" the license in the following two dialogs.



Successful registration will be indicated. Press "Ok" to finish.

6.4 REGISTERED STATUS RESTORATION

It is worthy to note that if a license has once been bought, it is always available for re-registration. Let's say, if for some reason SymVPN was re-installed then it will appear in the Trial state. However, it is enough to repeat the registration procedure from [section 6.3](#) to restore the registered status.

6.5 LEGAL LICENSE

You can view the downloaded licence, selecting the "Menu\Licence\Property". New licence is personalized. It also has "Production" type, a proper Serial number and appropriate dates and price fields.



7 UNINSTALL SPECIFICITY

7.1 WHAT'S NEEDED TO KNOW WHEN UNINSTALLING SYMPVN OR ANY OTHER TELEXY-PRODUCT

The previous release of Telexy products (July 2009) was based on an approach that is described [here](#). We thought that it is normal that people sometimes will see this quite harmless warning "**Component ... missing. Continue?**" because:

- 1) It is normal indeed according to Symbian documentation (see the link above for details);
- 2) It is just a warning that has a part "...Continue?" allowing you to ignore it and proceed with an installation.

However, we met a situation that this warning created a lot of confusion among our customers. And we got feeling that some of them became so confused that they stopped using Telexy products because of that.

Thus, in order to avoid this situation we decided to change Telexy products installation practice and come to a more smooth installation procedure. Now with new Telexy release (starting from October 2009) that warning message will not appear anymore.

On the other hand, this improvement has a cost, since now there is a side effect: if you have several Telexy products installed on your phone and uninstall one of them, sometimes there could be a problem after uninstallation.

For example, you have two Telexy products A and B. A was installed first and then B. Two situations are possible:

- 1) You decided to uninstall the product B. In this case everything will go normally without problem; Remaining product A is still operational;
- 2) You decided to uninstall the product A - this is a problematic case. After un-installation of product A, product B becomes out of order and has to be re-installed to resolve the situation.

We are sorry for any inconveniences in advance.

7.2 UNINSTALL NOTICE

To finish the Uninstallation - reboot the phone manually
Press any key to proceed...

If for some reason you will decide to uninstall **SymVPN 1.00** from your device, pay attention on the special message that is displayed during uninstall (see on the left hand).

Please, be aware that in order to complete uninstall process the phone must be reboot manually!

More detail can be found in "How to Install" section on the [product page](#).

8 CONCLUSION

We are continually trying to improve SymVPN. If you have any suggestions that could make the product better in any way, please address them to our [business department](#) and we will add your comments to our To Do list.

Please share your opinion, remarks, compatibility issues, possible problems, etc. with us on our forum: <http://forum.telexy.com/>. Should you have any problem, please feel free to contact our 24/7/365 [Customer Support Team](#).

We hope that this software is of value to you and that it makes your networking requirements simpler and easier to use.