

## Running Aventail Connect as a Service

The Aventail Connect client with Smart Tunneling is a Windows client component of Aventail's VPN solution that enables secure, authorized access to Web-based and client/server applications, and to Windows file shares.

In a server environment, you can install and configure an add-on component—Aventail Connect Tunnel Service—so that the VPN connection starts automatically without user intervention: no user login is required, and no user interface or icons are displayed. For example, you may want to synchronize data between a remote system in the field and a file server secured behind the VPN at corporate headquarters. On the remote system (running Windows Server 2000 or 2003), Connect Tunnel Service is configured to run at a specific time, connect to the corporate file server, and synchronize its database with the master database at headquarters.

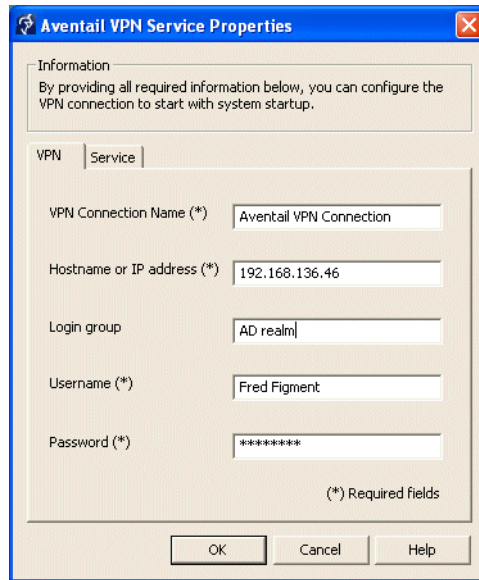
## Installing Connect Tunnel Service

Using the Connect Tunnel Service involves installing both Connect tunnel and Connect Tunnel Service.

### ► To install and configure Connect Tunnel Service

1. On the **Client Installation Packages** page in AMC (**Agent Configuration > Download**), download the installation package for Connect tunnel (*ngsetup.exe*).
2. On the Assurance Portal, download the setup program for Connect Tunnel Service (*ctssetup.exe*).
3. Install Connect tunnel first (*ngsetup.exe*). A shortcut named *Aventail VPN Connection* will be created on desktop.
4. Install Connect Tunnel Service (*ctssetup.exe*). A shortcut named *Aventail VPN Service Options* will be created on desktop.

- On the desktop, double-click the *Aventail VPN Service Options* shortcut. Alternatively, double-click **Aventail VPN Service Options** in the Control Panel. The **Aventail VPN Service Properties** dialog box appears.



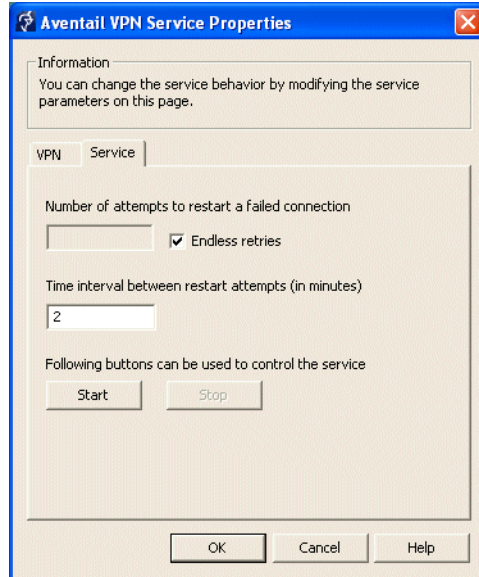
- On the **VPN** tab, configure the following settings:

Setting	Description
VPN Connection Name	Type the name of the Aventail Connect client connection object exactly as it appears in the Windows <b>Network Connections</b> window ( <b>Start   Connect To   Show All Connections</b> ). By default, this is <i>Aventail VPN Connection</i> .
Hostname or IP address	Type the host name or IP address of the Aventail appliance to log in to.
Login group	Type the name of the realm to log in to.
Username and Password	Type the credentials for a user in this <b>Login group</b> (realm).

- On the **Service** tab, configure the following settings:

Setting	Description
Number of attempts to restart a failed connection	Specify how many times to attempt restarting if an initial connection attempt fails.
Time interval between restart attempts	Specify the amount of time (in minutes) to wait between restart attempts.

Click the **Start** and **Stop** buttons to control the service.



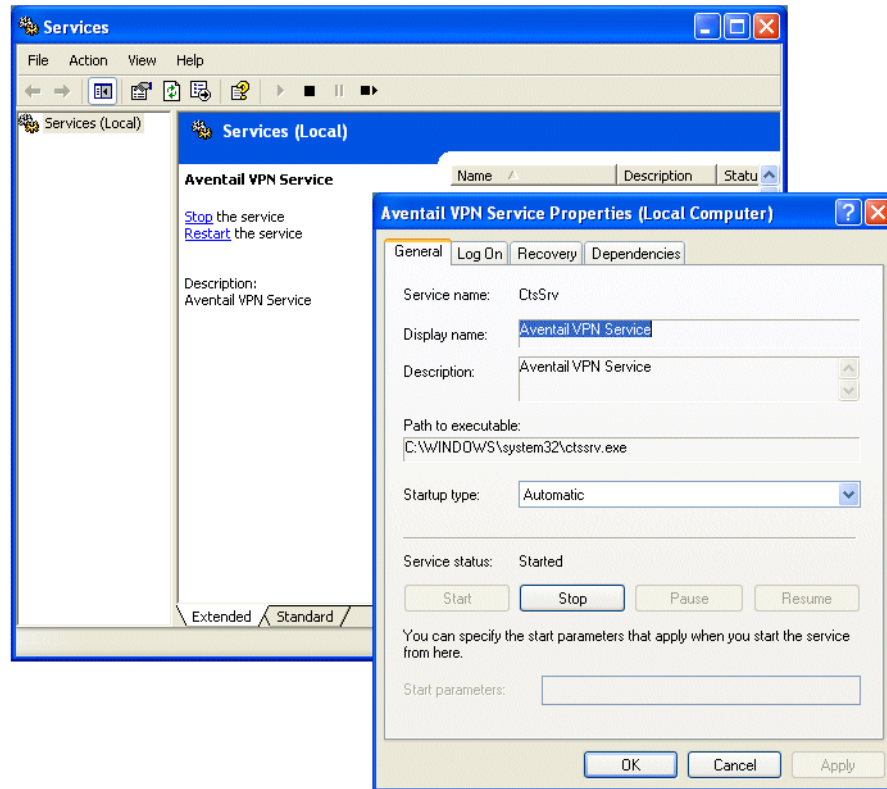
8. To verify that Connect tunnel started, open the *Aventail VPN Connection* shortcut on the desktop. You should see the established connection. Alternatively, you can issue the `ipconfig` command on the command line to verify that you have a virtual IP address for the Aventail VPN Connection.

## Windows Services and Scripting Options

You can use Windows Services to manage Connect Tunnel Service on a local or remote computer.

► **How to use Windows Services to configure and run Connect Tunnel Service**

1. On the Windows 2000 or Windows 2003 server running Connect Tunnel Service, run Windows Services and open the Aventail VPN Service Properties dialog box (**Control Panel > Administrative Tools > Services > Aventail VPN Service**).



2. Use these settings to control the service (start, stop, pause, resume, or disable it), set up recovery actions in case of service failure, or disable the service for a particular hardware profile.

## Using a Command or Script to Run Connect Tunnel Service

You can use the Windows *sc.exe* utility to communicate with Service Controller (*services.exe*) from the command prompt or in a batch file. This enables you, for example, to automate the startup and shutdown of the Aventail VPN service. Or, in an environment where you want users to be able to start the VPN connection by clicking on a shortcut (and without being aware of the credentials), you could also create a shortcut on the desktop that launches a command or batch file.

For example, start and stop the service on a remote computer with the following commands:

```
sc \\SERVERNAME start ctssrv
```

```
sc \\SERVERNAME stop ctssrv
```

To start or stop the Connect Tunnel Service from the command line or a third-party application, invoke these commands:

```
%windir%\system32\sc.exe start ctssrv
```

```
%windir%\system32\sc.exe stop ctssrv
```

## Troubleshooting

Use the Windows Event Viewer (**Control Panel > Administrative Tools > Event Viewer > Application > CTS**) to view any information, warning, or error messages related to running Connect Tunnel Service. For more detailed messages, look in the service log. The default location is here:

```
%ALLUSERSPROFILE%\Application Data\Aventail
```

### Notes

- If your environment includes an outbound HTTP proxy for access to the Internet, you must use one that does not require authentication, otherwise you will see the following error message in the log file for Connect Tunnel Service (*ctssrv.log*): "Direct internet access is not available." You must also configure Connect Tunnel Service to run under a Windows user account with administrative privileges.















