Uplevel Systems VPN FAQ

1. **What is the difference between site-to-site VPN and remote-access VPN?**
   Site-to-site VPN allows for users at the same company to access files from a different office location. Once an Unbox has been installed in more than one location of a business the MSP can go into the Site-to-Site VPN options and select the security group and locations to be shared giving a full range of access to files and equipment in those groups. No configuration of the laptops or other devices is required to support site-to-site VPN.

   Remote-Access VPN on the other hand, allows for employees and owners of the business to access files and onsite devices while outside of any physical office. This can mean connecting from a coffee shop, from home, or from a client site. There are two kinds of connection that can be established using Remote-Access VPN, L2TP and SSTP. These two vary in their ability to penetrate firewalls that may be present in outside sources. However, both give you full access to files and resources accessible via the associated security groups.

2. **Why are there two different options for remote-access VPN? Which one should I use?**
   The first type is L2TP. This is a simple connection that is made using only a shared key and is functional with Windows, MacOS, IOS, and Android operating systems. However L2TP cannot penetrate through firewalls that may be present in many areas commonly used to access the Internet such as hotels, coffee shops, or locations managed by a landlord in a multitenant arrangement. A denied L2TP connection is commonly the result of an external firewall.

   The second type of remote-access VPN is SSTP. This initial configuration process requires a few more steps to initially set up, but it penetrates through external firewalls at those coffee shops and hotels. SSTP uses a certificate which is downloaded onto your computer to authenticate to the server. This is a more secure VPN because the certificate provides an additional layer of endpoint authenticity protection..

   Both of these types still operate within the specified security groups meaning even if employees are working from home they can only access the files they could while in the physical office. This keeps the boss' files for only the boss, regardless of location.

3. **I installed the certificate to use the SSTP VPN, but it still isn't working. What's going on?**

This can be caused by several different issues. The first thing you will want to check is to make sure that after the certificate was saved onto your computer the original name of the certificate "ul-root-ca" is still intact. Once this process is verified ensure that the VPN is attempting to establish its connection using the proper credentials. The placement of the IP address, username and password as well as instructions on how to set up with VPN with certificate can be found on the "Remote Access SSTP VPN Instructions" powerpoint.

After ensuring that the certificate and VPN were established properly, if there are still issues connecting then this could be due to an issue with the certificate being stored in a directory location that is not on your computer's PATH. To fix this issue an appendix can be found in the "Remote Access SSTP VPN Instructions" which has a step by step process on how to fix this problem. Be sure once completing these steps that all changes are saved. Then attempt to reconnect the VPN again.

4. **I am connected. Now what?**
Once connected to the network, you can use various application to access files and resources. The applications and usage vary greatly based on operating systems. Connecting over L2TP is compatible with Windows, MacOS, iOS, and Android.

However the built in network discovery protocols will not normally work across a VPN connections, which can be confusing to users. For example, the Finder in MacOS will not work to discover network resources. The network resources are accessible, but you should plan to provision the key services users need to access when configuring the VPN client on their machine. Given the variety of operating systems and applications, we would ask that you contact Uplevel Systems if you have any questions about a specific deployment.