



Documentation IT & SI

# Exail VPN

## User Guide

Service IT

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# 1 Introduction

Exail VPN, based on OpenVPN, allows you to establish an encrypted connection between your Exail computer and Exail's computer network when you are traveling or teleworking.

For security reasons, by default, only the main resources (Confluence, PLM, JIRA, File Servers, ERP, CRM etc.) are allowed in VPN.

However, if a resource is not accessible, please make a Jira ticket to request access:

<https://jira.exail.com/j/secure/Createlssue.jspa?issuetype=33&pid=12230>

# 2 Prerequisite

## 2.1 Access

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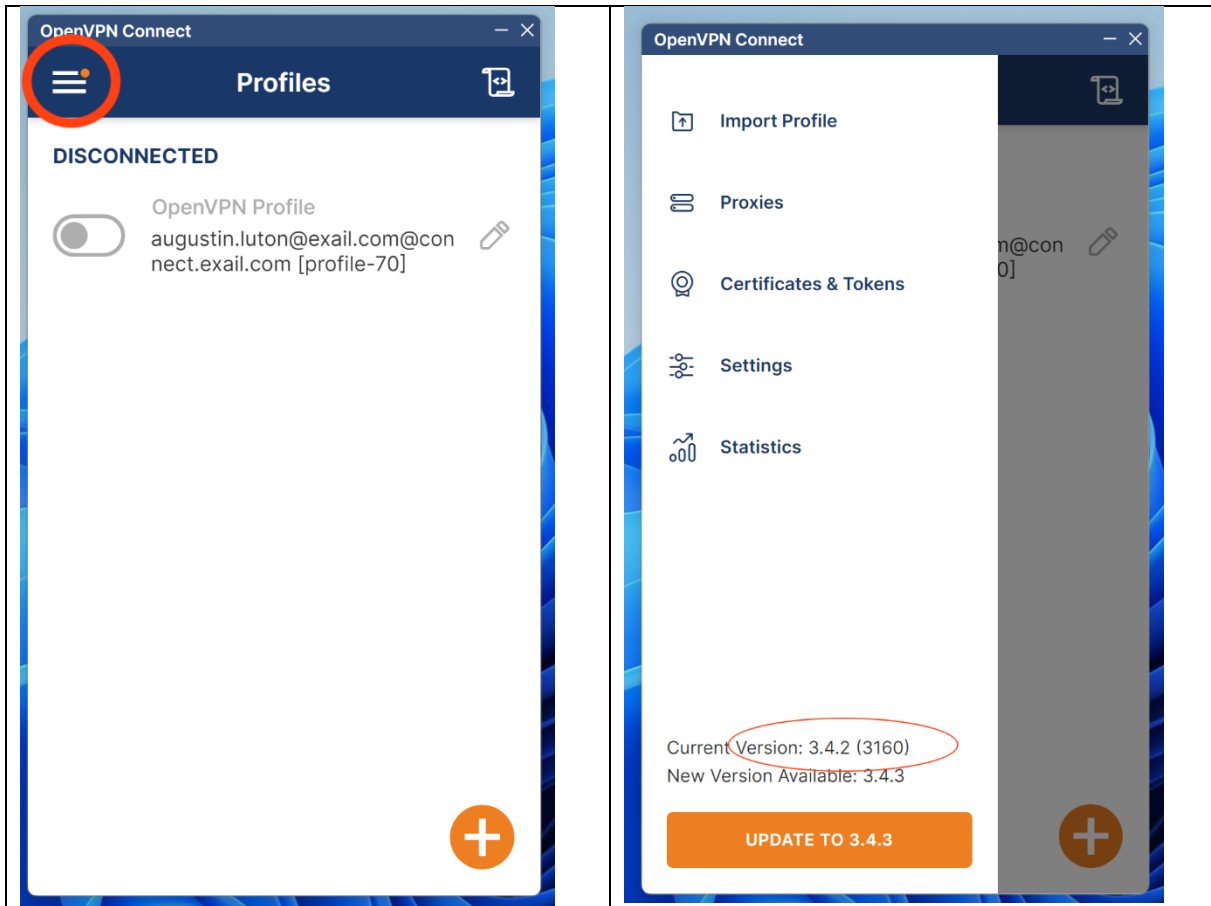
In order to have access to the VPN, you must have requested the rights from your IT department by opening a ticket.



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## 2.2 Software

The minimum version of the OpenVPN software must be 3.4.4.  
To find out your version:



To install or update the software, go here <https://openvpn.net/client/>

You need administrator rights to install it. If you don't have them, please contact your IT department.



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### 3 OpenVPN configuration

Once the prerequisites have been met, open your preferred Internet browser and log in to the following address and click on "Sign In With SAML":

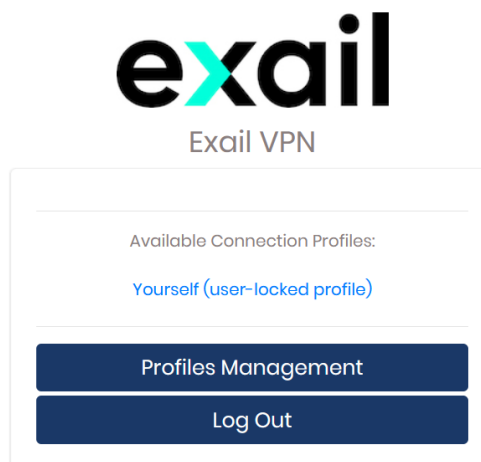
<https://my.exail.com/vpn>

If you have not already logged in to an Exail site, your browser will redirect you to the Microsoft Online site.

Enter your Exail email address then your password and click on *Log in*

You can click Yes to stay logged in to your Exail account

Once logged in, you can download your profile by clicking on *Yourself (user-locked profile)*



Open the downloaded file by double-clicking on it

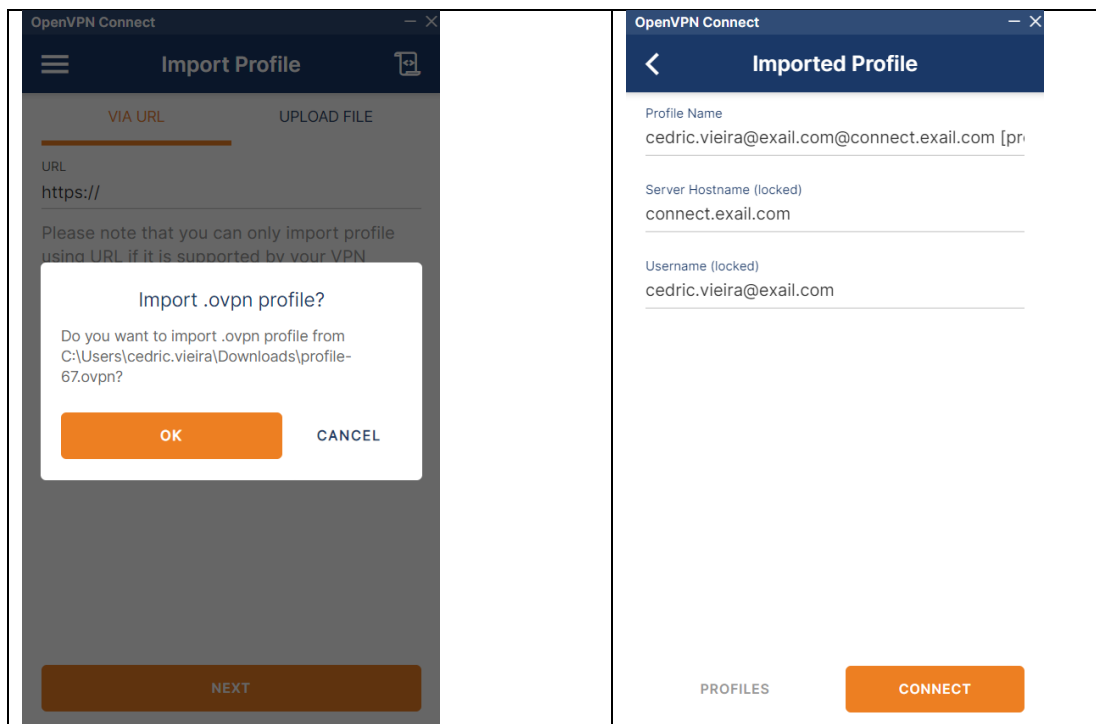


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The profile is imported into OpenVPN. Click OK and then Connect

You are now ready to connect to the VPN.

With this new Exail VPN, you won't necessarily need to launch Microsoft authenticator to connect if you already have one of the Exail services such as myexail, jira, crm, confluence, etc.

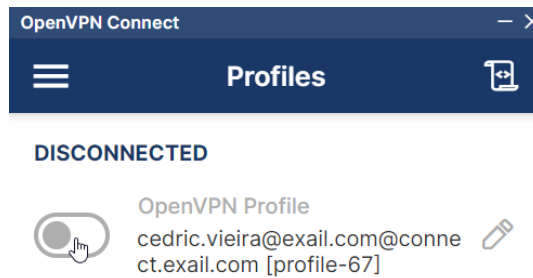




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## 4 Connecting to the VPN

Start by logging in with your default browser on my.exail.com. Once authenticated, you can launch openvpn and initiate the connection. Openvpn detects that you are already authenticated on your default browser and will not ask for your login.



You can close this window, the Exail authentication was successful.



SAML authentication assertion received

This window is set to close automatically in 5s ...

It is also safe to close it manually.



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You are now connected to Exail VPN

The screenshot shows the OpenVPN Connect application interface. At the top, it says 'OpenVPN Connect' and 'Profiles'. Below this, there is a green 'CONNECTED' status indicator. A toggle switch is turned on, and the profile name is 'OpenVPN Profile' with details 'cedric.vieira@exail.com@connect.exail.com [profile-67]'. Underneath, the 'CONNECTION STATS' section shows a total speed of 6.3KB/s. A graph below this shows data transfer over time. At the bottom, there are two summary boxes: 'BYTES IN 2.3 KB/S' with a downward arrow and 'BYTES OUT 6.48 KB/S' with an upward arrow. Below these, it shows 'DURATION 00:00:08' and 'PACKET RECEIVED 0 sec ago'. At the very bottom, it says 'YOU cedric.vieira@exail.com' next to a plus sign icon.



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## 5 New Exail VPN Restrictions

This new Exail VPN is filtered to increase security.

By default you have access to file servers, license servers, and the main business applications, jira, plm, erp, etc...).

However, it does not give remote access to computers or equipment that are on the same network as workstations.

If you need access to machines that are not authorized, please make a request by Jira SOS ticket specifying the IP address of the equipment, the protocol or the port. The devices you want to access remotely must first be up to date in terms of security patches and have secure passwords.



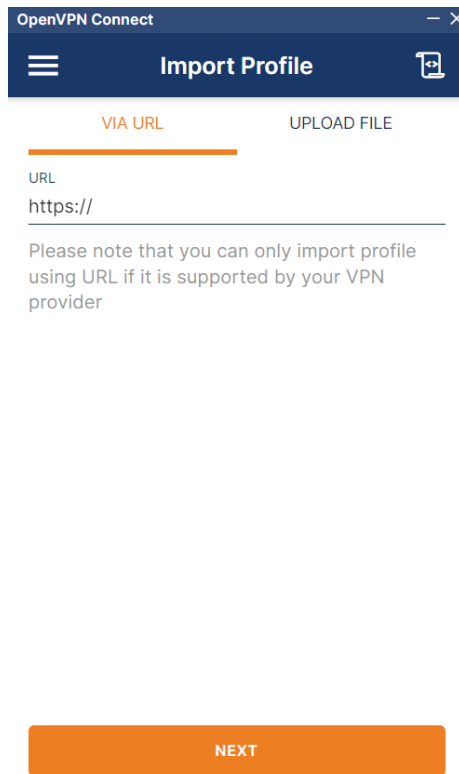
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## 6 FAQ

### 6.1 Question 1 : Import Profile

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When I open OpenVPN, I don't see any profile and I have to enter a url.



Answer: No profiles are registered in OpenVPN, follow the procedure [from point 3](#)

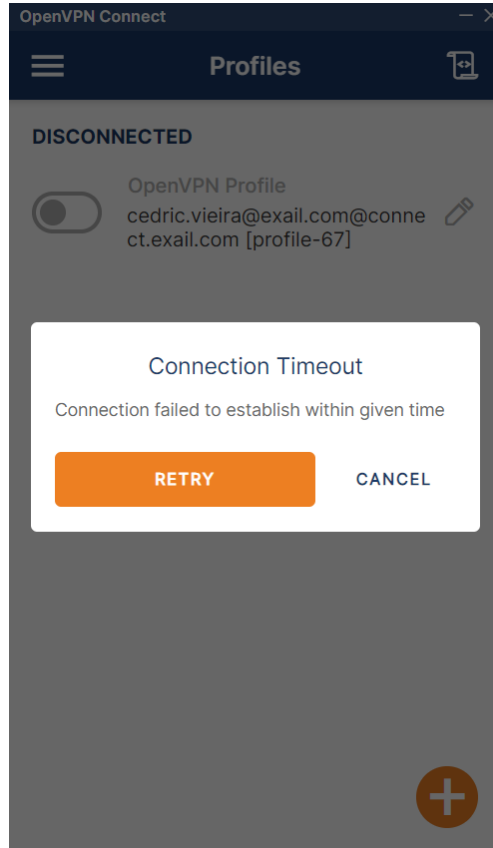


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## 6.2 Question 2 : Connection Timeout

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I followed the whole procedure but I came across this message:



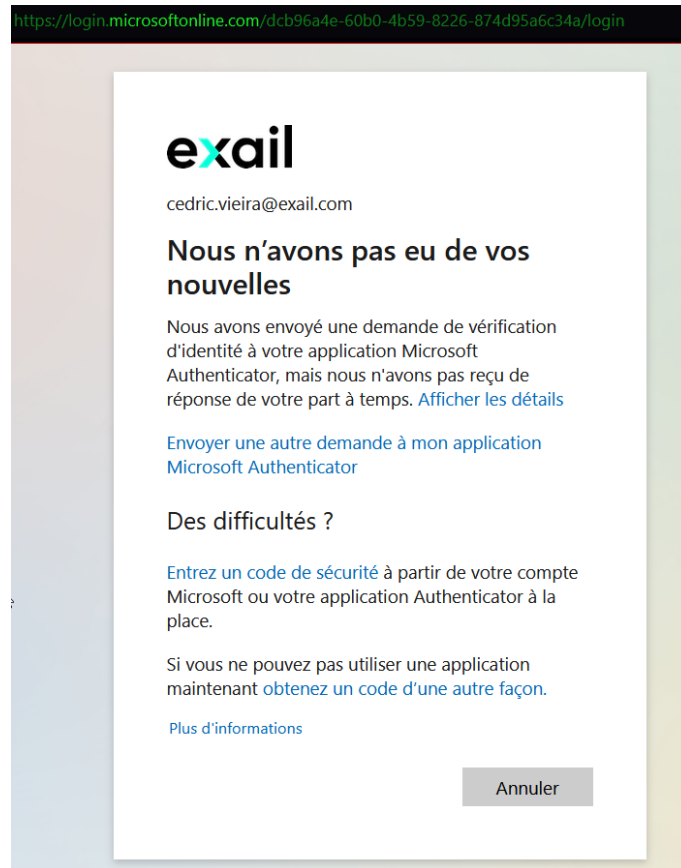
Answer: You took too long to log in to your exail account. You must restart the VPN connection by clicking on *RETRY*. This will reopen a web page by asking you to log in to your exail account. Pick up from page 7.



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### 6.3 Question 3: We haven't heard from you

By the time I found my two-factor authentication method, I arrived on this screen:



Answer: You can click *Send another request to my Microsoft Authenticator app*. You will then have the option to re-approve the connection to your exail account.

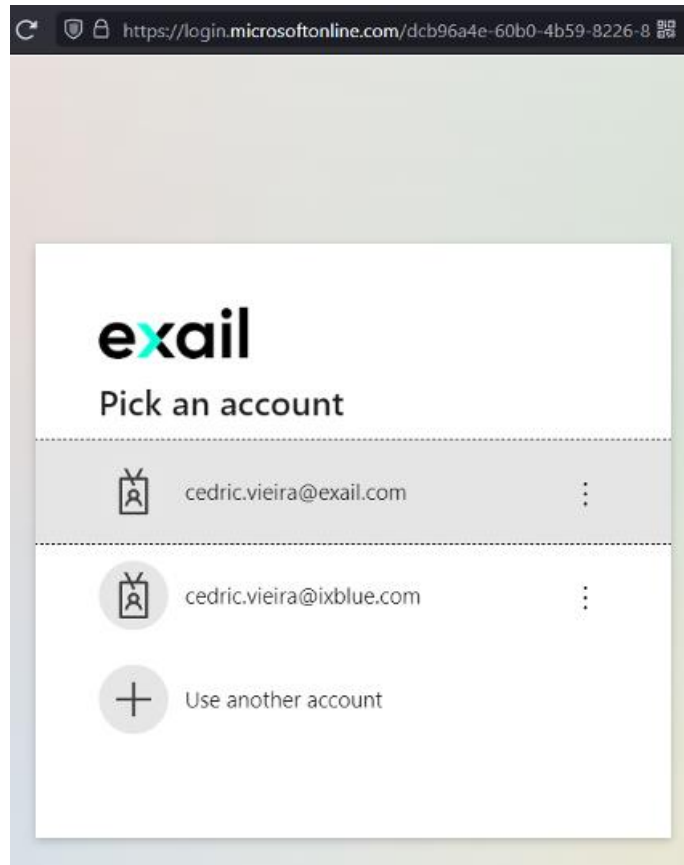


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## 6.4 Question 4: Pick an account

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When I try to connect to OpenVPN, the web page displays several accounts.



Answer: You've logged on to this browser with other Microsoft accounts. Click on your exail e-mail address and continue authentication as described in the procedure (from page 7).

Don't hesitate to click on the 3 dots and forget your iXblue account.

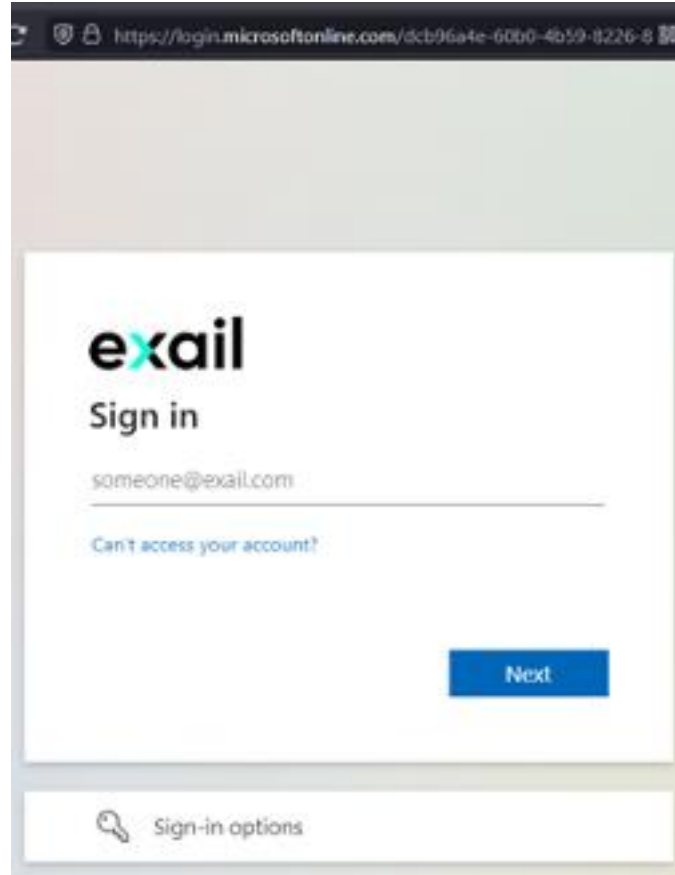


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## 6.5 Question 5: exail – Log in

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When I try to connect to OpenVPN, the web page doesn't show my exail email address.



Answer: Your favorite browser doesn't remember you . Don't panic, enter your exail email address and click Next. Then continue as instructed in the procedure from page 7.



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## 6.6 Question 6 : OpenVPN ?

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I can't find OpenVPN on my computer.

Answer: The app may not be installed on your computer. Please contact your IT department.