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# **viaVPN Manual Administration Web Interface**

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## 1. Introduction

The system viaVPN provides Secure Remote Monitoring and Management via the Internet. In general there is a trade-off between ease-of-use and security, viaVPN optimizes this. The system is easy to install and use, but at the same time offers security given by strong encryption standards.

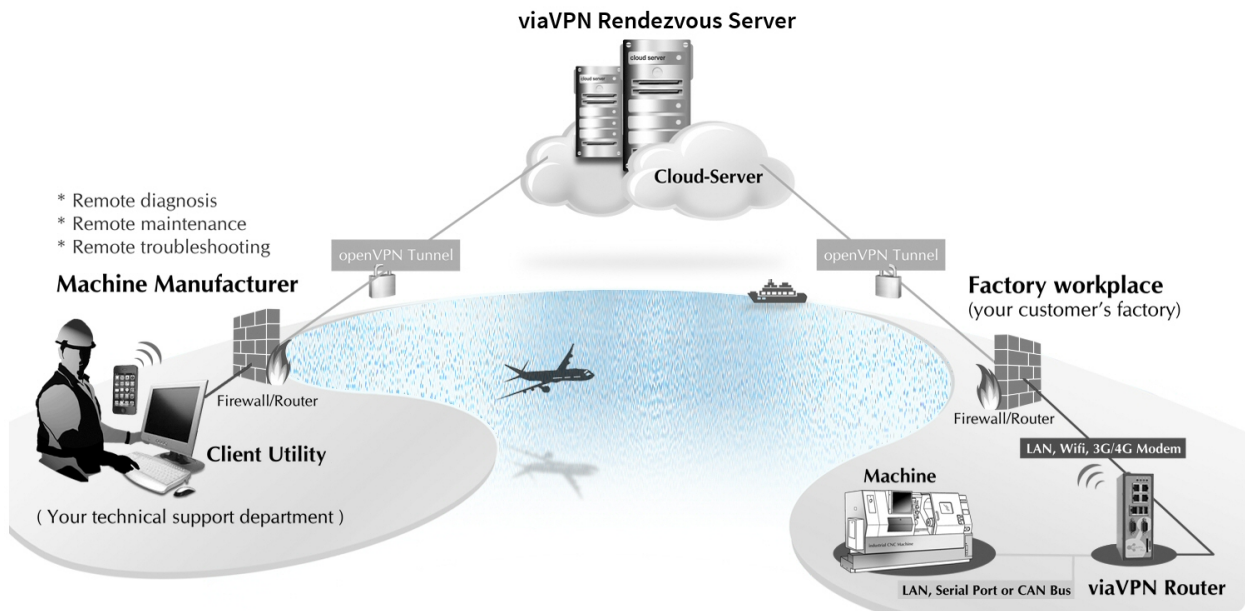


Figure 1: viaVPN Service

To perform all operations the viaVPN service uses four components. The central component is the viaVPN Cloud Server accessible in public Internet. Then there is a specialized viaVPN Router system, and also a viaVPN Client Utility software to start and stop service personnel connections to the viaVPN Cloud Servers. Finally there is the Administration Web Interface on the viaVPN Cloud Servers, used to manage privileges for access and connections.

The required connections to the viaVPN Cloud Servers do not force any configuration changes in the company firewall. Further in most installations they do not need any configuration for the VPN-tunnel (on Router or PC) either, the default configuration is just fine.

### 1.1. Manual Strategy and Details

This manual covers the Administration Web Interface in detail.

Separate Manuals cover the [Client Utility](#) use and the [Router Firmware](#) configuration.

This manual will first explain the primary steps of creating an Account on viaVPN. During this process some parts of the web interface are shown, they are then covered later in detail.

From this point throughout the manuals certain terms are used to describe and differentiate the roles and tasks to perform:

**Manufacturer** That actually refers to your company. The manual assumes you sell some equipment or machinery, used and installed at your customers site. Occasionally you have to check the status of that equipment from your location, i.e. perform remote access and service.

**Customer** That is your customer, who uses the machines you provide. Your customer and you agree on how and when you shall monitor the equipment, and possibly do remote service. This scenario is just to give you an impression, you provide the monitoring service for the machines installed at the remote location.

**viaVPN Cloud Server** This machine is located in public Internet. As the Manufacturer you create an Account for your company on viaVPN. Using this Account you manage the viaVPN Routers, named as Devices in the web interface. On request by a User (in the viaVPN Client Utility) the viaVPN Cloud Server connects a user PC to a viaVPN Router.

**Account** There is one Account for your company. There are several (optional) Users in your Account. You configure their permissions to connect to certain viaVPN Routers.

**viaVPN Client Utility** This is the software to establish the encrypted connections to the viaVPN Cloud Servers. The viaVPN Cloud Server will forward the connection to the viaVPN Router. This connection operates similar to a direct network cable, extended to the local side of the viaVPN Router.

**viaVPN Router** It has a local network side with machines connected to it, and an external network to connect to the Internet. It has added software to perform special encrypted tunnels to the viaVPN Cloud Server. The tunnel connects the local network to the User's computer when requested by the viaVPN Client Utility.

**Device** A generic term for Routers and other gateways. Most viaVPN Routers also have intrinsic functions like serial ports. These are accessible via the encrypted tunnels of viaVPN. A small Device will provide specified functions only, without a local network.

**Administrator** An Administrator has access to the Web Interface of viaVPN. This is to manage viaVPN Routers, Users, and Traffic contingents. Using his Login he may also use the viaVPN Client Utility.

**User** A Login to use with the viaVPN Client Utility. User Logins do not have the privilege of access to the Web Interface. They use the viaVPN Client Utility to have the viaVPN Cloud Server connect them to viaVPN Devices for remote management.

**Authentication** The Authentication Key, printed on every viaVPN Device. It is also available in the QR-Code. This key is unique, your knowledge of this key proves your permission to use that Device for your company.

### 1.2. Typing Conventions

When describing the Administration Web Interface the manual has to reference some components visible on the screen. For better identification the reference is supported by showing the text in certain styles.

**Software text** is written in a slanted style. Such item represents *text output* written on the screen.

**User Input** Input forms require the user to **type some data** on the keyboard. Text written in the style of a typewriter represents this input.

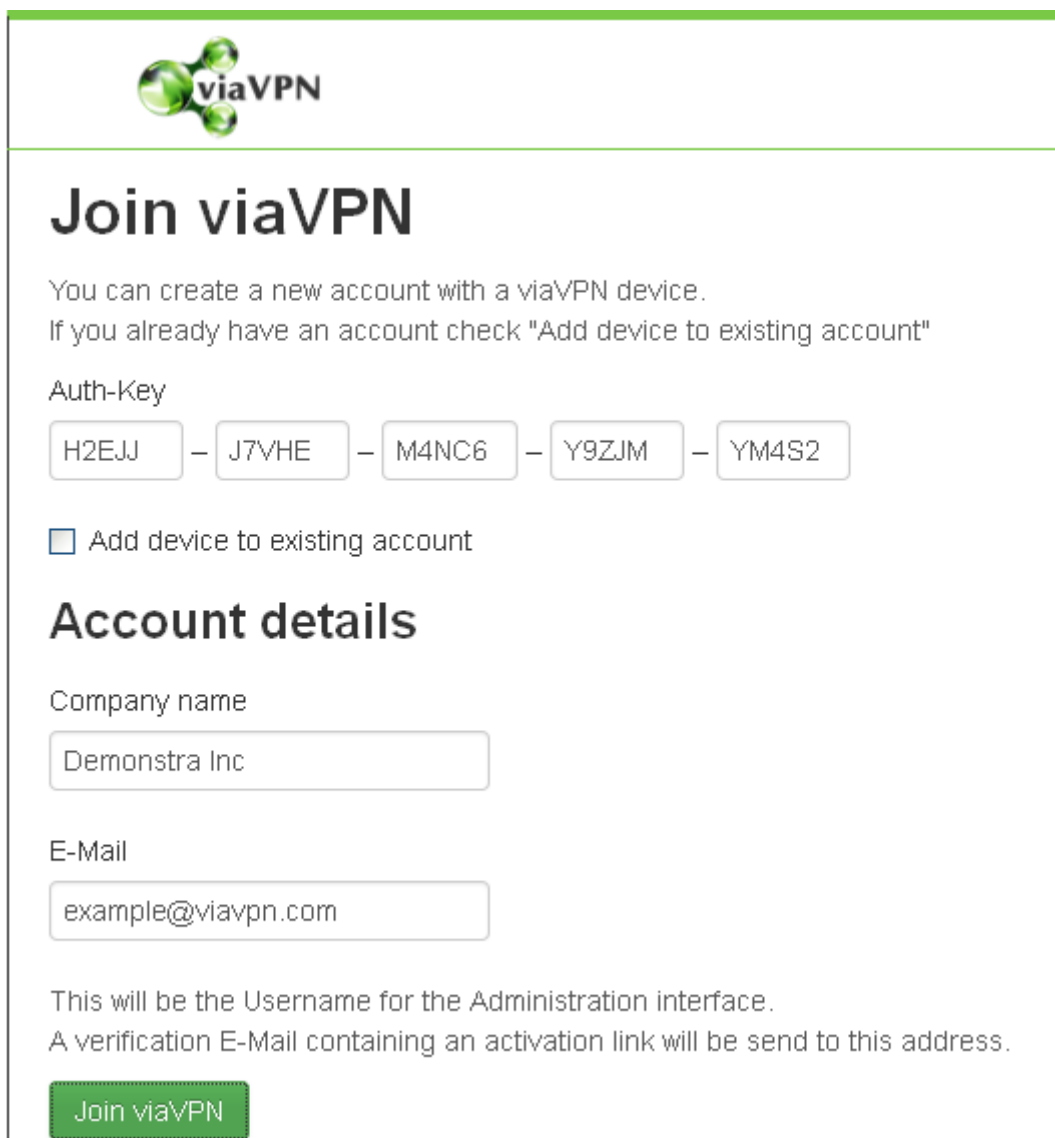
[A Button] Controlling the software will also require to click some [buttons]. These buttons are represented by the name on them. The name is written in typewriter style on colored background, and surrounded by brackets. Among color silver (light grey) there are other colors, like [green], [orange] or [red].


## 2. Create an Account with viaVPN

As the very first step you purchased a viaVPN Device for use with viaVPN. On the back of this Device is a sticker and much information. The important part right now is the Authentication. You need this key to create your companies Account. Note: you do not need the viaVPN Device physically, it may already be installed at some location. Right now the AuthenticationKey is required, which you may have on a note.

### 2.1. Add the viaVPN Device and define the Account

To prove your permission to create an Account, you must immediately add a viaVPN Device to your Account. Open your web browser and enter the address <https://www.viavpn.com/join> (click on this link). You now have to enter the AuthenticationKey (*Auth-Key*).





## Join viaVPN

You can create a new account with a viaVPN device.  
If you already have an account check "Add device to existing account"

Auth-Key

H2EJJ – J7VHE – M4NC6 – Y9ZJM – YM4S2

☐ Add device to existing account

### Account details

Company name

Demonstra Inc

E-Mail

example@viavpn.com

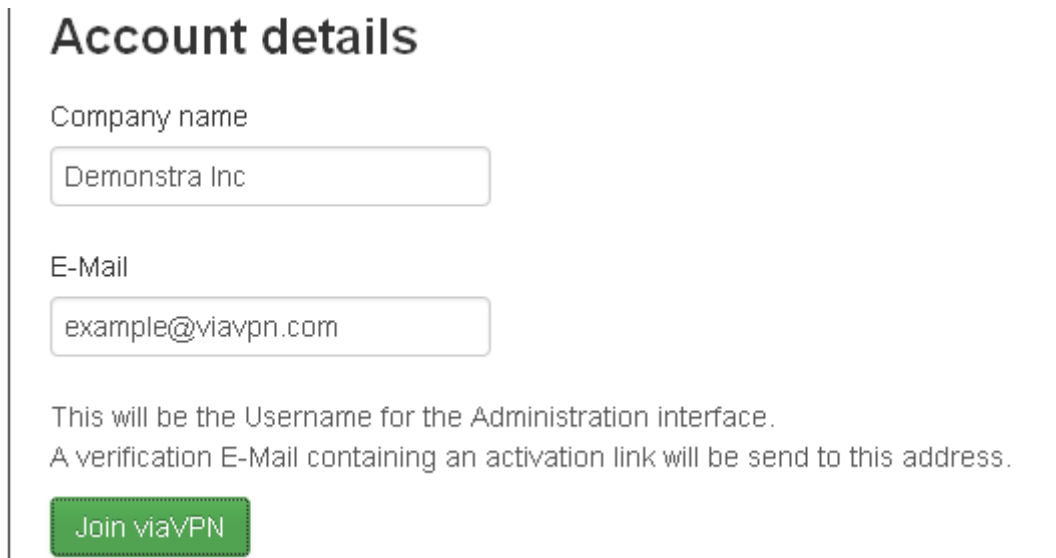
This will be the Username for the Administration interface.  
A verification E-Mail containing an activation link will be send to this address.

[Join viaVPN](#)

Figure 2: Join with Authentication Key



If you use your Tablet or Smartphone you may also scan the QR-Code on the sticker. This automatically opens the web page, and fills the input with the key, saving you from typing it. Since you don't have an Account at this time, you do not check the *Add device to existing account* box.



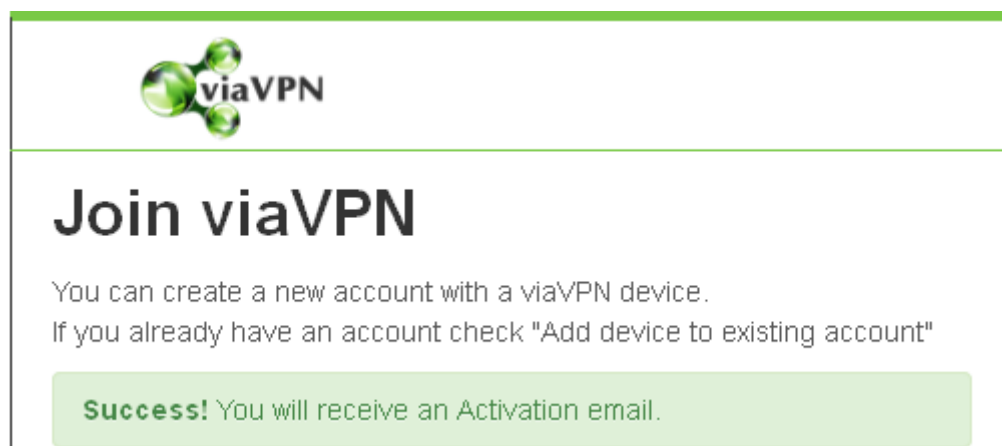
The screenshot shows a web form titled "Account details". It contains two input fields: "Company name" with the text "Demonstra Inc" and "E-Mail" with the text "example@viavpn.com". Below the fields, there is explanatory text: "This will be the Username for the Administration interface. A verification E-Mail containing an activation link will be send to this address." At the bottom of the form is a green button labeled "Join viaVPN".

Figure 3: Send basic Identification

Now enter your *Company name*. If your company uses a multi-line name, the first line of the name is sufficient. Detailed information is added later, you may also adjust the name once.

Finally the email address is required in *E-Mail*. An email address is used to identify the user on the viaVPN systems. So each email address is only used once. Be sure to enter the correct email address.

When all information is entered, click on the **[Join viaVPN]** button.



The screenshot shows a confirmation screen with the viaVPN logo at the top. The main heading is "Join viaVPN". Below it, the text reads: "You can create a new account with a viaVPN device. If you already have an account check 'Add device to existing account'". At the bottom, a green box contains the message: "Success! You will receive an Activation email."

Figure 4: Information sent

An email is sent to the email address you just entered.

### 2.2. Confirm the Account

After short time - usually a few minutes at most - you'll receive an email like this.

Sie haben mit Ihrer Emailadresse [example@viavpn.com](mailto:example@viavpn.com) ein Kundenkonto auf viavpn.com angelegt. Klicken Sie bitte auf den Link zur Bestätigung, oder kopieren Sie den gesamten Link in die Adresszeile Ihres Browsers. Damit schließen Sie den Vorgang ab. Bitte beachten: Es ist nur ein Konto pro Firma zulässig.

Sollte jemand anderes unberechtigt Ihre Emailadresse verwendet haben, können Sie diese Email einfach ignorieren. Oder lassen Sie uns durch eine kurze Antwort wissen, was falsch gelaufen ist.

Vielen Dank für die Verwendung von viaVPN

Link: <https://www1.viavpn.com/verify/v0wVKQddpOokPMqL>

Using your email address [example@viavpn.com](mailto:example@viavpn.com) you created a customer account on viavpn.com. Please click on the verification link, or copy it complete into the addressfield of your browser. By this you start the final step of the procedure. Please note: you are entitled to only one account per company.

If someone else used your email address without permission, please just ignore this email. Or send a short reply to tell us about the problem.

Thank you for choosing viaVPN

Figure 5: Account Activation Email

The actual style of display depends on your email software, web mail interface etc. Since you received this email, the communication and email address is tested. This email is in two languages, because at this time the viaVPN service does not have knowledge about your company.

Note: Even if you initially started the process by your tablet or smartphone to scan the QR-Code, you may safely proceed by opening the email on your laptop or PC.

Please click on the given link, to verify the email address and proceed with Account creation. Your browser will open and the form needs some information to be given. This form is here described in three parts.

### Activate viaVPN Account

You can use your account after completing this form.

Language

#### Account details

Username **example@viavpn.com**

Firstname

Lastname

Password

The password must have at least 8 characters and contain at least one number and one letter.

Retype Password

Figure 6: Account Activation

At the top is the *Language* used in your company to communicate with viaVPN, so far *English* and German (*Deutsch*) languages are implemented. This language defines how the web interface will look, and is also the language used in emails and other documents.

The *Account details* refer to your personal identification, as a representative of your company. As you see you can not change your email address, since this is your *Username*. Please also enter your name, and define your *Password*; retype the password to avoid errors.

### Contact details

Company Name

Demonstrators Help

The company name will not be changable afterwards.

Department  
(optional)

Manuals

Address line 1

Testers Street

Address line 2  
(optional)

(Underground)

Postal code

12123

City

Example town

Province  
(optional)

Country

U.S. Miscellaneous Pacific Islz

Company E-Mail  
(optional)

Phone  
(optional)

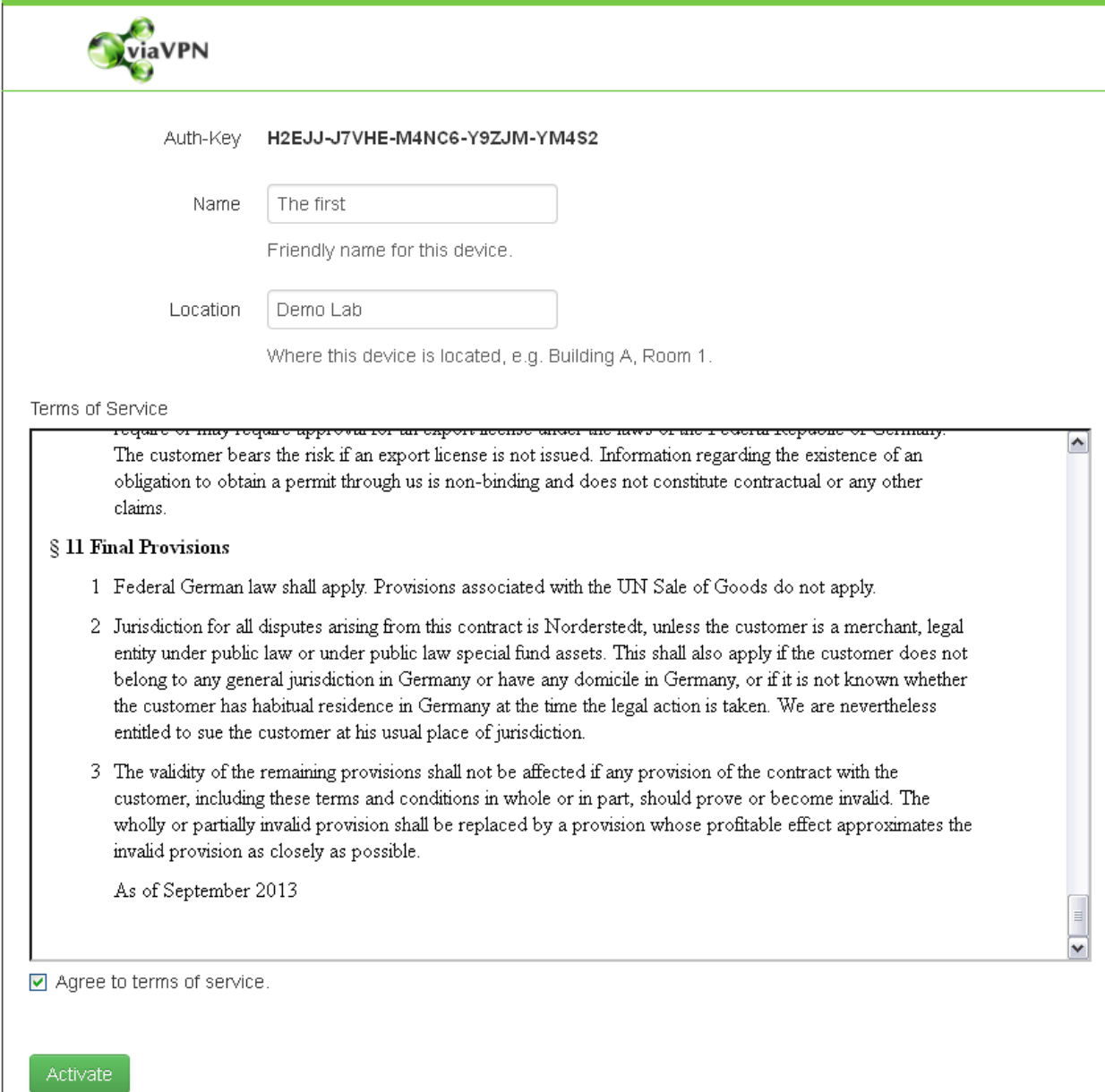
+49-40-000000-0

Including international prefix, e.g. +49 for Germany.

VAT No.

Figure 7: Provide Company Details

The next fields for input identify your company. This is the last occasion to correct or adjust your *Company Name*. This also applies to the *VAT No.* All other data fields may be updated later. The *VAT No.* depends on your country. It is mandatory for the European Community, and optional for other countries.



The screenshot shows the viaVPN account creation interface. At the top left is the viaVPN logo. Below it, the 'Auth-Key' is displayed as 'H2EJJ-J7VHE-M4NC6-Y9ZJM-YM4S2'. There are two input fields: 'Name' with the value 'The first' and 'Location' with the value 'Demo Lab'. Below the 'Name' field is a hint: 'Friendly name for this device.' Below the 'Location' field is a hint: 'Where this device is located, e.g. Building A, Room 1.' A section titled 'Terms of Service' contains a scrollable text area with the following content: 'require or may require approval for an export license under the laws of the Federal Republic of Germany. The customer bears the risk if an export license is not issued. Information regarding the existence of an obligation to obtain a permit through us is non-binding and does not constitute contractual or any other claims. § 11 Final Provisions 1 Federal German law shall apply. Provisions associated with the UN Sale of Goods do not apply. 2 Jurisdiction for all disputes arising from this contract is Norderstedt, unless the customer is a merchant, legal entity under public law or under public law special fund assets. This shall also apply if the customer does not belong to any general jurisdiction in Germany or have any domicile in Germany, or if it is not known whether the customer has habitual residence in Germany at the time the legal action is taken. We are nevertheless entitled to sue the customer at his usual place of jurisdiction. 3 The validity of the remaining provisions shall not be affected if any provision of the contract with the customer, including these terms and conditions in whole or in part, should prove or become invalid. The wholly or partially invalid provision shall be replaced by a provision whose profitable effect approximates the invalid provision as closely as possible. As of September 2013'. Below the terms is a checkbox labeled 'Agree to terms of service.' which is checked. At the bottom left is a green 'Activate' button.

Figure 8: Device and Terms of Service

You used the Authentication Key of one viaVPN Device to create your company Account. So this Device is already known to the viaVPN data base as belonging to this Account. You should add your own identification information right now, and edit them later if necessary. The *Name* and *Location* are displayed in a later list of Devices for you to select them.

Finally you have to read the *Terms of Service*, and agree to them. When you provided all requested data you may now **[Activate]** your Account. The web browser will show the Home Screen of your Account.

Now you created and activated your company Account on viaVPN, and for this service you became a Manufacturer. Please carefully note your password, so you do not forget it. And we also recommend to note the Authentication Key, since you need one of your keys in case you lost the password.

### 2.3. Connect using the viaVPN Client Utility

Your Account is ready, a viaVPN Device is assigned to that Account. You may now download the viaVPN Client Utility software, and install it. This is described in the [Client Utility manual](#).

You added one viaVPN Device to your company Account during the process above. The installation of this Device is given in the [Router Firmware](#) manual. When installed it is ready for access by the viaVPN Client Utility.

While creating your company Account you also created an Administrator entry in it. This is configured to permit use of the viaVPN Client Utility.

## 3. The Web Interface

To use the Web Interface the first operation is to perform the login to your company Account. Open your web browser, and visit <https://www.viavpn.com>. You may want to create a bookmark for this.

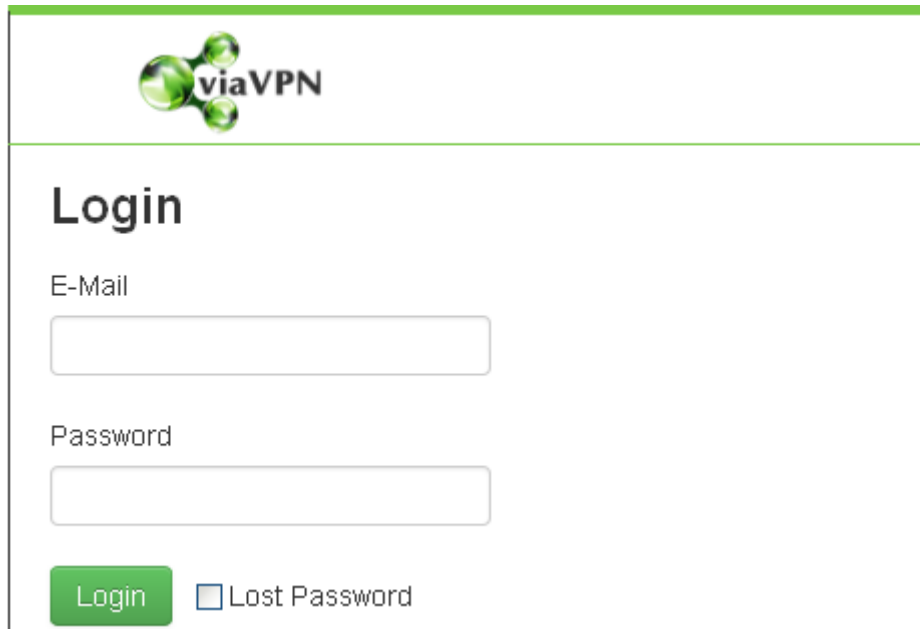
The image shows a web browser window displaying the viaVPN login interface. At the top, there is a green header bar with the viaVPN logo, which consists of three green spheres connected by lines, followed by the text 'viaVPN'. Below the header, the word 'Login' is displayed in a large, bold, black font. Underneath 'Login', there are two input fields: the first is labeled 'E-Mail' and the second is labeled 'Password'. Both fields are empty and have a light gray border. Below the 'Password' field, there is a green button with the word 'Login' in white text, and to its right, there is a checkbox followed by the text 'Lost Password'.

Figure 9: Login to the Administration Web Interface

Enter your email address and the password, then click on the **[Login]** Button. The Home-Screen of your Account opens after successful login. The function of *Lost Password* option is explained in [appendix A on page 53](#).

Note 1: If “Account” is written with an upper-case ‘A’, this refers to the Account of your company. With a lower-case ‘a’ this refers to the Login accounts of Administrators (or Users).

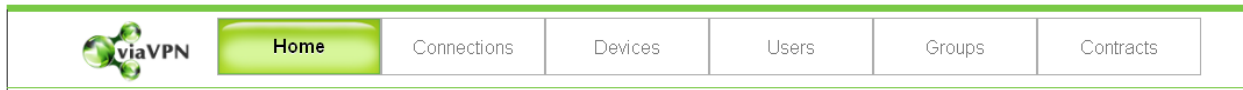
Note 2: If “Adminstrator” is written with an upper-case ‘A’, this refers to an Administrator in your company Account. With a lower-case ‘a’ this refers to the profession of a network or PC administrator, and is not related to viaVPN at all.

### 3.1. The Menu Bar

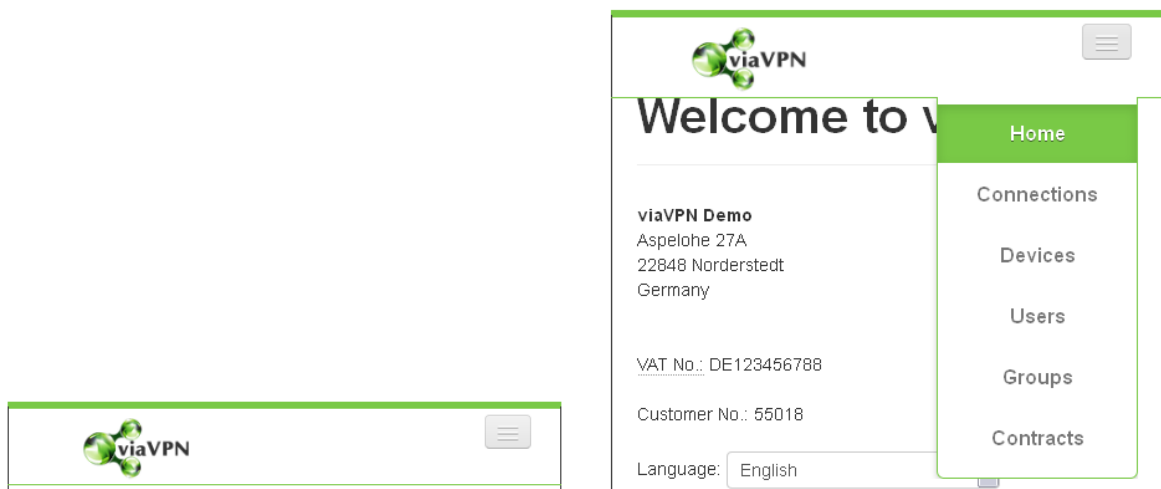
On top of each viaVPN screen is the menu bar. This comes in two variants, they depend on the size of your display (browser window).

example@viavpn.com | Downloads | Logout

(a) Menu Top-Line



(b) Wide Menu



(c) Compressed Menu

(d) Expanded Menu

Figure 10: The Menu

On standard displays a common menu bar appears, it looks like figure 10b. This bar does not require extreme width for the browser window. In the top line (fig. 10a) you see your account, which is your email address. The item *Downloads* enables access to Documentation and the viaVPN Client Utility software, while the item on the right is for *Logout* (*Abmelden*) function. Below this is a group of buttons for functions.

In narrow browser windows the compact menu bar appears automatically (figure 10c), it is marked by the button<sup>1</sup> on the right side. It will fit also on the screens of tablets and smart phones, and is compatible with touch screen operation. A click on the button will open access to the functions (figure 10d), another click will close the menu again.

<sup>1</sup>In other manuals such may be nick-named as “Hamburger menu”

## 4. Home

The Home screen appears after login to your company Account on the Administration web interface. And of course after a click on the Home Menu.



Figure 11: Menu Home

# Welcome to viaVPN!

---

**viaVPN Demo**  
Aspelohe 27A  
22848 Norderstedt  
Germany

VAT No.: DE123456788

Customer No.: 55018

Language:

If these [contact details](#) have changed, please update them.

## Quick start guide:

1. [Add a new device](#) by entering the *Auth-Key* that is printed on the device.
2. [Create a new user](#) who should be able to connect to the device. You could also use the admin account for connecting to the device.
3. [Create a new group](#) that contains both, the user and the device.
4. [Download](#) and install the *viaVPNClient*.

Figure 12: Home Screen

The upper section displays the company information you provided. It is also possible to directly change the *Language*.

### 4.1. Quick Start Guide

The instructions shown in the Quick Start Guide are not intended as a detailed manual. They are just hints of typical management and configuration operations to perform in the web interface. The provided links are shortcuts to frequently used options explained below.



## 4.2. Edit Contact Details

Using the link *contact details* you may edit the information about your company.

### Contact

---

Company Name

**viaVPN Demo**

Department  
(optional)

Address line 1

Address line 2  
(optional)

Postal code

City

Province  
(optional)

Country

▼

Language

▼

Company E-Mail  
(optional)

Phone  
(optional)

Including international prefix, e.g. +49 for Germany.

VAT No.

**DE123456788**

Save

Figure 13: Contact Details

You've already seen this form during the creation of your company Account (see [2.2 on page 10](#)). Just note, the *Company Name* and the *VAT No.* are non-editable values now.

## 5. Connections

The screen of *Connections* is a display of active viaVPN Devices and Users. It is a real-time screen, meaning it will refresh itself in regular intervals, this way automatically showing changes in the status.



Figure 14: Menu Connections

## Connections

This page lists all active connections between users and devices. Currently there are **1** connections. Note that this page is being refreshed automatically.

User	Device	Online	Status	
example@viavpn.com	viaVPN pro CAM	a minute	Established	Kill

Figure 15: Active Connections to Devices

The connections are started by Users using the viaVPN Client Utility. As an Administrator you see how long this connection is established, and you may disconnect the User from the viaVPN Device using the **[Kill]** button. The latter should not be necessary though. Note: there is no confirmation request for this function, the disconnect will happen immediately.

## 6. Devices

The *Devices* screen lists all the viaVPN Devices available with your company Account. As with the *Connections* this also updates the status in regularly intervals.



Figure 16: Menu Devices

### Devices



Currently there are **2** devices online.

[+ Add Device](#)

[✎ Exchange Configurations](#)

There are updates available for your devices. When the device is online, click on the "Update"-Button(s) to update the device(s).

ID	Name	Group(s)	Location	Online	Status					
139	<a href="#">viaVPN mini</a>	Standard	New York	4 hours	Online	Edit	Delete	Reboot	Config	Logs
134	<a href="#">viaVPN pro CAM</a>	Demo-Group, Standard	Hamburg	an hour	In use	Edit	Delete	Reboot	Config	Logs
						Update				
136	<a href="#">viaVPN COM</a>	Standard	Hamburg		Offline	Edit	Delete	Logs		
96	<a href="#">viaVPN pro</a>	Standard	Muenchen		Offline	Edit	Delete	Logs		
133	<a href="#">viaVPN pro 1</a>	Standard	Taipei		Offline	Edit	Delete	Logs		
132	<a href="#">viaVPN pro 2</a>	Standard	Shanghai		Offline	Edit	Delete	Logs		
135	<a href="#">viaVPN pro (USB-Cam)</a>	Standard	Cupertino		Offline	Edit	Delete	Logs		
107	<a href="#">viaVPN pro (WLAN/3G)</a>	Standard	Test Lab2		Offline	Edit	Delete	Logs		

Figure 17: Devices List

Each viaVPN Device is listed with its identification in the viaVPN database. The *Name* is provided by you for your ease of identification, as well as the *Location*. To use a Device with the viaVPN Client Utility it must be a member of at least one *Group*, this is explained below (section 8 on page 45).

Column *Online* shows the time since the Device established connection to the viaVPN Cloud Server, then the *Status* is either *Online* or *In Use*; otherwise it is given as *Offline*.

Note: these fields are no buttons.

You may **[Edit]** some information about the viaVPN Device, and you can **[Delete]** it from your company Account. When the Device is Online, you may remotely **[Reboot]** it, or use the **[Config]** button to get to the firmware web interface<sup>2</sup>. Also viewing some latest statistic information is available as the **[Logs]**.

<sup>2</sup>see [Router Firmware manual](#) for details

If a new firmware version for the viaVPN Device is available, a button for **[Update]** function appears. Then also a message appears on top of the list:

*There are updates available for your devices. When the device is online, click the "Update"-Button to update the device(s).*

See section 6.8 for instructions to perform the firmware update process.

## 6.1. Add a Device

The company Account was created using one viaVPN Devices Authentication Key, so there already is one entry in the list. But your company will use more than that single Device for remote services, so there are ways to add a Device to the Account.

### 6.1.1. Ways to Add a Device

All methods of adding effectively use the web interface. You may be logged in before attempting to add, or you may do that during the process. If you have to fill in the Authentication Key, you may just put the cursor in the leftmost box, and paste the complete key at once. The other boxes are filled automatically.

Auth-Key



XXXXX – XXXXX – XXXXX – XXXXX – XXXXX

Please type or paste the key, which is printed on the viaVPN device.

(a) Authentication Key ready to fill

Auth-Key

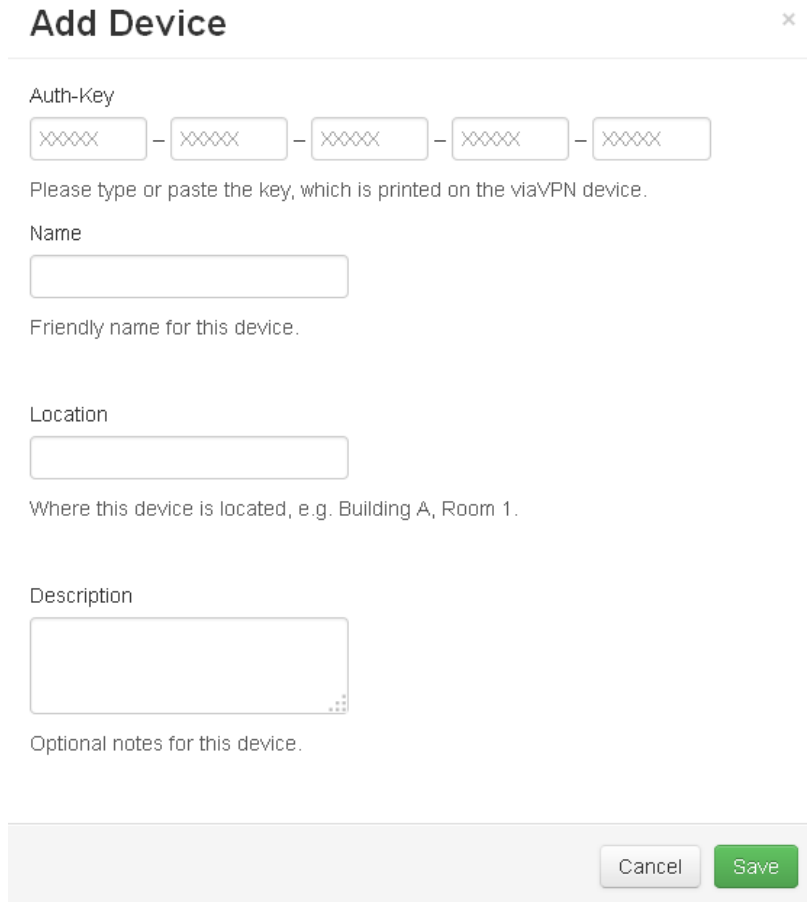


H2EJJ – J7VHE – M4NC6 – Y9ZJM – YM4S2

(b) Authentication Key filled

Figure 18: Enter Authentication Key

**Adding in Web Interface** The first way is to log into the company Account, and click the **[+ Add Device]** button.



The screenshot shows a web interface titled "Add Device" with a close button (X) in the top right corner. The form contains the following fields and instructions:

- Auth-Key**: A field with five input boxes, each containing "XXXXX", separated by hyphens. Below it, the instruction reads: "Please type or paste the key, which is printed on the viaVPN device."
- Name**: A single-line text input field. Below it, the instruction reads: "Friendly name for this device."
- Location**: A single-line text input field. Below it, the instruction reads: "Where this device is located, e.g. Building A, Room 1."
- Description**: A multi-line text input field. Below it, the instruction reads: "Optional notes for this device."

At the bottom right of the form, there are two buttons: "Cancel" and "Save".

Figure 19: Add Device via Web Interface

Type in the AuthenticationKey, to identify your new viaVPN Device to the viaVPN data base. Then give it a *Name* and some information about the *Location* of it. Further *Description* is also possible. Click on the **[Save]** button.

**Add via Hyperlink with Authentication Key while online** or

**Add via QR-Code while online** The most convenient way though is to add the viaVPN Device using the QR-Code printed on the back side. On your tablet or smartphone login to the web interface via your browser, then scan the QR-Code of your new Device. Instead of using the QR-Code you may also enter the AuthenticationKey direct as part of the address in your browser. Just use the known hyperlink to join viaVPN, and append the AuthenticationKey.

<https://www.viavpn.com/join/H2EJJ-J7VHE-M4NC6-Y9ZJM-YM4S2>

This is the same action as scanning the QR-Code, but done easy on a PC. The value of AuthenticationKey is then placed into the form.

## Add new device

Auth-Key

H2EJJ – J7VHE – M4NC6 – Y9ZJM – YM4S2

### Device details

Name

Friendly name for this device.

Location

Where this device is located, e.g. Building A, Room 1.

Description

Optional notes for this device.

Add

Figure 20: Add Device by QR Code while online

This time the viaVPN data base already knows which company Account to use. Just give the *Device details*. Click on the **[ Add ]** button.

**Add via Hyperlink with Authentication Key when offline** or

**Add via QR-Code when offline** Even when not logged in to your companies Account on viaVPN you may use the QR-Code or the link with Authentication Key, so you do not have to type it.

## Join viaVPN

You can create a new account with a viaVPN device.

If you already have an account check "Add device to existing account"

Auth-Key

H2EJJ – J7VHE – M4NC6 – Y9ZJM – YM4S2

☒ Add device to existing account

### Device details

Name

Friendly name for this device.

Location

Where this device is located, e.g. Building A, Room 1.

Description

Optional notes for this device.

Figure 21: Add Device by QR-Code when offline

Make sure the option of *Add device to existing account* is checked. Enter the *Device details* as above.

## Login

E-Mail

Password

Login

Figure 22: Enter Credentials for Add

Finally provide the credentials of your company Account in the *Login* section. Click the **[Login]** button. The Device is now available in your company Account.

### 6.1.2. Device Add Success

Once all data is entered correct, the new viaVPN Device is added to (or paired with) your Account. You also see the password for the Device configuration, which you may need later (section [6.6 on page 30](#)).

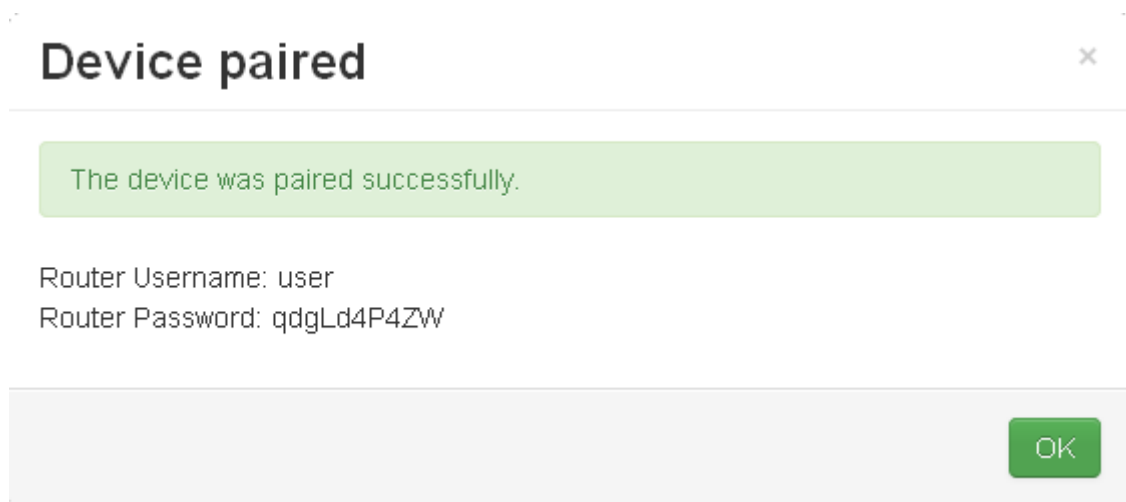


Figure 23: Device successfully added



## 6.2. Device Information

In the Device list click on the *Name* of a viaVPN Device, to open a display with basic information.

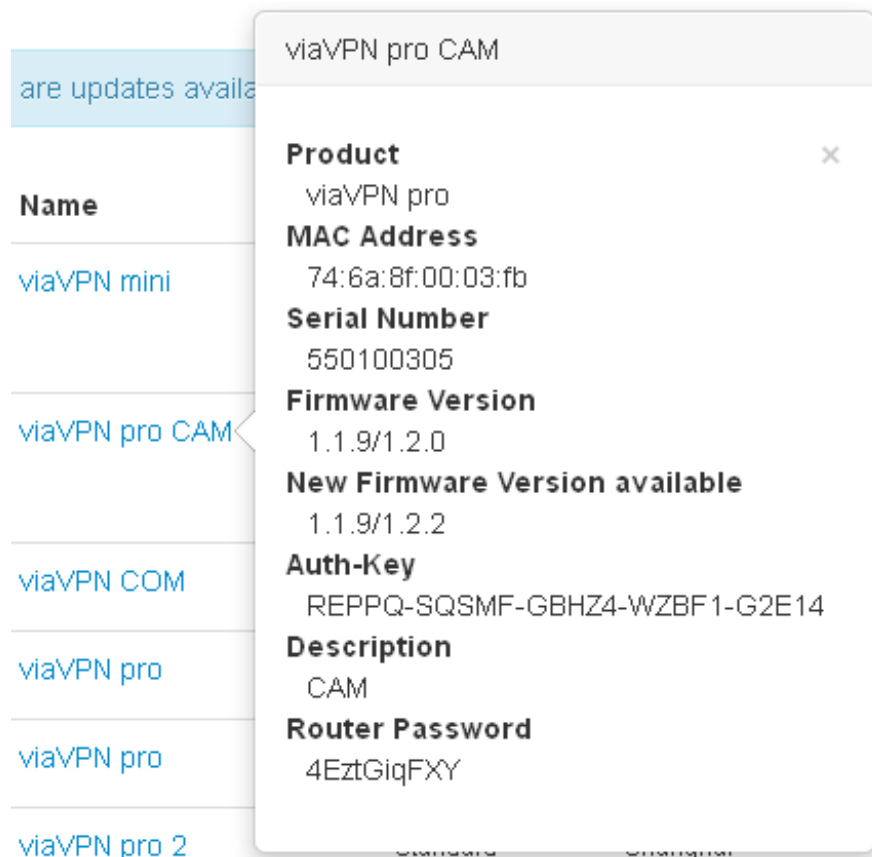


Figure 24: Device Information

A *New Firmware Version available* only appears when this situation arises. The *Description* is configured by the Administrator in *Device details*, see 6.2.1. The *Router Password* is required to configure the viaVPN Device via its internal web configuration<sup>3</sup>. Other information is the *Product* type, the *Serial Number*, the *Authentication Key* etc.

<sup>3</sup>see [Router Firmware manual](#) for details

### 6.2.1. Edit Device Information

The button **[Edit]** opens a form to change the *Device details* as seen in [6.2](#). This is information used inside your company Account to differentiate between your viaVPN Devices. The parameters are explained with figure [21](#).

## Edit Device

×

Name

Friendly name for this device.

Location

Where this device is located, e.g. Building A, Room 1.

Description

Optional notes for this device.

Cancel

Save

Figure 25: Edit Device Information

### 6.3. Delete a Device

This operation is not typically used. If a viaVPN Device became defective (e.g. by over-voltage), you should delete it, thus removing it from all lists in viaVPN Client Utility installations. Or if you want to install the Device in another company Account - for example that of your Customer - you first have to delete it. A viaVPN Device can exist in one company Account only.

Use the button **[Delete]** for this operation. Only after deletion your Customer may add the Device to his Account.

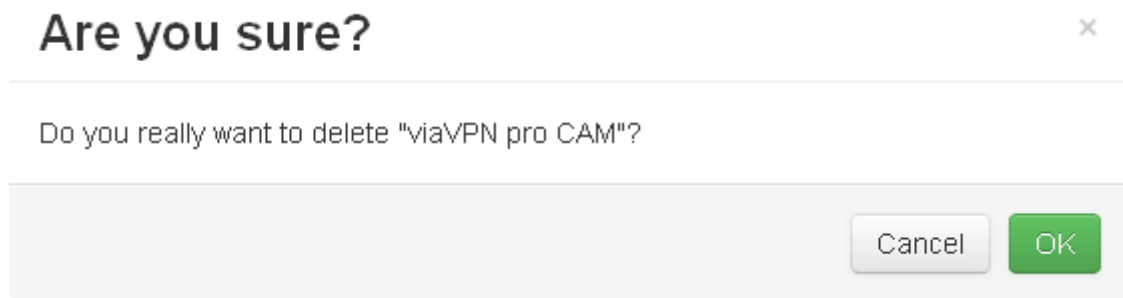


Figure 26: Delete a Device

In case you accidentally deleted the wrong viaVPN Device, you may simply add it again to your company Account. Just have that Devices AuthenticationKey available.

### 6.4. Device Logs

Button **[Logs]** will show the Logs of any viaVPN Device, displaying the latest 10 entries of certain connections. There are the connections done by using the viaVPN Client Utility, i.e. one of your users has access to the local network and other functions of the Device. The other connections are the connections from the Device to the viaVPN Cloud Servers, this is when the Device gets online.

## 6.4.1. Latest User Connections

**Logs of viaVPN pro CAM** (latest 10 entries) ×

User Connections   Online Connections   Configuration Transfers

User IP	User	Connected	Disconnected	Duration	RX (MB)	TX (MB)
213.209.99.202	demo-usr@viavpn.com (92)	2015-06-23 12:12:34	2015-06-23 12:15:06	0:02:32	0.00	0.00
213.209.99.202	demo-usr@viavpn.com (92)	2015-06-23 12:07:40	2015-06-23 12:12:01	0:04:21	0.00	0.00
213.209.99.202	demo-adm@viavpn.com (91)	2015-06-23 12:06:57	2015-06-23 12:07:27	0:00:30	0.00	0.00
213.209.99.202	example@viavpn.com (85)	2015-06-23 12:06:29	2015-06-23 12:06:42	0:00:13	0.00	0.00
213.209.99.202	helps@viavpn.com (86)	2015-06-23 12:05:34	2015-06-23 12:06:01	0:00:27	0.00	0.00
213.209.99.202	(77)	2015-05-11 15:58:54	2015-05-11 16:09:36	0:10:42	254.63	5.00
210.65.193.251	(77)	2015-04-21 10:55:22	2015-04-21 11:08:46	0:13:24	31.70	0.00
220.137.35.193	(77)	2015-04-10 14:10:44	2015-04-10 14:16:22	0:05:38	17.08	0.00

Close

Figure 27: Latest User Connections

The *User Connections* are listed by the IP Address of the User, and his email address for identification. Times are given for start and stop of the connection, in the format Year-Month-Day and the time in 24 hours; the *Duration* is calculated. Further the traffic is listed in Megabytes.

Note: Some kind of data traffic on the local network of a viaVPN Router is also transmitted via the VPN connection. This kind of traffic may not be much, but over longer connection times it adds up. This has an impact on the amount of available data traffic, see section 9 on page 49. Traffic is only transported as long as a User is connected to the Device.

## 6.4.2. Latest Online Connections

**Logs of viaVPN pro CAM** (latest 10 entries) ×

[User Connections](#)
[Online Connections](#)
[Configuration Transfers](#)

IP	Connected	Disconnected	Duration	RX (MB)	TX (MB)
213.209.99.202	2015-06-23 11:34:49	—	0:40:47	0.02	0.16
213.209.99.202	2015-05-11 16:12:12	2015-05-11 16:26:31	0:14:19	0.00	0.00
213.209.99.202	2015-05-11 15:57:19	2015-05-11 16:09:35	0:12:16	5.02	254.63
213.209.99.202	2015-04-21 10:52:36	2015-04-21 12:51:12	1:58:36	0.68	31.70
213.209.99.202	2015-04-10 11:35:14	2015-04-10 16:35:18	5:00:04	4.39	189.96
213.209.99.202	2015-03-31 01:35:19	2015-04-10 11:24:39	10 days	3.34	163.25
213.209.99.202	2015-03-24 19:58:48	2015-03-31 01:34:41	6 days	0.00	0.00
213.209.99.202	2015-03-23 19:59:36	2015-03-24 19:58:47	23:59:11	0.00	0.00
213.209.99.202	2015-03-22	2015-03-23	23:59:49	0.00	0.00

Close

Figure 28: Latest Online Sessions

The logs of the Sessions in *Online Connections* are provided to check for availability of the viaVPN Devices. When a Device is started<sup>4</sup> it attempts to get a connection to the viaVPN Cloud Server via Internet. When this is successful the Device is registered as Online on the viaVPN database. A Device stays online until the Power is switched Off, or the Internet connection is broken<sup>5</sup>. Depending on the kind of Internet access the connection may last hours to years.

Each entry starts with the IP Address of the Device, and the time when the online connection was successful. Also listed is the time of disconnect, and the *Duration* of that connection. During those

<sup>4</sup>Power is switched on, or a Reboot was done

<sup>5</sup>For example DSL connections with daily disconnects will have that result, because often the IP Address is changed with each reconnect.

times Users may have used the viaVPN Client Utility, which resulted in data traffic. The traffic of those individual User connections is summed up in each entry.

### 6.5. Reboot a Device

Again an operation not typically used. This function will restart the viaVPN Device, cutting all connections until it finished rebooting and is back online.

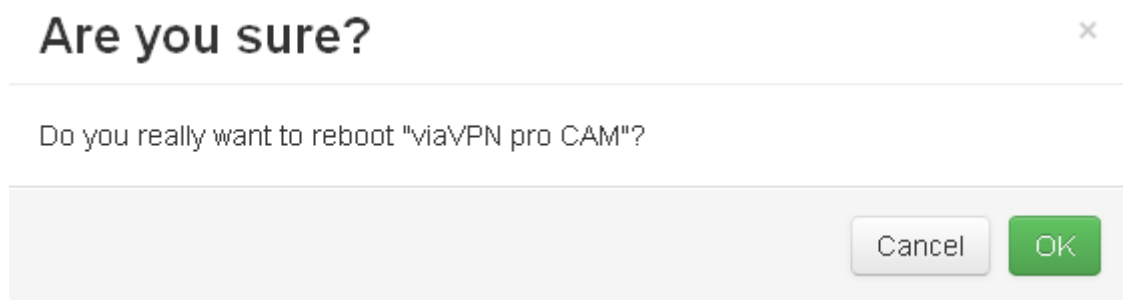


Figure 29: Reboot a Device

Click the button **[ OK ]** to reboot the Device. In the list of Devices for a short time you may see a *Status* as *Rebooting*, quickly followed by *Offline*. It will need about a minute until the Device gets a new connect to the viaVPN Cloud Server via Internet. Then it is back *Online*.

### 6.6. Configure a Device

viaVPN Devices are configured via an internal web interface, the [Router Firmware manual](#) documents how to do that. For configuration you need access to the Device with your browser. Either you connect via the viaVPN Client Utility and open the browser then. Or you use the viaVPN Cloud Server as a proxy, so you can configure the Device from the Administration Web Interface. For the second option click on the **[ Config ]** button.

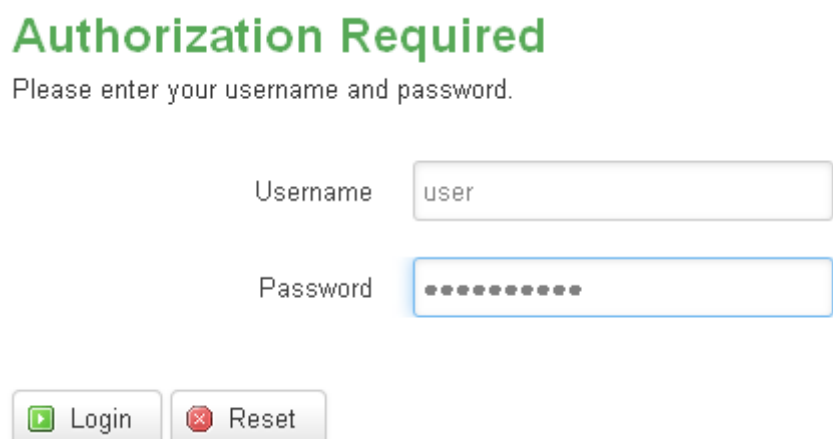


Figure 30: Configure a Device

A new browser window or tab is opened, where you **[Login]** to the viaVPN Device. After *Logout* close the window, it is now empty. All data to and from the Device is sent via the viaVPN Cloud Server, i.e. in encrypted and secured format.

## 6.7. Exchange Configurations

In some situations several viaVPN Devices shall have very similar configurations, with just minor modifications. Instead of manually modifying each parameter in all these Devices, it may prove more quick to place an existing configuration set into the target Device, and afterwards modify values specifically for this Device only. How to modify certain parameters is explained in the [Router Firmware Manual](#), and shortly referenced in section [6.6 on the previous page](#).

*Attention:* some sections in the configuration may disconnect the target Device from the Internet, thus disabling the function of remote access and further change of configurations. There will be warnings about that risk, and you may choose to transfer or omit those parameters. If such a problem might occur it is best to be on site, i.e. at the target Device to finish the configuration by local access. It is suggested to perform the transfer operation before shipping the Device to the Customers location. The critical sections are:

**WAN** This covers which interface is to use for Internet Access (WAN port, Wifi or Mobile), and the IP Address plus other parameters. If this is changed at the target, the new configuration may disconnect from Internet and the viaVPN Cloud Server.

**Wifi** This is the complete configuration of the Wifi adapter. In Client Mode it is typically used for Internet Access via Customers WLAN network. Changing parameters in this situation will likely disrupt remote access.

**Mobile** At least the PIN is related to the SIM card in use. Changing this will disrupt remote access, if the 3G/4G adapter is used for Internet Access.

Details about these configurations and what problems may arise are given in the [Router Firmware Manual](#).

Configuration transfer is possible from a source Device to one or several target Devices, from a source Device to the Master-List, and from the Master-List to target Devices. The Master-List is a storage of some configurations held on the viaVPN Cloud Server. The following first describes the transfer from Device to Device, the Master-List is explained later.

The transfer process is started by the button **[Exchange Configurations]**, which opens the *Transfer Configuration* window.

Figure 31: Source and Target Devices

**Select Source** Figure 31: In the upper section first select the *Configuration Source Type* as *Device*. Then select one of the available Devices on the right side. Only Devices currently online shall be selected. Once selected the viaVPN Cloud Server requests the configuration from the Device, after some seconds this is confirmed by a small sign reading **[Configuration loaded]**.

**Select Target** Figure 31: In the lower section first select the *Configuration Target Type* as *Device*. Then select one *or more* of the available Devices on the left side. Using the right arrow button place them in the *Configuration Target(s)* list. From this list you may remove them by the left arrow button.

The target Devices may be currently online or in offline state. Click the button **[Apply]** to continue.



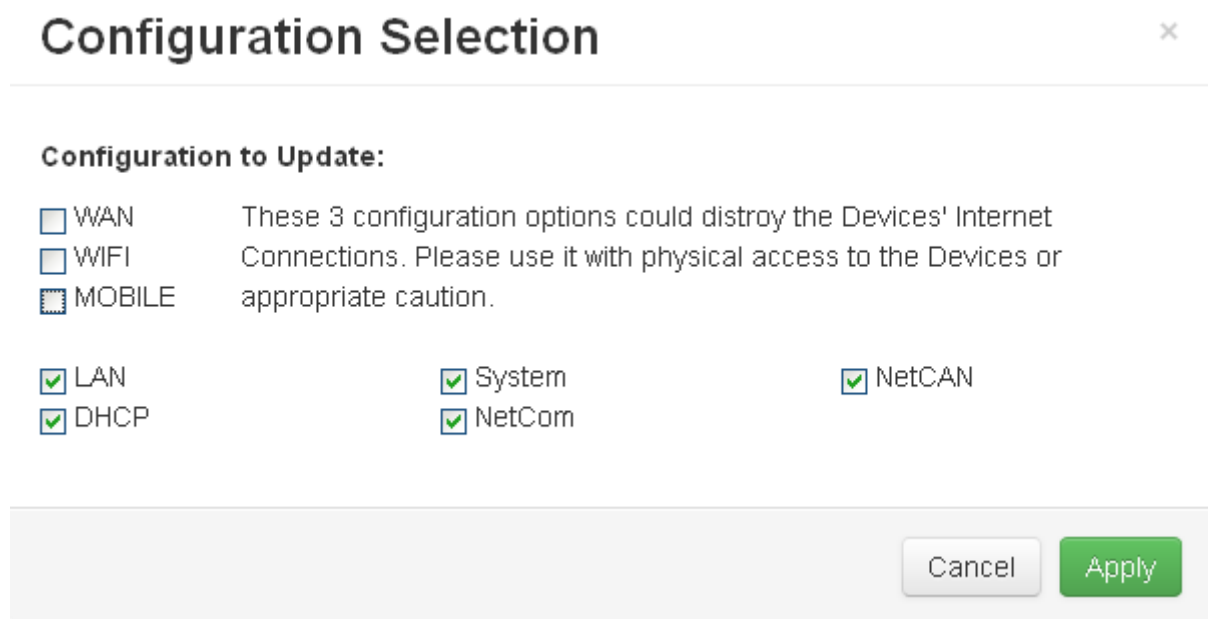


Figure 32: Configuration Selection

**Select Configuration Sections** Place a check mark in those sections you need to transfer to the target Device(s). *LAN*, *DHCP*, *System*, *NetCom* and *NetCAN* are mostly harmless, meaning they can not interrupt the remote access for further fine-tuning of the configuration. So these are checked by default, uncheck them as necessary (figure 32).

As mentioned above (see 6.7 on page 31) the *WAN*, *WIFI* and *MOBILE* parameters may pose a risk, so they are not checked and have a warning adjacent to them. Place a check mark where necessary and only if you addressed possible problems in advance<sup>6</sup>. Then click the button **[Apply]** to begin the transfer.

**Transfer in Progress** The selection dialog closes and the list of viaVPN Devices opens again.

A **[Configuration received]** sign appears at the source Device, while the target Devices show a **[Configuration pending]** status. When the transfer to a target Device is completed, the status changes to **[Configuration transferred]**. These status messages remain visible until all target Devices have received their configuration. After that they are removed.

The status of **[Configuration pending]** may be seen only shortly (if at all), for target Devices currently **[Online]**. The transfer time for the configuration usually is very short, so you might miss this intermediate step.

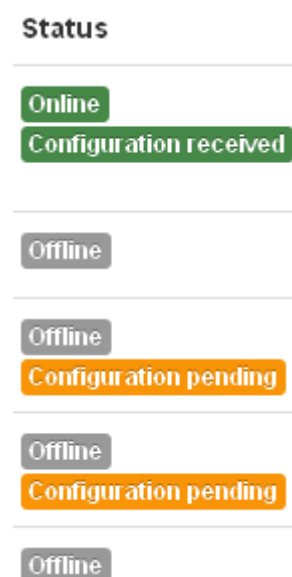


Figure 33: Transfer Status for Device

<sup>6</sup>Such may require to be on site at the Device

**Abort Transfer Operations** The additional status buttons for transfer progress (see figure 33) provide means to abort a transfer. A click on the status of `[Configuration pending]` at a target Device removes this Device from the list, so it is no longer a target and consequently the configuration does not change. A click on `[Configuration received]` at the source Device cancels the complete transfer operation by removing the source data. Of course target Devices with status `[Configuration transferred]` already have their new configuration, there is no undo operation for those.

**Master-List as Target** The Master-List first needs some configurations to store into, so the first operation with the list is to use it as a target. Start the configuration transfer, and select a source Device as in figure 31 on page 32.

**Configuration Target Type:**

☐ Device

☒ Master-List

**Configuration Name:**

Example 1

**Description:**

Just for demonstration purposes

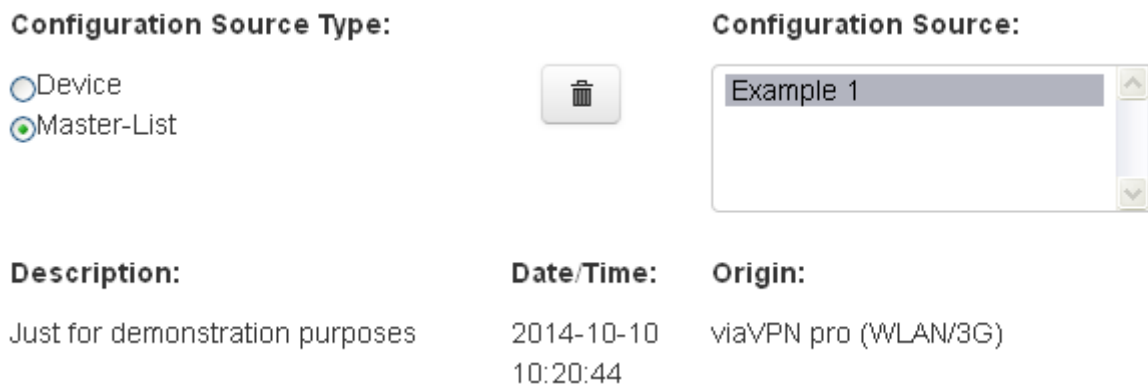
Figure 34: Target Master-List

Then in the lower section select the *Configuration Target Type* as *Master-List* (figure 34). The new configuration entry in the Master-List will get a *Name* and a *Description*. For the name it is recommended to use safe characters only, i.e. letters, digits, space and minus signs. Special characters may pose problems when interpreted by different browsers.

Note: the *Configuration Target Type* as *Master-List* is blocked, if the *Configuration Source Type* is set as *Master-List*.

**Master-List as Source** When configurations exist in the Master-List, they may be transferred to Devices. Click the button `[Exchange Configurations]`, and in the *Transfer Configuration* window select the *Configuration Source Type* as *Master-List*.

Note: the *Configuration Source Type* as *Master-List* is blocked, if the *Configuration Target Type* is set as *Master-List*. In that situation first change the *Configuration Target Type*.



**Configuration Source Type:**

☐ Device

☒ Master-List

**Configuration Source:**

Example 1

**Description:** Just for demonstration purposes

**Date/Time:** 2014-10-10 10:20:44

**Origin:** viaVPN pro (WLAN/3G)

Figure 35: Source Master-List

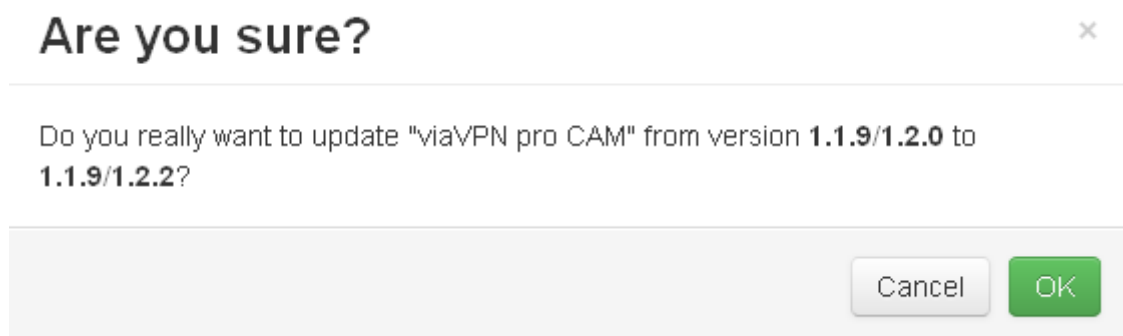
In the list on the right side select one of the entries. For this entry the information of *Description*, *Date/Time* of creation and the *Origin* Device is displayed for verification. For transfer of configuration proceed with target selection as in paragraph [Select Target](#).

The button of the trash can will remove the selected entry from the Master-List. If such a deletion was the only purpose of entering Configuration transfer, use button **[ Cancel ]** to exit the *Transfer Configuration* window.

## 6.8. Update a Device

This function is available to push a new firmware version to a particular viaVPN Device. A click on the button for **[ Update ]** opens access to these three choices:

- *This device* is for single-Device update, it will send the new firmware to this viaVPN Device only.
- *All <Model>* is a multi-Device update. All viaVPN Devices of the same model as the selected item will receive the firmware update simultaneously, if they are currently online.
- *All devices* again is a multi-Device update. Sometimes a firmware update changes functions common to many different models, then several new firmware versions are available. This options has all viaVPN Devices (currently online) receive the new firmware.



**Are you sure?**

Do you really want to update "viaVPN pro CAM" from version **1.1.9/1.2.0** to **1.1.9/1.2.2**?

Cancel OK

Figure 36: Confirmation for Firmware Update

Click one of the items, there is a confirmation request. Button **[ OK ]** starts the update procedure.

134	viaVPN pro CAM	Demo-Group, Standard	Hamburg	3 hours	Updating	Edit	Delete	Logs
-----	----------------	-------------------------	---------	---------	----------	------	--------	------

Figure 37: Device Status as Updating

At first the *Status* of the Device changes to *Updating*. This is for a short time, you may not notice it.

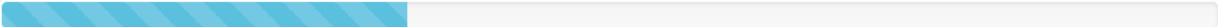
134	viaVPN pro CAM	Demo-Group, Standard	Hamburg	3 hours	Online	Edit	Delete	Reboot	Config	Logs
<b>Updating to 1.1.9/1.2.2 Current Version: 1.1.9/1.2.0 Device Type: viaVPN pro</b> 										

Figure 38: Device Status as Updating

Next a progress bar appears, jumping in some steps. At this time the new firmware is transmitted in portions.

134

viaVPN pro CAM

Demo-Group,  
Standard

Hamburg

Offline

Edit

Delete

Logs

Updating to 1.1.9/1.2.2 Current Version: 1.1.9/1.2.0 Device Type: viaVPN pro

Figure 39: Device Status as Updating

The *Status* of the Device changes to *Offline*, because to activate the new firmware the Device has to reboot itself. Depending on the new software the reboot may happen multiple times. After a short time all reboots are done, and the Device reconnects to the viaVPN Cloud Server. The *Status* changes back to *Online*, and you continue using the Device like before.

## 7. Users

The Users screen allows to monitor and configure User accounts. It updates the content regularly.

Note: If “User” is written with an upper-case ‘U’, this refers to a User Login account for viaVPN services or a person using this. With a lower-case ‘u’ this refers to a person who actually uses some function, service or hardware.



Figure 40: Menu Users

## Users

Currently there are **1** users online.

+ Add User								
Username	Created	Allow connect	Online	Status				
★ example@viavpn.com	September 9 2014	✓	7 minutes	Online	Logs	Edit	Delete	
★ demo-adm@viavpn.com	June 23 2015	✓		Offline	Logs	Edit	Delete	
demo-usr@viavpn.com	June 23 2015	✓		Offline	Logs	Edit	Delete	
★ Gast@viavpn.com	June 22 2015	✗		Offline	Logs	Edit	Delete	
★ guest@viavpn.com	June 22 2015	✗		Offline	Logs	Edit	Delete	
helps@viavpn.com	September 10 2014	✓		Offline	Logs	Edit	Delete	

(a) User Listing

Online	Status				
7 minutes	Online	Logs	Edit	Delete	Kill
	Offline	Logs	Edit	Delete	

(b) User Buttons

Figure 41: User Screen

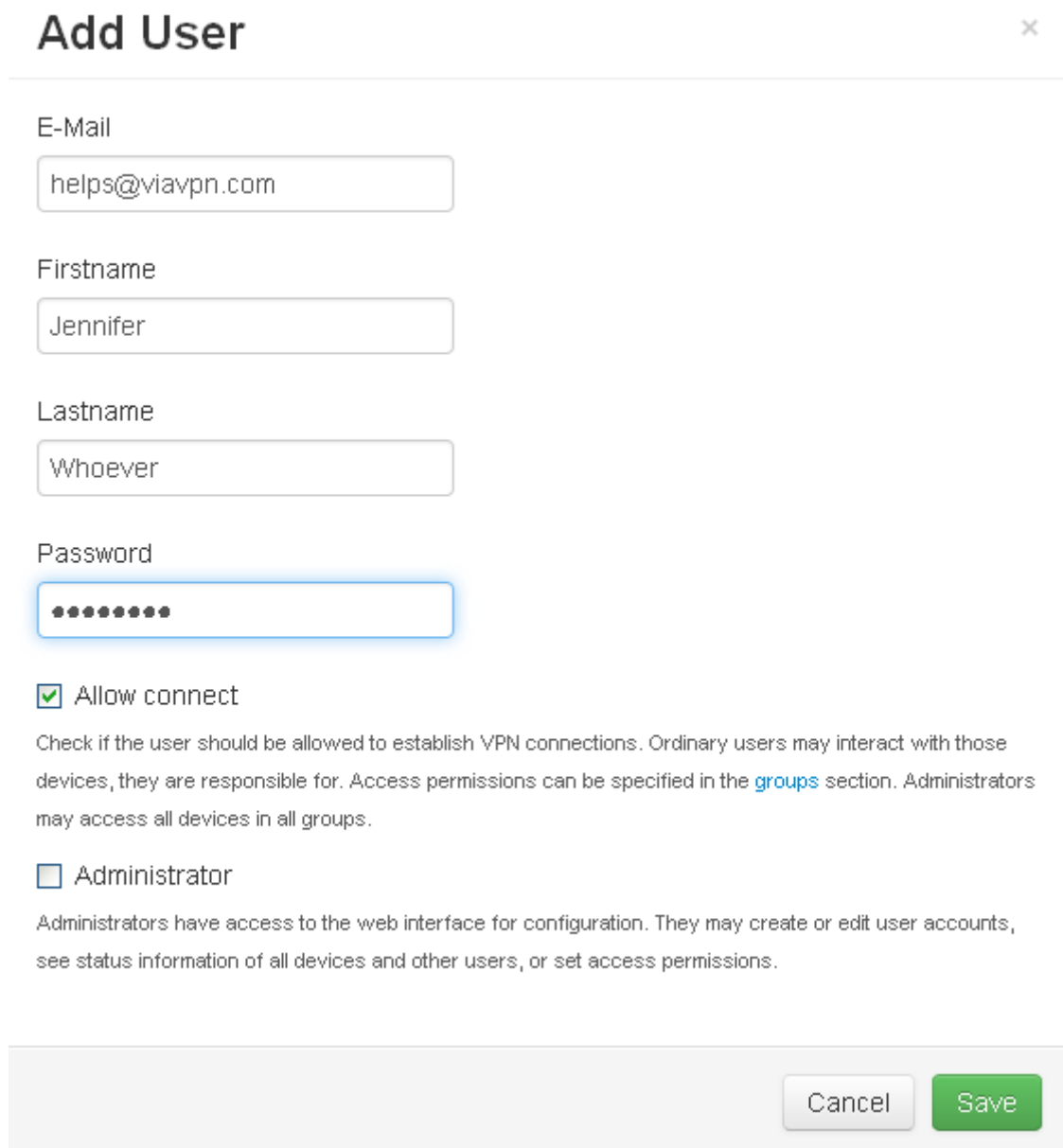
There are two kinds of User levels on viaVPN services, ordinary Users and Administrators. Ordinary Users do *not* have access to the Web Interface, they are not allowed to change any configuration. Administrator accounts are marked with an asterisk in the *Username* column. If the email address is long, it will be written on a second line. Most accounts will have a check mark in column *Allow*

*connect*, but this is not always necessary. The *Status* of *Online* represents a current connection to a Device using the viaVPN Client Utility software, and the time this connection exists (see section 5 on page 18).

Please note the special buttons available for users: `[Logs]`, `[Edit]`, `[Delete]` and `[Kill]` when the *Status* is *Online* (figure 41b).

### 7.1. Add a User

The button `[+ Add User]` will create an extra User in your company Account.



The screenshot shows a web form titled "Add User" with a close button (X) in the top right corner. The form contains the following fields and options:

- E-Mail:** A text input field containing "helps@viavpn.com".
- Firstname:** A text input field containing "Jennifer".
- Lastname:** A text input field containing "Whoever".
- Password:** A password input field with 10 dots, highlighted with a blue border.
- Allow connect:** A checked checkbox with the label "Allow connect". Below it, a paragraph states: "Check if the user should be allowed to establish VPN connections. Ordinary users may interact with those devices, they are responsible for. Access permissions can be specified in the [groups](#) section. Administrators may access all devices in all groups."
- Administrator:** An unchecked checkbox with the label "Administrator". Below it, a paragraph states: "Administrators have access to the web interface for configuration. They may create or edit user accounts, see status information of all devices and other users, or set access permissions."
- Buttons:** At the bottom right, there are two buttons: "Cancel" (light gray) and "Save" (green).

Figure 42: Add a User

At first Email address and name of the User are required. The email address is for identification on viaVPN services, and some information is sent to that address.

Make sure *Allow Connect* is checked, if this new User shall have permission to use the viaVPN Client Utility to connect to Devices. This is intended most often, hence this option is checked by default.

If the new User shall have Administrator privileges, check the *Administrator* option. Obviously a Non-Administrator shall have the *Allow Connect* checked, otherwise this account is of no use.

Click the **[ Save ]** button to finish the creation. The new User will receive an email, requesting confirmation. This email is in two languages for ease of understanding.

Ihr Administrator John Doe <example@viavpn.com> hat auf viavpn.com Ihr Benutzerkonto angelegt. Klicken Sie bitte zur Bestätigung auf den Link, alternativ kopieren Sie den gesamten Link in die Adresszeile Ihres Browsers. Damit bestätigen Sie den Vorgang.

Das Passwort nennt Ihnen Ihr Administrator.

Sollten jemand Ihre Emailadresse unberechtigt verwendet haben, können Sie diese Email einfach ignorieren. Oder lassen Sie uns durch eine kurze Antwort wissen, was falsch gelaufen ist.

Vielen Dank für die Verwendung von viaVPN

Link: [https://www1.viavpn.com/verify/VxCmeEJ\\_gIDIOfiP](https://www1.viavpn.com/verify/VxCmeEJ_gIDIOfiP)

Your administrator John Doe <example@viavpn.com> created your user account on viavpn.com. Please click on the verification link, or copy it complete into the addressfield of your browser. By this you confirm the procedure.

Your administrator will tell your password.

If someone else used your email address without permission, please ignore this email. Or send a short reply to tell us about the problem.

Thank you for choosing viaVPN

Figure 43: User Activation Email

As with all emails the actual style of display depends on your email software, web mail interface etc. The new User received this email, so the communication and email address is tested and verified. This email again is in two languages.

When the verification link is clicked, the User creation is done. Now you may add the new User Login account to the viaVPN Client Utility software (see [Client Utility](#) manual).

## 7.2. Edit a User

Sometimes it is necessary to modify the information for a User account. Use the button **[Edit]** to start that process.

**Edit User** ×

E-Mail  
**example@viavpn.com**

Firstname

Lastname

Password

Leave blank if you don't want to change the password.

☒ Allow connect  
Check if the user should be allowed to establish VPN connections. Ordinary users may interact with those devices, they are responsible for. Access permissions can be specified in the [groups](#) section. Administrators may access all devices in all groups.

☒ Administrator  
Administrators have access to the web interface for configuration. They may create or edit user accounts, see status information of all devices and other users, or set access permissions.

Figure 44: Edit User data

This form looks similar to the creation of a User account (figure. [42 on page 38](#)), but there are differences. The *E-Mail* is a fixed item, but you can freely change *Firstname*, *Lastname* and the options of *Allow connect* and *Administrator*.



### 7.2.1. Change the Password

To change the *Password* of a User just type in the new one. Then the User will receive a notification email, this is in the language selected for your company Account.

Your administrator John Doe <example@viavpn.com> changed your password on viavpn.com. Your administrator will tell your new password.  Thank you for choosing viaVPN	Ihr Administrator John Doe <example@viavpn.com> hat auf viavpn.com Ihr Passwort geändert. Ihr Administrator nennt Ihnen Ihr neues Passwort.  Vielen Dank für die Verwendung von viaVPN
(a) Language English	(b) Sprache Deutsch

Figure 45: Password Change Notification Email

### 7.2.2. Reset the Certificate

Occasionally it may be necessary to discard the User certificate, and create a new one. The button **[Reset Certificate]** will start this, it is then replaced by a confirmation request.

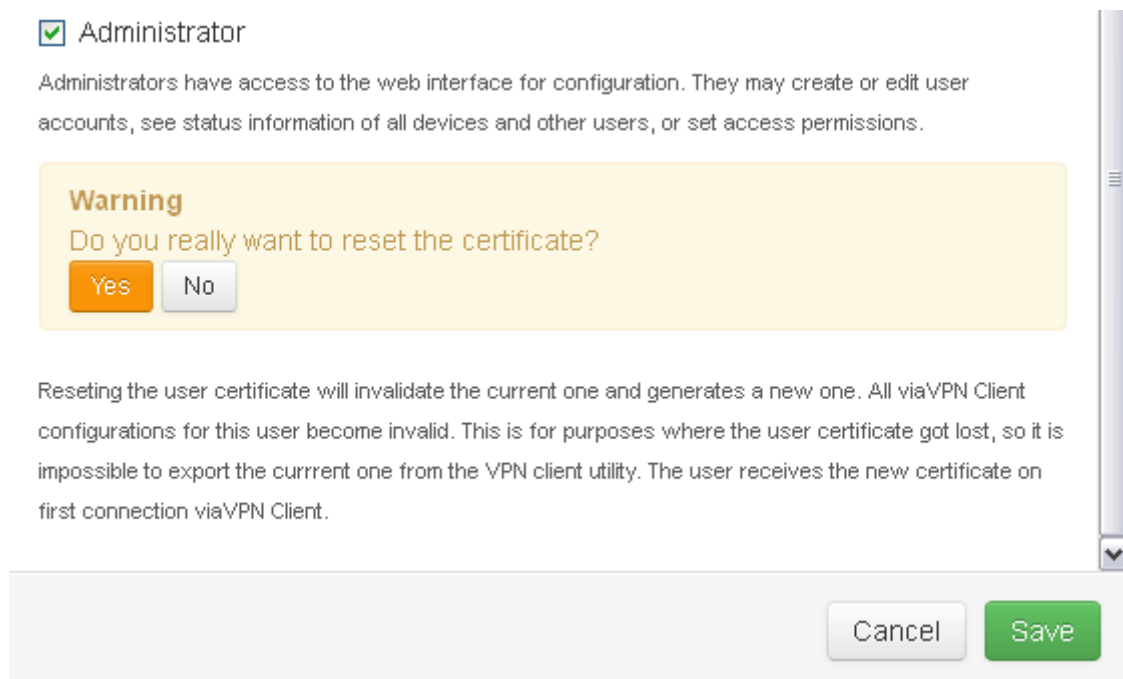


Figure 46: Reset Certificate Warning

If you are sure you have to proceed, click on the **[Yes]** button. There is no email sent to the User. But on the next connection to a Device using the viaVPN Client Utility the User will receive the new certificate. Then export it, and transfer it to all other viaVPN Client Utility installations for this User account.

### 7.3. Logs for the User

The button **[Logs]** displays some information on the latest User activities. This are up to 10 entries.

#### 7.3.1. Connection Logs

**Logs of example@viavpn.com** (latest 10 entries) ×

Connections

Certificate Downloads

User IP	Target Device	Connected	Disconnected	Duration	RX (MB)	TX (MB)
213.209.99.202	viaVPN mini (139)	2015-06-23 14:18:39	—	0:05:09	0.00	0.00
213.209.99.202	viaVPN pro CAM (134)	2015-06-23 12:06:29	2015-06-23 12:06:42	0:00:13	0.00	0.00
213.209.99.202	viaVPN mini (139)	2015-06-23 11:22:27	2015-06-23 11:41:05	0:18:38	0.00	0.00
213.209.99.202	viaVPN mini (139)	2015-06-23 11:21:28	2015-06-23 11:21:54	0:00:26	0.00	0.00
213.209.99.202	viaVPN mini (139)	2015-06-23 11:18:22	2015-06-23 11:19:47	0:01:25	0.00	0.00
213.209.99.202	viaVPN mini (139)	2015-06-23 11:17:24	2015-06-23 11:18:10	0:00:46	0.01	0.01
213.209.99.202	viaVPN pro (WLAN/3G) (107)	2014-09-19 11:18:26	2014-09-19 11:21:50	0:03:24	0.07	0.01
213.209.99.202	viaVPN pro (WLAN/3G)	2014-09-19 11:16:56	2014-09-19 11:18:02	0:01:06	0.00	0.00

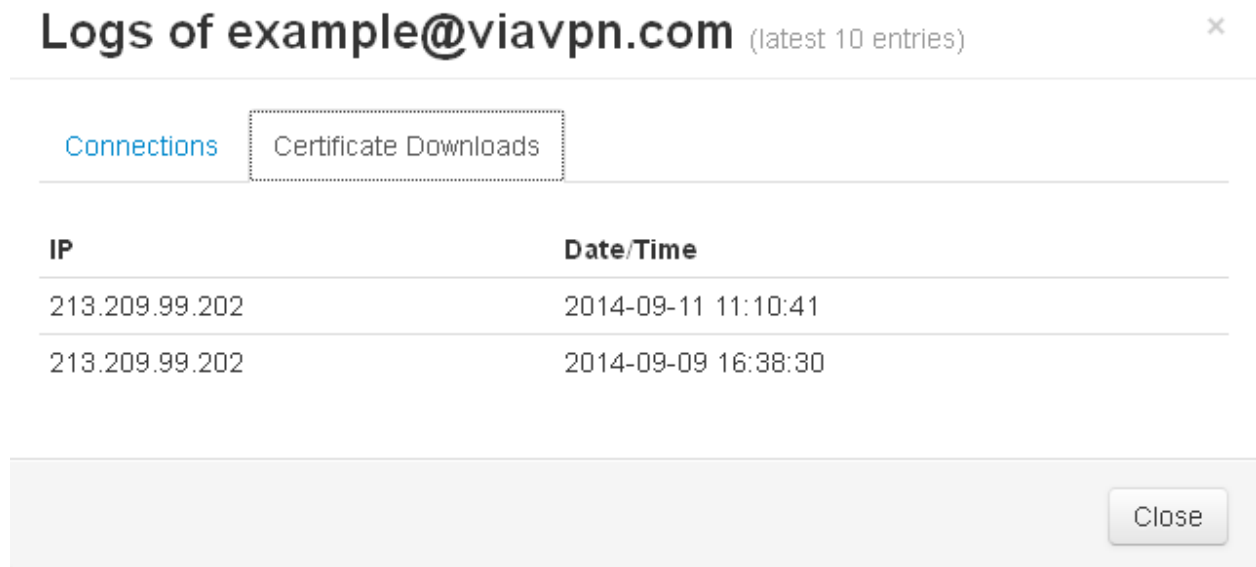
Close

Figure 47: Latest Connections

In column *User IP* the Connection log presents the IP Address the User had when online. The IP Address can be (one of) your fixed company address(es), the temporary IP Address your company had at this day, or even another address while the User was connected outside your company network.

This is followed by the *Target Device*, the start and end time of the connection calculate the *Duration*. Also the traffic caused by that connection is given in approximate values.

### 7.3.2. Certificate Downloads



IP	Date/Time
213.209.99.202	2014-09-11 11:10:41
213.209.99.202	2014-09-09 16:38:30

Figure 48: Latest Certificate Downloads

As you may expect the *Certificate Downloads* are much less. Column *Date/Time* notes the moment the User used the viaVPN Client Utility the first time after reset of the certificate.

### 7.4. Delete a User

The button **[Delete]** causes a confirmation request whether you really want to delete the selected User account.

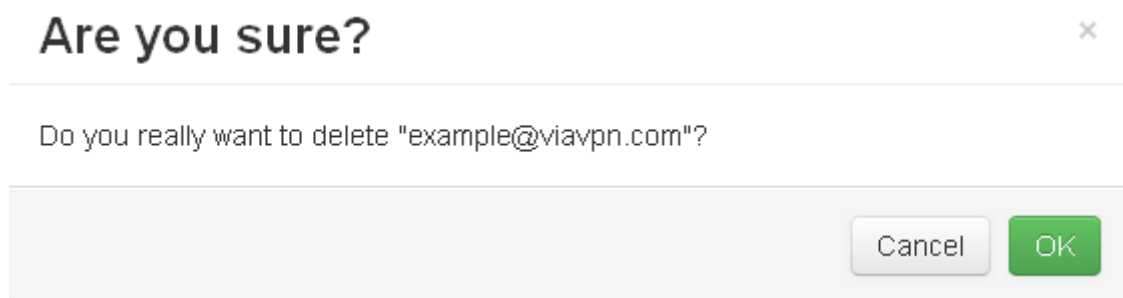


Figure 49: Delete a User

That operation may be necessary when the person left the company. It is also useful if the person has a new email address. Since the address identifies the User Login, it can not be changed. So it is necessary to delete the old account, and create a new one based on the new address.

### 7.5. Disconnect a User Connection

In the User Listing (figure 41 on page 37) there is an option to “Kill” a User. Actually this is for closing a connection by this User to a Device, made via the viaVPN Client Utility. So in the User Listing the **[Kill]** button only appears if the User maintains such a connection at this time. Otherwise the button is hidden.

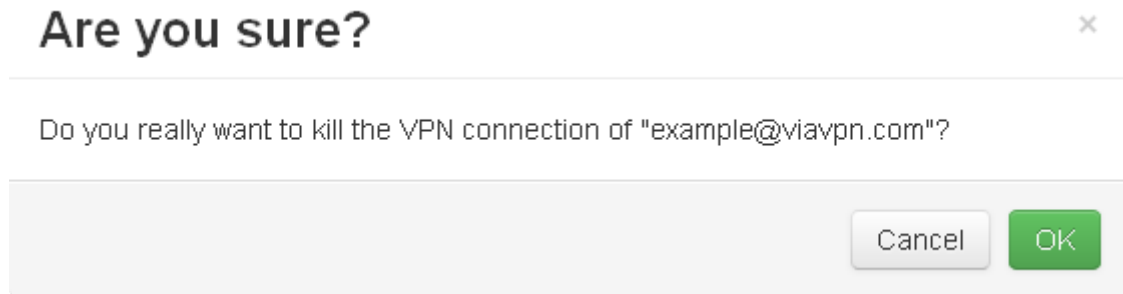


Figure 50: Kill User Connection

This disconnect is the same operation as in section 5 on page 18 for Connection listing. But here you have a confirmation request to perform the disconnect. Click the button **[OK]** to proceed.

## 8. Groups

The purpose of Groups is best defined by citing the explanation on the Web Interface:

### Groups

Groups are being used to define the access permissions between users and devices.

Users in a group may connect to any device within this group. They have no access to devices in groups they are not a member of. Users and devices may be members of multiple groups.

By default the single group named “Standard” is configured. All newly added users or devices are placed into this group. So all users have access to all devices. If there is more than one group or the only group is not named as “Standard”, the Administrator must configure the assignment explicitly.

The mentioned access from a User to a viaVPN Device refers to VPN connections established by the viaVPN Client Utility software. If a User has no access to a certain Device, this does not appear in the list of available Devices (see the [Client Utility manual](#) for details). As stated: by default the Group *Standard* exists, so there are no restrictions. Selective permissions are mostly used to organize the handling in the viaVPN Client Utility when the Manufacturer has to manage a lot of viaVPN Devices.

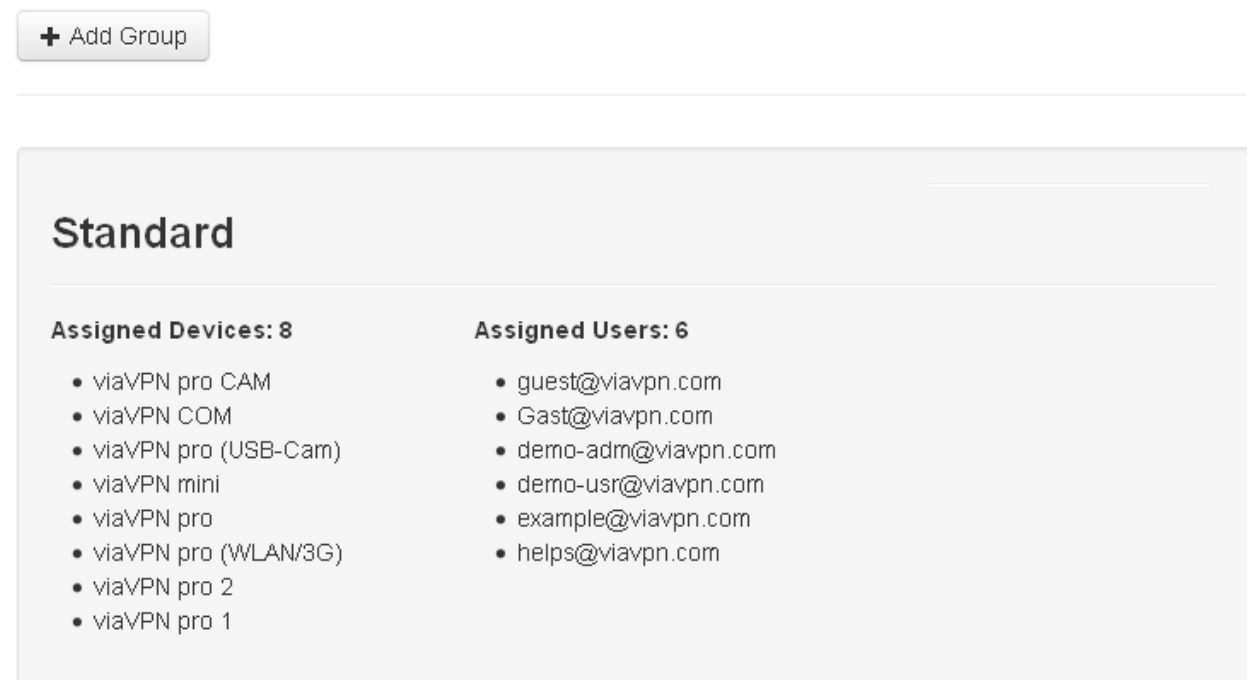


Figure 52: Groups Display

Here only the “Standard” Group exists. Group name, *Assigned Devices* and *Assigned Users* in the Group are listed on a gray background. Other Groups will be listed in the same way, each with its separate area of gray background. So this is easy to distinguish.

When your mouse is over the gray area of a group, two buttons appear for that Group.



Figure 53: Group Buttons

### 8.1. Add a Group

As you imagine the button **[+ Add Group]** above all Groups will create a new Group.

**Add Group** ×

Name

Description

**Devices available:**

- viaVPN pro
- viaVPN pro (WLAN/3G)
- viaVPN pro 2
- viaVPN pro 1

**Devices in Group:**

- viaVPN pro CAM

**Users available:**

- example@viavpn.com
- Gast@viavpn.com
- demo-adm@viavpn.com
- demo-usr@viavpn.com

**Users in Group:**

- helps@viavpn.com
- guest@viavpn.com

Figure 54: Create a Group

Enter the *Name* of the new Group, and an optional *Description* as well. That would already be enough to create the Group using the **[ Save ]** button. But this Group were then empty and of no

use.

In the list of *Devices available* (left side) you may select one or several entries; how a multi-select is performed in particular depends on your browser and your operating system. To add the selected Devices to the Group, click on the right-arrow button. The Devices appear in the list of *Devices in Group* (right side), but are no longer in *Devices available*. You may safely repeat that step to add more Devices.

When you accidentally added too many Devices, just select them in *Devices in Group*, then click the left-arrow button. This pushes the entry back to the *Devices available* list.

The same operation principle is used to manage the lists of *Users available* and *Users in Group*.

When all is set as required, now click the **[ Save ]** button. The Group is created and displayed.

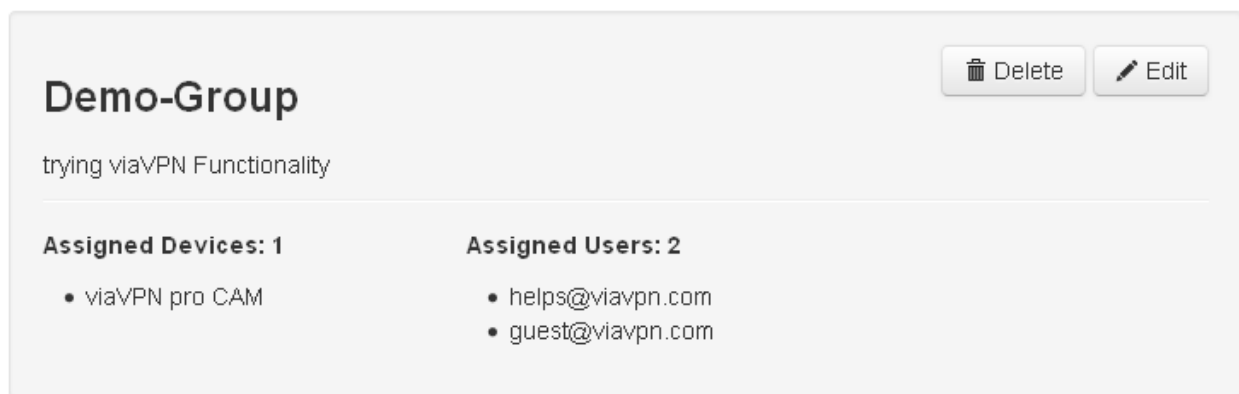


Figure 55: New Group

Note: as long as the Group named “Standard” exists, added Users and viaVPN Devices appear in that Group. This is not changed when other Groups exist. To restrict access for certain users, they must be deleted from the “Standard” Group.

## 8.2. Edit a Group

In the example of figure 55 there is only one viaVPN Device in the Group. That is quite easy to change. Just move the mouse over the gray area of the Group, and wait for the button **[ Edit ]** to appear. Click that button, and the form displayed in figure 54 on the previous page opens. Perform the changes to correct the Group, then **[ Save ]** the Group again.

### 8.3. Delete a Group

As figure 53 on page 46 implies you can also remove a Group, and of course this is possible. Just move the mouse over the gray area of the Group, and wait for the button `[Delete]` to appear. Click that button, and a confirmation request shows up. Note: You may have to scroll upward to see this request.

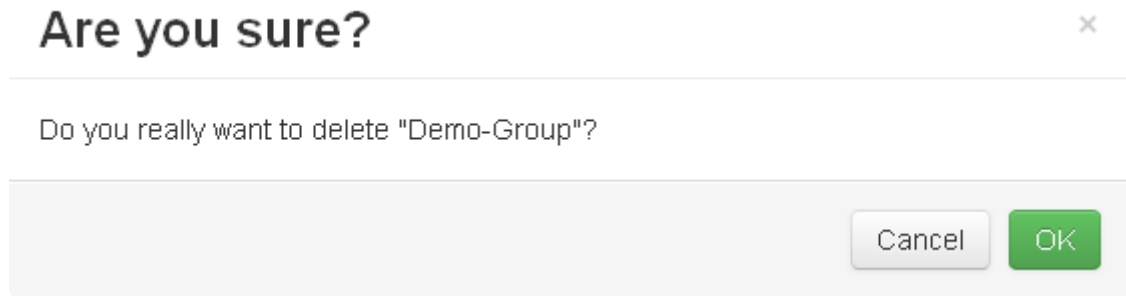


Figure 56: Confirm Group Delete

The button `[OK]` will remove the Group from your list.



## 9. Contracts

The *Contracts* on the viaVPN system are used to manage data volume handling. There are two types of Contracts.

Free Contracts cover the volume of 1 GB (1000 MB), which should be enough for normal use. These Contracts expire each month, but a new free Contract is assigned to your Manufacturer Account each month. So with normal use you will never have to think about that.

One free Contract is assigned to your Manufacturer Account when you create it (see section 2 on page 8) with your new viaVPN Device.

If your company has a higher demand on data volume than usual, you may purchase extra Contracts. These cover a fixed volume, and do not expire after a certain time. The page of *Contracts* will help to see if you ever need these, and the possible configuration.

This page is very long, so it is now explained by each block.



Figure 57: Menu Contracts

### 9.1. Order a Contract

Note: The numbers shown are for demonstration, and do not necessarily represent actual pricing. In case you need extra data volume, you can order a Contract. To start the order click the obvious button **[+ Order Contract]**.

Order Contract

×

Id	Volume	Name	Price	Qty	
901	1000.00 MB	viaVPN Extra 1GB	4.99€	<input type="text" value="1"/>	4.99€
<b>1000.00 MB</b>					<b>4.99€</b>

Cancel

Order

Figure 58: Select Contracts

This will open a form to select the amount and volume. Each is handled as a separate Contract in *Running Contracts* (figure 62 on page 51) and *Monthly Usage* graphic (figure 63 on page 52). Click on the button **[Order]** to start the process.

## Confirm Order ×

Id	Volume	Name	Price	Qty	
901	1000.00 MB	viaVPN Extra 1GB	4.99€	1	4.99€
<b>1000.00 MB</b>					<b>4.99€</b>
VAT:					0.95€

Cancel
Confirm

Figure 59: Confirm Order

A request to confirm your order will open. Possible problems in your input may show an error message, then please correct the cause. If the order is shown as you need it, click on **[Confirm]** button to send the official order. After short processing time the new Contract appears in the list of *Running Contracts* (figure 62) with the *Status* as *Due*.

Additionally you'll receive an order confirmation by email, with the invoice attached as a PDF file. If you do not receive this email or somehow it got lost, you may also download the invoice from viaVPN Contracts page (figure 62).

Using your email address [example@viavpn.com](mailto:example@viavpn.com) you purchased new data volume on viavpn.com. You'll find the invoice attached, additionally you may download a copy from viaVPN. Please forward the invoice to your financial department.

Please note: The invoice is due now.

Thank you for choosing viaVPN

Figure 60: Order Confirmation Email

## 9.2. Current Usage

### Contracts

[+ Order Contract](#)

### Current Usage

Used data volume:

478.22

Data volume ordered:

Free

6.00 GB

Figure 61: Current Usage

Direct below the button to order new data volume is the graphic to show if this operation is required. The blue bar with the gray area to the right side represents the data volume used so far in relation to the total available volume. In the second bar (figure 61) the left portion in light green is for the free contract of this month, active in this Account. The darker green portion on the right is the volume of extra contracts, 6 GB total added for demonstration.

## 9.3. Running Contracts

### Running Contracts






ID	Created	Active	Start	End	Volume	Status	Bill
140910003	2014-09-15				1000.00 MB	⚠ Due	
140810001	2014-08-12	✗	2014-08-12		5.00 GB	Paid	
Free	2014-09-15	✓	2014-09-15	2015-09-15	1000.00 MB	Free	
140610008	2014-06-19	✗	2014-07-22	2014-08-12	1000.00 MB	Paid	
140610007	2014-06-19	✗	2014-07-22	2014-07-22	1000.00 MB	Paid	
140610006	2014-06-19	✗	2014-06-19	2014-07-22	1000.00 MB	Paid	

Figure 62: Running Contracts

This is the list of Contracts. In column *ID* you see *Free* or a real ID like *140810008*. The latter represents the ID of the invoice associated with the extra Contract. Column *Created* displays the date when the Contract has been ordered. In *Active* column a check mark highlights the currently active Contract. A cross stands for a once started but now inactive Contract. Without any mark the Contract usage has not started yet.

*Start* shows the time when the Contract usage has started. Free Contracts have a defined termination date shown in *End* column. The volume of an extra Contract may have been used up eventually,

that date is also shown in *End*; until then the column is empty. Column *Volume* presents the total volume of the Contract.

Column *Status* usually says *Free*, but for extra Contracts this is different. Then it is *Paid* or *Due*, and you may download the invoice for this Contract by the button in column *Bill*.



## 9.4. Monthly Usage

### Monthly Usage

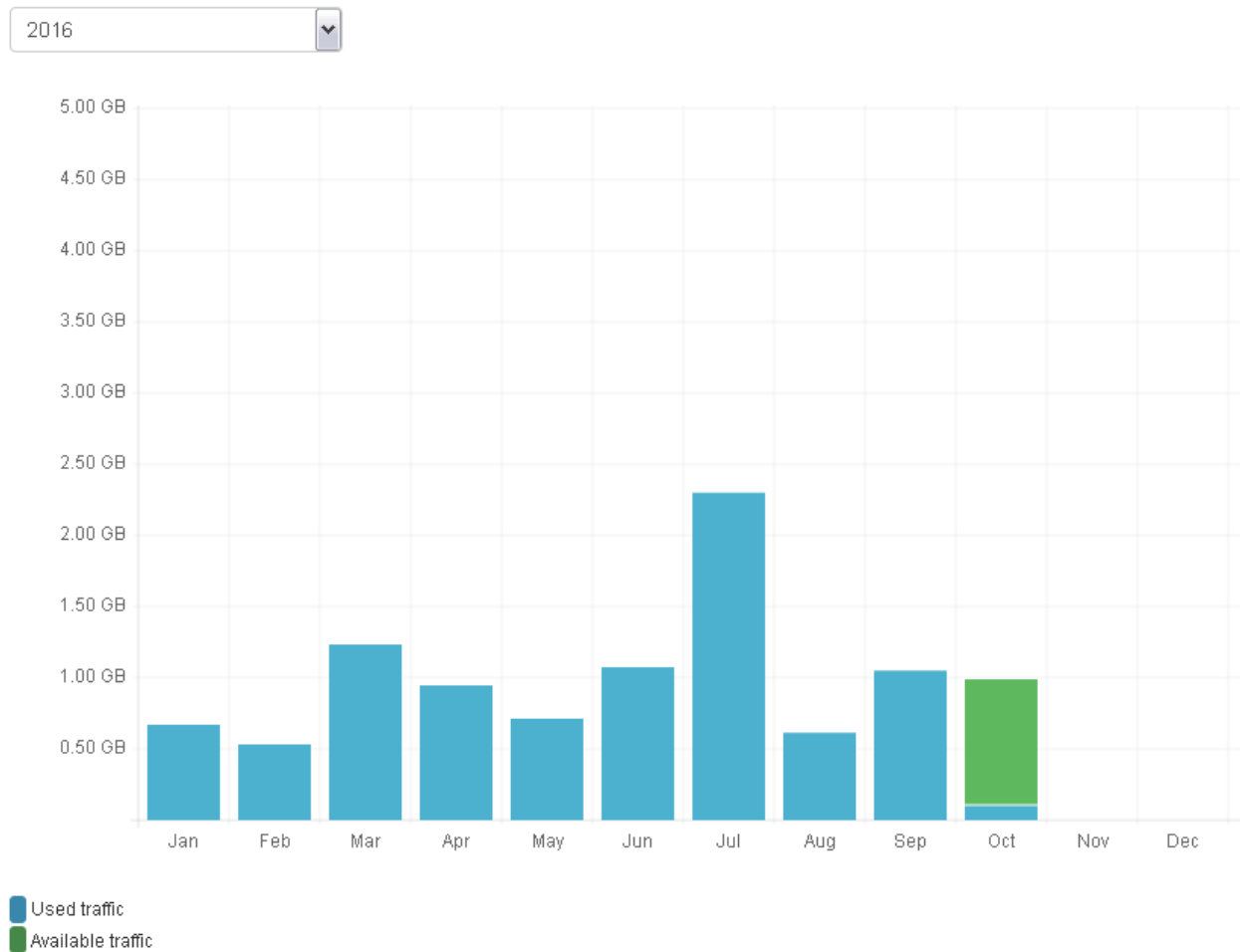


Figure 63: Monthly Usage

This graph displays the history and the current status of used data volume. It will scale automatically, so the highest bar will fit neatly. On top you may select the year to display, by default it is the current year (here *2016*). Each month is on the horizontal axis, while data volume is vertical.

In the bars the color blue represents data volume already used up, and green is used for still available volume (of the active Contract). In passed months obviously the color is blue only. Each new month starts with a totally green bar of the available volume, the height will stay the same in this month. While more volume is used the lower portion changes color to blue and increases. At the end of the month the remaining green portion is removed from the month's display, it is moved to the next month.

## A. Recover Password

In case you lost your password for the Administrator company account on viaVPN, there are options to recover. If there is another Administrator account, just login using that. Then edit the User data (see section [7.2 on page 40](#)).

If that option is not available, you need your email address and one of your Authentication Keys. On the Login Screen (figure [9 on page 14](#)) check the option of *Lost Password*. Then click on the button **[Login]**.

### Account recovery

If you have lost your password, you can set a new one by providing your email address and any auth key of your paired devices. You'll receive an email with a link to reset your password.

Auth-Key

H2EJJ – J7VHE – M4NC6 – Y9ZJM – YM4S2

Please type or paste the key, that is printed on a viaVPN device that you've already paired.

E-Mail

example@viavpn.com

Please enter the email address, that corresponds to your existing account.

**Start Recovery**

Figure 64: Data to Recover the Password

This opens a form where you enter the *Auth-Key* and your *E-Mail* address. Then click on the button to **[Start Recovery]**. An email is sent to your address.

## Account recovery

**Success!** A recovery link was send to your email address.  
Please check your mails.

(a) Recovery Mail sent

Using your email address [example@viavpn.com](mailto:example@viavpn.com) you requested a recovery of your customer account on viavpn.com. Please click on the verification link, or copy it complete into the addressfield of your browser. By this you can define a new password, and finish the procedure.

Link: <https://www1.viavpn.com/verify/v0wVKQddpOokPMqL>

If someone else used your email address, please ignore this email. Or send a short reply to tell us about the problem.

Thank you for choosing viaVPN

(b) Account Recovery E-mail

Figure 65: Recovery Mail

Now click on the given link to open it in your browser, then you may define your new password.

### Set New Password

New Password

Retype Password

Figure 66: Set new Password

Type it twice to guard from typing errors, then click on the **[ Save ]** button to set this new password.

**Success!** The password is now changed.

Figure 67: Password is changed

Now you can use your Account again, and login to viaVPN (see section [3 on page 14](#)).

## B. History

**May 2014** Release Manual

**September 2014** Revise Manual new web interface

**November 2014** Add [Exchange Configurations](#)

**June 2015** Refresh Screen Pictures and Descriptions

**November 2016** Update Manual