



END USERS GUIDE NG110,
NG310, NG510, NG511- QUICK
START GUIDENG110, NG310,
NG510, NG511- DATASHEET

Discover how to use Kerio Control Statistics, VPN Client and 2-step verification



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1 Introduction

Kerio Control provides a combination of Unified Threat Management and Next-Generation firewall which helps you to protect, manage and monitor your network and users' behavior.

The Kerio Control web based interface is clean and simple, and you can log into the firewall securely. After a successful login, you can set up your account, watch Kerio Control Statistics if you have permissions, or configure 2-step verification.

You can gather and display a detailed usage reports with Kerio Control Statistics. This component lets managers, admins and users view Internet and application activities of individual users. Users can see their own statistics and correct their behavior accordingly. Team leaders can see Internet activities of their team members and managers can see browsing and application usage of all users in the company.

These highly granular statistics can automatically run on a schedule and be emailed to you, ready for your review.

Kerio Control supports VPN, therefore, you can connect to your company network remotely from your home. Installation and configuration of Kerio Control VPN Client allows you to work with all your files and applications which are not publicly available through the Internet.

2 Kerio Control Statistics

This section describes reading and customizing statistics in Kerio Control.

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2.1 Managing your Kerio Control Statistics account

Kerio Control Statistics is a web interface where you can view your own browsing statistics. It also includes tools for:

- » [Enabling 2-step verification](#)
- » [Changing the password used to log in to Kerio Control](#)
- » [Setting language preferences for the Kerio Control Statistics interface, reports and email alerts](#)

2.1.1 Accessing the web interface

To open Kerio Control Statistics:

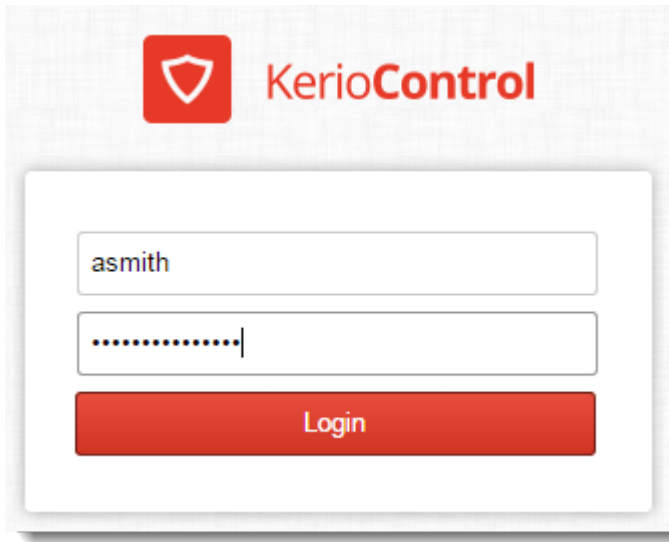
1. Launch your web browser and type your Kerio Control address. The address has this pattern: `https://server-4081/` where `server` refers to the name or IP address of Kerio Control, and `4081` represents a web interface port.

NOTE

If your browser displays a warning about a certificate invalidity, continue.

For more information, contact your Kerio Control administrator.

2. In the Kerio Control Statistics login page, type your Kerio Control username and password. If you do not know your credentials, contact your administrator.
3. Click **Login**.



2.1.2 Switching between Kerio Control Statistics and account settings

Kerio Control Statistics has two parts:

- » **Statistics** displays statistics and your Internet activities.
- » **My Account** enables you to change your password, set up 2-step verification, and check your Kerio Control quota.

Use the option in the upper right corner to switch to the other part of the interface.



2.1.3 Reading statistics and reports

See [Viewing activity reports in Kerio Control Statistics](#) and [Reading managerial statistics and reports in Kerio Control](#).

2.1.4 Setting up 2-step verification

For more information, refer to [Authenticating with 2-step verification](#) (page 31).

2.1.5 Checking your quota

In Kerio Control Statistics, you can check the upload/download quota set for your Kerio Control account.

This section of the interface provides information on the data volume downloaded/uploaded for the current day, week, or month. If your administrator has set up quota, Kerio Control Statistics displays your current usage as a percentage of your quota.

To see your quota:

1. In the **Kerio Control Statistics** interface, go to **My Account**.
2. On the **Account** tab, see the **Transfer Quota Statistics** section.

NOTE

The starting day for the week or month can be changed. Contact your administrator for details.

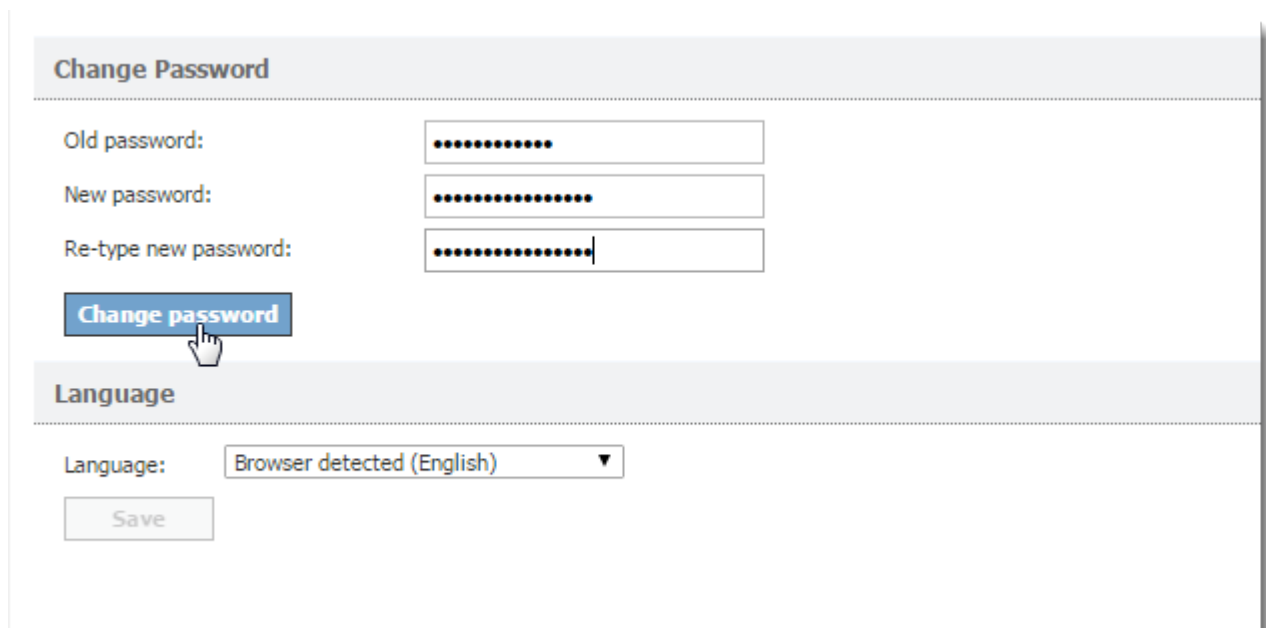
2.1.6 Changing your password

WARNING

You can change your password only if your account does not belong to a directory service.

The middle section of the **Account** tab allows you to set your user password.

1. In the **Kerio Control Statistics** interface, go to **My Account**.
2. On the **Account** tab, type the old password once and the new password twice.
3. Click **Change password**.



The screenshot shows the 'Change Password' section of the Kerio Control Statistics interface. It contains three input fields for 'Old password:', 'New password:', and 'Re-type new password:', each with a masked password (dots). Below these fields is a blue button labeled 'Change password' with a mouse cursor pointing at it. Below the password section is the 'Language' section, which includes a 'Language:' label and a dropdown menu currently showing 'Browser detected (English)'. At the bottom of the language section is a 'Save' button.

2.1.7 Setting a language for Kerio Control Statistics and email reports

Kerio Control can display and send statistics, reports and email alerts in various languages. To change the language:

1. In the **Kerio Control Statistics** interface, go to **My Account**.
2. On the **Account** tab, scroll to the **Language** section at the bottom of the tab.
3. Select a language.
4. Click **Save**.

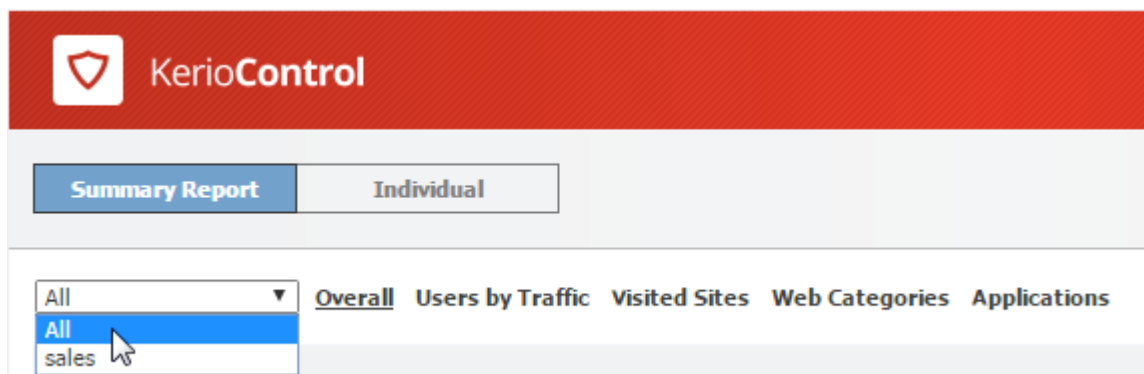
Kerio Control saves your settings and reloads the Kerio Control Statistics interface in the new language.

NOTE

Language settings also affect the format of dates and numbers.

2.2 Reading managerial statistics and reports in Kerio Control

Kerio Control can gather and display Internet statistics of all data (all Kerio Control users, non-authenticated users and guest users - see [Special users in Kerio Control Statistics](#)), for various user groups, and for all individual users in these groups. These statistics let you keep an eye on your subordinates' browsing activities. Ask your administrator for access and permissions.



Once you have the permissions, you can see two tabs in Kerio Control Statistics:

- » **Summary Report**, which lets you view statistics by user group.



Summary Report

Individual

6/9/2016

sales@company.com Overall Users by Traffic Visited Sites Web Categories Applications

Hourly Traffic

Total:

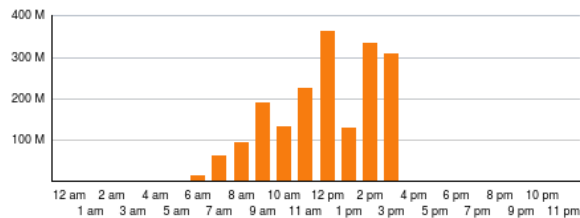
1,856 MB

Inbound:

1,706 MB

Outbound:

149 MB



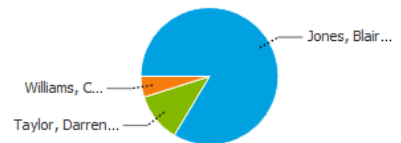
Top Application Traffic

Application	Data [MB]
Facebook	134
idnes.cz	108
9cache.com	91
samepage.io	82
The Telegraph	77

Top Visited Websites

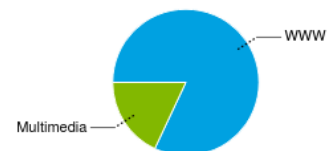
Website	Visits
google.com	94
kerio.eu	88
live.com	86
fbcdn.net	63
gstatic.com	61

Top 5 Users



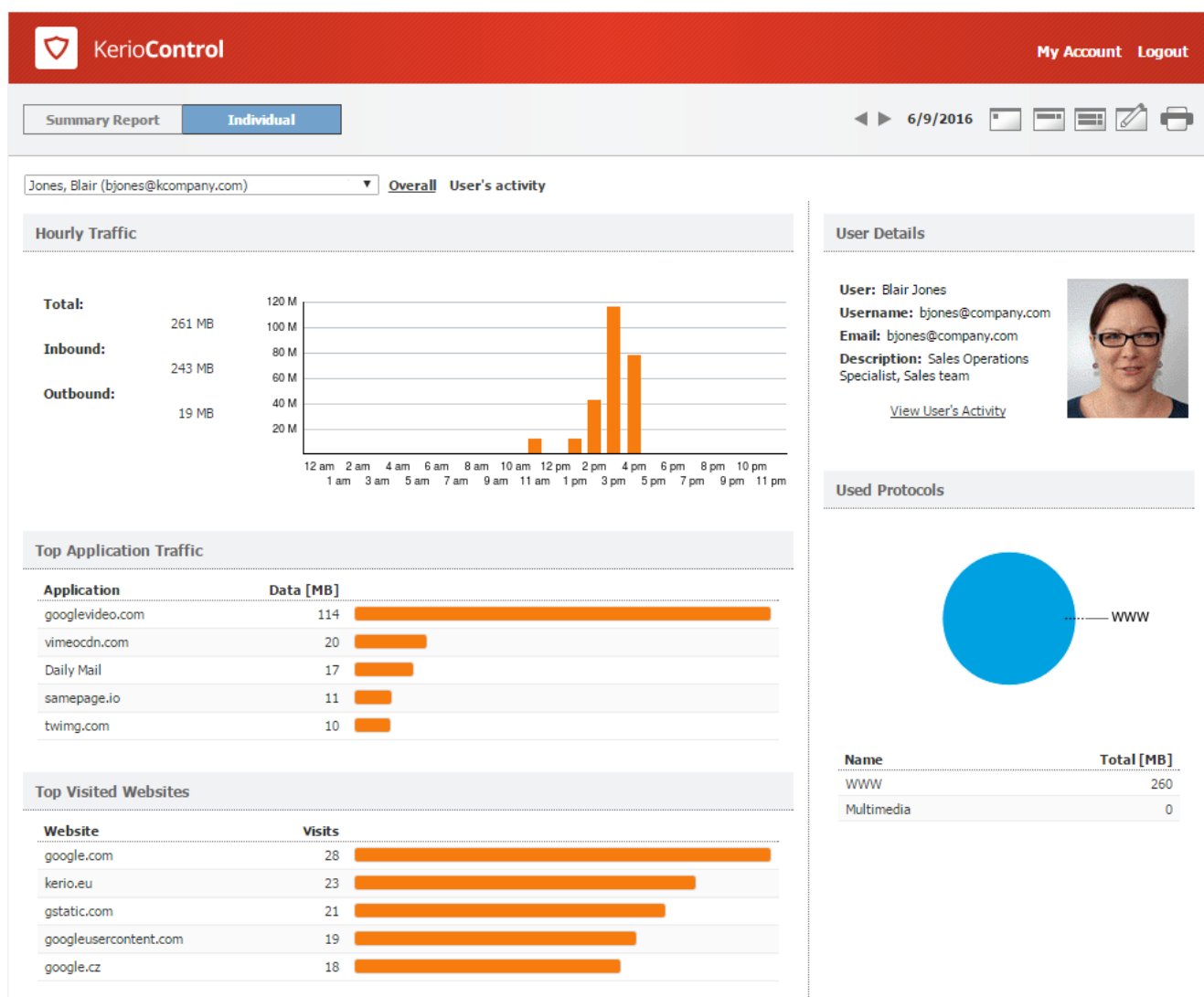
Name	Total [MB]
Jones, Blair (bjones@company.com)	1,526
Williams, Cameron (cwilliams@company.com)	211
Taylor, Darren (dtaylor@company.com)	90

Used Protocols



Name	Total [MB]
WWW	1,510
Multimedia	332
Instant Messaging	3

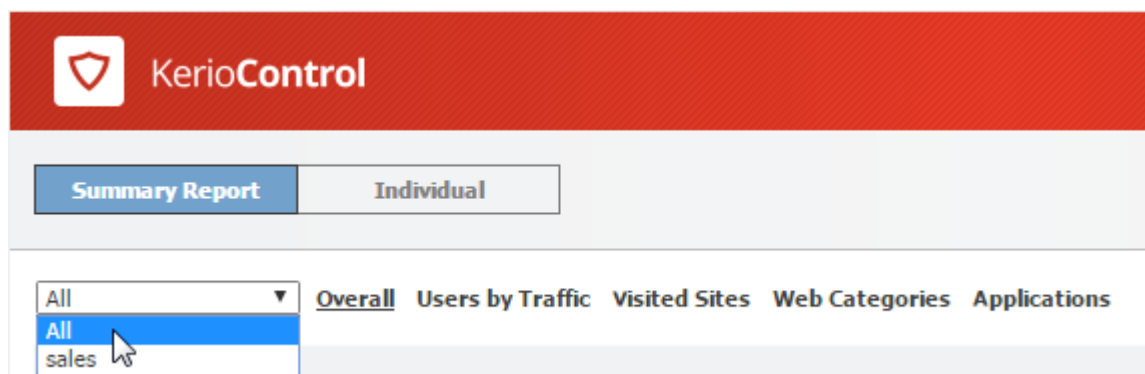
» **Individual**, which lets you select single users (or yourself) to see their statistics.



2.2.1 Reading the summary report

The **Summary Report** tab gives you an overview of the available user groups.

First, select a user group from the drop-down list.



Alternatively, choose **All** to see all users, including guest users and non-authenticated users. You need special permissions to see this group.

NOTE

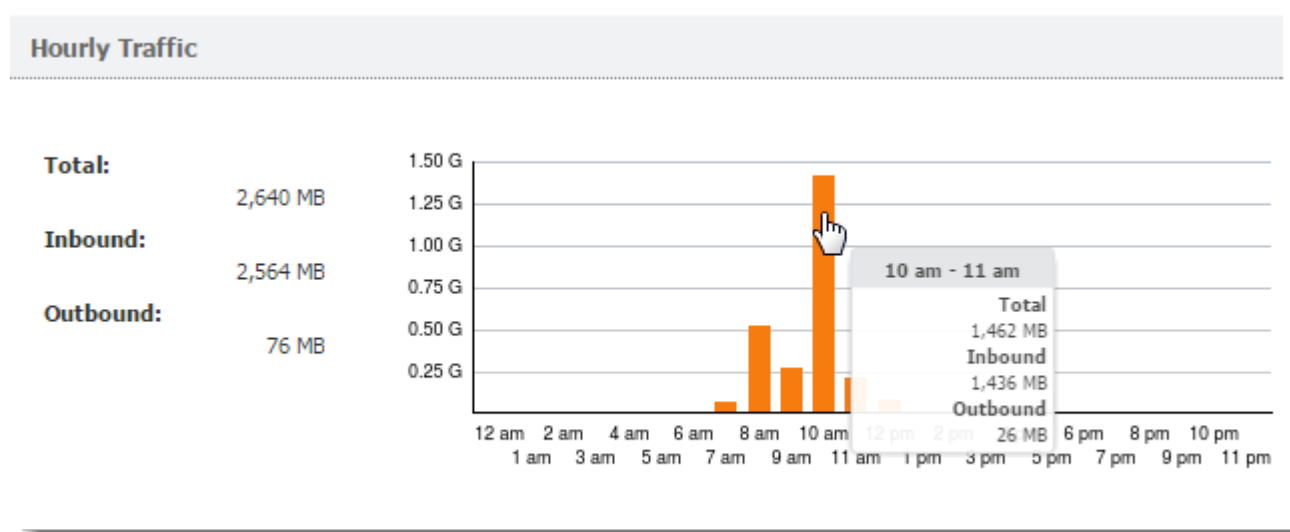
The **No data available** alert informs you that no data is available in Kerio Control's database for the selected statistics and period (for example, the selected user account does not exist, the user does not log in to get through firewall, and so on).

The **Summary Report** tab has several additional tabs, as described below:

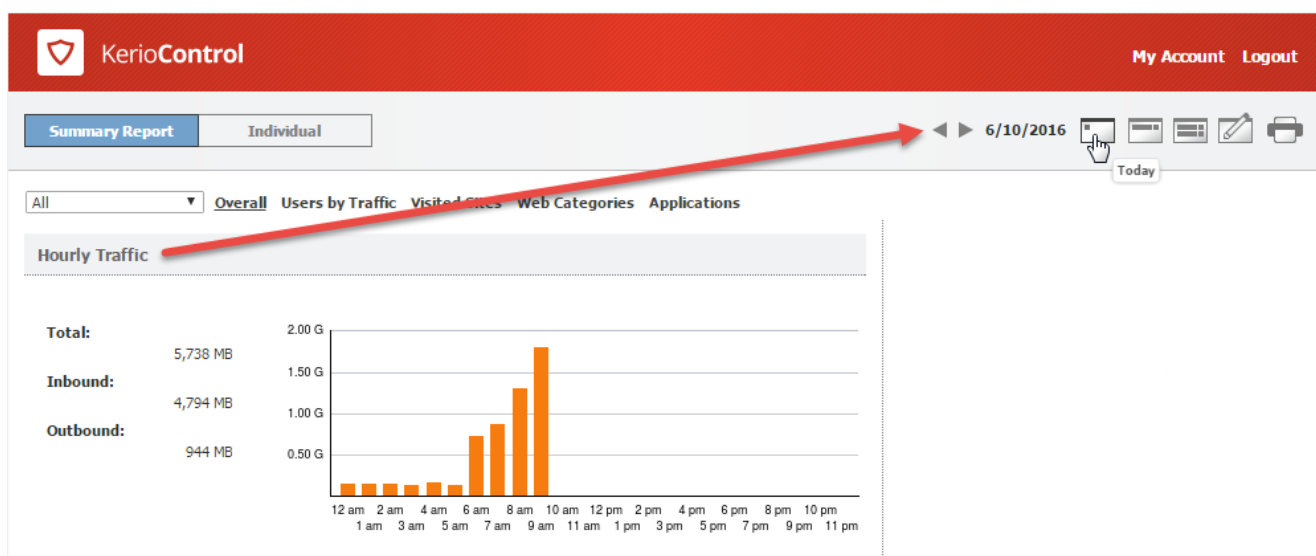
Overall tab

Hourly/Weekly/Monthly Traffic graph

The first graph on the **Overall** tab provides information on the volume of data transferred within the selected period. When you move the pointer over the chart, you see information about data volumes transferred over the entire selected period (total and in each direction).



By default, the **Hourly Traffic** chart is set to show the current day. To change to the current week or month, use the toolbar in the upper right corner.



NOTE

The shortest period you can view is one day.

Top Application Traffic

The Top Application Traffic shows the five applications that got the most traffic during the selected period.

For more information, click any application and Kerio Control Statistics takes you to the [Applications](#) tab, where you can see further details about the application.

Top Application Traffic		
Application	Data [MB]	
googlevideo.com	114	<div></div>
vimeocdn.com	20	<div></div>
Daily Mail	17	<div></div>
samepage.io	11	<div></div>
twimg.com	10	<div></div>

Top Visited Websites graph

The Top Visited Websites chart shows the five domains ranked by visits. The numbers in the chart show how many visits were made to all pages on that domain during the selected period.



For more information, click the chart and Kerio Control Statistics takes you to the [Visited Sites](#) tab, where you can see further details.

Top Requested Web Categories graph

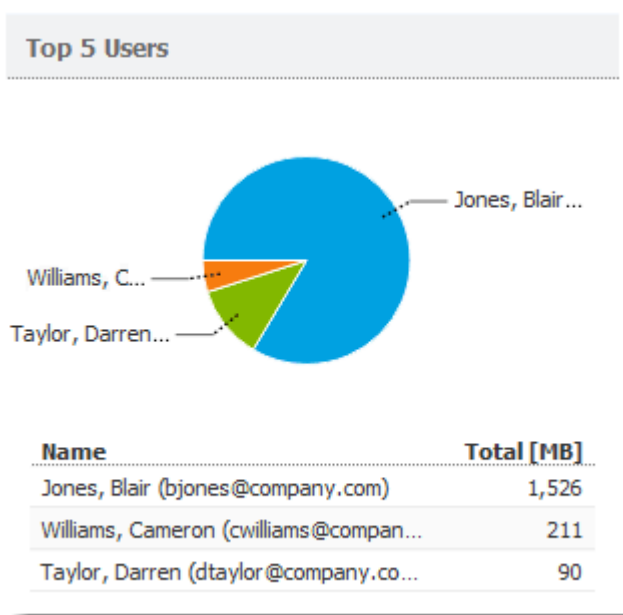
To see a chart of the most requested pages by category (such as IT or lifestyle), click **Web Categories**. The **Top Requested Web Categories** chart shows the top five categories requested during the selected period.

The numbers in the chart reflect the total number of HTTP requests in the each category. Because the number may represent requests to multiple pages on a site. The number of requests is usually much higher than number of websites visited.

For more information, click the chart, Kerio Control Statistics takes you to the [Web Categories](#) tab, where you can see further details.

Top 5 Users graph

To see which users are using the largest amount of bandwidth, click **Users by Traffic**. The **Top 5 Users** chart shows the five users who transferred the greatest volume of data during the selected period.



The chart includes individual users and the total volume of transferred data. Hover the pointer over a user's name to see the volume of data transferred by that user, in both total volume and by direction (download, upload).

To see statistics for a particular user, click the user's name in the chart. The results are displayed on the **Individual** tab.

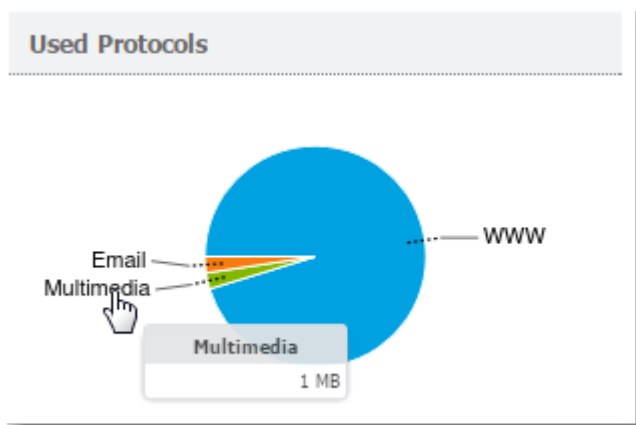
NOTE

The total volume of data transferred by a particular user is sum of all data transferred by the user from all hosts connected to the firewall.

Used Protocols graph

The Used Protocols chart shows the total volume of data transferred in the selected period.

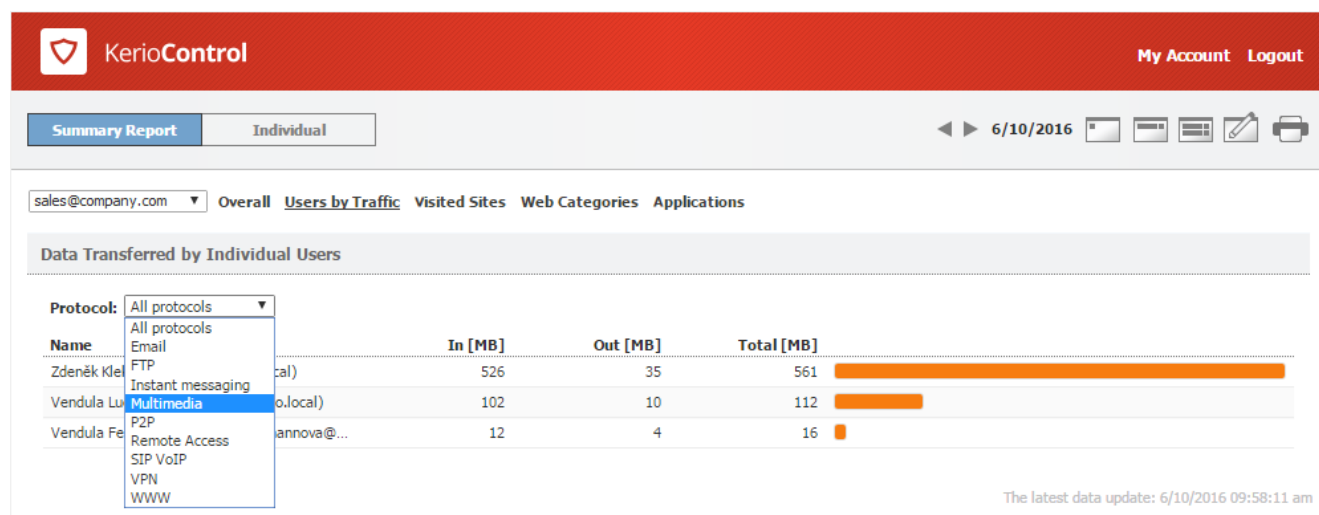
Hover the pointer over a protocol to see the volume of data transferred by that protocol (see figure below).



This chart helps you recognize the type of traffic going between the local network and the Internet. If the Internet line is overloaded, you can use this information to set necessary limits and restrictions (traffic rules, URL rules, and so on).

Users by Traffic tab

The **Users by Traffic** tab shows the volume of data transferred by individual users in the selected group in both directions (download, upload). You can choose between all network traffic and traffic statistics filtered by network protocol.



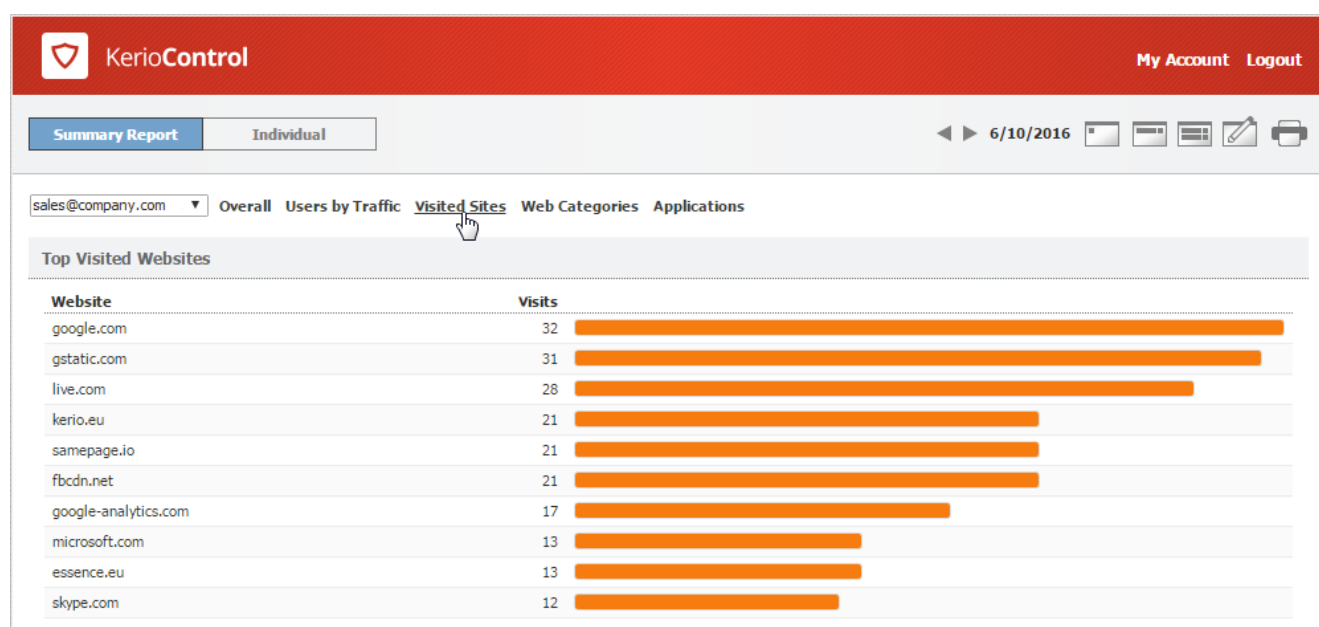
The table breaks down the total volume of transferred data by user. You can use the table to view all transferred data or only data transferred by a selected protocol (or protocol class). This allows you to get information about which users have transferred the most data via a particular service (for example, web browsing).

For better reference, Kerio Control sorts protocols by several predefined classes:

- » **Email:** SMTP, IMAP, POP3 protocols and their secured versions.
- » **FTP:** FTP protocol, including traffic over proxy server.
- » **Instant messaging:** Online communication via services such as ICQ and Jabber.
- » **Multimedia:** Protocols enabling real-time transmission of sound and video files, for example, RTSP, MMS, RealAudio.
- » **P2P:** Peer-to-peer file-sharing protocols, for example, DirectConnect, BitTorrent, eDonkey, and so on. The traffic is counted only if Kerio Control detects that it is traffic within a P2P network.
- » **Remote Access:** Terminal access to remote hosts such as Remote desktop, VNC, Telnet or SSH.
- » **SIP-VoIP:** Voice over telephony via SIP protocol.
- » **VPN:** Connection to remote private networks, for example, Kerio VPN, Microsoft PPTP, IPsec.
- » **WWW:** HTTP and HTTPS protocols and any other traffic served by the HTTP protocol inspector.

Visited Sites tab

The **Visited Sites** tab gives you an overview of web pages users have visited.



These statistics tell you things such as:

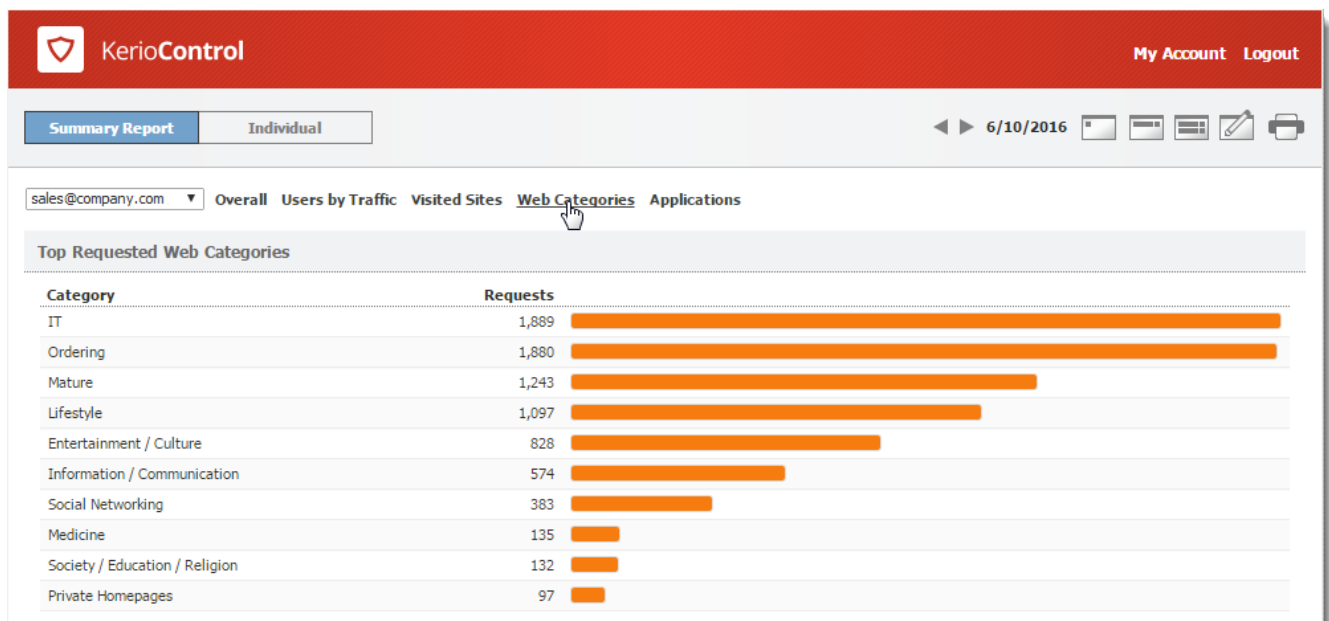
- » What websites are visited by users regularly,
- » Which users do the most browsing,

The chart at the top of the tab shows the most visited websites. The numbers in the chart reflect the number of visits to all pages on the site in the selected period.

Beneath the chart, you can see detailed statistics for each of the top ten websites.

Web Categories tab

The **Web Categories** tab gives an overview of popular web categories for the selected period.



The numbers in the chart show the total number of HTTP requests in each category. Because a number may include requests to multiple pages on a site. The number of requests is usually much higher than the number of visits shown for the top visited websites.

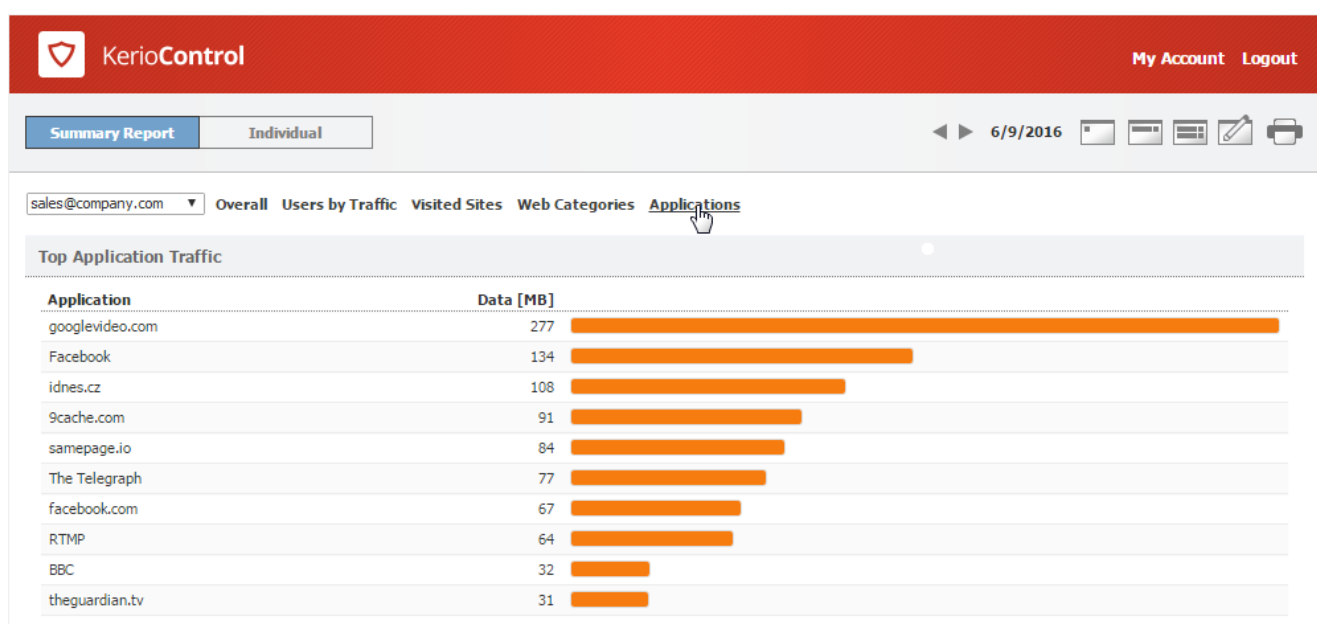
Beneath the chart, Kerio Control Statistics shows detailed statistics for each of the top 10 web categories.

Applications tab

NOTE

New in Kerio Control 9.1!

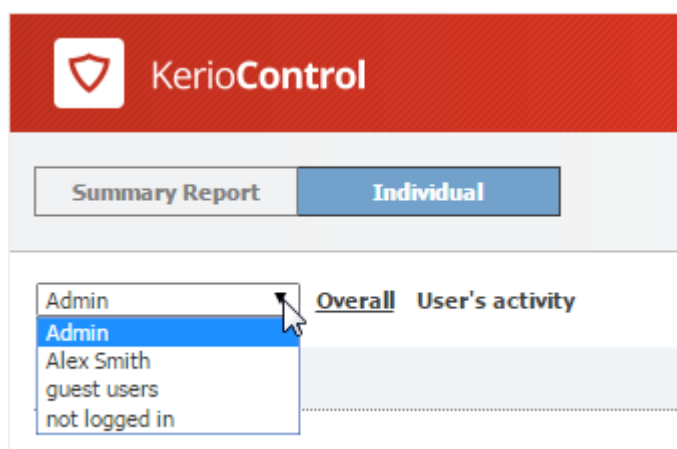
If your organization uses Application awareness, the top ten web applications recognized by the Application awareness module are displayed.



Beneath the chart, Kerio Control Statistics shows detailed statistics for each of the top 10 applications. You can see, for example, who uses each application from the top ten.

2.2.2 Reading individual statistics

To see detailed statistics for a particular user, click the user's name in a chart or table to switch to the **Individual** tab. Alternatively, you can click the **Individual** tab on the main page and choose a user's name from the drop-down list.

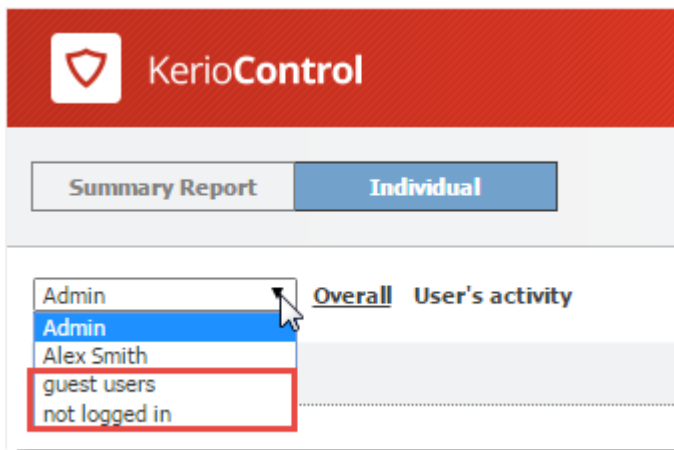


The charts and tables in Kerio Control Statistics provide useful information on which users use the Internet connection the most and make it possible to set necessary limits and quotas.

For more information, refer to [Viewing activity reports in Kerio Control Statistics](#) (page 18).

2.2.3 Special users in Kerio Control Statistics

Except for your Kerio Control users and groups, you can see in the user list two more special users:



- » **guest users** > Kerio Control gathers statistics for the guest network under the built-in **guest users** account.
- » **not logged in** > Kerio Control gathers statistics for traffic which does not belong to any logged in user. For example:
 - firewall,
 - traffic rule enabling web access to certain pages without login,
 - user traffic if you do not require user authentication when accessing web pages.

2.3 Viewing activity reports in Kerio Control Statistics

Kerio Control Statistics is a web interface where you can view your own browsing statistics.

NOTE

If you have sufficient access rights, you can also see other users' statistics. For more information, refer to [Reading managerial statistics and reports in Kerio Control](#) (page 8).

The statistics show traffic between the local network and the Internet. They do not include volumes of data transferred between local hosts and web pages on local servers.

Statistics are primarily used to create reports for a specified period. Gathering and evaluating statistics requires processing large volumes of data. To reduce the load on the firewall, the data is updated hourly, so, you cannot use Kerio Control Statistics for real-time monitoring of user activity.

For more information, refer to [Managing your Kerio Control Statistics account](#) (page 5).

2.3.1 Accessing the web interface

To open Kerio Control Statistics:

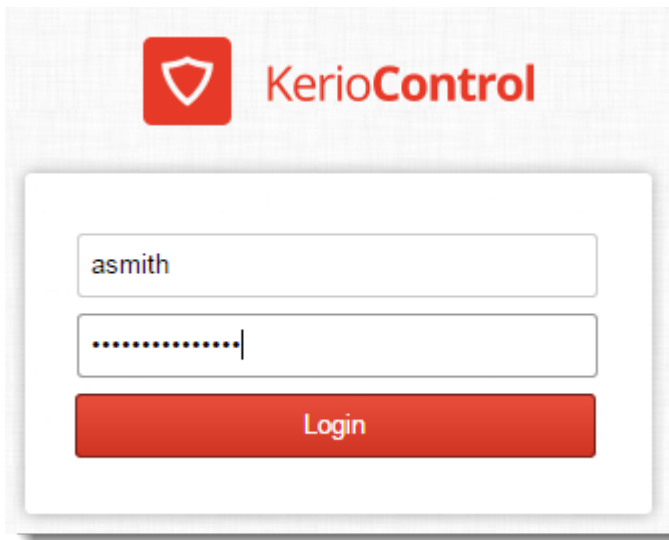
1. Launch your web browser and type your Kerio Control address. The address has this pattern: `https://server-4081/` where `server` refers to the name or IP address of Kerio Control, and `4081` represents a web interface port.

WARNING

If your browser displays a warning about a certificate invalidity, continue.

For more information, contact your Kerio Control administrator.

2. On the Kerio Control Statistics login page, type your Kerio Control username and password. If you do not know your credentials, contact your administrator.

The image shows the KerioControl login interface. At the top, there is a red shield icon with a white checkmark inside, followed by the text "KerioControl" in red. Below this, there is a white rectangular box containing two input fields. The first field contains the username "asmith". The second field contains a password represented by a series of dots. Below the input fields is a red button with the word "Login" in white text.

3. Click **Login**.

2.3.2 Switching between Kerio Control Statistics and account settings

Kerio Control Statistics has two parts:

- » **Statistics** displays statistics and your Internet activities.
- » **My Account** lets you change your password, set 2-step verification, and check your browsing quota.

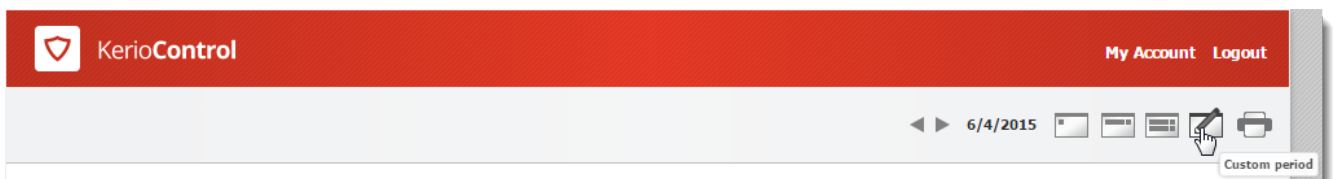
Use the option in the upper right corner to switch to the other part of the interface.



2.3.3 Displaying Kerio Control Statistics

Selecting the period to view

By default, Kerio Control Statistics displays the current day. To change the time period, use the toolbar at the upper right of the page.



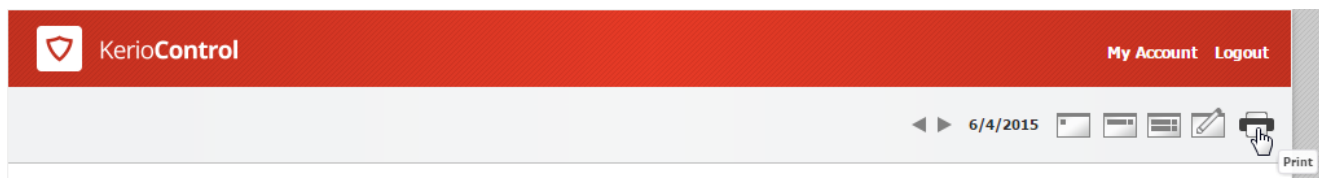
The toolbar includes buttons for switching between the daily, weekly, monthly views. The previous and next arrows to the left of those buttons allow you to jump quickly from one view to the next.

NOTE

The starting day of the week and month can be changed. Contact your administrator for details.

Printing

To print any page of the statistics, click the **Print** button.

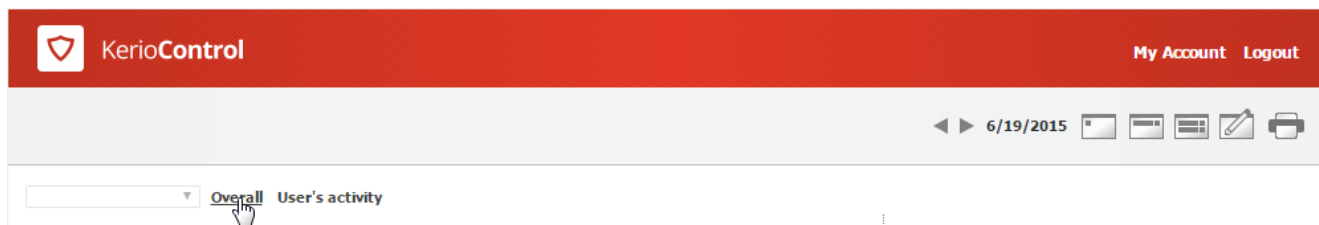


Clicking **Print** displays the current page on a new tab in a printable format.

Overall tab

NOTE

The **No data available** alert informs that no data is available in Kerio Control's database for the selected statistics and accounting period. This status can be caused by various different reasons — for example, the selected user account does not exist in the particular time period, the user have not logged in to the firewall within the period, and so on.



The **Overall** tab includes information about:

- » **Hourly/Weekly/Monthly Traffic** — You can change the time period in the [tool bar](#).
- » **Top Application Traffic** — The five applications that got the most traffic during the selected period.
- » **Top Visited Web Sites** — The five sites that got the most traffic during the selected period.
- » **Top Requested Web Categories** — The five categories that were most often viewed during the selected period.

Hourly Traffic

Total:

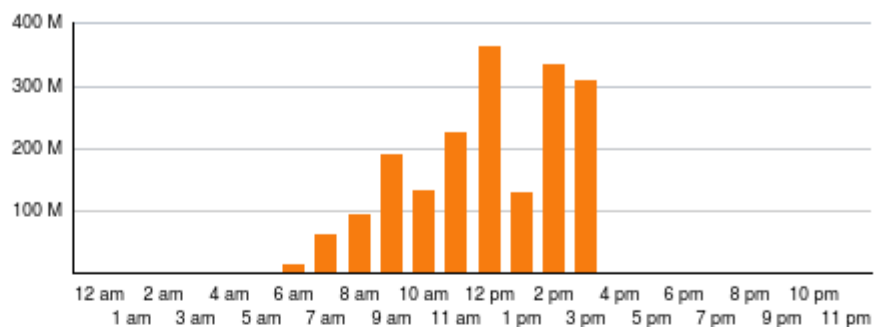
1,856 MB

Inbound:

1,706 MB

Outbound:

149 MB



Top Application Traffic

Application

Data [MB]

Facebook	134	
idnes.cz	108	
9cache.com	91	
samepage.io	82	
The Telegraph	77	

Top Visited Websites

Website

Visits

google.com	94	
kerio.eu	88	
live.com	86	
fbcdn.net	63	
gstatic.com	61	

Top Requested Web Categories

Category

Requests

IT	7,002	
Information / Communicati...	5,323	
Ordering	3,574	
Entertainment / Culture	1,022	
Society / Education / Religi...	907	

» **User Details** — Your user information stored in Kerio Control.

User Details


User: Blair Jones

Username: bjones@company.com

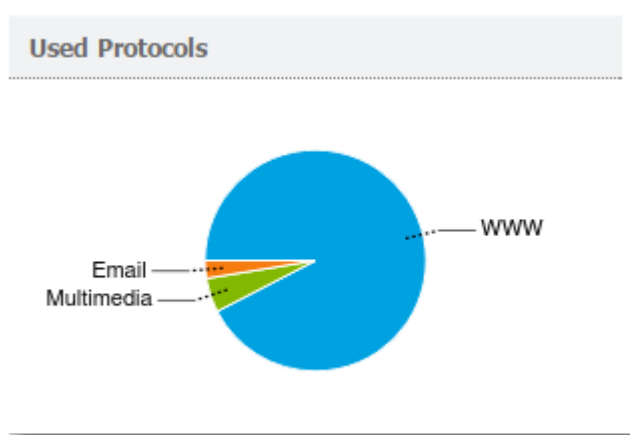
Email: bjones@company.com

Description: Product team

View User's Activity



» **Used Protocols** — The **Used Protocols** pie chart is shown if you uses web, multimedia, VoIP, email, and so on.



Reading the User's activity tab

NOTE

The User's Activity tab is visible only if Kerio Control gathers users' activity records.

KerioControl

My Account Logout

6/19/2015

Overall User's activity

The **User's activity** tab shows detailed information about your browsing activities. You can see:

- » What you were doing on the Internet during the selected period
- » How much time you spent browsing web pages

Gathering and evaluating statistics requires processing large volumes of data. To reduce the load on the firewall, the data is updated hourly, so, you cannot use Kerio Control Statistics for real-time monitoring of activity.

NOTE

If **No data available** is shown then no data is available in Kerio Control's database for the selected statistics and accounting period. This status can be caused by various different reasons — for example, the selected user account does not exist in the particular time period, the user have not logged in to the firewall within the period, and so on.

Activity Categories

Activity categories are ranked in the order shown here. If there was no activity in a category in the selected period, that category is omitted.

- » Web pages
- » Messaging, which includes email communication (SMTP, IMAP, and POP3 protocols) and instant messaging
- » Large file transfers, for example, archives, installation media, and so on
- » Multimedia, such as video sharing sites, online radio and television channels (streaming)
- » VoIP — SIP (Internet telephony)
- » Remote access, such as VPN.

3 Kerio Control VPN Client

This section helps you to install and configure Kerio Control VPN Client on Windows, Linux and macOS.

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3.1 Installing and configuring Kerio Control VPN Client for users

Kerio Control VPN Client enables an encrypted connection from individual systems (clients) to a remote private network via the Internet. The connection enables these clients to access the private network as if they were physically connected.

Three versions of Kerio Control VPN Client are available:

- » [Kerio Control VPN Client for Windows](#)
- » [Kerio Control VPN Client for OS X](#)
- » [Kerio Control VPN Client for Linux](#)

If you have administration rights to your computer, you can establish a persistent connection. Persistent connections are reestablished whenever you restart your machine.

NOTE

Kerio Control 9.2.8 does not work with previous versions of Kerio Control VPN Client.

3.1.1 System requirements

For up-to-date system requirements, refer to: <http://www.kerio.com/control/technical-specifications>

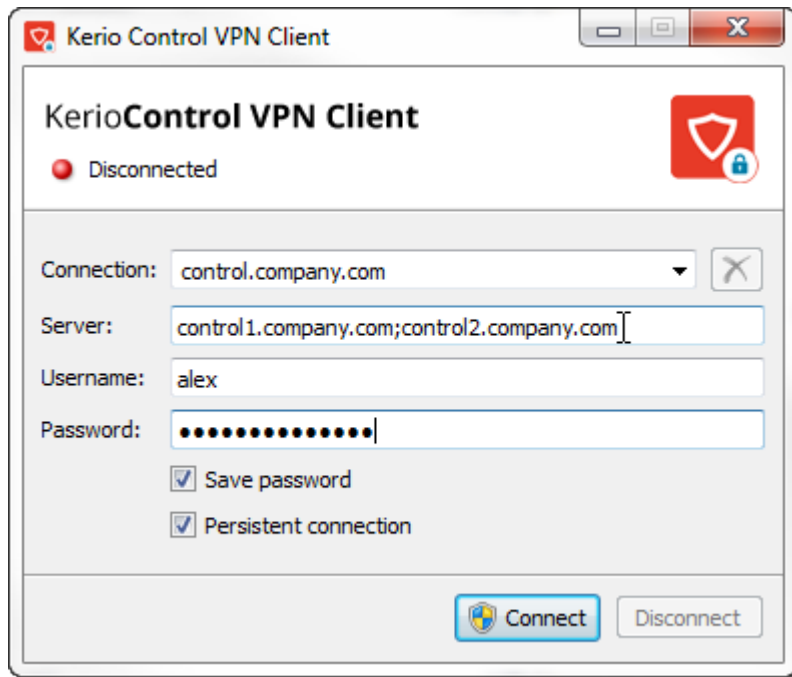
3.1.2 Prerequisites

To connect to the Kerio Control network, you need to know:

- » Your Kerio Control username and password
- » The name of the Kerio Control server or its IP address

3.1.3 Kerio Control VPN Client for Windows

1. [Download](#) and install Kerio Control VPN Client. Kerio Control VPN Client starts automatically after installation and you can see the Kerio Control VPN Client window.
2. In the **Connection** field, type a name for the new connection.
3. In the **Server** field, type the Kerio Control server name or IP address. If your administrator gives you more than one server name or IP address, separate them with semicolons.



4. In the **Username** and **Password** fields, type your Kerio Control username and password.
5. (Optional) Select **Save password** to save your password in Kerio Control VPN Client.
6. (Optional) You can select **Persistent connection** if you have administration rights to your computer. Persistent connections are reestablished whenever you restart your machine.
7. Click **Connect**.

NOTE

Kerio Control requires a valid SSL certificate to verify your connection when establishing the connection. If an SSL certificate warning appears, consult the warning with your administrator.


If Kerio Control VPN Client is running, Windows taskbar displays the  icon.

NOTE

Kerio Control can require 2-step verification. For more information, refer to [Authenticating with 2-step verification](#) (page 31).

Removing connections

To remove old or broken connections:

1. Open Kerio Control VPN Client.
 2. In the **Connection** menu, select the connection.
 3. Click the  icon. Kerio Control VPN Client asks you if you want to remove the selected connection.
 4. Click **Yes**.
- Kerio Control VPN Client removes the connection.

Changing a language

To change the language of the Kerio Control VPN Client interface:

1. Right-click the  icon in the notification area of the Windows taskbar.




2. In the context menu, click **Settings**.
3. In the **Kerio Control VPN Client Settings** dialog box, select your preferred language.
4. Click **OK**.

Kerio Control VPN Client switches to the new language immediately.

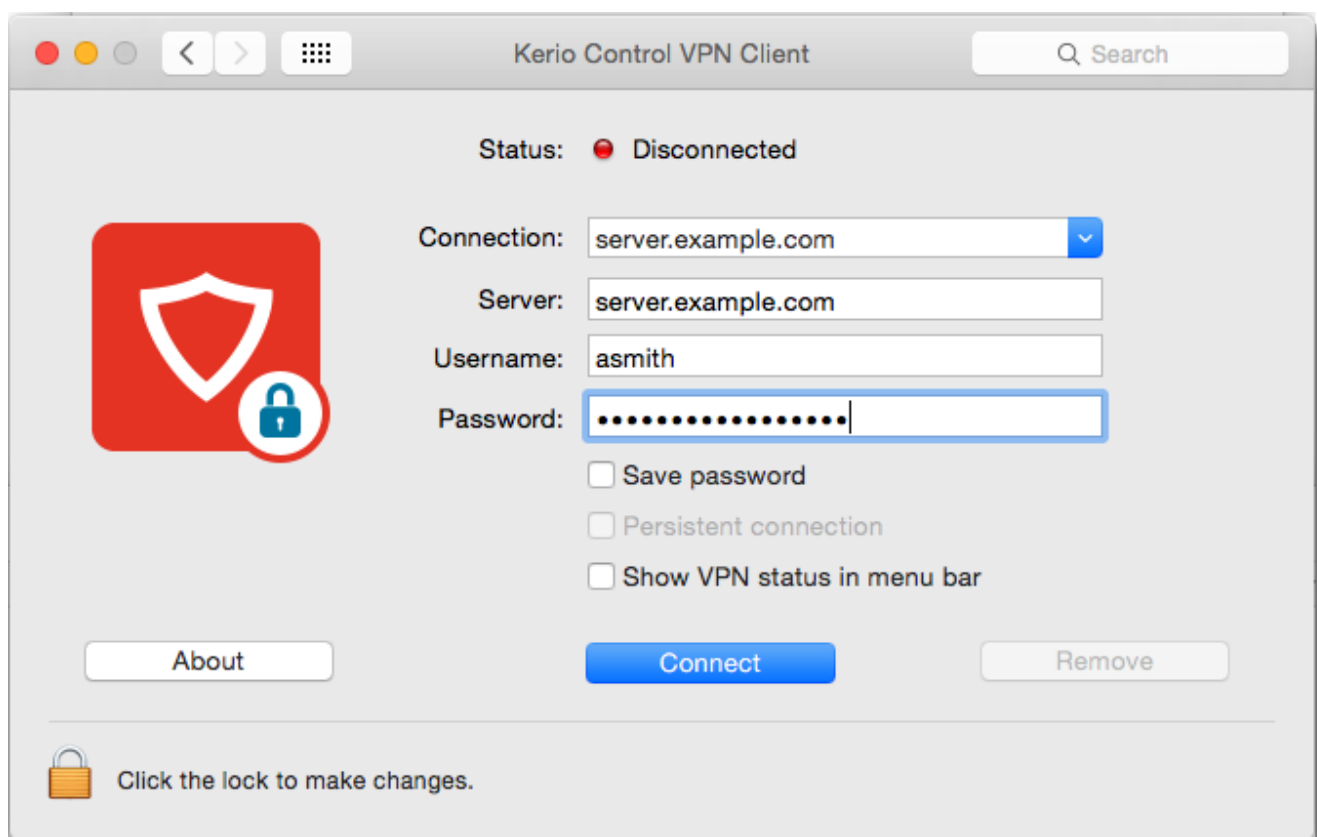
Enabling/disabling balloon messages

A balloon message in Kerio Control VPN Client is a pop-up message that appears in the Windows taskbar at the Kerio Control VPN Client icon. To enable or disable balloon messages:

1. Right-click the  icon in the notification area of the Windows taskbar.
2. In the context menu, click **Settings**.
3. In the **Kerio Control VPN Client Settings** dialog box, select **Enable balloon messages**.
4. Click **OK**.

3.1.4 Kerio Control VPN Client for OS X

1. [Download](#) and install Kerio Control VPN Client. Kerio Control VPN Client starts automatically when you install it and you can see the **Kerio Control VPN Client** window.
2. In the **Connection** field, type a name for the new connection.
3. In the **Server** field, type the Kerio Control server name or IP address. If your administrator gives you more than one server name or IP address, separate them with semicolons. Kerio Control VPN Client tries to connect to the first server. If the connection cannot be established, Kerio Control VPN Client can then try the next server.
4. In the **Username** and **Password** fields, type your Kerio Control username and password.



5. (Optional) Select **Save password** to save your password in Kerio Control VPN Client.
6. (Optional) You can select **Persistent connection** if you have administration rights to your computer (click the lock on the **Kerio Control VPN Client** window). Persistent connections are reestablished whenever you restart your computer.
7. (Optional) Select **Show VPN status in menu bar** to display a status icon on the right side of the main menu bar when Kerio Control VPN Client is running.

Removing connections

To remove old or broken connections:

1. Open Kerio Control VPN Client.
2. In the **Connection** menu, select the connection.
3. Click the **Remove** button. Kerio Control VPN Client asks you if you want to remove the selected connection.
4. Click **Yes**.

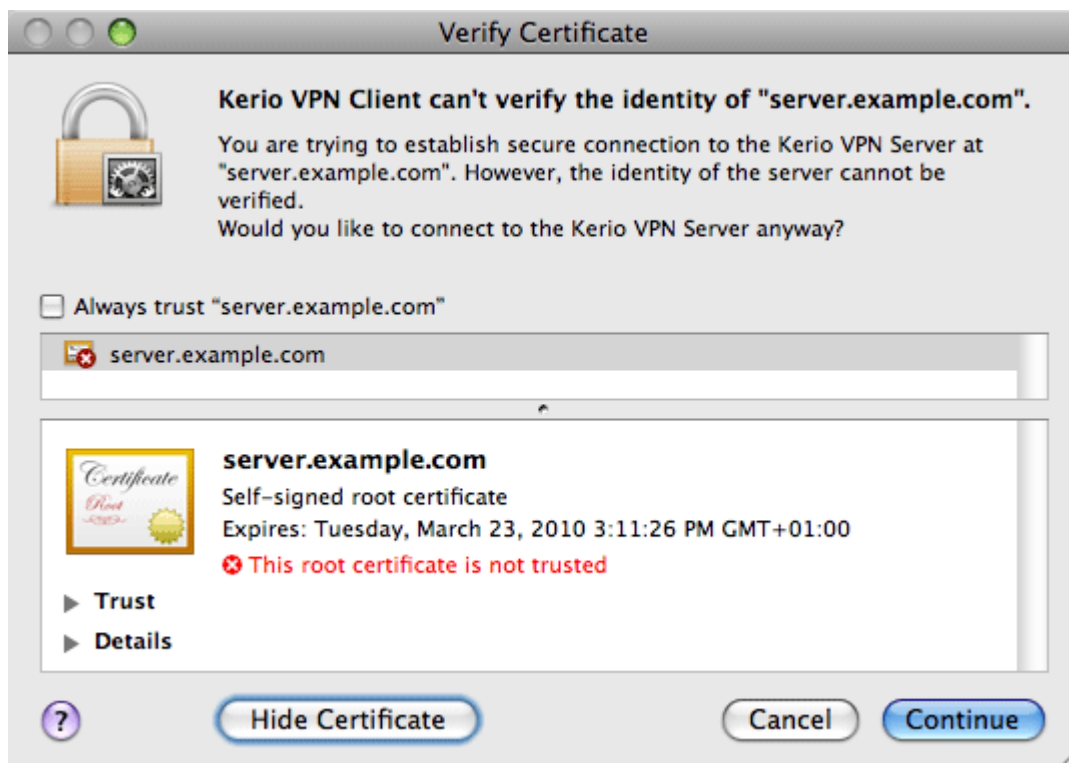
Kerio Control VPN Client removes your connection.

Troubleshooting SSL certificates

Kerio Control requires a valid SSL certificate to verify Kerio Control VPN Client when establishing the connection to Kerio Control. If an SSL certificate warning appears, the certificate is probably self-signed and you must insert the Kerio Control certificate in the system keychain manually.

NOTE

A self-signed certificate is a certificate that your administrator generated for you in Kerio Control. The certificate is not signed by any certification authority.

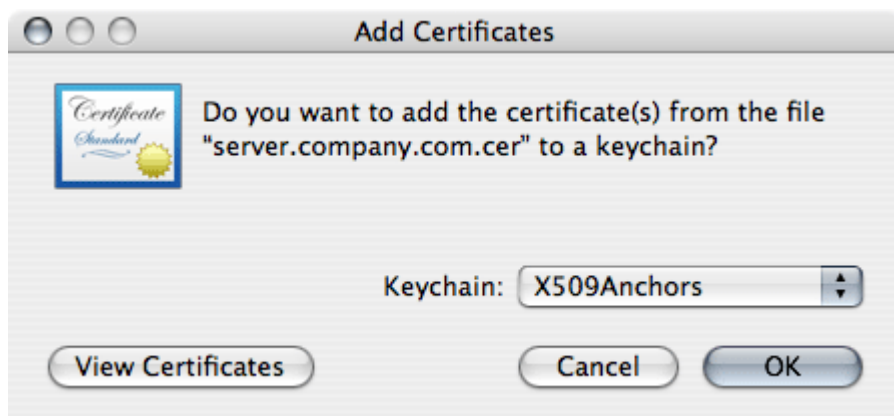


1. In the **Verify Certificate** window warning, click the certificate image and drag it to the desktop. This creates a file with the certificate on the desktop (for example `server.example.com.cer`).

WARNING

The **Keychain Access** application must not be running at this point. If it is running, close it.

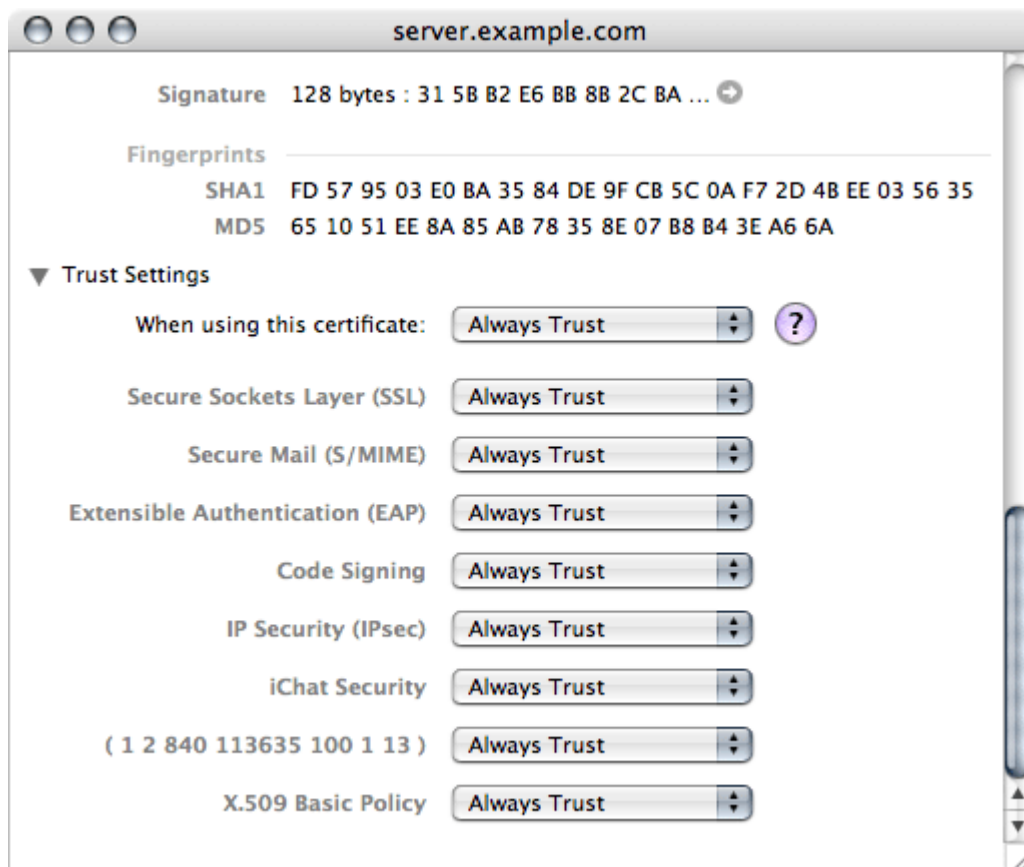
2. Run the **Keychain Access** application. The **Add Certificates** dialog box displays.



3. Select the **X509Anchors** keychain. To add a certificate, you need to be logged in as an administrator.

4. In the **Keychain Access** application, select the **X509Anchors** keychain, look up the new certificate (for example, `server.example.com`) and click to open it.

5. In the certificate window, scroll to the bottom.
6. Open the **Trust Settings** section.
7. Set the **Always Trust** option for the **When using this certificate** entry.



8. Close all running applications and log out of the system.
9. Reboot the system and establish a VPN connection to Kerio Control.

From now on, **Verify Certificate** warning should not display.

3.1.5 Kerio Control VPN Client for Linux

Detailed information about Kerio Control VPN Client for Linux is included in the [read-me file](#).

3.1.6 Troubleshooting

Kerio Control VPN Client generates logs of its own activity and detected errors. Contact your Kerio Control administrator to troubleshoot this issue.

3.2 Deleting VPN client entries on OS X

To delete VPN client entries on OS X, you must delete them from the `user.cfg` file.

1. On your Mac computer, go to the `/Users/YOURUSER/.kerio/vpnclient` folder and open the `user.cfg` file.

NOTE

The `.kerio` folder is a hidden folder.

2. Search for an entry and delete it.

The individual entries are inside the `<connection>` tag:

```
<connection type="user">
<description></description>
<server>vpn.com</server>
<username>jsmith</username>
<password></password>
<savePassword>0</savePassword>
<persistent>0</persistent>
</connection>
```

3. Save the file.

If you want to delete all the entries, delete the whole `user.cfg` file.

3.3 Upgrading Kerio VPN Client for OS X 10.9.5, OS X 10.10 and later

The Kerio VPN Client for Mac running on OS X 10.9.5 Mavericks and OS X 10.10 Yosemite (or later) cannot be upgraded to Kerio VPN Client 8.4.1. Installation fails.

3.3.1 Upgrading Kerio VPN Client

You have two options how to avoid this problem:

- » Install [Kerio Control VPN Client 8.4.0](#). — This version communicates with Kerio Control 8.4.1 correctly.
- » Use clear installation instead of upgrade:
 - a. Uninstall the old version of Kerio VPN Client using installer of exactly the installed version.
 - b. Install Kerio VPN Client 8.4.1 works as expected.
 - c. If the Kerio VPN Client 8.4.1 still refuses to install or run, type this command in the Terminal: `sudo rm -rf /Library/Extensions/kvnet.kext`
 - d. Install Kerio VPN Client 8.4.1 again.

Kerio VPN Client 8.4.1 is installed and Kerio VPN Client works correctly.

4 Authenticating with 2-step verification

The 2-step verification means you can protect your Kerio Control account and access to your company network by requiring two independent authentication steps.

NOTE

It is possible to enable the option to force hostname for clients connected via the Kerio VPN for 2-factor authentication. For more information, refer to [Authenticating with 2-step verification](#) (page 31).

NOTE

For the iOS and Android devices, the 2-FA verification page needs to be opened manually. In the browser type `https://CONTROL-IP:4080/nonauth/totpVerify.cs` to successfully browse the Internet. Remember to replace <CONTROL-IP> with the IP address or Hostname of your firewall.

With the 2-step verification enabled, when you want to access your company network or log into Kerio Control Statistics from the Internet, you must use your credentials to authenticate, and also type a special time-limited code generated by the special mobile application such as Google Authenticator. You can try the following applications:

- » Google Authenticator — Available for [iOS](#), [Android](#)
- » [FreeOTP Authenticator](#) — iOS and Android
- » [Authenticator for iOS](#)
- » [WinAuth](#) for Windows OS
- » [Authy](#) for Windows, Linux, Mac, iOS, and Android

The verification code is not required if your device is connected to the Kerio Control network. Kerio Control requires the code only if you use the Internet to access your company network:

- » Through Kerio Control VPN Client/IPsec VPN client
- » To use Kerio Control Statistics
- » To use Kerio Control Administration

4.1 Enabling the 2-step verification

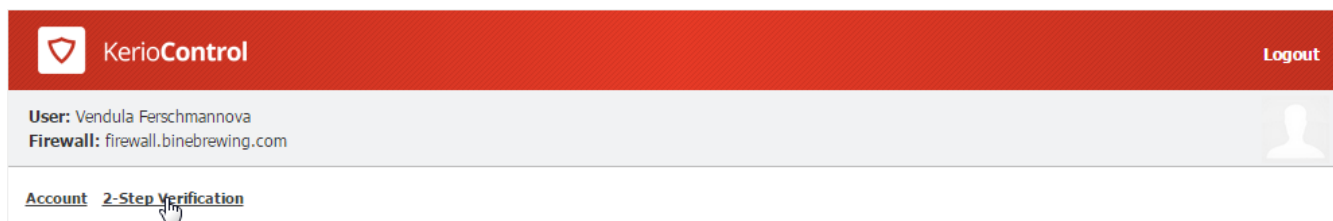
You can enable the 2-step verification in your account in Kerio Control Statistics.

NOTE

If you administrator sets the 2-step verification as compulsory, you must follow the steps in this section to enable the 2-step verification in Kerio Control Statistics.

To enable the 2-step verification, you must pair your device with your Kerio Control account:

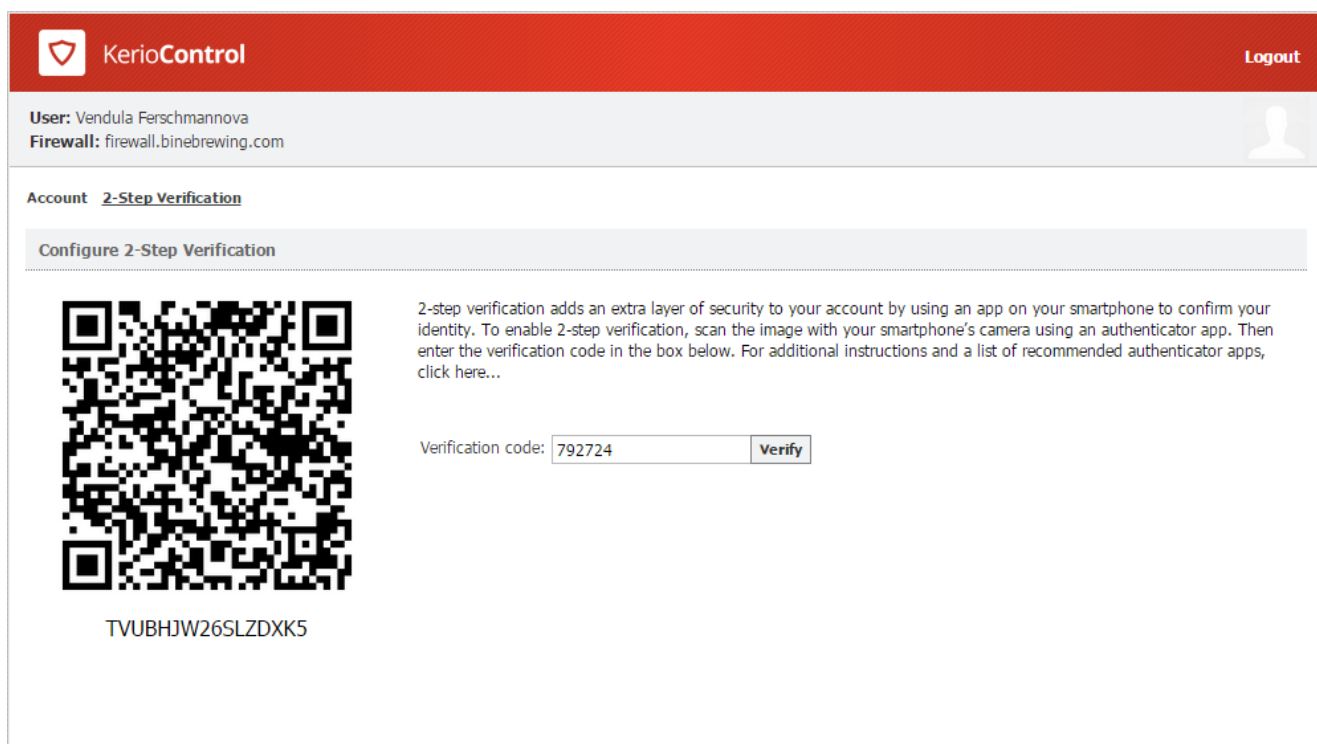
1. Install the authenticator application on your mobile device.
2. Log into your account in Kerio Control Statistics.
3. Click **2-Step Verification**.



4. Open the authenticator application and scan a QR code or type the code shown below the QR code. You get a six-digit verification code that is time-limited. The authenticator generates a new code every 30 seconds. All codes generated on the basis of the Kerio Control QR code are valid for Kerio Control authentication.

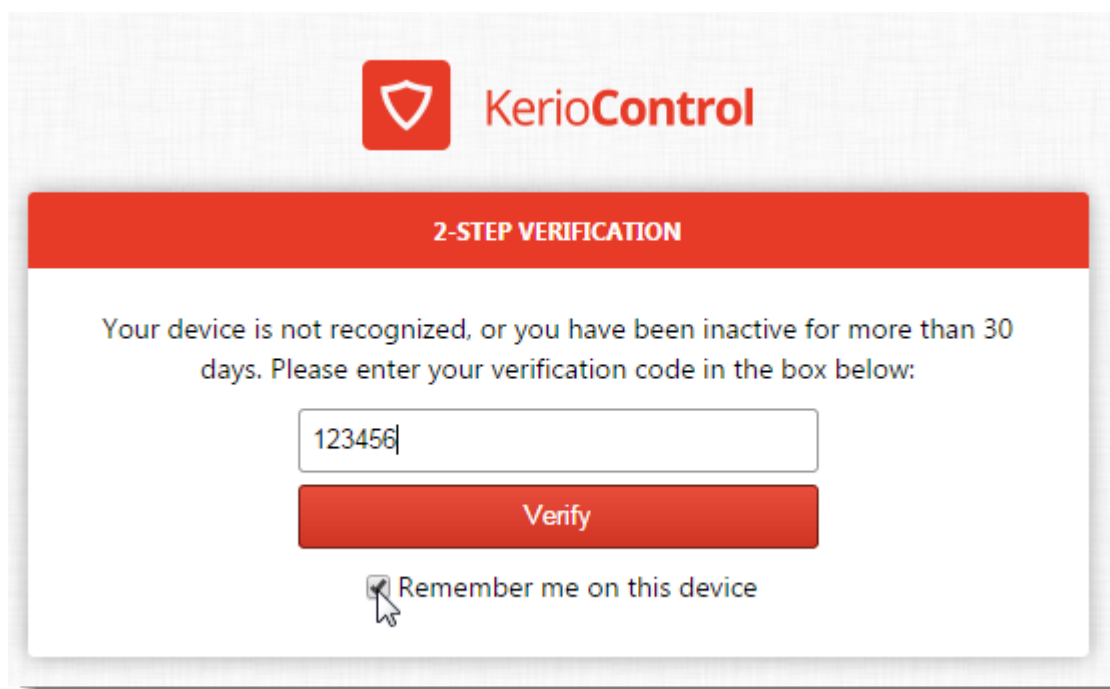
5. Type the verification code in Kerio Control Statistics, as shown below.

6. Click **Verify**.



From now on, you authenticate with the verification code generated by the authenticator. For example, to connect to the Kerio Control Statistics page:

1. Type the Kerio Control Statistics URL in your browser.
2. On the login screen, type your username and password.
3. Click **Login**. The 2-step verification page appears.
4. Open the authenticator and type the Kerio Control code in the box provided.



5. Select **Remember me on this device**. Your browser remembers the connection for the next 30 days from the last connection, so you do not have to type the code every time.

6. Click **Verify**.

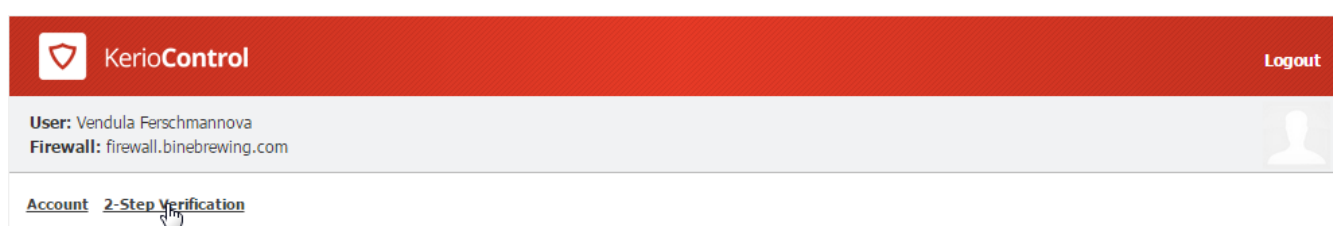
Kerio Control redirects you to Kerio Control Statistics.

4.2 Disabling the 2-step verification

1. Type the Kerio Control Statistics URL in your browser.

2. On the login screen, type your username and password and then the verification code.

3. On the Kerio Control Statistics page, click **2-Step Verification**.



4. Generate a new code in your authenticator.

5. Type the code in the **Verification code** field.

6. Click **Disable**.

Kerio Control disables the 2-step verification for your account.

From now on, the 2-step verification is in the initial state and you can enable it again.

IMPORTANT

If you lose your mobile device, ask your system administrator to disable the 2-step verification for you. If your administrator sets the 2-step verification as compulsory, you must enable it in Kerio Control Statistics again before accessing your company network from the Internet.

4.3 Enabling the 2-step verification when you use Kerio Control VPN Client

1. Install Kerio Control VPN Client 8.5 or later.
2. Connect to Kerio Control VPN Client as usual.
3. Kerio Control VPN Client automatically opens the 2-step verification page in your browser:
 - If you have a device paired with your account, type the new code from your authenticator. For more information, refer to [Enabling the 2-step verification](#) (page 31).
 - If you don't have a device paired with your account, click **Continue** and follow the steps in Enabling the 2-step verification above.

4.4 Enabling the 2-step verification when you use IPsec VPN client

1. Connect to IPsec VPN client as usual.
2. Go to your browser and open any page. Kerio Control opens the 2-step verification dialog box:
 - If you have a device paired with your account, type the new code from your authenticator.
 - If you don't have a device paired with your account, click **Continue** and follow the steps in Enabling the 2-step verification above. For more information, refer to [Enabling the 2-step verification](#) (page 31).