

Remote Access Service - Instructions for Verallia Partners

V2.1.0



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Prerequisite

A valid certificate will be sent to your mailbox from veralliapki.notification@verallia.com

Which includes the certificate credentials and the instructions to install it on your computer.



Hello PAR000

Please find attached your certificate allowing you to connect to Verallia Network.

Here is your certificate password :

You can import this certificate in your personal store.

The instructions to install the VPN client are located at <https://vpn-partners.verallia.com/>

[Reply](#) [Forward](#)

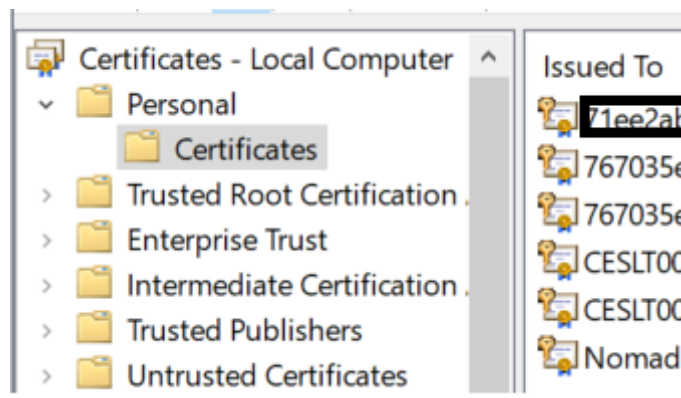
The certificate will allow you to authenticate on our RAS Platform.

Please note that each certificate can be installed on up to 3 devices.
Installing it on more devices could cause service interruptions.

1- Configuration for Windows Devices

Certificate Installation for Authentication

Once the certificate is installed as follows, please check on the certificate Management in Personal folder to see that the certificate has been installed correctly.



Remote Access Client Zscaler App – Installation

The next phase will be to install the Application.

The latest client Zscaler App and its installation documentation can be downloaded from the below link:

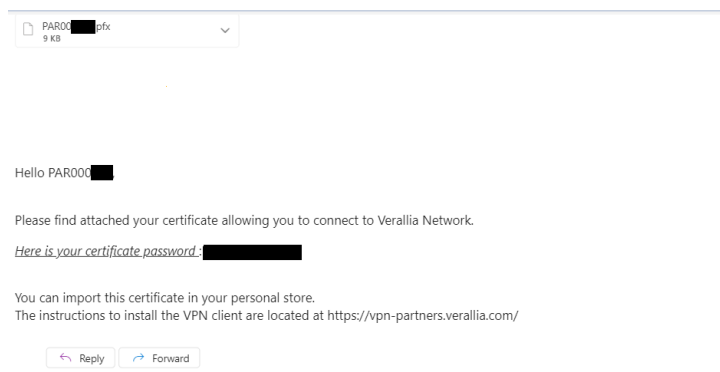
<https://vpn-partners.verallia.com/>

3- Configuration for Mac Devices

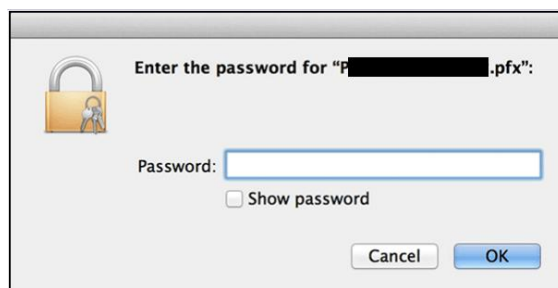
Certificate Installation for Authentication

You should first download the certificate pfx file (PARXXX.pfx) received on your mailbox form

veralliapki.notification@verallia.com

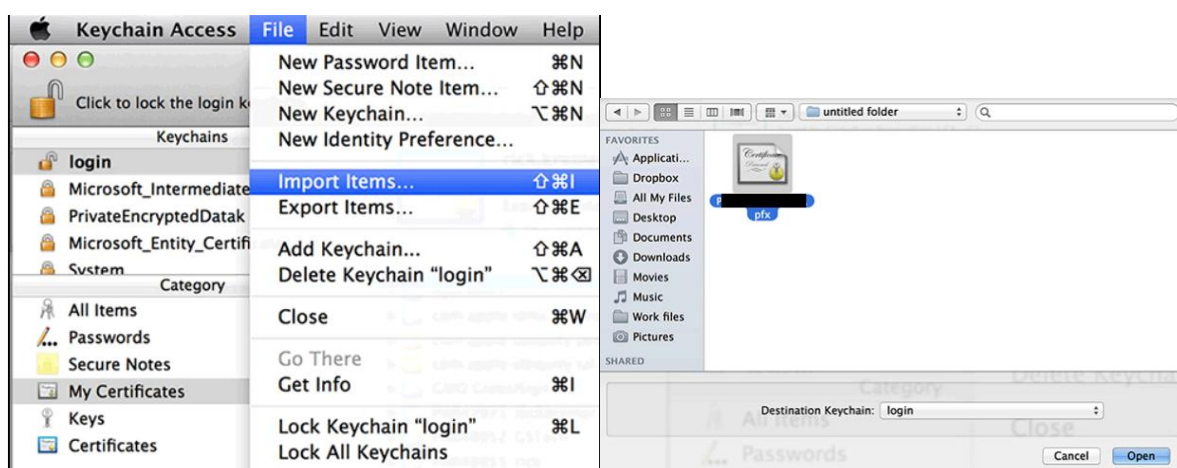


Open Keychain Access by double-clicking the PFX file. A password prompt will then appear.



Follow the instructions

- In case The PFX file doesn't directly open Keychain Access. Instead, search for "Keychain" in Spotlight and open it. Once Keychain Access is launched, go to the File menu and select Import Items.



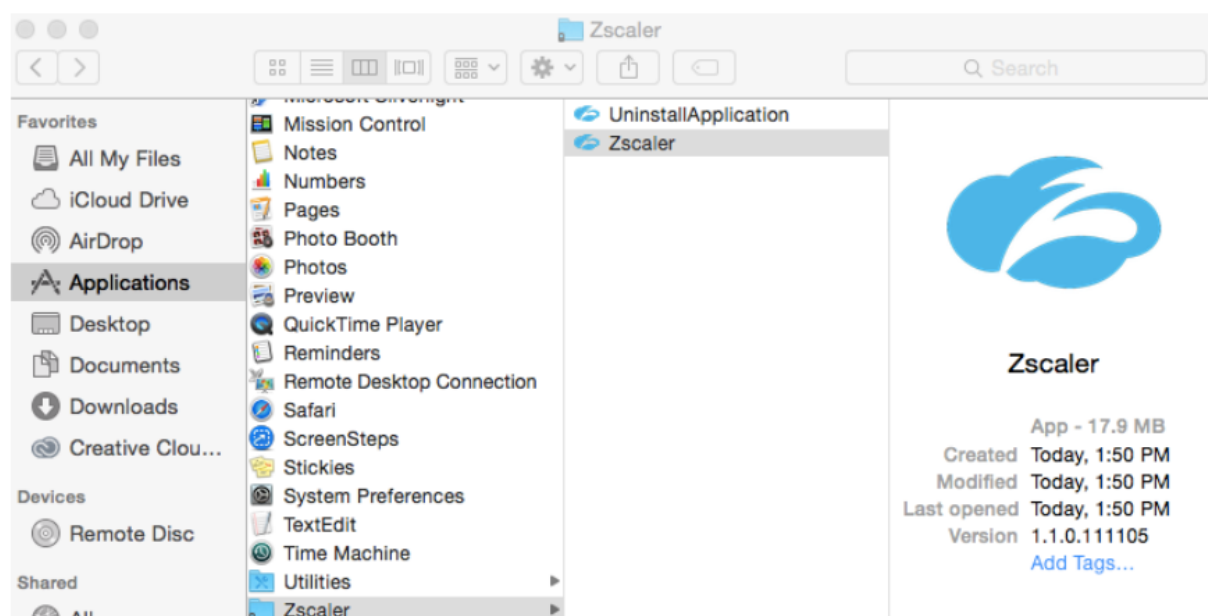
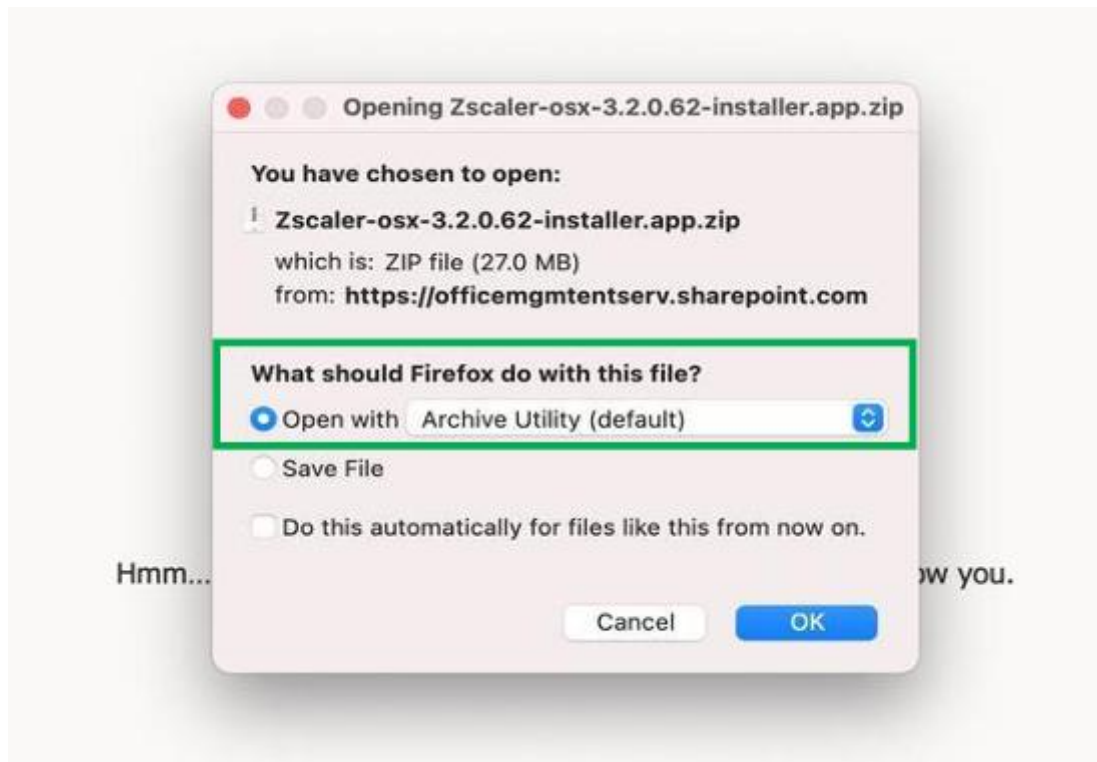
- If prompted, provide the name and password of an administrator user for the computer.
- The certificate should now appear with a red "X" icon, indicating it is not trusted. To trust it, double-click on the newly installed certificate.
- Under the Trust section, change the setting for When using this certificate to Always Trust.

Installing Zscaler Client Connector

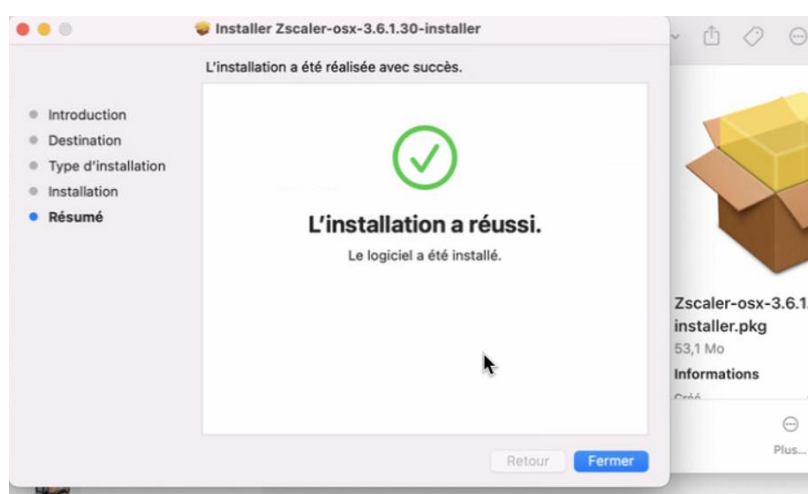
The installation is straightforward whether the package will be sent to you as a Zipfile which needs to use with the Archive utility or the .pkg file which should be installed from the application menu.

Remote Access Client Zscaler App – Installation

To install the application, the required access permission is needed.



Zscaler-osx-3.2.0.62-installer	29.4 MB	Application	Today at 8:24 AM
Zscaler-osx-3.2.0.62-installer.app.zip	28.3 MB	ZIP archive	Today at 8:23 AM
Firefox 89.0.dmg	132.2 MB	Disk Image	Today at 8:17 AM
macOSUpd10.15.7.dmg	2.86 GB	Disk Image	Mar 10, 2021 at 9:12 PM



It could also be installed via the terminal with the below command :

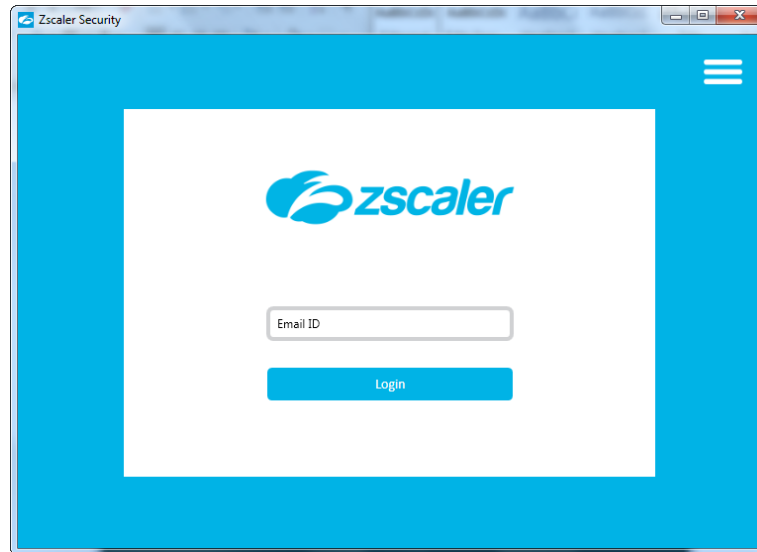
```
sudo installer -pkg pathxxx/to/pkg ( you can drag the file instead) -target
```

Using the Remote Access Service

After installing the certificate, The Zscaler application should be installed and run on the computer.

1- Authentication

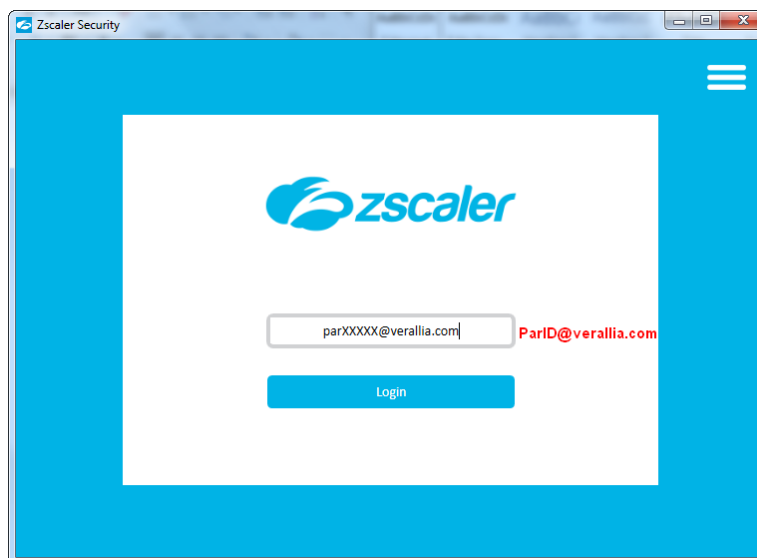
After opening the Zscaler application a pop-up windows as below will be shown.



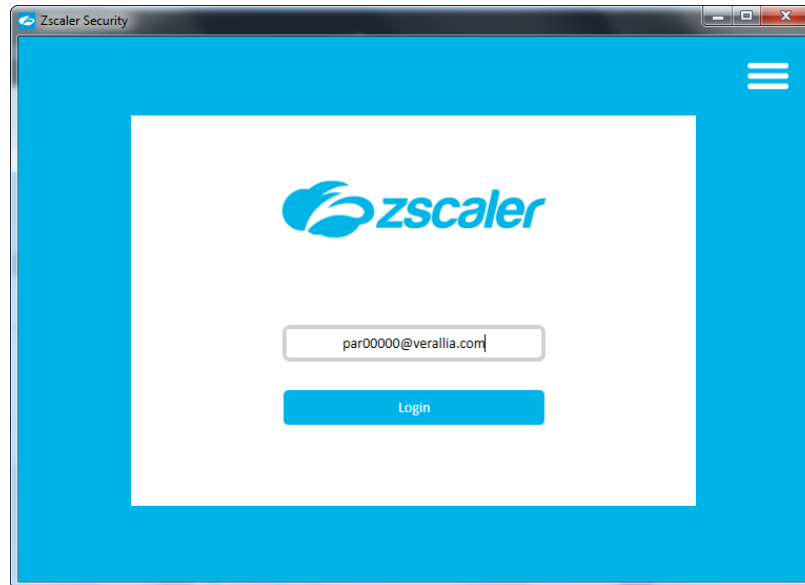
Enter your login user credentials with the following format:

[yourParlD@verallia.com](#)

(This ID is the one that you have received earlier in your email)

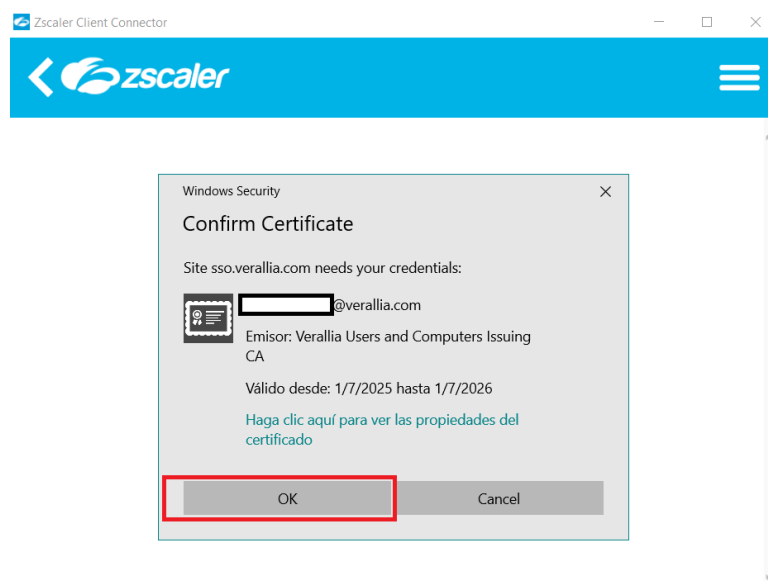


Example for the partner with Partner ID: **par00456@verallia.com**

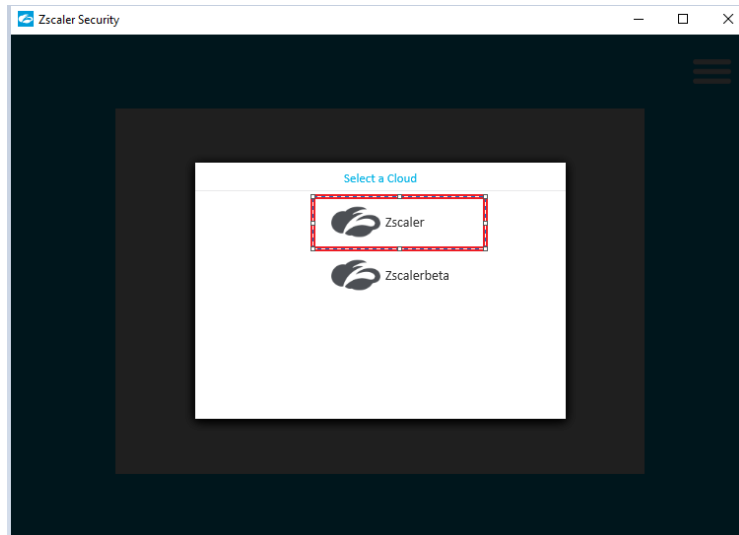


Click on "Login" and select ok to confirm the installed certificate in the previous step.

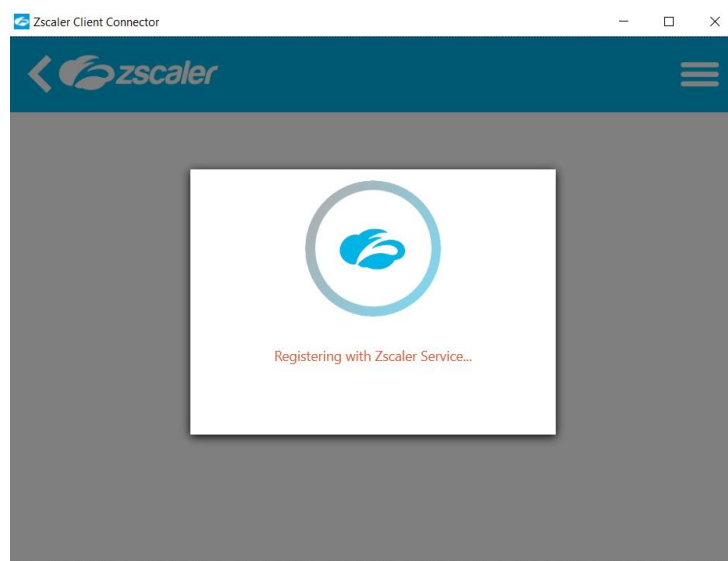
Select the certificate issued by Verallia and Click "OK"



Note: you might receive a page with choosing between Zscaler cloud or Zscaler Beta, please select the Zscaler Cloud.

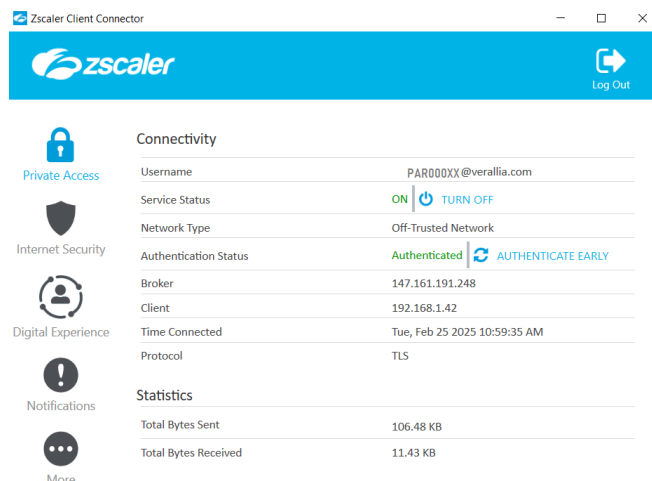


Next you should be able to see the registration page as below.



2- Authorization

Below is the main page you will be redirected to. If you see that the Authentication status is showing as **Authenticated**, it means the configuration is correct



It will take less than a minute for the Application to be authorized and required policies will be applied and then you can access to the application you have requested.

Please note that the status of the service should be on and while you are using the application the **Statistics** should be changed frequently based on the usage.

3- Logout Policy

Please consider that Verallia has the policy to bypass the password restriction for logging out of the Zscaler application once it is not needed.

for the first time use only, please be in contact with Verallia Telecom team to be able to apply the required policy on your profile so you could be able to log out of the system without any password restriction.

Common Issues

Please for any probable issues, the below link explains some common issues and workarounds.

<https://help.zscaler.com/client-connector/zscaler-client-connector-connection-status-errors>

Contact

In case any support would be need or you may have any questions feel free to contact Verallia Telecom Team. in the following the emails for the further communications could be found:

v-telecom@verallia.com