

Website: <https://globatech.team>

GTT contact information: [helpdesk@gtt.tools](mailto:helpdesk@gtt.tools)

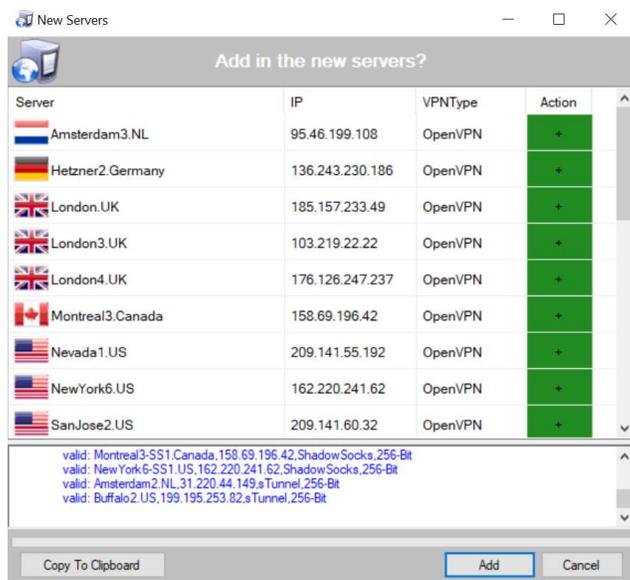
Skype: [helpdesk@gtt.tools](https://www.skype.com/people/helpdesk/gtt.tools)

### INSTALL INSTRUCTIONS FOR VPN\_SYNC3

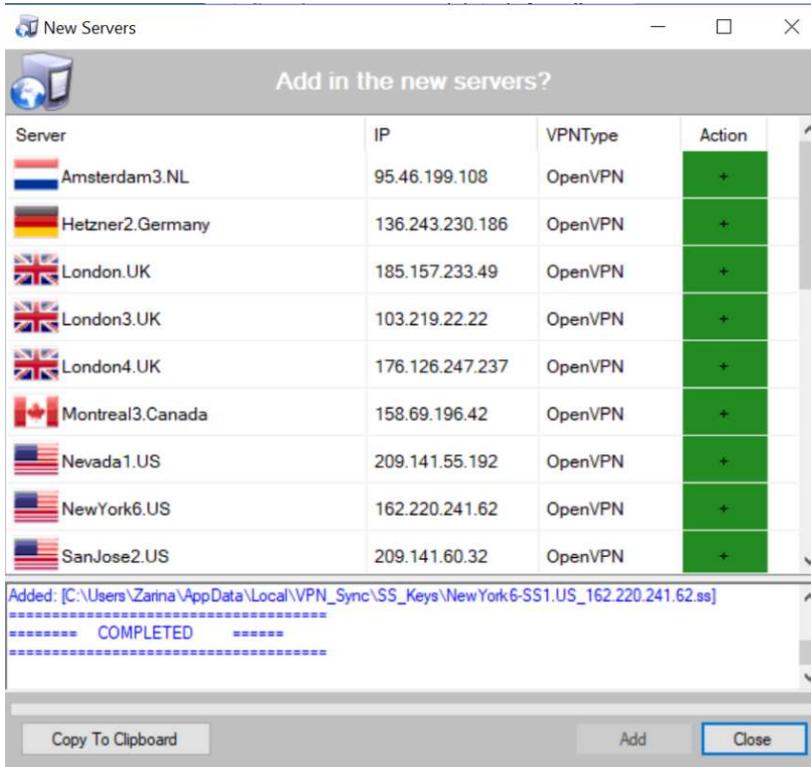
1. Download the latest version of VPN Sync3 from here:  
[http://www.globaltech.team/vpnchecker/VPN\\_Sync3\\_latest.exe](http://www.globaltech.team/vpnchecker/VPN_Sync3_latest.exe)
2. Run installer
3. Start the “GTT VPN Sync3” program
4. Enter in your username and PIN number you have received from [helpdesk@gtt.tools](mailto:helpdesk@gtt.tools) on the following screen and then click on the “Log In” button:



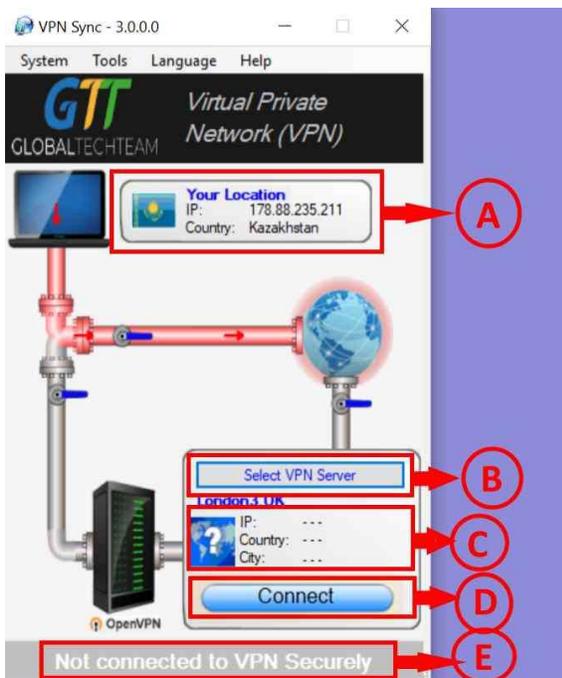
5. When the program starts it will automatically look for your VPN servers to add to the program. Click “Add” to allow the program to download your VPN key files:



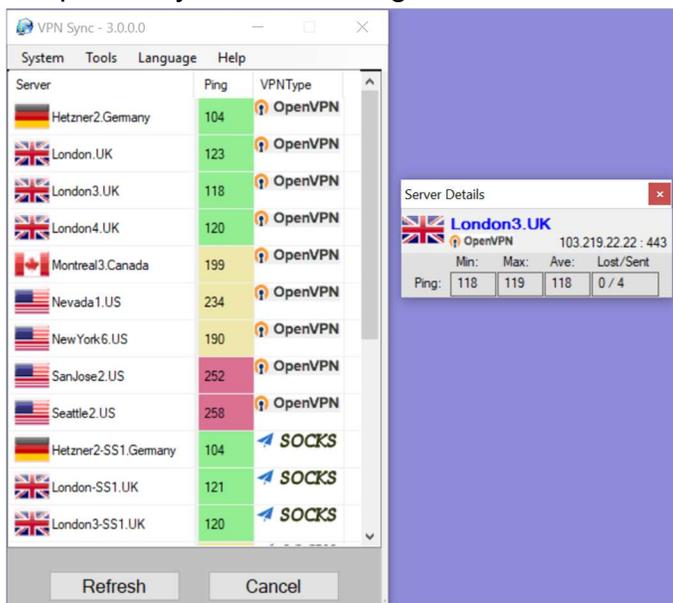
Once you add all the available keys click on “Close”:



### 6. An overview of the VPN Sync3 Window:



- A. This panel shows you the current location of your computer on the internet.  
*Note: the country's flag is based upon the IP address. Because this is dependent on internet service providers to update their records frequently, sometimes the flag doesn't actually represent the country that you physically are in. Sometimes the flag represents the location of the headquarters of the internet service provider's country rather than the actual physical location. In other words, most of the time this information is accurate, sometimes it is not.*
  - B. Click this button to see the VPN server choices available for you to select from.
  - C. When you are connected to one of our VPN servers, this area will fill in showing the IP address and location of that server. *Note: the country's flag is based upon the IP address. Because this is dependent on internet service providers to update their records frequently, sometimes the flag doesn't actually represent the country that you physically are in. Sometimes the flag represents the location of the headquarters of the internet service provider's country rather than the actual physical location. In other words, most of the time this information is accurate, sometimes it is not.*
  - D. Use this button to start/stop the connection to the VPN server.
  - E. This is a VPN status notification area, use this area to verify whether or not you are connected to the VPN server.
7. Click on the "Select VPN Server" button (item B in the illustration above). This will present you with a listing of all the VPN servers available to you:



Each of our servers has the following information available about them: server name, ping, and the VPN technology used. As your mouse moves over each server, a box appears to the right that shows more detail about each server including: its IP address, the port used, and the results of the pings. Generally speaking, you will want to use the server that has the lowest ping number and that doesn't have any lost packets. *Note: pings will not be calculated if you have a connected VPN as it would be meaningless. You need to have the VPN turned off for the ping results to be calculated.*

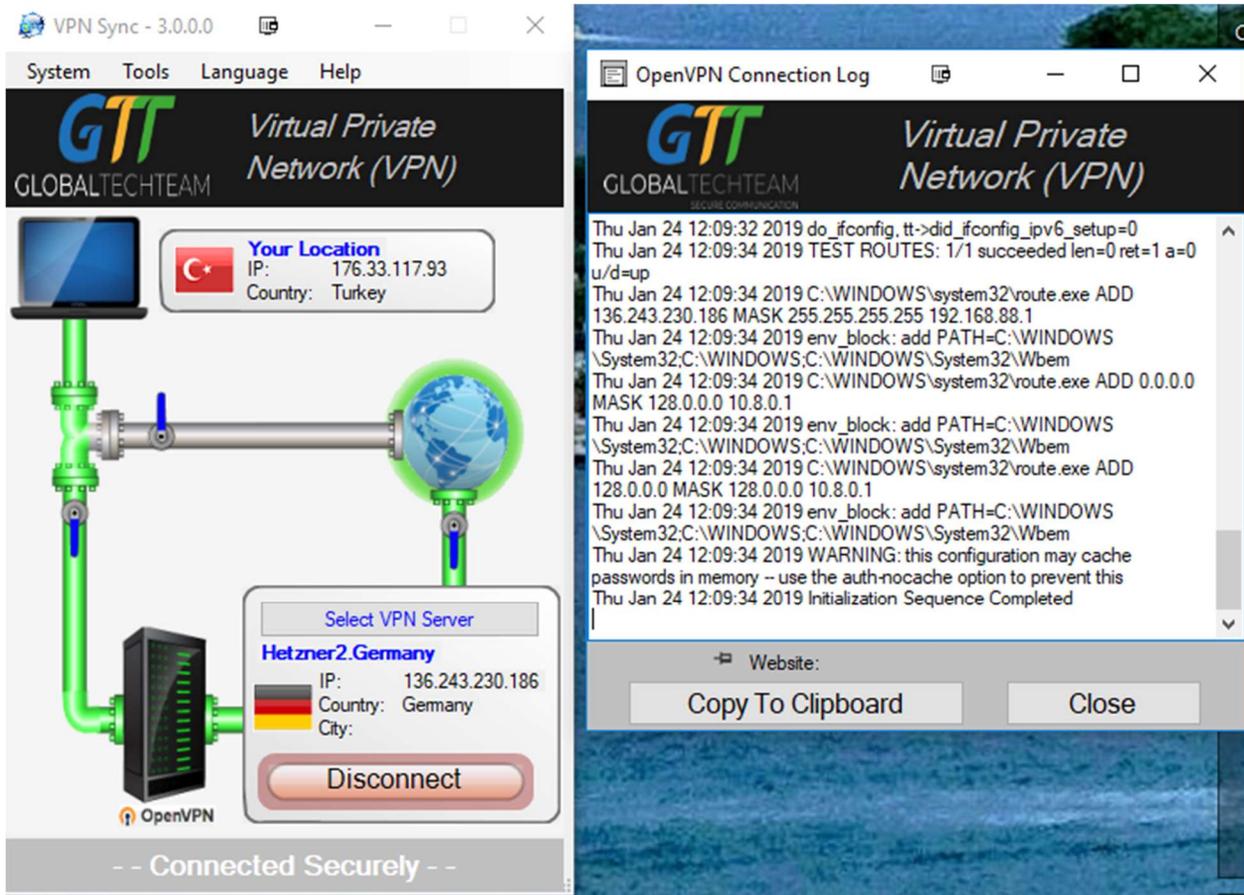
We utilize different VPN technologies that all have their benefits and disadvantages:

- OpenVPN – Use this technology as the default as it has the highest security, is the easiest to use, and works well with complex networks. We run our servers primarily over the same port as a https connection which makes this difficult to be detected by intrusive countrywide filters.
- sTunnel – This technology is a tunnel within a tunnel; we wrap your OpenVPN within a SSL encrypted connection. You can use this technology with countries like Iran and China where they actively try to detect and shut down OpenVPN connections. You should only use this in situations where OpenVPN would not normally work.
- Socks – is a proxy. Proxy is not a VPN. Whereas a VPN will encrypt all the traffic on your computer (web browsing, email, FTP, etc.), a proxy will only work on your web browsing traffic by default. The proxy is an encrypted connection so you are protected from third party eavesdropping. However, we strongly recommend that you use our other VPN solutions (OpenVPN) if that protocol is not blocked in the country where you are working. In countries like China, which actively block our other VPN protocols, using the Shadowsock's proxy may be your only choice. But please remember that by default, only your web browsing traffic will be encrypted.

Click on a server that you want to use and the screen will switch back again to the main screen.

8. Click the “Connect” button to start connecting to the VPN server you selected. If you are connecting to an OpenVPN or Socks server, a log window will show up that displays the details of the progress. You can close that window anytime you like and it will not disrupt the connection. After the server connects, the main

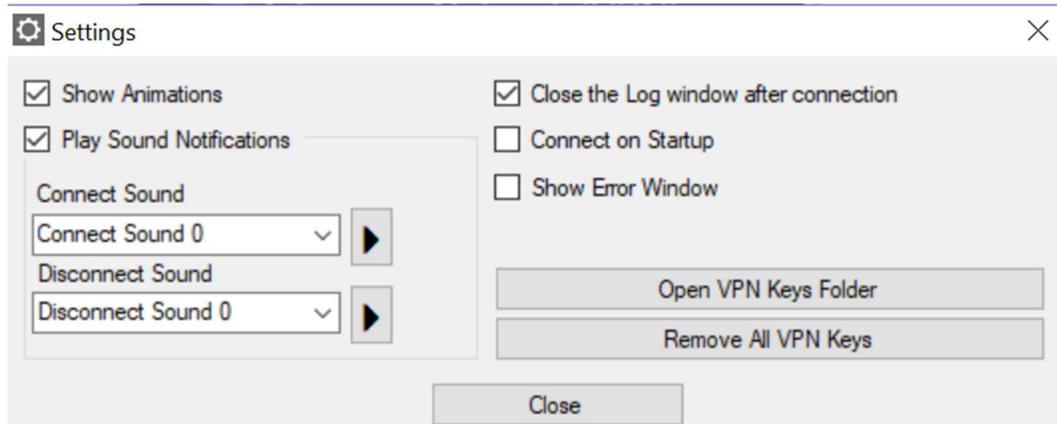
window's graphics will change to a green pipe showing that all your internet traffic is routing through the VPN server now.



- To stop the VPN server, click on the “Disconnect” button. After a few moments, your computer will disconnect from the VPN server and the main screen will again show a red pipe signifying that the connection is no longer secure.

## SETTINGS MENU

VPN Sync3 comes with the ability to modify the default settings for the program. You can access these settings by clicking on the “System” then “Settings” item. The image below show the settings window that shows up:



- A. Show Animations: This determines whether or not the animations on the main window run or not. Running the animations do take memory and consume some of your laptop's processor cycles. Unclick this box if you don't want to run with the animations.
- B. Play Sound Notifications: VPN Sync3 will play a sound when the VPN has become disconnected or when it connects. Unchecking this will stop giving you those audio sounds. Likewise, we package a few sounds that you can select from for the connect/disconnect audio notifications. Use the dropdown button to go through each one and click the play button to the right of it for a preview of the sound.
- C. Close the Log window after connection: this will automatically close the log window once the VPN connection is established between your computer and the VPN server.
- D. Connect on Startup: this will automatically connect to your last used VPN server when you next start up the program.
- E. Show Error Window: This window is useful for any errors that the program generates. If you have issues with VPN\_Sync, helpdesk may ask you to enable this feature to show you any logged errors.
- F. Open VPN Keys Folder: This button will open up your personalized settings folder which contains your OpenVPN and SS keys. You are safe in leaving this folder alone unless instructed by helpdesk to go in there.
- G. Remove All VPN Keys: In the event that we need to reissue you new VPN keys, we will have you click this button to remove all your old ones from the system. Running this will remove all your keys and VPN connections so you shouldn't run this unless we tell you to do this.

## FAQ/TROUBLESHOOTING

How can I tell if my VPN is working or not? – If you get the green pipes and the connect sound, you are securely connected to the VPN server. You can always load up the following webpage which will show if you are connected or not:  
<https://globaltech.team/vpncheck.php>

I'm connected to the Amsterdam VPN server but the flag shows Germany (or similar) –  
The translation of an IP address to a country isn't a precise correlation. In the case of the Amsterdam server, the internet provider that we lease our server space from has their headquarter in Germany and hasn't updated their IP addresses to show that the server really is in Amsterdam. However, the server is indeed in Amsterdam in spite of what the flag indicates.

What is with the Windows' User Account Control window that always pops up when I try to start the program - Because we are dealing at a low down device level on your computer, we need to have administrator control. This is a prompt that Windows puts up anytime a program wants to run with an Administrator control. You can stop this from occurring by lowering your UAC level in your control panel, but we strongly discourage you from doing that as it puts your system at a much greater risk if malicious software or viruses get onto your system.

Can I have VPN Sync3 startup when I start the computer up? – No you can't; but not because of us but because of Microsoft. This is due to the program having to run as an Administrator. Windows will not run programs that require this high level of permissions from loading on boot.

The log window says something about waiting for the TAP device to come up and I never actually connect – For whatever reason, the TAP adapter didn't get installed properly. This can be solved by just going to the menu and selecting "Tools". Then click on the "Remove TAP device" which will attempt to remove any old TAP devices from your system. Follow that up with clicking on the "Install TAP device" to initiate having an adapter installed again. Try connecting again after that.

I live in China or Iran and I can't connect with my VPN – These countries, and probably more in the future, actively look for OpenVPN connections through what is called Deep Packet Inspection. When they detect an OpenVPN connection going through their system, they have a tendency to eventually block that server. If the OpenVPN servers are not functioning properly, switch over to trying to use the Socks servers.

The VPN starts to connect but it is still having issues – We will have to help diagnose the problem with you. It is very helpful to send us your log file for us to look at. From the "Help", "Get Computer Info" menu item, click on the "Copy to Clipboard" button

which will put the text of the log file into your clipboard. Paste that into an email with a description of the problems you are having to us.

I still need help with something – contact us at [helpdesk@gtt.tools](mailto:helpdesk@gtt.tools) or find us on Skype at [helpdesk@gtt.tools](https://www.skype.com/partners/GlobalTechTeam)