

equineGenie™



equineGenie - clientGenie
Network Connection with
SoftEther VPN

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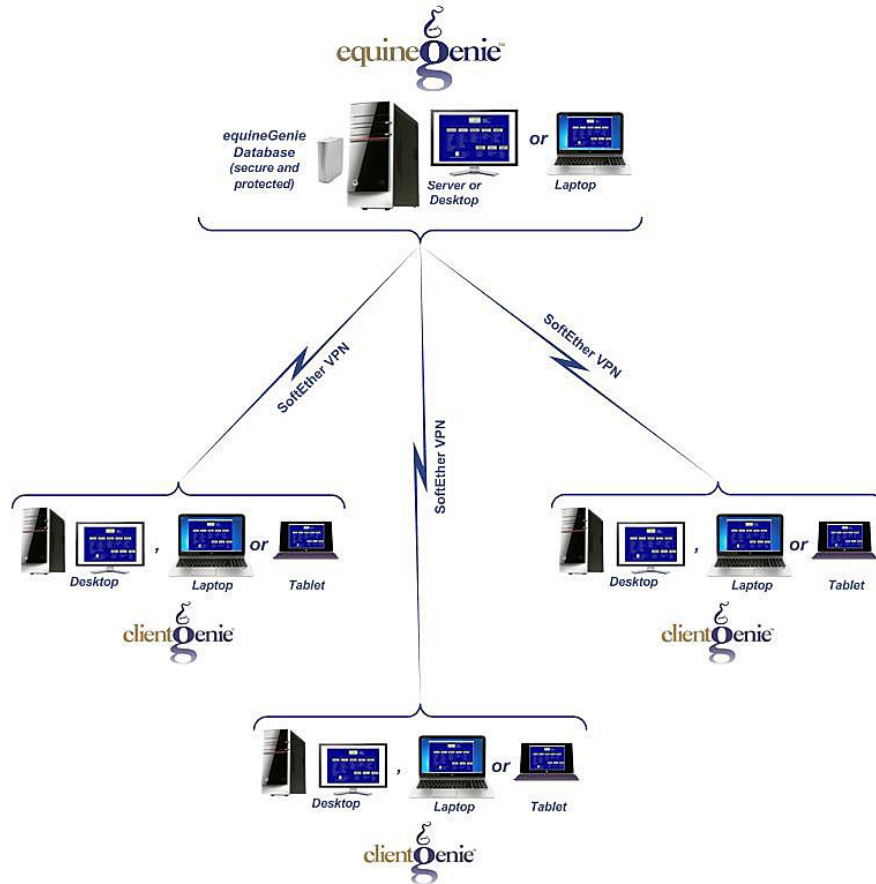
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Introduction

This document assumes that **SoftEther VPN** has been correctly installed on an equineGenie computer and any clientGenie remote computing devices. The purpose of this document is to help ensure that a properly installed **SoftEther VPN** provides a working network connection between the equineGenie database and any clientGenie remote computing device.

equineGenie - clientGenie SoftEther VPN Network Illustration



SoftEther VPN is the recommended software for networking equineGenie with clientGenie through the Internet. "SoftEther" means "Software Ethernet." It is one of the world's most powerful and easy-to-use multi-protocol VPN software. It runs on most versions of **Windows** and is username and password protected. However, **SoftEther VPN** is not compatible with **Windows 11 in S Mode** and using **Windows 11 on a device powered with an ARM processor** such as a Snapdragon-based Microsoft Surface or a Copilot+ PC.

SoftEther VPN is open source and can be used free of charge. There is no need to pay expensive charges for a Windows Server license for a Remote-Access VPN function. **SoftEther VPN** also has a SSL-VPN protocol to penetrate many kinds of firewalls. The ultra-optimized **SoftEther VPN** SSL-VPN Protocol has very fast throughput, low latency and firewall resistance.

clientGenie, is the remote equineGenie ancillary software used to enter information into the equineGenie database from a remote location. clientGenie has an unlimited site license and can be installed on an unlimited number of computing devices as long as the computing devices run a compatible **Windows Operating System** as explained above and have a **25.4cm / 10 inch or**

larger display. An unlimited number of remote computing devices can be networked to an equineGenie database using **SoftEther VPN** with clientGenie.

The **SoftEther VPN** equineGenie - clientGenie network is encrypted, high-speed and reliable. clientGenie mirrors equineGenie in features, functions, and reporting. The equineGenie and clientGenie software enables an equineGenie user and multiple clientGenie users to use the equineGenie database at the same time. Multiple users can be on the same screen at the same time. Each equineGenie or clientGenie entry is date and time stamped. When the Enter button is selected on an equineGenie or clientGenie screen, the information is automatically transferred to the equineGenie database without fear of being lost, corrupted or compromised.

To maintain system security throughout the network, the clientGenie transferred information goes through equineGenie before it is entered into the equineGenie database. equineGenie checks for username, password and features, functions, and reporting permission.

Therefore, the equineGenie software must be open for clientGenie to enter information into the equineGenie database. equineGenie can be minimized and does not need to be displayed.

Although a remote user is connected to the equineGenie database through the equineGenie computer, the remote user cannot access or see any information contained on or in the equineGenie computer.

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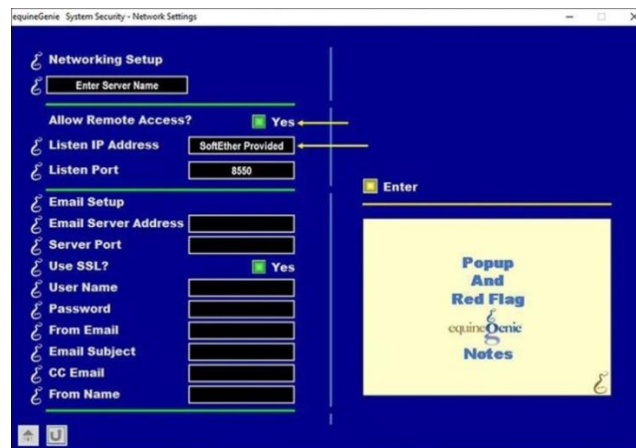
SoftEther VPN Install / Setup and Connection

Installation / Setup – equineGenie Computer (Server)

SoftEther VPN download and installation instructions are shipped or downloaded with the equineGenie software when clientGenie is included in an equineGenie purchase, or when clientGenie is purchased separate from equineGenie. The equineGenie computer is the server for **SoftEther VPN**. When **SoftEther VPN** is installed on the equineGenie computer, the installation includes installing both the **SoftEther VPN Server** and the **SoftEther VPN Client** software, **but not clientGenie**.

To complete the installation and enable remote access to the equineGenie database: (1) the networking connection setup needs to be entered on the equineGenie **Networking / Email Settings** screen and the **Allow Remote Access?** button selected **Yes**. No server name is required in the **Enter Server Name** box. The **Listen Port** is always entered as **8550**;

Networking / Email Settings



(2) clientGenie needs to be allowed access through the equineGenie computer's firewall;

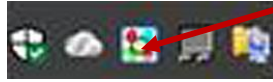
Windows Defender Firewall Illustration



Both of the above tasks are explained in the **SoftEther VPN** installation documentation; (3) the **SoftEther VPN Server Manager** needs to be pinned to the computer's start; (4) the **SoftEther**

VPN Client Manager needs to be pinned to the computer's start and pinned to the computer's Task Bar. If the equineGenie – clientGenie network connection is always required, the equineGenie computer should not be allowed to sleep and automatic windows updates turned off. When the **SoftEther VPN Client Manager** is pinned to task bar, it displays the **SoftEther VPN** icon and indicates that the network is properly connected and functional. The 'traffic lights' in the **SoftEther VPN** icon will cycle within the **SoftEther VPN** icon.

SoftEther VPN Client Manager Connection Indicator

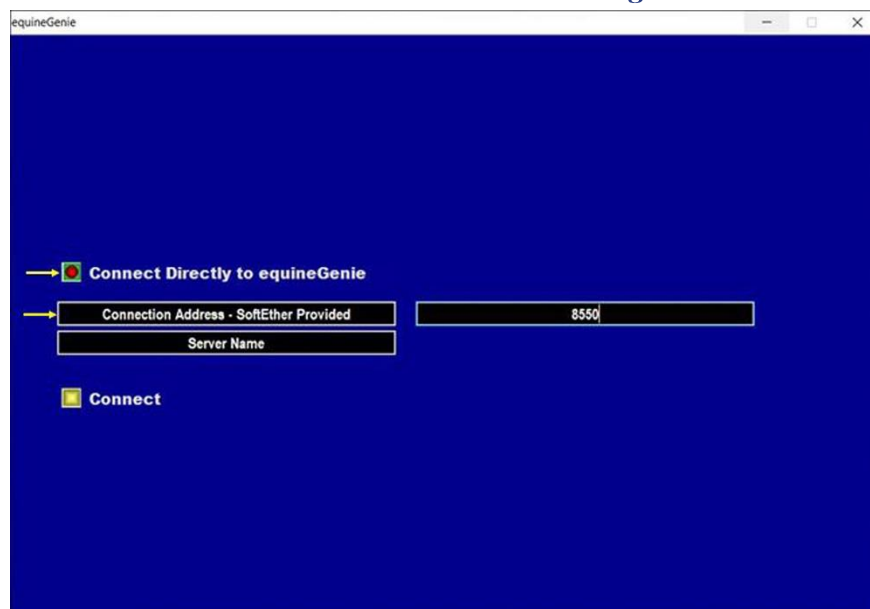


Installation / Setup – clientGenie Remote Computing Device (Client)

The **SoftEther VPN Client** software is installed on each clientGenie remote computing device. *Remember – a clientGenie remote computing device must be able to run a compatible **Windows Operating System** and have at least a **25.4cm /10 inch display**.*

To complete the clientGenie installation and enable remote access to the equineGenie database: (1) the networking connection address provided by **SoftEther VPN** is entered in the clientGenie **Connection Address** box; (2) the **Connect Directly to equineGenie** button needs to be selected; (3) the **8550** is entered in the **Port** box;

clientGenie Network Settings



(4) the **SoftEther VPN Client Manager** needs to be pinned to the clientGenie remote computing device's start and pinned to the Task Bar. No other settings are required on a clientGenie remote computing device.

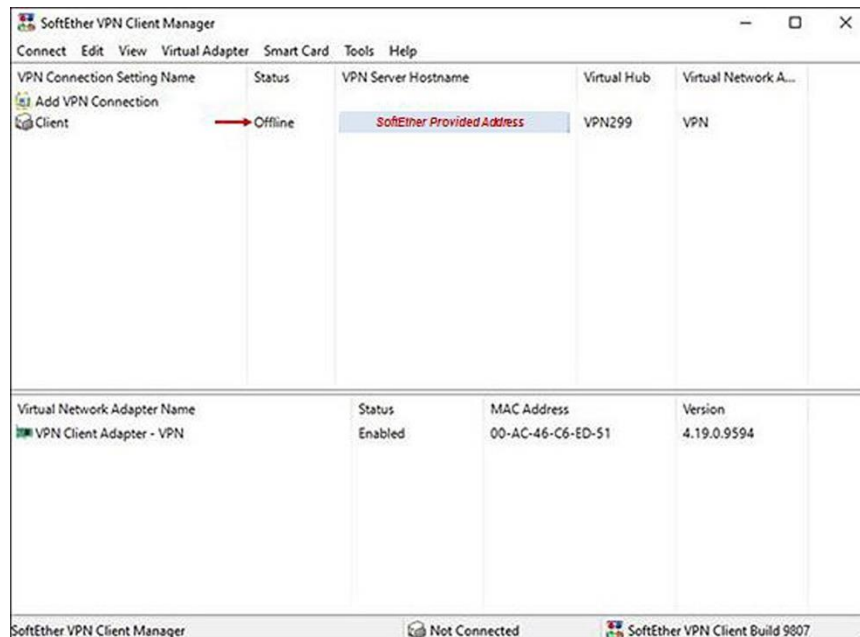
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Network Connection (Server)

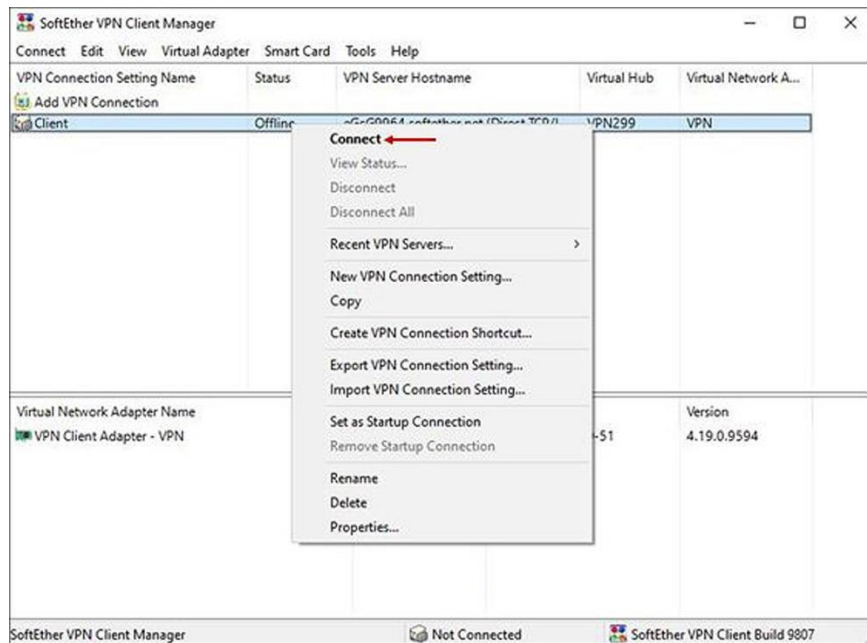
The equineGenie computer must be connected to the Internet. The **SoftEther VPN** network connection on the equineGenie computer must be connected first and then, equineGenie open before any remote client connections are made. The **SoftEther VPN** network connection is automatic when you turn on your equineGenie computer (**SoftEther VPN Server**) and the equineGene computer is connected to the Internet. The following popup will appear indicating the network connection is active. The assigned **SoftEther VPN** IP address is displayed in the popup. The popup will disappear once the network connection is established.



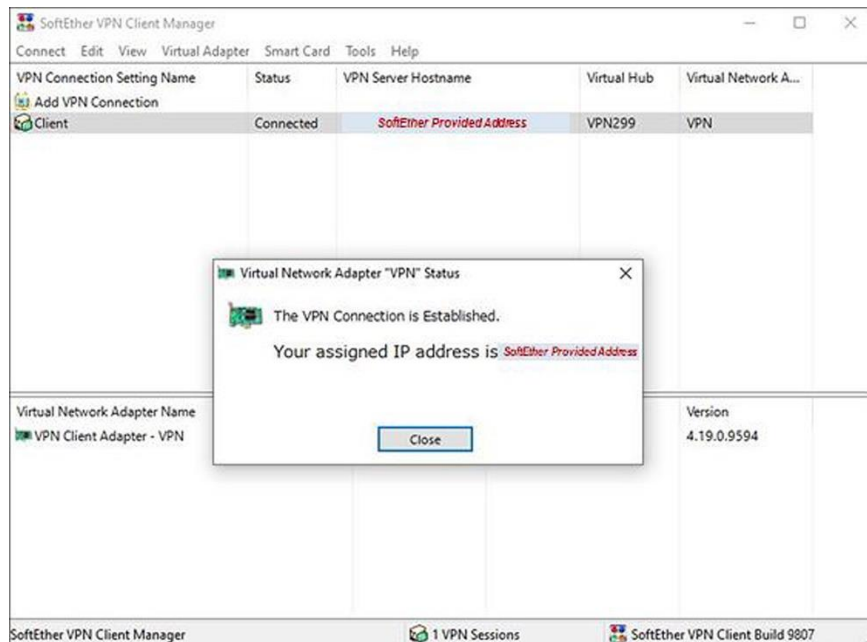
If the equineGenie computer **SoftEther VPN** network connection does not connect automatically, it can be connected manually. To manually connect the **SoftEther VPN** network on the equineGenie computer, 'click' on the **SoftEther VPN Client Manager** icon on the task bar. 'Clicking' on the **SoftEther VPN Client Manager** icon will display the following **SoftEther VPN Client Manager** information box.



Double 'clicking' or right 'clicking' on **Offline** will display a dropdown popup in the **SoftEther VPN Client Manager** information box.



Double 'clicking' or right 'clicking' on **Connect** will display the following popup in the **SoftEther VPN Client Manager** information box.



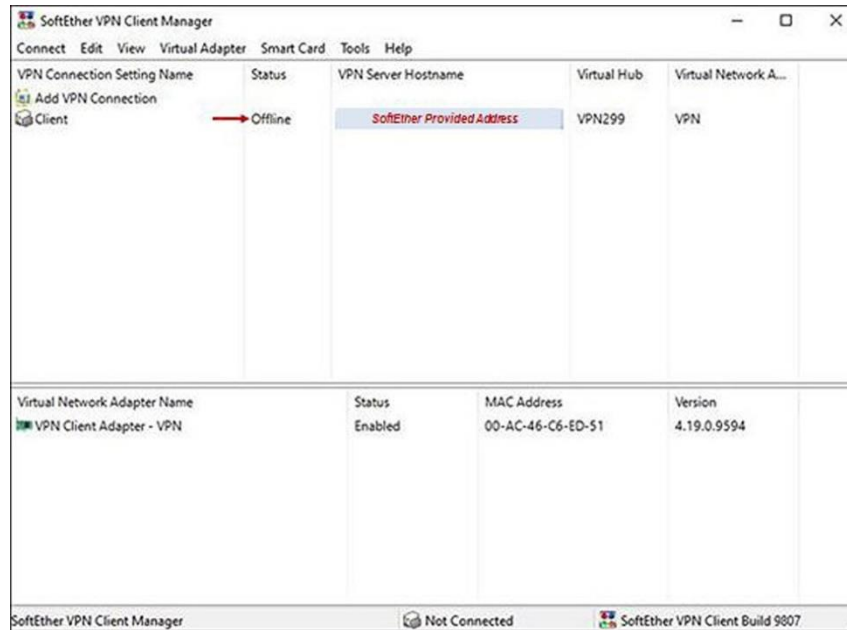
When the popup disappears the **SoftEther VPN** network is established on the equineGenie computer and connected to the Internet. clientGenie remote computing devices can now be connected enabling information entered on a clientGenie remote computing device to be transferred to the equineGenie database.

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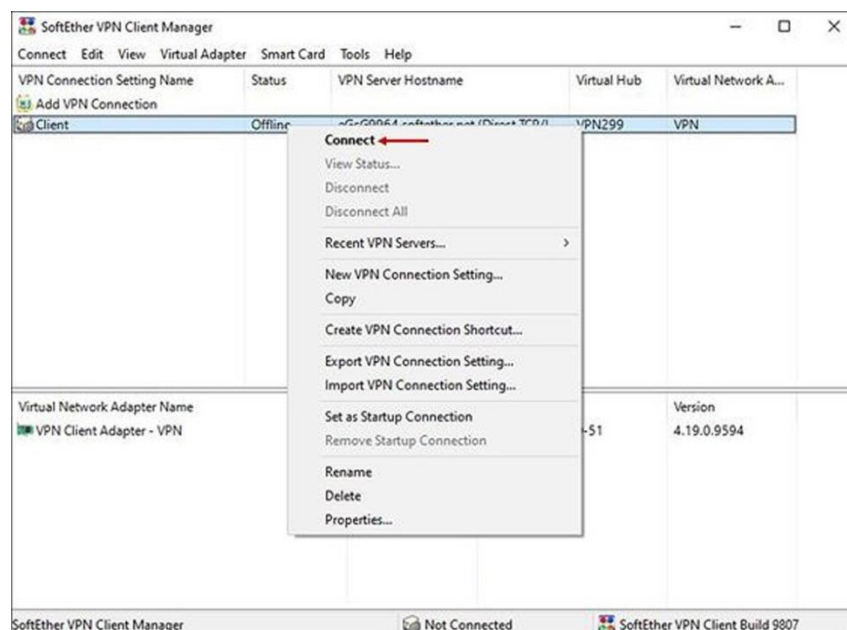
Network Connection (Client)

The clientGenie remote computing device must be connected to the Internet. The **SoftEther VPN** network connection is automatic when you turn on your clientGenie remote computing device and the device is connected to the Internet.

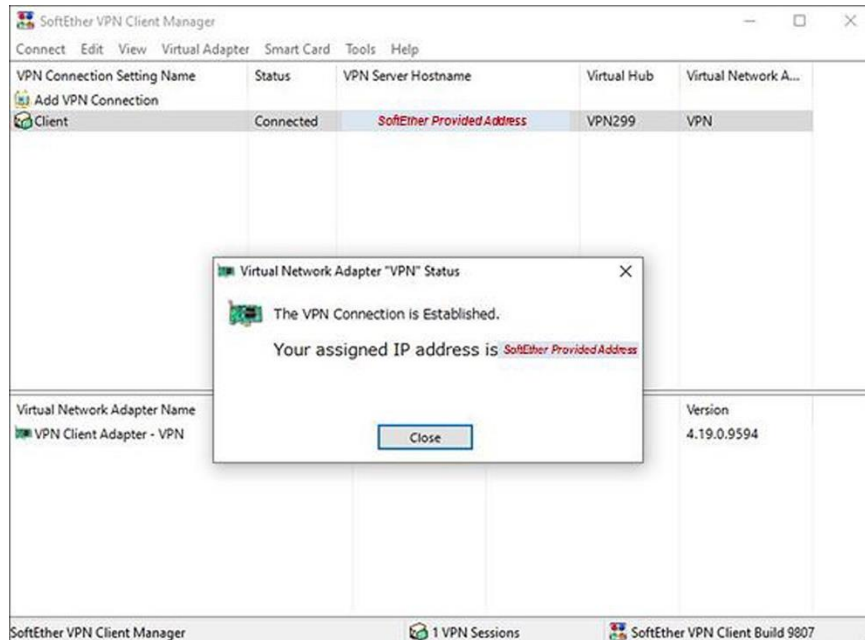
If the clientGenie remote computing device **SoftEther VPN** network connection does not connect automatically, it can be connected manually. To manually connect the **SoftEther VPN** network on the clientGenie remote computing device, 'click' on the **SoftEther VPN** icon on the task bar. 'Clicking' on the **SoftEther VPN** icon will display the following **SoftEther VPN Client Manager** information box.



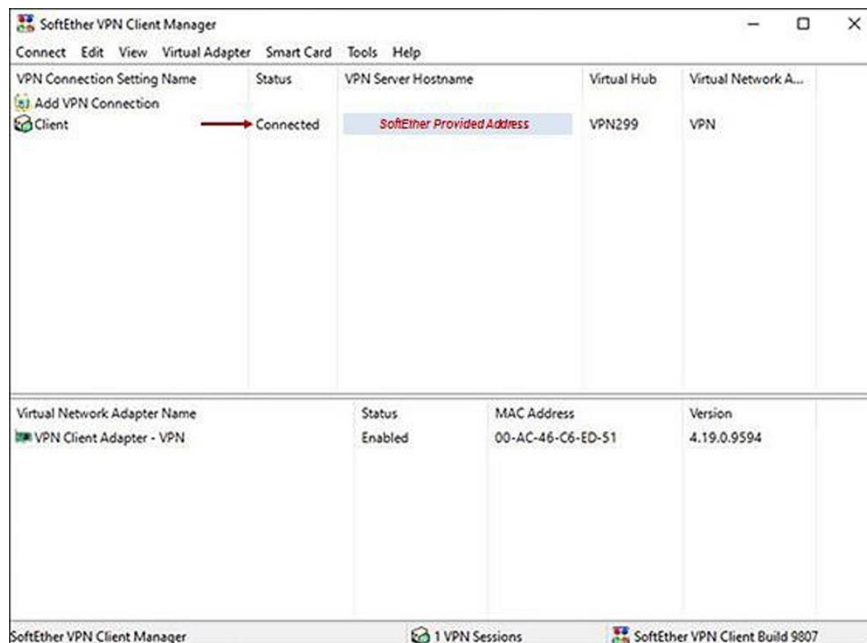
Double 'clicking' or right 'clicking' on **Offline** will display a dropdown popup in the **SoftEther VPN Client Manager** information box.



'Clicking' on **Connect** will display the following popup in the **SoftEther VPN Client Manager** information box.



When the popup disappears the **SoftEther VPN** network is established on the clientGenie remote computing device connected to the Internet. The **SoftEther VPN Client Manager** information box will display that the clientGenie remote computing device is **Connected**.

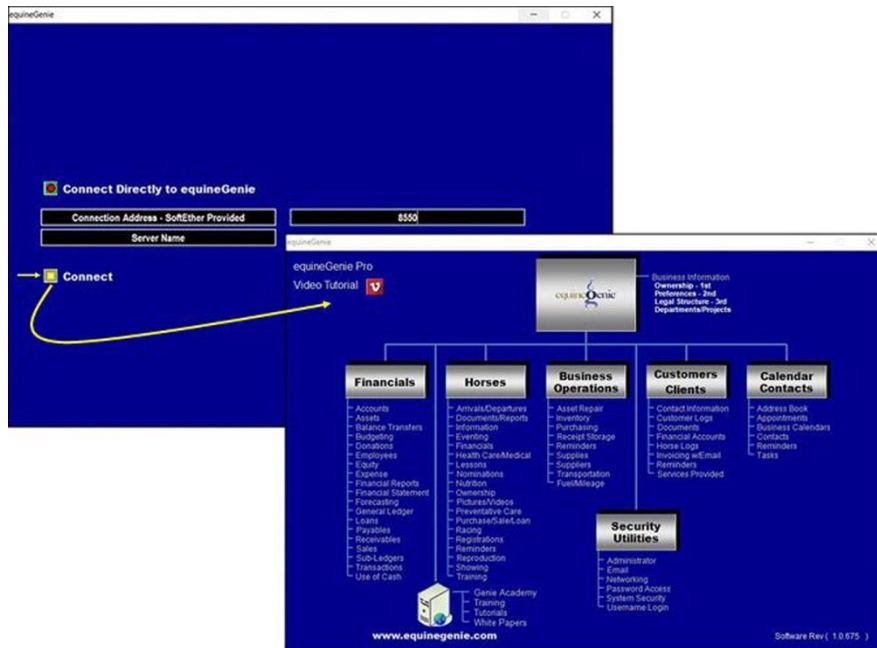


Opening clientGenie

clientGenie can be opened when the **SoftEther VPN** connected is established. When clientGenie is opened, it will display the clientGenie connection screen. Selecting the **Connect** button on the connection screen will display the clientGenie home screen and connect clientGenie to the equineGenie database via the internet. The connection to the equineGenie

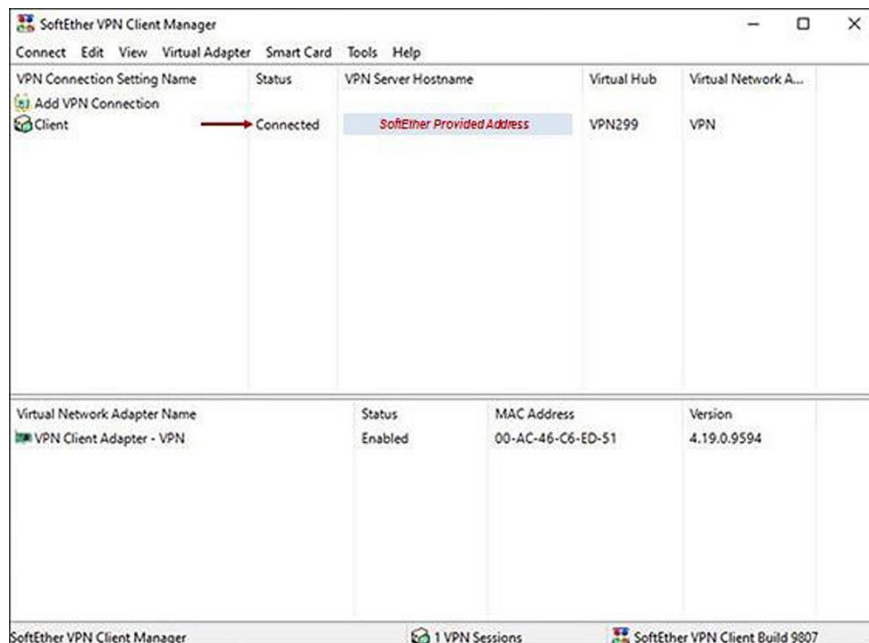
database and the display of the clientGenie home screen will occur within a few seconds after selecting the clientGenie **Connect** button. The following illustrates the connection process and the clientGenie home screen.

clientGenie – equineGenie Connection Illustration

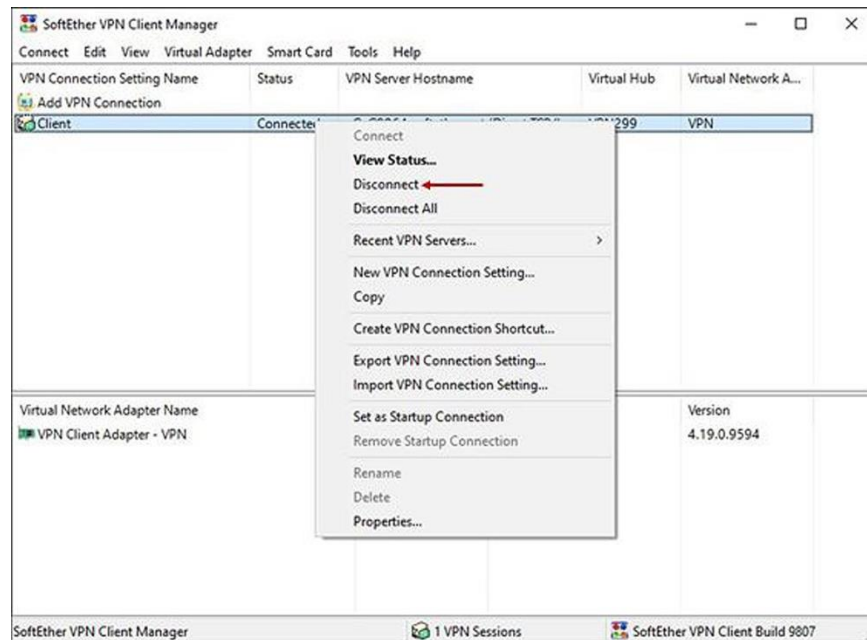


Network Disconnect (Server and Client)

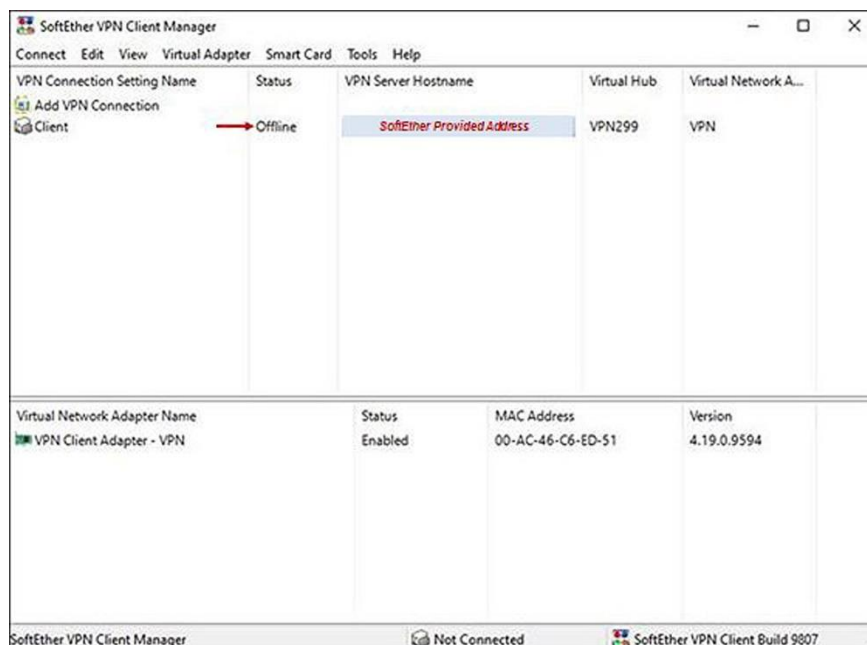
To disconnect the **SoftEther VPN** from the equineGenie computer or from a clientGenie remote computing device, ‘click’ on the **SoftEther VPN** icon on the respective task bars. ‘Clicking’ on the **SoftEther VPN** icon will display the following **SoftEther VPN Client Manager** Information box.



Double 'clicking' or right 'clicking' on **Connected** will display a dropdown in the **SoftEther VPN Client Manager** information box. 'Clicking' on **Disconnect** will disconnect the **SoftEther VPN** network on the equineGenie computer or a client computing device.



'Clicking' on **V** will display the dropdown 'Clicking' on **Disconnect** will display the **SoftEther VPN Client Manager** information box indicating that the connection is Offline.



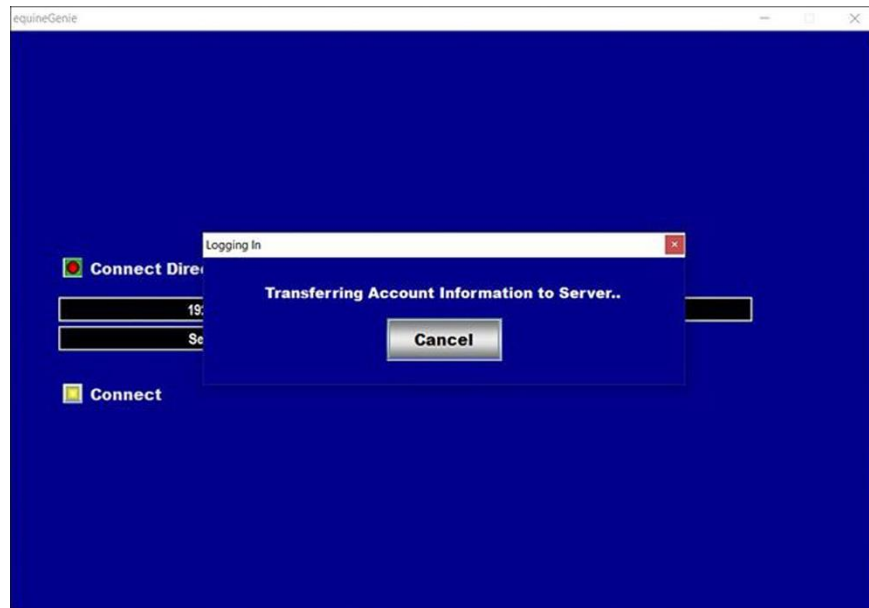
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SoftEther VPN Potential Connection Problems / Solutions

Initial clientGenie Information Transfer Problem

When clientGenie is opened on a remote computing device and does not display the clientGenie home screen within a few seconds it indicates there is a **SoftEther VPN** connection problem. A clientGenie connection screen will display the following if a remote connection is not established. The problem can be one or more connection issues.

No Connection - clientGenie Connect Display



No Internet

Check to see that the equineGenie computer and or the clientGenie remote computing devices are connected to a working Internet. If the equineGenie computer and or the clientGenie remote computing devices are not connected to the internet:

- (1) Reestablish the internet connection to the equineGenie computer and or the clientGenie remote computing devices
- (2) Reconnect **SoftEther VPN** to the equineGenie computer – see [[Network Connection \(Server\)](#)]
- (3) Reconnect **SoftEther VPN** to the clientGenie remote computing devices – see [[Network Connection \(Client\)](#)].

equineGenie Is Not Open

Check to see if equineGenie is open on your equineGenie computer.

If equineGenie is not open:

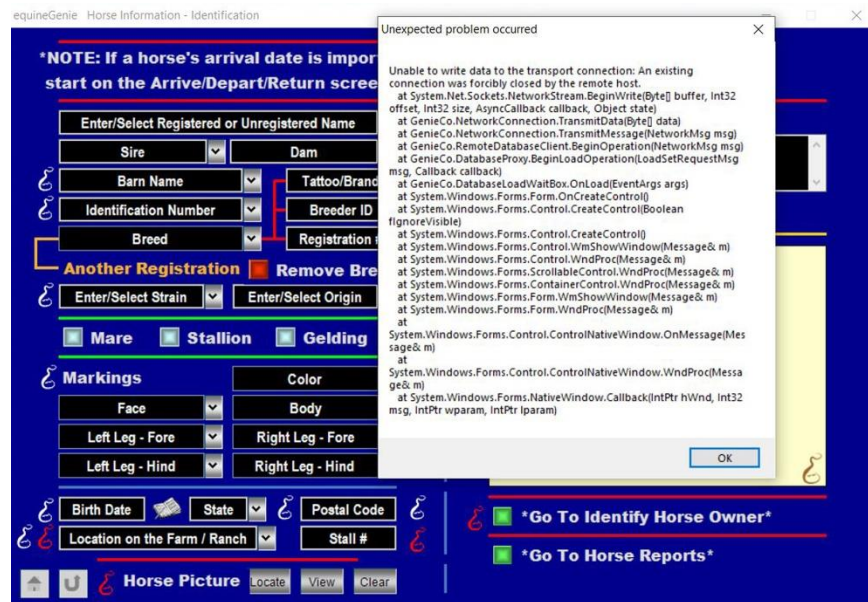
- (1) Close clientGenie on all your remote computing devices
- (2) Make sure that **SoftEther VPN** is connected on the equineGenie computer and all clientGenie remote computing devices – see [[Network Connection \(Server\)](#)] and [[Network Connection \(Client\)](#)]
- (3) Open equineGenie on the equineGenie computer

- (4) Open clientGenie on the remote computing devices.

Connection Problem

If a previously working clientGenie is requesting information from the equineGenie database or transferring information to the equineGenie database and following error message is displayed either **SoftEther VPN** has been disconnected or equineGenie has been closed.

Connection Error – Error Message Display



SoftEther VPN Has Been Disconnected

Check to see if **SoftEther VPN** is connected on the equineGenie computer. If **SoftEther VPN** is not connected:

- (1) Close equineGenie.
- (2) Reconnect **SoftEther VPN** on the equineGenie computer - see [[Network Connection \(Server\)](#)]
- (3) Reopen equineGenie
- (4) Close clientGenie on all remote computing devices
- (5) Reopen clientGenie on all remote computing devices.

equineGenie Has Been Closed

Check to see if equineGenie has been closed on the equineGenie computer. If equineGenie has been closed:

- (1) Open equineGenie.
 - (2) Close clientGenie on all the remote computing devices
 - (3) Reopen clientGenie on all the remote computing devices.
-

SoftEther VPN Server / Client Swap Problem

If a clientGenie remote computing device **SoftEther VPN** is connected before the equineGenie computer **SoftEther VPN** is connected, the server / client protocol could reverse – the clientGenie remote computing device will appear as the server and the equineGenie computer will appear as the client. If this happens, the remote computing device connection will be identified as the server and the equineGenie computer connection will be identified as the client. Although, the connections appear connected, the clientGenie connected to the equineGenie database will not be connected. The problem is identified by observing the connection IP address when the connection is made. The last two digits of the clientGenie remote computing device IP address will be less than the last two digits of the equineGenie computer server IP address. When connected correctly the equineGenie computer server IP Address should always be less than and clientGenie remote computing device client IP address. For example; if the **SoftEther VPN** server IP address is 192.168.30.10, the **SoftEther VPN** Client IP address will be 192.168.30.11. The last two digits of **SoftEther VPN** Client IP address will increased for each additional clientGenie remote computing devices on the network.

Client / Server Connection Swap

If client / server swap problem occurs, it can be corrected by doing the following:

- (1) Close clientGenie on all client remote computing devices
- (2) Disconnect the **SoftEther VPN Client** connection on all client remote computing devices – see [[Network Disconnect Server and Client](#)]
- (3) Close equineGenie on the equineGenie computer
- (4) Disconnect the **SoftEther VPN Server** connection on the equineGenie computer– see [[Network Disconnect Server and Client](#)]
- (5) Reconnect the **SoftEther VPN Server** connection on the equineGenie computer– see [[Network Connection \(Server\)](#)]
- (6) Open equineGenie on the equineGenie computer
- (7) Reconnect the **SoftEther VPN Client** connection on all the client remote computing devices– see [[Network Connection \(Client\)](#)]
- (8) Open clientGenie on all the client remote computing devices.

*If you need help with a **SoftEther VPN** connection problem, the **Genie Team** is always available to help!*

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