

## How to connect to the University of Exeter VPN service

\*\*\*\*\*Important -Part of the process of using the VPN service involves the automatic download and installation of Juniper Network Connect software, as well as JAVA software if not already installed. To ensure this works successfully you will need to have administrator rights on your computer to be able to install this software. Once this has been installed you can use it regardless of having administrator rights or not. Additionally, you can check the last page of this guide to see if your operating system is currently supported for Network Connect\*\*\*\*\*

## Initial setup of VPN service

1. Open your web browser and navigate to <u>https://secure.exeter.ac.uk</u>, the following page will be displayed -

🖉 UDE Secure Access Service - Windows Internet Explorer		- 6 🛛
🚱 🕞 💌 👔 https://secure.exeter.ac.uk/dana-na/auth/url_defaut/welcome.cgi	💌 🔒 😽 🗙 DAEMON S	earch
File Edit View Favorites Tools Help		
🛊 🏟 🌈 LICE Secure Access Service	🙆 • 🗟 ·	🖶 🔹 🔂 Page 🔹 🎯 Tools 🔹 🎇
<b>EXETER</b>		<u>^</u>
Welcome to the UOE Secure Access Service		
Username Please enter your University username and password to begin your secure session. Password		
Sign In		
Done	😜 Internet	€ 100% ×

2. Login with your university username and password.

3. You need to have JAVA software installed on your computer. If you try accessing the VPN service without JAVA installed, you will see the following webpage and message –

Please wait Windows Internet Explorer		- 7 🛛
😉 🐑 👻 👔 https://secure.exeter.ac.uk/dana/home/starter0.cgi?check=yes	DAEMON Search	P -
File Edit View Favorites Tools Help		
🛊 🏟 🏀 Please wat	🟠 🔹 🗟 👘 🖶 🕞 Page	e 🕶 🌍 Tools 🔹 🎽
It is website wants to install the following add-on: DuriperSetupClert.cab' from 'Duriper Networks, Inc.'. If you trust the website and the add-on and want to install it, click here		×
Internet Explorer The page you are viewing uses Java. More information on Java support is available from the Microsoft website. Do not show this message again. More Info OK		

Click on the More Info button. This will take you to a webpage explaining how to obtain and install JAVA, and also provides a weblink to the JAVA software (which is free to obtain). Follow these instructions, install JAVA and then try accessing the <u>http://secure.exeter.ac.uk</u> webpage again.

4. If you do have JAVA already installed, or have followed the instructions in step 3, the following webpage will be displayed -

C Secure Access SSL VPN - Network Connect - Windows Internet Explorer	
🕙 🕞 👻 👔 https://secure.exeter.ac.uk/dana/nc/ncrun.cgi?launch_nc=1&redir_url=/dana/home/index.cgi	DAEMON Search
Elle Edit View Favorites Iools Help	
🚖 🏟 🏀 Secure Access SSL VPN - Network Connect	han - 🔂 - 🖶 - 🚱 Bage - 🎯 Tgols - 🎽
<u>NJuni</u> per'	😭 🎾 😳 🚦 🗠 Home Preferences Help Sign Out
Please wait	
Launching Network Connect. This may take several minutes.	
If an error prevents the Network. Connect from loading properly, you can: • <u>Shad browser compatibility</u> • <u>commune</u> , Not all functionality may be available.	Juniper typot <sup>er</sup> Net.
Copyright © 2001-2009 Juniper Netvorks, Inc. All rights reserved.	Sumper good deal
	3

 If this is the first time you have logged into the secure SSL VPN service, your computer will automatically begin to download an application called Network Connect. This is installed to allow your computer to receive an IP address from the UOE network –

🟉 Secure Access SSL VPN - Network Connect - Windows Internet Explorer	🖬 🗖 🖬
🚱 🕤 👻 https://secure.exeter.ac.uk/dana/nc/ncrun.cgi?launch_nc=1&redir_url=/dana/home/index.cgi	CAEMON Search
File Edit View Favorites Tools Help	
😭 🏟 🖉 Secure Access SSL VPN - Network Connect	🚹 🔹 🔝 🕤 🖶 Page 🖛 🎯 Tools 🕶 🎽
Muniper*	Home Preferences Help Sign Out
Please wait	
Launching Network Connect. This may take several minutes.	
If an error prevents the Network Connect from loading properly, you can:  • <u>Check Kourser compatibility</u> • <u>Cancel</u> Cancel	nat
Copyright ⊜ 2001-2009 Juniper Networks, Inc. All rights reserved.	Juniper your Net.
	🚱 Internet 🔍 100% -

6. Once the software is installed and then runs (this may take a minute or two) you will then be presented with the following screen. You will notice that at the bottom of the screen you have a new icon in your notification area -

Secure Access SSL VPN - Home - Windows In	iternet Explorer			- 7 🛛
🕒 🗸 🖌 🖉 https://secure.exeter.ac.uk/dana/hom	e/index.cgi		💌 🔒 🐓 🗙 DAEM	ON Search
File Edit View Favorites Tools Help				
😪 🏟 🎉 Secure Access SSL VPN - Home			<u>a</u> • D	🔹 🖶 👻 Page 👻 🎯 Tools 👻 🎽
			e e e e e e e e e e e e e e e e e e e	Preferences
Welcome to the S	Secure Access SSL VPN, jps205.			
Web Bookmarks				
Desktop A	nywhere		Ø	
Files			<b>*</b>	
De Us Drive			Windows Files	
Click to acces	ss your network files			
Client Application	n Sessions		▼	
🐣 Network Co	onnect		Start	
				Juniper 1_ລູດປາໂNet.
Copyright @ 2001-2009 Juniper Networks, Inc. All rights reserved.				0
			,	
				×
Done	Det			net 🔍 100% 👻
🥶 start 🔰 🕲 🌽 🥹 🚾 🖸 O	💾 Document1 - Microsof 🖷 Document	2 - Microsof 🖉 Secure Access SSL VP		🏭 🔬 🔝 🔱 🛃 🦁 🧐 🧐 🏷 <u>V2</u> 10:28 -

7. This icon will indicate that the Network Connect software is running and that your computer has received a UOE IP address.

<u>For information only</u> - Until you log out of the system, all traffic destined for the UOE network (ie anything for network addresses starting with 144.173.x.x) will be directed to the SSL VPN unit, and any other traffic will go out through your internet service provider as normal.

- Depending on your role in the university, you may see different weblinks on the <u>http://secure.exeter.ac.uk</u> webpage. For example, staff will eventually be given access to the Desktop Anywhere weblink or similar (as shown on the previous screenshot) when this service goes live. You may see links for Outlook Web Access or similar resources.
- 9. If you click on the U drive link then your U drive files will be displayed.
- 10. After Network Connect has started and your computer has obtained an IP address, you should also be able to connect to other devices on the UOE network (using Remote Desktop, SSH or similar) depending on your need for the VPN service.
- 11. After you have finished using the VPN service, there are two ways to log out -
  - The easiest way to log out is to click on the Sign Out option on the <u>http://secure.exeter.ac.uk</u> webpage (in the top right hand corner). This will inform you that you are no longer signed in, and will also close the Network Connect icon.
  - You can also right click on the Network Connect icon and choose either Sign Out or Exit but this will not close down the <u>http://secure.exeter.ac.uk</u> webpage, and after logging out you will find that some of the links on the page may not work. You will need to close down the webpage, reopen it and log back in before they will work.

Once you have logged out your computer will release the UOE IP address it was assigned when you logged in and your home network connection should be back to its normal state.

## Logging in after the initial Network Connect install

- 1. Every time you access the <u>http://secure.exeter.ac.uk</u> webpage, Network Connect will run automatically to assign your computer a UOE ip address.
- 2. You can access the VPN service without opening the <a href="http://secure.exeter.ac.uk">http://secure.exeter.ac.uk</a> page if you so choose, although this is obviously not recommended for users who need to access the weblinks on this page. The Network Connect software is installed as a standard permanent application and can be opened as such -

In Windows, click on Start/ All Programs/ Juniper Networks / Network Connect x.x (latest version if you have more than one installed) / Network Connect. This should launch the Network Connect login box -

A Network I Tools	Connect - Sign In	
Signin Pa	ge: https://secure.exeter.ac.uk/	Go
Wedd UC User Pari	were to the DE Secure Access Service mame Please enter Vor word Durante secure Access Service Please enter Vor vor vor vor vor vor vor vor v	

For Mac and Linux machines, perform the equivalent for opening a desktop standard application installed under Juniper Networks

3. Enter your username and password as normal and click on Sign In. The Network Connect software will connect to the UOE network and provide your computer with a UOE ip address. You can then access internal University resources using Remote Desktop, SSH etc.

WARNING - If do choose to use this method of connecting to the VPN service then it is highly recommended that you do not open the <u>http://secure.exeter.ac.uk</u> page after logging in. The reason for this is that when you login to <u>http://secure.exeter.ac.uk</u>, Network Connect starts automatically, regardless whether it is already running and this will result in the following error -

C Secure Access SSL VPN - Network Connect - Windows Internet Explorer	
🌀 🕢 💌 🗷 https://secure.exeter.ac.uk/dana/nc/ncun.cg?/aunch_nc=18redr_url=/dana/home/index.cgi	💌 🔒 🐓 🗙 DAEMON Search
Pile Edit View Pavorites Tools Help	
😭 🏟 🎉 Secure Access SSL VPN - Network Connect	🏠 👻 🗟 🝸 🖶 👻 🔂 Page 👻 🍈 Tools 👻
😰 The previous webpage might require the following add-on: 'JuniperSetupClientATL Actives' Control Module' from 'Juniper Networks (unverified publisher)'. Click here to allow it to run	×
EXETER	Ame Preferences Help Sign Out
Please wait	
Launching Network Connect. This may take several minutes.	
Sature Notwork Connect 6.4.0	
Lauruching agalication. Please wak	
If an error prevents the Helsnork Connect from loading properly, you can: • Obsek browser compatibility <u>Continue</u> , Not all functionality may be available.	
NetworkConnect	
A I/C tunnel is already configured on the clerit. Please terminate your existing session and wait for it to terminate completely before starting a (nc.windows.app.24043)	new one.
Copyright © 2001-2009 Juniper Netvorks, Inc. OK	Juniper your Net.
Ø Done	Internet • 100% •

If you wish to open <u>http://secure.exeter.ac.uk</u> whilst Network Connect is running, right click on the Network Connect icon and click Exit. Open the webpage, enter your login details and then Network Connect should restart automatically, along with the webpage and your relevant links.

## Additional information

This is a complete list of supported operating systems, web browsers and JAVA versions that Network Connect is compatible with -

D1-46	On another Device we list of house and here Environment
Platform	Operating System : list of prowsers and Java Environment
Windows	XP Professional SP3 32 bit: Internet Explorer 7.0, Internet Explorer 8.0 and Firefox 3.0.Sun JRE 6
	<ul> <li>Vista Enterprise SP1 32 bit and 64 bit. Internet Explorer 7.0, Internet Explorer 8.0 and Firefox 3.0.Sun JRE 6</li> </ul>
Мас	<ul> <li>Mac OS X 10.5.0, 32 and 64 bit: Safari 3.2.Sun JRE 6</li> </ul>
	Mac OS X 10.4.3, 32 bit only: Safari 2.0. Sun JRE 5
	Mac OS X 10.3.2, 32 bit only: Safari 1.1. Sun JRE 5
Linux	OpenSuse 11, 32 bit only: Firefox 3.0.Sun JRE 6
	Ubuntu 8.10, 32 bit only: Firefox 3.0.Sun JRE 6

\_

Platform	Operating System	Browsers and Java Environment
Windows	<ul> <li>Vista Enterprise No SP, 32 bit and 64 bit</li> </ul>	Internet Explorer 8.0
	<ul> <li>Vista Ultimate No SP and SP1, 32 bit and 64 bit</li> </ul>	(Wherever applicable)
	Vista Business No SP and SP1, 32 bit and 64 bit	<ul> <li>Internet Explorer 7.0 (Wherever applicable)</li> </ul>
	<ul> <li>Vista Home Basic No SP and SP1, 32 bit and 64 bit</li> </ul>	Firefox 2.0
	<ul> <li>Vista Home Premium No SP and SP1, 32 bit and 64 bit</li> </ul>	Firefox 3.0
	XP Professional SP2, 32 bit and 64 bit	Firefox 3.5
	<ul> <li>XP Professional SP2 64 bit</li> </ul>	Internet Explorer 6.0
	<ul> <li>2000 Professional SP4</li> </ul>	(Wherever-applicable)
	XP Home Edition SP2	Sun JRE 5/1.5.07 and above
	XP Media Center 2005	<ul> <li>Microsoft JVM – for Windows</li> </ul>
	Windows 2003 server SP2, 32bit and 64 bit	2000
Мас	<ul> <li>Mac OS X 10.5.x, 32 bit and 64 bit</li> </ul>	Safari 1.0 and above
	<ul> <li>Mac OS X 10.4.x, 32 bit only</li> </ul>	Sun JRE 5/1.5.07 and above
	Mac OS X 10.3.x, 32 bit only	
	Mac OS X 10.2.x, 32 bit only	
Linux	OpenSuse 10.x , 32 bit only	Firefox 1.5 and above
	Ubuntu 7.10, 32 bit only	
	Fedora Core 9, 32 bit only	
	Red Hat Enterprise Linux 5, 32 bit only	