

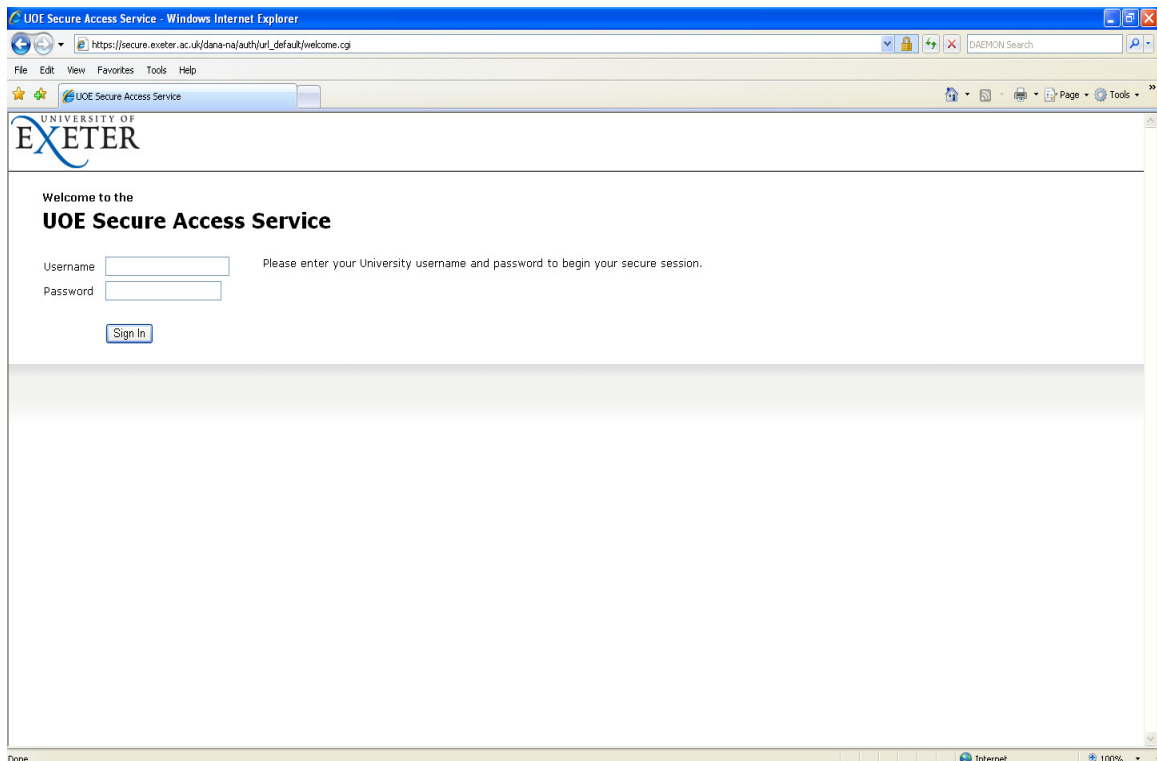


How to connect to the University of Exeter VPN service

*****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*****

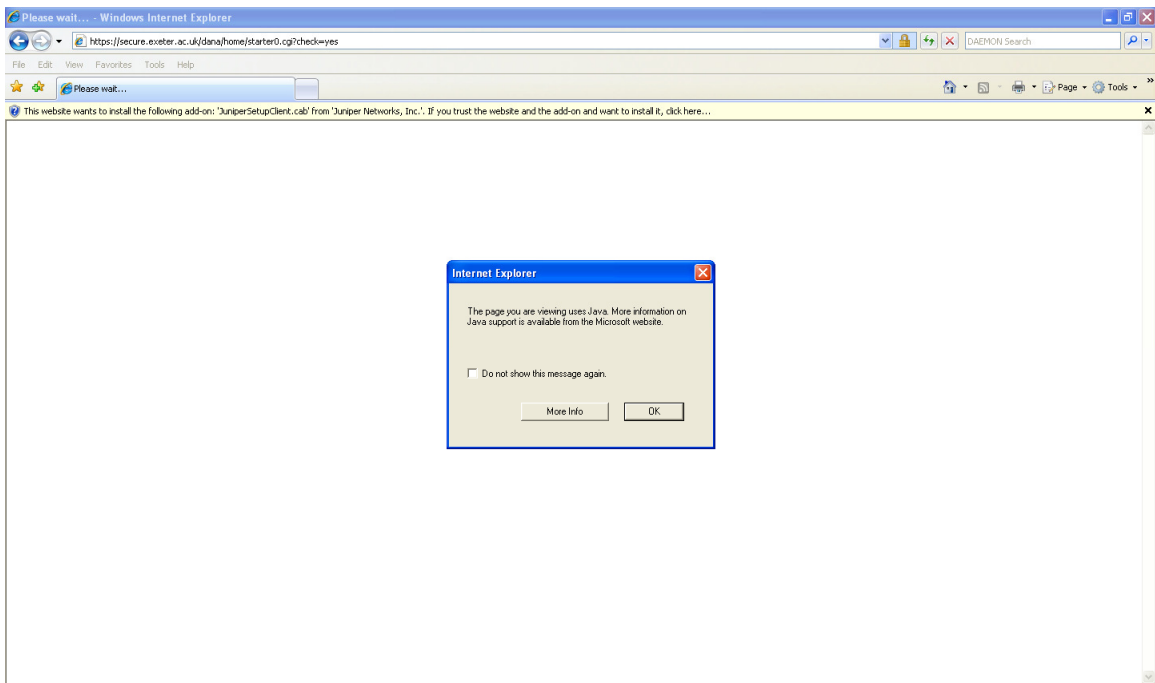
Initial setup of VPN service

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



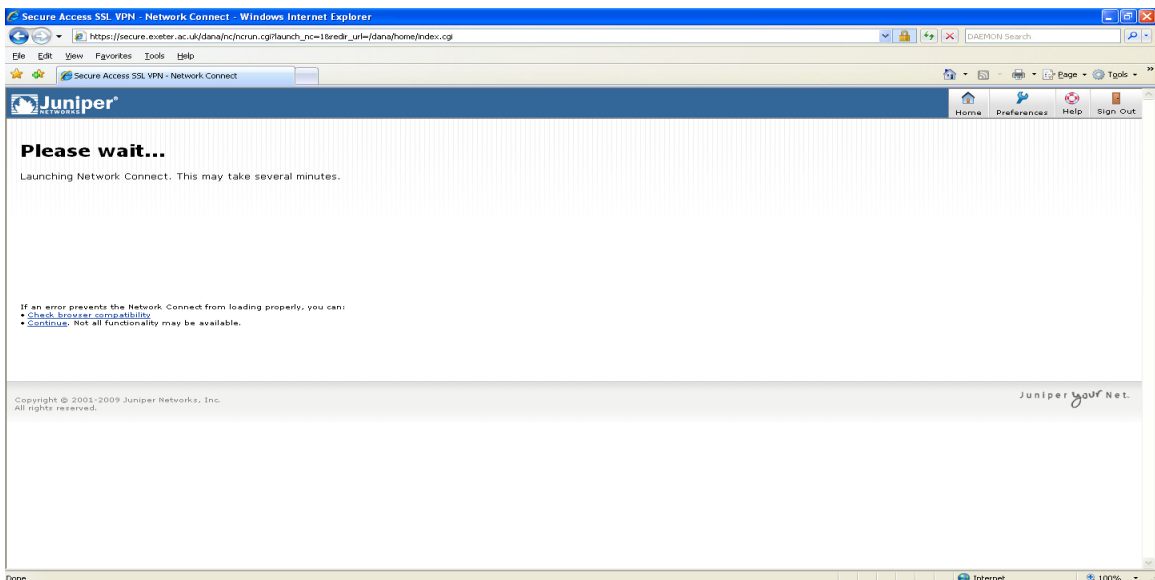
2. Login with your university username and password.

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 -

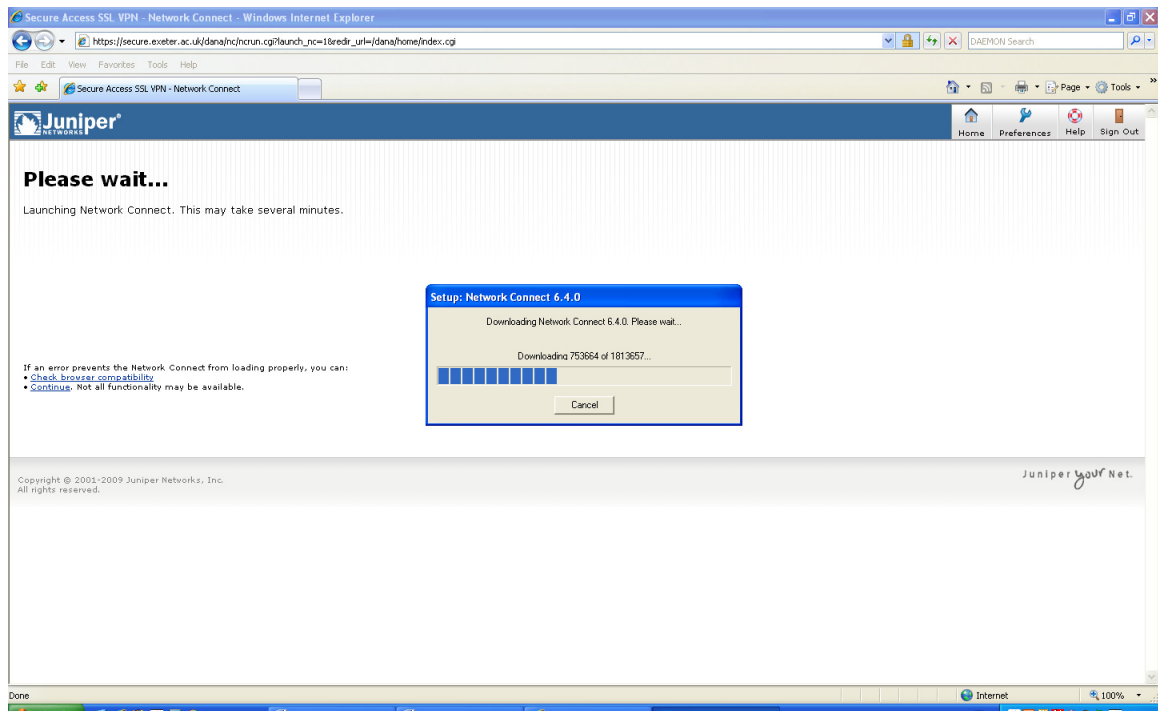


Click on the More Info button. This will take you to a webpage explaining how to obtain and install JAVA, and also provides a weblink to the JAVA software (which is free to obtain) . Follow these instructions, install JAVA and then try accessing the <http://secure.exeter.ac.uk> webpage again.

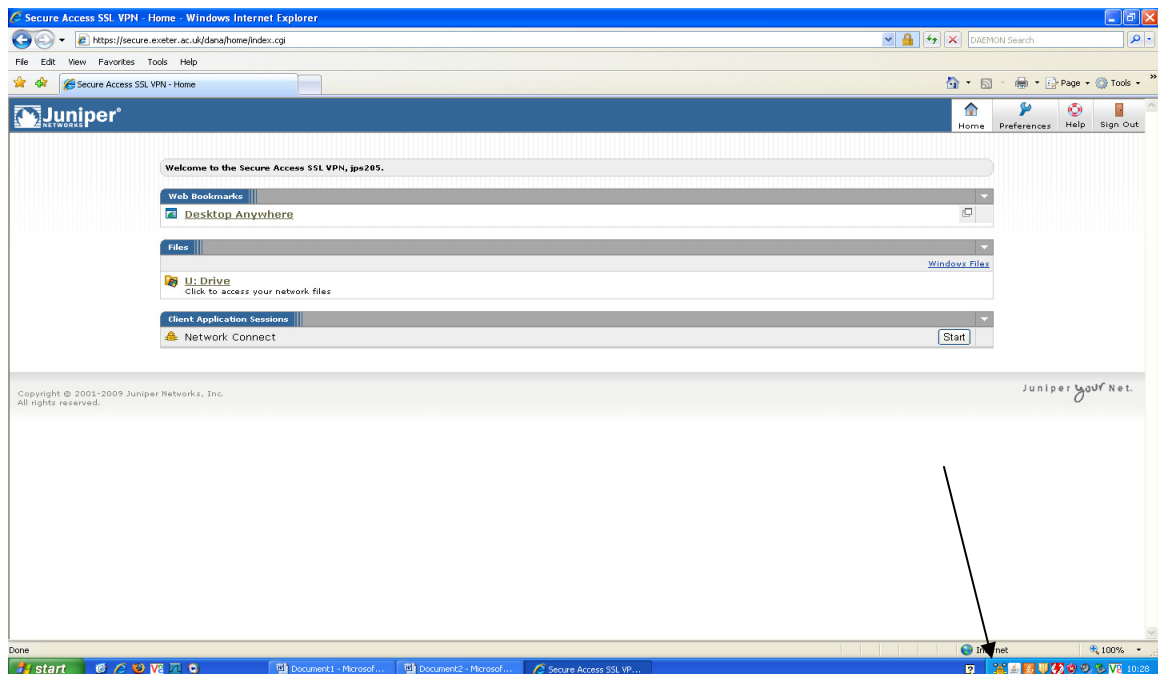
4. If you do have JAVA already installed, or have followed the instructions in step 3, the following webpage will be displayed -



5. 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 –



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 –



7. This icon will indicate that the Network Connect software is running and that your computer has received a UOE IP address.
8. Depending on your role in the university, you may see different weblinks on the <http://secure.exeter.ac.uk> 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. **IMPORTANT** - If you click on the U drive link then your U drive files will be displayed. PLEASE read the instructions on how to use this link and its tools in the Additional Information section at the end of this document, if you do not then you may end up inadvertently not saving or losing important work
10. There is a toolbar on the top right hand side of the webpage. This will show the time of your current session on the VPN service, the Signout option and the Home option (to take you back to the main page if you are using for example the U drive link). There is a Client Apps option as well, when you open this you will find a Start button for Network Connect. Please ignore this, if you click on the button then Network Connect will try to restart resulting in an error message being displayed.
11. 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.
12. 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 <http://secure.exeter.ac.uk> 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 <http://secure.exeter.ac.uk> 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.

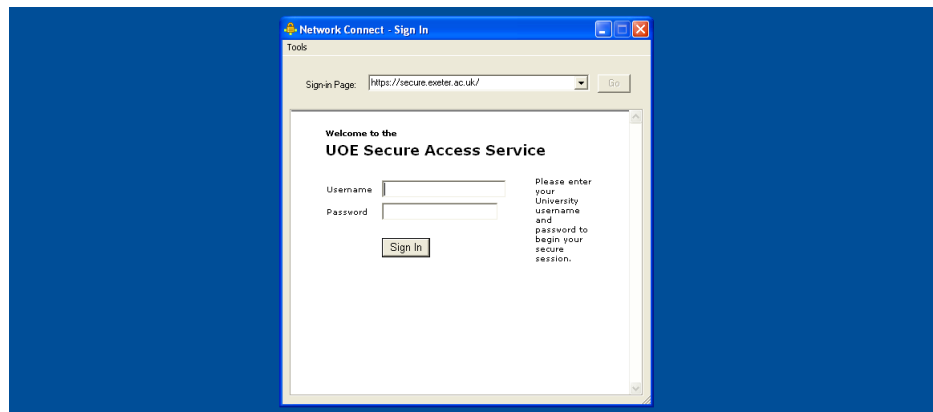
Problems downloading the Network Connect software

If you have difficulties downloading the Network Connect software, there are links on the VPN information page (<http://as.exeter.ac.uk/it/network/vpn/>) to allow you to download the client directly. There is also a guide for using the software with Apple Mac computers.

Logging in after the initial Network Connect install

1. Every time you access the <http://secure.exeter.ac.uk> webpage, Network Connect will run automatically to assign your computer a UOE ip address.
2. You can access the VPN service without opening the <http://secure.exeter.ac.uk> 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 -

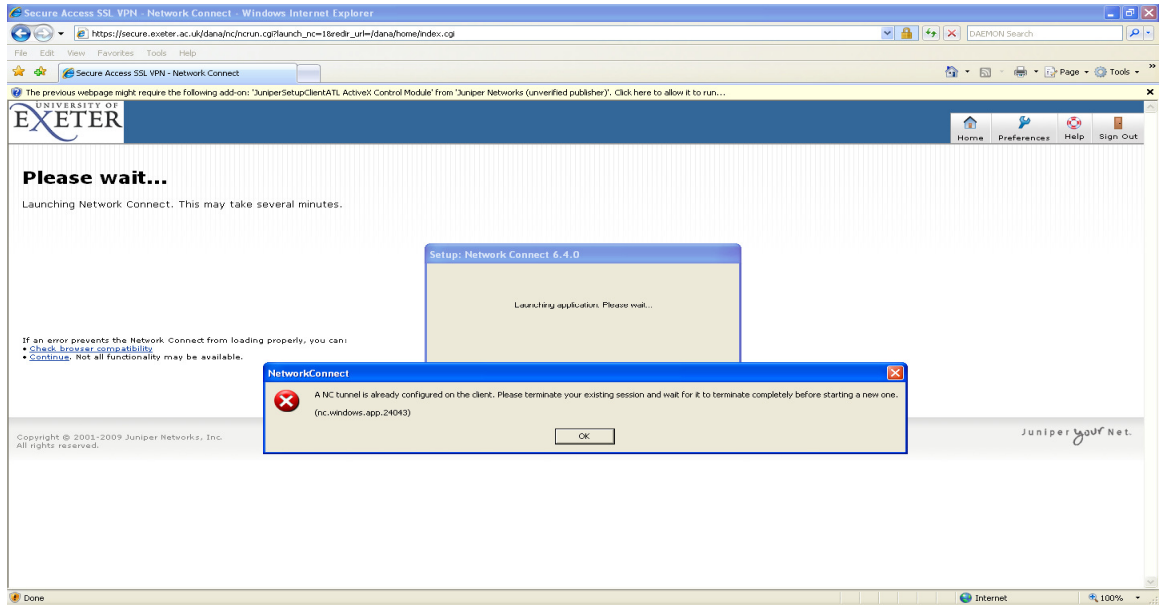
In Windows, click on Start/ All Programs/ Juniper Networks / Network Connect x.x (latest version if you have more than one installed) / Network Connect. This should launch the Network Connect login box -



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 <http://secure.exeter.ac.uk> page after logging in. The reason for this is that when you login to <http://secure.exeter.ac.uk>, Network Connect starts automatically, regardless whether it is already running and this will result in the following error -



If you wish to open <http://secure.exeter.ac.uk> 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

Use of the U drive link

When you click on the U drive link, you will be presented with the same folders and files you would normally see on your U drive at the University. There are also four buttons with various options –

Delete button – If you click on the tickbox next to a folder or file and click Delete, you will be asked if you want to proceed. If you click Yes then this will delete the file or folder completely from your U drive, just as if you were accessing your U drive at the University

Download button – If you click on the tickbox next to a folder or file and select Download, you will be presented with the option to download your choice as a zipped archive file to a location of your choice

Upload Files button – To upload a file to a particular folder you have to first click on that folder in your U drive list and then click on the Upload Files button. If you don't do this then the uploaded file will be put into the root of your U Drive (ie the first page you see when you click on the U drive link to begin with). You will have the choice to rename the file, and you can upload zipped files that will be uncompressed automatically if you so wish.

New Folder button – Self explanatory. To create a new folder within an existing folder, you have to click on the existing folder first

**** PLEASE NOTE – When you click on a file in the U drive, you will be given the option to open it, or save it to your local drive and then you can open it. This is an automatic process. However any changes you make to that file will NOT be automatically rewritten back to the U drive. You have to save the file on your local drive, and then use the Upload File button to save it back to the U drive ****

Future releases of Network Connect

From time to time we will upgrade the software on the VPN system to provide support for additional operating systems. When this happens, you will find that your computer will download another version of Network Connect when you connect to <http://secure.exeter.ac.uk> , even if a working version of Network Connect is already installed on your computer. You do not have to do anything once this is installed as the VPN system will know to use to the latest software when you connect in the future.

To access the system via the Network Connect software instead of the <http://secure.exeter.ac.uk> webpage (see section entitled ‘Logging in after the initial Network Connect install’), then please use the latest version installed on your computer.

Supported Operating Systems

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

Platform	Operating System : list of browsers and Java Environment
Windows	<ul style="list-style-type: none"> XP Professional SP3 32 bit: Internet Explorer 7.0, Internet Explorer 8.0 and Firefox 3.0.Sun JRE 6 Vista Enterprise SP1 32 bit and 64 bit: Internet Explorer 7.0, Internet Explorer 8.0 and Firefox 3.0.Sun JRE 6
Mac	<ul style="list-style-type: none"> Mac OS X 10.5.0 , 32 and 64 bit: Safari 3.2.Sun JRE 6 Mac OS X 10.4.3, 32 bit only: Safari 2.0. Sun JRE 5 Mac OS X 10.3.2, 32bit only: Safari 1.1. Sun JRE 5
Linux	<ul style="list-style-type: none"> OpenSuse 11, 32 bit only: Firefox 3.0.Sun JRE 6 Ubuntu 8.10, 32 bit only: Firefox 3.0.Sun JRE 6

Compatible platforms:

Platform	Operating System	Browsers and Java Environment
Windows	<ul style="list-style-type: none"> Vista Enterprise No SP, 32 bit and 64 bit Vista Ultimate No SP and SP1, 32 bit and 64 bit Vista Business No SP and SP1, 32 bit and 64 bit Vista Home Basic No SP and SP1, 32 bit and 64 bit Vista Home Premium No SP and SP1, 32 bit and 64 bit XP Professional SP2, 32 bit and 64 bit XP Professional SP2 64 bit 2000 Professional SP4 XP Home Edition SP2 XP Media Center 2005 Windows 2003 server SP2, 32bit and 64 bit 	<ul style="list-style-type: none"> Internet Explorer 8.0 (Wherever applicable) Internet Explorer 7.0 (Wherever applicable) Firefox 2.0 Firefox 3.0 Firefox 3.5 Internet Explorer 6.0 (Wherever-applicable) Sun JRE 5/1.5.07 and above Microsoft JVM – for Windows 2000
Mac	<ul style="list-style-type: none"> Mac OS X 10.5.x, 32 bit and 64 bit Mac OS X 10.4.x, 32 bit only Mac OS X 10.3.x, 32 bit only Mac OS X 10.2.x, 32 bit only 	<ul style="list-style-type: none"> Safari 1.0 and above Sun JRE 5/1.5.07 and above
Linux	<ul style="list-style-type: none"> OpenSuse 10.x , 32 bit only Ubuntu 7.10, 32 bit only Fedora Core 9, 32 bit only Red Hat Enterprise Linux 5, 32 bit only 	<ul style="list-style-type: none"> Firefox 1.5 and above