Barbara Ann Karmanos Cancer Institute

Instructions for updating the Cisco Systems VPN Client connection

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Karmanos Cancer Institute Helpdesk cannot provide support on home computers. Installation and setup of VPN and remote desktop does not imply support. The Helpdesk support of VPN/Remote Desktop is strictly limited to confirming that the VPN systems are up and running. Questions regarding VPN are supported during business hours only M - F 7am – 6pm.

The Helpdesk does not offer installation assistance on home computers; installation support is limited to the contents of this document.

The Cisco VPN Client software enables users to securely access the Karmanos network protected by the Cisco Firewall.

REQUIREMENTS

- If you have never used VPN and Remote Desktop to access a PC at Karmanos you must complete the request process.
    a. Email your request for VPN access to helpdesk@karmanos.org to request the form or you may retrieve the form from http://intrasource.karmanos.org/PolicyList.aspx?id=2147483823 policy IT-049 Att.2
    b. Once completed your manager/supervisor will need to approve your request by emailing the form to helpdesk@karmanos.org
        i. **NOTE:** If you email the form yourself and CC your manager the helpdesk will accept this as manager approval.
- High Speed internet (DSL, or cable)
- At Home - Windows XP SP1 or above, Vista, Windows 7, Windows 8, MAC OS X
    a. If you are using OSx you will need to download a Remote Desktop app from the App Store
- At Work - Windows XP, or Windows 7 (is required no other operating systems are supported)

USAGE PROCEDURE

1. To successfully connect to the computer at the office first you need get your IP address or Computer Name
2. To retrieve the computer's IP address or name
    a. Easiest method look at the Windows wallpaper in the right corner the IP address and hostname are displayed (in many cases)
    b. Click the Green K either near the clock or near the Start button this will display a box with the same information

To connect to the work PC using Remote Desktop:

1. Click **Start** (or Blue circle in Windows 7)
2. Click **All Programs**
3. Click **Accessories**
4. Click **Communications**
5. Click **Remote Desktop Connection**
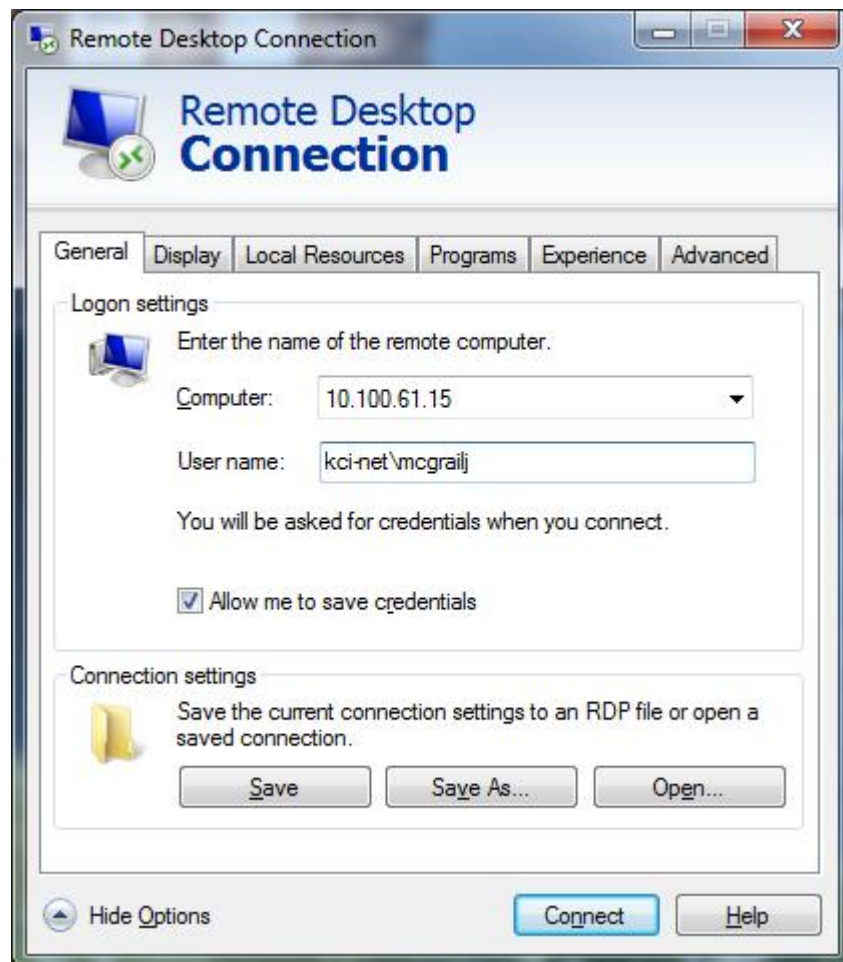6. The following window will open

7. In the Computer box enter your IP address or Computer name
   a. In this example 10.100.61.15 is the network address

   b.
      i. Keep in mind the network IP address can change, therefore, if you know you are working from home on a particular day please confirm the information prior.

8. The Remote Desktop application allows you to save login information for later use if you would like to save your information:
    a. Click Show Options
    b. You can enter your username in the User Name field: kci-net\username
    c. If you also want to save password you may
        i. Click Box in front of Allow me to save credentials the password will be saved the first time you login.
            1. NOTE: For security reasons it is not recommended that you save the password.

9. If you see the following box or similar simply click connect to finish connecting.
    a. NOTE: you may check the box in front of "Don't ask me again for connections to the computer" to turn it off this warning for this connection only

10. **Not a required change** but if you have performance issues over Remote Desktop you can modify what Microsoft calls Experience. Changes to the experience tab will remove or suppress various visual elements of Windows and in some cases increase the performance.

    a. Click the Experience tab
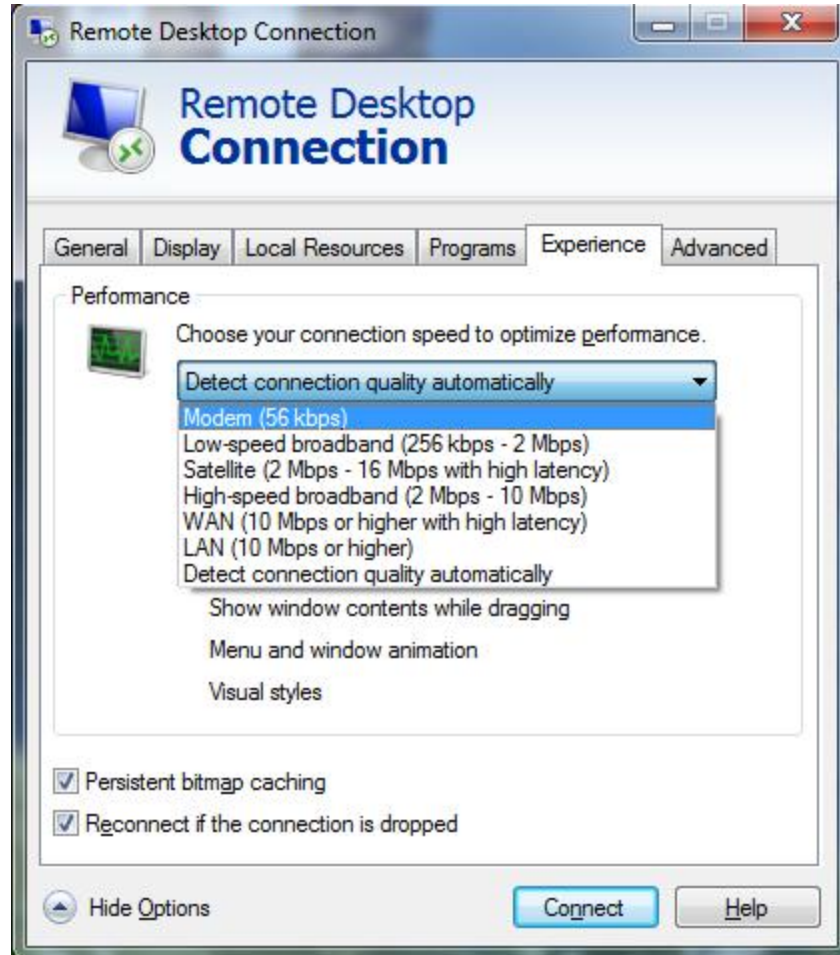
11. Click the pull down for connection speed

    a. Select your type of connection most home internet connections will use High-speed broadband (DSL or standard cable) or WAN (Uverse or Xfinity).

TROUBLESHOOTING KNOWN ISSUES

Known Issue 1: You connect to VPN successfully and try to connect to remote control but receive and error that looks like this:
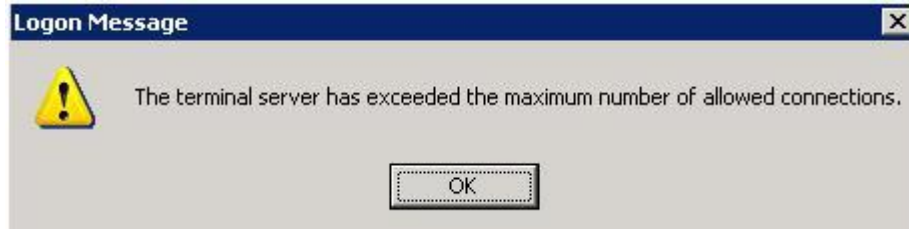
Cause: The computer is already running a remote desktop session with another person or has a locked session caused by an improper disconnect

Solution 1: The person running remote desktop with the computer needs to disconnect, or the computer needs to be restarted

Known Issue 2: Again you are successfully connected to VPN and try remote control but receive an error dialog box:
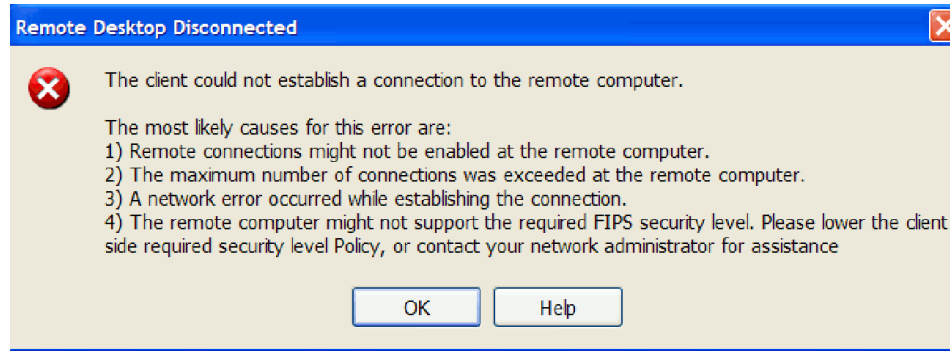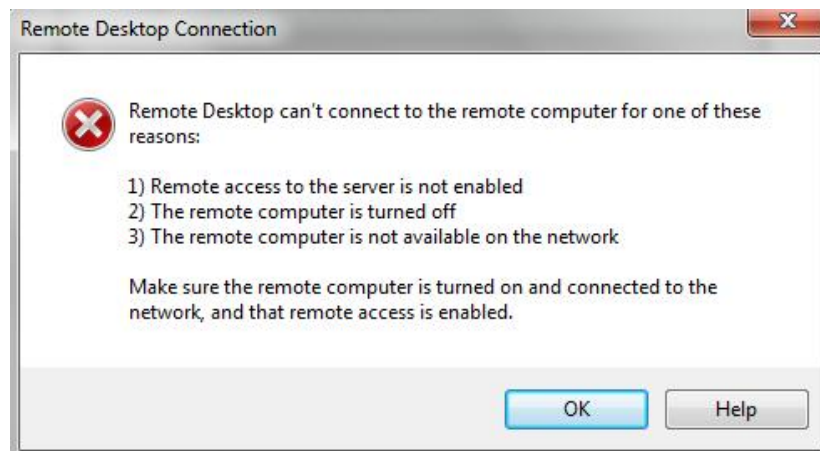
Image 1:

Image 2:

Solution 2:

1. If you have successfully connected before. Number 1 in images 1 and 2 would not apply unless the computer at the office has been reloaded/replaced.
2. Image 1 issue 2 refer to Known Issue 1 above
3. Image 1 issue 3 and Image 2 issue 3
   a. Restart computer
   b. Check IP address has not changed (refer above for how) will happen if computer has moved
   c. Network issues at work
4. Image 2 issue 2
   a. Turn computer on, if already on reboot the computer