# **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.
  - Email your request for VPN access to <u>helpdesk@karmanos.org</u> 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 <a href="https://www.helpdesk@karmanos.org">helpdesk@karmanos.org</a>
    - 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

🎭 Remote D	esktop Connection		
-	Remote Deskto	p	
<u>C</u> omputer:	Example: computer.fabrikar	n.com 👻	
User name:	None specified		
The compute name.	er name field is blank. Enter a f	ull remote computer	
Show C	ptions	Connect	

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

-	Remote Deskto	p	
<u>C</u> omputer:	10.100.61.15		-
User name:	None specified		
You will be a	sked for credentials when you	i connect.	
G Show (	Intione	Connect	Help

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.

b.

- 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.

	Remote Conn	e Desk ectio	top <b>n</b>		
eneral	Display Local	Resources	Programs	Experience	Advanced
.ogon :	settings				
1	Enter the nam	ne of the rer	note comput	er.	
000	<u>Computer:</u>	10.100.6	1.15		
	User name:	kci-net\m	icgrailj		
	You will be as	sked for cre	dentials whe	n you connec	t.
	V Allow me	to save crec	dentials		
Connec	tion settings				
1	Save the cur saved conne	rent connec ction.	tion settings	to <mark>an RDP f</mark> ile	e or open a
	<u>S</u> ave		Sa <u>v</u> e As		Op <u>e</u> n
Hide	Options		0	Connect	Help

- 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. <u>Not a required change</u> 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

🎭 Remote	Desktop Connection	-		
	Remote Deskt	top n		
General	Display Local Resources	Programs	Experience	Advanced
Performan	nce			
14	Choose your connection sp	peed to opt	imize <u>p</u> erforma	ance.
	Detect connection quality	automatica	ally	-
	Low-speed broadband (25 Satellite (2 Mbps - 16 Mbp High-speed broadband (2 WAN (10 Mbps or higher) LAN (10 Mbps or higher) Detect connection quality	56 kbps - 2 os with high Mbps - 10 with high lat automatica	Mbps) latency) Mbps) tency) ally	
	Show window contents	while drag	ging	
	Visual styles	nation		
✓ Persiste ✓ Reconn	nt bitmap caching ect if the connection is drop;	ped		
Hide O	ptions	C	Connect	Help

- 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:

Logon Me	essage X
1	The terminal server has exceeded the maximum number of allowed connections.
	ОК

**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:

Remote	Desktop Disconnected
8	The client could not establish a connection to the remote computer.
•	<ol> <li>The most likely causes for this error are:</li> <li>Remote connections might not be enabled at the remote computer.</li> <li>The maximum number of connections was exceeded at the remote computer.</li> <li>A network error occurred while establishing the connection.</li> <li>The remote computer might not support the required FIPS security level. Please lower the dient side required security level Policy, or contact your network administrator for assistance</li> </ol>
	ОК Неф

#### Image 2:

X	Remote Desktop can't connect to the remote computer for one of these reasons:
	1) Remote access to the server is not enabled
	2) The remote computer is turned off
	3) The remote computer is not available on the network
	Make sure the remote computer is turned on and connected to the
	network, and that remote access is enabled.

#### 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