

Drexel VPN

Installation and Connection Guide



Procedures:

- Installing the Cisco VPN Client software
- Connecting to the Drexel VPN
- Disconnecting from the Drexel VPN
- Troubleshooting VPN Connection Issues

Installing the Cisco VPN Client Software

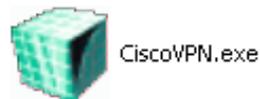
The following procedure details how to install the Cisco VPN software to a laptop so that a user may connect to the Drexel network while outside of the office.

This installation process must be completed while the laptop is connected to the Drexel network, and should be performed by an Information Services technician.



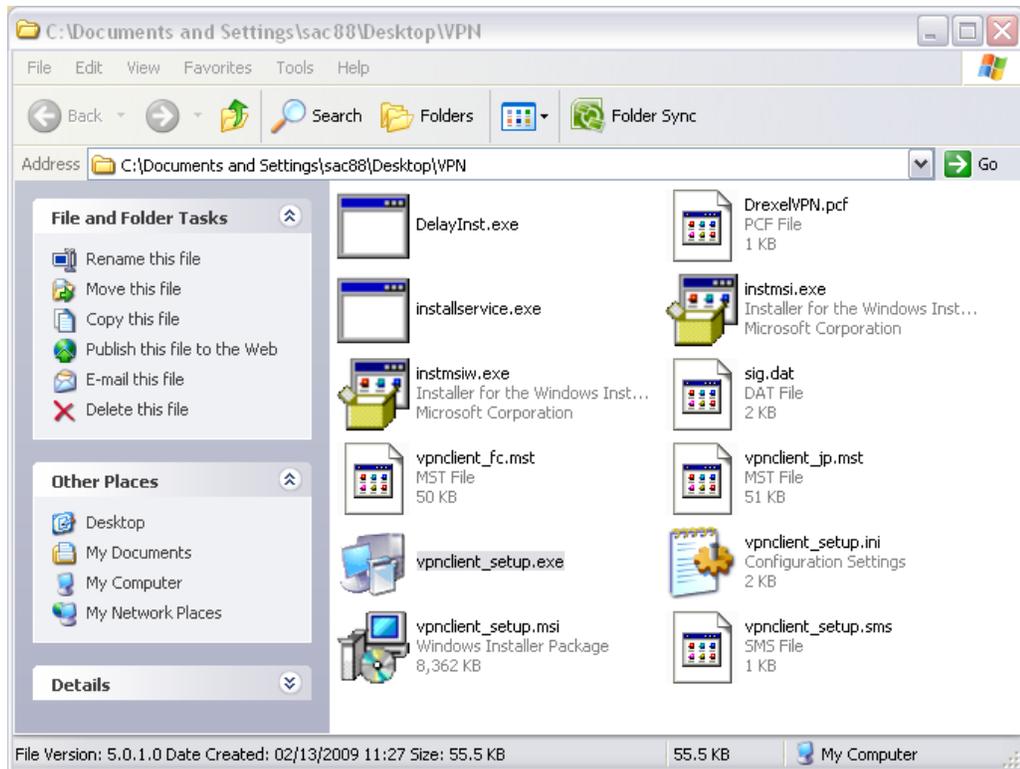
Procedure:

1. Log onto the Drexel software site at <http://software.drexel.edu> using your Drexel username and password.
2. Select the [facultyandstaff](#) link.
3. Select the [PCsoftware](#) link.
4. Select the [Cisco VPN](#) link.
5. Select **CiscoVPN.exe** from the list and **Save** the file to the **Desktop** of the laptop.
6. Locate the saved **CiscoVPN.exe** file on the desktop and double-click it to run it.

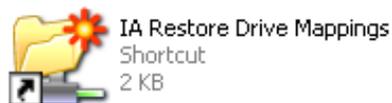


7. The program will create a folder on the desktop labeled **VPN**.
8. Double-click the **VPN** folder to open it. A list of files displays:

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9. Locate and run **vpnclient_setup.exe**. **Note: You must be logged into the laptop with administrator rights in order to install this software.**
10. The installation program will execute. Accept the license agreement and accept all defaults for the installation.
11. When the installation is completed, you will need to restart the system.
12. When the system has restarted, log in to the system as normal.
13. Open **My Computer** or **Windows Explorer** and navigate to:
\\Du-ia-sapphire\Community\Information Services\Help Tips
14. **Copy** the **IA Restore Drive Mappings** icon to the desktop.



15. The VPN software is now installed and ready to use.

Connecting to the Drexel VPN

The following procedure details how to use the Cisco VPN Client software to connect to the Drexel VPN.

When out of the office, the user will need to have an internet connection, either via dial-up modem, DSL, cable modem, or other ethernet connection in order to connect to the Drexel VPN.



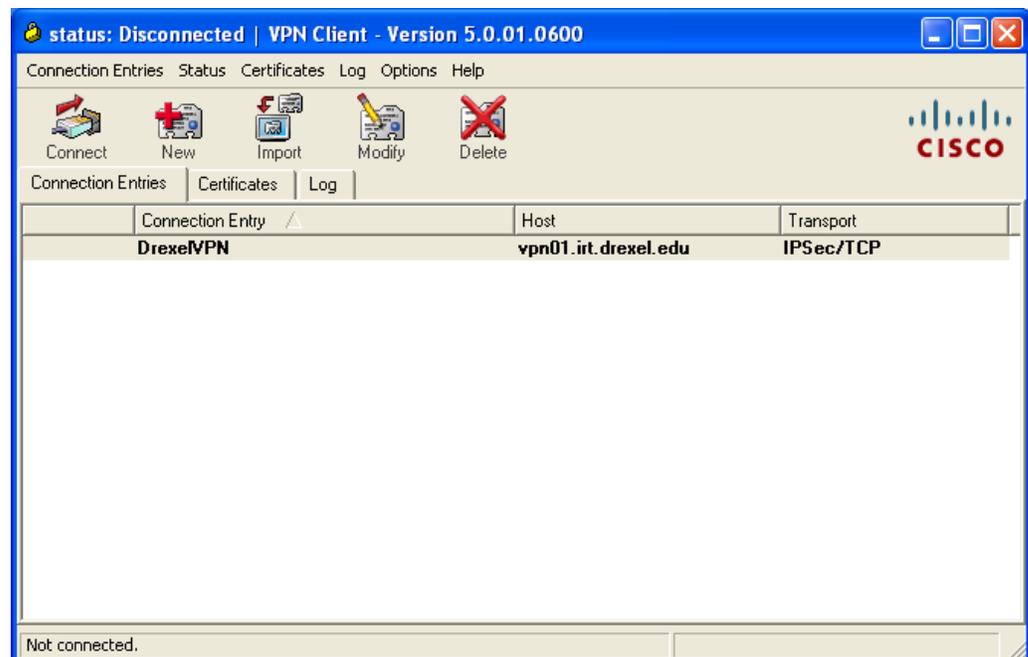
Warning:

- The user must first log on to the laptop while connected to the Drexel network (i.e. in the office) before using the VPN while out of office, otherwise they will not be able to log in.



Procedure:

1. From the Windows Start menu, select **All Programs, Cisco Systems VPN Client,** then select **VPN Client**.
2. The **VPN Client** window displays:



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Note (and DO NOT CHANGE) the current settings:

Status: Disconnected (in window title bar)

Connection Entry: DrexelVPN

Host: vpn01.irt.drexel.edu

Transport: IPSec/TCP

 A small yellow lock will also be displayed in the Windows system tray.

3. In the **Connection Entries** list, select **DrexelVPN**.
4. On the VPN Client toolbar, click the **Connect** button.



5. When prompted, enter the Username and Password.



6. The VPN Client program windows will close automatically. In the Windows System Tray, the VPN Client icon (yellow lock) will now be closed and will display a message of **VPN Client – Connected** if pointed to with the mouse.



7. Double-click the **IA Restore Drive Mappings** icon on the desktop.



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8. A command window will open. Allow the script to execute and close the window automatically. Note, you may have to re-enter your network password to access some of the network resources.
9. The laptop is now fully connected to the Drexel VPN and all network drive mappings should be available.

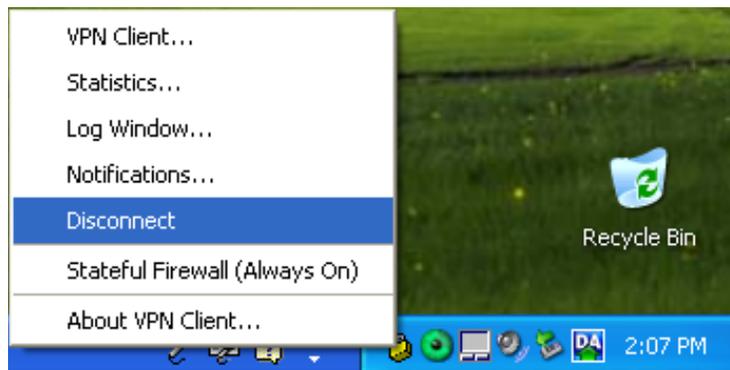
Disconnecting from the Drexel VPN

When finished using the Drexel VPN, you should disconnect from it.



Procedure:

1. In the Windows system tray, right-click on the VPN client icon (the gold lock).
2. From the pop-up menu, select **Disconnect**.



3.  The connection stops and the icon changes to an open lock.

Troubleshooting VPN Connection Issues

This section will identify common issues with using the VPN and how to correct them.



Issues:

- The **VPN Client** screen has no **Connection Entries** listed.
- The **DrexelVPN** connection entry does not have **Host** or **Transport** settings.
- The **DrexelVPN** connection entry has incorrect settings.

Resolutions:

- **Copy** the **DrexelVPN.pcf** file from installation directory/folder to:
C:\Program Files\Cisco Systems\Profiles\DrexelVPN.pcf
- Download software again per the installation procedure and reinstall.
- If there is a connection listed but it is corrupted, you must delete the corrupt file in the **Connection Entry** list before trying to reinstall the software or recopying the .pcf file.



Issue:

- The IA network drives are missing.

Resolution:

- Double-click the **Restore IA Drive Mappings** or **IA_Persistent_All_Map** icon and allow the batch file to run.



Issue:

- It is possible that the following advanced settings may need to be configured in order for the VPN client to work.

Resolution:

1. Use either **My Computer** or **My Network Places** to open the **Network Connections** window.
2. Right-click the icon of the active connection.
 - For a laptop, this will most likely be the Sprint card settings
 - For a desktop, this will be the Local Area Connection or LAN settings.
3. Select **Properties**.
4. In the **Connection Properties** dialog box, select **Internet Protocol (TCP/IP)**.
5. Click the **Properties** button.
6. In the **Internet Protocol (TCP/IP) Properties** dialog box, click **Advanced** (bottom right-hand corner).
7. In the **Advanced TCP/IP Settings** dialog box, select the **WINS** tab.
8. In the **NetBIOS setting** section, select **Enable NetBIOS over TCP/IP**.
9. In the **WINS address** section, select the **Add** button.
10. Add the following two servers:
 - 144.118.25.118
 - 144.118.25.31
11. Click **OK** to close all open dialog boxes.