

# UK Technology Team

## Connecting to WSP Remotely

Including iPass Connect & Cisco VPN Client

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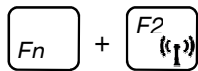
# Connecting to WSP Remotely

## 1.0 ENSURING YOUR WIRELESS IS SWITCHED ON

If you are connecting by wireless ensure that your wireless network adapter is switched on, this is either done with a switch of a keyboard key combination depending on what make and model of laptop you have.

### 1.1 Dell Laptops

On Dell laptops activate your wireless by pressing a combination of keys on the keyboard. Hold down the 'Fn' key and then press 'F2' as seen in the diagram below, this should activate your wireless connection.



### 1.2 Toshiba Laptops

The wireless adapter on Toshiba laptops is turned on and off using a switch, this is either on the side or front of the laptop depending on the model, see diagrams below for details.

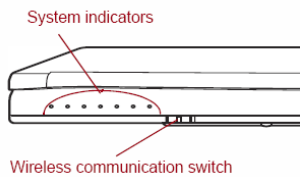


Figure 2 - Toshiba Tecra M5, M9 & M10 (Front)

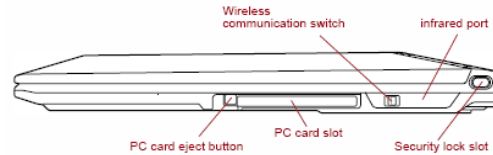


Figure 3 - Toshiba Portege R200, R500 & R600 (Right Hand Side)

Ensure the switch marked with the following symbol  is set to the 'On' setting; this is usually to the right.

### 1.3 Checking Your Wireless Is On

In the taskbar next to the clock you should see a 'Wireless Network Connection' icon, click on this to open the following window and list of available networks. If no networks are available try switching on your wireless again and clicking refresh network list. If you are still having problems you may want to submit an IT Helpdesk call to check out your wireless settings.

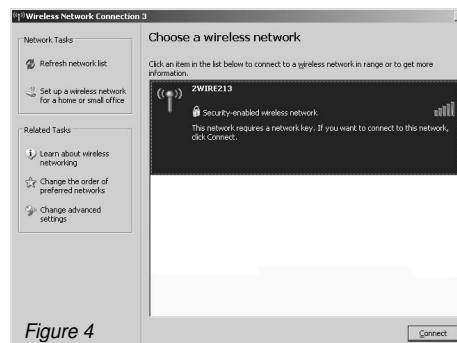


Figure 4



## 2.0 CONNECTING TO THE WSP WIRELESS



The WSP Wireless network is available wherever you see this symbol. These networks are designed to provide coverage and connectivity in meeting rooms and touchdown areas for all WSP staff. If a wired network connection is available to you this should be used rather than the wireless as it provides a much quicker connection to the network. See the Intranet, Support Services, Shared IT Services, WiFi for details of offices covered.

### 2.1 Connecting

Log onto your laptop using your standard WSP network username and password. Once logged on switch on your wireless network connection using the instructions in Section 1. If you are in range of the wireless network your laptop should now connect automatically.

### 2.2 Troubleshooting

#### **You cannot see the wireless network:**

Ensure that your wireless is switched on as per the instructions in Section 1, if you still can't view the wireless network it may be worth asking a colleague if they can view the network with their laptop.

#### **You can see the wireless network WSP Group plc Wireless but cannot connect:**

Make sure you have logged on to the computer with your normal Windows user account. Otherwise contact the IT Helpdesk by calling 0845 680 2087 or +44 113 395 4459 from international destinations.

## 3.0 CONNECTING TO WIRELESS NETWORKS USING IPASS

Where internet access is available on a pay-per-use basis, i.e. in an airport lounge or a wireless internet cafe, the iPassConnect program can be used instead of paying for a voucher or a subscription on expenses. The iPass client is an application that allows roaming users to connect to the Internet through any of iPass's global network of providers. Please note not all wireless providers are signed up to iPass and you may have to connect using the method given in Section 4. The instructions in Section 4 should also be used if there is free WiFi available.

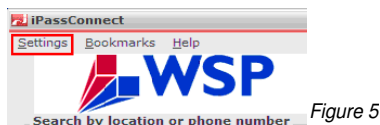
### 3.1 Launching iPass Connect

To launch iPass click on the iPassConnect desktop icon or under Start > Programs > iPass > iPassConnect. If you do not have iPass installed log a call with the IT Helpdesk to arrange installation.



### 3.2 Configuring iPass Connect

Once iPass has loaded go to the **Settings** menu as show in Figure 5 and select **Login information**, see Figure 6.



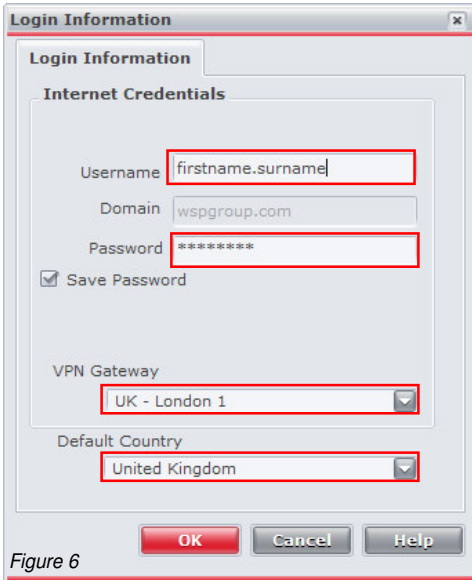


Figure 6

In the **User Name** field enter the first part of your WSP email address, so if your email was 'firstname.surname@wspgroup.com' you would enter 'firstname.surname'.

Next enter your **Password**, this should have been sent to you in an email. If you do not have or have forgotten your password you can log a call with the IT Helpdesk to have it reset.

Select the tick box **Save Password** so that you do not have to enter it every time you connect using iPass.

For the **VPN Gateway** section select 'UK – London 1'.

Finally enter your default country into the last box and click 'OK'.

### 3.2 Connecting to a Wireless Network

On the main iPass screen towards the bottom you will see the **Phonebook**, if iPass detects any wireless or wired connections it will display these under **Available Connections**, simply select the connection with the strongest signal, indicated by the green bars and click **Connect**.

Alternatively ensure your location is selected in **Country** and **City**, then click the **Find** button. You can now browse through the available connections in the **Phonebook**, **Wireless Broadband**, select your location and click **Connect**.



Figure 7

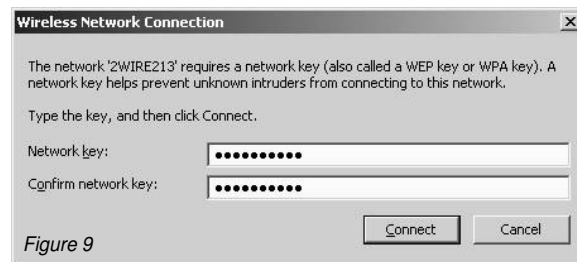
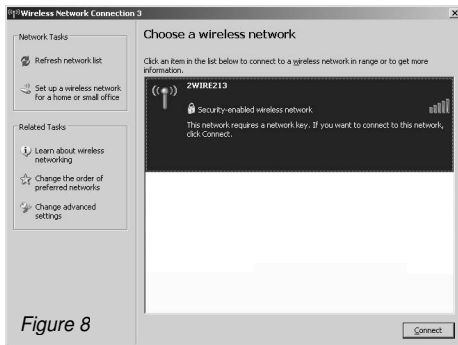
Once connected to iPass the Cisco VPN Client should automatically load, proceed to Section 6 to for instructions on the VPN client.

## 4.0 CONNECTING WIRELESS NETWORKS WITHOUT IPASS

Not all wireless or wired connections available will be on the iPassConnect system. Some access points in hotels, airports or on train may require you to connect using the traditional method described below.

### 4.1 Connecting to the Network

To connect via wireless connection click on the **Wireless Network Connection** icon on the taskbar window displayed in Figure 8 should appear with a list of available wireless networks. If no networks are available try switching on your wireless again and clicking refresh network list. Select the network you wish to connect to and click **Connect**.



On connecting to certain wireless networks the window in Figure 9 requesting a Network Key may appear. There should be some signage or documentation available that will tell you this key, if this key is not available then it is a secured connection and you will not be able to connect to it.

Once connected via a wireless network proceed to step 4.2.

### 4.2 Checking Your Connection

In order to check the internet connection we will have to try and load up an external webpage. To do this open up Internet Explorer and select **Tools > Internet Options**. See Figure 10 for details. Click on **Connections**, **LAN Settings**, and then un tick the **Use a proxy server** option and select **OK**, see Figure 11. Be sure to switch this back on when in a WSP office and check 'Address' is set to 'proxy'.

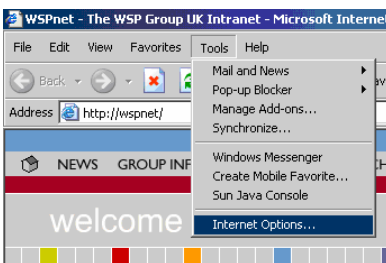
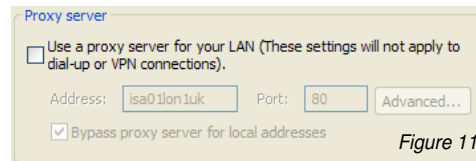


Figure 10



Now close down and reopen Internet Explorer, attempt to get to a webpage for example [www.bbc.co.uk](http://www.bbc.co.uk) or [www.google.co.uk](http://www.google.co.uk), if the website loads successfully you may now proceed to Section 6 to connect into the WSP network via VPN. Alternatively you may get a page requesting payment or giving instructions on how to connect to network you are trying to access, complete the on screen instructions or refer to local documentation in order to get connected.

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## 5.0 CONNECTING TO WIRED NETWORKS

These steps should guide you through connecting to wired network connections such as those found in some hotels or your own home broadband connection.

### 5.1 Connecting Your Laptop

Take an Ethernet cable and plug one end into your laptop and the other into the network port provided or your broadband router. The lights on in the laptop network port should flash as the connection is active.

### 5.2 Checking Your Connection

In order to check the internet connection we will have to try and load up an external webpage. To do this open up Internet Explorer and select **Tools** > **Internet Options**. See Figure 12 for details. Click on **Connections**, **LAN Settings**, and then un tick the **Use a proxy server** option and select **OK**, see Figure 13. Be sure to switch this back on when in a WSP office and check 'Address' is set to 'proxy'.

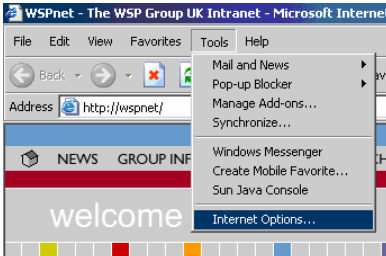
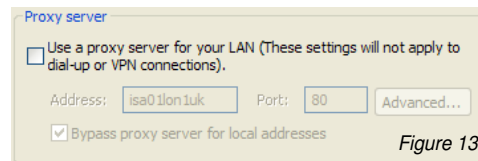


Figure 12



Now close down and reopen Internet Explorer, attempt to get to a webpage for example [www.bbc.co.uk](http://www.bbc.co.uk) or [www.google.co.uk](http://www.google.co.uk), if the website loads successfully you may now proceed to Section 6 to connect into the WSP network via VPN. Alternatively you may get a page requesting payment or giving instructions on how to connect to network you are trying to access, complete the on screen instructions or refer to local documentation in order to get connected.

## 6.0 CONNECTING TO WSP USING CISCO VPN CLIENT

In order to access the WSP Intranet, mapped drives and email you must connect back into the WSP network using Cisco VPN Client. This creates a secured Virtual Private Network (VPN) in which protects your data and machine from any potential threats.

### 6.1 Loading Cisco VPN Client

Cisco VPN Client can be accessed from the 'VPN Client' icon found on your desktop and start menu, this should be a padlock symbol as below. If this is the first time you have used the Cisco client you may need to load this from your Start menu, it can be found under **All Programs** > **Cisco Systems VPN Client** > **VPN Client**.



## 6.2 Connecting to the VPN

Once the Cisco VPN client has loaded it should automatically attempt to connect to your default gateway, you will be prompted to enter your username and password as per figure 14. Enter your standard network login details with **Username** in the format 'UKABC123' and **Domain** 'ukwspgroup'.



Figure 14

Click **OK** to connect, Cisco VPN client will then attempt to connect. Once connected successfully a 'locked' padlock icon will appear in the notification area by your clock as seen in Figure 15.



Figure 15

Also if you Right click on the padlock icon and select **VPN Client...** from the menu. You should now see the VPN Client as connected to the correct gateway in the window as shown in Figure 16.

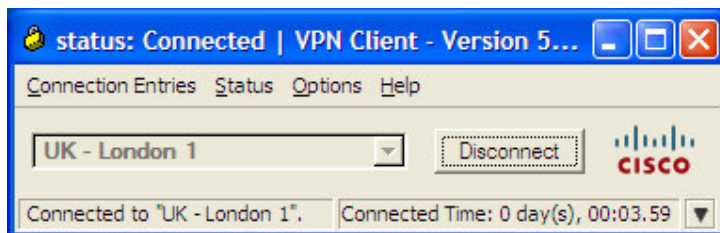


Figure 16

To disconnect from the VPN right click on the padlock icon and select **Disconnect**.

## 6.3 Troubleshooting

### **Error 413: User authentication failed**

If you enter an incorrect username and password three times you will receive a '413: User authentication failed' error message. Try connecting again ensuring you enter your login details correctly, if you receive the error again this could be an indication that your account is locked out or your password has expired, contact the IT Helpdesk to help resolve this issue.

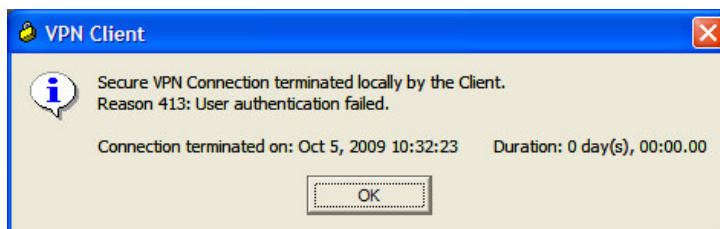


Figure 17

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### **Error 31: Certificate error**

An 'Error 31' indicates a certificate issue, contact the IT Helpdesk to help resolve this issue.

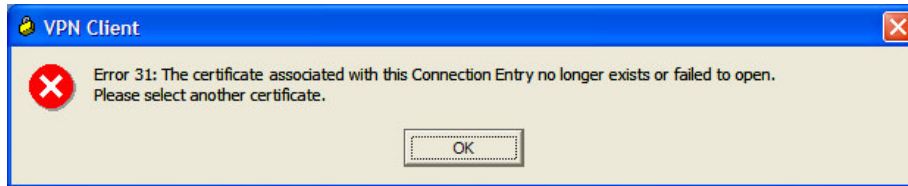


Figure 18

### **Error 429: Unable to resolve server address**

If you receive a '429: Unable to resolve server address' error message this is a sign that you do not have a connection to the internet. Double check you have an active internet connection by following the steps in section 5.2, if you have an active internet connection and are still receiving this error contact the IT Helpdesk to help resolve this issue.

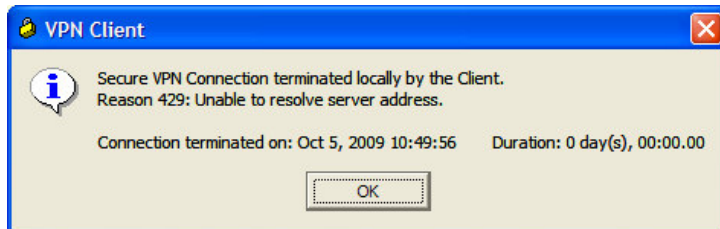


Figure 19

### **Backup Gateway**

If you are having issues connecting to the 'UK – London 1' gateway you could try connecting through 'Europe – Stockholm'. Right click on the padlock icon and select **VPN Client...** from the menu. You should now see the VPN Client window as shown in Figure 20.

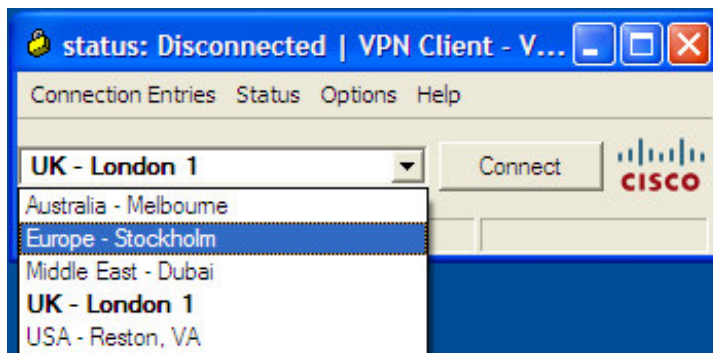


Figure 20

From the drop down menu, select **Europe – Stockholm** and click the **Connect** icon.

If you are having any issues not detailed above contact the IT Helpdesk by calling 0845 680 2087 or +44 113 395 4459 from international destinations.