

UT SOUTHWESTERN MEDICAL CENTER Cisco VPN and Remote Access

Information Resources

Cisco VPN and Remote Access (Windows XP)

E-learning Session
from Information Resources
Client Services

Updated December, 2006

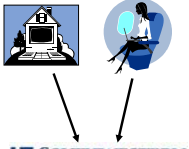
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Remote Access

"Remote Access" refers to accessing campus systems and services (like library e-journals, Cerner, vCDR, and the OAS/HRMS) from your home or on the road. Three types of remote access are available to UT Southwestern faculty, staff, and students through Information Resources as methods of connectivity from off campus -- Dial-in remote access, VPN remote access, and ISDN remote access.



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Cerner
e-books
e-journals
OAS/HRMS
vCDR
etc.

This e-learning session will describe the VPN remote access option with Cisco VPN software. Visit the IR Home Page at <http://utsouthwestern.edu/ir> and click on Networking to learn about other remote access options and software.

Note: See Cisco VPN and Wireless Access if you plan to use your laptop on campus with the campus wireless network.

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First, do you really need remote access? (1 of 2)

Before you spend time learning about remote access (and Cisco VPN), be sure that you really need it.

	Need Remote Access?
If you have your own ISP* and all you want to do is access GroupWise and/or your Mednet server files on O, S, W, and X; drives from home or on the road, you DO NOT need any form of remote access. You can close this e-learning session without continuing. Just use your remote computer and your ISP to browse to http://gw.swmed.edu for GroupWise and/or Mednet server files.	NO
If you have your own ISP and all you want to do is access MagicWeb and/or Epic Web, you DO NOT need any form of remote access. You can close this e-learning session without continuing. Just request a "terminal registration (secure cookie)" from the IR Call Center and then use your ISP to browse to the appropriate website.	NO
If you have your own ISP and you want to access the Library's e-journals, you DO NOT need any form of remote access. You can close this e-learning session without continuing. Just use your remote computer and your ISP to browse to http://rltc.elsevier.com/Home.asp?Id=swmcl and use your SouthwesternID and password on the EZProxy login screen.	NO

* ISP = Internet Service Provider (NetZero, Internet America, EarthLink, etc.)

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First, do you really need remote access? (2 of 2)

	Need Remote Access?
If you have your own ISP and you want to connect to the remainder of the Library's electronic resources, such as databases and ebooks, you need some form of remote access. Please continue with this e-learning session.	YES
If you have your own ISP and you want to connect to a campus system like vCDR, you need some form of remote access. Please continue with this e-learning session.	YES
If you have your own ISP and you want to connect to a campus system like Cerner, IDX, or OAS/HRMS, you need some form of remote access AND a terminal emulator (like Cisco Telnet free from IR). Please continue with this e-learning session.	YES

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VPN Remote Access and Cisco VPN

VPN (Virtual Private Networking) Remote Access is the most frequently used remote access option at UT Southwestern. It requires that security software (like Cisco VPN) be installed on the remote computer to encrypt traffic between it and the UT Southwestern campus network.

Cisco VPN software is free and available to all UT Southwestern faculty, staff, and students. It works in conjunction with your ISP services to allow you to connect to the UT Southwestern campus network.

Free!

Note: Usage of VPN remote access to the UT Southwestern network is restricted to University business and education purposes only.

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Cisco VPN and Remote Access Process

The process can be summarized like this:

1. Confirm that your remote computer meets the hardware and software requirements.
2. Request VPN authorization. (Students can skip this step.)
3. Obtain Cisco VPN software.
4. Install Cisco VPN software.
5. Run Firewall Exception batch file.
6. Log into (connect to) the VPN concentrator.
7. Use network resources and campus systems.
8. Disconnect.

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Step 1 - Hardware and Software Requirements

A Windows computer should meet the following requirements for remote access:

- Pentium
- Microsoft TCP/IP installed
- 10 MB hard disk space
- RAM = 128 MB, Windows 2000 or above
- Your personal ISP* that supports point to point (PPP) protocol already in place
- Web browser (IE or Netscape)
- Updated anti-virus software
- Telnet emulation program like Cisco Telnet (free to UT Southwestern employees) if you plan to connect to systems like Cerner, OAS, and HRMS

* ISP = Internet Service Provider (NetZero, Internet America, EarthLink, etc.)

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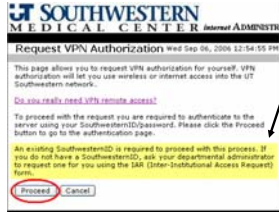
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Step 2 - Request VPN Authorization (1 of 2)

(Students can skip this step.)

From a campus computer*, browse to the Request VPN Authorization website at <https://iaim.swmed.edu/iaim/request/vpn>



You will need a SouthwesternID to proceed with the authorization request. If you do not have one, ask your departmental administrator to use the IAR (Inter-Institutional Access Request) form to request one for you.

Click Proceed on the web page to begin the request process.

* You must use a campus computer to browse to the Request VPN Authorization website because the website is located behind the campus firewall.

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Step 2 - Request VPN Authorization (2 of 2)

(Students can skip this step.)


Enter your SouthwesternID and its password; then click Login.




Click the "Click to Request" button.



A note stating that "You have been granted VPN authorization" will appear.



Log off the iAim website.



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Step 3 - Obtain Cisco VPN Software (1 of 2)

Cisco VPN software is available in several ways, depending upon your circumstances.

From your home If you have an ISP and already know how to access your Mednet server files from home (using the <http://gw.swmed.edu> URL), you can use your home computer to get the Cisco VPN software from the W:\Installs\vpn\VPN 3000 Clients folder. (This method may not be available to all SouthwesternID's at this time.)

From your campus computer Before you leave the office, copy the Cisco VPN software to a CD or USB drive from one of the following sources:

1. The W:\Installs\vpn\VPN 3000 Clients folder using Windows Explorer or the My Computer folder (if the W: drive is available to you)
2. The IR Home Page - browse to <http://utsouthwestern.edu/ir> and click Networking. Select Remote Access in Quick Links. Locate the VPN Remote Access/Software link. Click the software that you want and download (save) it to a CD or USB drive.

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Step 3 - Obtain Cisco VPN Software (2 of 2)

From your laptop on campus If you can bring your laptop to campus and connect it (by network cabling) to the campus network, you can download the Cisco VPN software straight to your laptop from one of the following sources:

1. The W:\Installs\vpn\VPN 3000 Clients folder using Windows Explorer or the My Computer folder (if the W: drive is available to you)
2. The IR Home Page - browse to <http://utsouthwestern.edu/ir> and click Networking. Select Remote Access in Quick Links. Locate the VPN Remote Access/Software link. Click the software that you want and download (save) it to a CD or USB drive.

From the University Store The Cisco VPN software is available on CD from the University Store. (Current price is \$6.50.)

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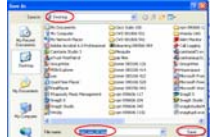
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Step 4 - Install Cisco VPN Software (1 of 2)

The following instructions show how to install the Cisco VPN software from the IR web page:

1. Click on the Windows software link.
2. Click Save on the File Download window
3. Click Save on the Save As window to accept the default save location of "Desktop" and to keep the file name as is
4. If you get a "Download Complete" window, click Close.

Use the WinZip link on the IR web page if your computer doesn't already have a self-extracting software, or browse to a shareware site for other types of self-extracting software.

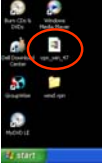

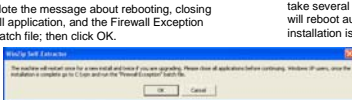
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Step 4 – Install Cisco VPN Software (2 of 2)

- Close your browser (and all other software that you have open).
- Double-click .exe file on the desktop.
- Click Unzip on the WinZip Self-Extractor window. (Requires self-extracting software like WinZip on your computer.)
- Click OK on the "unzipped successfully" popup.
- InstallShield and VPN Client Setup windows start. The installation may take several minutes. Your computer will reboot automatically when the installation is complete.
- Note the message about rebooting, closing all application, and the Firewall Exception batch file; then click OK.

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Step 5 – Run Firewall Exception Batch File

Run the Firewall Exception batch file in the C:\VPN folder. (This batch file will configure the Windows Firewall setting rules to allow VPN to come through. Without running this batch file, the Windows Firewall will block the VPN connection as an non-exception or attack.)

- Locate the C:\VPN folder. (One way is to use the Start Menu and Windows Explorer.)
- Double-click on the Firewall_Exception icon. (It processes in seconds.)
- Close the Explorer windows when done.



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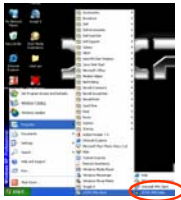
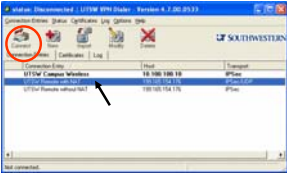
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Step 6 – Log into (connect to) the VPN Concentrator (1 of 2)

Connect to your ISP and then do the following to log into (connect to) the VPN concentrator for the UT Southwestern campus network:

- Locate and launch the UTSW VPN Dialer – perhaps from the Start Menu | Programs | UTSW VPN Client | UTSW VPN Dialer
- Highlight the UTSW Remote with NAT entry and click the Connect icon (or highlight the entry and double-click).


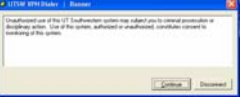

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Step 6 – Log into (connect to) the VPN Concentrator (2 of 2)

- Type your SouthwesternID and its password on the UTSW VPN Dialer – User Authentication window and click OK.
- Read the banner and click Continue.
- A tiny lock for the UTSW VPN Dialer shows in the System Tray to indicate that you are logged into (connected) to the VPN concentrator on the UT Southwestern campus network.

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Step 7 - Connected! Use Network Resources & Campus Systems

Once you have successfully logged into (connected to) the VPN concentrator on the campus network, you can begin to use network resources and campus systems as you would if you were sitting in your office at a computer wired directly into the network.

- To access web pages, open a browser like Internet Explorer.
- To see your Mednet servers and drive mappings, you must login with the Novell client. You can download the Novell client to your remote computer from the <http://gw.swmed.edu/downloads/downloads.htm> page.
- To connect to campus systems like OAS Gold – Siemens or vCDR, use a browser to go to the correct web site.
- For quick connections to several services available through VPN, go to the **VPN Portal** - available from the Clinical Portal at <http://utsouthwestern.edu/cp> or from the IR Home Page and its Networking link.

Note: Cisco VPN will NOT provide you with a way to see your office desktop or the Microsoft Office software on that office desktop.

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Step 8 -- Disconnecting


To disconnect from the campus network, do the following:

- Right-click on the tiny lock for the UTSW VPN Dialer in the System Tray.
- Pick Disconnect. The tiny lock opens.

(Shutting down your remote computer with Start/Shutdown will disconnect you from the campus network also.)

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Troubleshooting Cisco VPN and Remote Access

If you encounter problems using Cisco VPN to connect remotely to the campus network, try these troubleshooting tips:

- Verify an internet connection with your ISP.
- If you have received the "UTSW VPN Dialer Banner (Unauthorized use...)" and still cannot connect to UT Southwestern resources, try changing the NAT settings in the profile of the VPN client. For instance, if you tried unsuccessfully to connect with the UTSW Remote with NAT option, try the UTSW Remote without NAT option.

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Additional Information...

Remote Access Limitations - Visit the IR Home Page and click on Networking/Remote Access for a list of limitations.

Remote Access Support – Visit the IR Home Page and click on Networking/Remote Access for support options.

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Click your browser's Back button to return to this session after printing.

Contact the IR Call Center at 214-648-7600 if you have any Cisco VPN and remote access questions.

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