



VPN Installation Guide

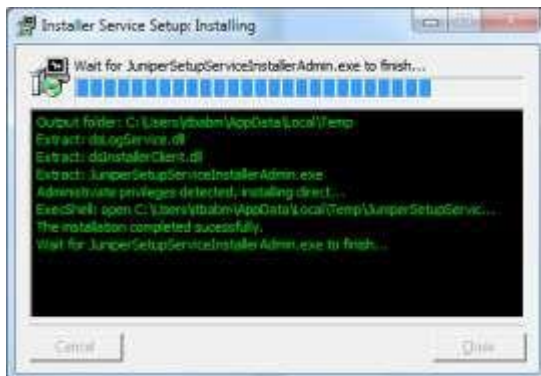
1 VPN requirements

1. Internet access via an external ISP (or the PCN network) must already be in place. The VPN makes a connection on top of the current Internet Connection.
2. A Service Request must have been logged. Access must have been granted by IT Operations and the Service Request must have confirmed that access was granted.
3. The VPN-Installer software must be loaded. It will be provided by the Operations support staff. (If the pc is not connected to the LAN then copy the installer provided to a flash/external drive.
4. The pc must be up to date regarding Microsoft Windows Security Updates. Make sure your Windows Update service is running and that you are updated regularly.

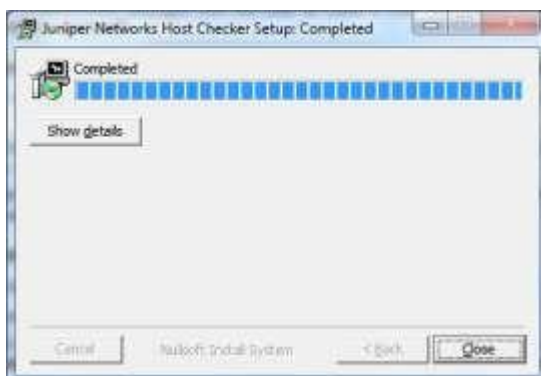
2 Setup Procedure

The installer has been built to configure all the settings required for access (windows v7 – v10 – either 32 or 64 bit).

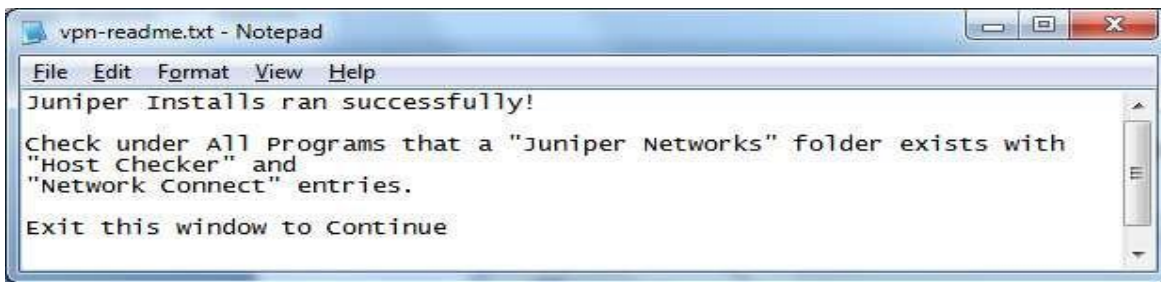
- Save the executable, “vpn-installer.exe”, to the pc’s hard drive that will be used to make a VPN connection.
- Execute the installer. (**Right click and choose “Run as Administrator**). The following will be displayed:



- Click “Close” on any of the following windows displayed (to continue):



The end Window should eventually be displayed. Close this and any other open Dos Windows:



3 How to access the NWU network from outside the campus

- Make a connection to the internet by using your ISP connection software.
- Right click the Network Connect Icon, choose “Advanced” button and click “Run as Administrator” to ensure that it launches as administrator when executed.
- Click the **Network Connect** icon on the Desktop for easy access. The URL is: <https://vpn1.nwu.ac.za>



Wait for the “cache cleaner” /“host checker” applications - that launches – to finish:



- Sign in.

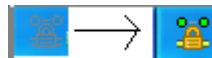


1. **Username:** Type your NWU number.
2. **Password:** Type your Network password.
3. Click on **Sign In** to make a connection.

- The connection will be made. Click on the **Click here to continue** link in the popup window that appears.

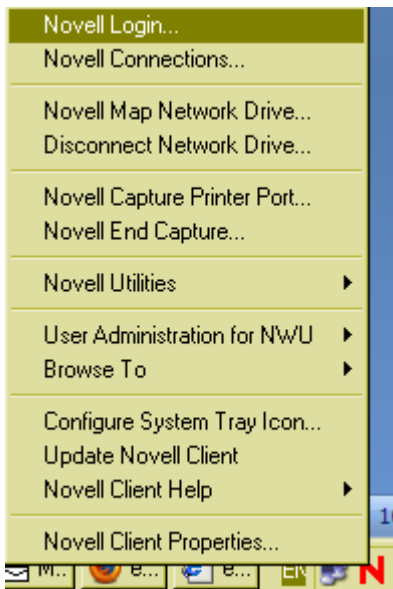


- When successfully connected a **System Tray** icon will appear and also change from grey to orange with two green dots at the top when the connection completes. This is displayed in the bottom right corner of the task bar on your desktop).

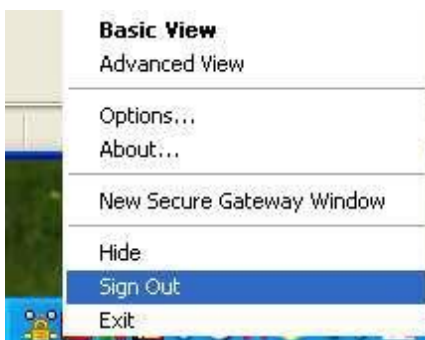


Take note: You also may need to give up to 30 seconds “set-up” time after the icon turns active for the full connection and access to be established.

- All network related applications will be available e.g. Oracle, Call-IT, etc.
- In order to access your P:\-drive (or H:\-drive) or to print on your network printer, you also need to log into NetWare:
- **Right click** the red “N” icon in the System Tray, click **Novell Login...** and then enter your University Number as username and University password as the password.



- **Take note** that this process will take extra time and may require up to a minute or more.
- **Right click** the System Tray icon and the click **Sign Out** to disconnect and “log off” from the VPN connection.



The icon should now disappear from the System Tray.

You may still access the Internet for other purposes or disconnect your Internet connection after you have signed out of the VPN connection.

4 What if things go wrong?

Unfortunately no after hour support is provided. Please contact the Campus IT Service Desk during office hours and also log a Call-IT request for follow up by all relevant parties to resolve the issue you experience.

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