

Connecting to web services remotely

Windows 98/NT4/XP
Internet Explorer 5.0 or later



Web services for schools and TAFE

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Connecting to web services remotely for Windows 98/NT4/2000/XP, IE 5.0 or later

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Introduction

Purpose

To assist users to configure a remote Virtual Private Network (VPN) connection to the web services for schools and TAFE using Windows 98, Windows XP, Windows 2000 and Windows NT4 in the following environments:

Hardware	IBM PC or compatible
Memory	64 MB
Processor	Intel Pentium
Operating System	Microsoft Windows 98, Microsoft Windows NT 4.0, Microsoft Windows 2000, Microsoft Windows XP
Browser	Internet Explorer 5.0 or later

These configuration instructions apply to computers that are being configured to connect to the web services from a home or location other than a school or TAFE college.

Connecting to the web services through the VPN does not allow Internet browsing of World Wide Web sites. If Internet browsing is required, users should log out of the web services and use their local Internet connection as normal.

The chapter, *Helping hands*, provides solutions to common problems. Users should read this chapter before contacting the web services help desk for assistance.

Prior Action

To configure a VPN connection to the web services users should have:

- familiarity with the Windows environment including the specific operating system of the computer being configured
- administration access to the computer being configured
- a working network link to the Internet via an Internet Service Provider (ISP) or other network connection which does not have a firewall.

Users running Windows 98 SE or Windows NT 4 may require the Windows installation CD.

Note

While connected to the web services through the VPN, any costs associated with dialling an Internet connection or downloading data will continue to be charged via the user's ISP.

The Java Virtual Machine plug-in is required before the chat function within the web services can be accessed. The software can be downloaded from within the portal at

<http://state.office.intranet.education.nsw.gov.au>

Depending on the version of the operating system, some computer screens may appear slightly different to those in this document.

Step-by-step instructions

Setting up a VPN connection

The steps required to set up a VPN connection for Windows 9X / NT / 2K / XP are:

1. Download the resources
2. Disconnect from your local Internet Service Provider
3. Install the VPN software
4. Connect to the web services.

Downloading resources

The software required to access the web services for schools and TAFE using a VPN connection from a computer not connected to the Department's intranet is available to download from:

Internet: <http://www.state.office.education.nsw.gov.au>

Intranet: From the **Help** tab in the web services portal, click **Additional Resources**. Follow the links through **Implementation Resources** to **Downloads**.

Documentation on how to install and configure the software and then use it to connect to the web services for schools and TAFE, is available from the same locations.

After downloading the VPN software, disconnect from your Internet Service Provider before you start to install the VPN software.

Installing the VPN client

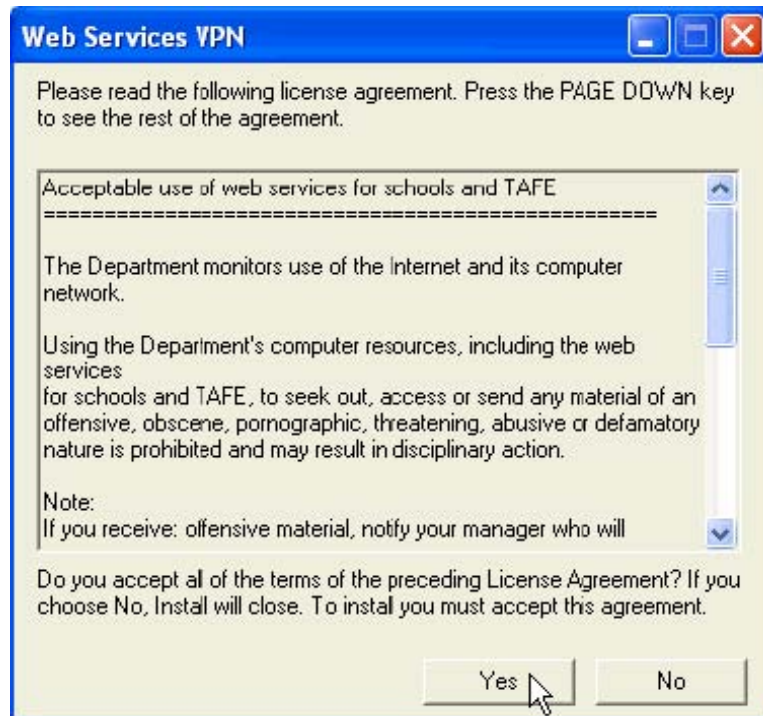
Once you have downloaded the VPN client for Windows, follow the steps to install and configure the VPN connection for Internet Explorer.

1. Run **wsvpn.exe**.



Diagram 1: Web Services VPN dialog box

2. On the **Web Services VPN** dialog box, click **Yes** (see Diagram 1).



3.

Diagram 2: Acceptable Use of web services for schools and TAFE

4. Click **Yes** (see Diagram 2).



Diagram 3: Web Services VPN dialog box

5. Choose a **connection** option, check the **Add a shortcut on the desktop** checkbox and click **OK** (see Diagram 3). The VPN connection is installed.

Win98: You might be prompted to insert your Windows 98 CD.

WinNT: You might be prompted to install Point to Point Tunnelling Protocol (PPTP) with your NT CD.



Diagram 4: Web Services VPN sign-in screen

6. Once the VPN installation is complete, the **Web Services VPN** sign-in screen is displayed (see Diagram 4). However, do not click connect until Step 7.
7. Connect to your local Internet Service Provider.
8. From the web services VPN sign-in screen enter your web services **User name** and **Password** and click **Connect** to use the VPN (see Diagram 4). To start a web services session, open Internet Explorer browser. The web services welcome page is displayed.

Connecting to the web services

Follow these instructions for all subsequent web service sessions.

1. Connect to your local Internet Service Provider.
2. From your desktop double click the web services VPN icon. The **web services VPN** sign-in screen is displayed (see Diagram 4).
3. Enter your web services **User name** and **Password** and click **Connect** to use the VPN. The web services welcome screen is displayed.

Browsing the Internet

In order to browse the Internet, the VPN connection should be shut down. There is no need to change the browser settings.

To shut down the VPN connection:

1. Right-click the **VPN** icon on the status bar at the bottom of the screen
2. Click **Disconnect**.

Helping hands

Unsuccessful login

If your login was unsuccessful, check that your user ID was correctly typed, check that the correct IP address was entered in the earlier steps and that you are connected to the Internet.

If you are still experiencing problems connecting to the web services using your VPN, refer to the support web site for further assistance: <http://www.state.office.education.nsw.gov.au>

Can't connect on Win NT4

If you are running NT4, you might encounter the error 742, "The remote computer does not support the required encryption type". This is a known issue with NT4's encryption mode. The best solution is to upgrade NT4 to Windows 2000, or make sure you have Internet Explorer 5 with 56-bits Cipher Strength (you can get the version from Internet Explorer->help->about Internet Explorer).

Can't connect on Win 98

If you have Client for Microsoft Network installed on Win98, you might encounter a problem with the VPN connection. Remove the Client for Microsoft Network and try again. Unless you are logging into a network Domain, the Client for Microsoft Network can be safely removed. To remove the client:

1. From the **Start** menu, click **Settings**, and click on **Control Panel**
2. From the **Control Panel** box, double click the **Network** icon
3. Select **Client for Microsoft Network**, and click **Remove**
4. Click **OK**
5. When prompted for restart, click **Yes**.

Installing PPTP on NT

It is necessary to install the required VPN client for web services Point to Point Tunnelling Protocol (PPTP) when using an NT 4 workstation.

Follow the instructions below to install PPTP. You will need to re-install NT4 Service Pack 6a again after the PPTP installation.

Before starting to install PPTP, you should have the NT 4 installation CD and NT4 Service Pack 6a installation files ready.

1. From the **Start** menu, select **Settings**, and click **Control Panel**.
2. From the dialog box **Control Panel**, double click the **Network** icon.

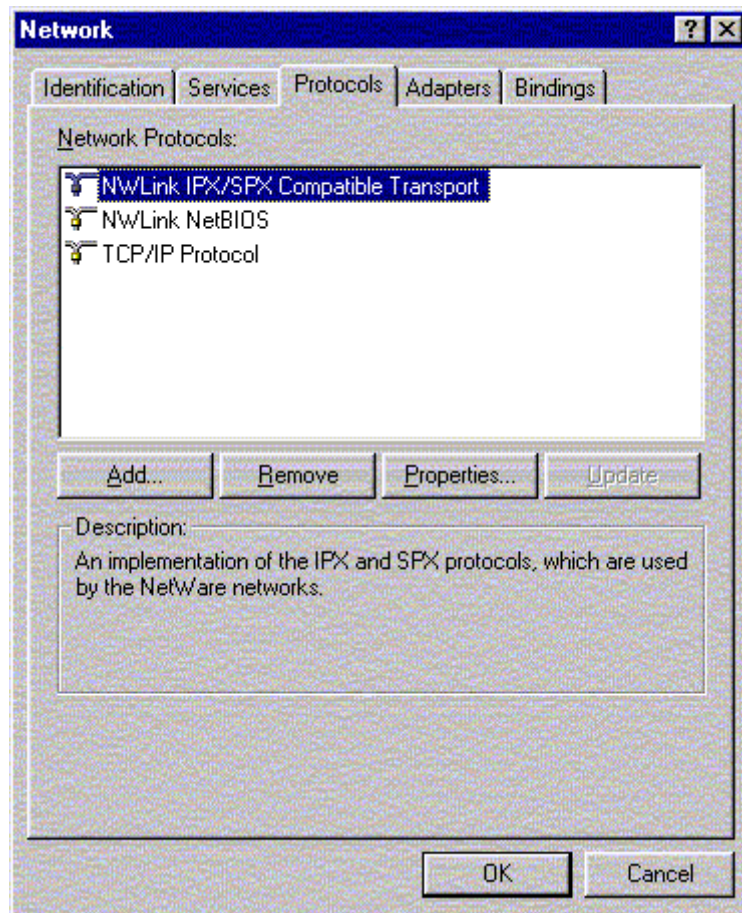


Diagram 5: Network dialog box

3. From the **Protocols** tab, click **Add** to display the **Select Network Protocol** dialog box (see Diagram 5).

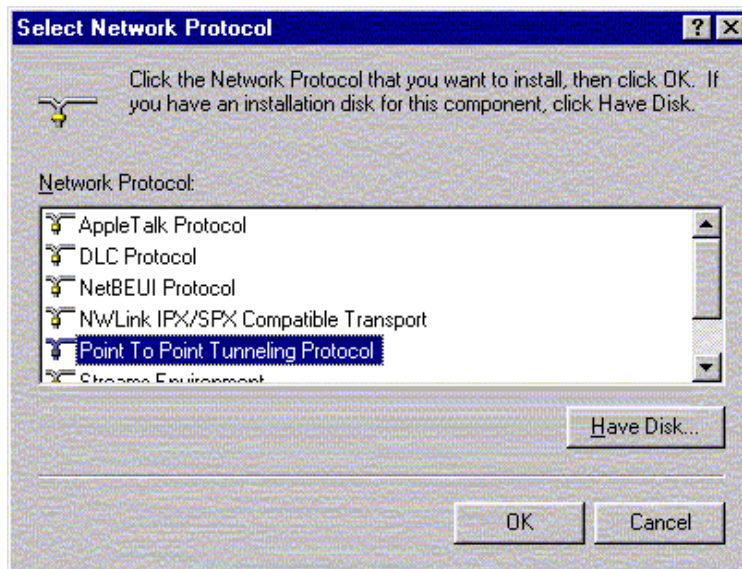


Diagram 6: Select Network Protocol dialog box

4. Select **Point To Point Tunneling Protocol**, and click **OK** (see Diagram 6).

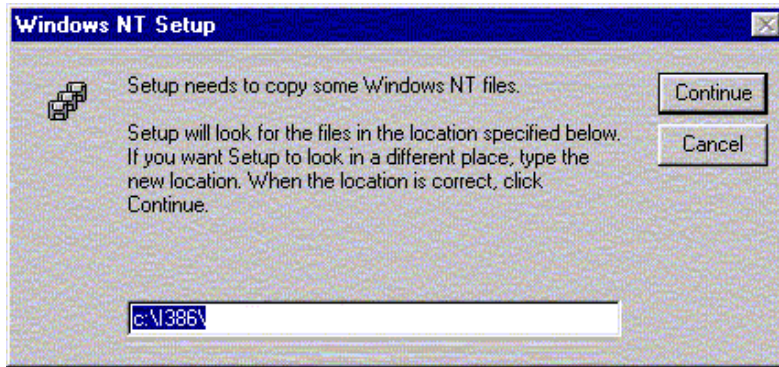


Diagram 7: Windows NT Setup dialog box

5. From the dialog box **Windows NT Setup**, click **Continue** (see Diagram 7). The PPTP files are then copied from the installation directory specified. The PPTP Configuration dialog box will appear.

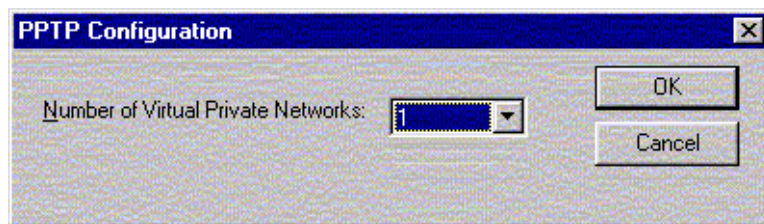


Diagram 8: PPTP Configuration dialog box

6. From the drop-down list **Number of Virtual Private Networks**, select the number of VPN you need the client to support. (Windows NT Workstation 4.0 is able to support up to 256 VPNs). If you need to connect only to web services VPN, select 1. Click **OK** (see Diagram 8).

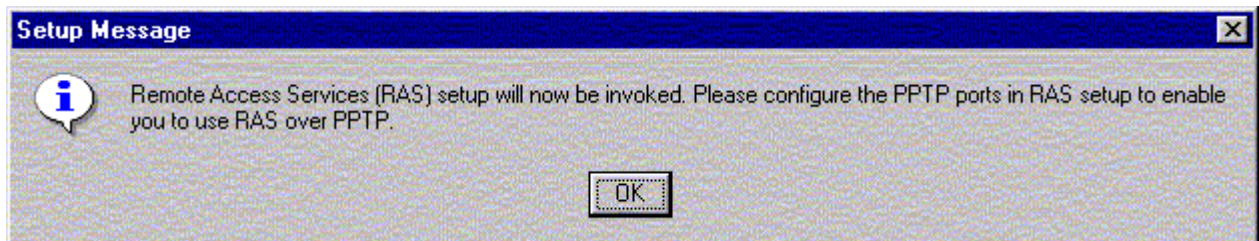


Diagram 9: Setup Message dialog box

7. From the dialog box **Setup Message**, click **OK** (see Diagram 9).

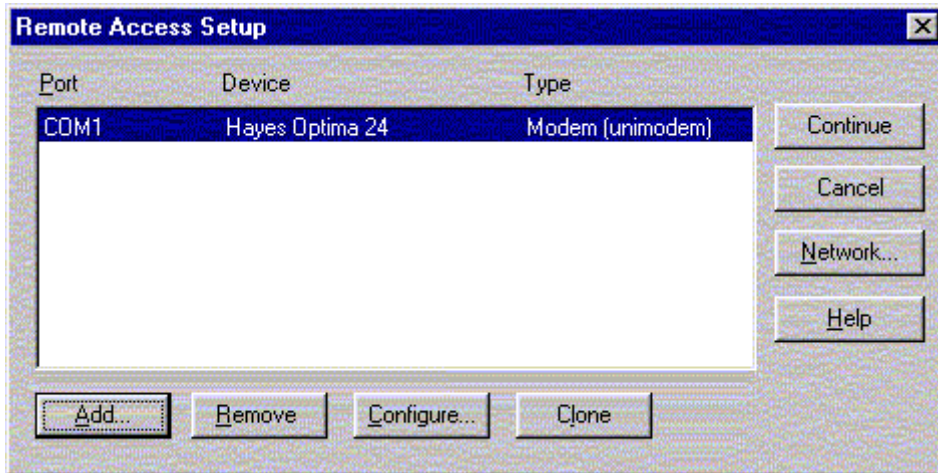


Diagram 10: Remote Access Setup dialog box

- From the dialog box **Remote Access Setup**, click **Add** (see Diagram 10). The **Add RAS Device** dialog box will appear.

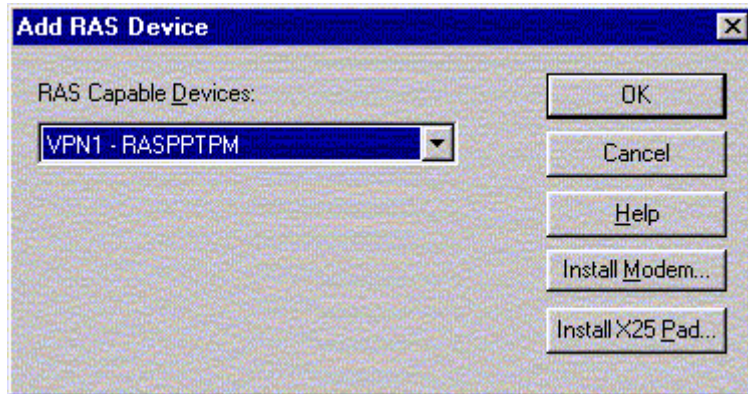


Diagram 11: Add RAS Device dialog box

- From the drop-down list **RAS Capable Devices**, select the **VPN1 - RASPPPM** device, and click **OK** (see Diagram 11).

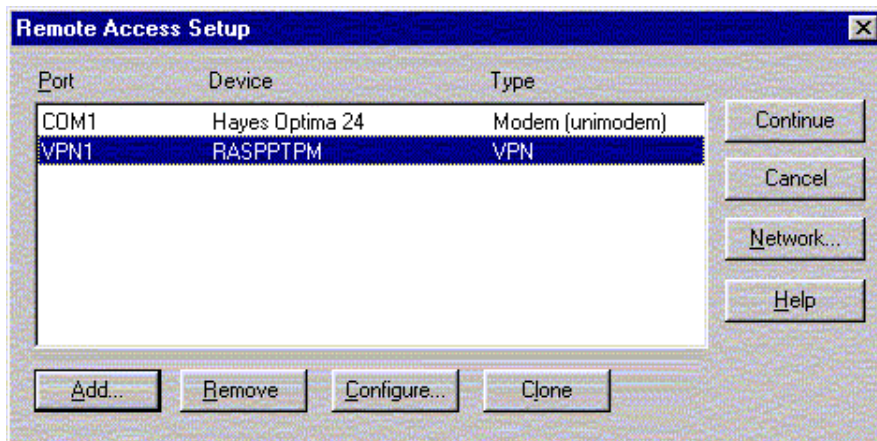


Diagram 12: Remote Access Setup dialog box

- Select the **VPN1 Port**, and click **Configure** (see Diagram 12).

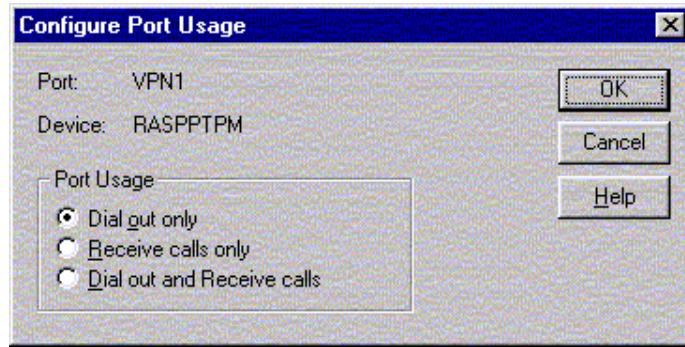


Diagram 13: Configure Port Usage dialog box

11. From the dialog box **Configure Port Usage**, verify that **Dial out only** is the only option selected. Click **OK** (see Diagram 13).

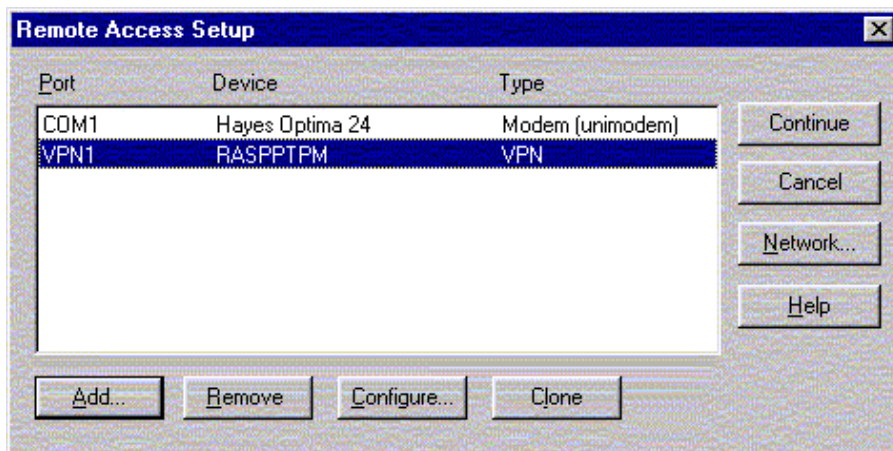


Diagram 14: Remote Access Setup dialog box

12. You will now be returned to the dialog box **Remote Access Setup**. Verify the **VPN1 Port** is selected. Click **Network** (see Diagram 14).

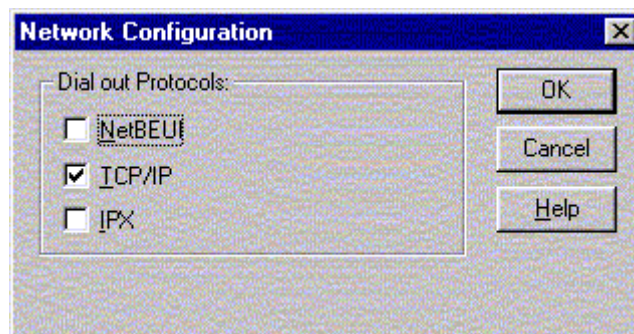


Diagram 15: Network Configuration dialog box

13. From the dialog box **Network Configuration**, verify that **TCP/IP** option in **Dial out Protocols** is the only option checked. Click **OK** (see Diagram 15).
14. Click **Continue**.
15. Close the dialog box **Network**.
16. When prompted to restart your computer, click **OK**.
17. After restart, please install the NT 4 SP6a.