

# Setting up VPN and Remote Desktop for Home Use

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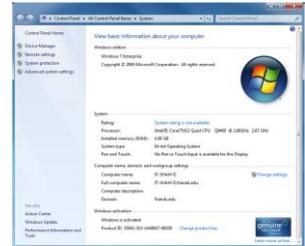
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## I. Prepare Your Work Computer

1.) When you are ready to connect to your Friends University computer, you will need to know the name of your computer. To do this, left click the **Start** button, and then right click on **Computer**.

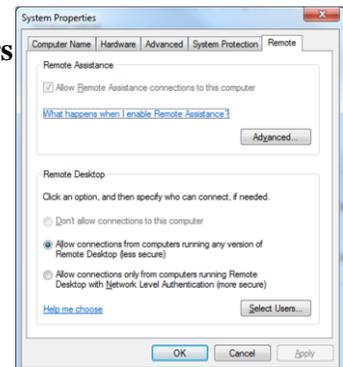


2.) Left click on the **Properties** button. Look halfway down on the dialog box for **Computer name**.



Note: Typically, the computer name will be associated with the building abbreviation and room number of the computer. Eg. CAP-109B-D

4.) Click the **Remote Settings** link on the left panel. The System Properties Window will popup. Make sure to select **Allow connections from computers Running any version of Remote Desktop (less secure)**. Click **Ok**.



## II. Prepare Your Home Computer

- 1) Before starting this process save and close any information you have (word, excel, email, etc.). This installation will require you to reboot at the end of the installation. Open Internet Explorer and go to [www.friends.edu/technology](http://www.friends.edu/technology).
- 2) Scroll down to either Windows VPN Client or Macintosh VPN client, depending on what type of computer you are installing the software on. Click link to download the software.
- 3) The first dialog box will ask you for your username and password. Type it in.
- 4.) Once the username and password have been typed in left click the ok button or hit the enter key. The next dialog box will ask to save the file or to run the file. Left click the run button (you will not need to run it again after you have installed it so, you do not need to save it).
- 5.) Next it will say “The publisher could not be verified. Are you sure you want to run this software?” Left click the run button and that will start the install.
- 6.) The installation will go through several screens and eventually come to this screen. This may actually take a while, so let it go until it says InstallShield Wizard Complete.
- 7.) Click “Ok” to reboot your computer after the installation is complete.
- 8.) The installation will run for several minutes and will reboot your computer when it has completed.



**TECHNOLOGY**

Technology at Friends University is provided by the Information Technology and Center for Online Learning and Academic Technology departments. The Center for Online Learning and Academic Technology (formerly Educational Technology) provides support for the computer labs, Moodle and classroom technology. Information Technology is divided into three main segments. IT Business Services provides for technical support. Infrastructure is responsible for managing hardware and network services. Administrative Computing oversees the administrative databases.

**Information Technology Department's Mission:** To provide fully integrated and secure information technology resources that are accessible anywhere, anytime, to support the business of the University in meeting its institutional mission and goals.

Please reference the following links for Friends University technology portals:

- **SSB (On Campus):** When you are on a Friends University campus computer, access with Banner ID and PIN.
- **SSB (Off Campus):** When you are away from campus, access with network username and password and then Banner ID and PIN.
- **Moodle:** Web-enhanced courses can be accessed with network username and password.
- **E-mail:** Your Friends e-mail communication.
- **Getting Started with Live@edu:** Instructions for accessing Live@edu accounts for students.
- **Library:** Online library resources. Access with network username and password.
- **Password Reset:** Reset your e-mail, Moodle, and on-campus computer access. You will need to know your current password and are required to register to use this tool.
- **Microsoft Communicator 2007:** Communicate with Friends faculty and staff using instant messaging from your personal MSN account.
- **Free Anti-Virus:** McAfee Anti-Virus is available free to all students, faculty and staff with a username and password. Software along with installation instructions are located [here](#).
- **Windows VPN client:** For remote access please choose the appropriate download: [Windows 32-bit Operating System](#).

**Windows 64-bit Operating System.**

Please click open to run the automatic install and select all the defaults. You may download installation instructions [here](#).

- **Macintosh VPN client:** For remote access, it can be downloaded [here](#). Please click open to run the automatic install and select all the defaults. You may download installation instructions [here](#).

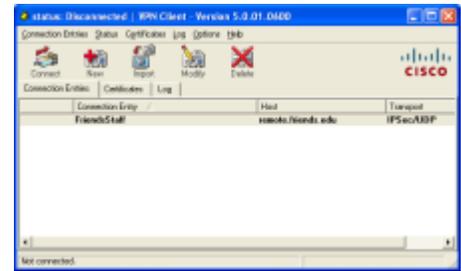


### III. Run the VPN Client

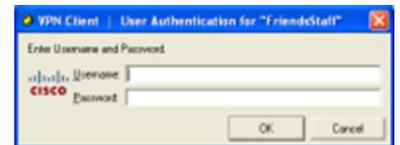
1.) Once the computer has rebooted left click the start button, then All Programs, and then the Cisco Systems VPN Client should be in the list. Move the mouse over Cisco Systems VPN Client and another box will appear. Left click on VPN Client. It will then look like this.



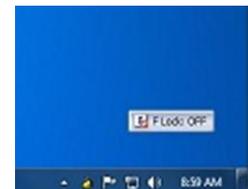
2.) Left click the Connect button.



3.) Once this box appears, enter in the username and password and then left click the ok button or press the enter key. If the username and password are not entered correctly the box will reappear with the username already there. Re-enter the password correctly.



4.) The screen stating “Unauthorized Use Strictly Prohibited” will no longer appear when using the most recent version of the Cisco VPN client. Look for the secured padlock at the bottom right of the screen in the taskbar.



5.) Once you have verified a secure VPN connection, select the Start menu, then All Programs, then Accessories, and then click Remote Desktop Connection. Login by typing friends\yourNetworkUsername and your network password. If a login box pops up with your home computer’s username, click the option to user another account and type your Friend network login information.



Note: Typing friends\ needs to be put in front of the network username since the connect to the network is being made from and off campus personal computer and the domain must be changed to FRIENDS in order for the login to be successful.

- 6.) Click **Yes** if this message pops up: **The identity of the remote computer cannot be verified. Do you want to connect anyway?**  
By clicking Yes, you will be connected to your work computer.



- 7.) After disconnecting from your work computer, disconnect the VPN client in the same way as previous versions of Windows. Right-click on the Padlock icon in the taskbar and, click **Disconnect**.

## V. Remote Connect to Your Work Computer

- 1.) Left click the Start button, then All Programs, then Accessories, then Communications and then Remote Desktop Connection. This should be the screen you are at now.



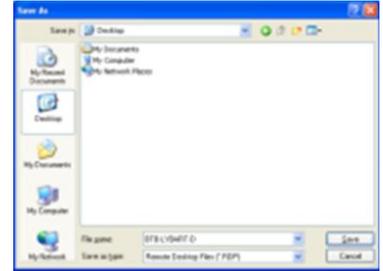
- 2.) At this point you can enter in your computer name into the text box and press Connect to work remotely, or you can go a couple steps further to put a shortcut on your home desktop for future use.



- 3.) To create a shortcut, left click the options button. Enter the computer name in the first box. Then enter the username (leave the password blank so that it does not save it). Type *Friends* in the Domain box.



4.) After this has been done left click the Save As button and save it to the desktop. Type in the name of your computer for the name to save as instead of *default.rdp*. This will give it a better description on the desktop.



5.) Once this is done left click the Save button. Then you can connect using the Connect button in the lower left corner of the Remote Desktop Connection box. After left clicking Connect the screen will change and will look like the logon screen at work. From here on out you are actually working on your computer at work. If something needs to be printed at home, click the print button and it will automatically print to the computer at your home.

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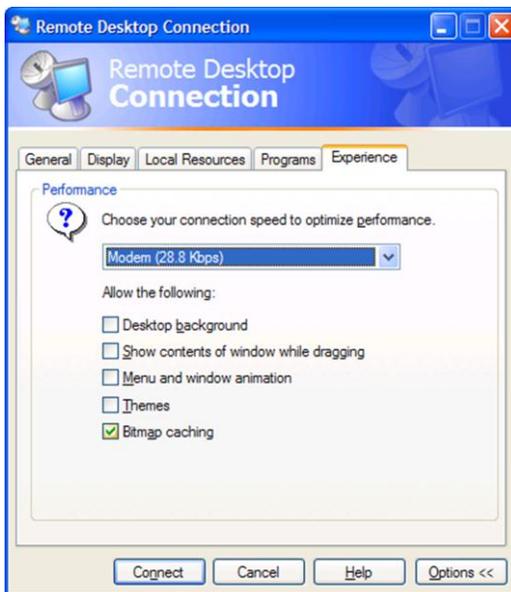
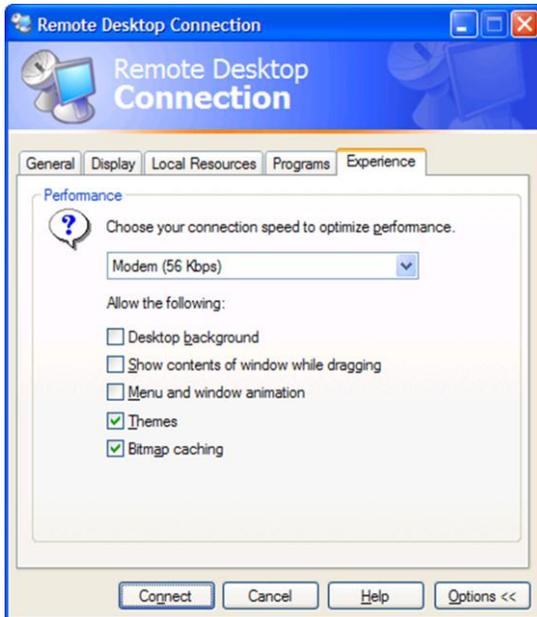
If there are any problems or questions,  
please call 316-295-5767 for assistance.

## V. Remote Connect Options and Tips

### Experience Tab

Unless you have a slow connection or have a need to have high graphics, keep your experience tab on Modem (56 Kbps). This speed offers very good performance for most networks. Use the faster speed settings to enable richer graphical features, such as desktop wallpaper or menu sliding and fading. To select a combination of individual effects, use the Custom setting.

When using virtual private networking (VPN) over a high speed broadband connection or over a wireless 802.11b connection like at your local Starbucks, you can use all the features of remote desktop as if you were sitting at your desk.



### Tune the features of Remote Desktop Connection to take advantage of limited bandwidth available

1. Connect to the Internet and open the VPN connection to the office.
2. On the Start menu, point to All Programs, point to Accessories, point to Communications, and then click Remote Desktop Connection.
3. Click Options.
4. Fill in the information to connect to my remote computer, and before making the actual connection, click the Experience tab as shown.
5. The connection speed list lets you choose the connection speed and automatically selects the best options for the available bandwidth. For the slow connection, choose Modem (28.8 Kbps) to minimize the information being passed.
6. To further optimize the connection, click the Local Resources tab and turn off the computer sound and connection to local devices such as printers and disk drives. Although these are useful when you can afford the bandwidth, they slow the remote connection experience.

**Remember the more options you are using the slower the Remote Desktop connection will run.**



### **Leave the Display Tab at 256 Colors**

Selecting 16-bit will significantly hamper the performance of the connection (even when using a broadband connection it is possible to saturate the connection it by trying to raise these options too high).

Un-checking the Display the connection bar when in full screen mode will permanently hide the connection bar and you will not be able to minimize your connection.

Instead of un-checking this option, use the **Push Pin** on the left side of your connection bar to only show when you go to the connection bar area with your cursor.



### **Enabling local resources**

1. On the Local Resources tab.
  2. Choose options you would like to use.
- These are various resources that you can choose to make available to your remote computer, or allow you to use resources on your home computer. The keyboard setting can be left as the default (in full screen mode only).
- Remote computer sound: allows sounds from your remote computer to be played through your home computer. Not suggested for slow connections such as 56K dialup.
  - Local devices: allows you to use your hard drives, printer, or serial ports (not frequently used) on the remote computer.

Select the local devices (on your remote pc) you wish to be able to connect to. It is suggested that you select printers and hard drives to maximize the amount of data that can be manipulated without requiring everything be copied to your connecting PC. While the Remote Desktop can be minimized you will not be able to copy files between computers in that manner. Checking the **Disk Drive** and **Printers** option will allow these resources to be mapped to your workstation during your session so that remote data may be accessed during your session.

**Only Select Disk Drives you trust to prevent file corruption due to viruses.**



**No need to adjust this setting.**



**To save your connection settings to a file**

1. Click Options
2. On the General tab click Save As.
3. Enter a location (desktop) and file name and then click Save.

Connections are saved as Remote Desktop file (.rdp) files. An .rdp file contains all of the information for a remote connection, including the Options settings that were configured when the file was saved. You can customize any number of .rdp files, including files for connecting to the same computer with different settings. To edit an .rdp file and change the connections settings it contains, right-click the file and then click Edit.

## Remote Desktop Connection – Frequently Asked Questions

Q. [How do I turn on Remote Desktop?](#)

A. Right-click My Computer, click Properties, and then click the Remote tab. Turn on Remote Desktop by selecting the check box Allow users to remotely connect to this computer.

Q. [Is Remote Desktop available on Windows XP Home Edition?](#)

A. No, however you can upgrade from Windows XP Home Edition to Windows XP Professional to get Remote Desktop. You can use Windows XP Home Edition as the client for accessing your Windows XP Professional computer running Remote Desktop.

Q. [Where can I get the latest Remote Desktop Connection Client?](#)

A. The Remote Desktop Client software is available for 32-bit Windows platforms: Windows 95, Windows 98 and Windows 98 Second Edition, Windows Me, and Windows 2000. There are several ways to get it:

- You can [download it at http://www.microsoft.com/windowsxp/downloads/tools/rdclientdl.msp](http://www.microsoft.com/windowsxp/downloads/tools/rdclientdl.msp).

Q. [Does Remote Desktop work with Windows Firewall?](#)

A. If you're running Windows XP Service Pack 2 (SP2) and you enable Remote Desktop, Windows Firewall will be automatically configured to allow Remote Desktop connections to your computer.

Tip If you or someone else has configured Windows Firewall to allow no exceptions, Remote Desktop will not work. To allow exceptions in Windows Firewall, in the control panel open the Security Center, click Windows Firewall and clear the check box next to Don't allow exceptions.

If you're using the Internet Connection Firewall on Windows XP SP 1 or earlier, in the Network Connections window, right-click the connection through which you will use Remote Desktop, and then click Properties. Click the Advanced tab, and then select the checkbox for Protect my computer and network by limiting or preventing access to this computer from the Internet. Click the Settings button. In the Services list, select the checkbox for Remote Desktop.

Q. [Is Remote Assistance the same thing as Remote Desktop?](#)

A. No, it isn't. Remote Assistance uses Remote Desktop technology to allow an expert to provide assistance to a novice user on a computer running Windows XP.

Q. [The local computer screen locks when a user is connected remotely. How can I get more than one connection to a computer running Windows XP Professional?](#)

A. If you want to have more than one person simultaneously use a computer running Windows XP Professional, you could try Remote Assistance for collaboration and support scenarios. Windows 2000 Server with Terminal Services allows multiple users, as will Windows Server 2003.

Q. [Do I need a terminal server license server for Remote Desktop?](#)

A. No, a terminal server license server is not required for Remote Desktop. Remote Desktop is designed for a single user, local or remote.

Q. [What protocol does Remote Desktop in Windows XP support?](#)

A. Remote Desktop in Windows XP Professional uses Remote Desktop Protocol (RDP) 5.1. Some of the new features added to RDP 5.1 are support for 24-bit color, audio redirection, smart card redirection, COM port redirection, local network printer redirection and disk drive redirection. Additionally, RDP 5.1 has better compression, improved performance, and virtual channel compression.

Q. [Is the Remote Desktop Connection client compatible with Windows 2000 Terminal Services and Windows NT® 4.0 Terminal Server Edition?](#)

A. Yes, the Remote Desktop Connection client supports Remote Desktop Protocol 5.1. The client is backwards compatible with Windows 2000 and Windows NT 4.0 Terminal Server Edition. When using the client against older servers, you will get the features of the older protocol.

Q. [Why don't MIDI files play over Remote Desktop?](#)

A. This is a known issue. MIDI files are not currently supported over Remote Desktop.

## VI. Windows 7 VPN Login Instructions



We are going to assume that you have already created a valid, stable connection to the remote network via VPN or other secure connection. The problem to be solved is completing the remote desktop connection. We are also assuming the remote Windows XP PC is configured to accept a remote desktop connection as shown in the Remote tab under System Properties.

Remote tab (System Properties)



After establishing your VPN connection you should start the Vista Remote Desktop Connection application. For some reason, the shortcut in Vista is buried deep in the menus.

Start Remote Desktop Connection

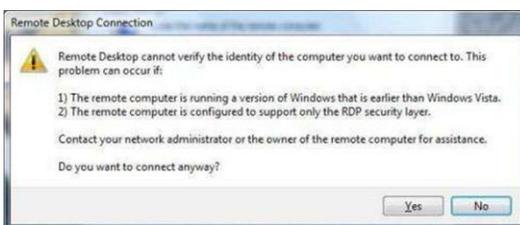


The Vista version of the remote connection software is very similar to the application found in Windows XP. The key to getting the connection to work is you need to type in the full name of the remote PC. It should look something like this:

`yourworkstationname.domain.server`

Unlike Windows XP, the Vista remote connection software will ask for credentials when you click the connect button, which brings you to the dialog shown.

Enter your credentials



After clicking OK, you will reach the warning screen which can be quite intimidating for users the first time they see it. Vista is informing you that some of its security features will be lost because we are attempting to remote connect to a Windows XP machine. There is nothing you can really do about this except say Yes, I want to connect anyway.

Yes, I want to connect anyway

From here you should be looking at the familiar desktop of your remote PC.