

Set-Up of Secure Remote Access (SRA) for the Whistle InterJet

1. InterJet Setup

1.1 Enable the Secure Remote Access feature

- From within WhistleWare 3.2, go to the Whistle Agent/Add-On page
- Note the InterJet ID# on that page and select the purchase button
- Complete your customer and InterJet unit information
- Note the activation key. You will need this key – please write it down.
- Enter the activation key (you can cut and paste it) into the field in the Whistle Agent/Add-On page
- Your InterJet will reconfigure and will be ready to set up Secure Remote Access

1.2 Using your web browser to access the InterJet's user interface, go to System Agent / Network/ View and edit the Office Ethernet port. Specify an IP address range to assign to remote connections. Please note that as the InterJet will only support 4 concurrent connections, the IP address range specified here must not be greater than 4, and must also be outside the DHCP range specified on this same page.

- For example, by default the InterJet's Office Ethernet is 192.168.1.0/24
- The InterJet is 192.168.1.1, and the default DHCP range is 192.168.1.128 - 192.168.1.254.

If there are no machines that have been configured to use a static IP, the following range would work for the remote access feature: **192.168.1.95 - 192.168.1.98**

1.3 Check the box 'Enable Secure Remote Access'

1.4 Go to the personnel agent and edit the users you wish to be able to use the remote access feature.

1.5 Check the box 'Secure Remote Access'

1.6 Ensure that this user's password is alphanumeric. This means a combination of letters and numbers. Do not use spaces or punctuation marks. You can also not use the person's login name plus numbers. For example, if a user's login name is 'john', a password of 'john123' would be invalid. If you enter an invalid password, you will receive a warning in the top frame of your browser.

1.7 The configuration of the InterJet is now complete.

2. Installing the client components

Overview: You will need to install PPTP client software on your client machine. You can either use software supplied by Microsoft for Windows 95 and 98, or you can use software provided by Network TeleSystems (www.nts.com) for both your Windows and Macintosh clients. For installation and configuration of the Network Telesystems Tunnelbuilder, consult documentation that is provided with the software.

For installation and configuration of the Microsoft VPN adapter software supplied free with Windows 95 and 98, follow these directions:

Windows 95

You will need to install Dial Up Networking 1.3 (DUN 1.3). Installing DUN 1.3 will install all the appropriate components on your client machine. Currently you can obtain DUN 1.3 from the following URL:

http://www.microsoft.com/windows95/downloads/contents/wurecommended/s_wunetworking/dun13win95/default.asp

Follow the directions supplied to install DUN 1.3.

Windows 98

To install the appropriate components, follow these steps on your Windows 98 machine:

- Go to the Start menu – Settings - Control panel.
- Double click on Add/Remove programs. Click on the tab ‘Windows Setup’
- Double click on the communications component. Check the box next to ‘Virtual Private Networking’
- Click OK and install the component. You will need your Windows 98 CD.

3. TCP/IP configuration. (For both Win95 and 98)

- 3.1 Right click on ‘Network Neighborhood’ and go to Properties.
- 3.2 Double click on ‘TCP/IP -> Dial-Up adapter’ and go to the Advanced tab.
- 3.3 Check ‘Set this protocol to be the default protocol’ at the bottom of the page. Click OK.

Dial-Up Networking Configuration

Overview: You will need to have two separate dial up networking connections set up. The first is the connection that establishes a standard PPP connection to your ISP. Most likely this is already set up, and is the account you use while away from the office or at home to connect to the Internet.

If you do not have this account set up, you will need to do so. Please contact your ISP for details. After it has been set up, follow the directions in step 4 below for configuration details.

The second connection you will need to set up is the VPN connection to your InterJet. Please follow the directions in step 5 below for configuration details.

4. Dial Up Networking connection #1 (To your ISP).

- 4.1 Right click on this connection and go to properties.
- 4.2 Under the tab ‘Server Types’, make sure only the following are checked:
 - Enable software compression
 - TCP/IP

5. Dial-Up Networking Configuration #2 (VPN)

- 5.1 Click on ‘Make new connection’ and enter a name for the connection.
- 5.2 Under ‘Select a device’, choose Microsoft VPN adapter. Click ‘Next’.
- 5.3 In the ‘Host name or IP address’, enter the WAN port IP address of your InterJet. This is not the Office Ethernet IP address (i.e. not 192.168.1.1), but the IP address assigned to your InterJet by your ISP. If you do not know this address, either contact your ISP or access the InterJet’s user interface through your browser and go to the System Agent/Network page. Here you will find an IP address associated with the kind of WAN connection you have. Use this IP address.

Note: For InterJet 140 and 200 users, if your Perimeter Ethernet is enabled and configured, you will need to use the IP address of the InterJet on your Perimeter Ethernet.

5.4 Right click on this newly configured connection and go to Properties. Under the tab 'Server Types' ensure that only the following are checked:

- Log on to network
- Enable software compression
- TCP/IP

6. Accessing your LAN

Overview: The configuration of your InterJet and client machine should now be complete. To gain full access to your LAN while away from the office, follow these simple steps:

- 6.1 Go to the Start menu, then Run, and type 'winipcfg'. Click the release all button. This is to release any IP information your client machine may be holding from previous connections it had while at the office etc.
- 6.2 Establish a standard connection to your local POP. You should be able to browse the web etc. (as configured in step 4)
- 6.3 Double click on the VPN connection configured in step 5. Type in your username and password and click 'Connect'
- 6.4 You should now be able to access your LAN!

Troubleshooting tips

If you are having problems with your VPN connection, check the following:

1. Ensure that the SRA feature is enabled on the InterJet and you have configured a range of IP addresses to assign to remote access users by editing the office Ethernet port. (System agent – Network – Edit Office Ethernet)
2. Ensure that the user requiring remote access has been given the remote access privilege. Go to the Personnel Agent and Edit the user and check that the 'allow remote access' button is checked.
3. Check that the user's password is alphanumeric and is also not just the username followed by numbers.
4. Make sure the WAN link of the InterJet is active (i.e. connected to the ISP) If your InterJet is not a full time connect model (i.e. is not connected to the ISP 24 hours a day), you may need to configure the InterJet's ring back feature.

To check if your InterJet's WAN connection is active, do the following:

- Establish a PPP connection to your ISP. (As configured in step 4 above).
- Go to the MS-DOS prompt (start – programs – MS-DOS prompt) and type:

ping a.b.c.d. (where a.b.c.d. is the WAN port IP address of your InterJet that you used in step 5.3). If your InterJet is connected to the ISP and you are using the correct IP address, your results will look something like this:

```
C:\Windows>ping 205.10.20.30
```

Pinging 205.10.20.30 with 32 bytes of data:

Reply from 205.10.20.30: bytes=32 time=5ms TTL=254

Reply from 205.10.20.30: bytes=32 time=5ms TTL=254
Reply from 205.10.20.30: bytes=32 time=5ms TTL=254

If your InterJet is not connected to the ISP (or you have the incorrect IP address for the InterJet), the results will look something like this:

```
C:\Windows>ping 205.10.20.30
```

Pinging 205.10.20.30 with 32 bytes of data:

Request timed out
Request timed out
Request timed out.

If your InterJet's WAN connection is not active, you will not be able to create a VPN connection with your InterJet.

5. If your VPN connection fails for any reason, (i.e. you typed in your password incorrectly in step 6.3), wait at least 60 seconds before attempting another VPN connection with your InterJet.
6. If you are unable to view other machines in network neighborhood, ensure that the workgroup configured on the Interjet, your office machines and your remote machines is the same.
To change the workgroup on your Interjet, access the user interface of the InterJet through your browser and go to the System Agent / Network / General tab. Edit the entry under 'Microsoft Networking'.
To edit the workgroup on your Windows clients, right click on Network Neighborhood and go to properties. Go to the identification tab and edit the entry under 'Workgroup'.
7. Currently the InterJet only supports 4 concurrent connections. If you unable to connect, it may be because there are already 4 concurrent users. Try again later.