



Information Services

Queen Margaret University

EDINBURGH

**Accessing the University Network using a Virtual
Private Network Connection (VPN), with Windows
XP Professional**

Amendment & Authorisation History

Ver	Date	Changes	Name	Author
A	29/3/05	Initial version	AG, NP, FM	FM
B	28/6/05	Updated connection settings Added sections on mapping drives and Outlook	AG	FM
C	15/7/05	Updated connection parameters Updated Outlook instructions	FM	FM
D	1/9/05	Added section on mapping to staff group directories	FM	FM
E	25/11/05	Added section for checking of delivery of mail to correct folders (p14)	FM	FM
F	24/02/06	Added details regarding VPN and personal firewall software	FM	FM
G	1/03/06	Added timeout change in Outlook config	FM	FM
H	21/6/06	Added section on access to intranet	FM	FM
I	12/7/06	Amended Domain details	AG	AG
J	11/09/06	Updated Mail Settings for Outlook Client	AG	AG
K	08/10/07	Updated Screenshots	AG	AG
L	11/10/07	Updated QMUC and default gateway screenshot	FM	FM

Created by Fraser Muir
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Introduction

A Virtual Private Network (VPN) connection will enable registered users to have access to the University network over the Internet through their current Internet Service Provider (ISP).

The connection is achieved using a secure, encrypted tunnel between the ISP and the University network. Using a VPN it is also possible to access the network from any computer with an internet connection.

Information Services insist that you have the latest Service Packs and patches for your chosen Windows installation and a fully updated anti-virus application installed. IS reserve the right to remove VPN access - without notice - to computers that fail to meet these guidelines.

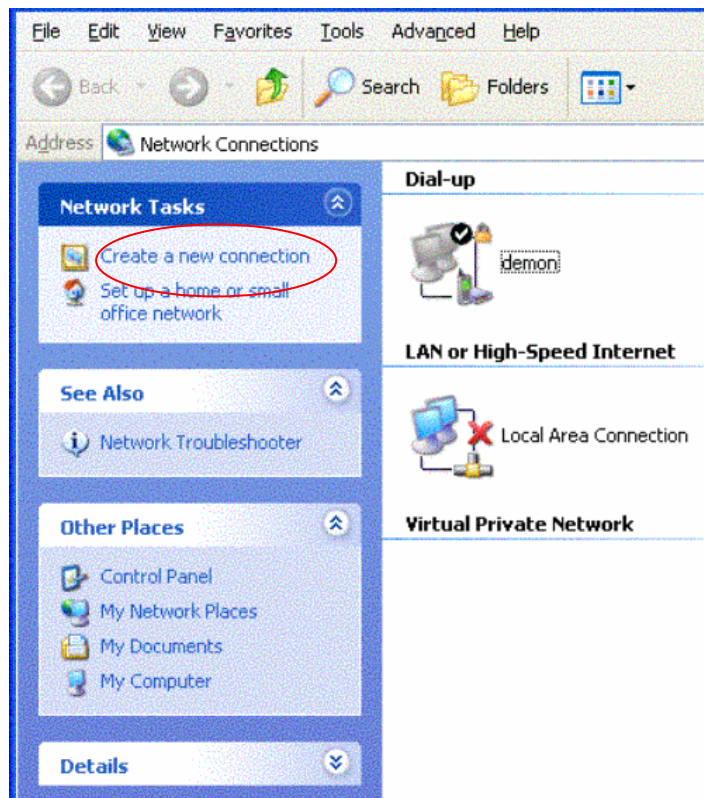
Please be aware that certain personal firewall packages interfere with the operation of the VPN service. If you have a personal firewall installed you will need to allow all VPN traffic or disable the application whilst connected to the service. Windows firewall in XP Service Pack 2 does not interfere with VPN and should not be disabled under any circumstances.

You can find more information on how to ensure your home PC is kept secure at www.microsoft.com/security.

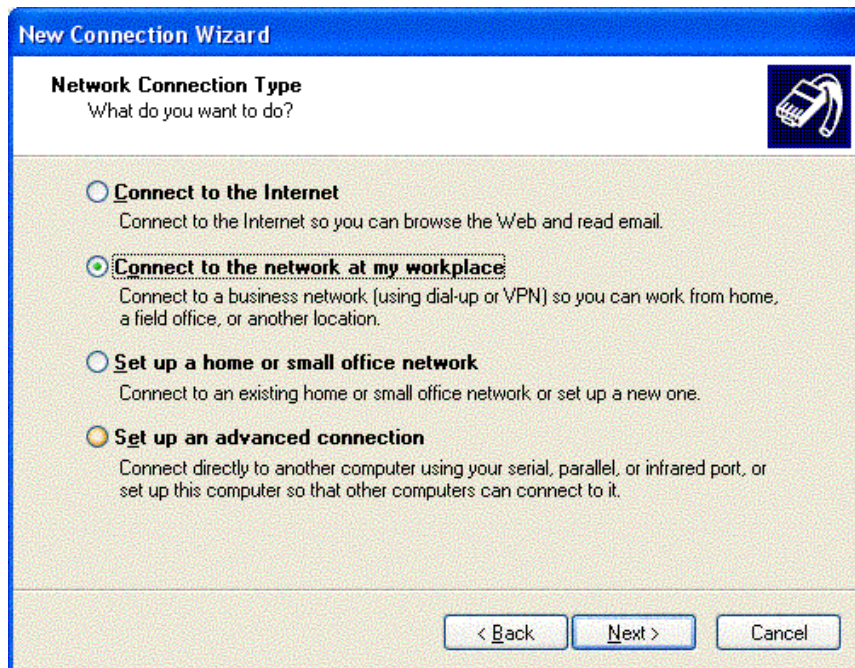
Step 1 - Configuring the VPN Client Software

The VPN component comes preinstalled with Windows XP and 2000 so it is a matter of creating a connection to the QMU network. All of following screenshots relate to the default Windows XP desktop, although the settings apply equally to Windows 2000. If you are using the classic windows desktop then the menus may be different.

Select **Start** ⇒ **Control Panel** ⇒ **Network connections** ⇒ **Create a new connection**.



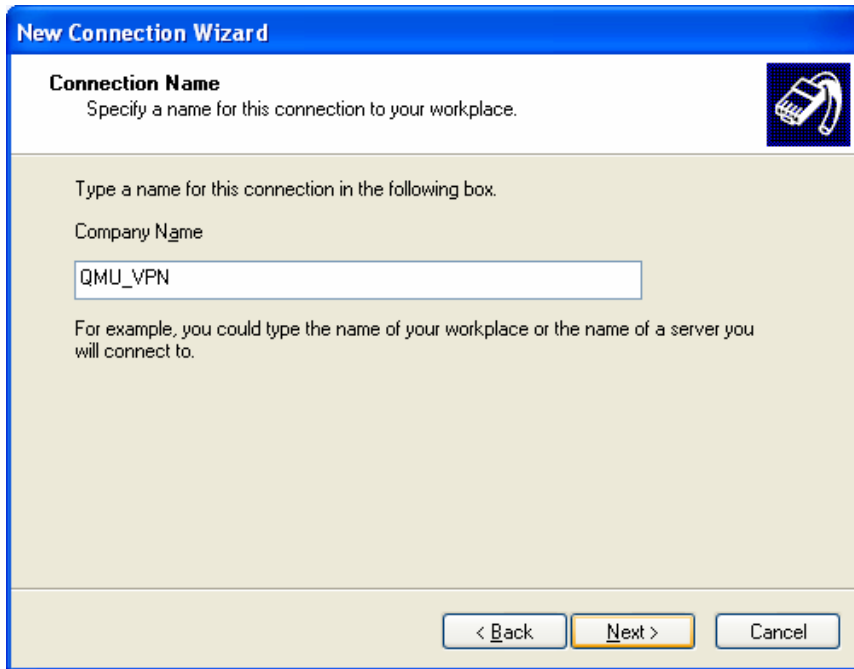
The new connection wizard appears. Select the **next** button and choose the second option "**Connect to the network at my workplace**".



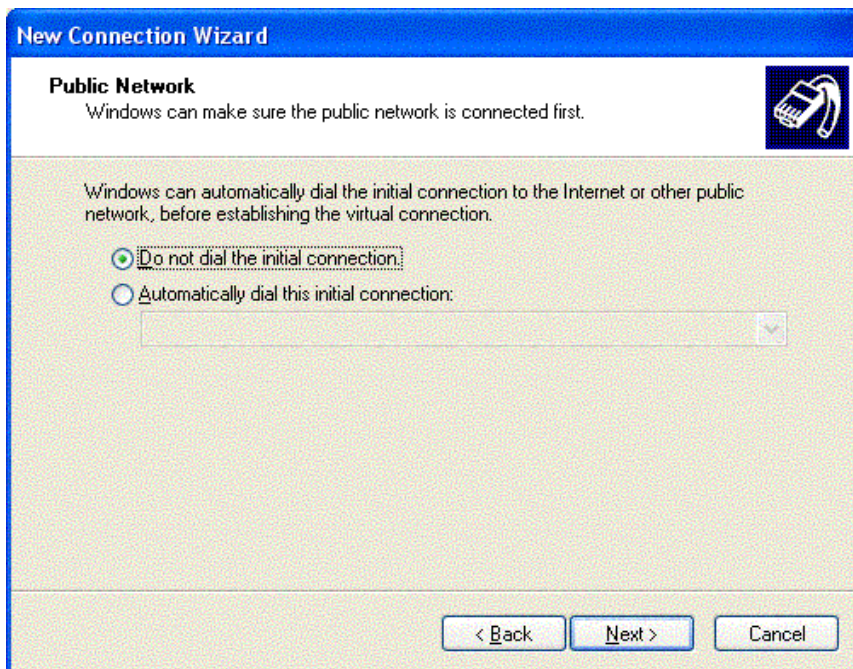
Select the **next** button and choose the bottom item "**Virtual private network connection**".



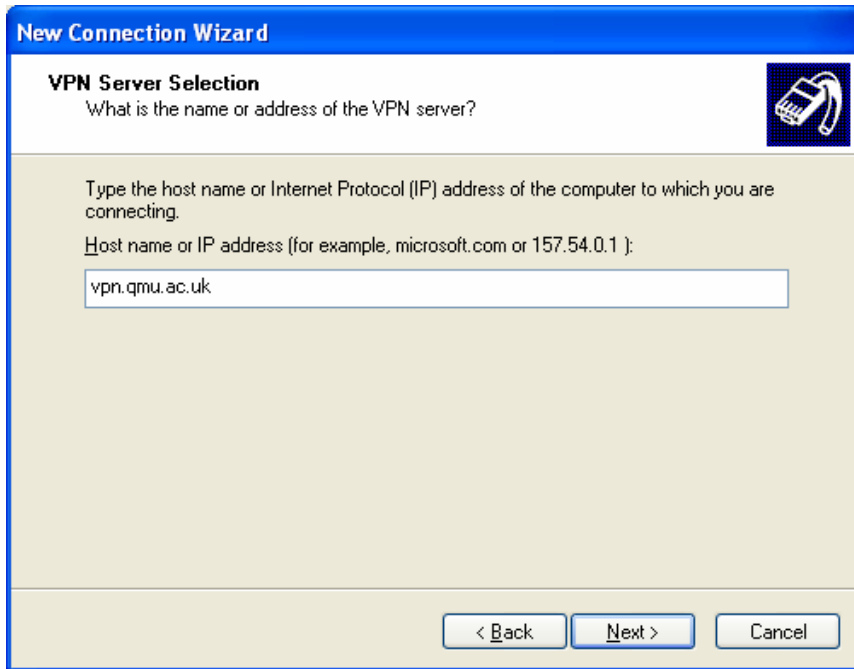
Select the next button and enter a name for the connection that is meaningful, for instance "QMU_VPN".



Select **Next >**. The next wizard screen provides you with a choice. You can have the option to dial your ISP automatically before connecting via VPN to the University or not. Choosing the second option will make the process slightly more seamless, but neither will affect the VPN or your ISP connection. For this documentation choose the **“Do not dial the internet connection”**. Broadband users (cable or xDSL) should choose this option.



Select **Next >**. Type in the name of the VPN server – vpn.qmu.ac.uk.



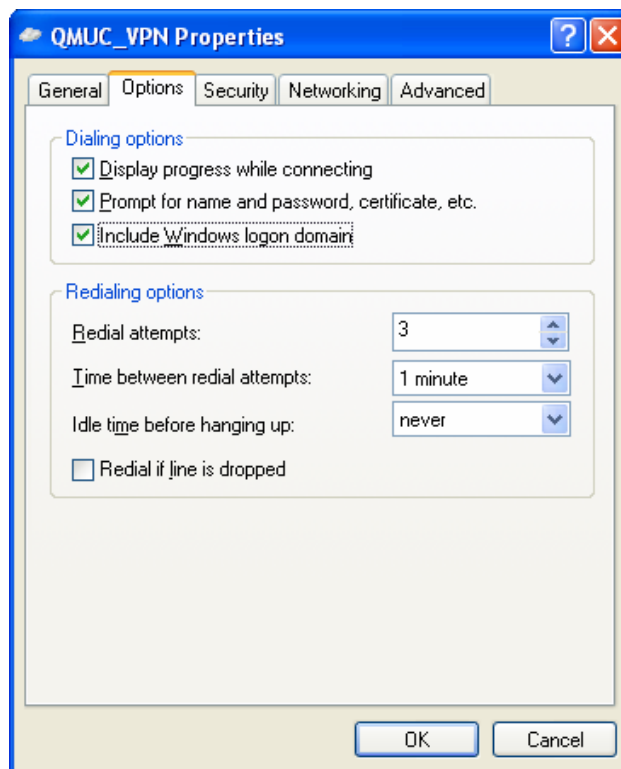
Select **Next >**. The next screen offers the option to make the connection usable by all users. We recommend that the connection is available only to yourself. Select the bottom option. (If you are the only user you may not get presented with this option) Select **Next >**. A summary screen will appear with an option to place a short cut on your desktop. Please select this option.



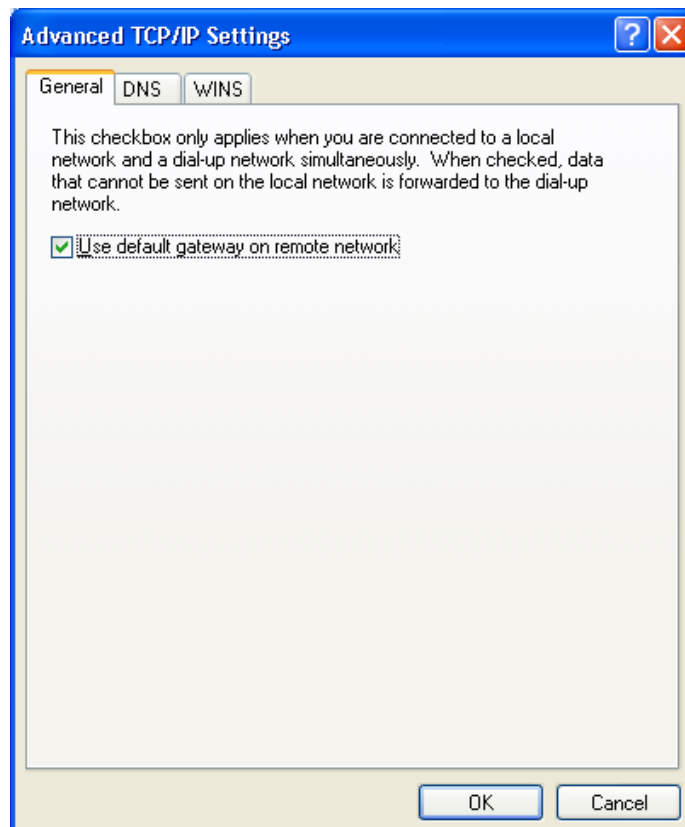
Select **Finish**. You should now have a QMU VPN icon on your desktop.

Step 2 - Configuration of the client

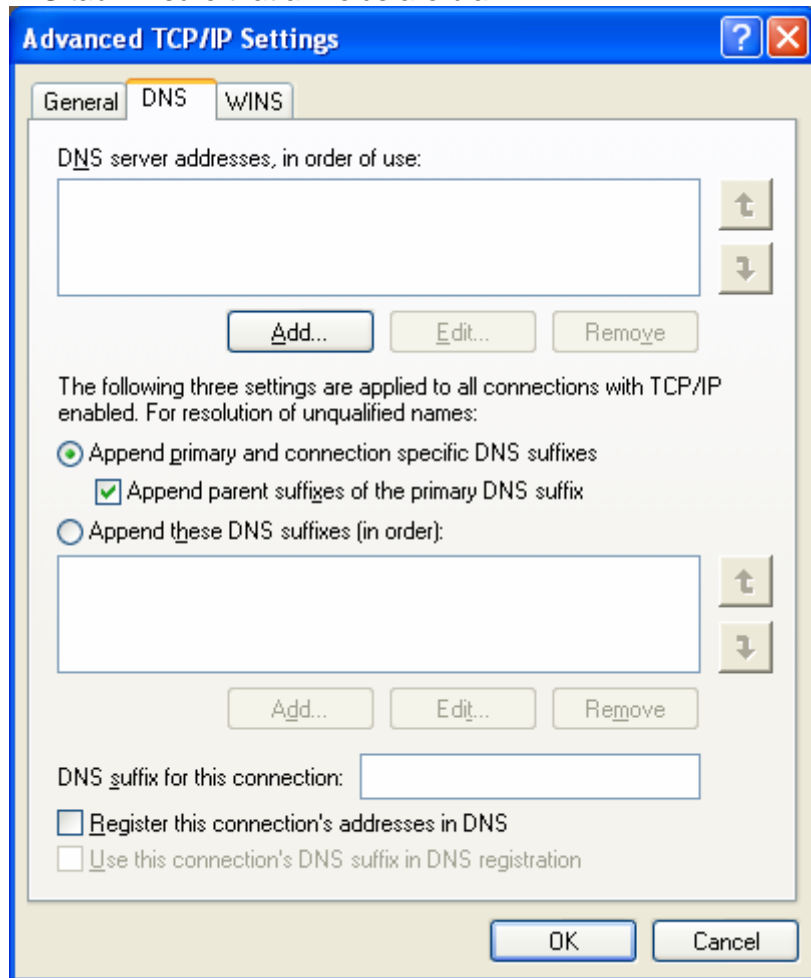
Once the icon has been created, double click to run it then click **Properties**. Select the options tab then select the "Include Windows logon domain" box.



Select the **Networking** tab, highlight "Internet protocol (TCP/IP)" and select **Properties**. In the window that appears select **advanced** and uncheck the "Use default gateway on remote network".



Select the **DNS** tab. Ensure that all fields are blank.



Keep selecting ok until you return to your desktop.

Step 3 - Accessing the University Network using the QMU VPN

The first step is to log on to your ISP. Once you have logged on to your ISP, double click the QMU VPN connection icon you have just set up. This will then present you with the VPN login.



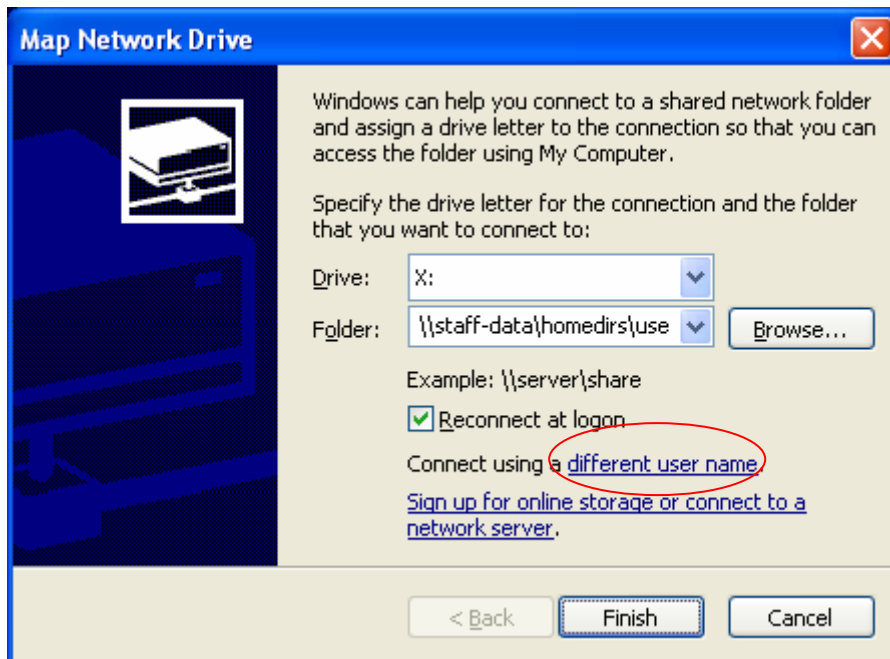
Fill in the login dialog box with your user name, password and domain (QMU), for added security we recommend that you **do not** have the “**Save this username and password**” box checked. Click **Connect**. A tunnel will be created between the university and your PC.



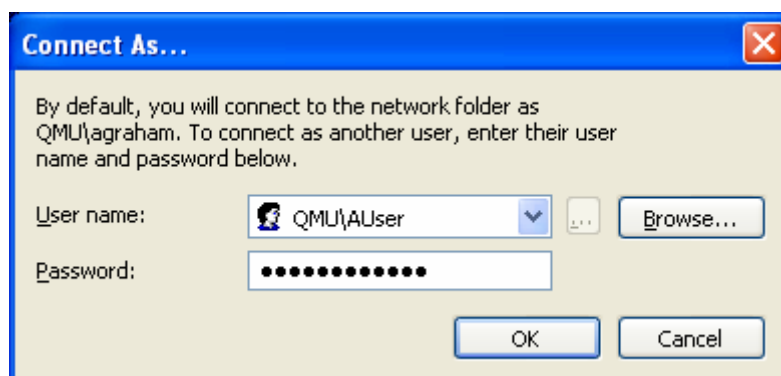
Once connected there will be two dialup connection icons in the bottom right hand corner of the taskbar.

Step 4 - Accessing Network drives

Windows XP will not run the log in script that sets up your network drives. To access any files on the file servers you will have to map your own drives. Whilst logged onto the QMU VPN, go to **Start ⇒ My computer ⇒ Tools ⇒ Map Network Drive**. In the window that appears type in the folders box the name of the server and folder that you wish to access in the format [\\servername\sharename](#). For example, staff should map the Z drive to [\\staff-data\homedirs\username](#); students to [\\stud-data\homedirs\username](#).

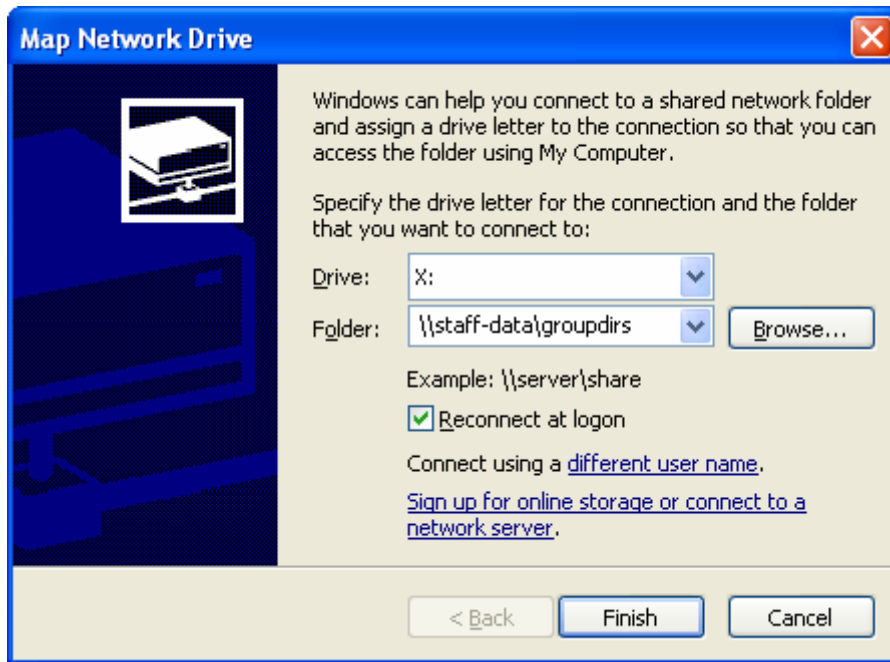


Connect using a **different username**, fill in your username and password in the dialog box when prompted.



A status box will appear informing that a connection is being attempted. The drive should now be accessible in My Computer.

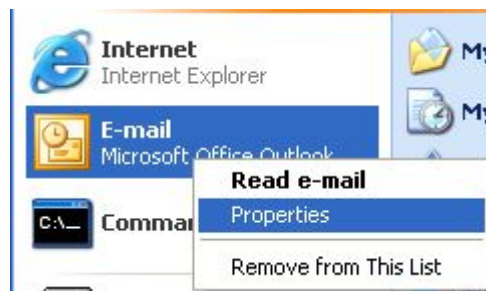
If necessary, repeat the process above to map drive letter G or X to your group directory; [\\staff-data\groupdirs](#).



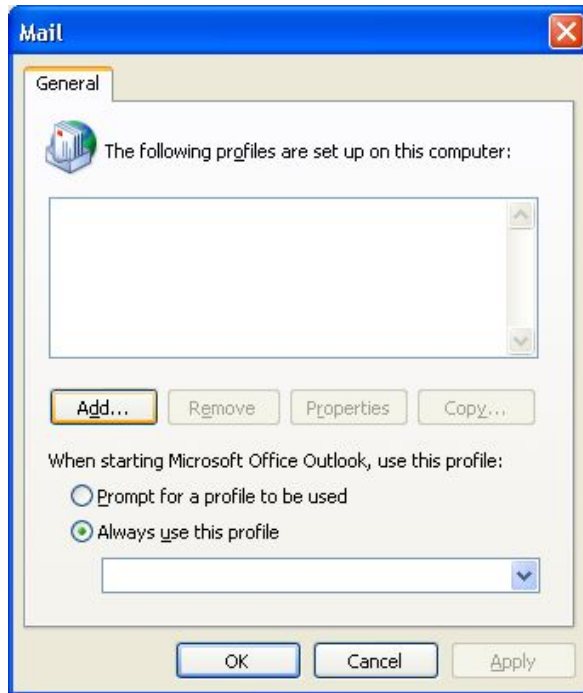
Step 5 – Connecting to Exchange using Outlook

These instructions only cover connection to Exchange using Outlook, and may not be relevant for the e-mail client you have at home. Additionally, any existing mail client settings may cause problems, care should be taken when following these instructions.

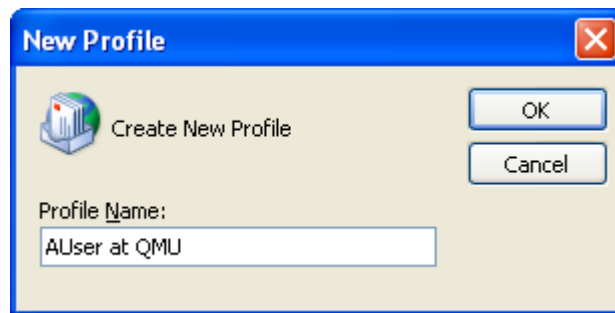
Right-click on Microsoft Outlook from the Start Menu and click **Properties** (if Outlook is not available from the Start Menu, click on **Control Panel** ⇒ **User Accounts** ⇒ **Mail**)



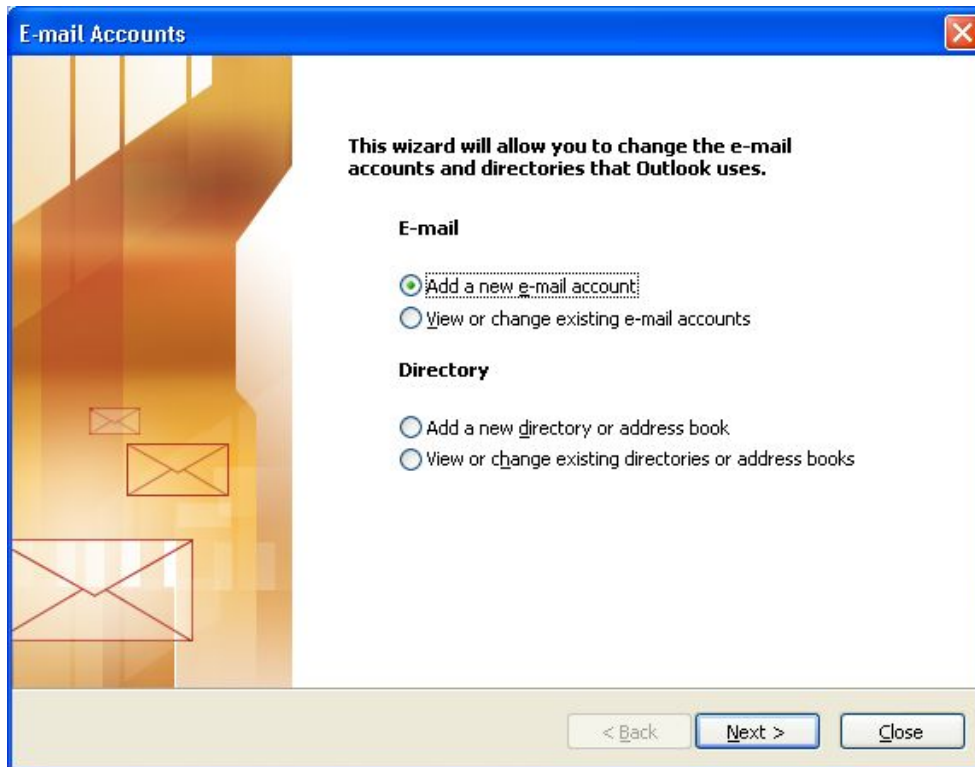
If you do not already use Outlook there should not be any profiles already created – click **Add** – if you already use Outlook there may already be a profile set up, in this case click on **Prompt for a profile to be used**, then click **Add** to create a new one.



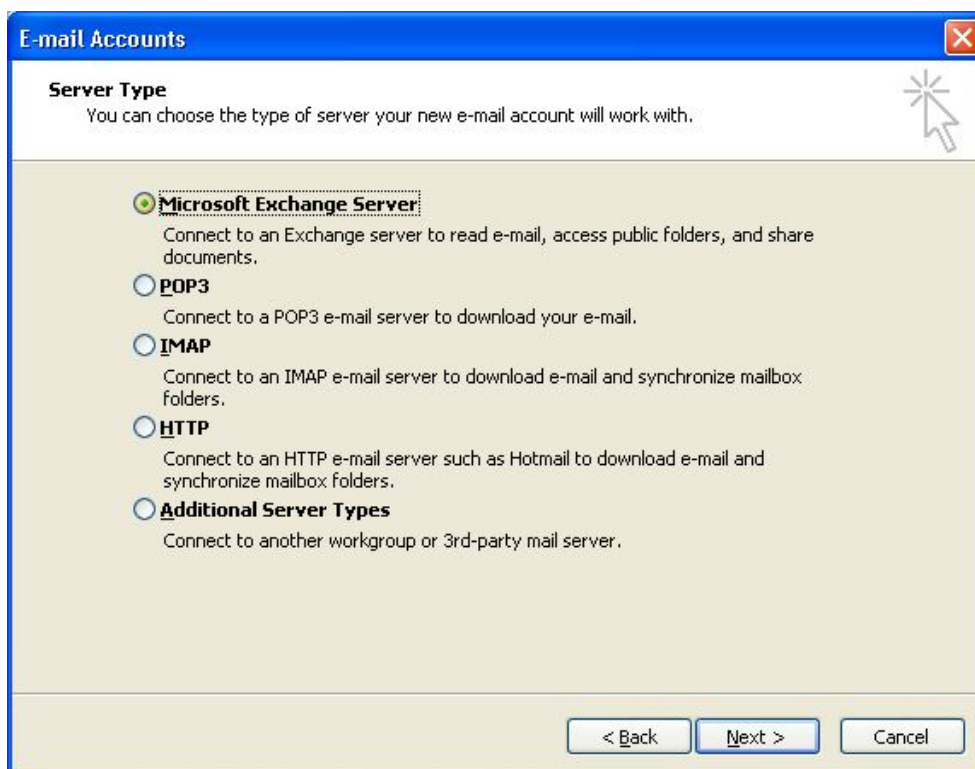
Give the profile a relevant name:



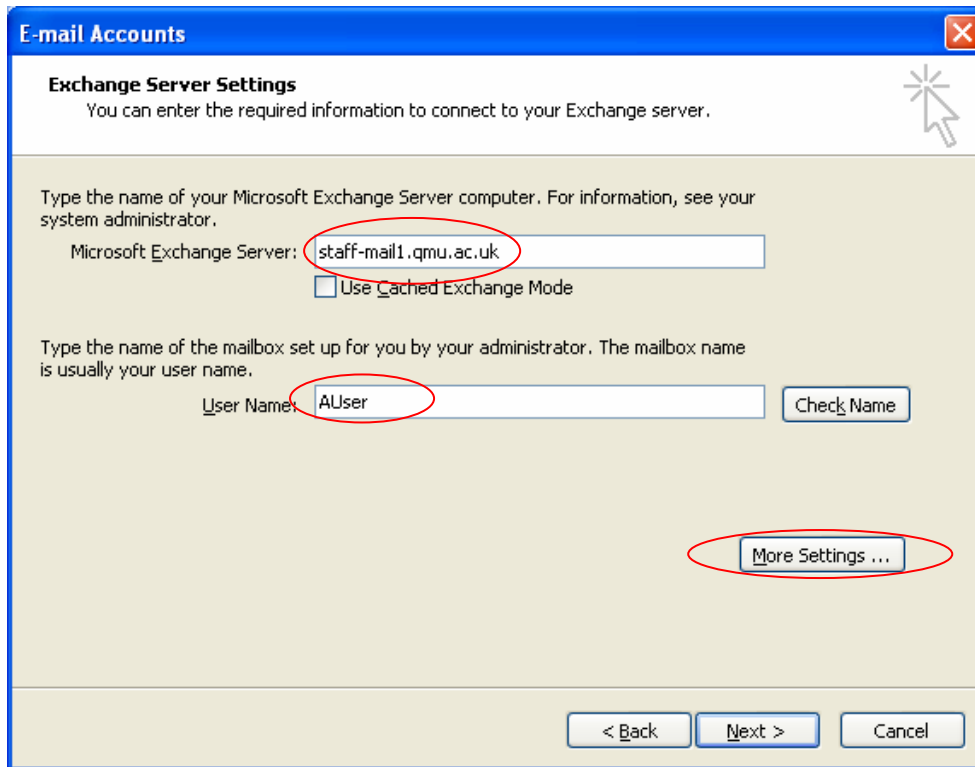
Following the wizard that appears, select **Add a new e-mail account**, then click **Next**.



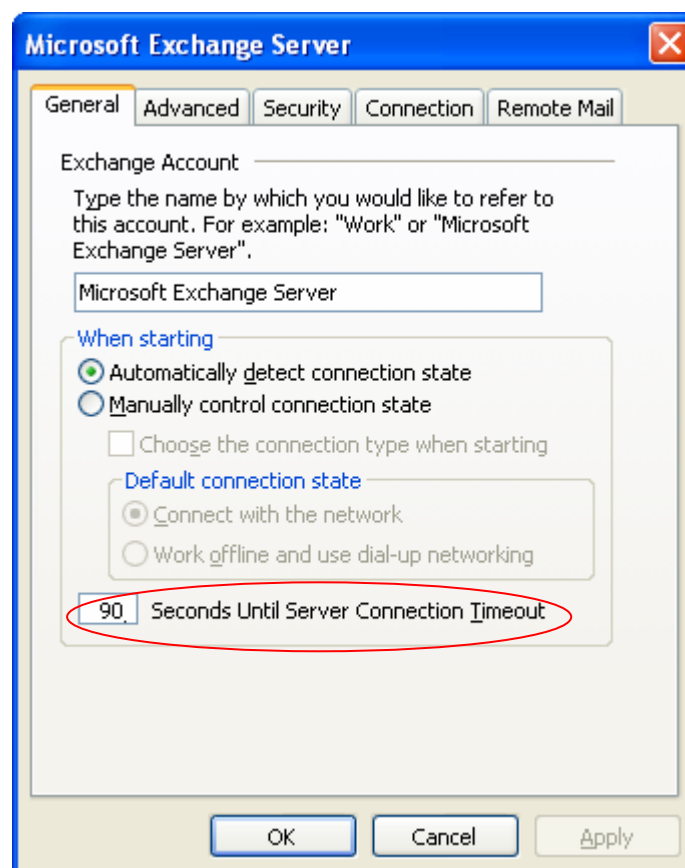
Select **Microsoft Exchange Server**, click **Next**.



First de-select **Use Cached Exchange Mode**, then enter the name of the mail server: for staff this is *staff-mail1.qmu.ac.uk*; for students this is *stud-mail1.qmu.ac.uk* and your username;



then click on More Settings...



Change Seconds Until Server Connection Timeout to 90. This accommodates any latency in the broadband and VPN network. Click OK to return to Email accounts.

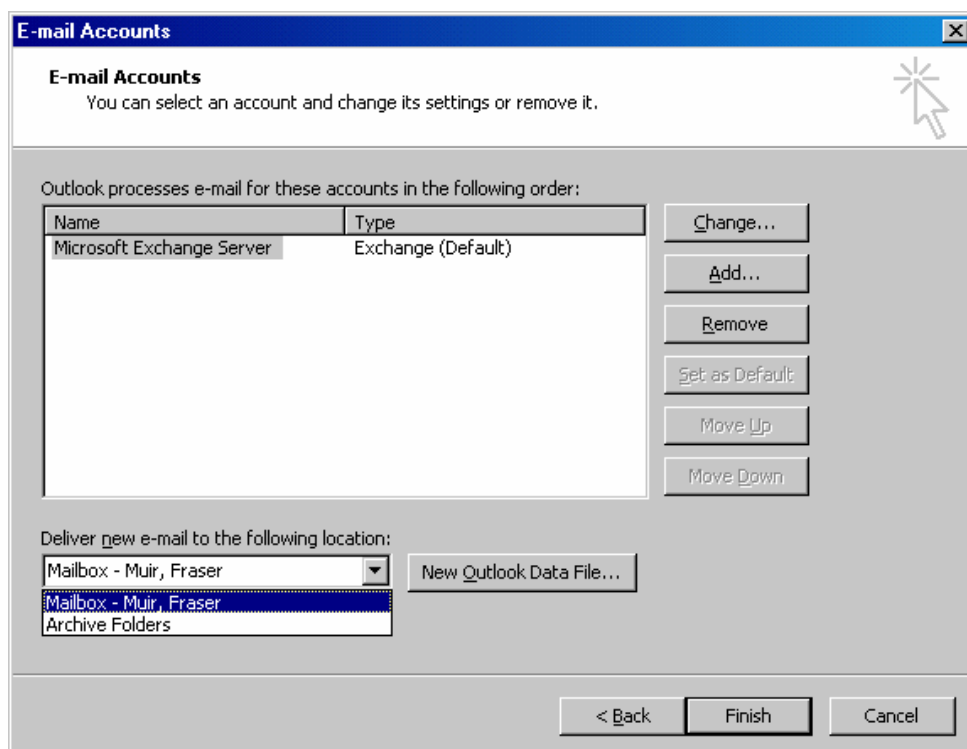
Now click on **Check Name** – this may take some time to check with the mail server. When this is complete the username will be underlined, click **Next**.

The wizard is now complete, click **Finish**.

If you have a profile already set up you will need to restart Outlook, where you will be prompted for which profile to use. If this is the only profile set up Outlook should automatically connect to the mail server and you will be able to send and receive e-mail as normal. However, if you have a Personal Folder (.pst file) or any archived folders on your work machine these will only be available if you move them to your Z drive or other network storage.

If you have multiple profiles in Outlook, or if you have previously used Outlook to connect to another mail account, we recommend that you check to ensure the correct delivery location for your QM mail. **You must do this before running Outlook for the first time.**

- Click on Start ⇒ Settings ⇒ Control Panel ⇒ Mail
- Click on the Email accounts button
- Click on View or change existing... and then Next
- Click on the account name which corresponds to the type Exchange (by default called Microsoft Exchange Server) and select **Mailbox – Surname, Forename** from the drop down list below, entitled Deliver new e-mail to...

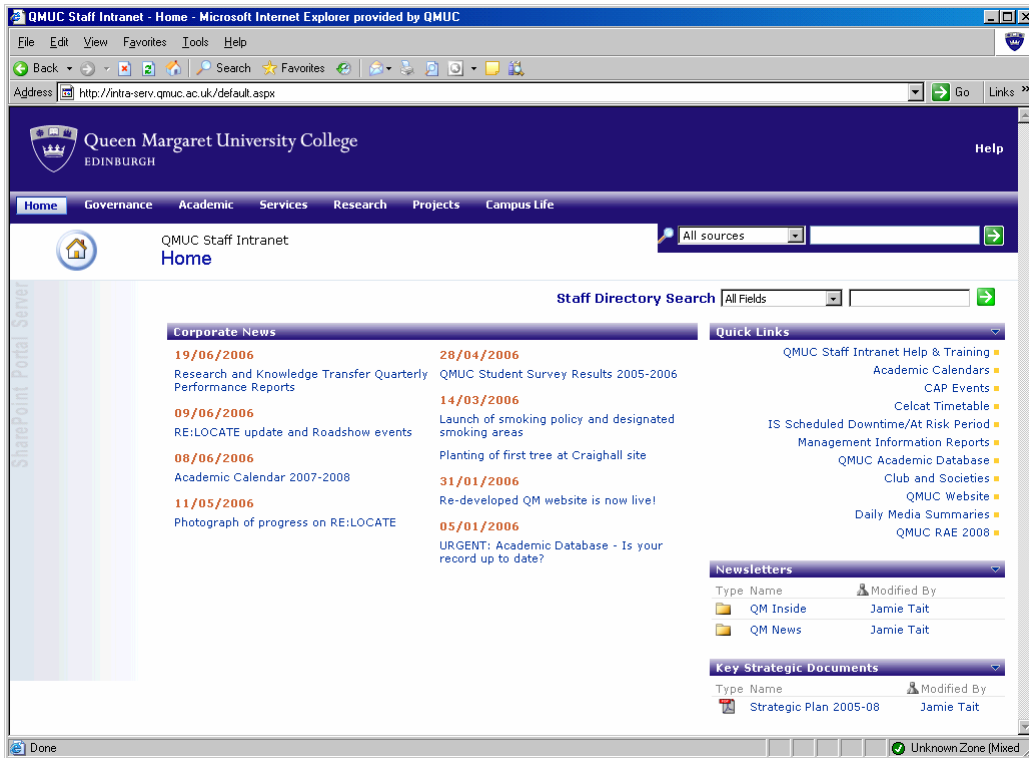


- Click Finish and Close

Step 6 – Accessing the corporate Intranet

Once a successful connection to the VPN has been made it is now possible to access the corporate Intranet exactly as you would do from within the institution.

Launch Internet Explorer and in the address box type <http://intra-serv.qmu.ac.uk/>



If you have been sent a link to a location on the Intranet or have a site bookmarked, you must ensure that you are successfully connected to VPN.

Step 7 - To close the VPN connection

Before closing the VPN connection remember to disconnect the mapped network drive:



Select the network drive you want to disconnect then click **OK**. Also close Outlook if you have set up a work profile as detailed above.

Double click the QMU_VPN icon in the system tray at the bottom right of the screen and click Disconnect. Check first that this is the QMU VPN connection. If you have chosen to automatically dial your ISP before setting up the VPN tunnel that connection will also be disconnected.