Using the ECM VPN with iOS devices

ECM IT has set up a VPN server to provide an enhanced service to ECM staff and students. This document shows you how to set up a connection on a Windows computer once your account has been enabled.

As a student studying a unit in ECM your account is automatically activated. For staff working for the ECM faculty your account is also automatically activated. Should you have any issues with authenticating please do not hesitate to email ECM IT support at:

ithelp-ecm@uwa.edu.au

Quick details for advanced users:

For those of you who know how to configure a VPN connection the details you need are:

- **Server**: ecm-vpn.uniwa.uwa.edu.au
- **Username**: Your staff / student number
- **Domain**: No domain needed.
- **Password**: Your PHEME password
- **VPN type**: PPTP
- **Encryption**: 128 bit (or Maximum)
- **Authentication**: MSCHAP2

Creating a VPN Connection on iOS device:

**To setup the VPN:**

Open the ‘settings’ controls on your device:
With the settings open and a connection to a wireless network, select the ‘General’ option from the menu on the side.

Select ‘VPN’ from the options available. If this is your first VPN connection it will say ‘Not Configured’

When selected you will be presented with the option to ‘Add VPN Configuration’, select this to open the ‘Add Configuration’ dialog.
Please enter the following details:

- Select PPTP from the tabs at the top
- Description: ECM-VPN
- Server: ecm vpn.uniwa.uwa.edu.au
- Account: [Staff/Student number]
- RSA SecurID: Off
- Password: [Pheme Password]
- Encryption Level: Maximum
- Send All Traffic: On
- Proxy Off

Once all the data is entered it should look similar to the image below:

Once entered and saved, a VPN menu item will appear on the side enabling you to quickly toggle your VPN on and off. The VPN menu item will also allow you to select alternative VPN configurations should you require more than one.
Troubleshooting:

The following items contain general information about the ECM-VPN and troubleshooting technics that are worth trying if you are having issues with your ECM VPN connection. As always if you need additional assistance or have any questions please contact ECM IT support by email at ithelp-ecm@uwa.edu.au.

Authentication issues:

The most common problem with the VPN connection is authentication. Changes to passwords may not be transferred to the VPN system immediately so please wait about 30 minutes after changing your password before trying the VPN. New accounts take longer to propagate through the system so it is best to wait until the next day if you have just enabled your PHEME account.

The best way to check your password is by logging onto the PHEME website:

https://www.pheme.uwa.edu.au/

If you cannot log into PHEME then you may either have the wrong password or your account could have been locked by trying too many times with the wrong password. A locked account will unlock after 30 minutes for which you can try logging into PHEME again.

Checking and changing VPN Settings (Properties).

The settings entered will be correct in most situations but in some cases you may have to update them so that they match the server more closely. Changes to the VPN will be updated via documentation and notification to the faculty.

Should you require to make a modification to your VPN you will need to select the ‘General’ option from the menu under ‘Settings’, and then select the ‘VPN’ from the options available. This will display all of the configured VPNs. You can then edit a VPN by selecting the associated arrow on the far right of the display.

![VPN Settings](image)

Once selected you can then edit the details of the VPN accordingly.

Access to License servers:

Some license servers have restricted access and need additional configuration of the VPN server and license server before they can be used from the ECM VPN. Not all licenses can be used off campus or on non-UWA computers. If you need access to particular licenses from off campus then please email ithelp-ecm@uwa.edu.au.