Using the ECM VPN with OSX 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 OSX device:

**To setup the VPN:**

Open the ‘System Preferences’ by:

- selecting it from the Dock:
- Or you can select [Apple]→[System Preferences]:

With the system preferences open select “network”.

This will open the “Network” preferences. To create a VPN connection please click on the ‘+’ in the bottom left hand corner:
When the ‘Select the Interface’ window appears, choose VPN and set the VPN type to PPTP and name the service ECM-VPN.

On the next window please enter the following details:

- Configuration: Default
- Server Address: ecm-vpn.uniwa.uwa.edu.au
- Account Name: [Staff/Student number]
- Encryption: Maximum (128 bit only)
- Show VPN Status in menu Bar: Checked

Once all the data is entered it should look similar to the image below:
With this complete please click the ‘Advanced’ button and tick the “Send all Traffic over VPN” from the dialog presented and then click “OK”:

![Advanced settings dialog]

With everything complete please click “Apply” to save the VPN Configuration. A small VPN Icon will now be available in the menu bar near the clock. You can click on this and choose Connect ECM-VPN which will then ask you for your Pheme password.

![Connect ECM-VPN]

Once connected you will see the duration you have been connected next to the icon and can disconnect in the same way.

![Disconnect ECM-VPN]
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 open the ‘Network’ settings under ‘System Preferences’. You then need to select ECM-VPN from the left hand menu. Once select you will then be able to make changes 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.