

# Using the ECM VPN with Windows 7

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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](mailto:ithelp-ecm@uwa.edu.au)

## Quick details for advanced users:

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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

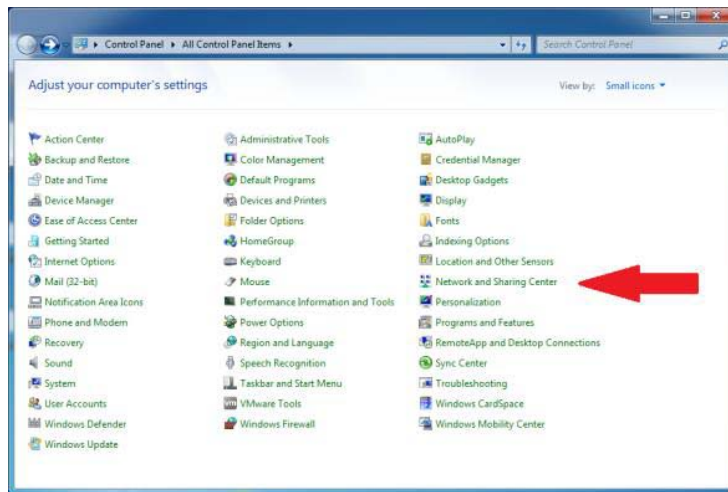
## Creating a VPN Connection:

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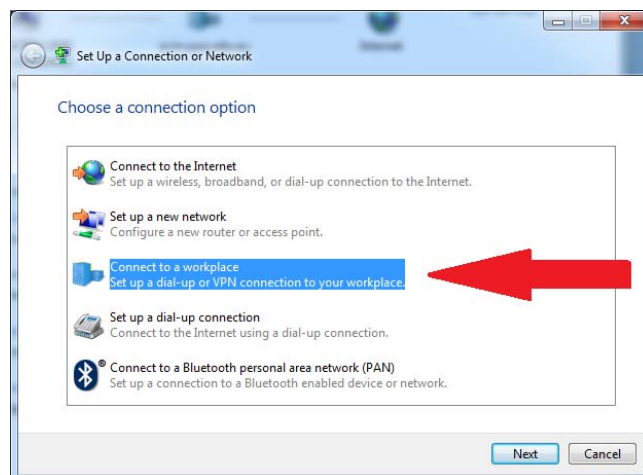
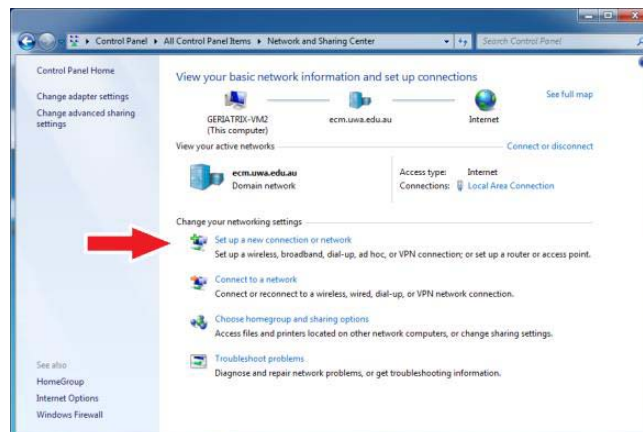
## Open up the “Network Sharing Center”:

Click the “Start Button” and select “Control Panel” from the menu. From the dialog click on “Network Sharing Center”. The “Start Button” is normally at the bottom left of the screen.



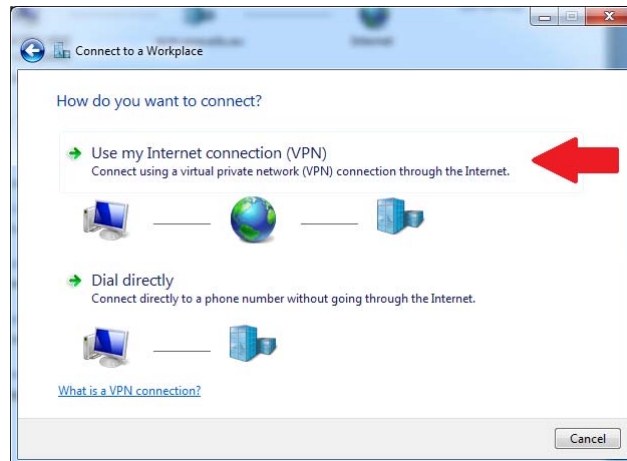
## Setup a new Network or Connection:

Click on “Setup a new Network or Connection” and then “Connect to a Workplace”.

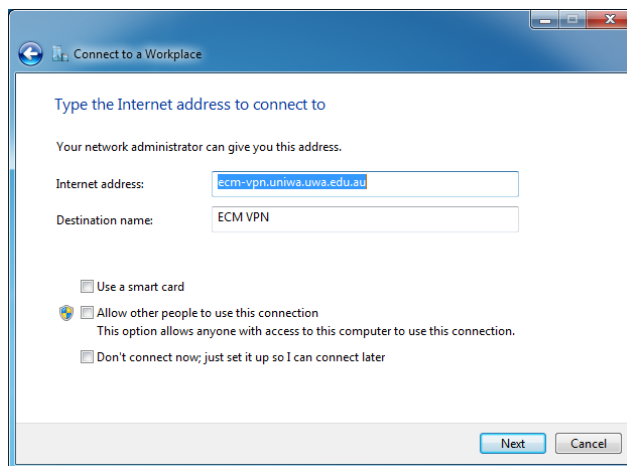


## Connect to Workplace:

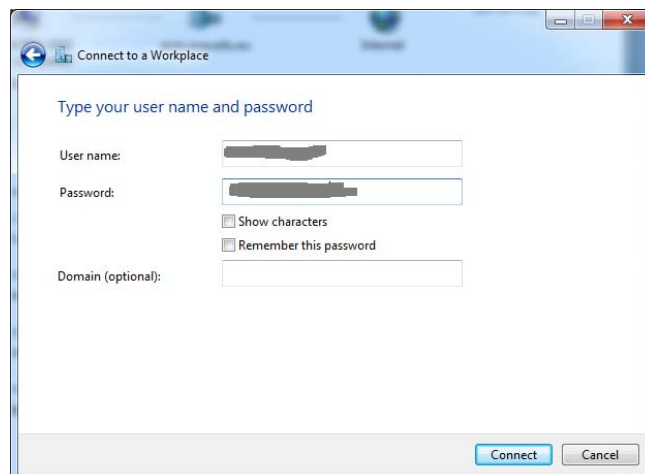
Choose “Use my Internet Connection (VPN)”.



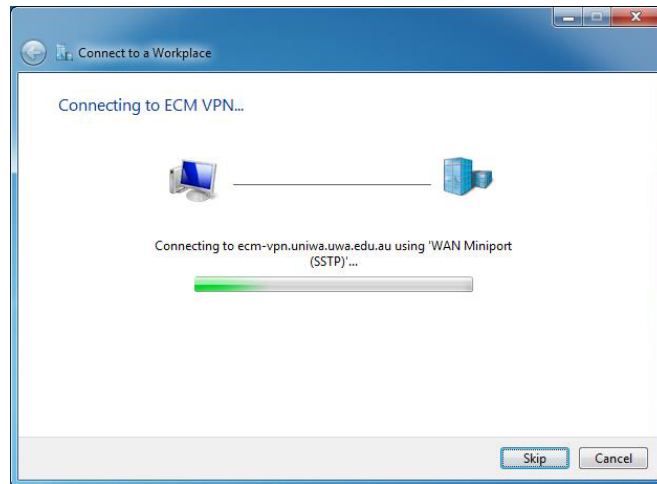
Then enter the VPN server name of “ecm-vpn.uniwa.uwa.edu.au” and a name for the connection (Destination Name) such as “ECM VPN”.



Click Next. Then enter your Staff or Student number for the “User Name” and your PHEME password for “Password”. Leave all other settings unselected or blank.



Click “Connect” and wait whilst it tries various VPN settings.

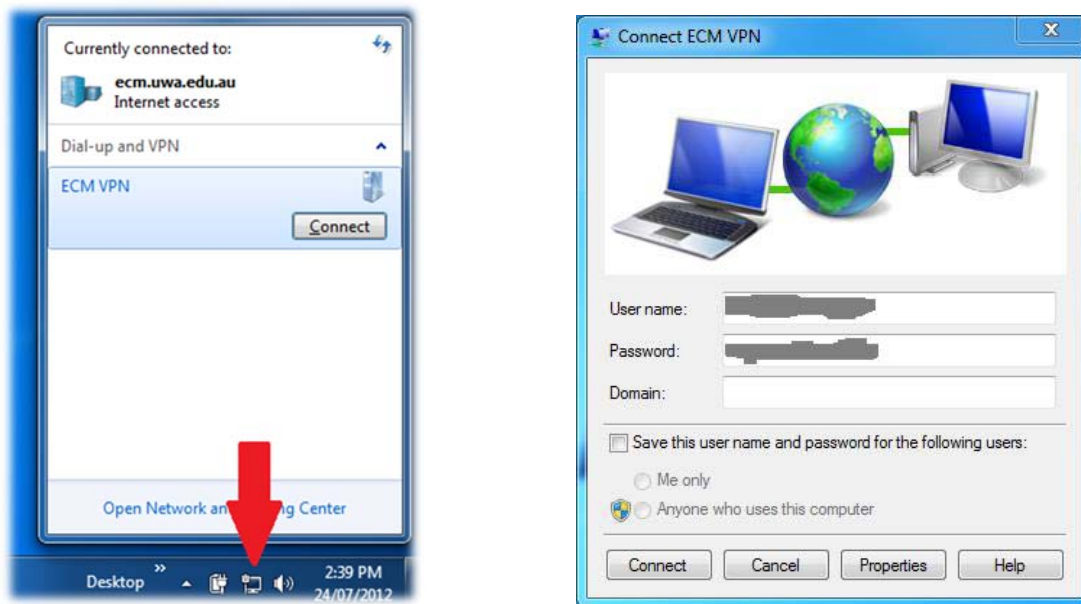


After a while it will successfully connect. If the connection does not work the please refer to the “Troubleshooting” section below.

## Connecting and Disconnecting once configured:

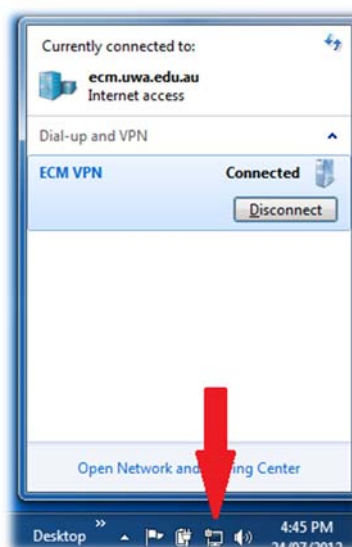
### Connecting the VPN:

To connect to the ECM VPN once you have configured it, click on the network icon at the bottom right of the screen, select the “ECM VPN” and click the connect button. When the logon screen appears enter your staff / student number and your PHEME password. Leave the “Domain” blank. Do not save your username and password.



### Disconnecting the VPN:

To disconnect from the ECM VPN, click on the network icon at the bottom right of the screen, select the “ECM VPN” and click the “Disconnect” button.



## Troubleshooting:

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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](mailto: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.

### 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](mailto:ithelp-ecm@uwa.edu.au).

### 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.

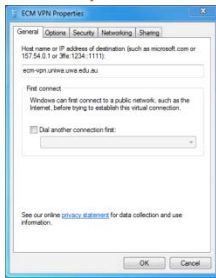
In most situation the settings created by the connection “Wizard” above will work but in some cases you will have to update them so that they match the server more closely.

Should you require to make a modification to your VPN connection “Properties”, click on the network icon at the bottom right of the screen, select the “ECM VPN” and click the connect button. When the logon screen appears click the “Properties” button instead of logging on. On the next page is check list for the connection “Properties”

# Troubleshooting Checklist:

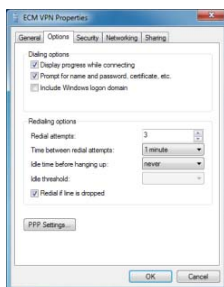
## VPN Properties Tab

## Items to check



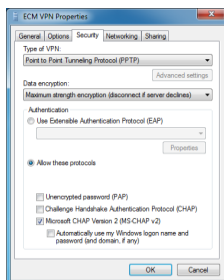
**General**

- “Hostname ...” set to “ecm-vpn.uniwa.uwa.edu.au”.
- Do not set this to an IP address as the IP may change



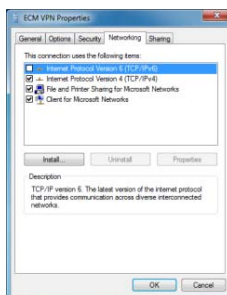
**Options**

- “Include Windows Login Domain” turned off.
- “Idle time before hanging up” set to “Never”.



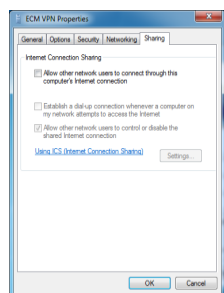
**Security**

- “Type of VPN” set to “Point to Point Tunneling Protocol (PPTP)”
- “Data Encryption” set to “Maximum Strength ...” (128 bit)
- “Allow these protocols” for “Authentication” set to “MS Chap v2” only. All others turned off.



**Networking**

- “Internet protocol version 6 (TCP/IP v6)” turned off
- “Internet protocol version 4 (TCP/IP v4)” turned on and all of its properties set to “... Automatic ...”



**Sharing**

- “Allow other users ...” turned off.