Using NJCU VPN to Connect to Your Work Computer

Important: These instructions are for a Windows 7 computer running Internet Explorer version 9 or higher. Procedures and screen views will be different on Windows 8 computers, but the general process is the same.

On your work computer...

You must first acquire the IP address of your work computer to be able to attach to it. This process must be repeated periodically to ensure that your IP address has not changed.

Before attempting to access your work computer from off campus, determine the IP address of the computer.

1. Click the Start Button

2. Select “Run” from the start menu

NOTE: If the Run command is not on the Start menu, Type “Run” in the “Search programs and files” search box and select it in the resulting Search results list. Alternately, the Run command can be added to the Start menu. See instructions at the end of the document, after “Troubleshooting”.

Open a command window.

3. Type “cmd” in the Run window input box

4. Click the OK button

At the command prompt,

5. Type “ipconfig” and hit the Enter key
6. Note down the IP address of the computer.

NOTE: Every IP address is different! Record the complete 4-part address, including periods.

On your home computer...

Login to the NJCU Network

1. Open the Internet Explorer enter URL for the NJCU VPN service:

   [http://vpn.njcu.edu](http://vpn.njcu.edu)

2. Login using your GothicNet ID and Password

3. Click the button.

Continues next page.
The VPN Interface
– Web Links tab

This page is a tabbed interface, with the contents of the first tab (Web Links) displayed.

4. Click the “ThinClient” tab

The VPN Interface
– Thin Client Page
– Select Connection Type

Use this pagelet to connect to your work desktop computer.

5. To begin access, click the Remote Desktop Client link.

Note: IE is currently required for Windows systems, but other browsers may work.
Browser Install Challenge

6. Allow the VPN software to install by clicking the “Install” button in the challenge Pop-up window.

NOTE: You will only have to install this software the first time you use Remote Desktop.

Firewall Challenge

7. Windows Firewall may also issue a warning during the add-in installation. If so, click the “Unblock” button.

UAC Challenge

Windows will then warn you that a program is trying to install.

8. Verify that it is Terminal-SvcsTCS from Array Networks. If so, click “Yes”.

After installation, you should see the following dialog window…
Connection Dialog Window

9. Enter the IP address of your desktop computer.
   - Leave “Size” set to “Full Screen”.
   - Leave “Color Depth” set to “Default”.
   - Set (remote desktop) Sound as desired.
   - *Ignore* the Performance and Advanced tabs.

10. Click the “Connect” button.
    It will take a minute or so for the connection to be established and your work desktop to be displayed.

After your first session, you will only have to complete steps 1-4, 9 and 10 when you use this service. To end your session, click the Close button on the Session toolbar at the top of the screen.

Notes:

- Your remote session is presented as a full screen overlay by default, but it is a program window that you can control.
- Use the Minimize button to temporarily hide the window so you can use local applications as needed. You will see an icon for the session in your local task bar. To get back to the session, click the task bar icon.
- If you are running your session on a bigger screen with higher resolution than your monitor at work, you can run the session in a window that matches your monitor at work. Enter your monitor size in the connection dialog window and select window instead of Full Screen. This will preserve the position of you icons on the work computer.
Troubleshooting

If your computer seems to freeze when you connect to your IP address, the IP address may have changed. You will need to verify the IP address again by running through the work computer procedures again.

If the IP address is the same, try clearing IE Cache…

Access the IE Options window

1. Click the Setup Gear icon in the upper right of the IE window.
2. Click on “Internet Options”

Internet Options Window

3. Click the Delete… button.

This action will pop up another process window.
Delete Browser History dialog window

4. Check the “Temporary Internet files” box. You can check off other options at this point, as desired.

5. Click the button.

When the process is done you will see the notification window, below.

6. Click the Close button .

The notification window will close and you will be back to the Options window.

7. Click to exit the dialog window.

If the client does not run, try re-installing the client software…

The error may look like this:
1. Open Windows Explorer (Win+E) and enter the following path in the address bar:

   ![Address bar](C:\Windows\Downloaded Program Files)

2. Delete the Terminal Services OCX file.

   If these suggested solutions do not restore connectivity, please contact the IT Help Desk.

Adding the Run command to the Start button menu

It might be useful to have the Run command readily available if it is used often. To place it on the Start Menu, do the following…

1. Right-click on the Start button and select “Properties” from the Context menu. This will start a new processes window.
The Taskbar and Start Menu Properties dialog window

2. Click on the “Start Menu” tab to show options for the Start Menu.

3. Click the “Customize…” button. This will start another dialog window.

The Customize Start Menu dialog window

4. The options list is in alphabetical order. Scroll down and click the Check box next to “Run command”.

5. Click the OK button to save and exit the “Customize Start Menu” dialog window.

6. Click the OK button again (previous image) to exit the “Taskbar and Start Menu Properties” dialog window.