

Cannot install VPN Client successfully.

The VPN client runs but fails to connect when I enter my login and password.

The VPN seemed to install correctly but when I run the program there is no connection entry to use to connect to OHSU.

The VPN client is very slow and sometimes doesn't respond.

I cannot connect to a server share at OHSU to obtain a file.

I cannot connect to other computer at my home or get out to the Internet while I'm connected on the VPN.

The VPN connection entry will not work. It seems to run but I never see a login prompt.

Problem:

Cannot install VPN Client successfully

Solution:

Be sure you are following the instructions in the OHSU VPN Client for Windows 2000 Installation.doc. Be sure you are using the proper version of the client for your operating system (W2K/XP). Alternative programs are available for Windows 9x/MAC OS10/Linux.

Problem:

The VPN client runs but fails to connect when I enter my login and password

Solution:

The most common problem is expired/expiring OHSU network password. Your network password must be changed periodically from a wired OHSU workstation. The VPN client will not prompt you for a new password, it will fail. This will be fixed in future versions but the password must be changed on a wired workstation before the VPN client can be used successfully.

****Note** For connectivity issues the ticket should be created and sent to NETI. Radius1 should also be checked. NETN can do that. The call I got was just hanging trying to connect to 137.53.254.3, csbVPN1-external.ohsu.edu, I believe this is the VPN service running on Radius1. I was unable to ping the IP address. To fix this the Radius1 server was restarted. I don't know of a way for us to test whether this should go to NETI or NETN unless the inability to ping the address is an indicator.

Problem:

The VPN seemed to install correctly but when I run the program there is no connection entry to use to connect to OHSU.

Solution:

The OHSU VPN client install program includes a customization file called OHSU_VPN.pcf. Make sure this file is present in your source directory when installing the program. The customized installation CD and zipped install file will always include this file.

Problem:

The VPN client is very slow and sometimes doesn't respond.

Solution:

The VPN client performance is dependent on your Internet connection speed as well as the Internet path to OHSU. Make sure you are operating the VPN client with a properly functioning cable modem or DSL connection or greater.

Problem:

I cannot connect to a server share at OHSU to obtain a file.

Solution:

The VPN client authenticates to the network but this is not the same as a login to the network. In order to login to the network, the Novell client would need to be installed on your local workstation. Also, your home computer is not part of the OHSU domain and therefore Windows shares may not be accessible without further configuration as well. While it is not necessarily supported or encouraged to install the Novell client it is possible to login to Novell with the proper configuration. It is also possible to join your home workstation to the OHSU Windows Domain so that Windows shares are available. It is recommended to acquire an OHSU built workstation rather than trying to configure this on an employee-owned computer.

Problem:

I cannot connect to other computer at my home or get out to the Internet while I'm connected on the VPN.

Solution:

The VPN client has a security feature that disallows other connections (backdoor) while the VPN is connected. Internet access will work through the OHSU infrastructure while connected via VPN but any other local access requires a disconnect of the VPN connection. This is only relevant if you are sharing an Internet connection on your computer. An Internet connection plugged into a router will not affect other connected workstations.

Problem:

The VPN connection entry will not work. It seems to run but I never see a login prompt.

Solution:

The most common problem here is a personal firewall installed on your computer. Test this by disabling the firewall temporarily and try again. A personal firewall must pass the esp protocol and udp ports 10000 and 500. This will also occur if you attempt to use the VPN client while connected the OHSU network. The VPN client will not work from an OHSU network computer.