Using WebVPN (webvpn.childrens.harvard.edu) to access shared and P drives, access e-mail, and use Remote Desktop

Connecting to your shared drive
To connect to your shared drive, you must bookmark it. When you bookmark your shared drive, it appears on your WebVPN home page.

To bookmark your shared drive
To bookmark your shared drive, follow these steps:
1. Access the WebVPN home page.
2. In the Files section, click . A list of domains appears.
3. Click the domain to select, for example CHBoston.
4. A list of servers appears. Click the name of the server to select, for example ISD_Team.

Note: Be sure to type the underscore between words. For example, type ISD_Team, not ISD Team.
5. If it is a secured server, the following window appears. Type your CHBoston username and password.

<table>
<thead>
<tr>
<th>Attention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cannot connect to the server ISD_Team</td>
</tr>
<tr>
<td>Username: [Input Field]</td>
</tr>
<tr>
<td>Password: [Input Field]</td>
</tr>
<tr>
<td>Continue</td>
</tr>
</tbody>
</table>

Note: If your domain is not CHBoston, you need to specify your domain name in the format: domainname/username. For example, Cardio/forbes_k. There are no spaces between the domain name, backslash(\), and your username.

6. A list of shared drives appears. Click the share to select.
7. In the upper right corner of the window, click .
Connecting to your P: drive

You must know your usergroup to connect to your P: drive remotely. Usergroups are based on usernames. Use the table to find your usergroup.

<table>
<thead>
<tr>
<th>If your username is a name like forbes_k use this column</th>
<th>If your username begins with CHB and ends with a number like CH123456 use this column</th>
<th>User Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your last name begins with:</td>
<td>Your username ends with:</td>
<td>This is your usergroup</td>
</tr>
<tr>
<td>A-F</td>
<td>00-24</td>
<td>chfsuser1</td>
</tr>
<tr>
<td>G-L</td>
<td>25-49</td>
<td>chfsuser2</td>
</tr>
<tr>
<td>M-R</td>
<td>50-74</td>
<td>chfsuser3</td>
</tr>
<tr>
<td>S-Z</td>
<td>75-99</td>
<td>chfsuser4</td>
</tr>
</tbody>
</table>

To connect to your P: drive

To connect to your P: drive, follow these steps:

1. Access the WebVPN home page.
2. In the Files section, click 🕒.
3. In the Search box at the top of the screen (also called the Browse field), enter: \YOURUSERGROUP\username$. For example, \chfuser1\forbes_k$.
5. Click 🕒. The Add Windows Bookmark page appears.
6. You can enter an easy-to-remember name in the Bookmark Name field, such as My P: drive.
7. Click 🕒.
WebVPN
(Webvpn.childrens.harvard.edu)

Accessing email

You can use either Outlook Anywhere or OWA when connected to WebVPN.

Note: You must configure Outlook Anywhere before you can use it with WebVPN.

To use Outlook Anywhere
To use Outlook Anywhere, follow these steps:

1. To prevent data corruption, close Outlook Anywhere before you connect to WebVPN.childrens.

2. After your WebVPN session is active, open Outlook Anywhere.

Note: For more information about Outlook Anywhere, see the eHelp page.

To use OWA
To use OWA, follow these steps:

1. Access the WebVPN home page.

2. In the Web bookmarks section, click the Outlook Web Access link.

3. Log in using your CHB username and password.

Using Remote Desktop with WebVPN
Remote Desktop is a Windows utility that allows you to access a computer from a remote location. For example, you can use Remote Desktop to access files and drives from your Windows XP work computer while you are at home.

Why use Remote Desktop
ISD encourages you to use Remote Desktop to minimize the risk of accidently saving data on your laptop or home computer.
Setting up Remote Desktop

Before you can use Remote Desktop, you must meet the following requirements:

- If you have a PC, it must be running Windows 95 or later.
- If you have a Mac, download Remote Desktop Client for Macintosh, available for download at: http://www.microsoft.com/mac/downloads.mspx?pid=Mactopia_RDC#viewer
- You must be connected to the Hospital network via VPN.
- You must know the name of your work computer.
- Both computers must be turned on.

**Note:** Your computer can be locked, but it cannot be powered off.

Setting up your work computer

Before you can use Remote Desktop, you must verify settings on your work computer.

**Note:** To make changes to your computer, you must have Administrator rights to your computer. To request Administrator rights, log a Remedy call from the eHelp page on the Internal Web.

To verify information about your work computer setup

Use the Control Panel to find information about your computer. Follow these steps:

1. Select **Start > Control Panel** or **Start > Settings > Control Panel**. The Control Panel appears.

2. Click **System**. The System Properties window opens.

3. Click the **Remote** tab.

4. Check the **Allow users to connect to this computer remotely** box, as shown below.

5. The name appears in the Full computer name field, jot down the name before the dot. For example, copy PVTWXPG01234. (Do not copy the chboston.org part.) You will the name to connect remotely.
6. Click **OK** to close the System Properties window.

**To verify that Remote Desktop is enabled**
Remote Desktop must be enabled on your work computer before you can use it to connect remotely. To verify that Remote Desktop is enabled, follow these steps:
1. Access the Control Panel.
2. Click **Firewall**. The Firewall window opens.
3. Click the **Exceptions** tab. Make sure that Remote Desktop is checked, as shown below.

   ![Remote Desktop checkbox](remote_desktop_checkbox.png)

4. Click **OK** to close the window.
5. Close the Control Panel, but leave your computer on, locked and connected to the Hospital Network.

**Using the Remote Desktop client with WebVPN**
There are two ways to access Remote Desktop, which is also known as Terminal Services:
- You can create a link through Terminal Sessions. After you create the initial link, you can automatically access your work computer through a link on your Webvpn Home page.
- You can use Secure Applications Manager to allow access to Remote Desktop or Remote Desktop for Macintosh. **Use this method if you are a Mac user or a Windows user who requires customized Remote Desktop settings before connecting.**
Create a Remote Desktop entry using Terminal Sessions (Windows Only)

To create basic settings for your Remote Desktop link
To create the Remote Desktop link, follow these steps:
  1. Access the WebVPN home page.
  2. In the Terminal Sessions section, click as shown below. The Add Terminal Services Session window opens.

   ![Add Terminal Services Session window](image)

   3. In the Sessions Type field, select Windows Terminal Services from the list.

   4. In the Bookmark Name field, enter a name for your link to Remote Desktop. For example, enter My Work Computer.

To create the connection

Use the Host section to enter information that allows you to connect to your computer. The Host computer is the computer you are connecting to remotely. When you are using WebVPN to connect to your remote computer, you cannot use the chboston.org suffix. Enter tch.harvard.edu, even if the actual suffix on your computer name is chboston.org. For example, if the full name of your computer at work is pvtwxpg12345.chboston.org, you must enter the full name as pvtwxpg12345.tch.harvard.edu in this section. To create a connection, follow these steps:

  1. In the Host field, enter the name of your work computer. See Setting up your work computer for more information.

     Host: pvtwxpg12345.tch.harvard.edu

  2. Leave the Client Port field blank.

Note: WebVPN will automatically place a number in this field after you complete your profile. Do not delete.

  3. In the Server Port field, enter 3389.

  4. In the Screen Size field, select Full Screen from the list.

  5. In the Color Depth field, select a resolution up to 32-bit (True Color)

  Note: If your remote display has many items on it or a detailed picture as a background, higher color depth settings may slow your response time.
About the Sessions section
Leave the Sessions section blank. You do not need to complete any information in this section.

To connect printers and drives to your remote computer
Use the Connect Drives section to make your local hard drive available to your remote desktop at Children’s. For example, use this feature to copy files from your local computer to your work computer. To connect printers and drives to your remote computer, do one or more of the following:

- To make your local hard drive(s) appear in the My Computer window on your remote computer while you are connected by Remote Desktop, check the Connect Local Drives box.

  ![Connect local drives](image)

- To print remote documents to your local printer, check the Connect local printers box.
- To play sounds from your work computer on your local computer, check the Connect sound devices box. Also make sure the Bring sound to local computer option is selected from the list.

To complete the screen and test your link
To complete the screen and test your link, follow these steps:
1. After you have completed all the fields, click Add at the bottom of the screen. The WebVPN home page reappears.

  ![Terminal Sessions][Work Computer]
  In the Terminal Sessions section, your new entry appears:

  ![Terminal Sessions][Work Computer]

  ![Terminal Sessions][Work Computer]
  2. Click the link to start Remote Desktop. You are automatically connected to the computer specified.

  Note: If a window appears indicating that your firewall is attempting to block the Juniper connection, click Yes to allow the connection.

Creating a Remote Desktop entry using the Secure Applications Manager
Use the Secure Applications Manager if you are a Mac user or are a Windows user who is running Remote Desktop 5. Mac users should be aware that Remote Desktop refers to Remote Desktop Client for Windows only. If you wish to use Apple Remote Desktop to reach a Mac inside the Hospital network, use these instructions as a guideline, but use the port settings for Apple Remote Desktop as outlined in the section, Using clients other than remote desktop for Windows.
Note: If you are running Windows XP, service pack 2 or later, you are running Remote Desktop 6 and will not be able to create a Remote Desktop entry using Secure Applications Manager. Use the instructions for *Create a Remote Desktop entry using Terminal Sessions (Windows Only)* instead.

**To add Remote Desktop to the list of Secure Applications allowed by WebVPN**

To add Remote Desktop to the list of Secure Applications allowed by WebVPN, follow these steps:

1. Access the WebVPN home page.

2. In the Client Application Sessions section, click as shown below.

The Client Applications page appears.

3. Click . The Add Client Application window opens.

4. In the Name: field, enter *Remote Desktop*.

5. In the Remote Server field, enter the full name of your work computer. See *Setting up your work computer* for more information.

6. In the Server Port field, enter 3389.

7. Verify that the box labeled *Allow Proxy to dynamically select an available port if the specified client port is taken* is checked.

**Note:** It is important to leave the Client Port field blank.
8. Click [Add]. The Client Applications page re-appears. Your entry appears below the pre-defined entries.

**Connecting to the communication port for the first time**

After you have created your Remote Desktop entry, you need to restart the Secure Applications Manager to allow it to define the port. This will disconnect your session. Be sure to save your work to prevent data corruption.

*Note:* To use Remote Desktop, you have to restart Webvnp for each new session of VPN. For example, you do not have to restart Webvnp if you use Remote Desktop multiple times while connected to Webvnp. But after you log off, you must restart Webvnp before you use Remote Desktop for the first time during a new session.

1. To disconnect from Webvnp, click [Sign Out].
2. Click the **Click here to sign in again** link.
3. Log back into WebVPN.

**To connect to remote desktop**

Once you have verified the settings on your work computer, you can connect remotely. When you connect remotely, your work computer remains locked. No one can access it without a password, and no one can see the work you are doing remotely. To connect remotely, follow these steps:

1. From your remote computer, do one of the following:
   - If you have Windows XP, select **Start > All Programs > accessories > Remote Desktop Connection**.
   - If you have an earlier version of Windows or are using XP in Classic Start Mode, select **Start> Programs > Accessories > Communication > Remote Desktop Connection**.
The Remote Desktop Window appears.

- If you are a MAC user, click **GO > Applications**. Double-click **Remote Desktop Connection**.

The Remote Desktop Connection window appears.

2. Enter the name of your remote computer. Be sure to enter the full workstation name, for example PVTWXPG12345.TCH.HARVARD.EDU

**Note:** Do not use the chboston.org suffix.

3. Click **Connect**. A login window appears.
4. Log into your computer with your CHB password.
5. Click **OK**.
Using clients other than Remote Desktop for Windows

To create application entries for programs other than Remote Desktop, see *How to create a Remote Desktop entry using the Secure Applications Manager*. You’ll need to know the port that the application uses to communicate to your remote computer. Here are some examples:

- **PC-Anywhere (Version 12 recommended)**: Uses ports 5631 and 5632 by default. However, if you are using PC-Anywhere through the WebVPN gateway, you must set your TCP/IP port numbers in your “Remote” entry (in your local PC-Anywhere profile) to be the same number for both ports. (The program will understand this and compensate for it automatically when it connects.) It is only necessary to adjust the port numbers on the entry you create locally in PC-Anywhere. Also, make sure that the port number you choose, is the same as the first port number on the server side (“target”) of your PC-Anywhere connection.

  **Note:** On the PC-Anywhere PC Host, it is recommended that you set your display to turn off when a remote connection is established. In your Host’s settings, under the tab *Security Options*, check the entry *Blank PC screen upon connection* to prevent people from seeing your actions while you are hosted in remotely.

- **VNC** – Port 5900

  **Note:** VNC is not considered a secure application; if you plan to use VNC, you must use a version that includes end-to-end traffic encryption such as UltraVNC. **Note for Mac users:** VNC also unlocks the display on your remote workstation; be aware that it is possible for others to view what you’re doing remotely. We are currently investigating alternative remote connection methods that eliminate this particular problem:

- **Apple Remote Desktop** – Port 3283

- **Telnet and SSH** – use Ports 23 and 22 respectively. SSH is preferred as it is an encrypted protocol. The WebVPN server also allows you to choose Telnet or SSH as a connection protocol if you create a connection thru the Terminal Sessions section on your WebVPN home page.