

Troubleshooting Tips

The following are a few tips to help you while you use RUVPN with PPTP:

I clicked Connect and the Connect To dialog box went away, but nothing happened.

Actually, something did happen. The RUVPN adapter negotiated a tunnel between your computer and your company network.

I lost the connection to my ISP, and now I can't use the company network.

If you lose the Internet connection, RUVPN loses the secure tunnel. Disconnect RUVPN and then reconnect to both the Internet and RUVPN.

Why can't I browse the Internet while using RUVPN?

RUVPN assigns your computer an address every time you connect. To protect the company network, this address is hidden from the world. Therefore, a public Web site doesn't know where to send information and ignores your requests. Browse the Internet either before or after you connect to the company network.

Why am I prompted for so many passwords?

Depending on the configuration, you may be prompted for up to five passwords when using RUVPN:

- Windows NT network
- Microsoft Family Logon
- Internet Service Provider account
- Connect with RUVPN
- User authentication

No matter what I do, I can't use the company network.

Contact your system administrator. There may be a problem with your configuration or passwords.

If you are experiencing difficulty using this product, contact:

Name: _____

E-mail: _____

Phone: _____



Remote User VPN with PPTP

USER GUIDE

Remote User Virtual Private Networking (RUVPN) with PPTP creates a secure tunnel between a remote computer and a company network over the Internet. In other words, you can connect to the Internet from home or on the road and then communicate safely and securely with your company network to read mail, browse Network Neighborhood, or access files.

What Do I Need?

In order to use RUVPN with PPTP, you must have the following:

- **Dial-up Networking or LAN account**
You must have an account with a company network or an Internet Service Provider to access the Internet.
- **Configured computer**
You or your network administrator must configure your computer to use RUVPN with PPTP.
- **Password**
When you connect to your network, you will be prompted for a password. This password enables RUVPN with PPTP to encrypt traffic between your computer and the company network.



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Configuring the Computer

Either you or your network administrator must configure your computer to use RUVPN with PPTP. The computer must have the following installed:

- Most recent Microsoft Dial-Up Networking upgrades
- Client for Microsoft Networks network adapter
- Dial-Up Adapter #2 (VPN Support) network adapter
- Dial-up connection called “Connect with RUVPN”

For more information on configuring a computer to use Remote User VPN with PPTP, contact your network administrator.

Starting RUVPN with PPTP

RUVPN with PPTP enables you to establish a secure, encrypted connection between your computer and the company network over the Internet. To do this, you must first connect to the Internet. Then use the “Connect with RUVPN” to connect to the company network. From the Windows desktop:

1. Establish an Internet connection through either Dial-Up Networking or directly through a LAN or WAN.
2. Double-click My Computer. Double-click Dial-Up Networking.



3. Double-click Connect with RUVPN.

The Connect To dialog box appears.



4. Enter your User Name and Password.
5. Click Connect.

The VPN Adapter creates a secure tunnel over the Internet.

Running RUVPN with PPTP

RUVPN with PPTP enables you to use your computer as if it were connected directly to the company network. Once you establish a connection, you can:

- Browse Network Neighborhood
- Share files with other users of the company network
- Exchange e-mail using your standard e-mail application
- Browse the internal company Web site



NOTE In the default configuration, you can not browse the Internet while using RUVPN with PPTP.

When you first start your computer and before you connect to the Internet or the company network, you may be prompted for a name, password, and possibly even a domain. These values used by Windows to connect to the company network. However, if Windows finds a discrepancy, it prompts you to log on to the network with your normal name, password, and domain that you would enter as if you were at your machine in the office.

Closing the RUVPN Tunnel

The tunnel is independent of the Internet connection. You must close the tunnel when:

- You lose the Internet connection
- You no longer need the PPTP tunnel

From the Windows desktop:

1. Right-click the Connect with RUVPN icon in the Windows desktop tray.
2. Select Disconnect.
The tunnel closes. This process does not effect your connection to the Internet. You must disconnect from the Internet separately.