



VCHRI VPN – how to connect

OCTOBER 5, 2016

Version	Date	Author(s)	Description of Change
0.1	September 15, 2016	David Johnston	Created
0.2	September 30, 2016	David Johnston	Added
0.3	October 5, 2016	David Johnston	Modified pictures

OVERVIEW

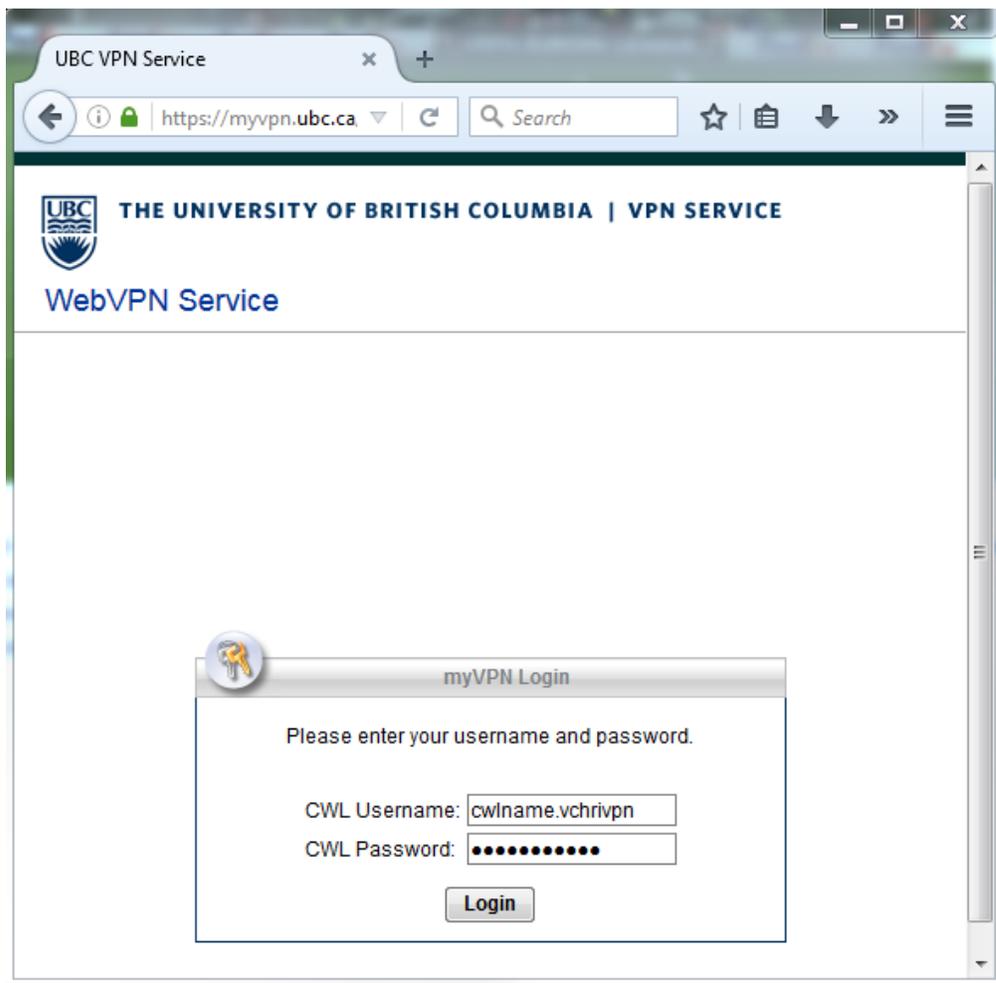
This document is intended for users wishing to connect to VCHRI resources while off-site.

STEPS TO CONNECT

1. Download Cisco AnyConnect VPN client from myvpn.ubc.ca
2. Connect to myvpn.ubc.ca with CWL credentials
3. Map shared drives (if needed)
4. Connect via Remote Desktop Connection to your VCHRI computer (if needed)

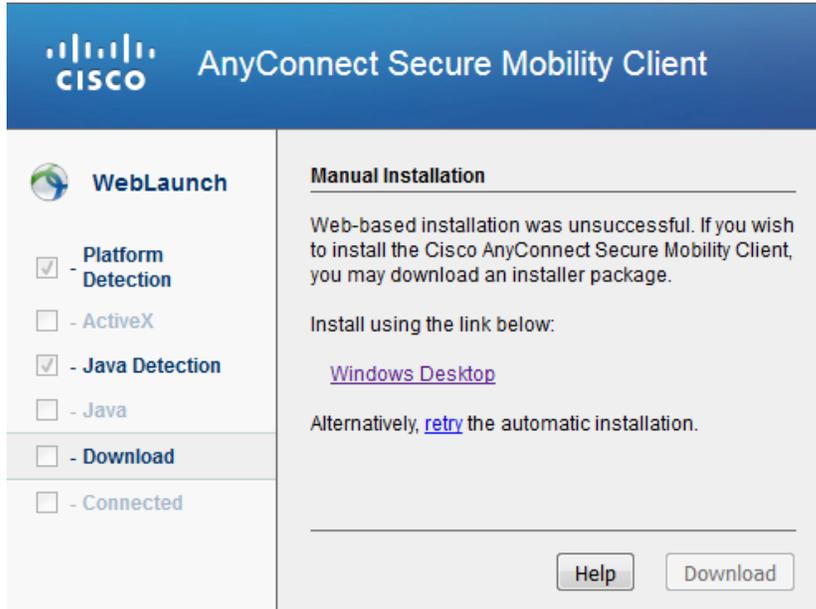
STEP 1. DOWNLOAD CISCO ANYCONNECT CLIENT FROM MYVPN.UBC.CA

- Open a web browser and navigate to <https://myvpn.ubc.ca/>
- Use your CWL credentials with the suffix **.vchrivpn** to log in



- The installer is a Java-based system. Choose to block or disallow Java to be prompted with an alternative download link
- This installation can be tricky. Contact the MedIT Service Desk if you have issues

- You'll see a link for your relevant operating system (Windows or MacOS)

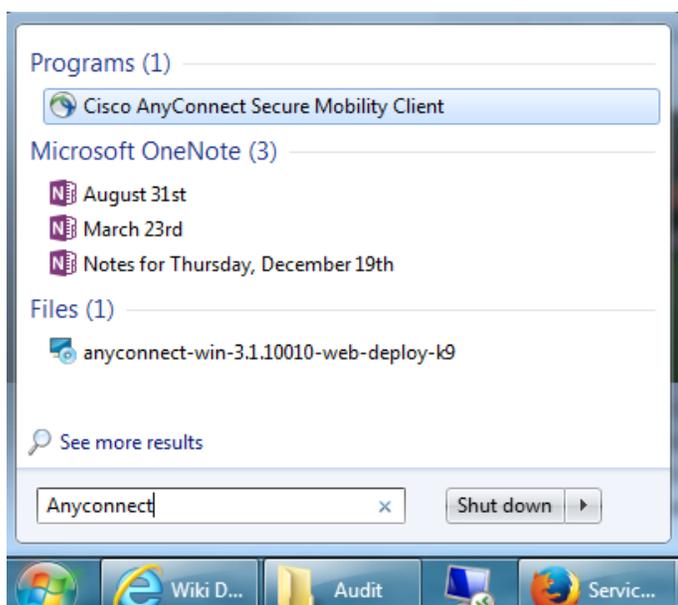


- Download and install the client

STEP 2. CONNECT USING CWL CREDENTIALS

A. WINDOWS

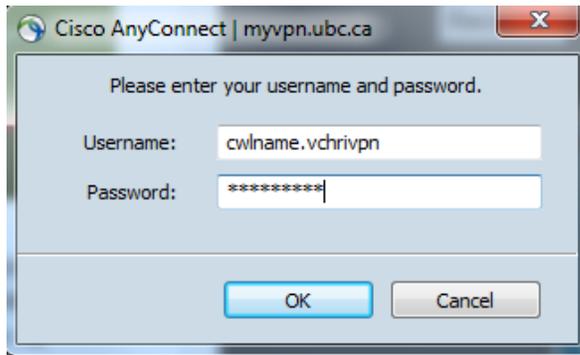
- Assuming the application has installed successfully, click on the **Start** button and type “AnyConnect” into the Search field
- When it shows up, click on **Cisco AnyConnect Client**



- This will launch the application



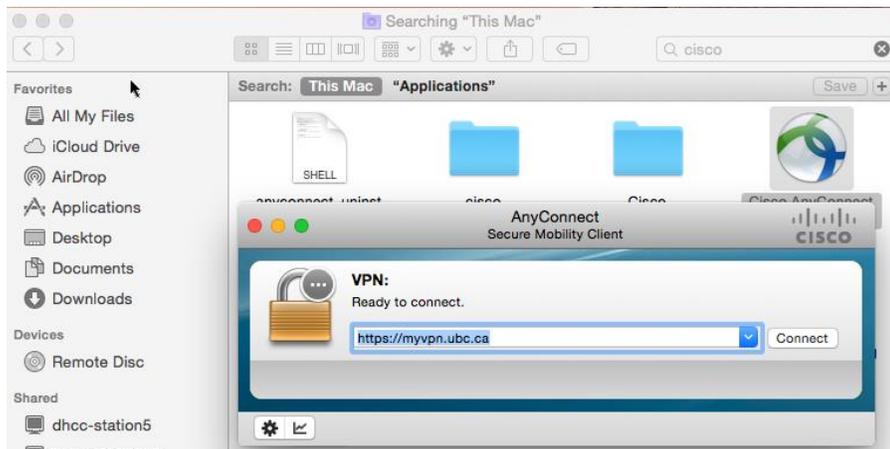
- Make sure **myvpn.ubc.ca** is the server, and click **Connect**



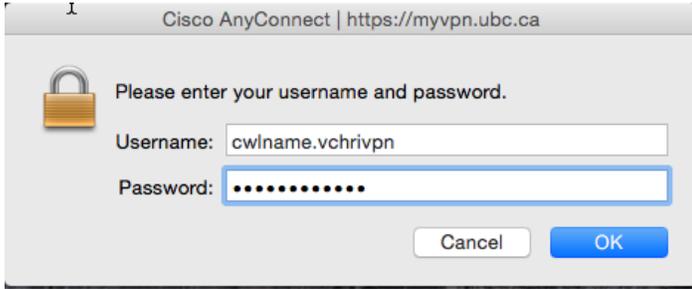
- Assuming your credentials are right, you should connect in a few seconds
- You'll know you're connected if you see the following in the bottom right-hand corner of the screen: 

B. MAC OSX

- Once the VPN client has been installed, you can run it from Finder
- If you can't find it, click on **Applications** in a new Finder window and type **Cisco** into the search box (in the top right-hand corner)
- Double-click on the Cisco AnyConnect client and you should be prompted with the same kinds of windows you see above in the Windows examples
- Use **myvpn.ubc.ca** as the server



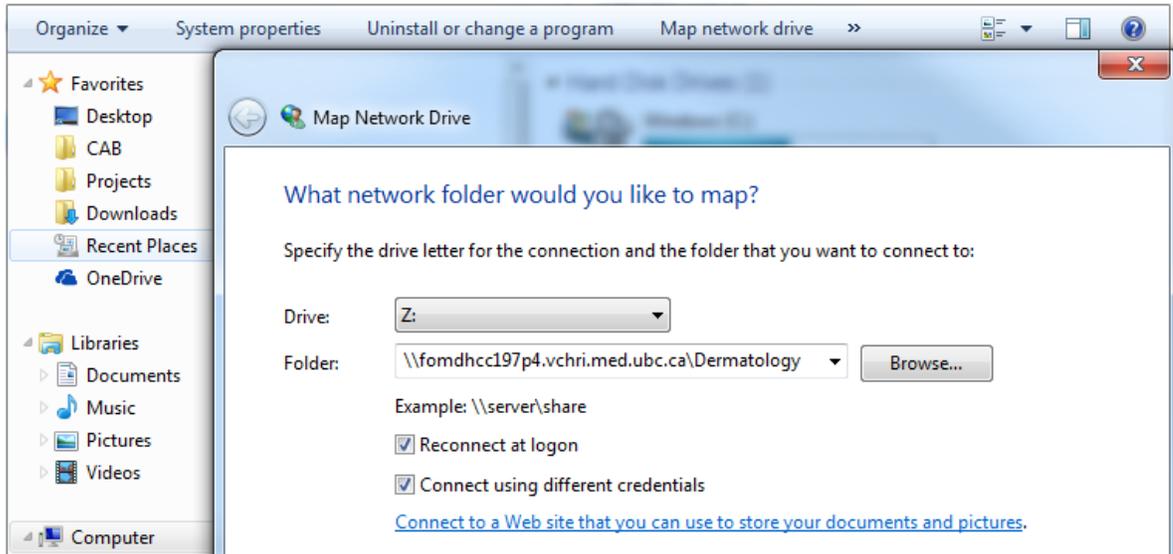
- Use your **CWL credentials with the .vchrivpn suffix** as shown in the previous images to connect



STEP 3. MAP SHARED DRIVES

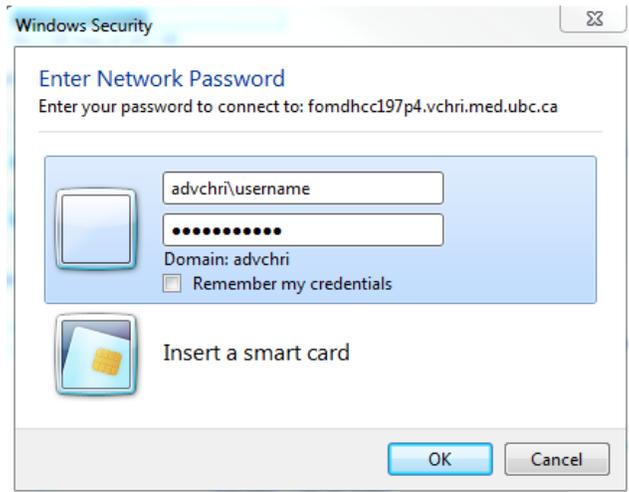
A. WINDOWS

- You'll need to know your shared network folder path in order to be able to connect



- The example above shows the mapping for **Dermatology**: it will be different for your department
- Click **Start** and then **Computer** (see above)
- Click on **Map Network Drive**
- Pick a drive letter for the network share that your computer will use to connect to it (if your local computer doesn't have it mapped already, something at the end of the alphabet is best: e.g. **X**:, **Y**:, **Z**:))
- Type in the network path for your shared folder (e.g. [\\FOMDHCC197p4.vchri.med.ubc.ca\ShareName](#))
- Make sure both **Reconnect at logon** and **Connect using different credentials** are ticked
- Click **Finish** (not shown)

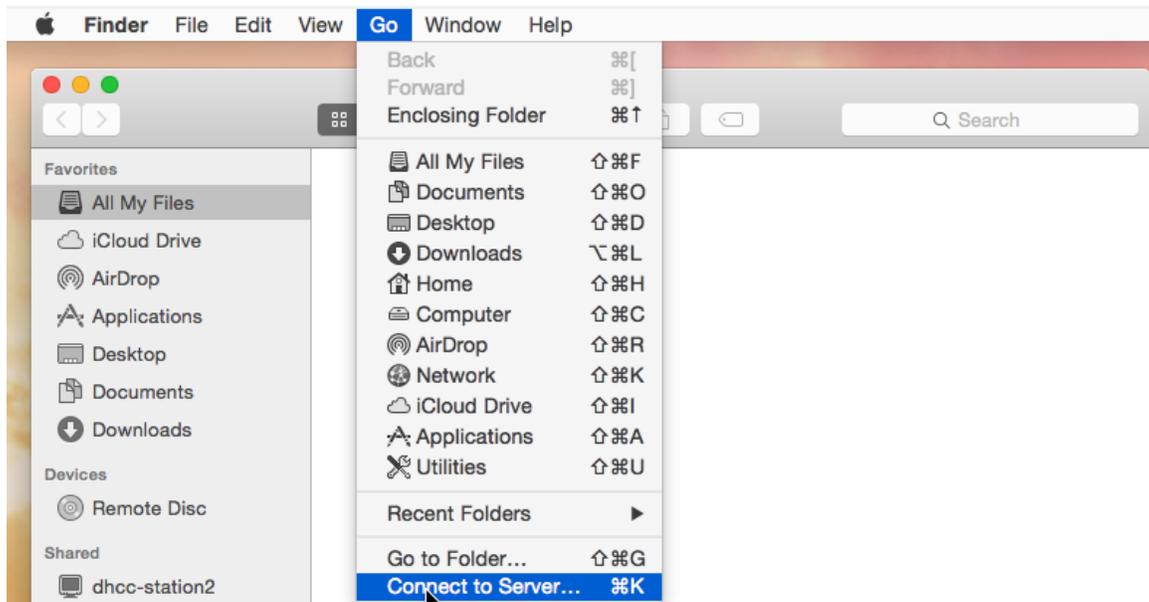
You should be prompted for credentials to log in. Use your **ADVCHRI** domain credentials



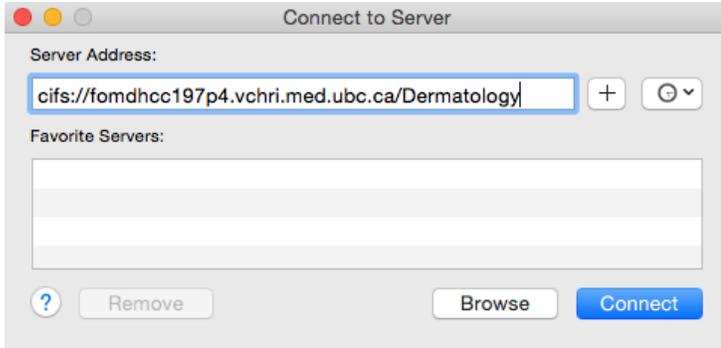
- If successful, your mapped drive will open and you'll be able to access the files and folders inside

B. MAC OSX

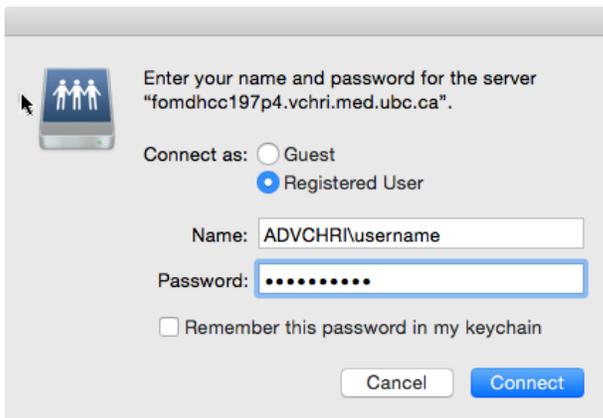
- Once connected to VPN, open a new **Finder** window
- Click on **Go** and then down to **Connect to Server**



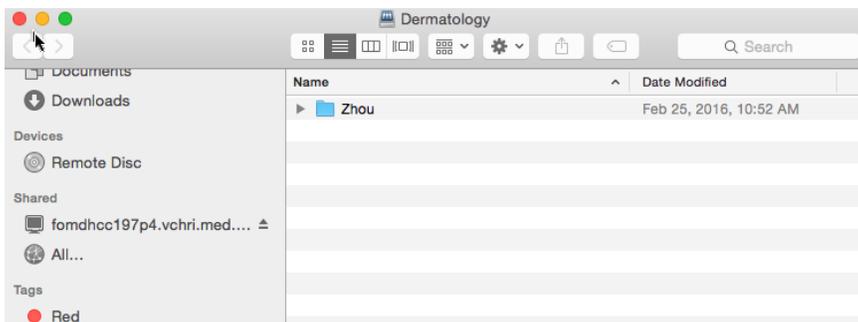
- You'll need to know your shared network folder path in order to be able to connect
- When mapping drives on Mac, you'll need to use the **protocol://** syntax – see image below
- The example below shows the mapping for **Dermatology**: it will be different for your department



- To connect to the fileshare **ONE TIME**, click on **Connect**
- To create an entry for the fileshare that will be remembered, click on the + button
- The fileshare will be added to the list of “Favorite Servers” – double-click on the entry you want to connect to
- You’ll be prompted for credentials – use your **ADVCHRI credentials** like so



- Click “remember this password in my keychain” if you wish to do so, and you won’t be prompted for your password next time (unless you’ve changed it)
- If successful, you’ll see the fileshare pop up – and you’ll see a link to it in the list of devices in the left pane



- This link will point to the **root of the fileshare**, i.e. **fomdhcc197p4.vchri.med.ubc.ca**
- If you close your fileshare, the best way to get back to it is via step 1 above (**Go, Connect To Server**)
- **Important:** Mac drives will **NOT RE-MAP** after a reboot. However, your list of “Favorite Servers” in the **Connect to Server** dialog will be retained

STEP 4. CONNECT TO YOUR IN-OFFICE COMPUTER VIA REMOTE DESKTOP CONNECTION

- Many research users either don't use or don't want to use their shared drives
- Instead, they may want to simply connect to their work computer which may have specific applications or additional processing power that they require

REQUIREMENTS

- This guide covers remotely connecting to Windows PCs only - computers running MacOS, Linux and other operating systems may be accessible but are not covered in this document
- You must know your computer's **IP address** - finding your computer's IP address is beyond the scope of this document – contact the MedIT Service Desk if you're not sure how
- Seems obvious, but your PC must be **TURNED ON** in order to be able to connect to it
- If power settings mean the computer is set to sleep after a certain amount of inactivity, and this time has passed, you will not be able to connect remotely

DOMAIN-JOINED PC

- If you want to use **Remote Desktop Connection** to connect to a Domain-joined PC, you will need to make sure your account is explicitly added to that computer's **Remote Desktop Users** local group
- Contact the MedIT Service Desk to arrange this

STANDALONE PC

- If you want to use **Remote Desktop Connection** to connect to a standalone PC, i.e. one not joined to a domain, by default you should be able to log on by RDP
- If any defaults have changed or you are not the primary administrator of the PC, you may not be allowed
- Speak to the primary administrator of the PC or the MedIT Service Desk for assistance

A. WINDOWS

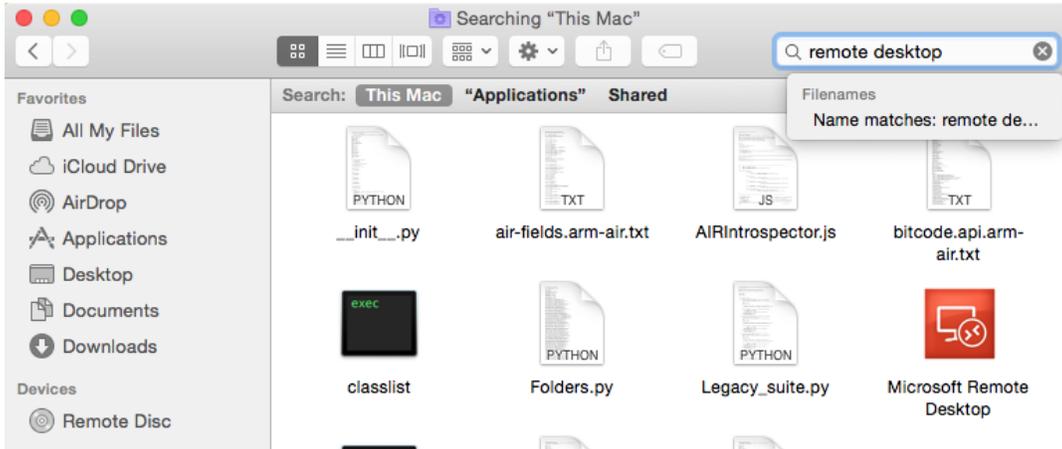
- Once connected to VPN, simply run the **Remote Desktop Connection** program
- Enter the IP address you wish to connect to and click Connect



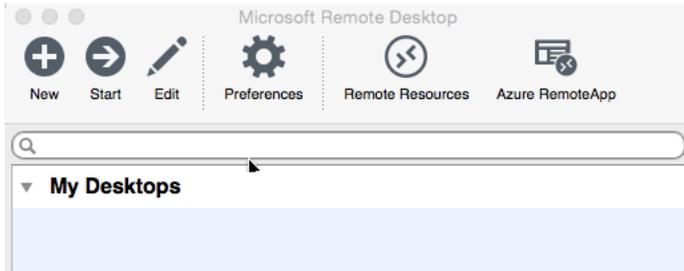
(please note: the IP displayed above is not valid, and is for illustration purposes only)

B. MAC

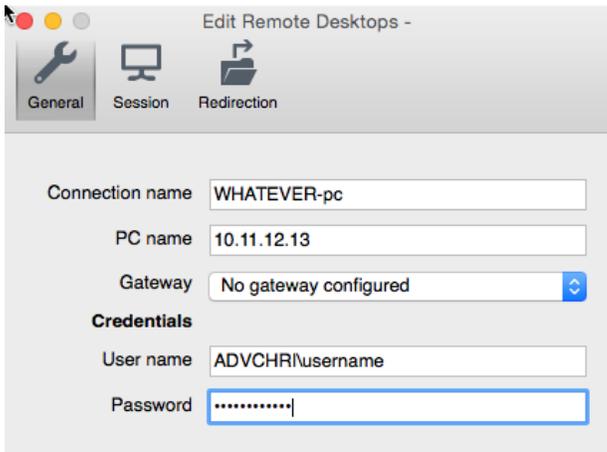
- Once connected to VPN, open a new **Finder** window and click on **Applications** in the left-hand pane



- Double-click on **Microsoft Remote Desktop**
- You will have to click on **New** and set up a new connection profile for the PC you wish to connect to

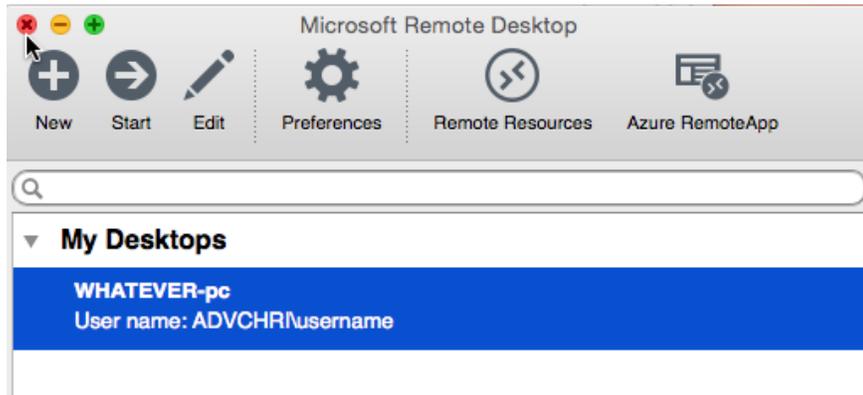


- Fill in the details as shown below



- These should be the only fields you need to fill in. Click on the red button X (in the top left corner) to close

- The connection will now be available in the main Microsoft Remote Desktop window – click **Start** to connect



- The remote computer should open in a separate window

APPENDIX

VCHRI DNS LIMITATION

- Because of a limitation with UBC IT DNS, only IP addresses can be used when trying to connect to VCHRI file servers, internal VCHRI office or lab computers
- Computer names will not work at this time

VCHRI FILESERVER INFO

- The current IP for the **VCHRI fileserver is 137.82.127.237**
- Its fully qualified domain name is **fomdhcc197p4.vchri.med.ubc.ca**

VCHRI FILESHARE INFO

The currently available shares on the VCHRI fileserver are:

- **Cardiolmg**
- **Dermatology**
- **Diabetes**
- **DiabetesResearch**
- **Gastroenterology**
- **Immunology2**
- **Neuraldynamics**
- **Neurosciences**
- **Ophthalmology**
- **OrthoEng**
- **Photomedicine Institute**
- **RehabScience**
- **Respiratory**

- **Surgery**
- **Tendon**
- **UrologicalSicneces**

VCHRI INTERNAL IP INFO

The format for IP addresses for internal VCHRI computers is **10.x.x.x** – any other format (e.g. an IP you find with a web service) will not connect.

CONTACTS

MedIT Service Desk - 1.877.266.0666 option 1 - medit.servicedesk@ubc.ca