How to: Setup a VPN Connection for Work
Department of Computer Science

Introduction
There are several ways for members of the Department of Computer Science to access departmental IT resources whilst working from home; SSH (secure access to Linux environment), SFTP (secure remote access for file-store using SSH protocols), VPN (Virtual Private Network – secure tunnel to departments network, and Remote Desktop (secure access to Departmental Workstation).

This guide details how to setup a VPN connection from a home Windows 10 PC to the department’s VPN service.

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Configure a VPN Connection on Windows 10

1. Log on to your Windows 10 computer
2. Right-click on the network icon on the notification tray (usually bottom right of the screen)

Note: The icon might look different if you are using wireless networking

3. Select “Open Network & Internet Settings”
4. Select the VPN menu item from the settings window.

5. Select “Add a VPN connection”.

6. Select and use the built-in VPN provider; “Windows (built-in)”.

7. Type in a Connection name, we recommend using “Comp Sci VPN”.
8. Type in “pub-vpn.csc.liv.ac.uk”, the VPN server’s URL, in the “Server name or address” text box.

9. Change the VPN type to “Point to Point Tunneling Protocol (PPTP)”

10. Make sure that the “Type of sign-in info” is set to “Username and Password”

11. Type in your Computer Science username (INTRA domain), using the intra\username format. E.g. for user jdoe, type in intra\jdoe

12. Type in your Computer Science password

13. If your home computer is secure and you don’t want to have to keep entering your username and password, you can leave the “Remember my sign-in info” checkbox ticked.

However, if anybody else has access to your log-in on your computer, you should un-tick it and enter your credentials each time you connect.
14. Click on the “Save” button

15. Once saved, the basic VPN connection settings will be defined

16. Select the “Change adaptor options” settings item
17. You’ll see a list of physical and virtual network adaptors similar to the image shown here.

18. Right-click on the “Comp Sci VPN” adaptor (or the name you called your VPN connection).

19. Select “Properties”
20. Select the “Networking” tab


22. Select the “Properties” button

23. Select the “Advanced…” button
24. On the “IP Settings” tab, un-tick the “Use the default gateway on remote network” checkbox

25. Select the DNS tab

26. First use the “Add…” button to add the DNS server “10.4.0.10”

27. Use the “Add…” button again, to add the DNS server “10.4.0.15”

28. Type in “intra.csc.liv.ac.uk” in the “DNS suffix for this connection” text box

29. Select the “OK” button to save the IP settings
30. Select the “OK” button to save the TCP/IPv4 properties

31. Select the “OK” button to save the “Comp Sci VPN” adapter properties

32. You can close the “Network Connections” and “Settings” windows

33. The VPN connection is configured and ready to connect
Connect using the VPN Connection on Windows 10

34. Click on the network icon on the notification tray (usually bottom right of the screen)

*Note: The icon might look different if you are using wireless networking*

35. Select the “Comp Sci VPN” network

36. Select the “Connect” button

37. If your username and password is correct and you set “Remember my sign-in info” the VPN connection will be established and you should be able to access departmental IT resources as if you were in the department

If the credentials are not saved, or are incorrect, you will be prompted to enter your username (must be prefixed with “intra\”) and/or your password
Mapping your H: Drive

Note: You must have established a VPN connection first

38. Run Windows “File Explorer”

Usually you can run File Explorer using the taskbar icon or
Type in File Explorer in the Windows Search box or
Navigate the Windows Menu to “Windows System” and then “File Explorer”

39. Right-click on the “This PC” object

40. Select “Map network drive…”
41. Set the drive letter to \H:\

42. Set the folder to \dell-s5.csc.liv.ac.uk\username
   e.g. for jdoe, set to \dell-s5.csc.liv.ac.uk\jdoe

43. Make sure “Reconnect at sign-in” is ticked

44. Tick “Connect using different credentials”

45. Select the “Finish” button

46. Select the “More choices” option
   The default username and password will be the credentials you have used to log on to your home PC, these are unlikely (should not be) the same as your departmental username and password

47. Select “Use a different account”
48. Type in your Computer Science username using “intra\” prefix e.g. for jdoe use “intra\jdoe”

49. Type in the password

50. Tick the “Remember my credentials” checkbox

51. Select the “OK” button

52. If the credentials have been entered correctly, the H: drive will be mounted and enabled

*Note: If the VPN network becomes disconnected, the H: drive will become unavailable until the VPN network is re-connected.*

**Trouble-Shooting**

<table>
<thead>
<tr>
<th>Can’t connect to VPN</th>
<th>Can’t mount H: drive</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Did not prefix username with domain (“intra\”)</td>
<td>• VPN network not connected</td>
</tr>
<tr>
<td>• Attempting to connect using MWS username and password</td>
<td>• H: drive already assigned to local drive (USB pen drive,</td>
</tr>
<tr>
<td>• Attempting to connect using local/home username and password</td>
<td>HDD, CD/DVD player)</td>
</tr>
<tr>
<td>• Home network down</td>
<td></td>
</tr>
<tr>
<td>• Home broadband connection not working</td>
<td></td>
</tr>
<tr>
<td>• University firewall problems (report to CSD)</td>
<td></td>
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<tr>
<td>• VPN server offline (report to <a href="mailto:CSC-Heldpesk@liverpool.ac.uk">CSC-Heldpesk@liverpool.ac.uk</a>)</td>
<td></td>
</tr>
<tr>
<td>• VPN Server updating (usually around 03:00 at night)</td>
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