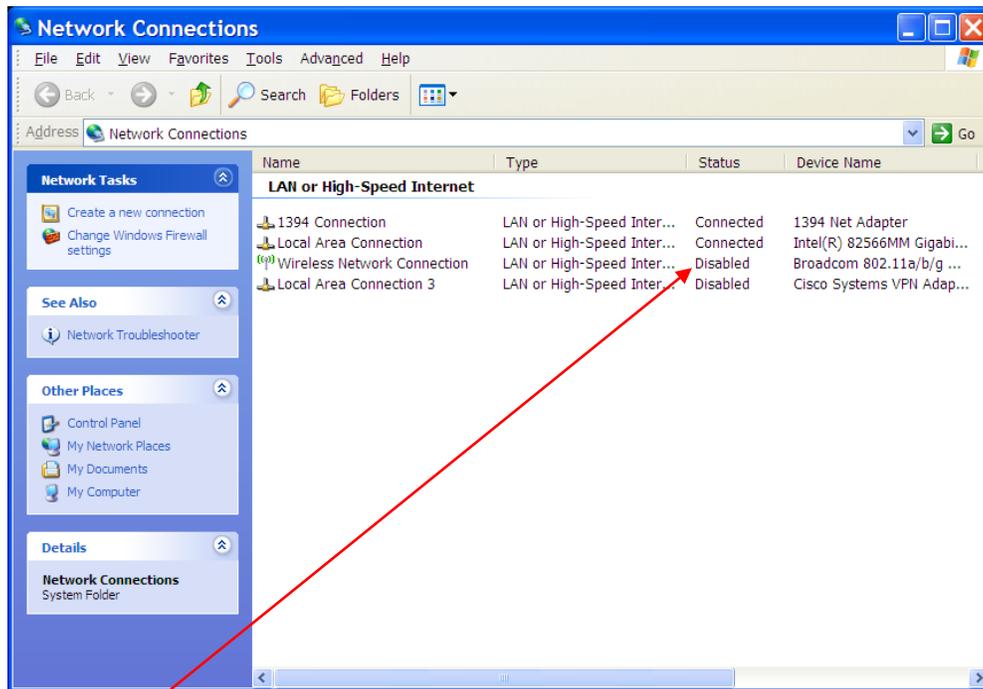
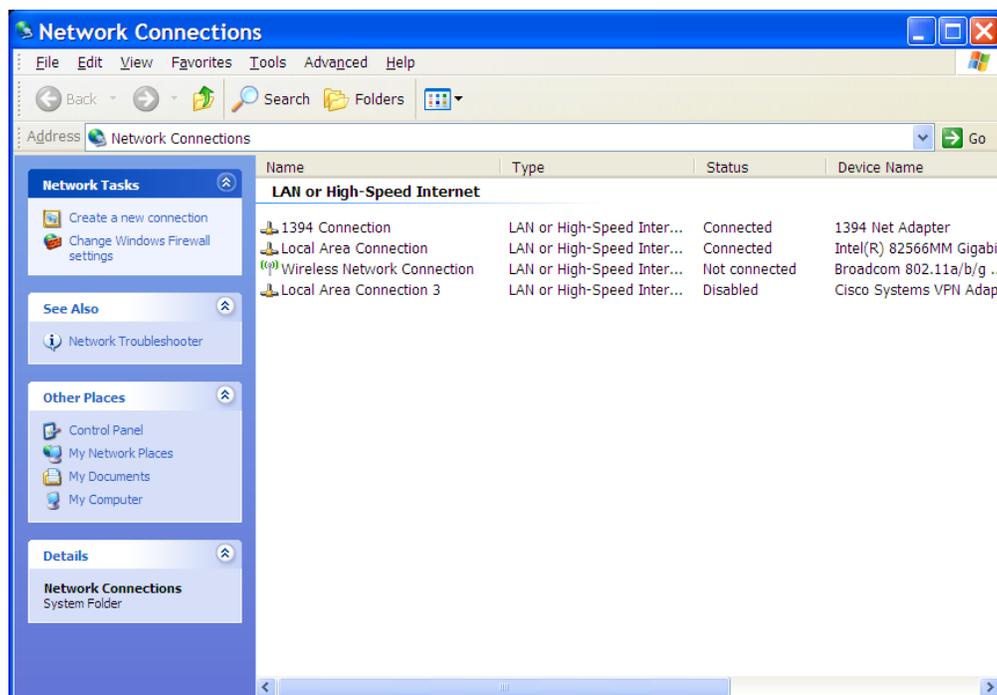


Tips for Wireless VPN

Before you take your laptop out of office to use VPN for the first time, please perform the following steps: Right click on **My Network Places** on your desktop. Left click on **Properties**.

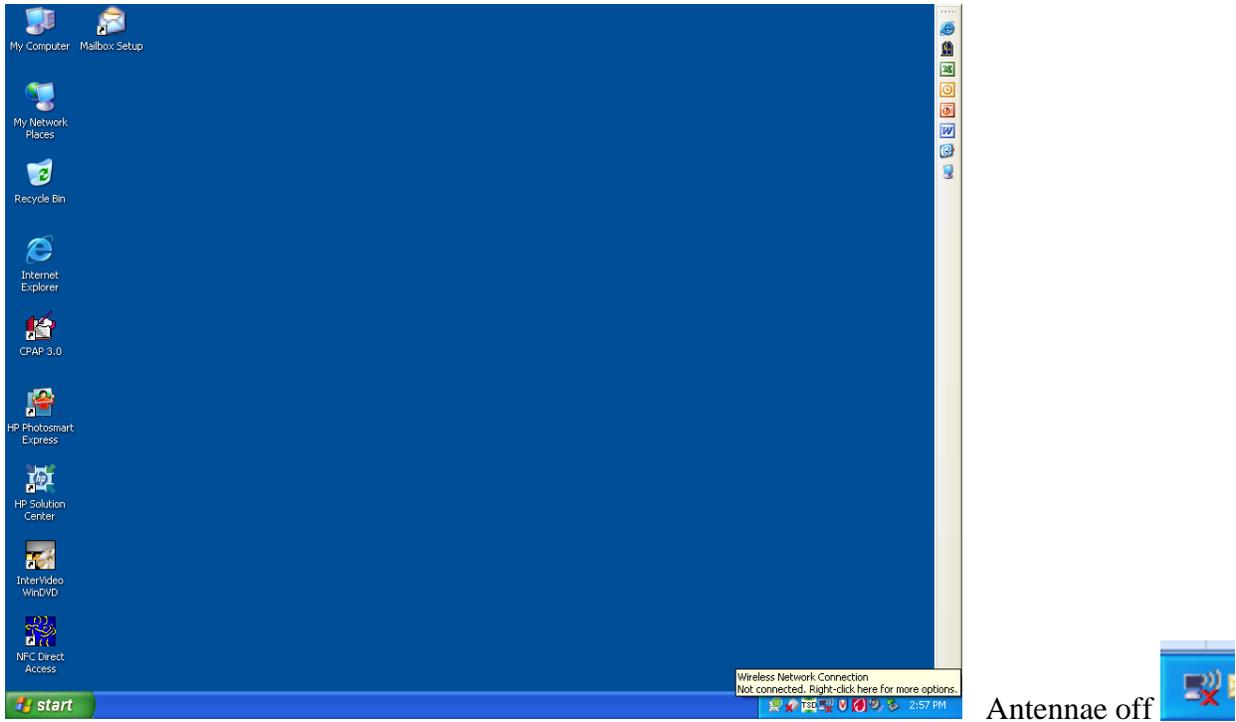


Wireless Network Connection must show as **Enabled** or you cannot use wireless. Right click on the Wireless Network Connection and then click on **Enable**. It will change to **Not connected**.

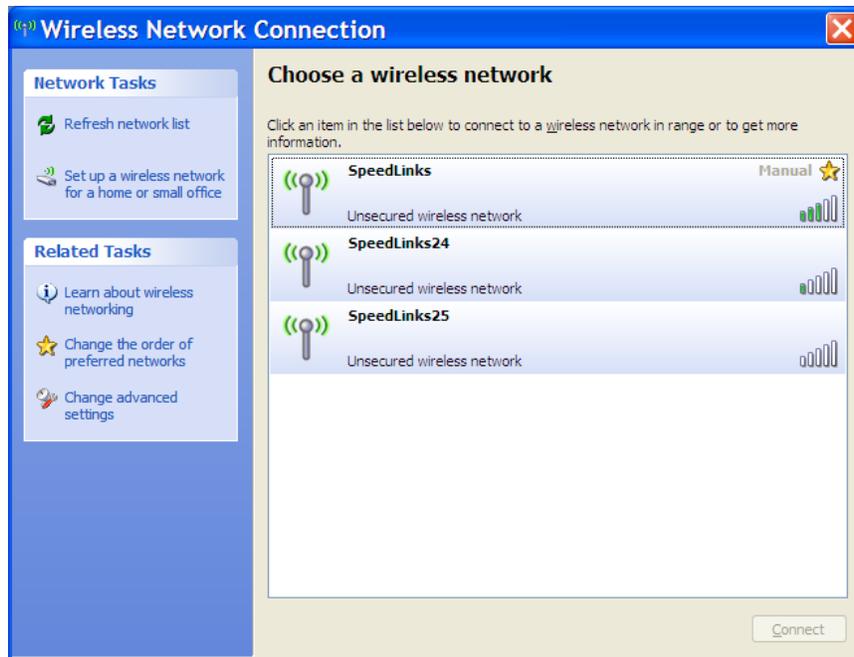


If you cannot enable Wireless Network Connection, contact your assigned IT Specialist. Most laptops/tables also have an antennae button that needs to be enabled to turn on wireless. You need to be a member of the Active Directory global group RemoteAccess to have VPN access.

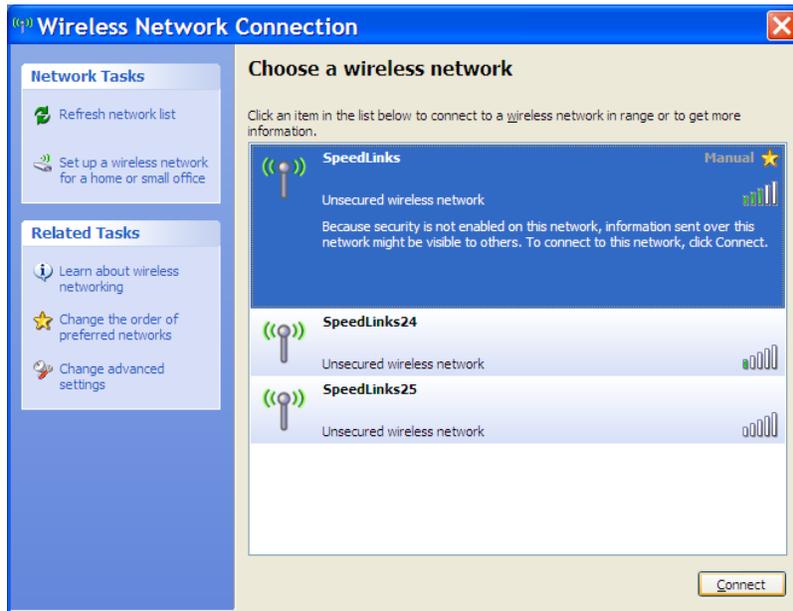
Steps to Wireless VPN Connection from Hotel Room



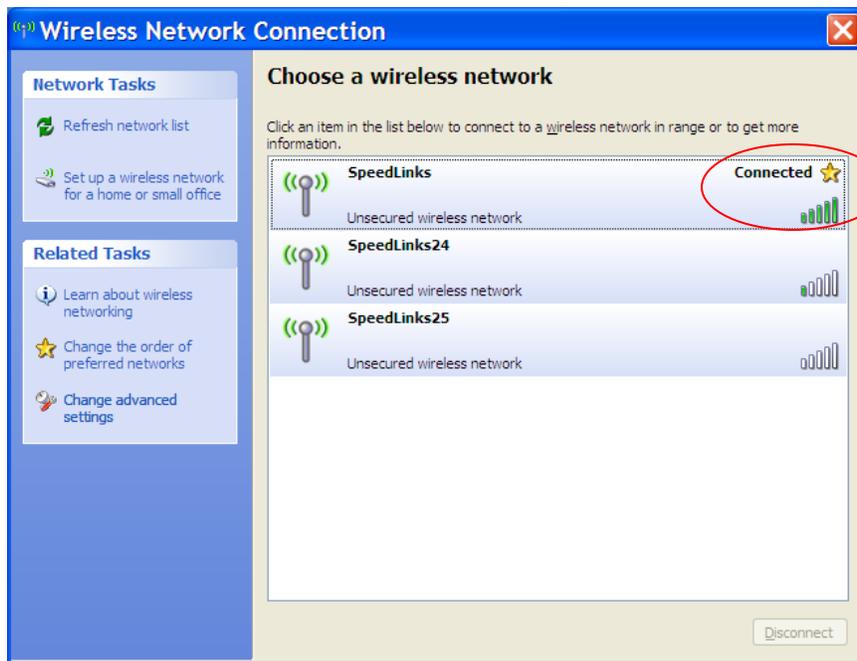
Note in the lower right of desktop the icon that looks like a pc with sound waves. Right click on it; then choose to **View Available Wireless Networks**.



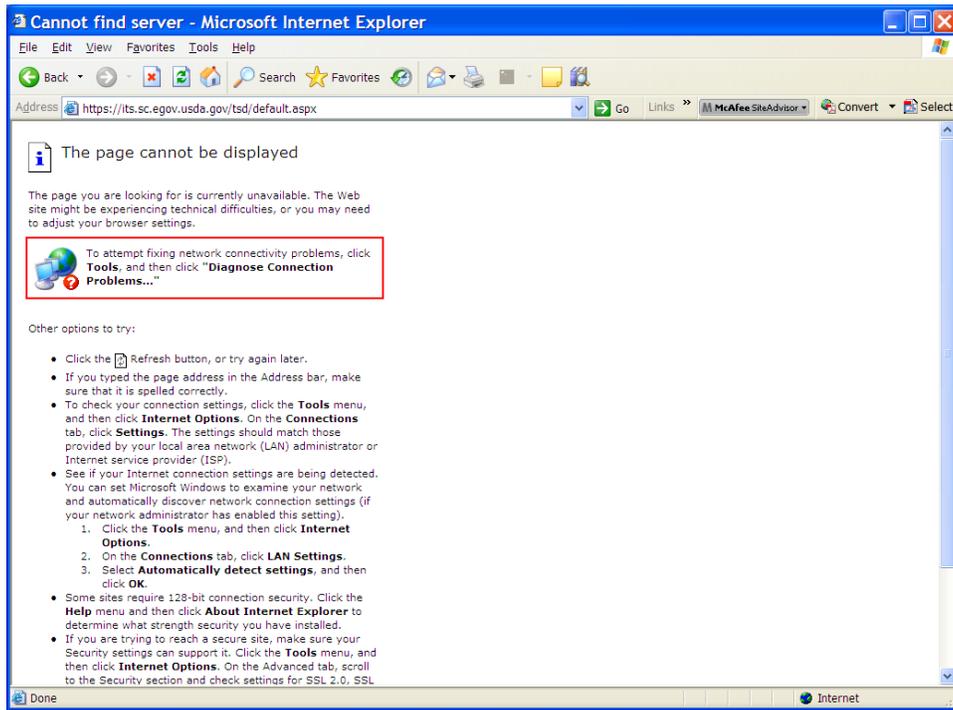
If you are within reach of an available network, it will show up in this screen.



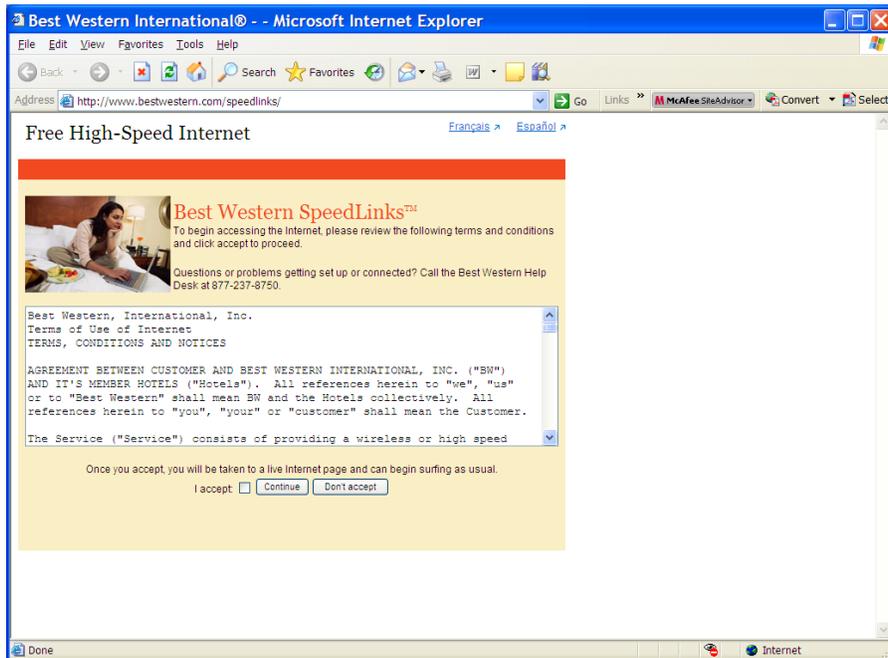
Highlight the one you want to access & then click **C**onnect.
Some hotels give a password to input when/if prompted.



Wireless will show “**Connected**”. This only means that the wireless is connected. You still need to make a VPN connection to reach USDA websites and servers.



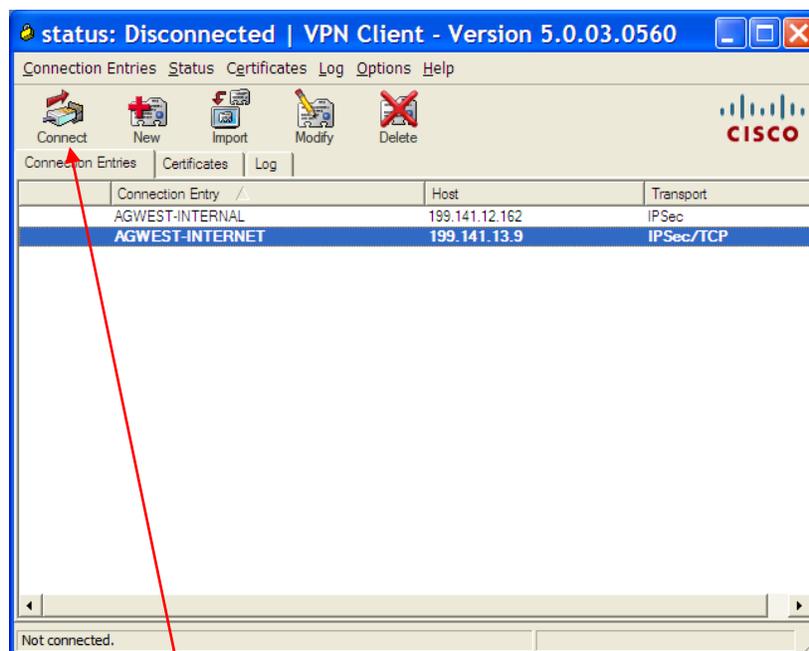
Go to your Internet Explorer. In this example, my homepage is a USDA website that is behind the USDA firewall, so it cannot be displayed unless a VPN connection is made. To make sure you have access to the web, input another website i.e. www.google.com.



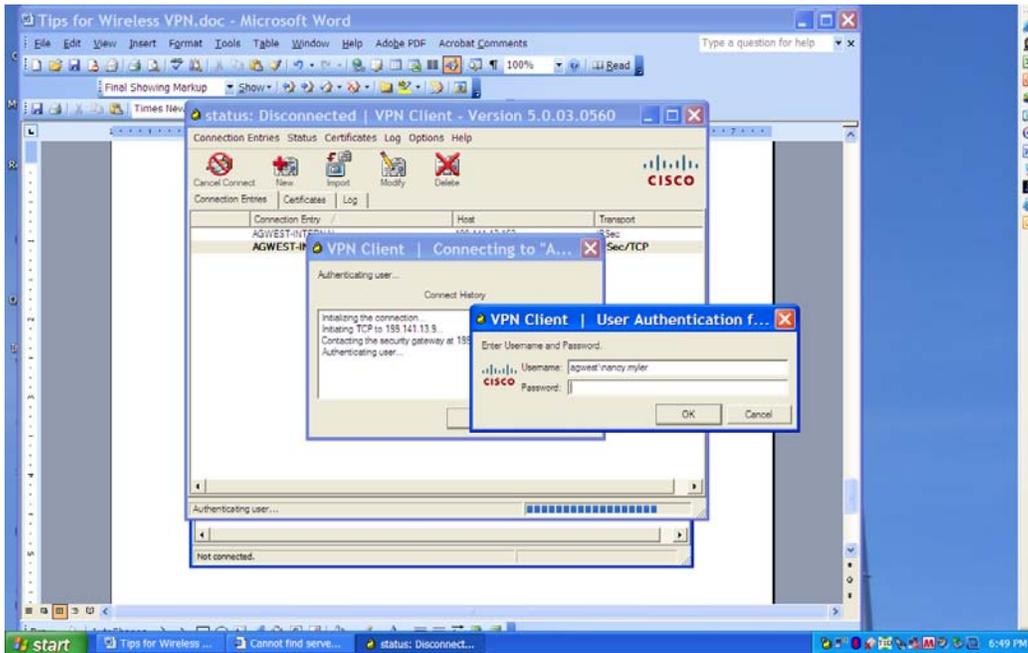
Most hotels make you agree to their terms for using their high speed internet. You must agree here before you can have access.



Once you know you have access to the web, you need to launch your VPN connection. VPN is “Virtual Private Connection”, and is a secure connection that will give you access to sites and files that are protected by the USDA firewall. Wireless connections are NOT secure, so USDA requires VPN access for all wireless connections. If you do not have a Cisco VPN shortcut on your desktop you will need to follow this path: **Start→All Programs→Cisco Systems VPN Client→VPN Client**



You will want to choose the **AGWEST-INTERNET** connection because you are accessing VPN via the wireless internet connection. Click on **AGWEST-INTERNET** so that it is highlighted. Then click on **Connect**.



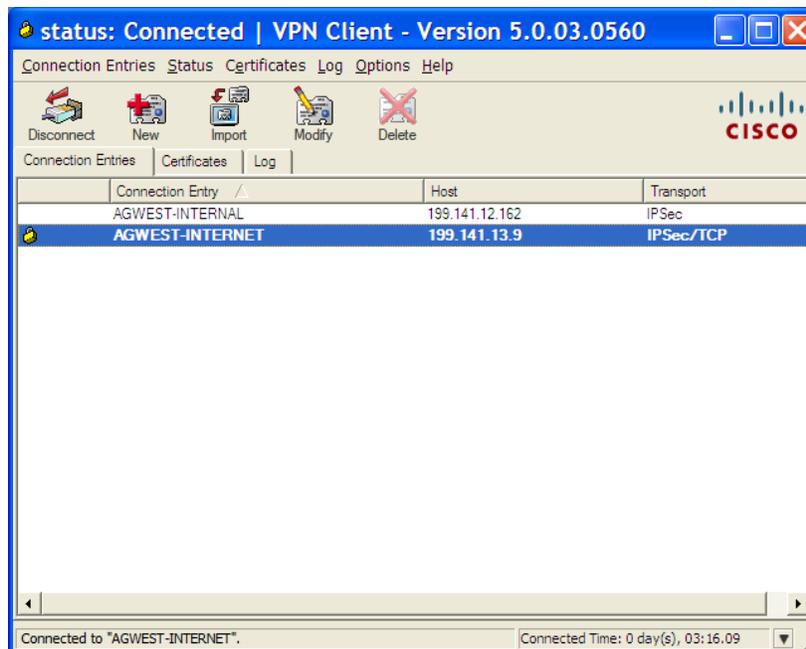
You will next be prompted to enter your id/password. You must have the domain name and \ before your name i.e. Agwest\jane.doe You use the same id as you sign on your pc. Click **Ok**.



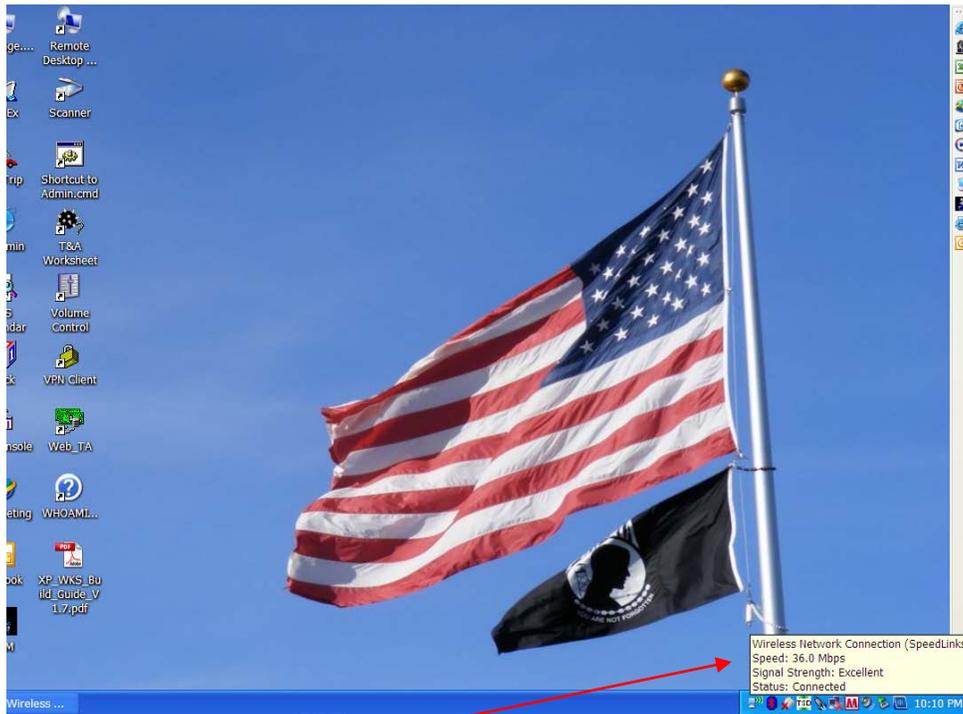
Once connected, you will see the USDA Banner. Click **Continue**.



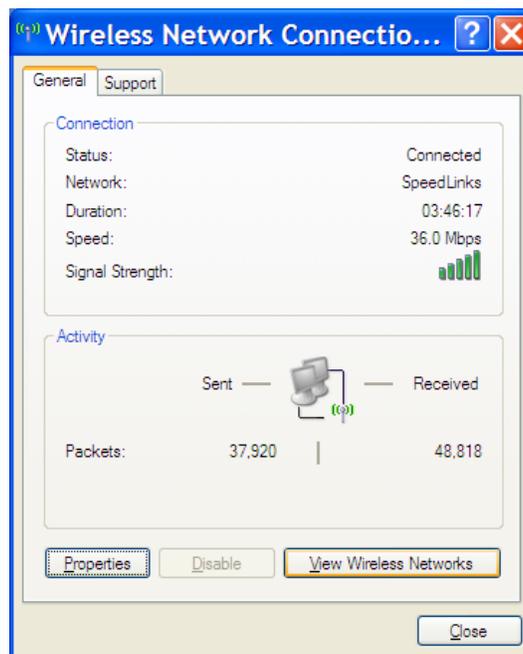
Note the little padlock on the lower right of your Taskbar.  If you point at it you will see that you are connected. When you are finished you need to close your VPN connection first. Double click on the VPN connection padlock.



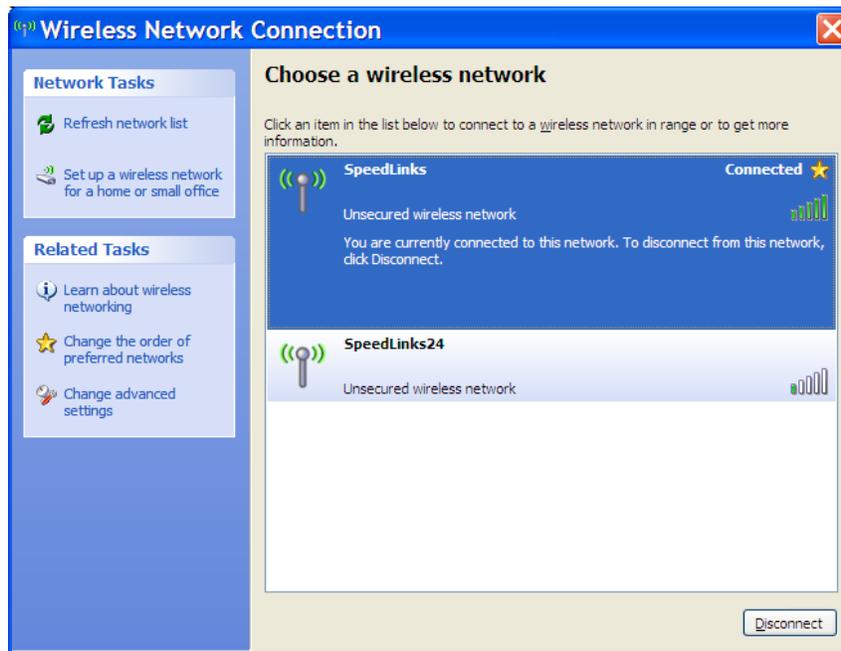
Note the padlock on the AGWEST-INTERNET connection. Make sure that line is highlighted, then click **Disconnect** to end your VPN session.



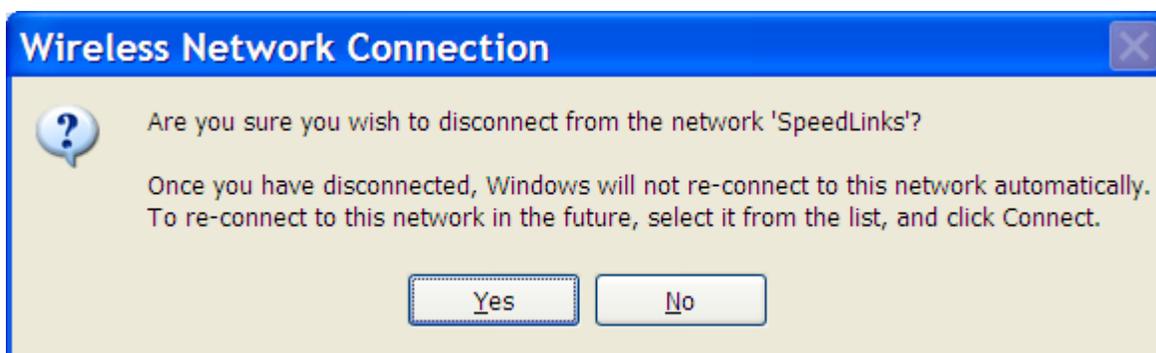
If you click on the wireless icon  on your Task Bar you can verify the connection is still active. Double click to see more details.



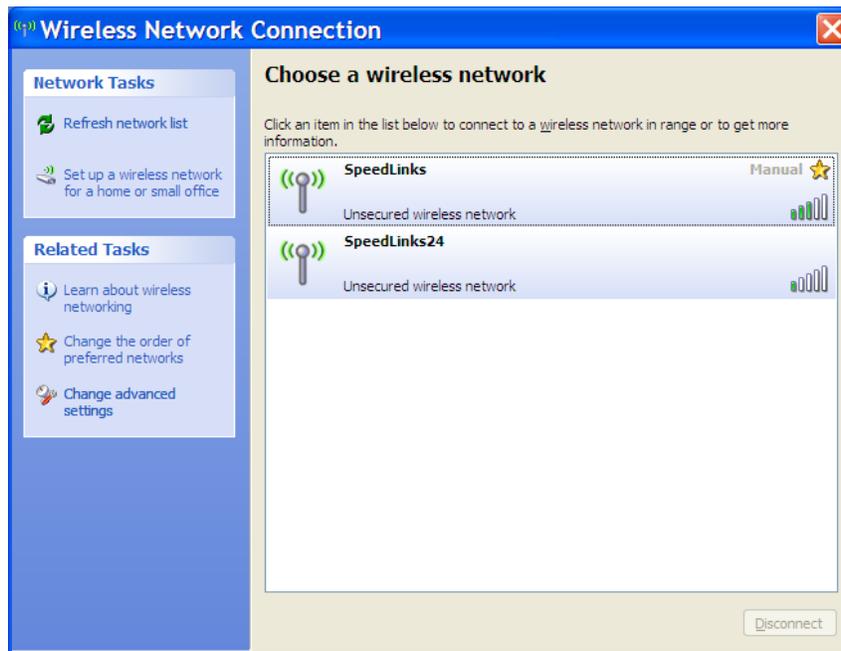
Click on **View Wireless Networks**



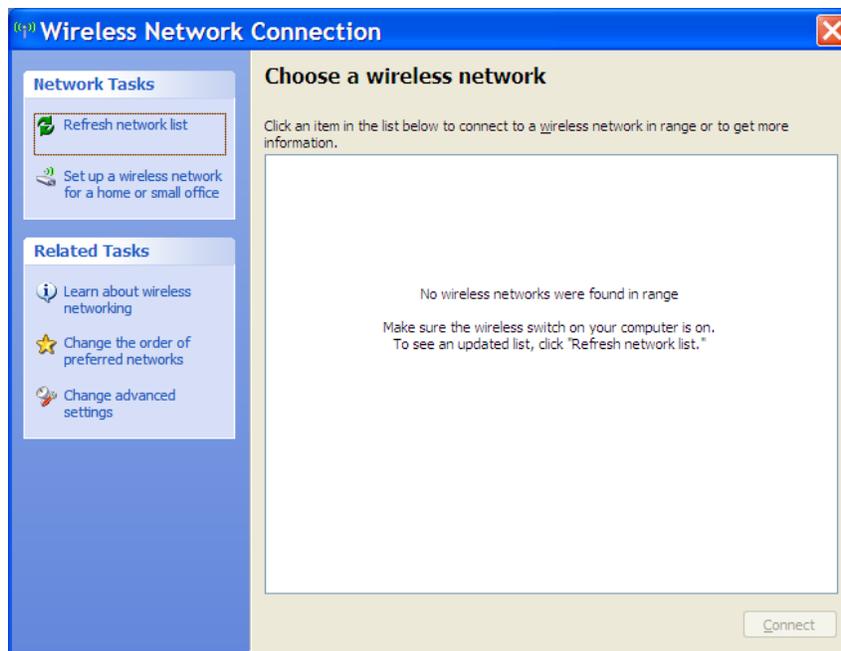
Highlight your connection, then click **Disconnect**.



Click **Yes** to confirm your disconnect. Do not leave your laptop connected to wireless without the VPN client being active.



Your connection will now show that next time it will require a Manual connection.

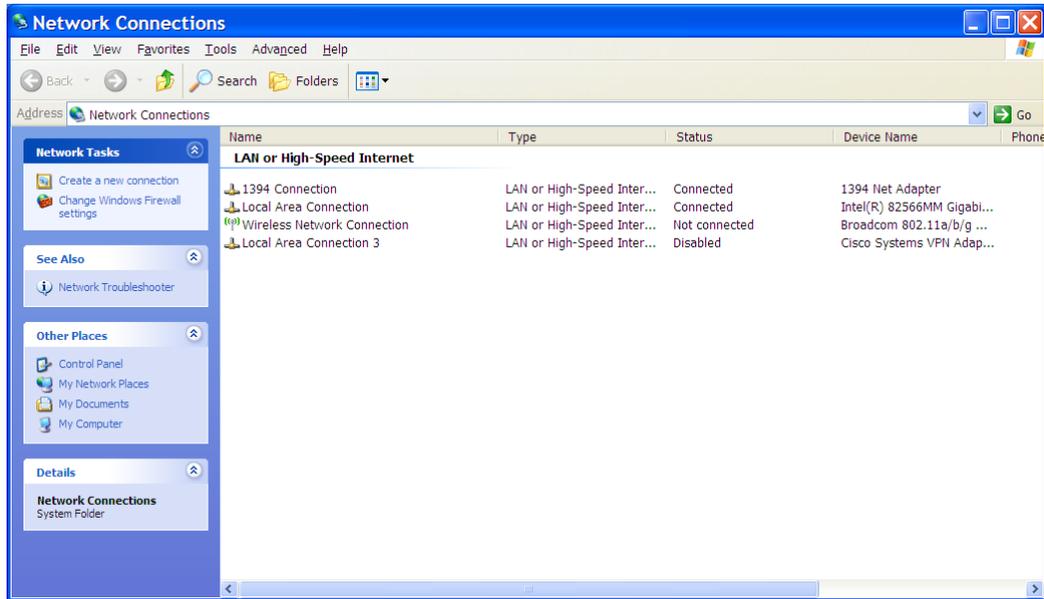


When you want to connect again, if you don't see any available wireless networks, click on the **Refresh network list**.

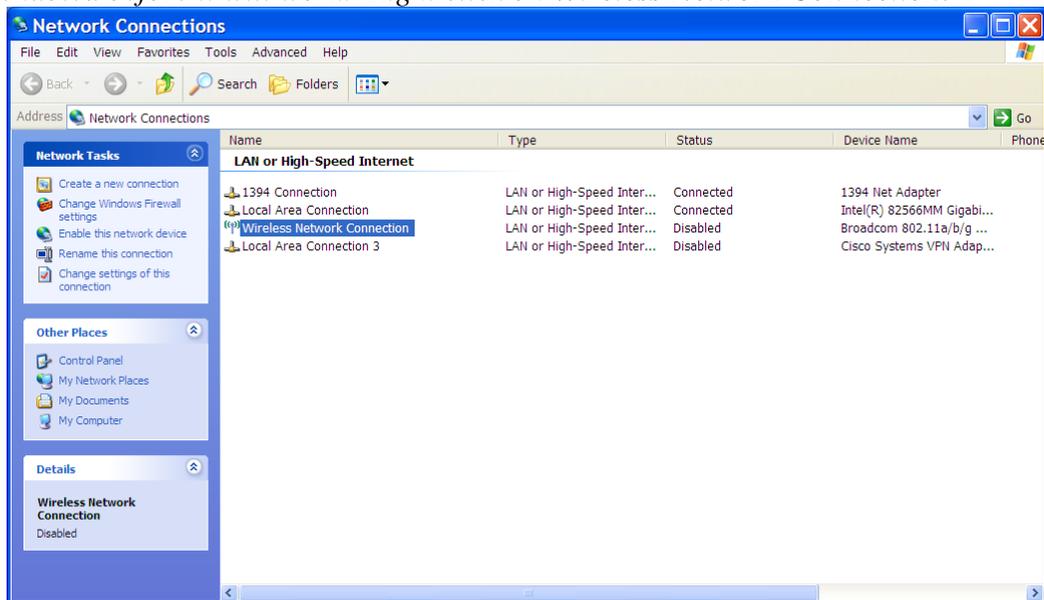
Frequently Asked Questions about VPN and Wireless

1. I've tried all of the steps, but cannot get an internet connection at my hotel.

*First, check with the front desk to verify that your room has the high speed internet enabled. Make sure that the wireless network on your laptop is “enabled”. Right click on **My Network Places** on your desktop. Then left click on **Properties**. Refer to the following screen print.*



*Wireless Network Connection status should say **Not connected**. If it is Disabled you will need to have it enabled before it will work. Right click on **Wireless Network Connection**.*



*Click on **Enable** on the menu. Note: Only administrators or users who belong to the Network Configuration group have authority to enable/disable the wireless. **It's a good idea to check on this before you take the laptop out of the office.** Contact your IT Specialist if you cannot get your wireless connection enabled. Most laptops need to have the wireless antennae enabled on the laptop's keyboard. Look for the wireless button in the area above the F4 key on your laptop. When it is “ON” you see a blue light. Be sure to turn it off when you are finished with your wireless session. Tablets have antennae on the side by the on/off button.*

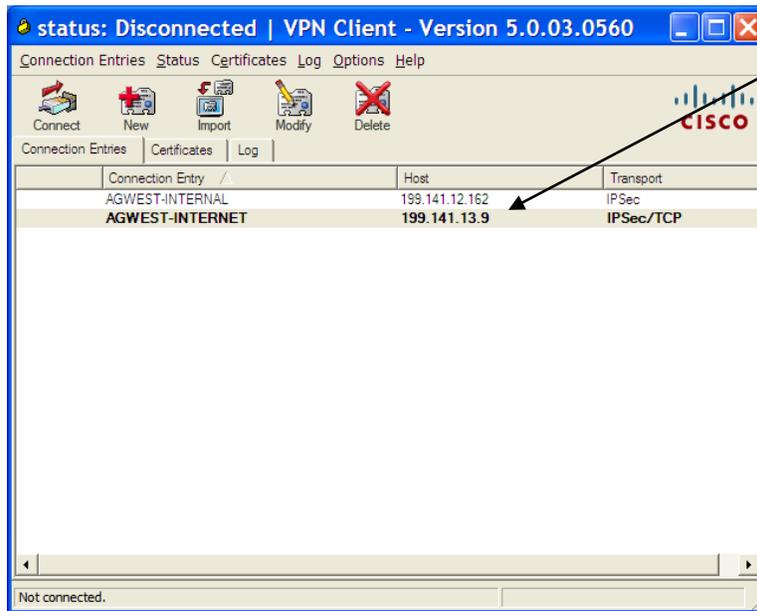
2. I'm borrowed a laptop to take while I'm traveling & I can't get the VPN to work.

You must have membership in your state's RemoteAccess group. If you do not have this you must submit request to your agency ISSPOC so they can input a SAAR request to ITS to add you to this group. Always make sure your have access before traveling.

3. I have a wireless network available in my home office. Since my Service Center network is very slow, can I use the wireless that is available?

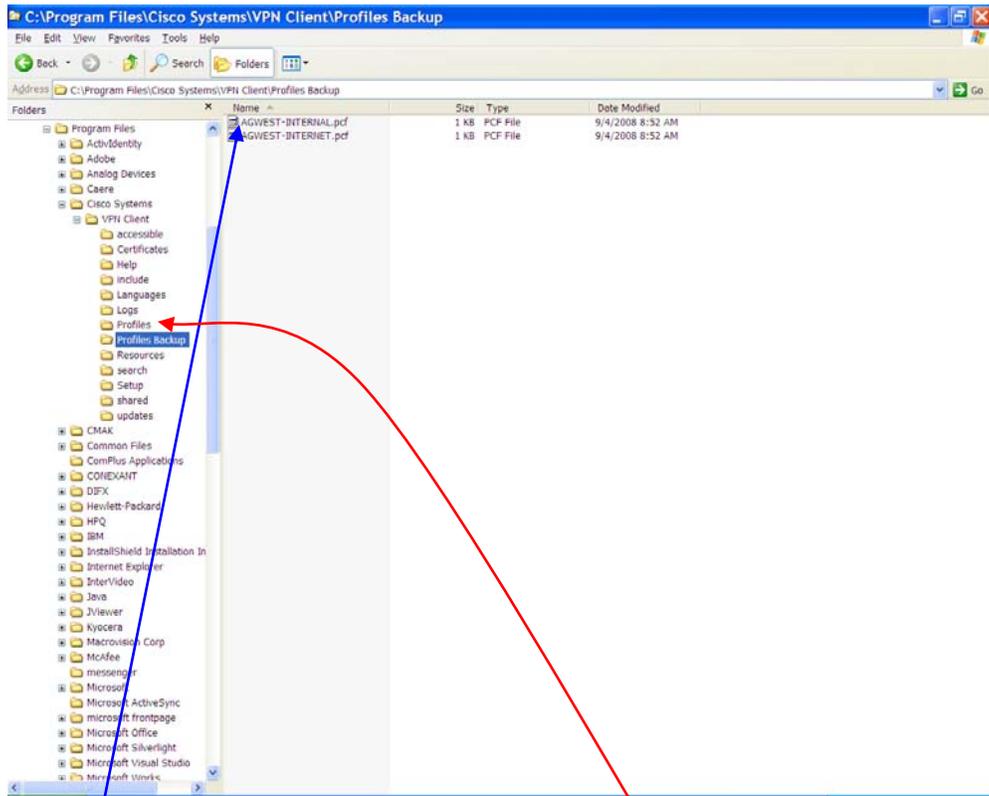
Wireless is against policy within USDA offices. You should always turn off your wireless on the laptop when you are finished using it. While in an USDA Service Center you must use USDA wired network.

4. I'm trying to connect with my Cisco VPN and all of the Host connections are blank.



For some reason, occasionally the Host ip addresses disappear. If this happens it's possible that you can restore these from a backup folder on your laptop (feature included in Cisco VPN Version 5.0.03.0560). Go to your Windows Explorer/My Computer. Drill down to the following folder:

C:\Program Files\Cisco Systems\VPN Client\Profiles Backup There should be 2 files in this folder (AGWEST-INTERNAL.pcf and AGWEST-INTERNET.pcf). If these files are present, copy them to the folder just above them C:\Program Files\Cisco Systems\VPN Client\Profiles

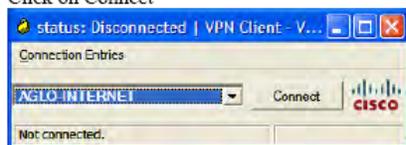


Copy these 2 files. Paste them in the **Profiles** folder just above.

5. What is the purpose of odd looking menu that refers to Cisco that appears before I log on to my laptop?

This is to allow you to connect to VPN before you log on to your workstation. Logging on this way authenticates and connects you to the USDA network and then logs on the laptop. Your server drives will be mapped for you like they are when you are in your home Service Center. Note that this may not work if you have to acknowledge a hotel network before connecting to VPN.

Click on Connect



This Appears....



When logging in, always use **domain\User.Name**

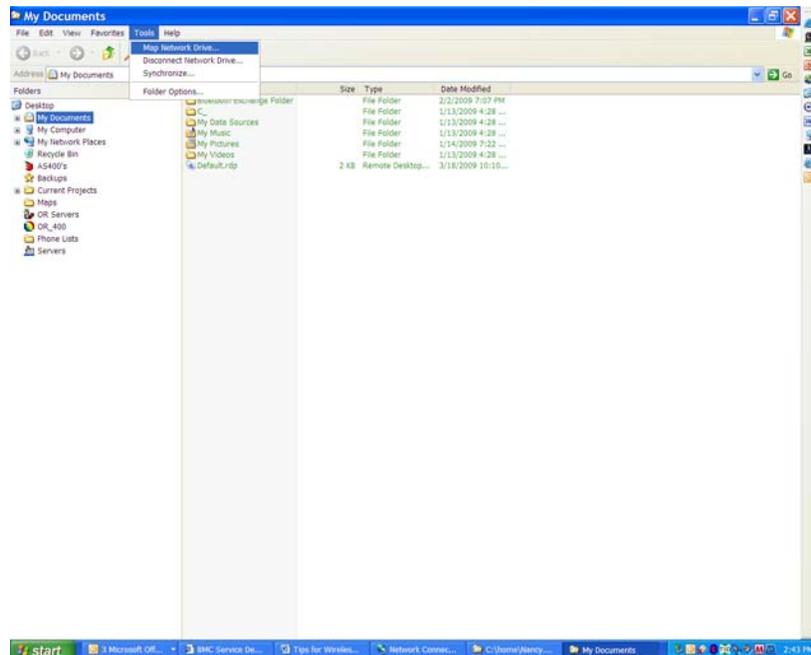
The valid domains are: **Aglo, Agwest, Ageast and Agcentral**

If you are not sure which domain your account is in, you can press **Ctrl + Alt + Del**
This will provide you login information that will show your domain and User account.

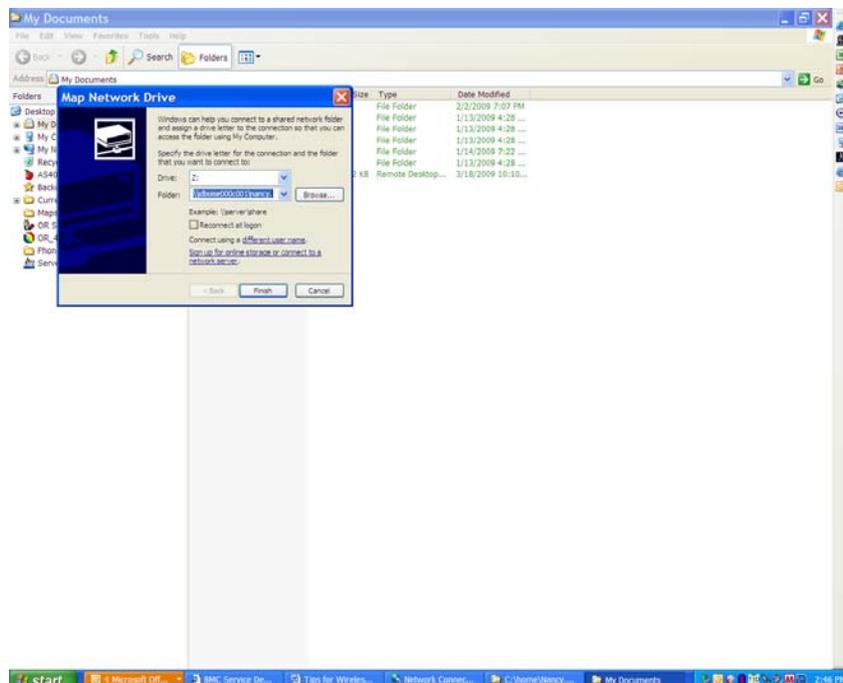
This diagnostic Dialog Box appears, and remains until connected.....

6. I have to connect to hotel network before VPN but I really need files from my Home folder on my server. What do I do now?

Once connected, you can manually map your Home folder. Open Windows Explorer/My Computer.



*Click on **Tools** at the top of your screen. Then click on **Map Network Drive**.*

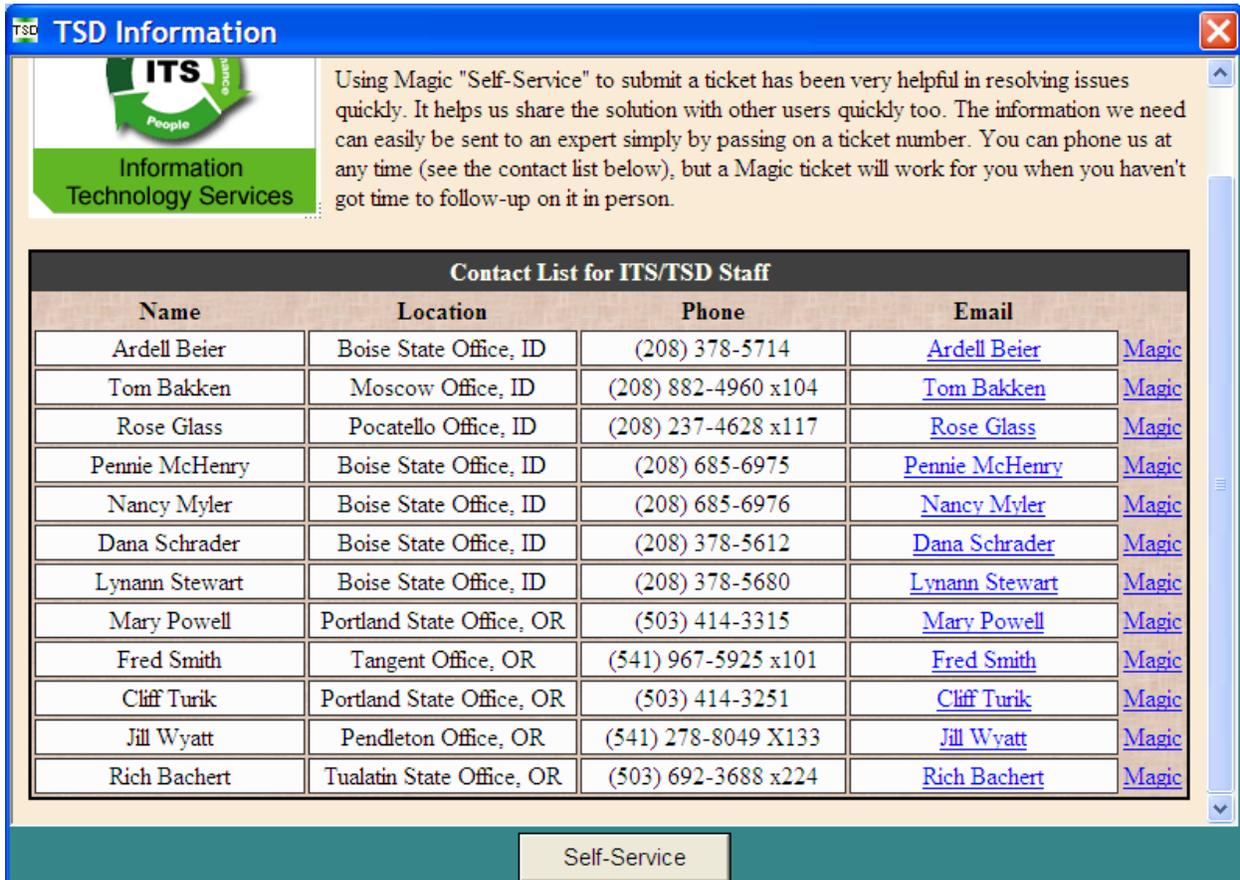


*Enter the path in this format: [\\yourservername\firstname.lastname](#) Click Finish
Note: [\\idboise000c001\jane.doe](#)*

You can also keep your wireless connection session active, log off the laptop & then log back on & your drives should be automatically mapped for you.

7. How can I contact ITS if I still need help?

You can click on the *TSD icon* on the lower *Toolbar* of your desktop.



The screenshot shows a window titled "TSD Information" with a blue header. On the left is a green logo for "ITS Information Technology Services" with a circular arrow and the text "People". To the right of the logo is a text box explaining the "Magic Self-Service" ticket system. Below this is a table titled "Contact List for ITS/TSD Staff" with columns for Name, Location, Phone, and Email. Each email address is a blue hyperlink. At the bottom of the window is a "Self-Service" button.

Using Magic "Self-Service" to submit a ticket has been very helpful in resolving issues quickly. It helps us share the solution with other users quickly too. The information we need can easily be sent to an expert simply by passing on a ticket number. You can phone us at any time (see the contact list below), but a Magic ticket will work for you when you haven't got time to follow-up on it in person.

Name	Location	Phone	Email
Ardell Beier	Boise State Office, ID	(208) 378-5714	Ardell Beier Magic
Tom Bakken	Moscow Office, ID	(208) 882-4960 x104	Tom Bakken Magic
Rose Glass	Pocatello Office, ID	(208) 237-4628 x117	Rose Glass Magic
Pennie McHenry	Boise State Office, ID	(208) 685-6975	Pennie McHenry Magic
Nancy Myler	Boise State Office, ID	(208) 685-6976	Nancy Myler Magic
Dana Schrader	Boise State Office, ID	(208) 378-5612	Dana Schrader Magic
Lynann Stewart	Boise State Office, ID	(208) 378-5680	Lynann Stewart Magic
Mary Powell	Portland State Office, OR	(503) 414-3315	Mary Powell Magic
Fred Smith	Tangent Office, OR	(541) 967-5925 x101	Fred Smith Magic
Cliff Turik	Portland State Office, OR	(503) 414-3251	Cliff Turik Magic
Jill Wyatt	Pendleton Office, OR	(541) 278-8049 X133	Jill Wyatt Magic
Rich Bachert	Tualatin State Office, OR	(503) 692-3688 x224	Rich Bachert Magic

Self-Service

Contact the IT Specialist that is assigned to your office first for help resolving Wireless/VPN issues. If you have access to network you can create a self-help Magic ticket:

<https://merlin.sc.egov.usda.gov/helpdesk/PreLogin.asp?langsettings=1> or you can email IT.