

INTERNAL - Remote Access: GRA and Secure ID Diagnostic

Supporting Documentation

- [Remote Access: Home](#)
- [Thompson Wireless Router Configuration](#)
- [BT ADSL User Account Management](#)
- [GRA over DialUp](#)

Pre-requisites

- a) In order to access Company systems from a remote (non Company) location it is necessary for the user –
 - i. To have a Company Computer (This may be a loans pool or departmental computer).
 - ii. To have a Remote Access Secure ID account and token.
 - iii. To have Internet access. This maybe Broadband, 3G data card or dialup.
- b) This document describes a single element of the Remote Access diagnostic process. It is assumed that the process described in [Remote Access: Home](#) has been followed to the point where GRA or Secure ID account failure has been diagnosed.

Process

- 1. This process assumes that the user has confirmed that
 - a) The computer can access the internet (open a Google.com webpage).
 - b) The computer successfully leases a valid IP address in the 192.168 range from the router.
- 2. Ascertain if the user has successfully used GRA on this machine to connect to the network recently.

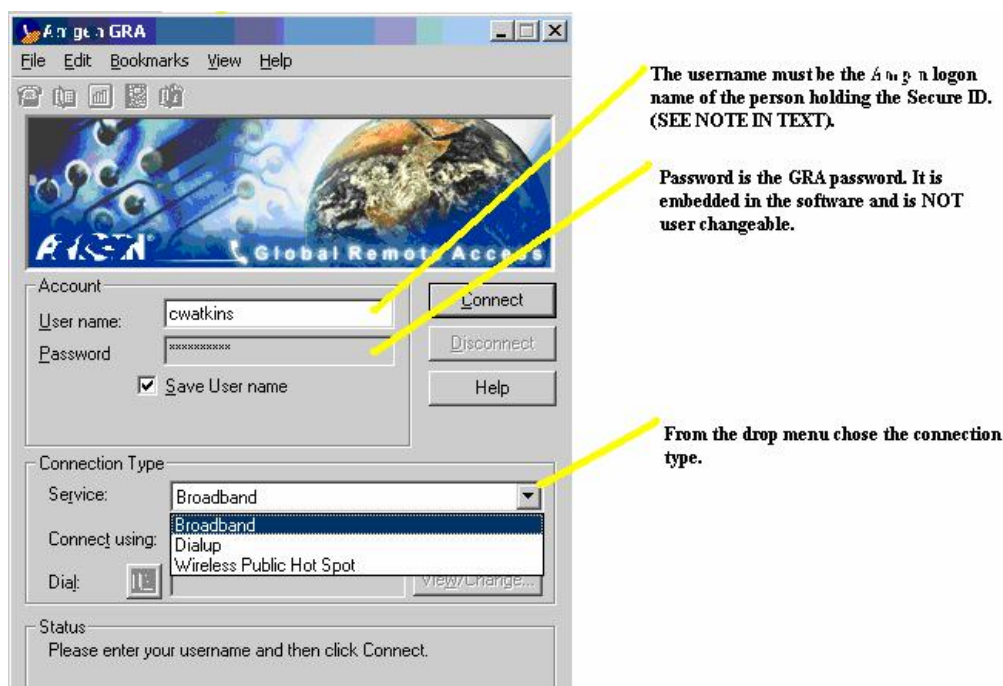
NOTE: If GRA has not been used for some time on the remote machine, it is possible that the GRA software needs an update. GRA updates are performed automatically each time GRA is used to make a connection to the Company network.

If a connection to the network is not possible due to GRA requiring an update, it may be necessary to take the machine to a Company site, connect directly to the network via LAN cable, start the GRA software and manually perform an update.

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3. Close the browser and start the GRA software from the desktop shortcut or from the programs menu.

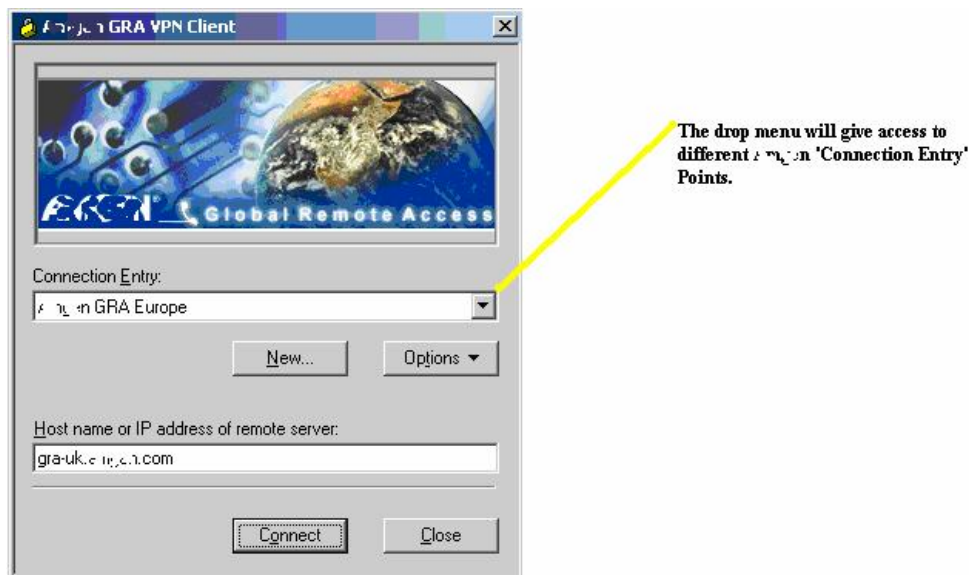


- a) The User Name will default to that used for the last successful access made via GRA on this machine. In most cases this will be the person who regularly uses this particular computer.
 - i. The User Name must be that of the holder of the secure ID account.
NOTE: It is possible to log on to a remote machine (disconnected from the network) using one Company logon name to start the machine and, through GRA, use that machine to access the Company network using the secure ID and logon name of another user. This will however result in limited access to network resources.
- b) The password is embedded into the GRA software and is not changeable.
- c) From the drop menu, select the method of connection.
 - i. Generally this will be 'Broadband'. This applies in most home, hotel and 3G card situations.
 - ii. If this is a 'Dialup' connection perform a [GRA over DialUp diagnostic](#).

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d) Click the 'Connect' button.



e) If there is a failure to connect -



go to [step 4](#).

f) When the computer gains access to the 'Connection Entry' point a prompt will request a Username and Passcode.

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The username **must** be the one used in the GRA software to start the connection. The Passcode is a combination of users Secure ID four digit PIN and the code displayed on the users Secure ID token. With PIN and code together this will make up a ten digit numeric entry with no spaces.

- g) The connection should now be made. Click 'Continue'.



- h) Allow the 'Download?Upload Status' window to run as this updates the local GRA software.

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i) If there is a failure to connect -



This is a clear indication that there is an issue with the Secure ID account. Go to [step 10](#).

NOTE: Occasionally the user may be asked for ‘Next Token Code’, in this eventuality they must wait a few seconds for the code display to change on the Secure ID token and then enter the new display. **This must be entered without the PIN i.e. A six digit numeric entry.**

Local Software Failure.

4. If there is a failure to connect -

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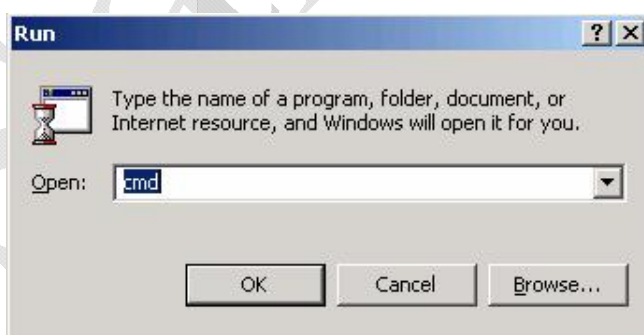
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Click 'OK', return to the 'Company GRA VPN Client' window, select another 'Connection Entry' point from the drop menu and try again.

NOTE: The 'Connection History' may also display 'Remote Peer is no longer responding.'

5. If a change of 'Connection Entry' point still returns a failure to connect close the GRA software and check the IP address. –
 - a) Request the user to click the 'Start' button and select 'Run' from the menu.
 - b) Enter 'cmd' in the 'Open' box and click 'OK'.



- c) In the black command window ask the user to type 'ipconfig' and press the 'Enter' key.

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```

C:\WINNT\system32\cmd.exe
C:\Documents and Settings\cwatkins>ipconfig

Windows 2000 IP Configuration

Ethernet adapter Local Area Connection 4:

    Connection-specific DNS Suffix  . : home
    IP Address . . . . . : 192.168.1.3
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1

Ethernet adapter Local Area Connection:

    Media State . . . . . : Cable Disconnected

C:\Documents and Settings\cwatkins>_
    
```

Computer IP Address (points to 192.168.1.3)

Gateway (Router) Address (points to 192.168.1.1)

this will return a statement giving the computer IP address and the gateway (router) IP address. On Company supplied routers these should always begin 192.168.1 (the final segment of the address will vary).

- d) If the IP address appears to be correct ask the user to enter 'ipconfig /release' into the command window and press the 'Enter' key.

```

C:\WINNT\system32\cmd.exe
C:\Documents and Settings\cwatkins>ipconfig

Windows 2000 IP Configuration

Ethernet adapter Local Area Connection 4:

    Connection-specific DNS Suffix  . : home
    IP Address . . . . . : 192.168.1.3
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1

Ethernet adapter Local Area Connection:

    Media State . . . . . : Cable Disconnected

C:\Documents and Settings\cwatkins>ipconfig /release_
    
```

This should return

```

C:\Documents and Settings\cwatkins>ipconfig /release

Windows 2000 IP Configuration

IP address successfully released for adapter "Local Area Connection 4"
No operation can be performed on adapter Local Area Connection as this con
n has its media/cable disconnected.

C:\Documents and Settings\cwatkins>_
    
```

Now ask for 'ipconfig /renew' to be typed in and followed by the 'Enter' key

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```

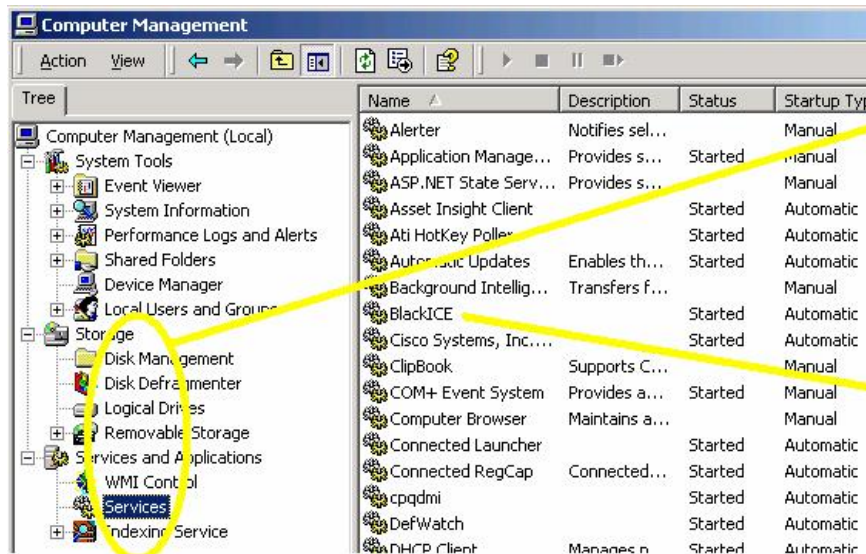
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Ethernet adapter Local Area Connection 4:
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    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1
Ethernet adapter Local Area Connection:
    Media State . . . . . : Cable Disconnected
C:\Documents and Settings\cwatkins>_
  
```

The IP address should refresh to a 192.168 address.

- e) If a correct IP address is displayed this indicates that the computer and router are successfully associated. Ask the user again to open a browser and try to access the Google webpage.
 - f) If this succeeds ask the user to try GRA again from [step 3](#).
 - g) If the computer fails to establish a correct IP address return to the [Remote Access: Home](#) and re-work through the checks from step 19 of that document.
6. If the computer obtains a correct IP address yet GRA still fails to make a successful connection to the ‘Connection Entry’ point ask the user to restart the machine. **NOTE:** In order to be sure that a full restart is performed ask the user to pause and relate each and every action that is taken during the process. Listen carefully and question every action. Check –
- a) That the Company splash screen displays properly,
 - b) The logon is completed using the correct username, password and domain. Ask the user to remove and re-enter the username and re-select the domain from the drop menu.
 - c) The machine arrives at the desktop display with no errors.
 - d) No software should be running other than standard Company processes and services.
7. Once the restart is complete try GRA again from [step 3](#).
8. If GRA still fails ask the user to perform a ‘Right Click’ on the ‘My Computer’ icon on the desk top and select ‘Manage’ from the menu.

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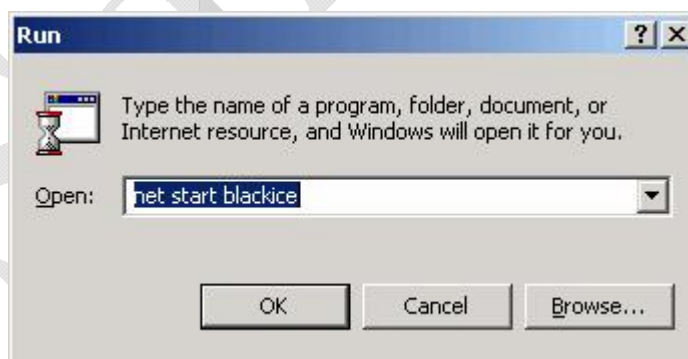


Have the user select 'Services' from the tree.

Confirm that the 'Black Ice' service is showing 'Started' in the 'Status' column and 'Automatic' in the 'Startup Type' column.

Ask the user to click 'Services' in the 'Tree' column and confirm that the 'Black Ice' service is 'Started' and set to 'Automatic' in 'Startup Type'.

9. If 'Black Ice' is not started attempt a start
 - a) Ask the user to click the 'Start Button'
 - b) Select the 'Run' command.
 - c) Enter 'net start blackice' in the 'Open' window



and click 'OK'.

- d) When the black command window disappears click 'Action' in the 'Computer Management' window and select 'Refresh'. Confirm that the Black Ice service is now started.

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e) If the Black Ice service is running attempt a connection again from [step 3](#).

10. If the Black Ice service will not start, or if the Black Ice service is running but GRA still fails to make a connection with any of the ‘Connection Entry’ points it will be necessary for the computer to be returned to the Helpdesk for further investigation.

Secure ID Account Failure.

11. If the user authentication fails



This is a clear indication that there is an issue with the Secure ID account.

- 12. Obtain a contact number for the user and explain that you will need to get the Secure ID account re-set.
- 13. Assign a Peregrine incident to Euro Networks and request a Secure ID account re-set for the user. If there is an urgent need to get the user back online attempt to telephone or email a member of the Euro Networks team.
- 14. Euro Networks will re-set the account and place it in ‘New PIN’ mode. Re-contact the user and go through the GRA procedure again.

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At the point of Authentication GRA will request a new PIN to be chosen by the user. Once this has been done access should be granted.

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