

ICT Guides

Direct Access

Introduction

What is it?

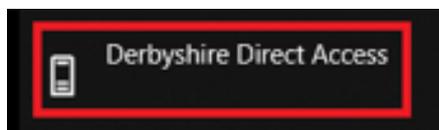
- DirectAccess enables remote working on your DCC laptop by automatically creating a connection back to the Derbyshire corporate network when you're not at a DCC site – all you'll need is an internet connection

Example: if you take your laptop home on Tuesday evening and start it up on Wednesday morning at home while connected to your home broadband, the laptop will automatically connect to the Derbyshire network in the background

- DirectAccess is a direct replacement for Juniper in which the user had to enter a one-time passcode and PIN. DirectAccess provides the same access to internal resources as Juniper did, such as mapped drives, workplace and mosaic, without needing to manually log in to initiate the connection.

How do I know my machine is configured for Direct Access?

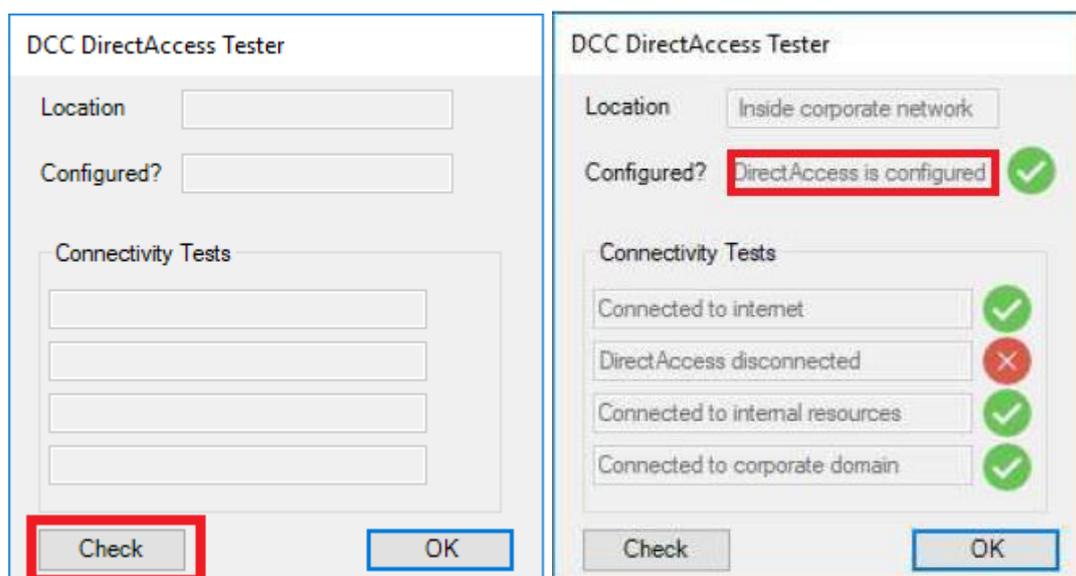
- If you are on Windows 10, you will see the following object when clicking on the network icon  in the system tray. The below (highlighted in red) indicates that your machine is configured for DirectAccess. If this is the case, you do not need to do anything. The DirectAccess connection will initiate automatically when your machine is away from base.



- If you are on Windows 7, go to your **Desktop > DCC VPN Tools** and run the **DirectAccess Troubleshooter.exe**:



After a few seconds, the following screen will be displayed. Click "Check" to initiate the troubleshooting.



If you see "DirectAccess is configured", your machine is configured correctly.

How do I know my machine is connected to DirectAccess when I'm away from base?

Windows 10 or Windows 8.1

You can tell you're running Windows 10 or 8.1 if your Start Button looks like this: 

- Click on the network  icon in the system tray. The grey "Connected" text below "Derbyshire Direct Access" indicates that your machine is connected:



-and this indicates it's not connected:



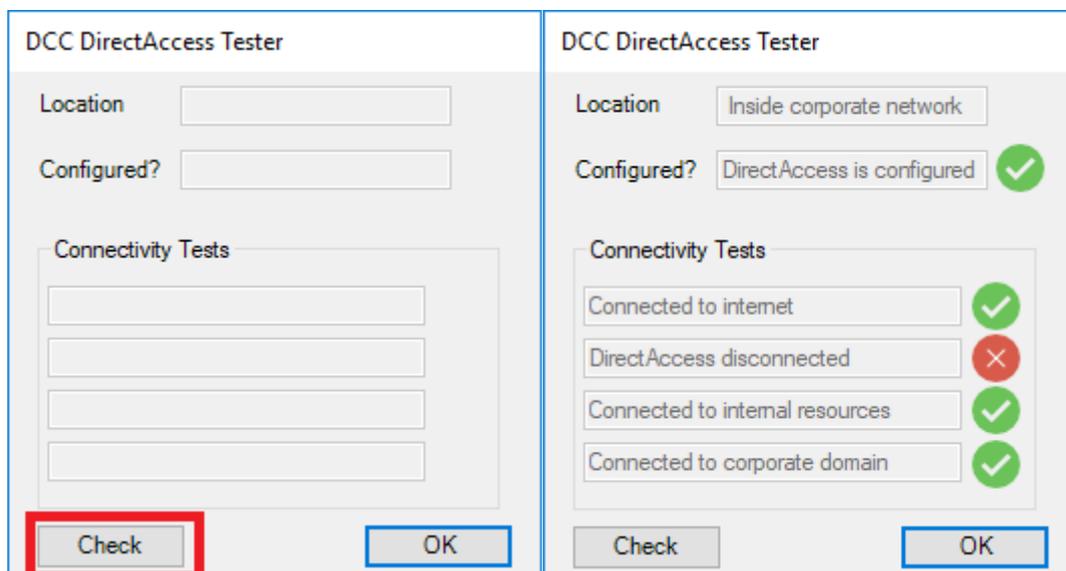
- If you want further details, you can click on this Derbyshire Direct Access icon

Windows 7

You can tell you're running Windows 7 if your Start Button looks like this: 

- Go to your **Desktop > DCC VPN Tools** and run the **DirectAccess Troubleshooter.exe**:

 DirectAccess Troubleshooter.exe



If all the connectivity tests succeed, you are fully connected to the Derbyshire Network and don't need to do anything else. The tests mean the following:

- **Location:** This is where your machine currently is. This should be “Outside the corporate network” if you're at home
- **Configured?:** This is whether or not your machine is actually set to connect to DirectAccess when it's not on the corporate network
- **Connected to internet/No internet access:** Displays whether or not you've got internet connectivity).
- **DirectAccess connected/not connected:** This is whether or not a connection has been made back into the Derbyshire network. This should be disconnected when you're on the corporate network and connected when you're away from base
- **Connected to internal resources:** Tests connectivity into internal Derbyshire resources
- **Connected to corporate domain:** Tests internal Derbyshire domain connectivity

Troubleshooting steps

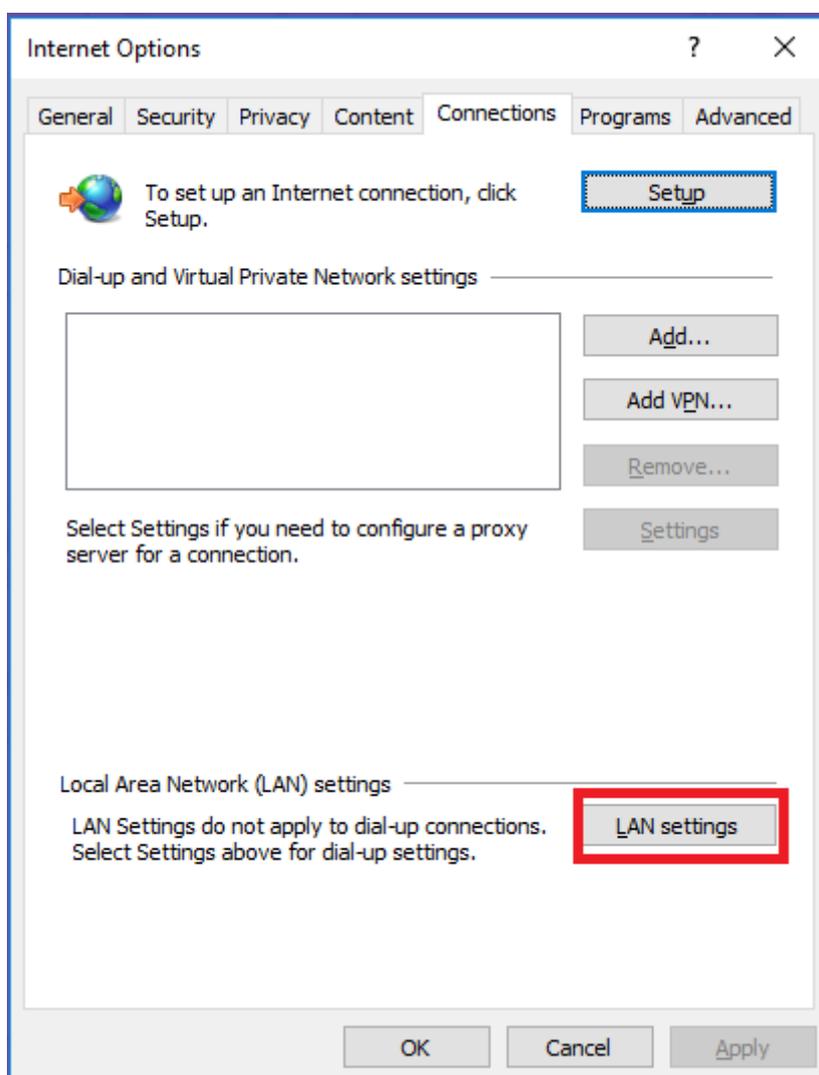
Step 1: Check you have connectivity to the internet via your home/public broadband by trying to get to <http://www.bbc.co.uk> in Internet Explorer. If you can access the internet, check DirectAccess connectivity again by trying to get to <http://dnet/>. If this still doesn't work, move on to **Step 2**

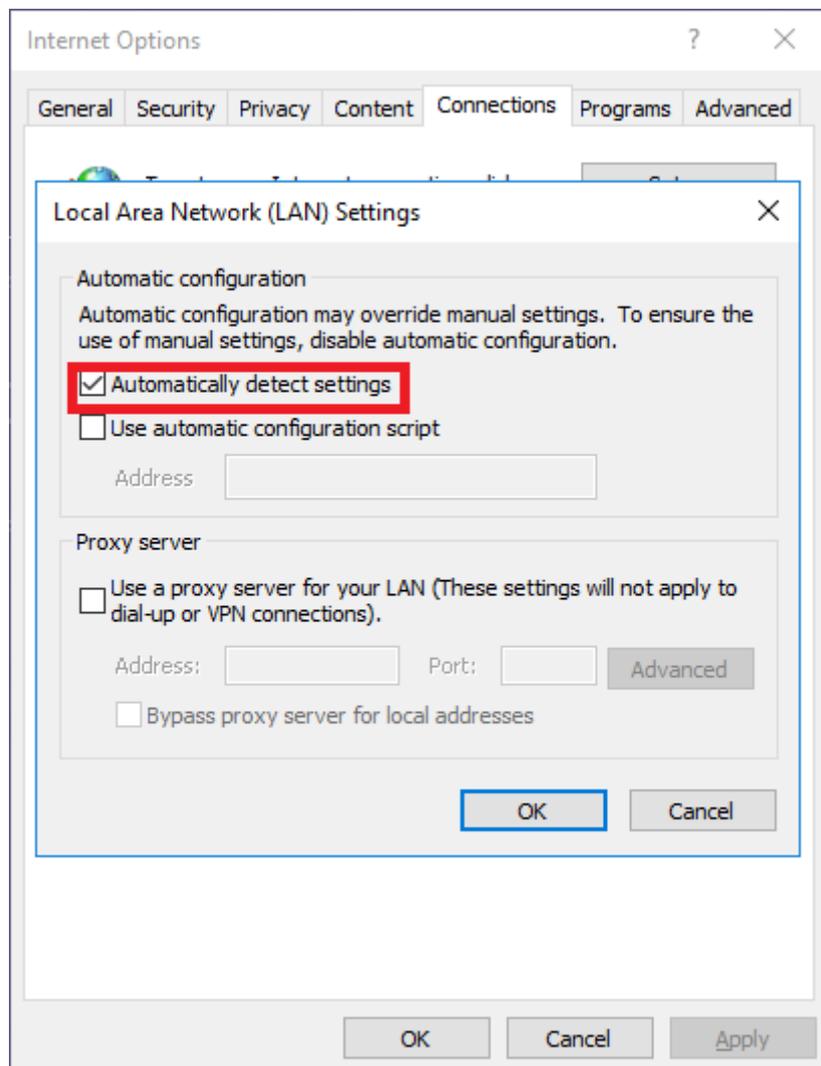


Step 2: If you have no mapped drives after logging in to your machine at home, run the “Map Drives” or “Flush and Run” shortcuts in the “DCC VPN Tools” folder on your desktop. If this does not work, go to **Step 3**

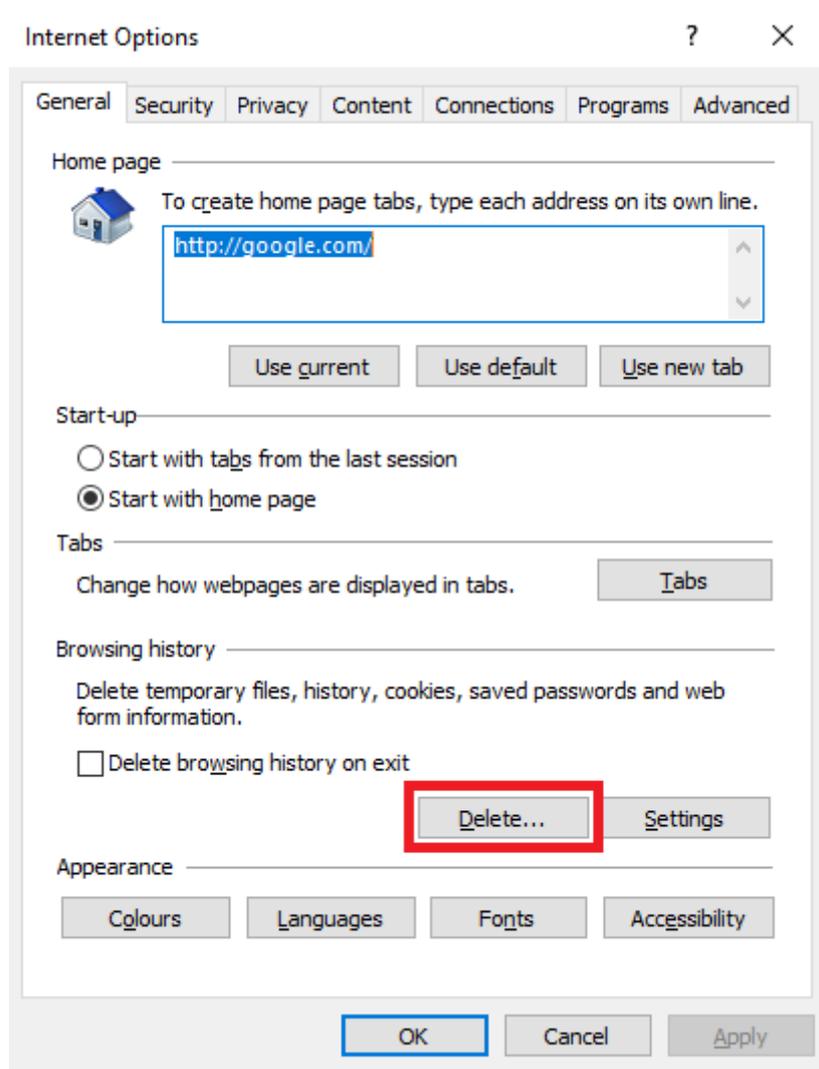
Step 3: Restart your machine – if your problems still persists, go to **Step 4**

Step 4: Check your proxy settings by going to **Internet Explorer > Internet Options > Connections > LAN settings** and making sure “Automatically detect settings” is the only option ticked:

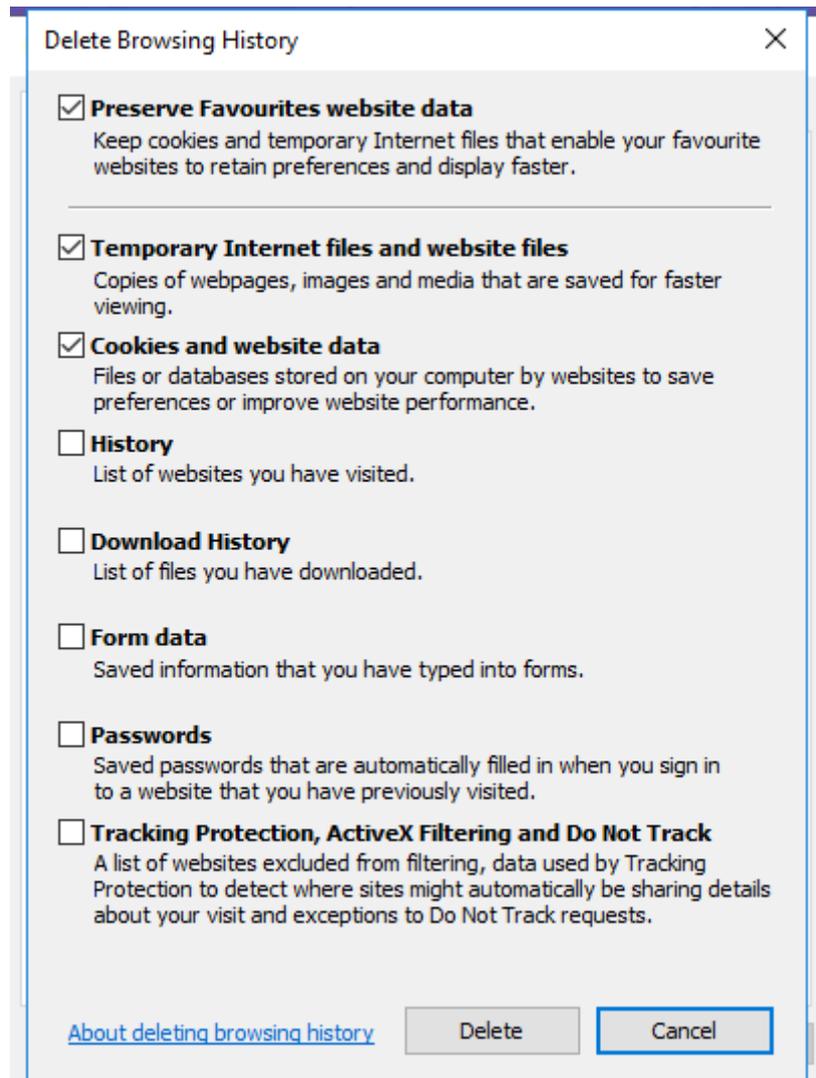




Step 5: Clear your Browsing history by going to **Internet Explorer > Internet Options > Browsing history > Delete... > Delete:**



Then select the following three items and click “Delete”:



-after this, go to your **Desktop > DCC VPN Tools** and run the **DirectAccess Troubleshooter.exe** and check connectivity. If you still have connectivity issues, please contact Service Desk on 01629 537777 or email service.desk@derbyshire.gov.uk