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:

DirectAccess Troubleshooter.exe After a few seconds, the following screen will be displayed. Click "Check" to initiate the troubleshooting. DCC DirectAccess Tester DCC DirectAccess Tester Location Location Inside corporate network Configured? Configured? DirectAccess is configure Connectivity Tests **Connectivity Tests** Connected to internet DirectAccess disconnected Connected to internal resources Connected to corporate domain ΟK Check Check OK

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 pice 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

DCC DirectAccess Tester	DCC DirectAccess Tester
Location	Location Inside corporate network
Configured?	Configured? DirectAccess is configured
Connectivity Tests	Connectivity Tests
	Connected to internet
	DirectAccess disconnected
	Connected to internal resources
	Connected to corporate domain
Check OK	Check OK

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

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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:

Internet Options		?	×
General Security Privacy Content Connections	Programs	Advar	nced
To set up an Internet connection, dick Setup.	Set	up	
Dial-up and Virtual Private Network settings			- 1
	A <u>d</u> d	ł	
	Add V	<u>P</u> N	
	<u>R</u> emo	ve	
Select Settings if you need to configure a proxy server for a connection.	<u>S</u> etti	ings	
Local Area Network (LAN) settings LAN Settings do not apply to dial-up connections. Select Settings above for dial-up settings.	LAN se	ttings	
ОК Са	ancel	Арр	ly

Internet Options	?	\times
General Security Privacy Content Connections Programs	Advan	ced
Local Area Network (LAN) Settings		×
Automatic configuration Automatic configuration may override manual settings. To er use of manual settings, disable automatic configuration.	isure the	
Automatically detect settings		
Address		
Proxy server Use a proxy server for your LAN (These settings will not a dial-up or VPN connections).	pply to	
Address: Port: Adv	anced	
ОК	Cancel	
OK Cancel	Appl	ly





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

Internet Options				? ×
General Security	Privacy Conte	nt Connections	Programs	Advanced
Home page To c <u>r</u> eat	e home page ta google.com/	os, type each add	dress on its o	own line.
	Use <u>c</u> urrent	Use de <u>f</u> ault	<u>U</u> se n	ew tab
Start-up Start with tab Start with <u>h</u> on	s from the last s ne page	ession		
Change how web	pages are displ	ayed in tabs.	Ŀ	abs
Browsing history -				
Delete temporary form information.	files, history, o	ookies, saved pas	sswords and	web
Delete bro <u>w</u> si	ng history on ex	it		
		<u>D</u> elete	<u>S</u> et	tings
Appearance				
C <u>o</u> lours	<u>L</u> anguages	Fonts	Acce	ssibility
		OK Ca	ancel	<u>A</u> pply

Then select the following three items and click "Delete":

Delete Browsing History	×
Preserve Favourites website data Keep cookies and temporary Internet files that enable your favo websites to retain preferences and display faster.	ourite
Temporary Internet files and website files Copies of webpages, images and media that are saved for faste viewing.	er
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.	2
History List of websites you have visited.	
Download History List of files you have downloaded.	
Saved information that you have typed into forms.	
Passwords Saved passwords that are automatically filled in when you sign to a website that you have previously visited.	in
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing about your visit and exceptions to Do Not Track requests.	d etails
About deleting browsing history Delete Cance	el

-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 <u>service.desk@derbyshire.gov.uk</u>

