

KETS Enterprise VPN

Client Installation and Configuration

Guide

Version 2.3

November 1, 2007

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Update – February 16, 2005:

- Before beginning, please click on *Start* – go to *Settings* – then *Control Panel* and select *Add or Remove Programs*
- When the next window populates, under *Currently installed programs...*, scroll down and select *Nortel Networks Contivity VPN Client*
- When *Nortel Networks Contivity VPN Client* item expands, click *Change/Remove* (you may be asked if you are sure or if you want to proceed, select *Yes* to all questions)

I. KETS Enterprise VPN Client Download, Installation and Configuration.

1. Open Internet Explorer and open the following address:

i. Windows XP -

<ftp://ketsftp.kyschools.us/VPN/KETS%20Enterprise%20VPN%20Client%20-%20XP.exe>

ii. Windows Vista –

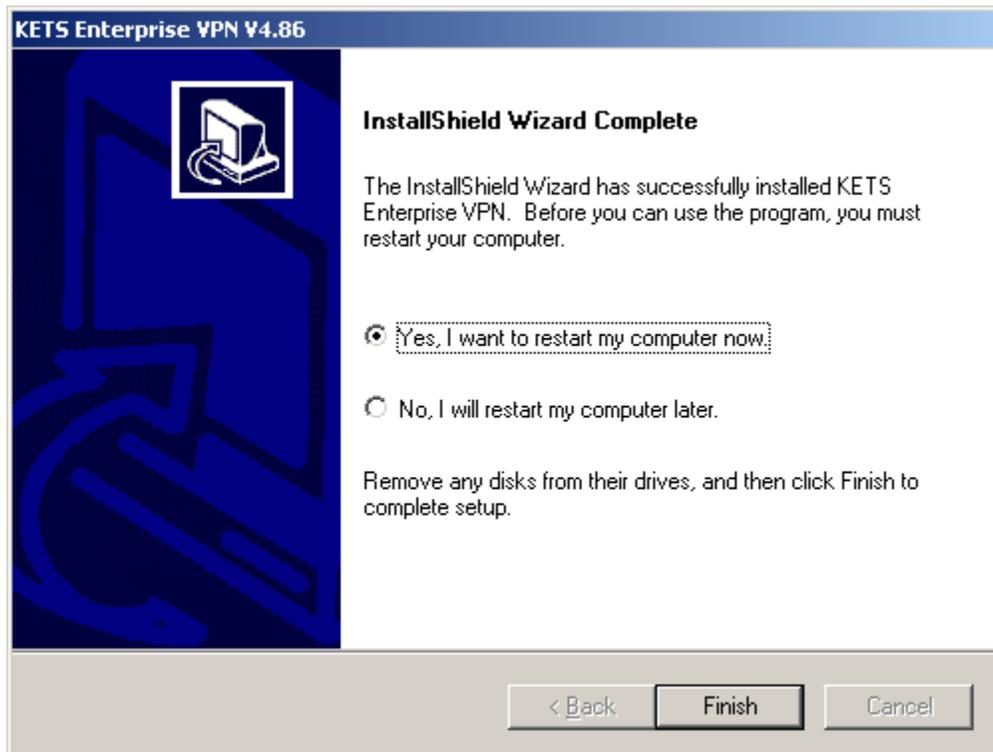
<ftp://ketsftp.kyschools.us/VPN/KETS%20Enterprise%20VPN%20Client%20-%20Vista.exe>

2. Left click on “Run” in the following dialog box:



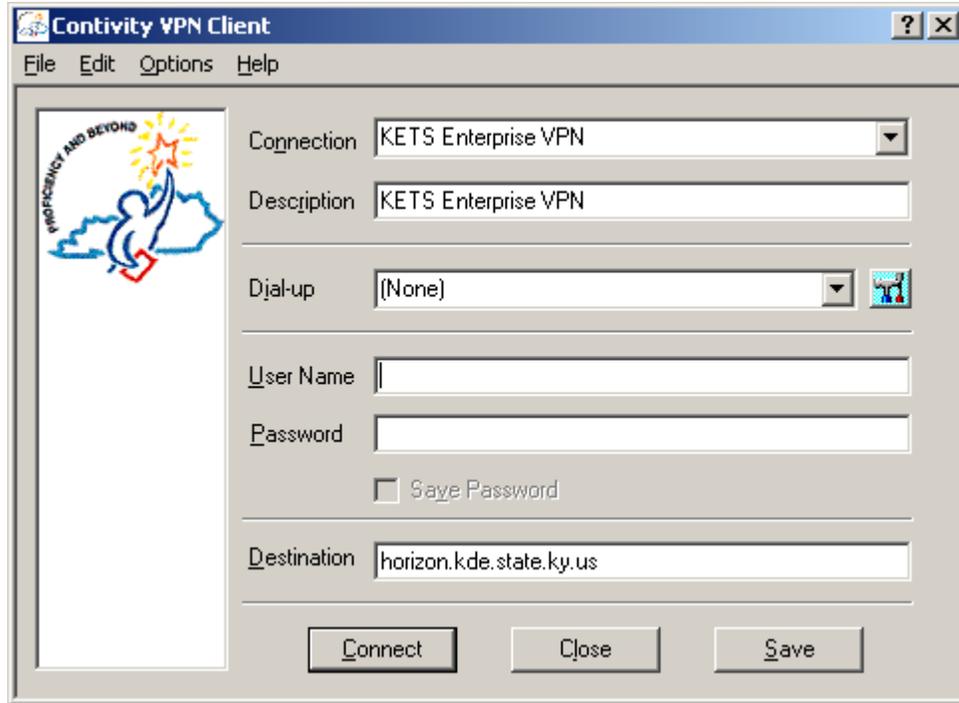
3. Several dialog boxes will open and then close during the installation process.

Once the installation is complete you should see the following dialog box:

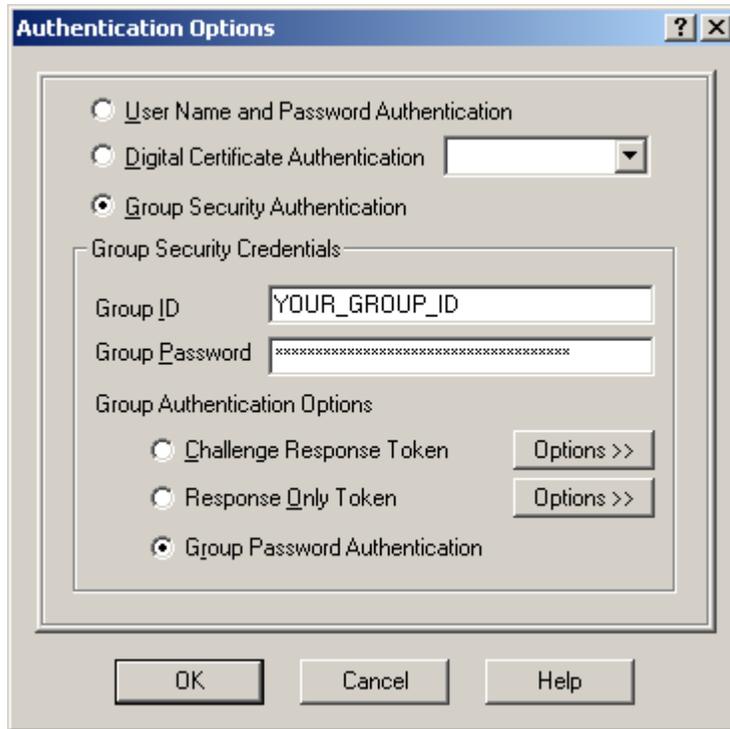


4. Verify that “Yes, I want to restart my computer now” is selected and left click on “Finish”. Your system should now reboot.

5. Once the system reboots, left click on the “Start” button and then “Programs” or “All Programs”. You should see a new folder called “KETS Enterprise VPN” which will contain three files/links. Left click on “KETS Enterprise VPN” to start the VPN application.
6. You should now see the following dialog box:

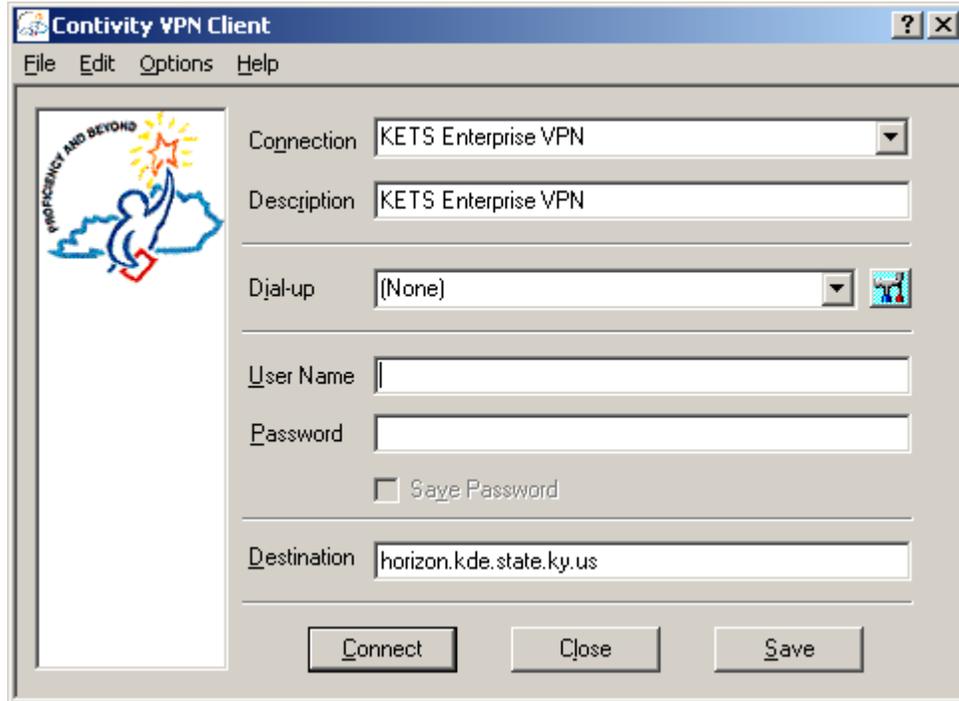


7. Left click on “Options” and then “Authentication Options” and the following dialog box should open:



8. Left click on the box to the right of “Group ID” and type in the Group ID you received from your District Technology Coordinator or TPOC.
9. Left click on the box to the right of “Group Password” and type in the Group Password you received from you District Technology Coordinator or TPOC.

10. Left Click on “OK”. You should be returned to the following dialog box:



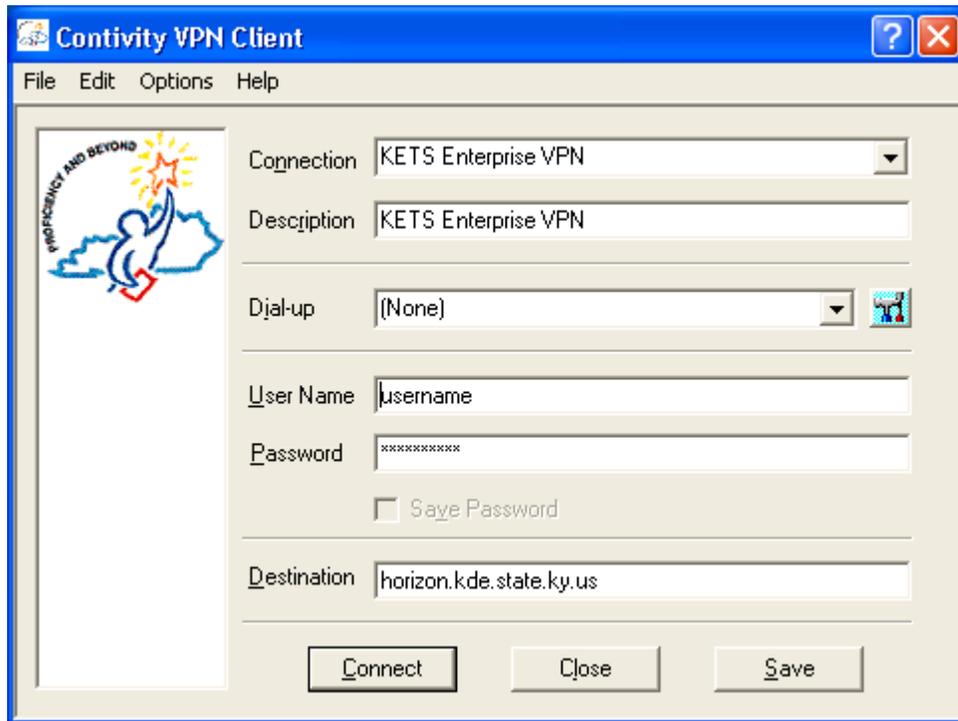
11. Left click “Save” to save the Group ID and Group Password changes.

12. Left click “Close” to complete the installation.

13. Contact the District Technology Coordinator or TPOC for User Name and Password information. For problems or issues with network connectivity, please contact the KETS Help Desk at ketshelp@education.ky.gov or by phone (866) 538-7435.

II. Making the connection to the KETS Enterprise VPN Server.

1. Left click on the “Start” button and then “Programs” or “All Programs” then “KETS Enterprise VPN” to start the VPN application.
2. You should now see the following dialog box:



3. Left click on the box to the right of “User Name” and enter your user name.

(Note: This will be the same username that you use in your district or in the KETS Domain if a KDE User. If connecting from a district, please use the following convention for your username: <DOMAIN>\username, where <DOMAIN> would be replaced with your local district domain name.)

4. Left click on the box to the right on “Password” and enter your password.

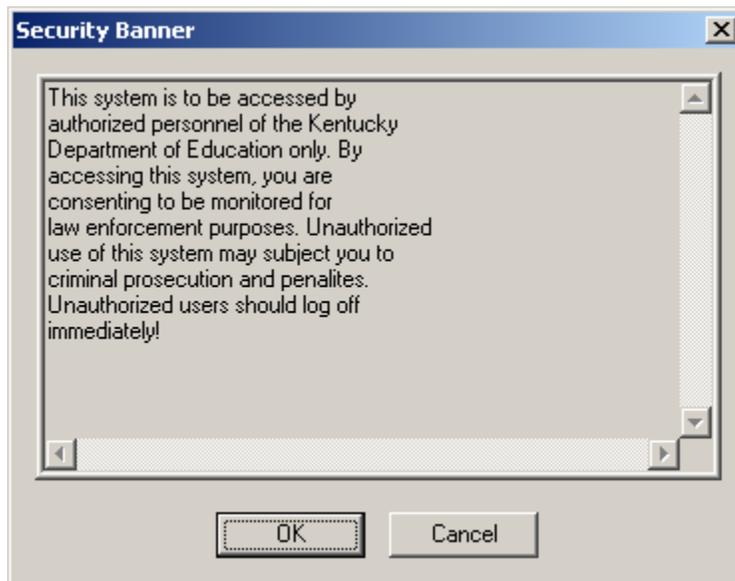
(Note: this password will be the same password your use to log into the machine(s) within your district.)

5. Left click “Connect” and the following dialog box will appear:



6. Click “Save” to save. The client will now remember your user name (you will still be required to enter your password each time you connect to the VPN Server.

7. You should now see the following dialog box:



8. Left Click on “OK” and the following dialog box will appear:



9. Left click on “OK” and this box will close and a KDE logo will appear in the system tray (lower right hand corner of your desktop). You are now successfully connected to the KETS Enterprise VPN Server.

III. Disconnecting from the KETS Enterprise VPN Server.

1. Right click on the KDE Logo in the system tray (lower right hand corner of your desktop). Then click “Disconnect Contivity VPN”.
2. Contact the District Technology Coordinator or TPOC for User Name and Password information. For network connectivity issues, please contact the KETS Help Desk at ketshelp@education.ky.gov or by phone (866) 538-7435.

KETS Enterprise VPN client FAQ's

- 1. Can the KETS Enterprise VPN client be used from within the Capital Plaza Tower (KDE), or school district?**

Answer: Yes, users can use the VPN client from the KETS Network. A user within KDE\KETS would have no advantage in using the KETS Enterprise VPN client; the user would be on their same physical network.

- 2. Are there any issues using RAS or other third party dial-up service from a KETS users' home to access the KETS network using the KETS Enterprise VPN client?**

Answer: There are no known issues when using VPN with a third party service.

- 3. What is the username that needs to be entered when using the KETS Enterprise VPN?**

Answer: The username that is to be used is the same username utilized for KDE users and District users. E.G. John Smith = jsmith

- 4. What is the password for a KETS user using the KETS Enterprise VPN client?**

Answer: The new VPN client uses AD authentication, eliminating the need for multiple passwords, therefore your password is the same as what you log in with everyday.

- 5. Do you need to be connected with the old VPN Client to download and install the new KETS Enterprise VPN client?**

Answer: No, the download and documentation are publicly accessible.

Microsoft Outlook 2003 Authentication Issue

The **Outlook 2003** default installation can cause connection issues when using the KETS Enterprise VPN client. When a KETS VPN user logs into the VPN server, and attempts to connect to their Exchange email server using **Outlook 2003**, a default authentication setting could cause **Outlook 2003** to not connect.

Please review the steps necessary to check the authentication method.

- Click on **Start - Settings - Control Panel**
- From **Control Panel** click **Mail**
- Select **E-mail Accounts...** a new window will appear, click **Next**
- Make sure “**Microsoft Exchange Server**” is highlighted and select **Change...** at the right
- In the next window select **More Settings...**, at the lower right, a new window will appear, click the **Security** tab at top
- Under **Logon network security:** make sure only **Password Authentication (NTLM)** is selected, if not, select drop down arrow to right and select **Password Authentication (NTLM)**
- Click **OK** (window on top will disappear) then click **Next**, then click **Finish** and then, in the remaining **Mail Setup – MS Exchange Settings** window, click **Close**
- Try connecting to your Exchange email server using **Outlook 2003** and your KETS Enterprise VPN client