

# Remote Access Services User Guide

*Last revised: April 1, 2009*

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## 1. SPAN/Dial Phone Numbers

Toll-free Service

<b>Toll-free Service V.90</b>
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<b>888 873-6155</b>
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*Available for locations in Canada and the USA, including Hawaii and Alaska*

## 2. VPN Configuration and Usage

### Installation and Configuration

In order to use the VPN Gateway service you will need a Remote Access User ID. If you currently have a SPAN/Dial User ID it will (in most circumstances) automatically work as your Remote Access User ID for the VPN Gateway without any changes. If you need a new User ID please follow the procedure established by your organization for requesting a Remote Access User ID.

If you are not using a WTS-provided workstation, you will need to download, install and configure the VPN Client software on your personal (non-WTS) workstation. The Cisco VPN Client for Windows 2000 / XP / 2003 / Vista / 32bit platforms is available ([click here for download](#)).

The VPN Client software is provided at no charge for users of the SPAN/BC VPN Gateway service. Please do not distribute it to users of other services. **You must have administrator rights on your personal (non-WTS) workstation to install this software.**

For information on software availability for other platforms, please contact the Shared Services BC Service Desk at 250-387-7000 (or toll free at 1-866-660-0811). Note: WTS supports only the Windows version (and only the government standard Windows platform) of this client software. No support is provided for other software platforms.

Following the installation of the VPN Client software you should run (from your Start menu) the Programs -> Cisco Systems Vpn Client - Vpn Client. Choose the 'NEW' taskbar icon to create your connection entry. To create a connection to the SPAN/BC VPN Gateway you will need the following information:

- a name to assign to your connection (eg. SPAN/BC VPN Gateway)
- your Remote Access (or SPAN/Dial) User ID and password
- the destination address of our Cisco VPN Gateway, which is **vpn2.gov.bc.ca**
- the Group ID and Password (which is used by the client to authenticate the gateway)  
Group ID: **default**  
Group Password: **bcgov789**

Leave all other fields as their default configuration.

\*\*Protocol/port info\*\*

The VPN client uses the following ports/protocols. If you use a personal or external firewall or a router some configuration may be required to allow these ports/protocols.

Nat-T - UDP port 4500      IKE - UDP port 500

IPSec/ESP - IP protocol 50

## Connecting to the VPN Gateway

To use the VPN Gateway service you should first establish your normal Internet connection. For some users this will mean dialing into your Internet Service Provider (ISP) but others may have permanent Internet connections via a cable modem, ADSL or similar service.

Once your Internet connection is established, run the VPN Client software (Programs -> Cisco Systems Vpn Client -> VPN Client), double-click the connection entry, and fill in your Remote Access or SPAN/Dial User ID when prompted.

If your connection is successful you should then see the banner message from the SPAN/BC VPN Gateway. Click on the OK button and you now have a secure connection to the SPAN/BC network.

When you are finished accessing resources at SPAN/BC you can disconnect from the VPN Gateway by re-opening the VPN Client software (or click on the connection icon in the system tray) and clicking on Disconnect.

## Microsoft Networking - accessing file and print servers

- If you plan to use the VPN Gateway to access resources on a remote Microsoft Network (eg. to map network drives and/or printers), then you may find you need to use Group ID: **wins0001** instead of **default**. The Group Password remains **bcgov789**.

### **3. Changing Remote Access password**

The methods available for changing your password vary depending on whether your Remote Access account is configured for SPAN or IDIR authentication.

#### **Password changes - SPAN authentication**

SPAN authentication passwords expire every 40 days and new accounts have pre-expired passwords. If you log in manually on SPAN/Dial you will notice that a warning message is displayed for 7 days prior to your password expiring. No advanced warning message is available on the VPN service.

#### **Password changes – IDIR authentication**

IDIR passwords can be changed by logging into <http://77000.gov.bc.ca> and choosing “Change Password” from the home page menu. If you are unable to login, or do not remember your password, you will need to call the Shared Services BC Service Desk at 250-387-7000 (or toll free at 1-866-660-0811).

## 4. Delegated Administration System (DAS)

The DAS is used to manage the Remote Access accounts of other users (if you are authorized to do so) by logging into <http://www.dial.gov.bc.ca/DAS/das.cgi>.