HOW TO SETUP A VPNra CONNECTION

1) Right click on "Lan / Wifi icon" from System tray and select "Network settings"



- 2) Click on "VPN"
- 3) Click on "Add a VPN connection"



4) Insert information as indicated below and in your VPNra user creation email message (See below) and click "Save"

	← Settings	-	o x	
	<u></u>			
Recycle Bin	Add a VPN connection			
	VPN provider			
	Windows (built-in)			
	Connection name			
	Service Label			
	Server name or address			
	VPNra network access server			
	VPN type			
	IKEv2 V			
	Type of sign-in info			
	User name and password V			
	User name (optional) your Username			
	,			
		Save	Cancel	
		ouve	Carried	
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				2019/04/24

Important Note: Please don't use the "48-hr One-time Password" during setup.

Sample VPNra User Creation email message

-----Original Message-----From: admin@vpnra.gov.za [mailto:admin@vpnra.gov.za] Sent: Monday, 04 February 2019 12:30 To: johndoe@vpnra.gov.za Subject: VPNra User creation for johndoe@vpnra.gov.za

Good day John Doe

Your VPNra account has been created with the following credentials:

Username : johndoe@vpnra.gov.za 48-hr One-time Password : xxxxxxxx

VPNra network access server : vpnra.openet.gov.za

The Service Label (description) is : GOV

-----Original Message-----

5) Click on "Change adapter options"



6) Right click on the newly created VPNra Network connection.

7) Click on "**Properties**"



8) Click on "Security"

9) Click on Security tab and select **"IKEv2"**

10) Select **"Require encryption"** from **"Data encryption"** drop down menu



11) Enable the default gateway on the remote network.

- In Control Panel open Network Connections.
- Right-click on on VPNra connection {WAN Miniport (IKEv2) } and select Properties.
- Select Internet Protocol Version 4 (TCP/IPv4) and click on Properties.
- In the **Internet Protocol Version 4 (TCP/IPv4) Properties** window click on the **Advanced** tab.
- On the **Advanced TCP/IP Settings** page enable the tick box: **Use default gateway on remote network**.
- Click Ok.

VPNra Properties		× ×					
General Options Security Networking Sharing This connection uses the following items:	Internet Protocol Version 4 (TCP/IPv4) Properties General	Advanced TCP/IP Settings ×					
Internet Protecel Version 6 (TCP/IPv6) File and Printer Sharing for Microsoft Networks Client for Microsoft Networks	You can get IP settings assigned automatically if your network suppo this capability. Otherwise, you need to ask your network administrato the appropriate IP settings. Obtain an IP address automatically	0					
	Use the following IP address:	Use default gateway on remote network					
Propertie Description Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication acc diverse interconnected networks.	O Use the following DNS server addresses: Preferred DNS server:	Automatic metric					
	Adva	>					
ок с	OK	OK Cancel					
-							

IF the above cannot be achieved please use the powershell method described in the Split Tunneling section below.

12) Your VPNra setup is now complete.



Troubleshoot:

1) Telkom Mobile 3G/4G users please note:

Users of Telkom Mobile cellular network (3G/4G) have reported issues with establishing and maintaining connections to the VPN Concentrator. These issues range from not being able to login, not being able to connect to hosts after logging in, not being able to maintain connectivity. The cause has been identified as being changes that Telkom have made to their network. Access to web sites is not affected as these are not stateful connections whereas IPSec VPN tunnels are fatally impacted.

The solution is to switch your 3G/4G APN from its default of internet to a new one labeled unrestricted all in lowercase. This APN does not have the same restrictions that the default APN has and will allow the VPNC connection to operate normally.

*2) Split tunneling (*You are connected via VPNra to the XXXX VPN but cannot ping or reach any of the schools servers)

is not allowed on SITA managed VPNs as this pose a security risk. When connected to your VPN, all Internet traffic is routed through the VPN by default. Split tunneling allows regular Internet traffic to pass through the on-board LAN / WAN connection while also passing access to necessary resources using the VPN connection.

http://www.osis.gov.za/vpnra/guides/disable_split_tunnel.pdf

3) MS-Windows registry

Newer versions of the VPNra host software have disabled support for the weaker crypto used by most MS-Windows systems by default. This will result in some users being unable to access the service. In order to correct this, a registry entry needs to be made to enable stronger crypto on Windows platforms. The supplied download will make this registry update for you.

http://www.osis.gov.za/vpnra/guides/DH2048_enable.reg

Step 1: In the search box on the taskbar, type regedit
Step 2: Edit Registry or create GPO
Step 3: Create new DWORD value: NegotiateDH2048_AES256
Step 4: Modify DWORD value: 1

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4) Internet Connectivity

- Please make sure that your computer have internet connectivity

- Is Google accessible on your browser.
- Make use of Windows tools (nslookup) to make sure hostnames are resolvable.

- https://docs.microsoft.com/en-us/windows-server/administration/windows-commands/nslookup

- Please check your computer firewall settings.

- Please make sure that the VPNra network access server has been entered correctly

Example Error 1







5) Incorrect Username or Password

