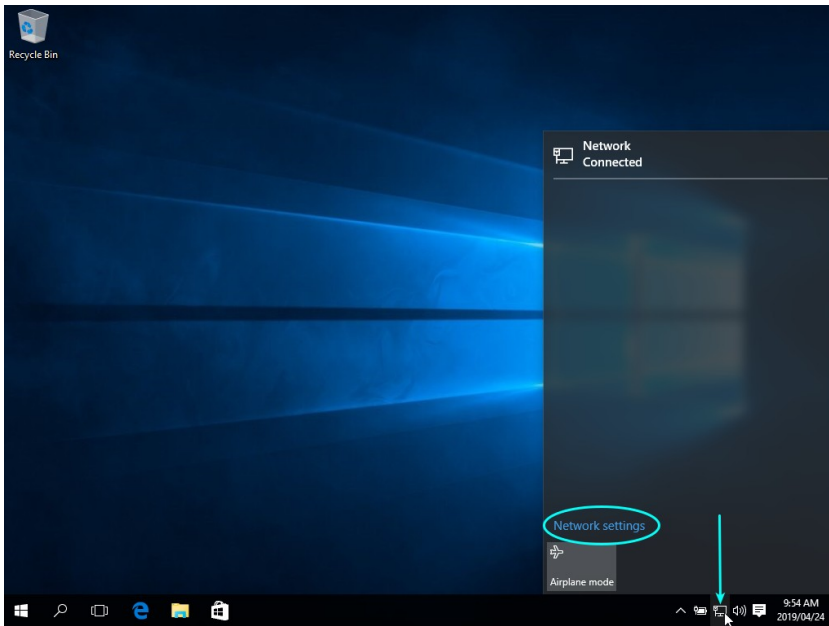


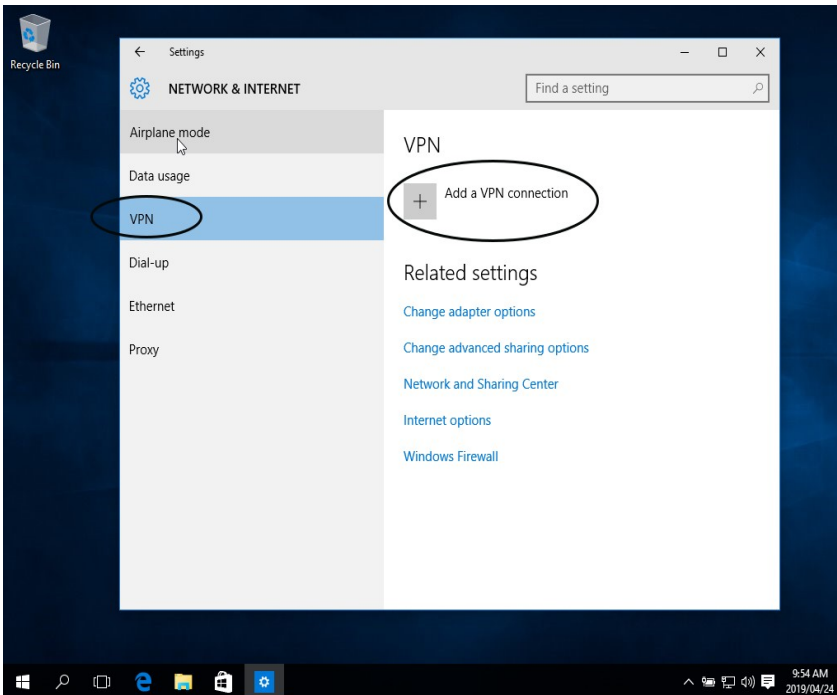
HOW TO SETUP A VPNra CONNECTION

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

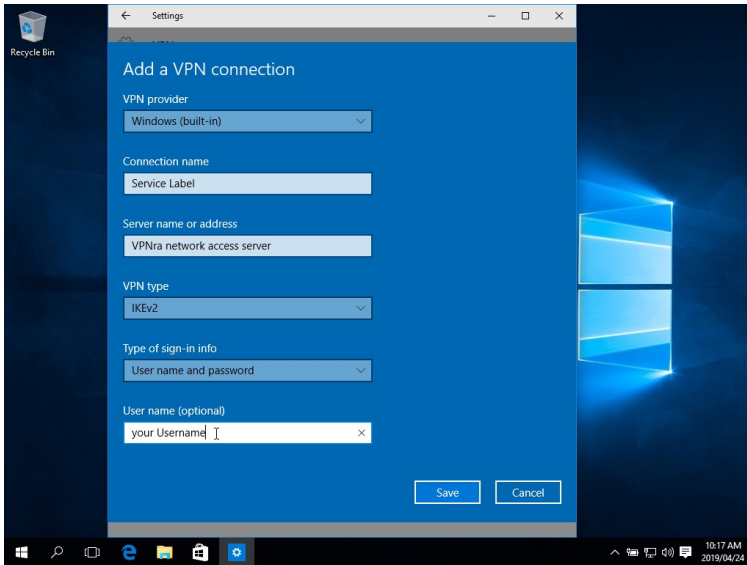


2) Click on **“VPN”**

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”



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

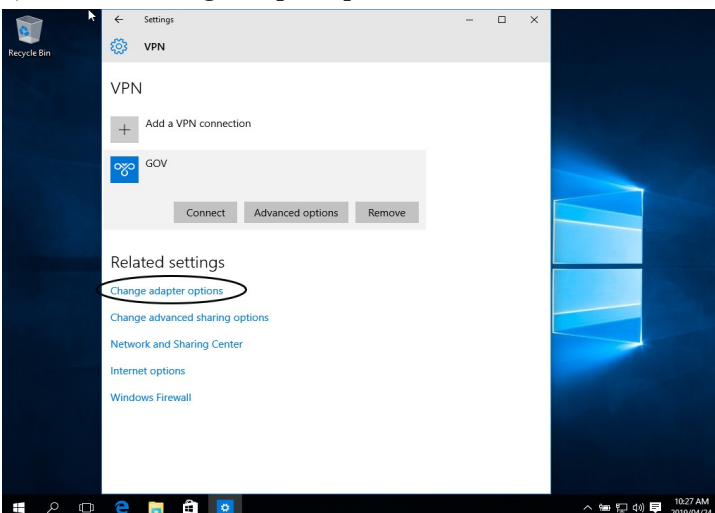
48-hr One-time Password : xxxxxxxx

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

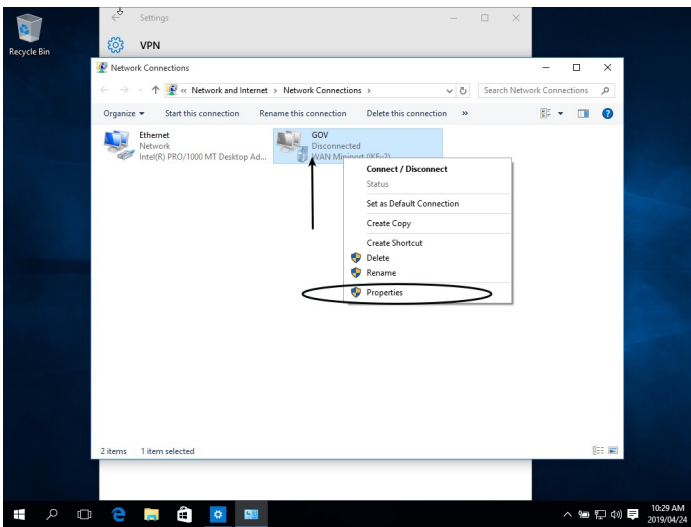
The **Service Label** (description) is : GOV

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

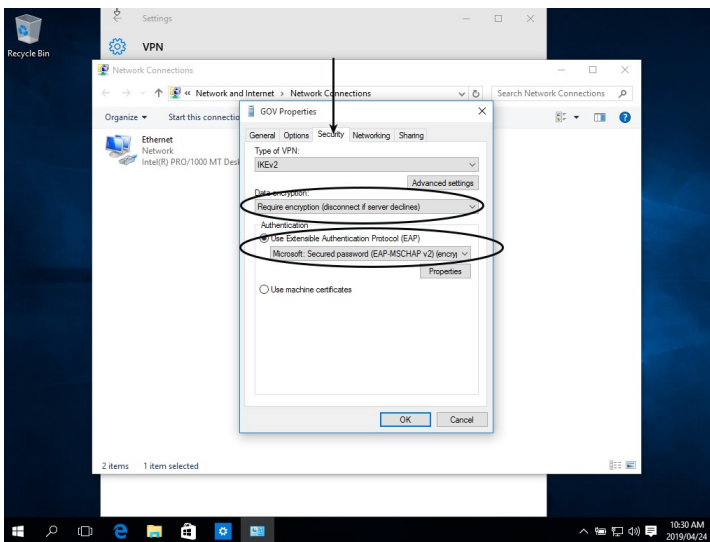
5) Click on “Change adapter options”



- 6) Right click on the newly created VPNra Network connection.
- 7) Click on **“Properties”**

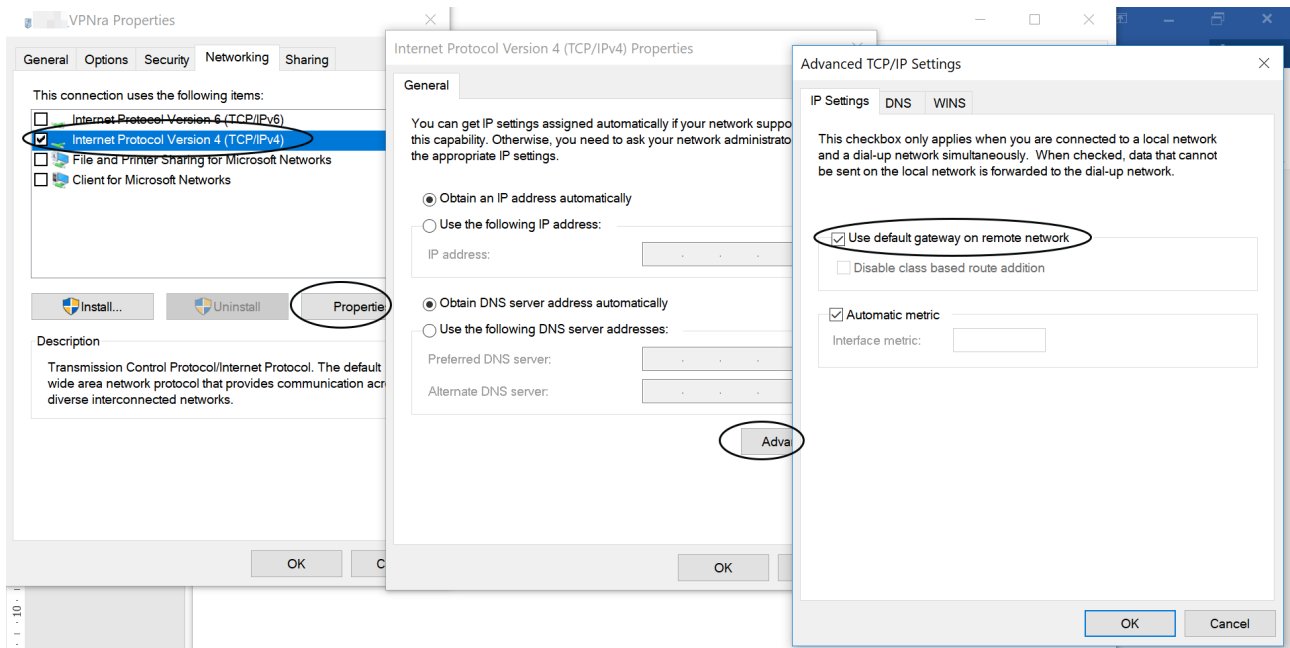


- 8) Click on **“Security”**
- 9) Click on Security tab and select **“IKEv2”**
- 10) Select **“Require encryption”** from **“Data encryption”** drop down menu



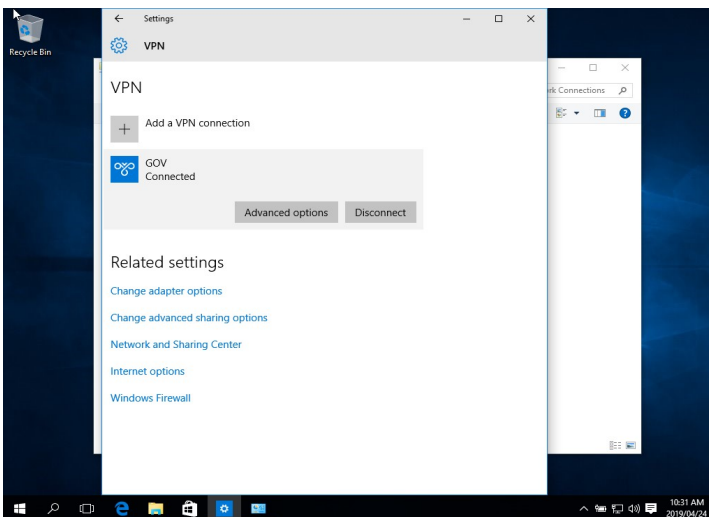
11) Enable the default gateway on the remote network.

- **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.**



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 lower-case. 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.

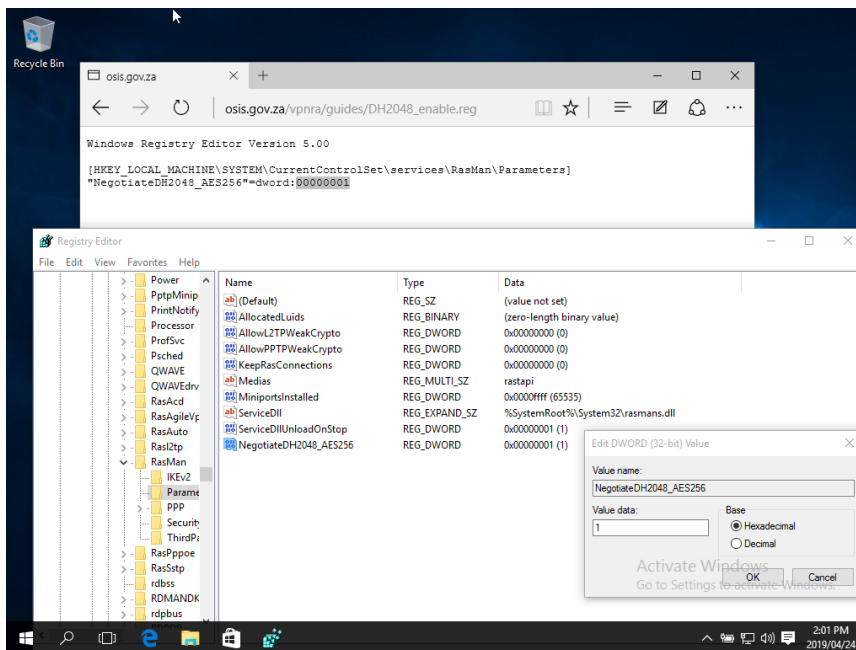
http://www.osis.gov.za/vpnra/guides/DH2048_enable.reg

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

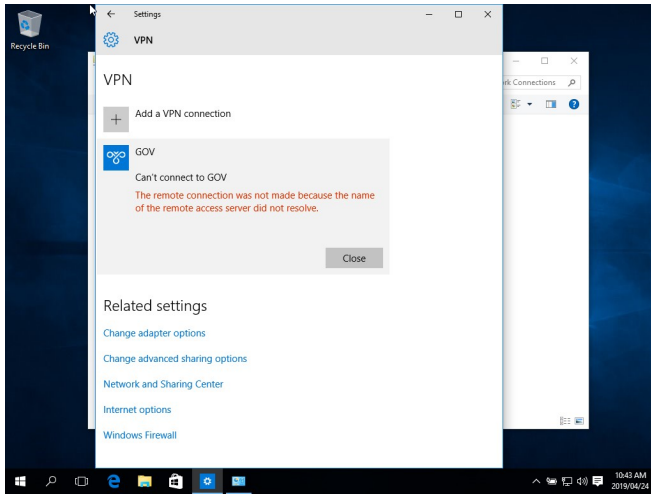
Step 4: Modify DWORD value: 1



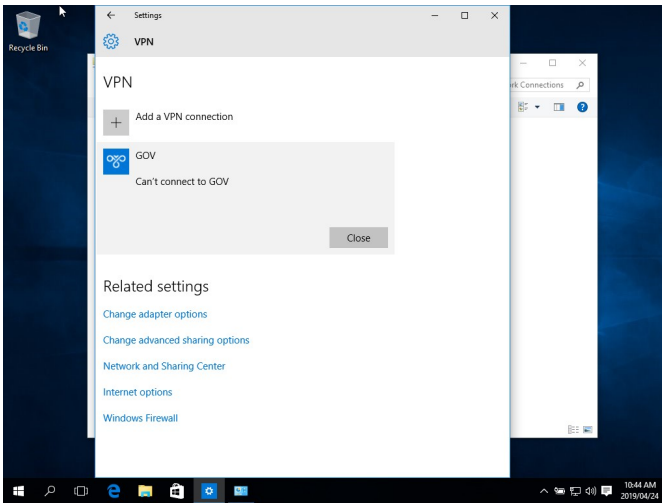
4) Internet Connectivity

- 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



Example Error 2



5) Incorrect Username or Password

