

# **VPN Installation & Connectivity Issues**

User Guide

Aug 12, 2016

## Version History

Date	Version	Author	Role
Aug 12, 2016	1.0	Vikrant Phansalkar	Lead IT Operations

## Reviewed By

Date	Name	Role

## References

Document Title	File Name
-	-

## User Guide for VPN installation & Connectivity Issues

- **Steps to check on VPN Connectivity issues:-**

Download and install VPN client:-

VPN installers can be downloaded from the FTP location. Installers available for –

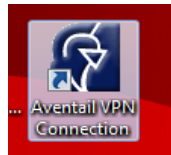
- Windows 32(x86) bit
- Windows 64 bit
- MAC OS 10.5 and earlier
- MAC OS 10.6 and later

FTP details as below:-

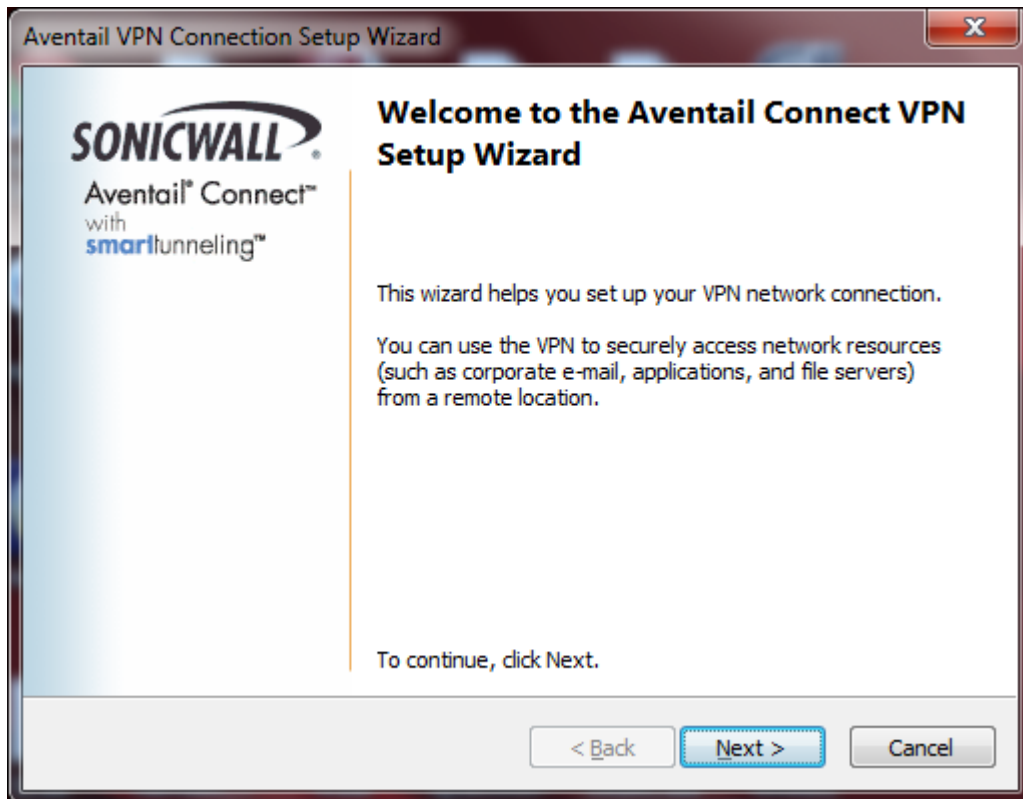
FTP Server Name: ftp1.synechron.com  
User name: vpninstall  
Password: \$yn@VPN!!

**Installation and configuration for windows users:-**

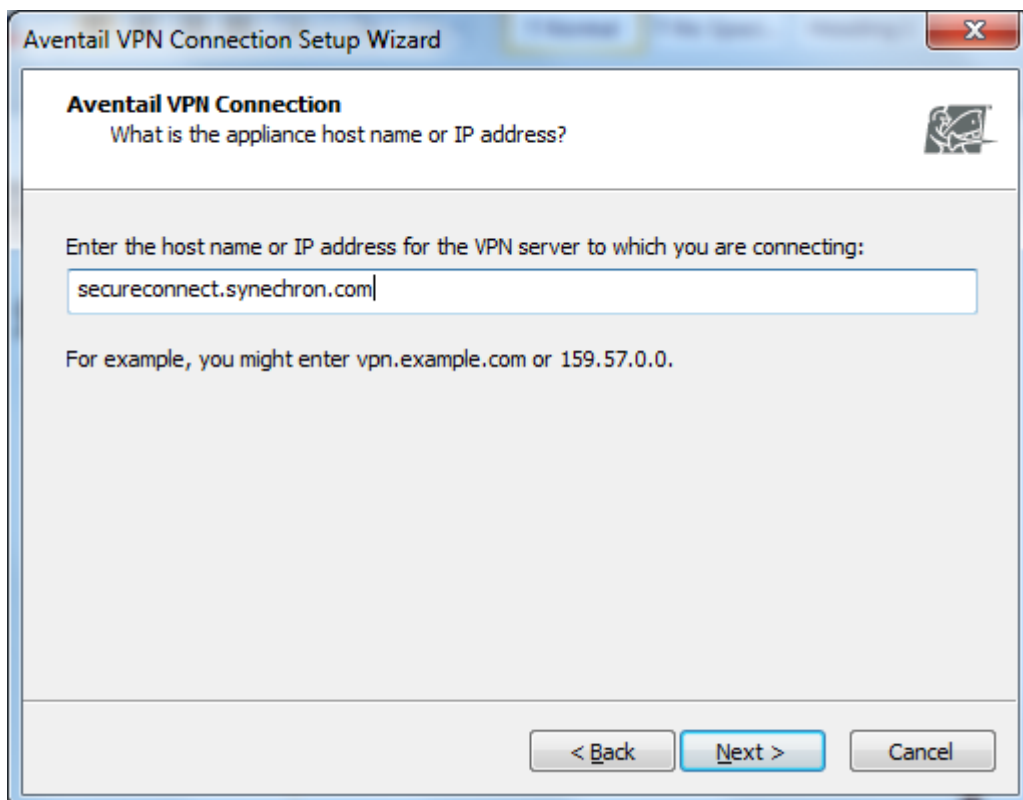
- Download the installer depending on OS version and install it. Once installation is complete you will get “Aventail VPN Connection” icon on desktop
- Double click the icon for one time VPN configuration



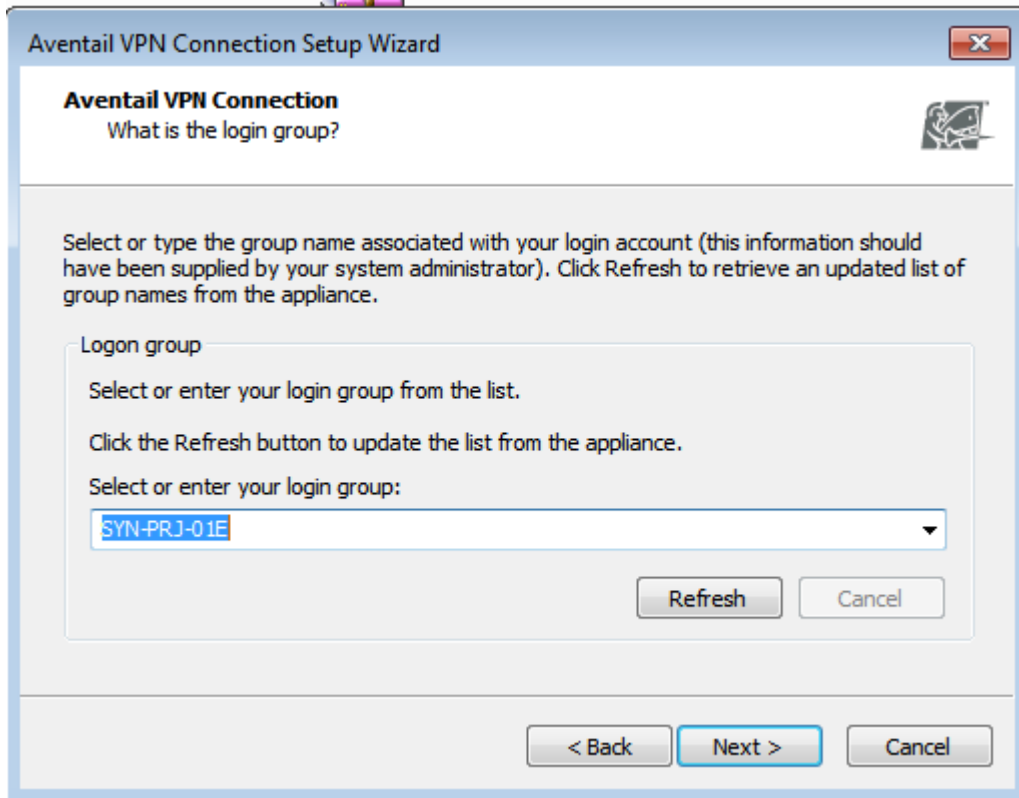
Click next



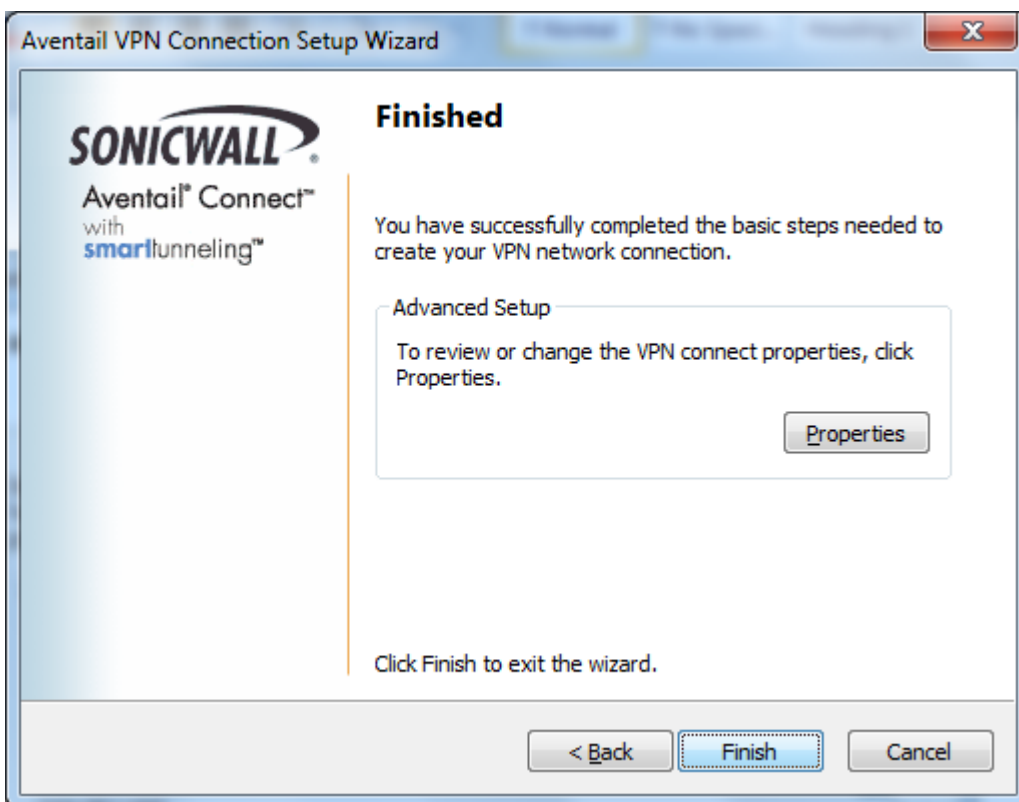
Enter the VPN server name as **secureconnect.synechron.com** and hit the Next



Choose the Project code as SYN-PRJ-05D from drop down menu and hit the Next



Complete the installation by clicking Finish button.

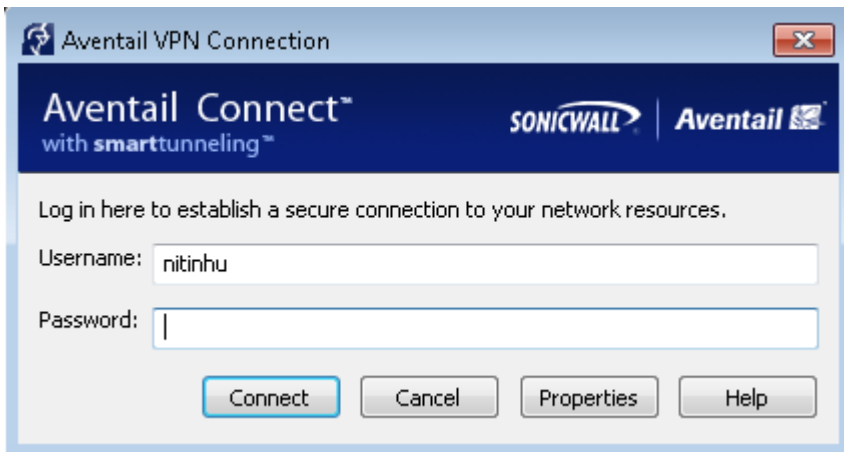


Your one time VPN configuration is completed now

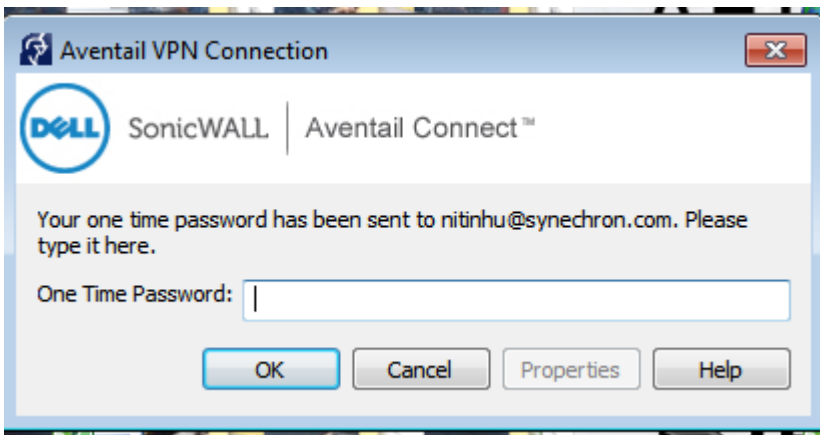
## Connecting to VPN

To connect to VPN, double click the “Aventail VPN Connection” icon on desktop.

Enter the username and password. This is Active-Directory authentication so username/password is the same which you use to access EAG /laptop desktop in synechron domain.



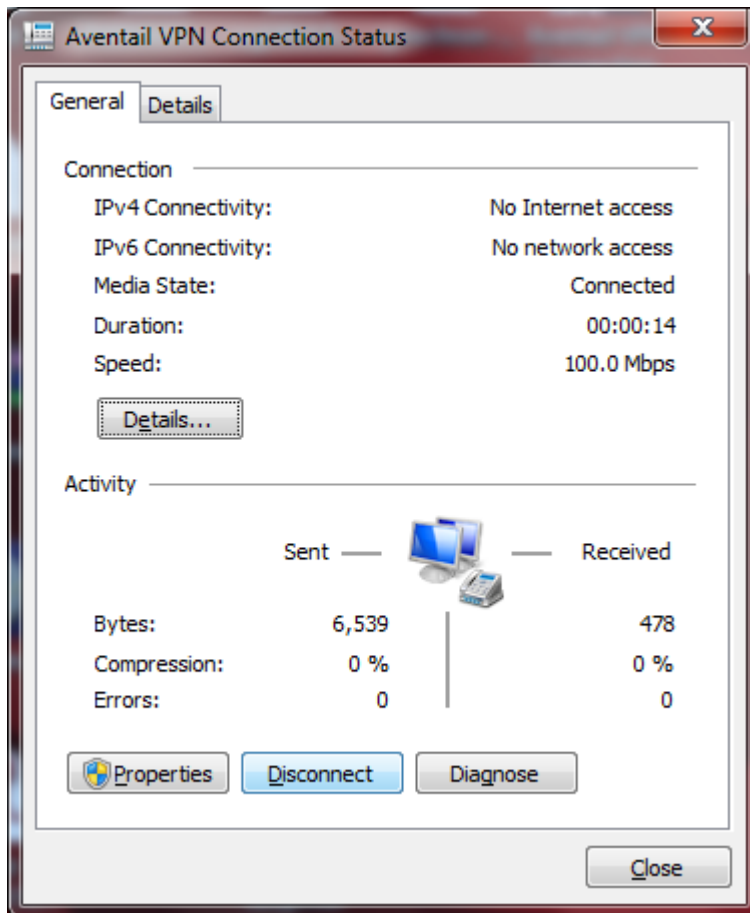
OTP ( One time password ) will be sent to your synechron mail ID and after entering password click on ok to continue



Upon successful connection, you will be able to access resources.

## Disconnecting VPN Session

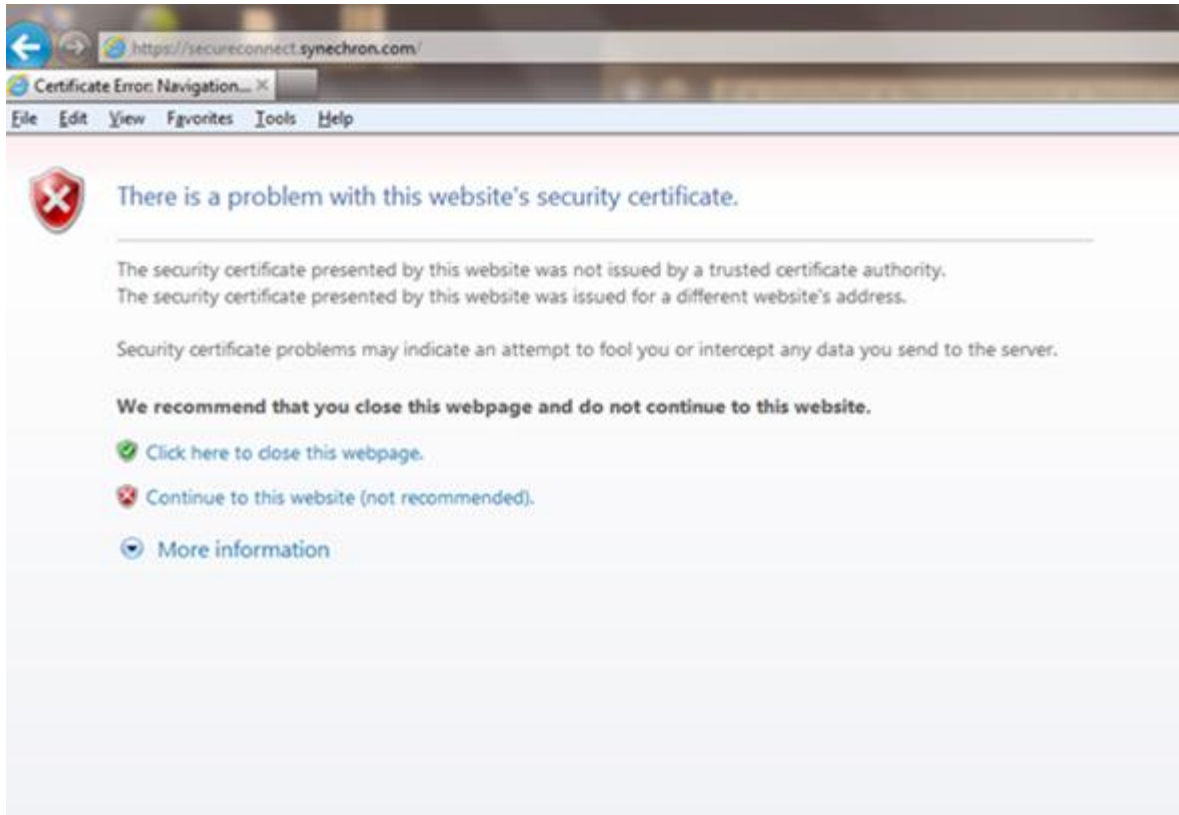
Once you are done with your task then to disconnect VPN double click the “Aventail VPN Connection” icon on desktop, and click on **Disconnect**.



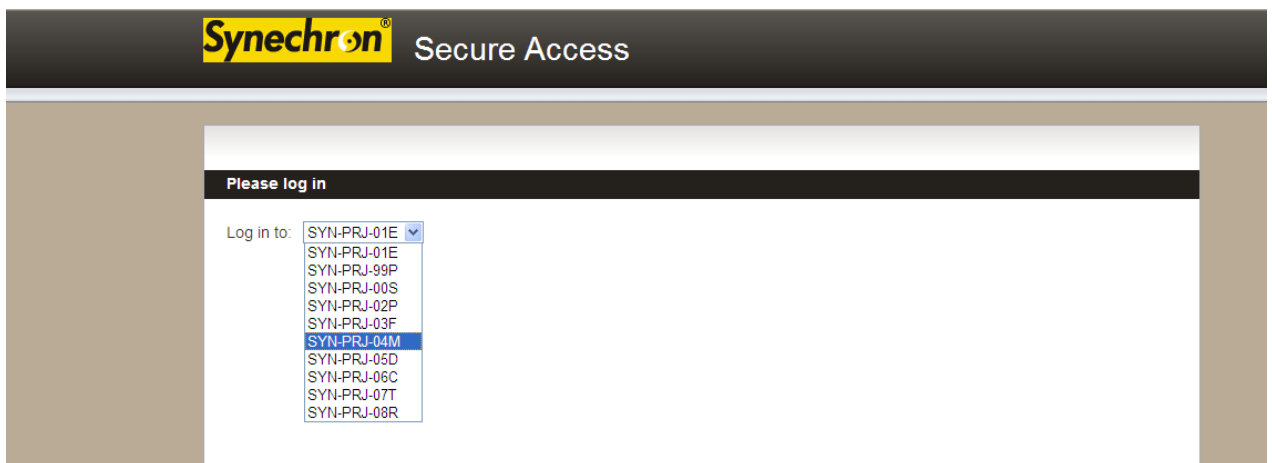
**VPN LOGIN:-**

- Please use below link to access Synechron PC & click on **Continue to this website.**

<https://secureconnect.synechron.com>

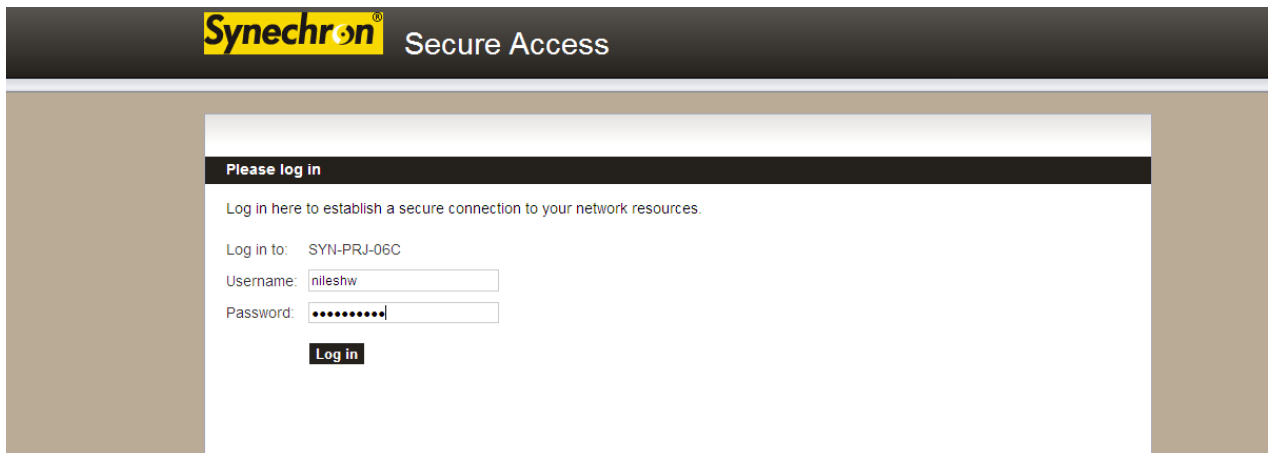


- Please select SYN-PRJ-04M from drop down menu and click on Next



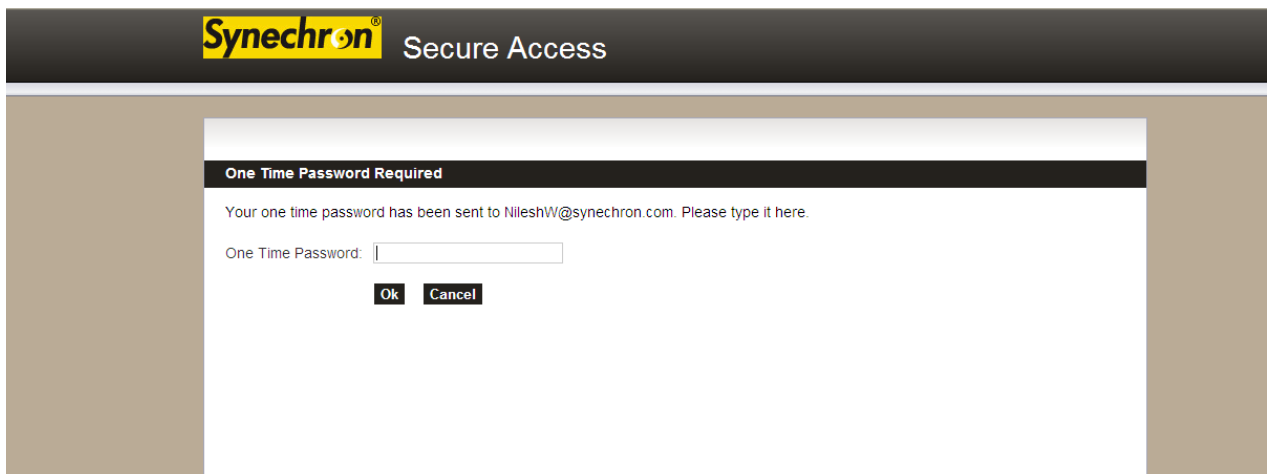
- Enter your **Synechron Domain** user name & password and click on login.





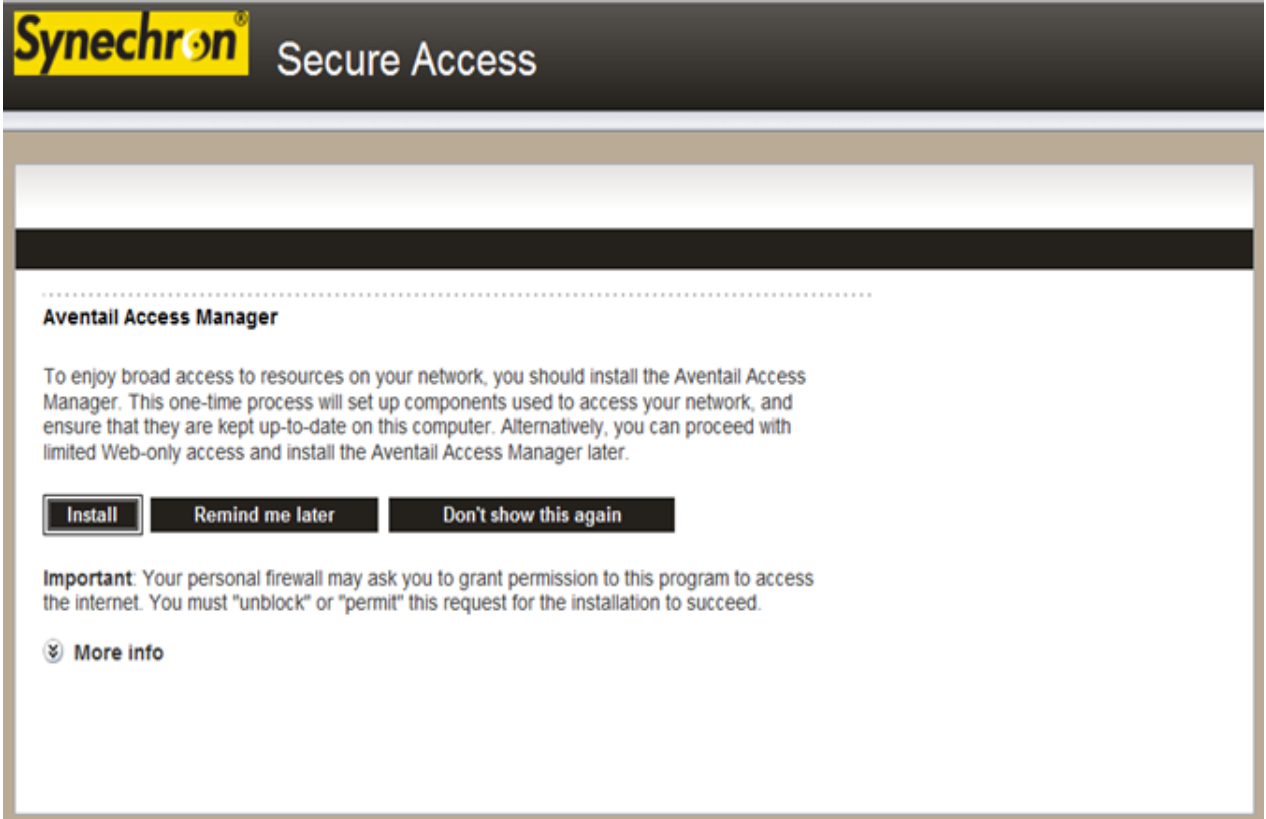
The screenshot shows the Synechron Secure Access login interface. At the top, the Synechron logo and 'Secure Access' are displayed. Below this, a 'Please log in' header is followed by the instruction: 'Log in here to establish a secure connection to your network resources.' The 'Log in to:' field is set to 'SYN-PRJ-06C'. The 'Username:' field contains 'nileshw' and the 'Password:' field is masked with dots. A 'Log in' button is positioned below the password field.

- OTP ( One time password ) will be sent to your mail ID and after entering password click on ok to continue

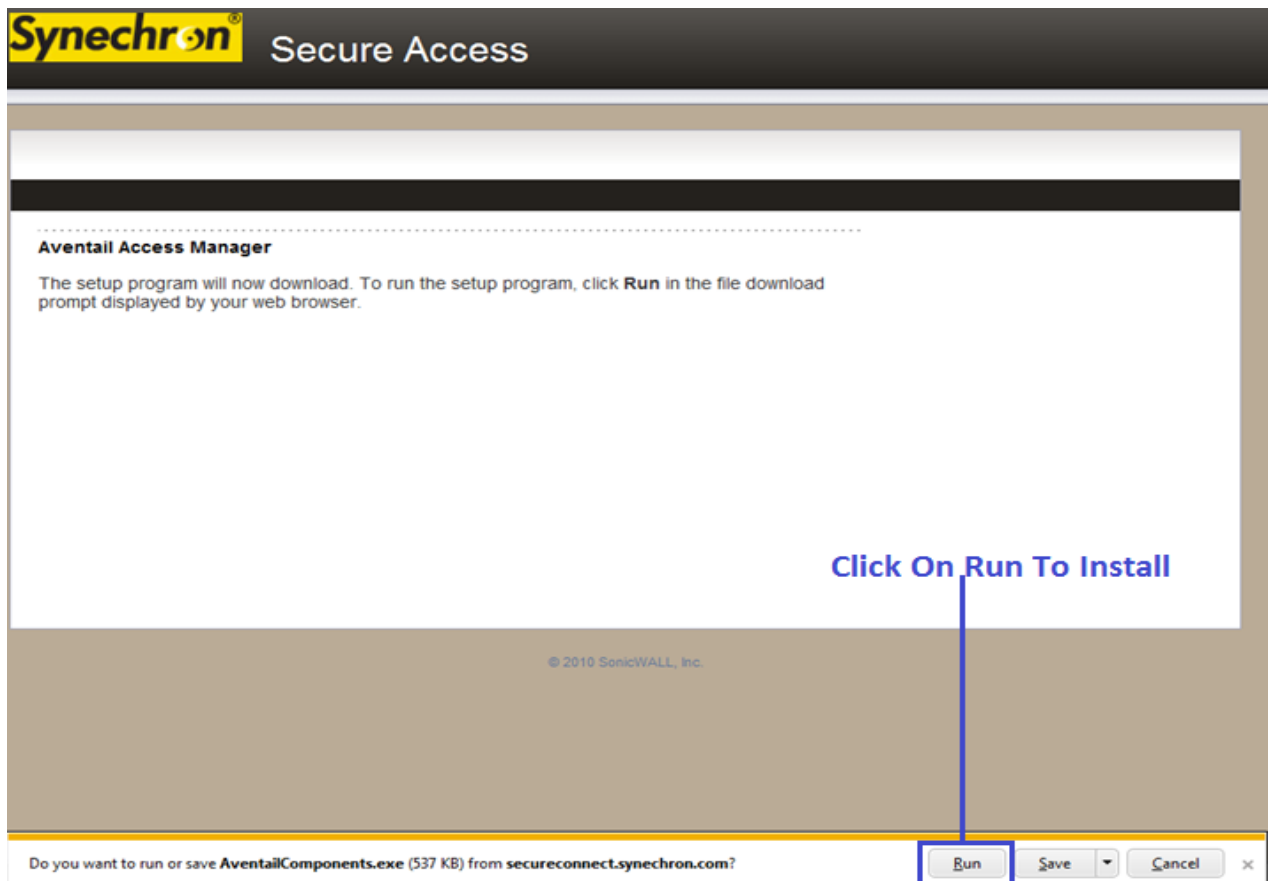


The screenshot shows the Synechron Secure Access OTP verification interface. The header 'One Time Password Required' is followed by the message: 'Your one time password has been sent to NileshW@synechron.com. Please type it here.' Below this, the 'One Time Password:' field is empty. 'Ok' and 'Cancel' buttons are located at the bottom of the form.

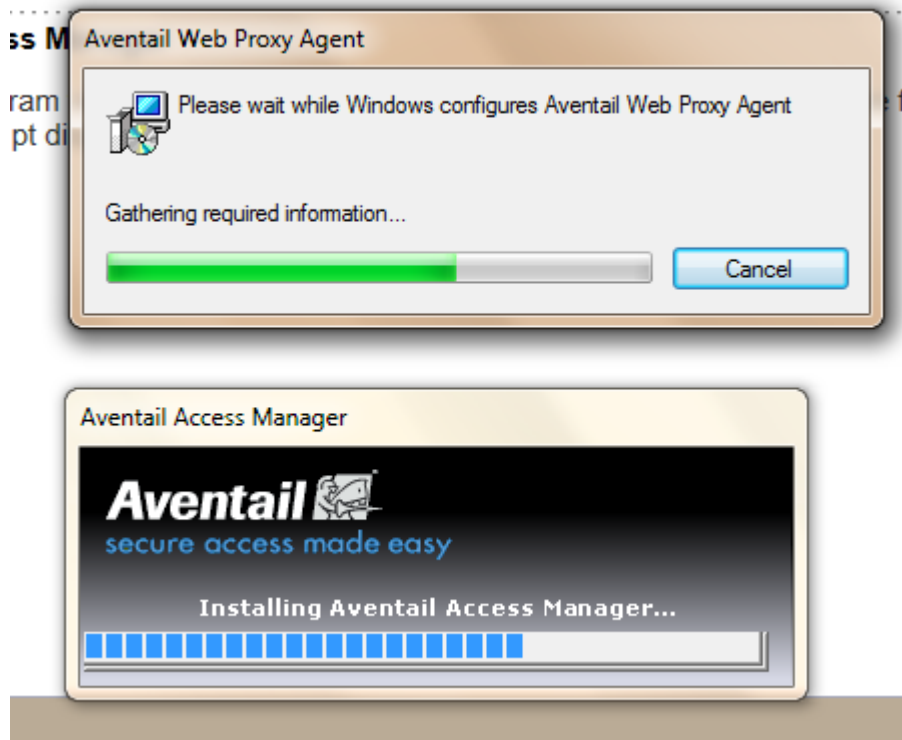
- Click on Install to install VPN Client.



- Click on Run to install VPN Client.



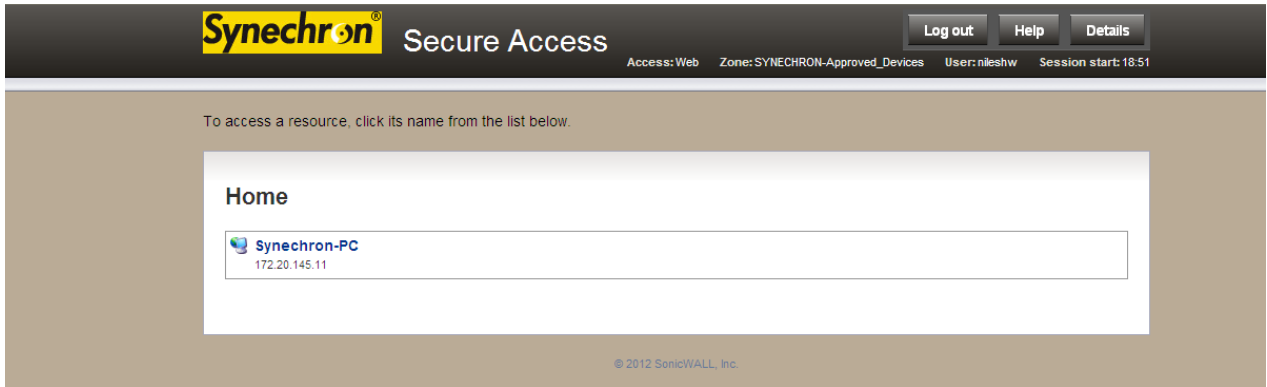
- VPN Client installation is in progress.



- Click on run or allow to continue



- Click on link displaying Synechron PC to access Remote PC and new Window will open.



- Enter your **Synechron Domain** user name & password to login.

