

# User Manual for SSLVPN Remote Access to BIDMC Shared Network Files

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Support/Help: 617-754-8080, [lsupport@bidmc.harvard.edu](mailto:lsupport@bidmc.harvard.edu) or [research@bidmc.harvard.edu](mailto:research@bidmc.harvard.edu)

**Introduction:** This document contains information on how to use the SSLVPN web site to remotely connect to the shared file system (H:, S:, R: drives) and use Terminal Services to achieve the same functionality when offsite as when at BIDMC.

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## Remote Access to BIDMC File Shares: (SSLVPN)

If you want to access your BIDMC files or desktop when outside of BIDMC, such as from home, you can use the BIDMC SSLVPN Gateway. This will allow you to access files on your network share drives (H:\, R:\, etc) and even your work desktop (when appropriately configured) to work with files and applications the same as if you were at BIDMC.

To start the SSLVPN software, use your web browser and enter the address:

<https://secure.bidmc.harvard.edu>

You will see the following login screen. (This gateway uses https, secure web, and therefore all communication with your browser is secure and encrypted.) All software required to use this site is loaded and managed by your browser. If you are prompted to install software from Juniper, please accept the prompt and load the browser extensions.



Figure 1: SSL Secure Gateway Start Screen

To use the gateway, enter your ITS username and password and then click the “Sign In” button. (Note: if you have problems logging in or your password, contact IS Support at 617-754-8080 for assistance). Once you have signed in, the gateway start screen will be displayed as shown below (Figure 2).

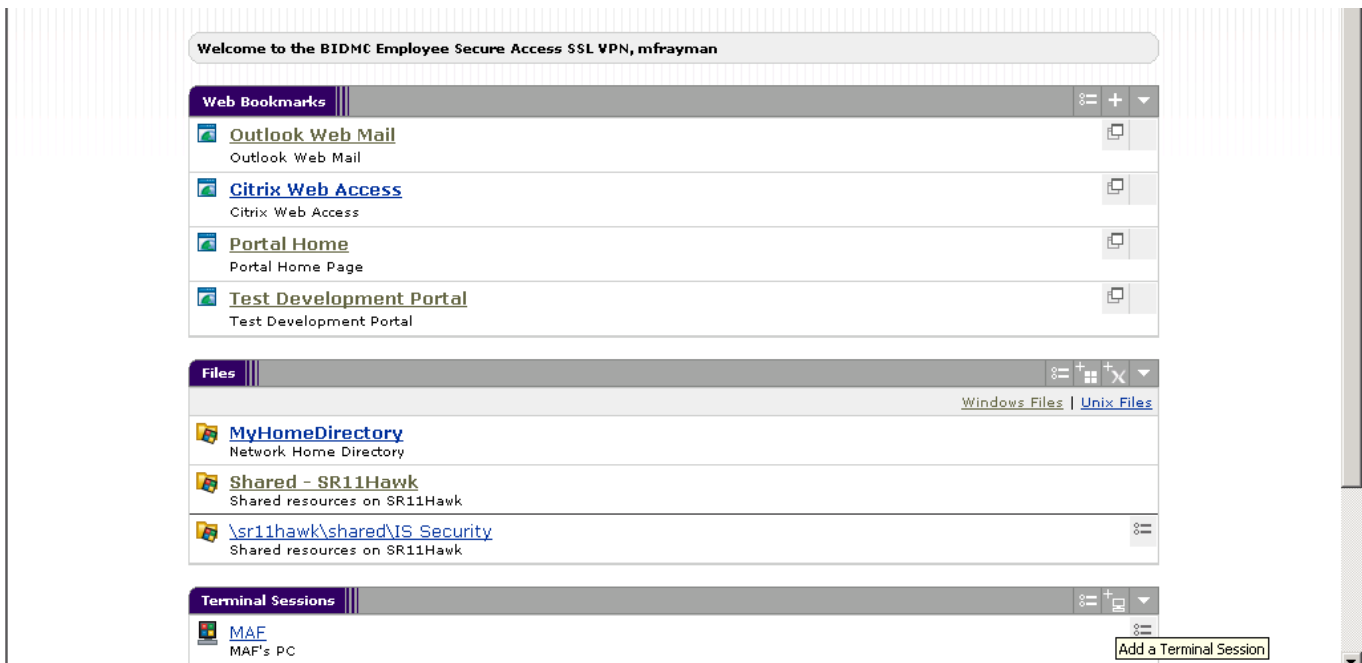


Figure 2: Main Menu screen of SSLVPN website

The main or home screen for the SSLVPN page allows you to access your Outlook email account (via OWA or web interface), the BIDMC portal page ([home.caregroup.org](http://home.caregroup.org) and the new portal page), links to the BIDMC Citrix Metaframe applications (separated into Clinical site and Non-Clinical sites), your private or home or H: directory (should be automatically mapped under Files) and your Shared files (S: drive).

### Mapping Shared File Folders or Adding Bookmarks:

The first time that you use the gateway, you will need to add additional bookmarks to specific additional shared drives / folders that you want to access (such as the Research Share). Start by Click the “Add Windows Directory” icon in the **Files** Section (dark red highlight in figure 3 screen shot).

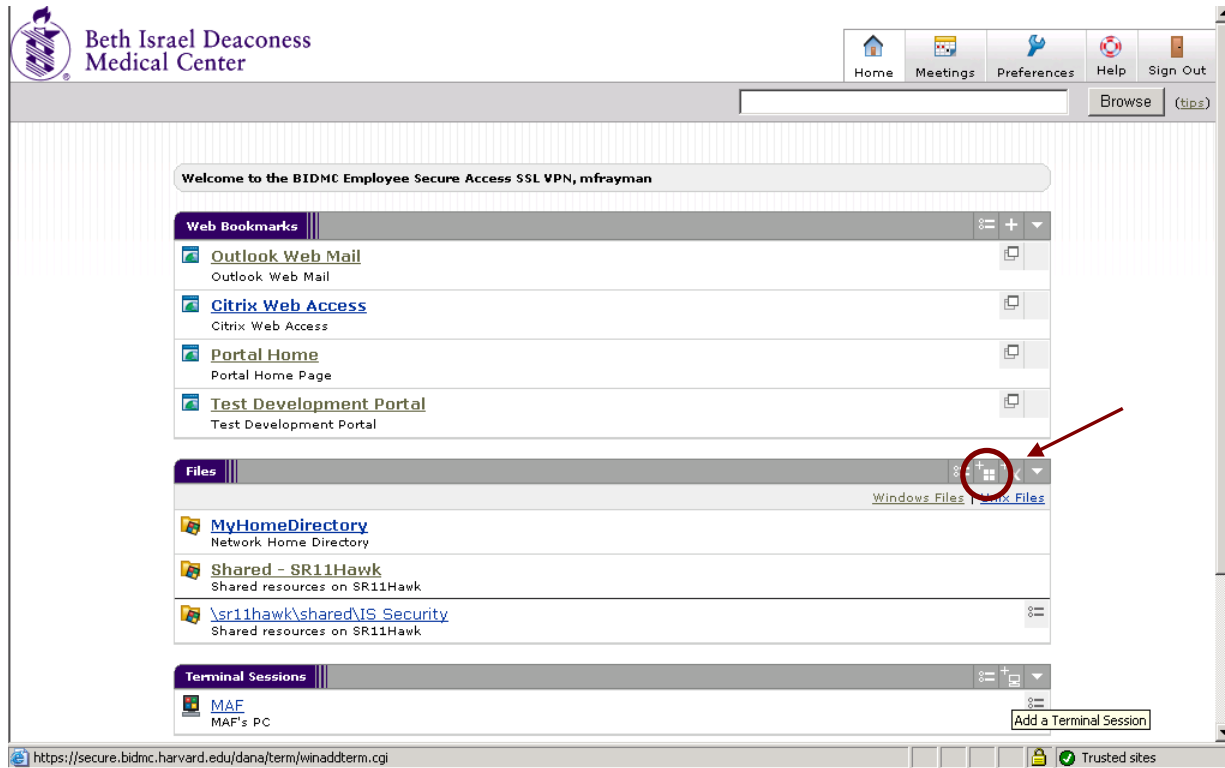


Figure 3: Adding File Bookmarks

Since the Research shared folder is not browseable via the window below, type [\\its.caregroup.org/research](https://its.caregroup.org/research) into the Browse text box at the top of the Windows Files Screen (green highlight in figure 4) and click **Browse**.

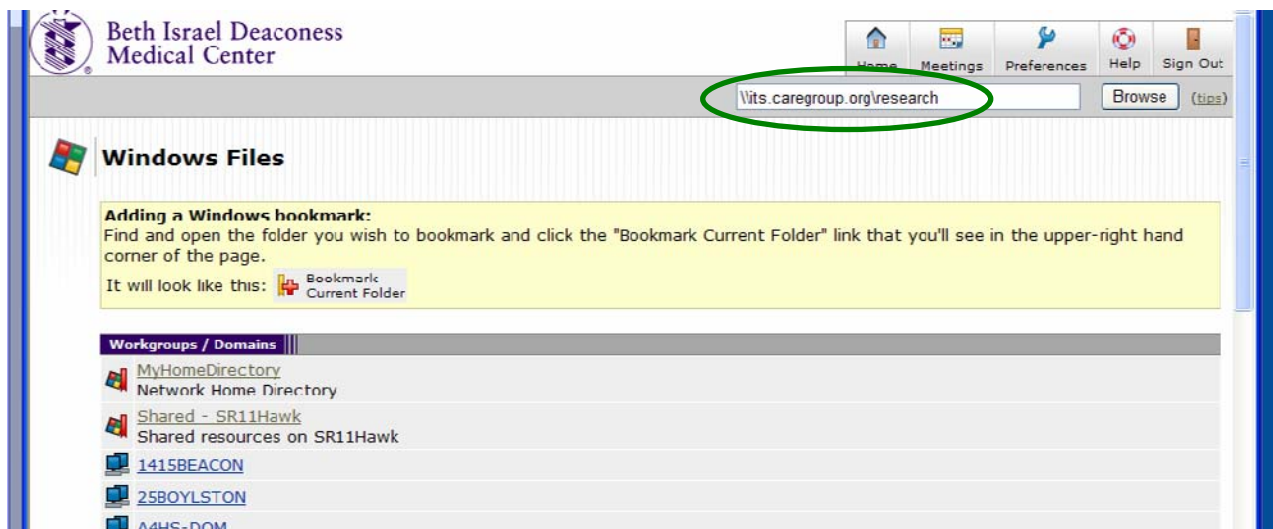


Figure 4: Adding Research File Bookmark

This will open the Research Share folder listing. To save this for future use, click the Bookmark Current Folder link in the top right corner of the display (Green highlight in Figure 5). Click the Home icon at the top to return to the main screen and notice that its.caregroup.org/research is now one of the files options.

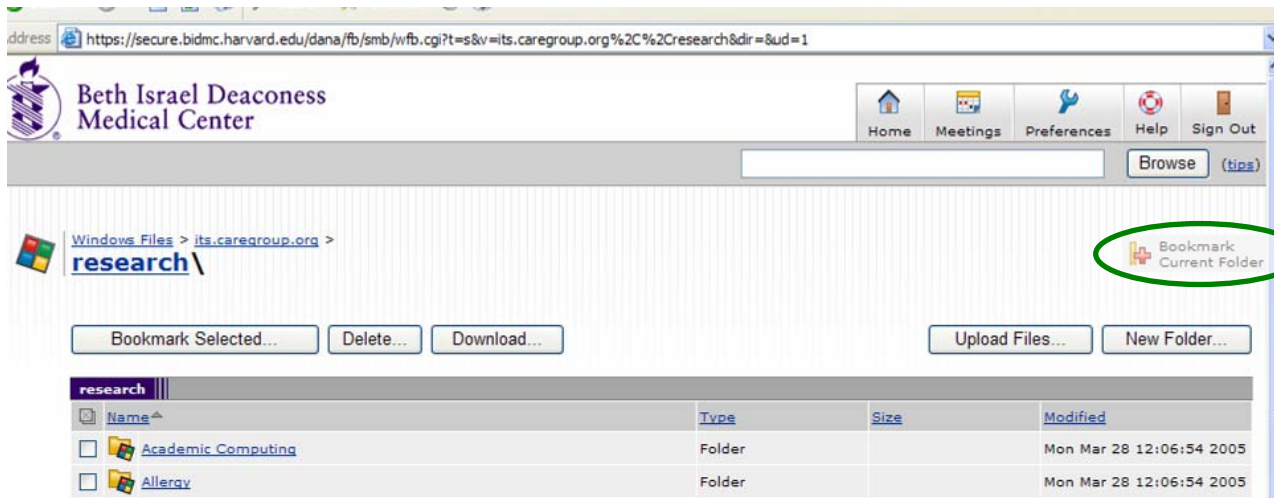


Figure 5: Saving Research Bookmark

### Using File shares remotely:

Once you have your File Share bookmark saved, you can click on it to see the list of folder and files available to you. As a member of the Research Community you should be able to see and access the [eSubmission](#) folder simply by clicking on the folder name.

Individual files may be saved (downloaded) to your home system, either by clicking on the link for the file name and then selecting "Save" in the dialog that asks whether you want to open or save the file.

New or updated files may be saved in a folder by navigating to the appropriate folder and clicking the "Upload File..." button. This will display the following screen. Click the "Browse" button and locate the file on your home system that you want to upload. If you want to save the file with a different file name on the BIDMC share, enter the new file name in the "Save As" box; if you leave this box empty, the file will be saved with its original file name. Click the "Upload" button to upload and save the file on the BIDMC network.

You can download a group of files by checking the small box to the left of the file name and then clicking the [Download...](#) button. You can also delete files in a similar manner.

## Remote Access to your work computer:

To be able to use all the systems that you do at BIDMC from home or on the road, you will want to use Remote Access or Terminal Session. This will make your computer a remote monitor to your work computer. (You will need to leave your work computer turned on and work with IS Support to ensure the desktop firewall is configured to permit such remote connections).

You can add a bookmark to the **Terminal Sessions** section to store a link to your desktop computer or computers (office, lab, etc). From the Home screen, select the Computer with a Plus sign (dark red highlight in Figure 6) in the Terminal Sessions Toolbar.

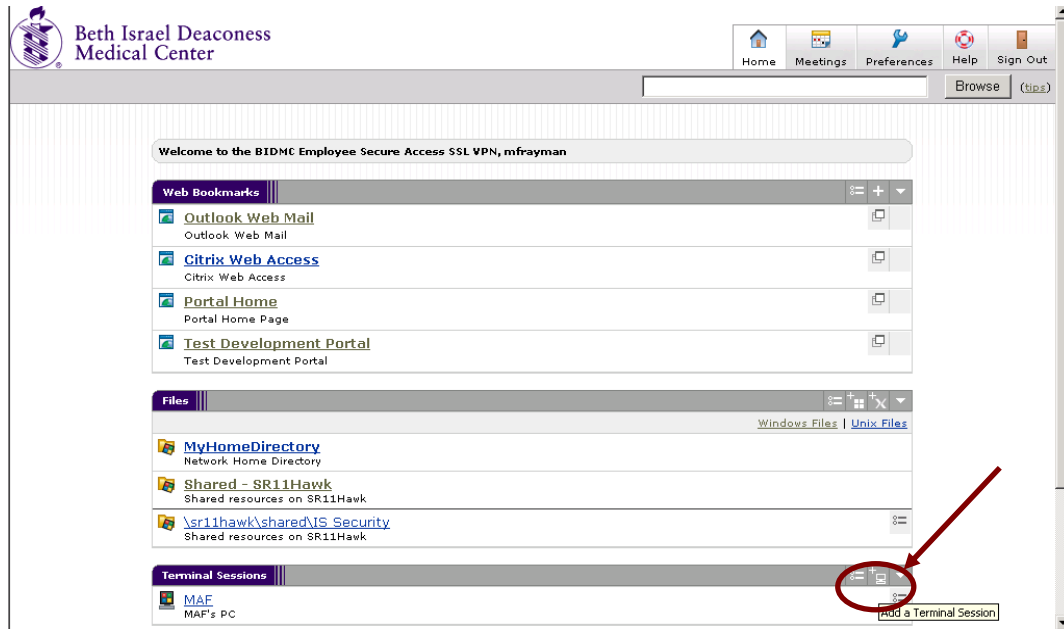


Figure 6: SSL Secure Gateway Home Page

This will open the Add Terminal Services Session window (Figure 7). Select SSH Secure Shell if you work system is running Linux; or Windows Terminal Services if a PC or Mac. Create a Bookmark name.

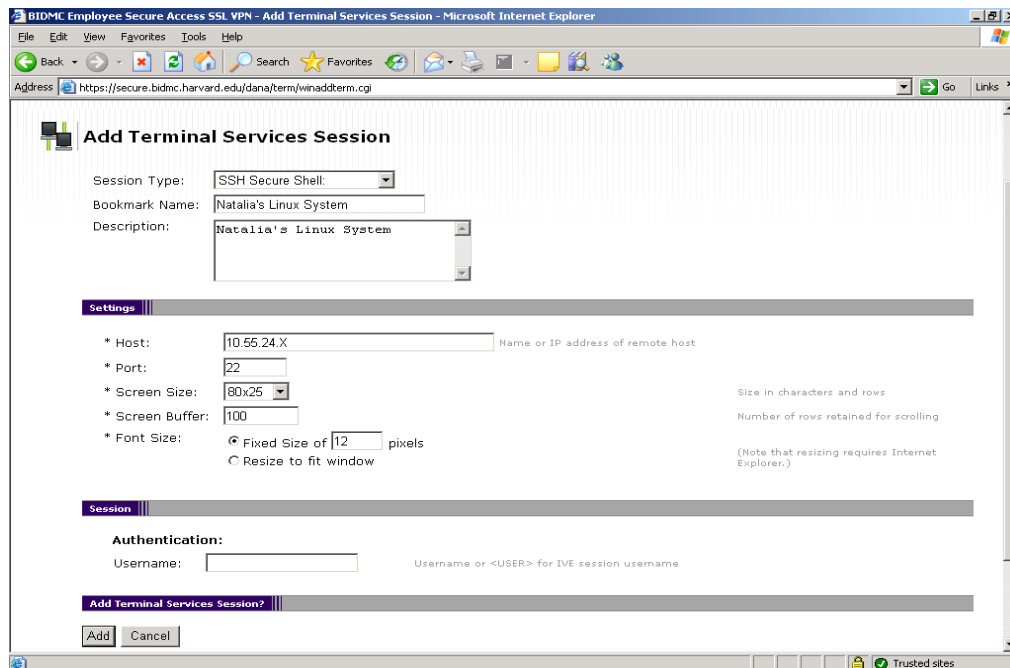
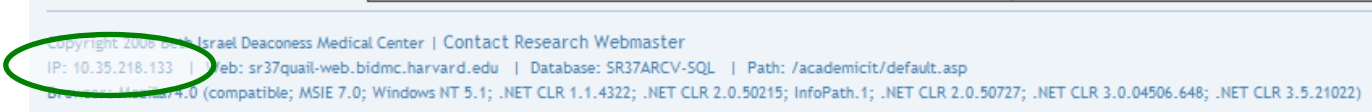


Figure 7: Terminal Services Session Setup Page

- In the **Settings** section you will need to know the IP address or NETBIOS name of your PC system (you can find the NETBIOS name on your work computer by clicking **Start**, right click on **My Computer**, click on **Properties**; click the **Computer Name** tab and note the information next to Full computer name: for example: wsres00554.its.caregroup.org. Transfer this name into the **Host:** text box in the Settings section.  
you can also use your systems IP address: to find this simply open your browser on your work computer to <http://research.bidmc.harvard.edu> and copy the IP numbers located at the bottom of the screen (green oval)



- Leave Client and Server port empty (the default will work in almost all cases).
- Select if you want your remote desktop screen to take up all of your current screen or a defined size.
- For the color depth, select 8 bit if you have a slow speed connection or 15/16 bit for better clarity if you have a high speed connection such as a cable modem or DSL connection.
- Add you ITS username under the **Authentication** section (optional).
- Check connect local drives, clipboard sharing and local printer (allow you to use the drives and attached printers as well as share data via the clipboard to your remote computer)
- Finally click the Add (updated to Save Changes) button to save your settings and add your new bookmark.

Address: <https://secure.bidmc.harvard.edu/dana/term/winaddterm.cgi>

Beth Israel Deaconess Medical Center

Home Meetings Preferences Help Sign Out

Browse (tips)

### Add Terminal Services Session

Session Type:

Bookmark Name:

Description:

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**Settings**

\* Host:  Name or IP address of remote host

Client Port:  If a client port is specified and the Juniper terminal services client is unable to bind to this port then the terminal services client will fail. However, if left blank, the Juniper terminal services client will dynamically select an available port.

Server Port:

Screen Size:  Size in characters and rows

Color Depth:

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**Session**

**Authentication:**

Username:  Username or <USER> for IVE session username

Password:

**Start Application:**

Path to application:

Working directory:

**Connect Devices:**

Connect local drives

Connect local printers

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**Add Terminal Services Session?**

\* indicates required field

Figure 8: SSH Terminal Services Session Create Screen, continued

## Using Remote Desktop:

To connect to your remote desktop you have just created, click on the Bookmark link you assigned.

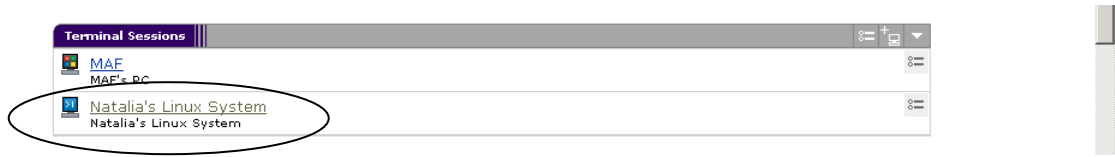


Figure 9: Using your Remote Desktop or SSH Terminal Services Session

This will open a link to the remote machine connection and prompt you to logon (Figure 10), if your login credentials were not saved or open direct to your work desktop computer (Figure 11) if they were.

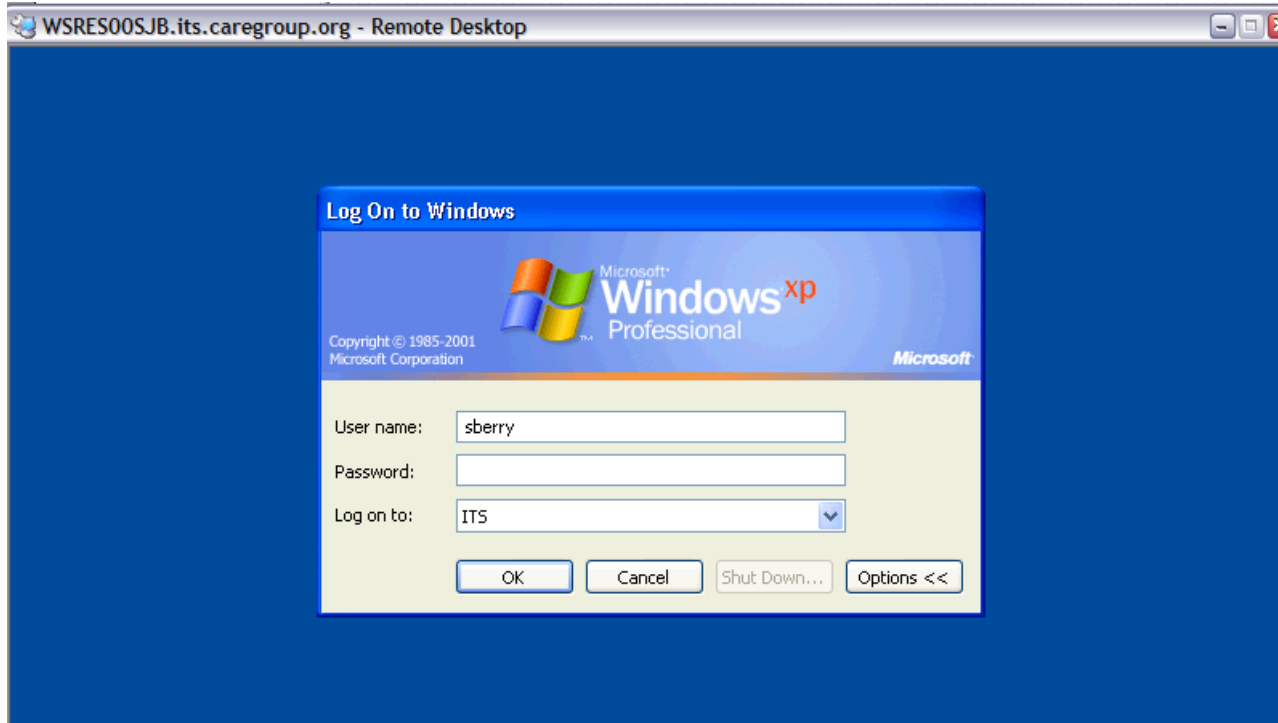


Figure 10: Remote Desktop Login Screen

Once you have logged in, you will see the screen of your computer. You will be able to run Outlook or any application you can from your desktop at work. Only the screen display will be sent (encrypted) across the internet to your remote computer. This will permit faster access to BIDMC resources.

**Note:** if you are on a slow link (wireless broadband or phone line), be careful not to open up web pages or applications that perform a lot of screen updates (no video presentations) or your connection will become overwhelmed by sending screen updates to your remote computer.

When you are finished with your session, click the X on the window to end your session. This action will not shutdown your work computer or any applications running on your desktop. You can then come back at another time to pickup where you left off (great if you are writing a document and lose connectivity to your work system!) or logon to you work computer when you return to BIDMC.

For additional support and assistance, use the Help icon within SSLVPN or contact IS Support at 617-754-8080.

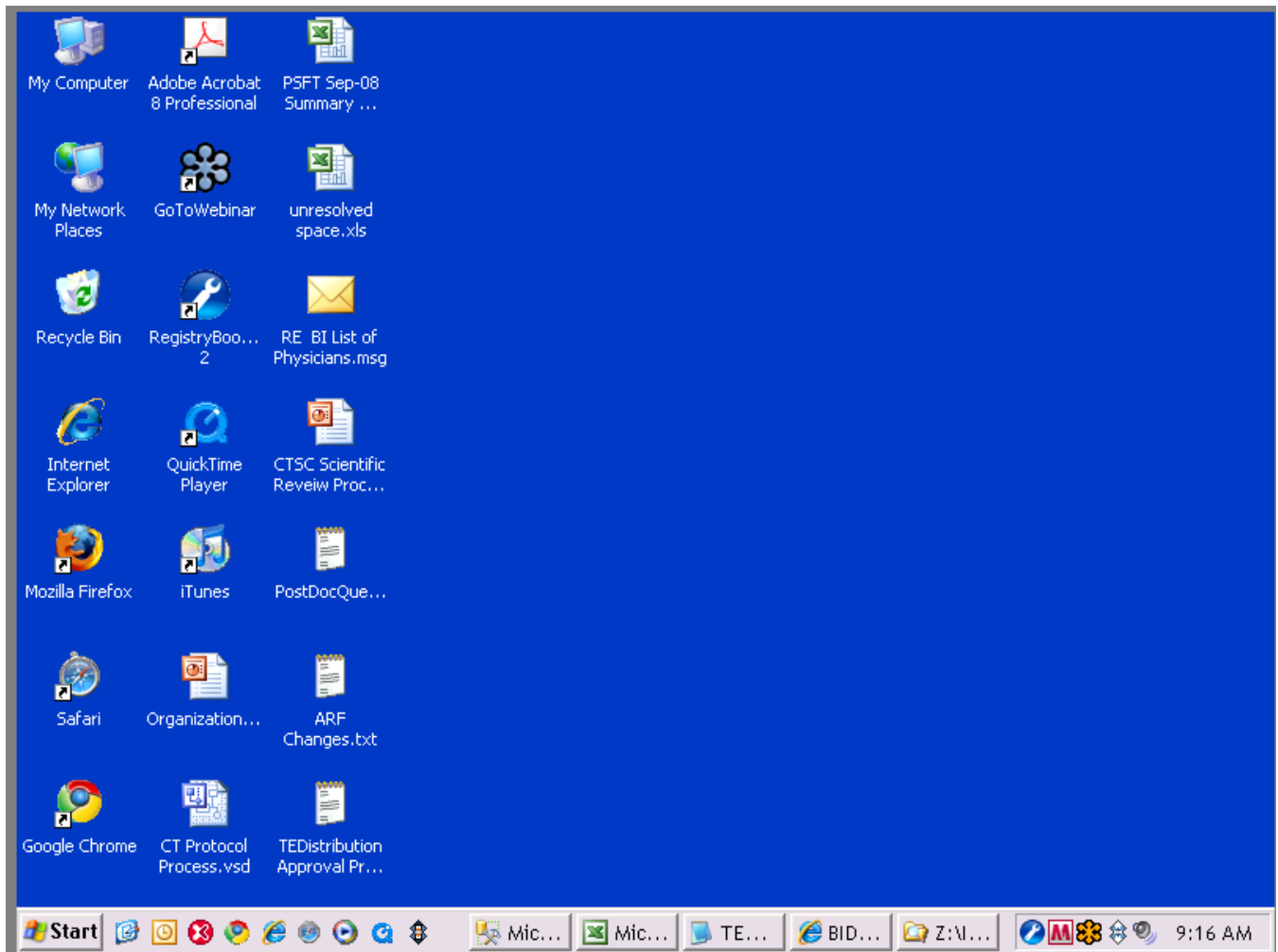


Figure 11: Remote Desktop screen snapshot