

## Weyerhaeuser VPN Tips and Tricks

### Check internet Connection, VPN connects using an existing internet connection.


1. Check proxy settings are set to automatically detect settings
  - a. Open **Internet Explorer**
  - b. Click **Tools | Internet Options**
  - c. Click the **Connections** tab
  - d. Click **Settings**
  - e. Make sure the **Automatically detect settings** option is checked
  - f. Make sure the **Use a proxy server for this connection** option is not checked
2. Make sure only wired or wireless connection is active NOT BOTH!
3. Reboot home router and/or modem
4. Verify connected to home network, possibly trying wired connection instead of Wireless
5. If at a hotel, check with front desk some hotel require activation for “free WiFi”
6. Test from a different location or contact ISP

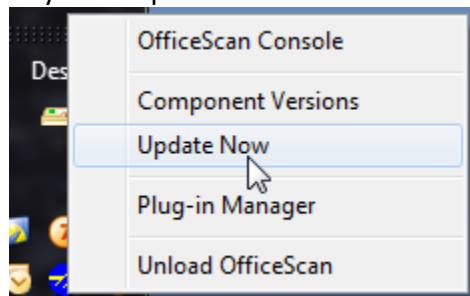
### Remove and Reinstall VPN

(See Documents for Removing and Reinstalling the F5 SSL VPN Client on [www.ourwey.com](http://www.ourwey.com))

### 4) VPN fails the Security scan “Access Denied By The Access Policy”

This is difficult to recognize and will most likely require assistance. F5 VPN checks for several security requirements to allow connection to the network. The following conditions must be met for users in the VPN – Employees Ad membership:

1. User is only a member of ONE VPN Ad group. This should be VPN – Employees for a standard WY employee.
2. TrendMicro virus scan is running
3. TrendMicro Virus Definitions are up to date within 7 days
  - a. You can update your antivirus definitions even if you are not connected to the Weyerhaeuser network. Right click on the trend micro icon  in the system tray and “update now”.



- b.
4. Laptop is a Weyerhaeuser owned asset with the COE image (either Windows XP or Windows 7)