

# Remote Network Access Troubleshooting - JSC

## Can't Connect to the JSC Network

1. Are you not able to access the JSC-VPN website (<https://vpn.jsc.nasa.gov>)?

If using a PC, verify you can currently access public web pages. Example: <http://www.yahoo.com>. If you are not able to get to public websites, you must first resolve that problem. Consult your Internet Provider or your own Technical Support person for assistance.

2. Are you getting an error stating you are "not allowed to sign in"?
  - a. You may not have the permissions needed to connect to the JSC network.

If you do not know if you have the correct permissions, contact the ODIN Help Desk and ask them if you are a member of the JSC\_Dialin\_User group. (This is necessary for both, dial-in users, and high-speed users.)  
ODIN Help Desk: 281-483-4800 or 866-319-2997

If you are not a member of the JSC\_Dialin\_User group, you will need to write a service request in the Customer Service System in order to be added to it. Contact IRD Customer Support Center at 281-244-6367 option 3.

3. Are you getting a error stating "invalid username or password"?
  - a. Make sure you are entering your current JSC ID and password into the login prompt.
  - b. If you have a JSC email account, try logging into the Outlook Web Access (OWA) page (<https://webmail.nasa.gov>) Note: you can access this web page from any computer that can access the public Internet - you do not need to be connected to the JSC network to access the Outlook Web Access site.

If you are unable to log into this website, too, you may be entering the wrong ID and/or password, or your password is expired,

Contact the ODIN Help Desk and ask them to verify your JSC domain account is not locked and your password is not expired. If it is, ask ODIN to unlock or change your password for you, and make sure they do not set it to expire on the next logon attempt. Once ODIN unlocks your account or changes your password for you, verify you can log into the Web Access site - before releasing your call to ODIN, if possible.

- c. Did ODIN change your password for you? Ask them to set your new password again - they may have made a typo when they set your password for you.
4. Have you signed into the JSC-VPN website (<https://vpn.jsc.nasa.gov>) and clicked the Start button, but the page just states "Please wait..."?
    - a. Verify you are not already connected to the JSC network - if you see an orange padlock icon, by the clock on your monitor, you are successfully connected and should be able to access internal JSC website such as [www6.jsc.nasa.gov](http://www6.jsc.nasa.gov). If you are connected you can close your Internet window (closing your Internet window will not disconnect you from the JSC network).



If you do not see the above icon, complete the following:

- b. During your initial setup, on a computer running Windows, use only Internet Explorer. Do NOT attempt to use Firefox to set up your connection for the first time. You can use Firefox *after* you have connected to the JSC network.

- c. Close all open Internet windows.  
Then, open a new Internet Explorer or Mozilla Firefox. In order for the Network Connect software to install properly, it is necessary for you to disable all pop-up blockers the first time you log into this site on a given machine:

You must also disable the pop-up blockers that are included with the Google toolbar, the Yahoo! toolbar, the Earthlink toolbar, etc. and the pop-up blocker that comes with Internet Explorer\* and Mozilla\*\*, as well as any pop-up blockers that may be running in your Windows System Tray by the clock on your monitor.

\*To disable the pop-up blocker in Internet Explorer, click the Tools menu, then click Pop-up Blocker. If you see "Turn Off Pop-up Blocker", click it, otherwise, the blocker is already disabled. If you do not see "Pop-up Blocker" under the Tools menu, you are not running the version that includes the pop-up blocker.

\*\*To disable the pop-up blocker in Mozilla Firefox, click the Tools menu, click Options, then click Content. If there is a check next to "Block Popup Windows", uncheck it. Otherwise, the blocker is already disabled.

Now, go to the JSC-VPN website again (<https://vpn.jsc.nasa.gov>) and sign in with your JSC ID and password. After clicking the Sign In button, look for the Microsoft Information Bar, just below the Address Bar in your Internet Browser. If the Information Bar appears, you will need to click on it and allow ActiveX to be installed.



Once the Start button appears, click it to launch your connection. You should get several pop-up windows asking you to accept the download of software and/or certificates, etc. Accept ALL pop-up windows (click "allow" option - Yes, or Run, or Allow, etc.).

Once you see the orange padlock icon, by the clock on your monitor, you are successfully connected and can close your Internet window (closing your Internet window will not disconnect you from the JSC network).



After clicking the Start button on the VPN website, it should only take 1-2 minutes for the Network Connect software to be configured and for you to be connected to the JSC network. It may take longer if you have a slower computer, but it should not take more than 5 minutes.

If it appears to be stuck on a particular pop-up message, try moving that message to see if another message popped up behind it and is waiting for you to respond to it.

If it appears to be stuck on the "Please wait..." screen, you may need to close your Internet window and try again, beginning with Step 4b.

5. Do you have a Router or Firewall on your home network?

- a. Hardware Router or Firewall, such as Linksys or D-Link:  
It may need to be configured to allow a connection to the JSC network.  
Consult your product documentation or your own Technical Support person for assistance.
- b. Software Firewall, such as Zone Alarm or Norton Personal Firewall:  
It may need to be temporarily disabled or shut down while you are connected to the JSC network.  
You can usually turn off software firewalls by right-clicking the icon in the System Tray, by the clock on your monitor.  
Consult your product documentation or contact your own Technical Support person for assistance.
- c. Windows Firewall:
  - i. Click the green Start button on your Windows Task Bar (not the Start button on the VPN website).
  - ii. Click Settings, then click Control Panel - if you do not see "Settings", go directly to Control Panel.
  - iii. If you see "Pick a Category", click the link on the left that reads "Switch to Classic View"\*.
  - iv. Double-click the Windows Firewall icon. (If you do not have the Windows Firewall icon, you do not have the version of Windows that includes this feature).
  - v. Verify the "Off" option is selected.
  - vi. Click the OK button to close the Firewall window, then close the Control Panel.

\*You can switch back to Category View, once you have completed these instructions, by clicking the "Switch to Category View" link.

6. Do you have any of the following programs running on your computer?
  - a. DING!, by Southwest Airlines  
This software must be disabled before you can connect to the JSC network.  
Consult your product documentation or your own Technical Support person for assistance.  
See FAQ #20 and 21 on the Southwest Airlines website for assistance: [DING!, by Southwest Airlines](#)
  - b. Bonjour, by Apple (included with iTunes, Kodak software, etc.)  
Also called "zero-configuration networking".  
This software must be disabled before you can connect to the JSC network.  
Consult your product documentation or your own Technical Support person for assistance.  
Click [here](#) for best guess instructions on how to disable and re-enable the Bonjour software.
  - c. Sprint SmartView - By default, the Sprint SmartView has an option called "Connection Maintenance" It can be found under Tools/Options/Rules Engine. Connection Maintenance must be set for "Maintain established connection..." not the default of "Disconnect if any other connection available".
  - d. Additional third-party software may be interfering with your ability to connect to the JSC network, however, you will need consult your product documentation or your own Technical Support person for assistance.
7. Are you connected to the Internet using one of the following Internet Service Providers (ISPs)?
  - a. AOL
  - b. Earthlink
  - c. Verizon

- d. Any other ISP that uses web-accelerator software

Web-accelerator software can interfere with the Network Connect software and may need to be disabled in order for you to connect to the JSC network. Consult your product documentation or contact your own Technical Support person for assistance.

8. Are you trying to connect to the JSC network from a hotel, a college, another NASA center, etc.?
  - a. If so, you may need to talk to their network group for assistance.

### **Can't Access Network Resources**

(Internal Web sites, Network Drives/Servers, Your Hard Drive)

- If using a high-speed connection, verify you are connected to the Internet through your personal Internet Service Provider.
- Verify you are connected to the JSC network: If you can access <http://www6.jsc.nasa.gov>, you are connected. If you cannot access it, review the "[Can't Connect to the JSC Network](#)" section above.
- Open an Internet Browser (Explorer, Firefox, etc.) and type \\jsc-fs01 (or type \\jsc-fs02) into the Address Bar and press the Enter key. You should be prompted to enter your JSC network ID and password, including the JSC\ prefix (Ex. jsc\jdoe). Once you enter your ID and password, the drive should open. If you get an error, you may need to disable any Firewalls you may be running, and then try again. See previous section for additional information on disabling Firewalls.

Once you verify you can get to the above ODIN drives, try accessing the other servers/drives you were previously trying to access. If you are still unable to access the servers/drives, contact the administrator of that server/drive for additional assistance. The administrator may need to re-configure the server to allow you to connect to it with the new Network Connect VPN client.

- The server you are attempting to access, may be temporarily unavailable (it may have crashed, had a power failure, etc., which would prevent people from accessing it) - you may need to contact the administrator of the server, to determine if it is unavailable.
- If you are attempting to access files on your work Workstation, verify your work computer is turned on and that you have the correct computer name. If you get an error, you may need to disable any Firewalls you may be running. See previous section for additional information on disabling Firewalls.
- NOTE: While connected to the JSC network through a VPN connection, you will no longer be able to access resources on your local network. Example: You will not be able to access files on another computer on your home network.

### **Can't Access Work E-mail**

- If you are attempting to use Outlook Web Access (OWA) to view your work email, contact the ODIN Help Desk for assistance.  
ODIN Help Desk: 281-483-4800 or 866-319-2997
- If you are using Microsoft Outlook to view your work email, you must have Outlook 2003 or 2007, and it must be configured for the NOMAD email system. If you have not already configured Outlook, see the following internal web page for instructions:  
<https://www.odin.imit.com/nomad/documentation.html>
- With the new email system, it is no longer necessary to connect to the JSC network before attempting to view your email in your Inbox, your Outlook Calendar or your Outlook Contacts using Outlook 2003/2007 (if you need to view email in your Personal Folders, you must connect to the JSC network). If you are unable to log into Outlook and view your work email from home, review the following:

- If you have a JSC email account, try logging into the Outlook Web Access page (<https://webmail.nasa.gov>) Note: you can access this web page from any computer that can access the public Internet - you do not need to be connected to the JSC network to access the Outlook Web Access site.
- If you are unable to log into this website, too, you may be entering the wrong ID and/or password, or your password is expired, or your email server may be unavailable
- Contact the ODIN Help Desk and ask them to verify your JSC domain account is not locked and your password is not expired and your email server is not having problems. If it is, ask ODIN to unlock or change your password for you, and make sure they do not set it to expire on the next logon attempt. Once ODIN unlocks your account or changes your password for you, verify you can log into the Web Access site - before releasing your call to ODIN, if possible.
- Once you confirm your ID and password are working, try viewing your email using MS Outlook.

### **Can't Access Outlook Personal Folders**

- If using a high-speed connection, verify you are connected to the Internet through your personal Internet Service Provider.
- Verify you are connected to the JSC network: If you can access [www6.jsc.nasa.gov](http://www6.jsc.nasa.gov), you are connected. If you cannot access it, review the "[Can't Connect to the JSC Network](#)" section above.
- Outlook must be configured to open your work e-mail.
- *If you are using another workstation (not your work laptop, for example) Outlook must be closed on your work computer in order to access your Personal Folders (your Folders cannot be opened on multiple computers at one time).*
- You may need to disable any software firewalls currently running on your computer. See Section 6 above for additional information on disabling Firewalls.