

## Instructions for Remote Access at Lonza

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## 1. Introduction

In the following description we would like to show you the different possibilities of how to connect to the LONZA network from external to access your data and applications. We will also give you tips which way of connection to use when you are outside of LONZA so that you can work efficiently.

We also would like to call attention to some enhancements in the new Remote Access solution which are:

Support of so called **Toll-free numbers** in Europe -> Toll-free numbers by connecting with the new connection software **IPass** (formerly UUNET).

Quicker access through support of **Wireless LANs** in hotels or at airports (known as hot spots)

Support of Lonza wireless LANs in Lonza meeting rooms which are equipped with wireless access points.

Better availability and enhanced security with the new VPN-client, which prevents attacks while you are out on business.

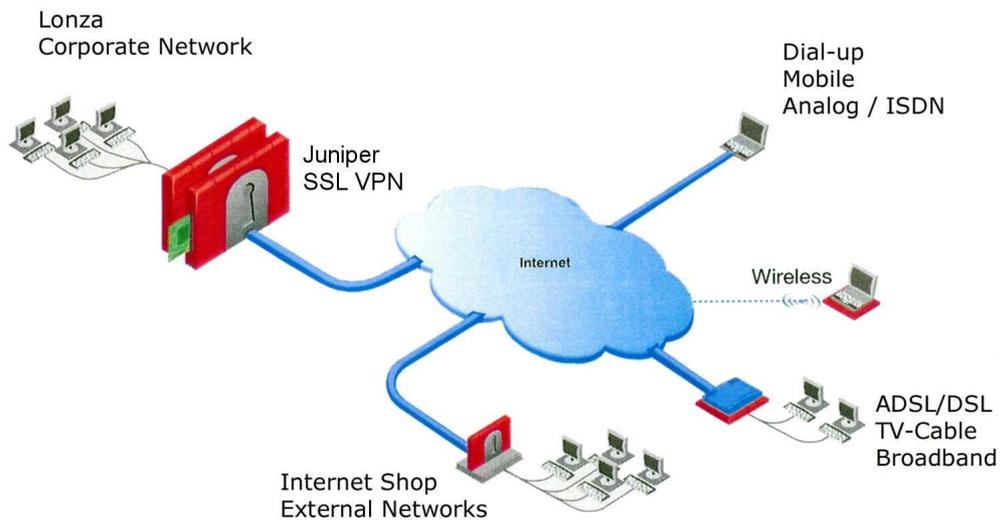
## 2. Access possibilities to the Lonza network

The procedure for connecting to the Lonza Network is mostly the same:

Establishing a connection to the internet either from your private PC, from an internet cafe or the dial up software IPASS, which is installed on your laptop.

Establishing an encrypted tunnel with the SSL-VPN Gateway using the SSL-protocol (**https**), which is supported by all modern internet browsers.

Log on (authenticate) with your SecurID card and the Windows Logon Credentials and then work with the desired applications (Mail, SAP, LIMS etc.)



**Fig.1** Connecting from a laptop to the Lonza servers via internet

Depending on the application, available devices or connection possibilities there are advantages and disadvantages. The following tables should be a help for you, when to use which device and which kind of connection.

## 2.1. Device

Device	Connection type	Applications	Advantages	Disadvantages
Lonza Laptop	VPN-Client or Internet Access with https via Webbrowser	All (Outlook, Office, SAP, Documentum etc.)	Outlook-synchronization for Offline-work Access to drives File transfer	Slow over dial up
Private-PC or Internet Café	Internet Access with https via Webbrowser	All Terminal-server applications (Outlook, Office, SAP, Documentum etc.)* and Outlook Web Access	Fast even over slow dial-up connections.  Connection possible from quite every PC with internet Connection	No File transfer, no Mail-synchronization Needs installation of Citrix Client or Java Runtime for Terminal Services.

\*Terminalserver applications and Outlook Web Access can also be accessed with Lonza Laptops.

## 2.2. Connection type

Connection type	Connection from	advantages	disadvantages
connection IPASS	only from Lonza Laptops	Global coverage, local tolls. Support of Toll-free Numbers	Max. Bandwidth 56kbit.
Wireless with IPASS	Only from Lonza Laptops with wireless cards	High-Speed connection	Not yet global coverage
Broadband with IPASS	only from Lonza Laptops with cable in hotels	High-Speed connection	Mostly only in hotels
Free wireless Hotspots	Only from Lonza Laptops with wireless cards. More and more in hotels	High-Speed connection, no tolls	No directory of available hotspots.
Wireless inside Lonza	only from Lonza Laptops with wireless card	High-Speed connection, no cable	coverage: Lonza meeting rooms equipped with W-LAN
Mobile phone with or without GPRS	Any PC with cable, infrared or Bluetooth and client software	Good coverage	Very slow when no GPRS and expensive with GPRS
Home Broadband or ADSL	any PC	High-Speed connection	Mostly only at home

## 3. Connection with IPASS from your laptop

Start with *Start > Program Files > Lonza Remote Access > iPassConnect*, chose the country and if possible the city. Click FIND:



Tip: the red marked area indicates the next step.

In the area PHONEBOOK you can see the available types of connections to the internet for the chosen country e.g. modem, analog or ISDN, Wireless Broadband for Wireless LAN and Wire Broadband for cable connections in hotels.

Enclosed two examples:

### 3.1. Example with analog modem (standard for Lonza Laptops):

Chose Modem → expand the view by clicking the red arrow.



Mark a phone number e.g. TOLLFREE-CH and press the red button “CONNECT” to establish a connection.

Tip:

To find the Toll-free-Numbers of a country, you have to tap the first letters „To...” under CITY

If you want to know the speed of a modem and how expensive the connection per hour is, you have to click on the red dot with the “i” icon

If you use a number more than once you can add it to your bookmarks by clicking the button „Add Bookmark” and get it from BOOKMARKS the next time you need it.

If you are not able to establish a connection from a hotel you might have to add a 0 or 0 under DIAL PROPERTIES.

### 3.2. Example Wireless Broadband:

You have a Wireless LAN card and are in the vicinity of a Wireless LAN (a so called Hot Spot or Access Point) in a hotel or at the airport.

All access points listed in IPass are recognized automatically.

Chose AVAILABLE WIRELESS NETWORKS → expand the view by clicking the red arrow.



Mark the iPass-enabled Access Point and press the button CONNECT to establish a connection.

If the network is not recognized automatically do the following.  
Chose WIRELESS BROADBAND → expand the view by clicking the red arrow.



Mark the Wireless Access Point and press “CONNECT” to establish a connection.

You will then be asked to authenticate yourself with your Userid and password. Use the same Userid and password that you use inside LONZA to log in to Windows!

**Login Information**

**Internet Credentials**

User Name:

Password:

Save Password

**VPN Credentials**

Same as Internet Credentials

User Name:

NT Domain Name:

Password:

Default Country:

**OK** **Cancel** **Help**

Set Userid and password and press OK. You'll get the following message:

**Connection Status**

Connecting to TOLLFREE-CH 0, 0 800 211 211  
Dialing and Modem Negotiation Time: 4 seconds

Lucent Technologies Soft Modem AMR

**OK**  
**Cancel**  
**Info>>**

## 4. Establishing a VPN connection

For accessing the SSL VPN Gateway and creating a VPN Connection, there are two possibilities – due to security reasons both only work with Lonza Laptops. The easier method is the first described here:

### 4.1. Possibility 1

The older version 1 of the VPN Client needs the secured for all connections. The newer Version 2 of the VPN Client, which is preinstalled on Windows 7, allows you to connect using your password only (it uses a computer certificate as a second factor), with this you have a fall back by using the SecurID.

#### Version 1

You can find the Network Connect Program installed on the Laptop (if it should not be installed, you can find it in the software shop in the section  Security, it's called  Juniper VPN Client).

Open the Start Menu > Programs > Lonza Remote Access > Remote Access Lonza:



You then choose the desired site (Europe, United States, Asia, Singapore) and proceed with "Connect":

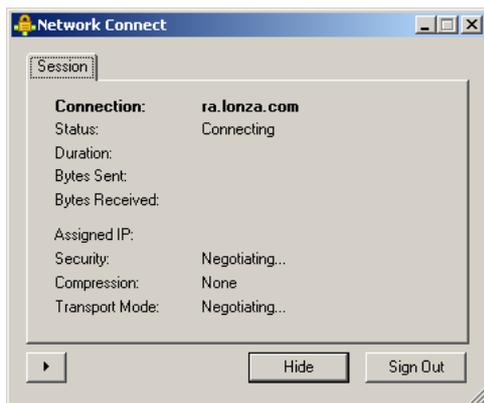


The loading will take some time, as a component called "hostchecker" validates your computer and determines if it's a Lonza computer. You will then see a Sign-in Page, where you need to provide your normal Windows Username and Password, as well as the RSA Passcode (Your RSA Pin followed by the 6 digits):



If the Sign-In page should be empty, click on the drop-down Menu on the right and choose your desired destination (raeu for Europe, raus for United States, racn for Asia)

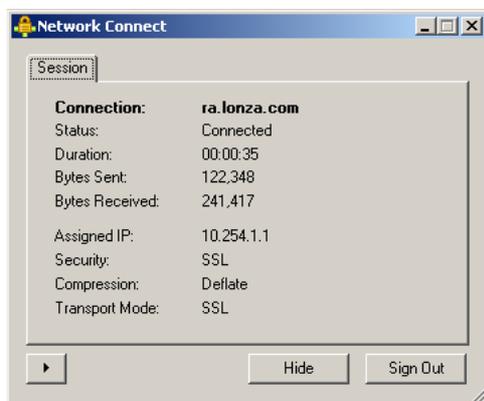
After successful login, you get the following status window,



which after successful negotiation will disappear, and you then see the Network connect icon in the Taskbar, with green lights blinking:



To see more details about the connection, right click on the icon and selecting Basic View:



From here you now have Access as you were connected to the Intranet in your office. You can use Outlook, Terminalserver, Fileshares, Intranet,...

## Version 2

The version 2 Network Connect program is preinstalled on the Windows 7 Setups.

Open the Start Menu > Programs > Lonza Remote Access > Lonza Remote Access:



You then choose the desired site (Europe, United States, Asia, Singapore), check if the username is correct, fill in your windows password and proceed with "Connect":



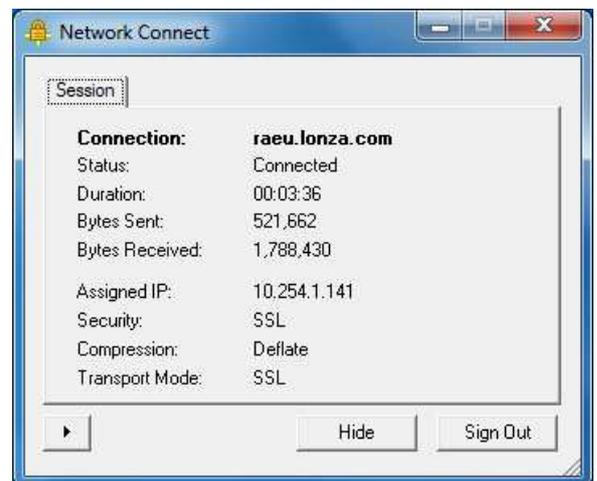
The connection establishment is shown using an animated graphic:



After a short moment, you will see the VPN icon in the traybar, which will blink green to show activity:



To get more details about the connection, you can double click on the VPN icon in the traybar:



From here you now have Access as you were connected to the Intranet in your office. You can use Outlook, Terminalserver, Fileshares, Intranet,...

## 4.2. Possibility 2

Open Internet Explorer and go to one of the following Links:  
<https://raeu.lonza.com/vpn> for Remote Access Europe  
<https://raus.lonza.com/vpn> for Remote Access United States  
<https://racn.lonza.com/vpn> for Remote Access Asia (China)

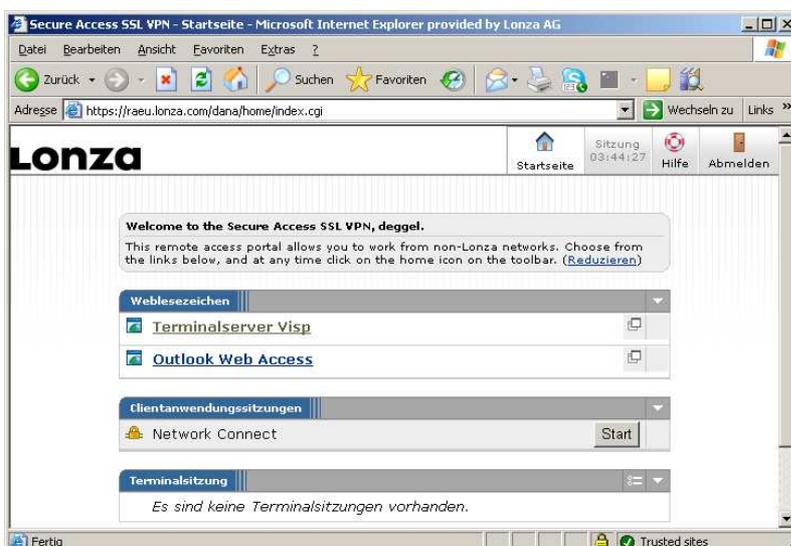
As the VPN Connection only works from a Lonza Laptop, a tiny program called "Host-Checker" is now loaded to check if you are using a Lonza Device:



After a short moment, you will then see the following login screen, where you can login using your username, your Windows Password and your RSA SecureID Passcode:



After a successful login, you will see the following overview:

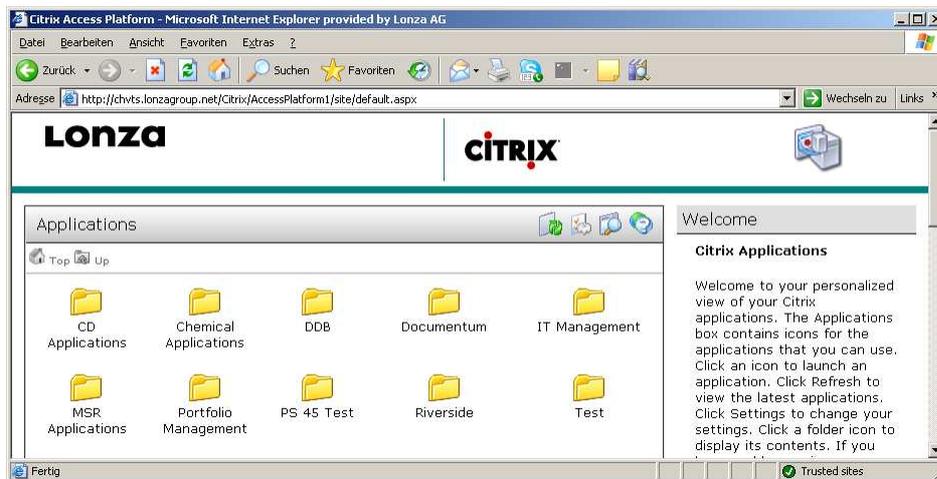


Here you have the possibility to directly launch Terminal Server Applications or Outlook Web Access through the Browser.

To launch the VPN Connection, click on the **Start** Button on the bottom where it says “Network Connect”. This gives you full connection to the Lonza Intranet with all Applications working like locally connected at Lonza.

### 4.3. Login to Terminalserver

With the VPN Connection up and running, open your Internet Explorer and enter the following address: <http://chts.lonzagroup.net> or simply type *chts* and press enter – this should log you in automatically and show you the Citrix Web interface with your applications:



## 5. Accessing the LONZA network from a private PC or Internet Café

To work at home with your private PC or from an Internet Café, you can use your browser to connect to the Lonza remote Access Site.

The SSL VPN Gateway allows only Outlook Web Access and Terminal Services which transmits only screen content from and to the LONZA network and does not allow file transfers, which could contain viruses.

### 5.1. Login

The new Remote Access portal is located at <http://remote.lonza.com>

You will find here the direct links to all 3 regional SSL Gateways:

For accessing the SSL VPN Gateway please chose from on of the provided links.

<https://raeu.lonza.com/> for Remote Access Europe

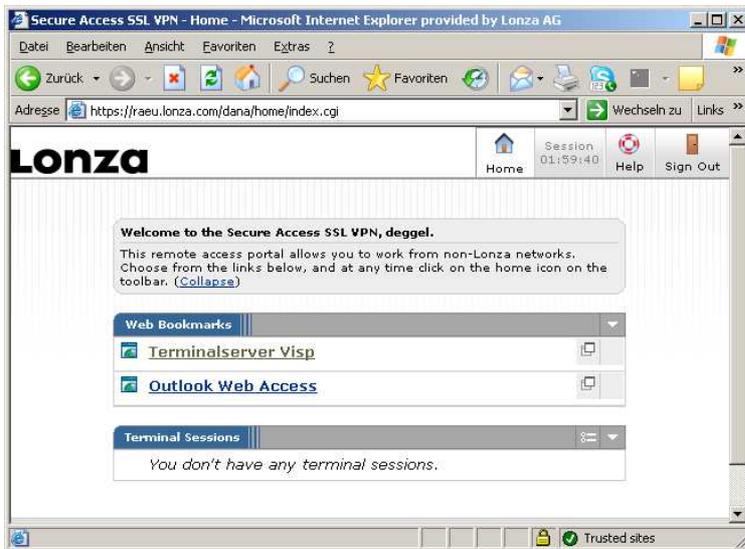
<https://raus.lonza.com/> for Remote Access United States

<https://racn.lonza.com/> for Remote Access Asia (China)

Login using your username, your Windows Password and your RSA SecurID Passcode:

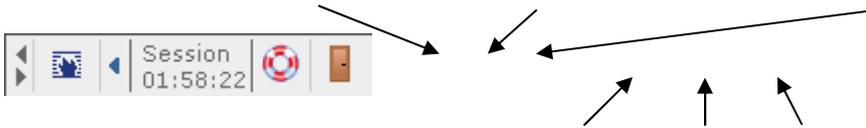


Now you have the choice between Terminalserver and Outlook Web Access, which are described further in the next two chapters:



In all opening browser windows you will see the SSL VPN Toolbar:

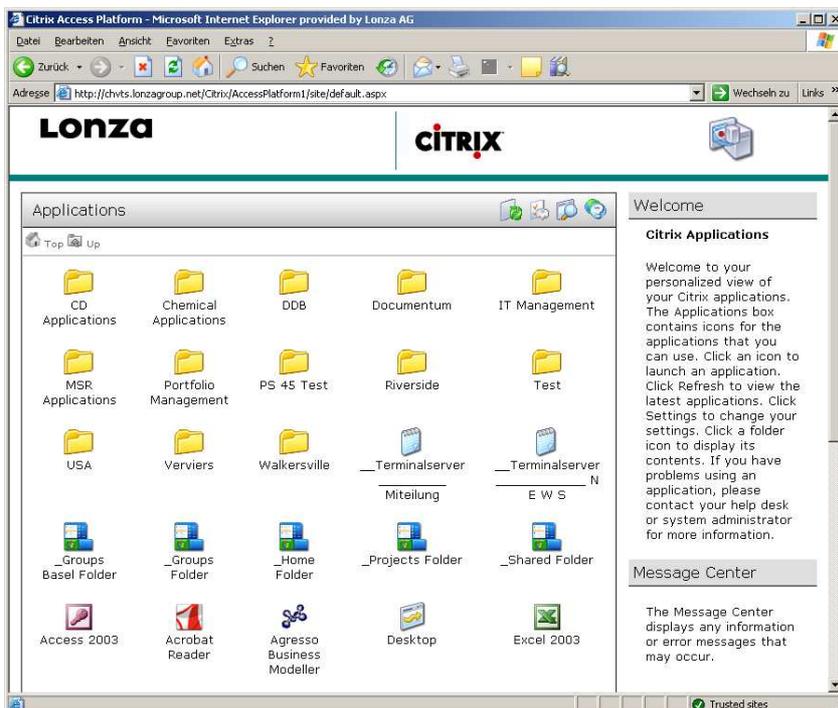
Move toolbar – Go to the home site – Expand/Collapse toolbar



Session info – Help – Exit

## 5.2. Terminal Server

Clicking on **Terminalserver** directly logs you in to the Citrix Web Interface with your applications:



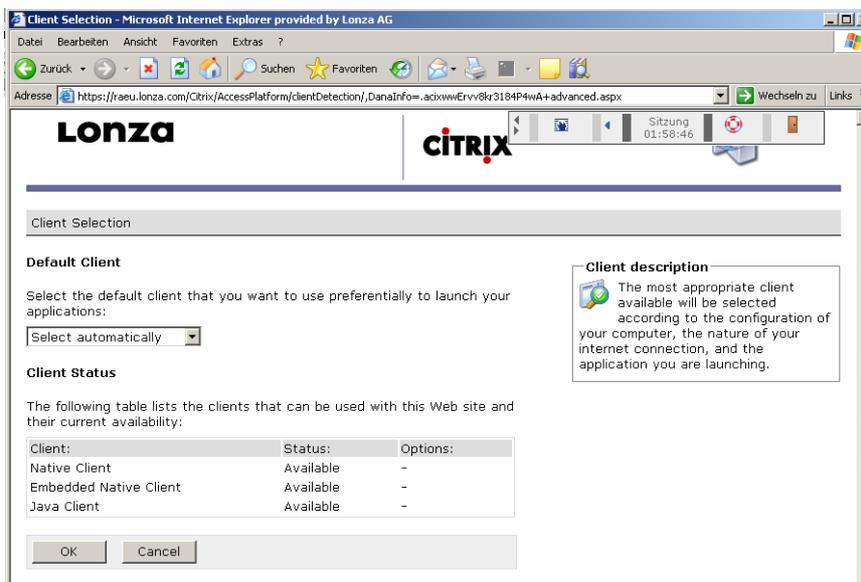
By default, the **Java client** is used, as this works on most PCs, including Lonza and Home PCs. But please make sure you have a current Java version installed (1.6.x).

Note that you should **disable pop-up-blockers** for the address `ra[eu/us/cn].lonza.com`, otherwise the Client detection may fail or the Java Client does not pop up.

You can check, which Clients are detected on your machine by clicking on the Icon on the top of you listed applications:



You will see the following screen:



If you have no Java Client installed and did not change to native client, after you want to start an application, the following popup is shown:



In this case, you can set the default client in the Client selection window to “Native Client”, if

you have the Native Client installed – but we recommend to use the default Java client using a current Java version (1.6.x), download at <http://www.java.com>

If pop-ups are allowed and a Java Client is installed, we had successful connections using the following Browsers / Operating Systems – some needed to set the client to java manually.

Windows      Internet Explorer 6.x   Sun Java JRE 1.6.x  
                  Internet Explorer 7.x   Sun Java JRE 1.6.x  
                  Firefox 2.x.x      Sun Java JRE 1.6.x  
                  Firefox 3.0.x      Sun Java JRE 1.6.x

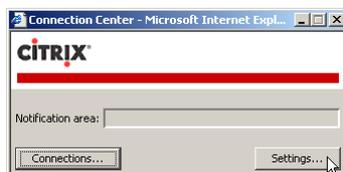
Linux    Firefox 2.x.x    Sun Java JRE 1.6.x  
          Firefox 3.0.x    Sun Java JRE 1.6.x

Apple   Safari   Sun Java JRE 1.6.x

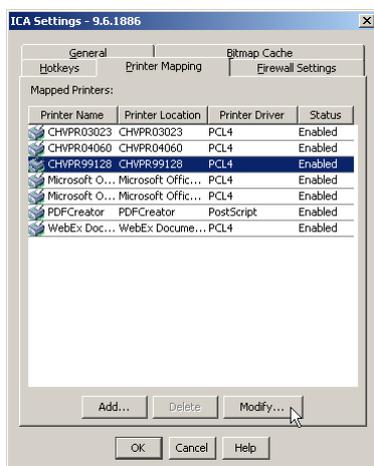
### 5.3. **Set your default printer (using Java Citrix Client)**

When you are connected to the Terminal Server using the default Java Citrix Client, you have to configure your default printer once. This is then stored on your Computer, from where you used the connection and keeps set on this machine. You have to repeat this step for new computers, from where you never defined the default printer.

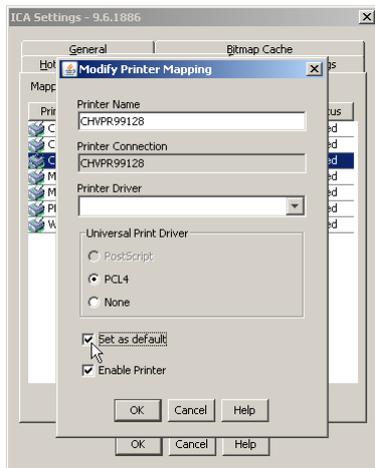
To set the default printer, login to the SSL VPN, Start the Terminal Services Web Interface and start a application (e.g. Desktop). When the session is open, you can see the following window, where you chose Settings:



Go to the Printer Mapping Tab – you should see all your available printers. Select the desired printer and click on Modify:



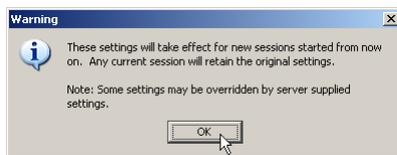
Check the “Set as default” Checkbox and click OK:



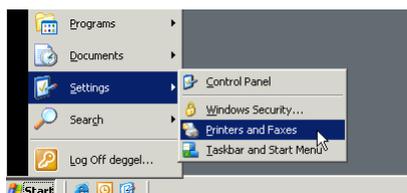
You should now see, that your desired printer is the default printer (ticked with a ☑)

CHVPR03023	CHVPR03023	PCL4	Enabled
CHVPR04060	CHVPR04060	PCL4	Enabled
CHVPR99128	CHVPR99128	PCL4	Enabled

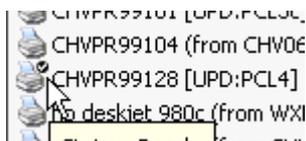
When you now close the dialog, there's a Warning that informs you, that the settings will take effect for new sessions only. So if you want to print now, close your Application (e.g. Desktop) and then start it again (You do not have to logout from the SSL VPN, you can stay on the Citrix Web interface):



After the new login, you can check if your printer is available:

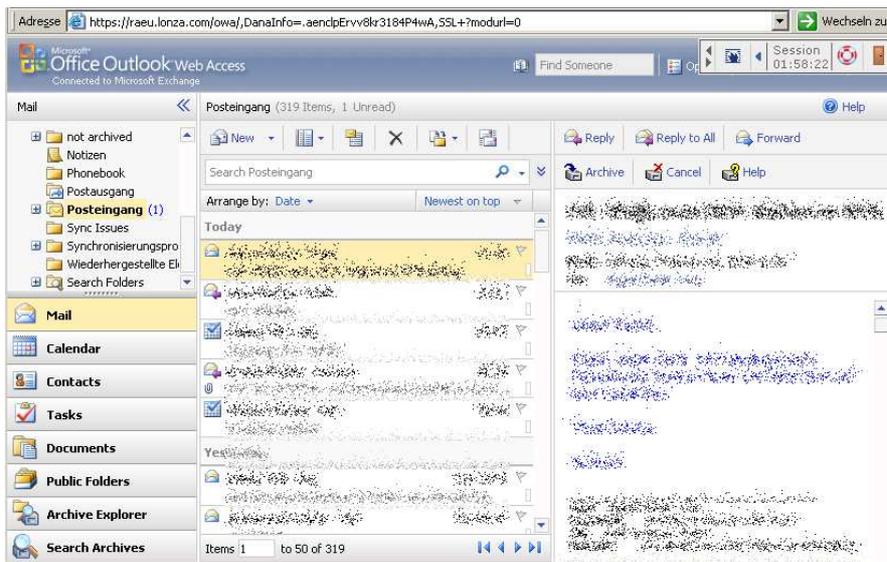


You can now see, that your selected printer is the default printer:



## 5.4. Outlook Web Access

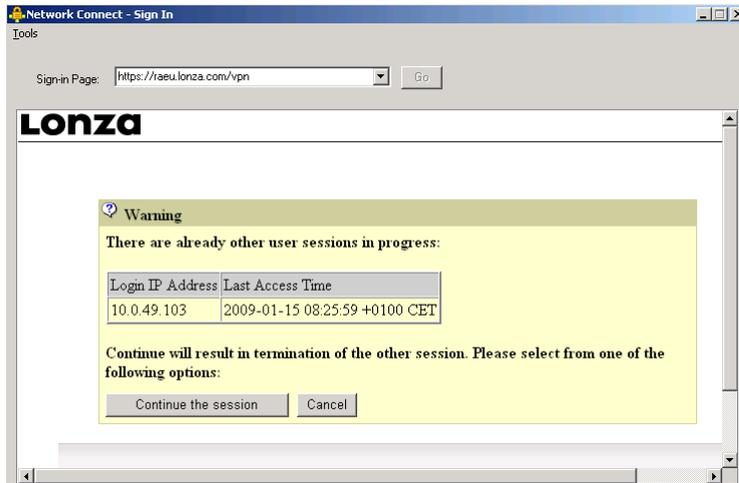
**Outlook Web Access** directly logs you into the Web Interface for your Mails:



## 6. Troubleshooting SSL VPN

### 6.1. You receive the message “There are already other user sessions in progress”

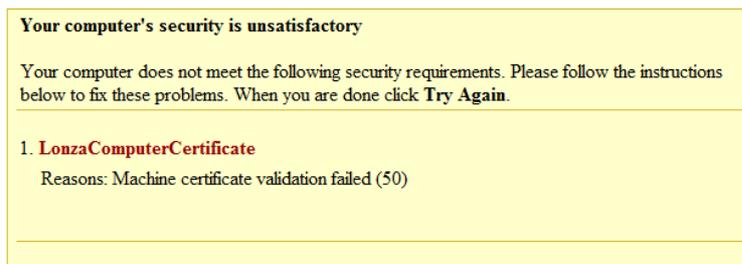
This can happen, if, for any reason, you still had an open session on the same or another computer. It can also happen, if something went wrong during the first login, then on a subsequent login such messages can be normal. Just click on “**continue the session**”:



### 6.2. You get an error „Your computer’s security is unsatisfactory“

There are two possible error messages – in the red text you see the subject:

#### LonzaComputerCertificate:



This Error indicated an erroneous or missing Certificate. Maybe during installation there was a problem. You can connect to VPN anyway, by choosing “SecurID” before you connect. Get in touch with IT then, to resolve the problem.

#### Lonza\_ClientCheck:

**Your computer's security is unsatisfactory**

Your computer does not meet the following security requirements. Please follow the instructions below to fix these problems. When you are done click **Try Again**.

**1. Lonza\_ClientCheck**

Instructions: Your desktop does not meet the Lonza security requirements. Please contact your system administrator

In this situation most probably your PC is not up to date or missing something. It's either no Lonza PC, or the PC is not a member of the lonzagroup domain. It's also possible you do not have the Trend Micro Antivirus Software installed, or it is not up to date. In this case you can only connect using Terminal Server (see chapter 5)

### **6.3. *No applications can be launched from the Citrix Web interface (e.g. by clicking on the Desktop Icon, the Desktop does not open)***

Please make sure you have an up to date Java Runtime installed. We recommend a JRE Version greater than 1.6 or higher. Download at <http://www.java.com>  
Further problems could arise if you have a popup blocker enabled – please make sure you define exceptions for [https://ra\[eu/us/cn\].lonza.com](https://ra[eu/us/cn].lonza.com).

## 7. Frequently asked questions

### 7.1. *Is there a Hotline I can call?*

In case of problems you can contact the following numbers:

Switzerland → +41 27 948 7030  
USA → +1 201 794 2556

### 7.2. *How is a password change managed?*

By default, all Lonza user accounts have password lifetime of 60 days. During the last 5 days, if you are connected at the office, the System warns you to change your password.

For Remote working the situation is a little different – we have to consider 3 cases:

#### 1) A Popup reminds you to change your password

If your password is older than 55 days, after a successful VPN connection is established, you will get a popup that reminds you to change your current password:



Please do so immediately, as this is the best way to change your password, so that it remains in sync with the domain. To change it, press Ctrl-Alt-Del followed by the “Change Password” Button. You then have to enter your current password and two times the new one. This new password is valid immediately also for your Laptop Logon and all PCs connected to the Lonza Network.

#### 2) The password needs to be changed during VPN login

In this case, the SSL VPN shows a form to change your password immediately after login. Change your password by typing the old and the new one (two times). You then have to login again using your new password. After successful VPN connection, you will get a popup to synchronize your password:



By pressing the OK button, your Computer will get locked, and you have to unlock it using the **new** password. Your Notebook has now also cached this new password for future logons.

### 3) The password has been changed on another Computer

In this case too, your computer does not know about the new domain password. This can happen, if e.g. you have not used your notebook for several days, and during these days you had to change your password, e.g. in an internet coffee or in the office. To login to your laptop, you still have to type the old password. Then you establish a VPN connection – the login to the VPN is done using your new password. After you are logged in successfully, you have to lock your workstation (using Windows-L or Ctrl-Alt-Del, Lock Computer) and then unlock it using the new password. This syncs the domain password to the locally cached password – next time you logon to your Notebook, you have to use the new password then.

#### 7.3. *When shouldn't you use iPass?*

If you already have a working internet connection over ADSL, cable modem or W-LAN you can directly start the VPN-Client without using iPass.

Start Menu > Programs > Lonza Remote Access > Remote Access Lonza:



You then choose the desired site (Europe, United States, Asia) and proceed with "Connect". For more details about the VPN connection see chapter 4.

#### 7.4. *What to consider with Toll-free numbers?*

Costs for iPass toll-free numbers charged to LONZA by iPass vary from country to country e.g. Switzerland 3 US\$, Czech Republic 18 US\$. We advise you to connect, read or synchronize your emails and disconnect again. Further these numbers should not be used for private purposes

#### 7.5. *What to consider with Wireless Access-Points?*

With the Wireless Access-Points you get a high-speed connection from 2 to 54 Mbits. Tolls vary from 15-20 CH cents per minute. We advise you to connect, read or synchronize your

emails and disconnect again and work offline. The connection can be disconnected by clicking the following icon  and chose "disconnect" .

## **7.6. No access to network drives?**

Under Start > All Programs > Lonza Remote Access you can chose „Network drive mapping“. This connects your network drives like P:\, G:\, ...

Note: this can take a long time with dial up connections.

## 7.7. *You cannot dial out of a hotel?*

Hotels often use a prefix like 0 or 9. In iPass you can adjust this under DIAL PROPERTIES



## 7.8. *The connection over the VPN-Client cannot be established?*

It may be that your UserID or password or the SecurID password is wrong. Note: The Windows password can be different than the SecurID card password.

After 3 unsuccessful attempts your SecurID account will be locked. Call your Hotline.

There are several connection points to the LONZA network. If the one you chose is not available please chose another. There are the three SSL VPNs: EU, US, CN

## 7.9. *What is ADSL?*

ADSL is a permanent connection to the internet with a fixed fee per month and an asymmetric broadband e.g. 1000 kbs for upload and 5000 kbs for download.

## 7.10. *What is an analog / ISDN connection?*

These are dialup connections with speed of 33-56 kbps for analog and. 64 kbps for ISDN. Costs depend on the connection time like phone calls.