

REMOTE ACCESS - FAQ

Updated on 16-September-2024

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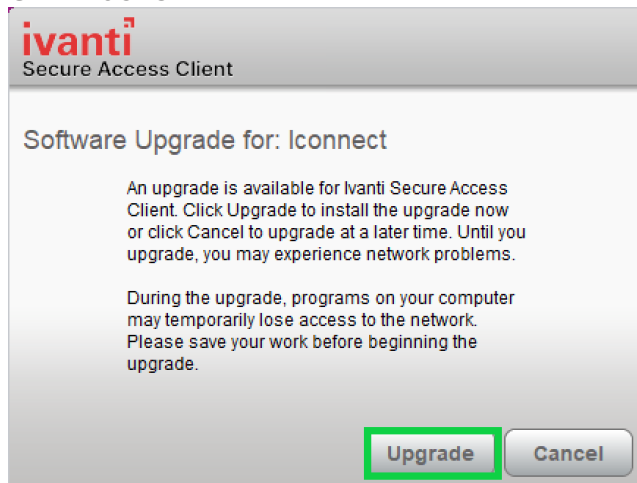
I. IVANTI SECURE CLIENT UPGRADE NOTIFICATION

Occasionally you will see a notification to upgrade Ivanti Secure VPN Client on your computers. It is highly recommended to upgrade Ivanti Secure Client for security and compatibility reasons.

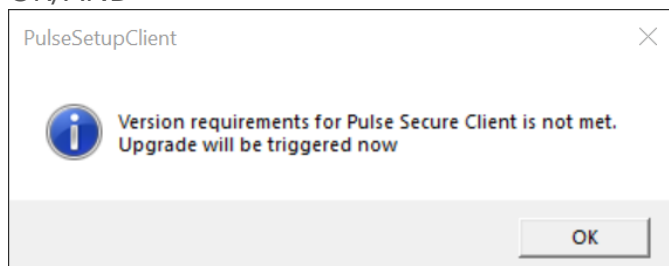
It's one click upgrade process:

Step 1: Following notification appears:

On windows

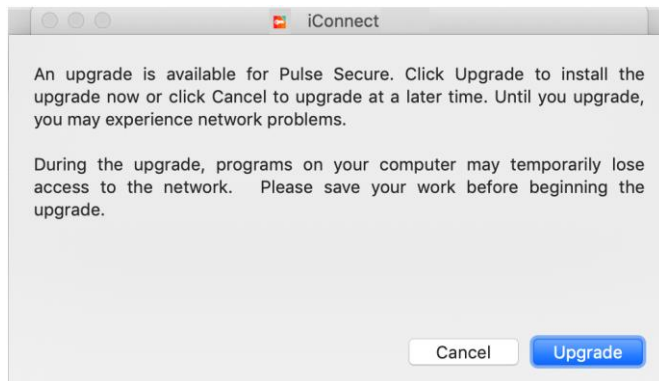


OR/AND



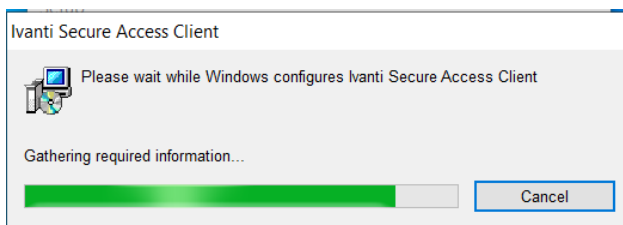
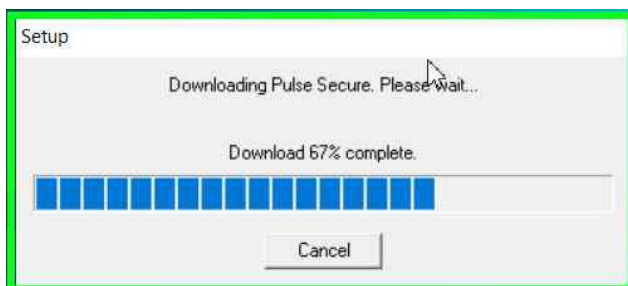
WTO - Internal

On macOS

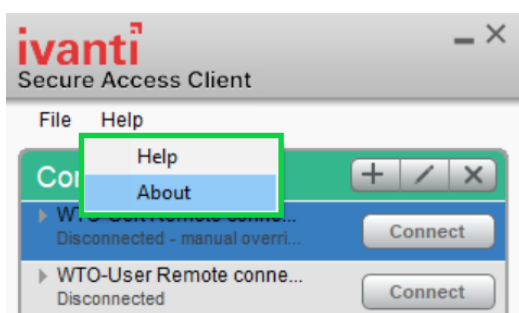


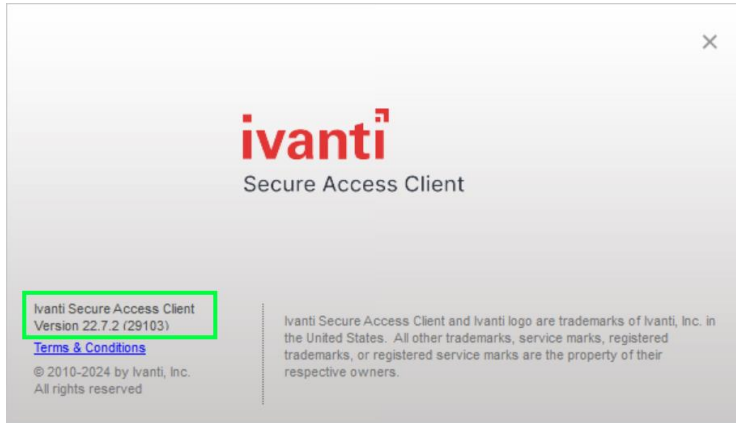
Step 2: left click on "Upgrade (button)" on upgrade notification in Windows or MacOS

Step 3: It automatically downloads and install new version of Ivanti Secure Client.



Step 4: Check the installed version, left click on "About (menu item)"





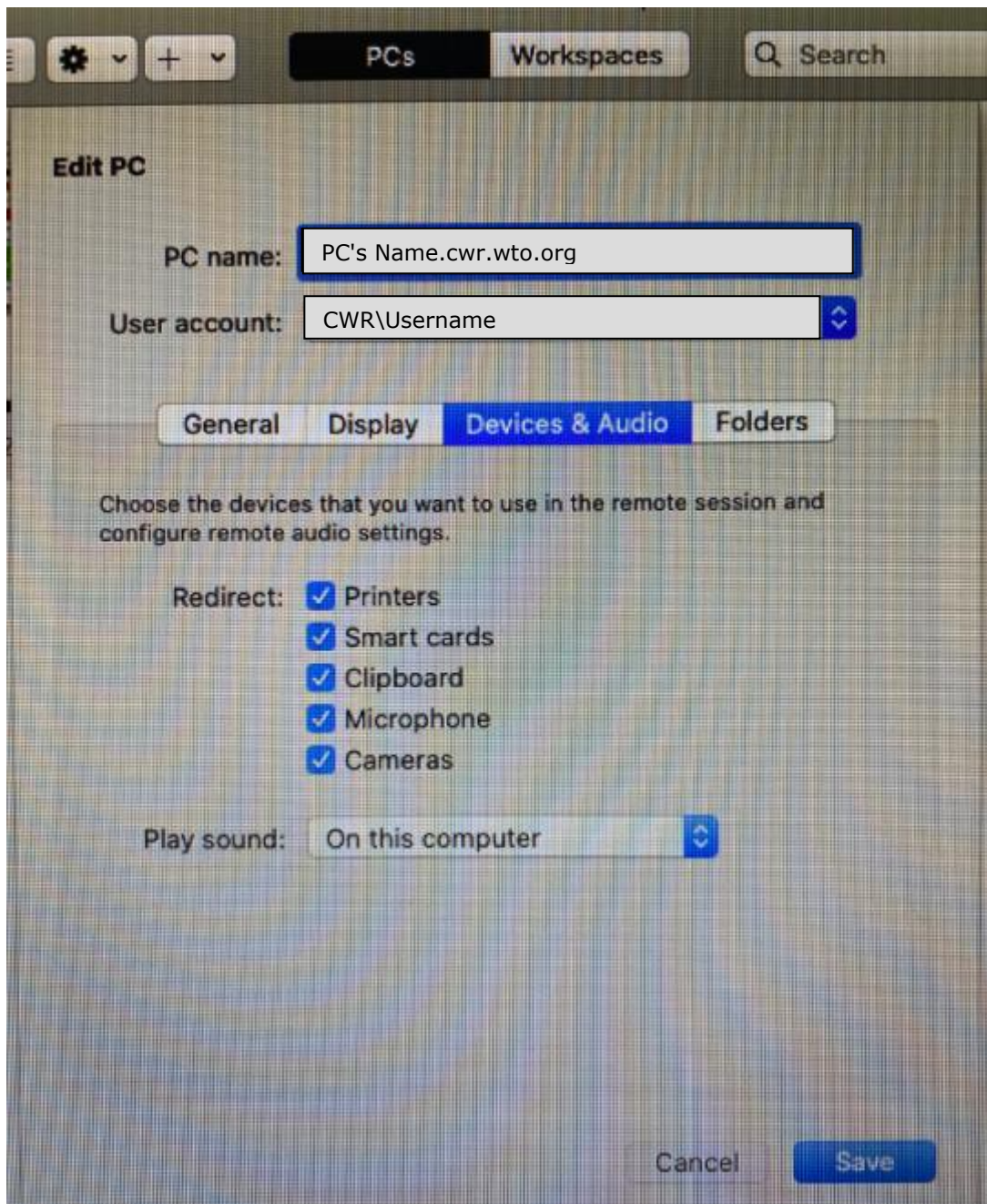
II. HOW TO ACCESS PERSONAL PRINTERS WHEN IVANTI VPN IS CONNECTED

During the VPN session, Personal Wi-Fi printers on your local computers will not work. Suspend the VPN connection for temporary access to local printers and resume to connect VPN session. USB printers are automatically mapped to RDP sessions from Windows.

On macOS: USB printer needs to be mapped manually.

USB printer map to Remote connection:

Microsoft Remote Desktop 10 > Printers should be ticked in the Devices and Audio Settings.

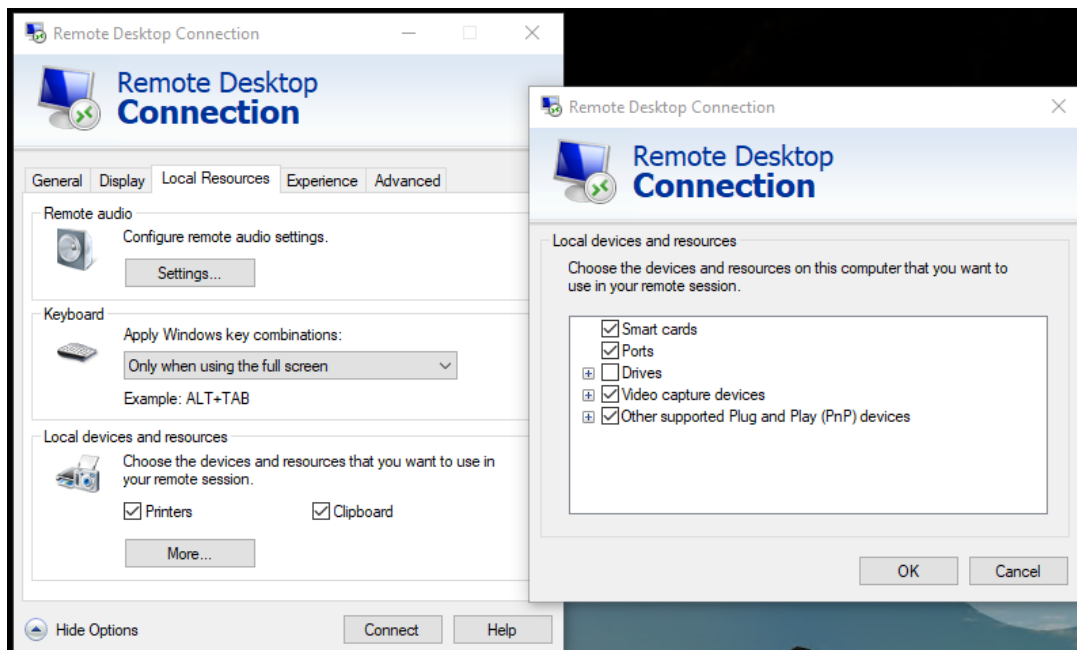


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III. HOW TO CONNECT WEBCAM/MIC FROM PERSONAL COMPUTER TO REMOTELY CONNECTED WTO COMPUTER WHEN IVANTI VPN IS CONNECTED

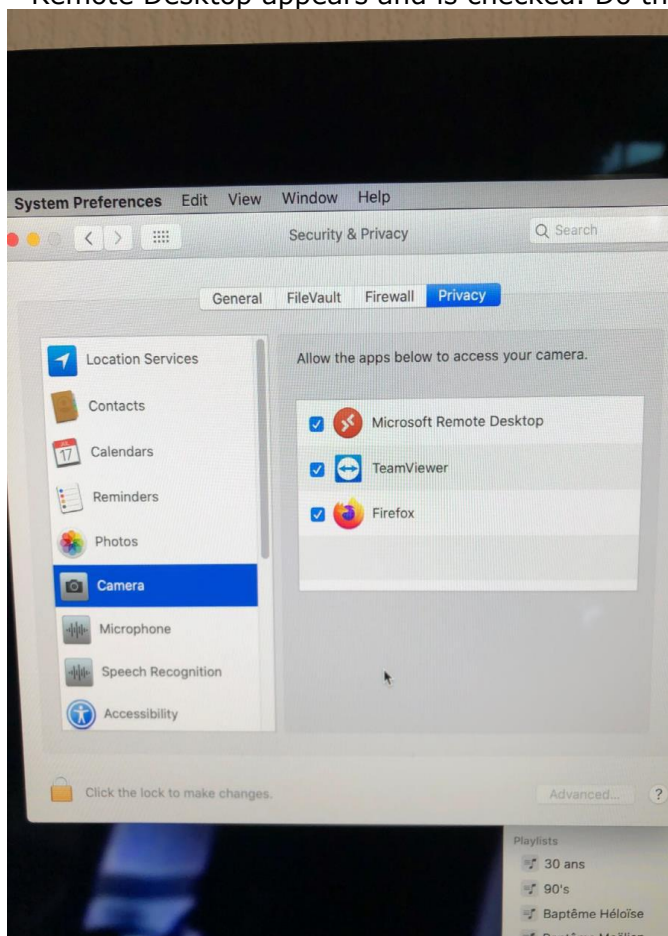
Windows:

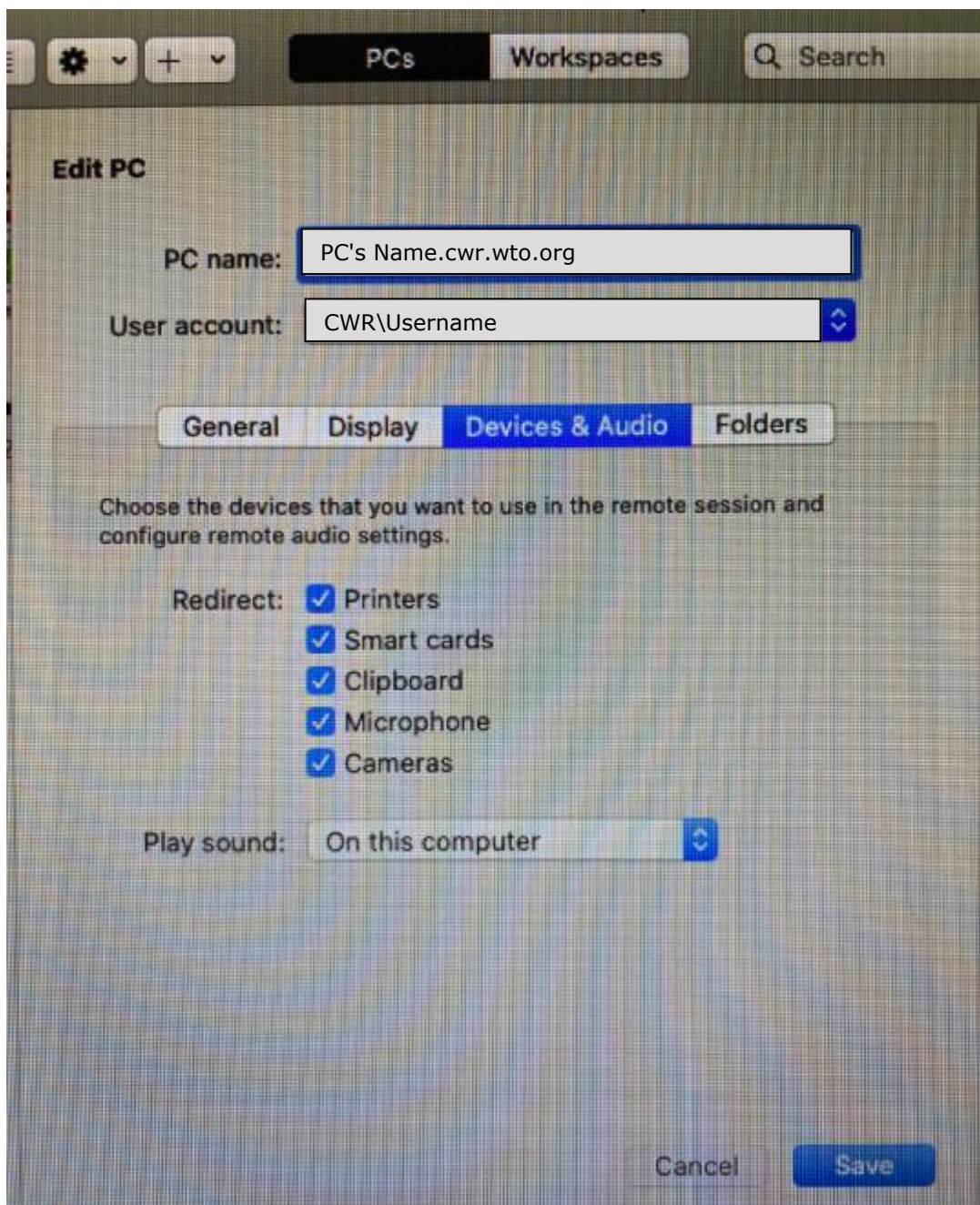
Remote Desktop Connection > Show options > More > Check relevant options



macOS:

Microsoft Remote Desktop 10 > The microphone and camera should be ticked in the Devices and Audio Settings. On the Mac, open System Preferences and go to Security and Privacy, In the left-hand menu, select Microphone and make sure Microsoft Remote Desktop appears and is checked. Do the same for the camera





IV. HOW TO ACCESS WTO INTERNAL WEBSITES

Internal websites will be accessible only through Remote connection (RDP) to your WTO computer.

V. HOW TO TYPE '\ ' AND '@' ON A MAC (SWISS-FRENCH KEYBOARD)

1. Keys to use in windows environment i.e. RDP when accessed from a MAC

To type '\ ' press: **Alt** + **<**

To type '@' try press **Alt** + **2**

2. Keys to use on MAC

To type '\' press: **Cmd** + **Shift** + **7** or **Cmd** + **/**
To type '@' press **Alt** + **g**

VI. KNOWN ISSUES

If a user cannot connect RDP to WTO with **hostname.cwr.wto.org** from personal laptop, user can use IP address to connect RDP or run ipconfig /flushdns command on CMD.

To Learn Ip address of WTO Laptop: nslookup "Your WTO PC name"



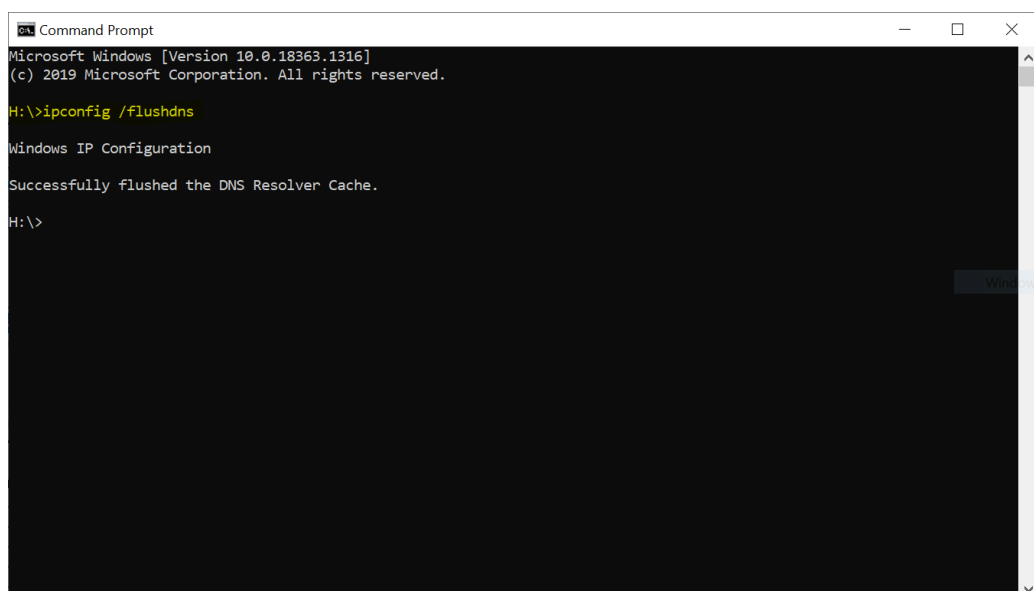
```
Command Prompt
Microsoft Windows [Version 10.0.18363.1316]
(c) 2019 Microsoft Corporation. All rights reserved.

H:\>nslookup g8jhm2
[REDACTED]
Name:      g8jhm2 [REDACTED]
Address:  192.168.1.10

H:\>
```

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To run the command : "ipconfig /flushdns"



```
Command Prompt
Microsoft Windows [Version 10.0.18363.1316]
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H:\>ipconfig /flushdns

Windows IP Configuration

Successfully flushed the DNS Resolver Cache.

H:\>
```

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