

## Remote Access Information – Denver Office

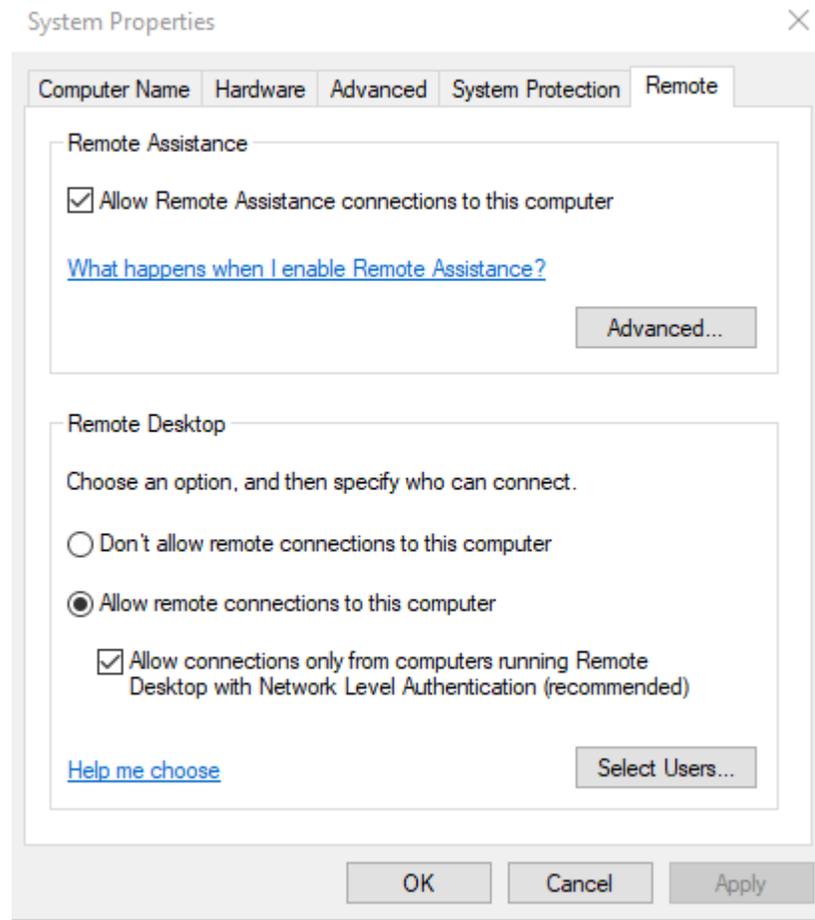
### VPN Access To The Denver Network-

- **Access This Document On The Internet:** This document is accessible on the Internet (without VPN) at the following location:  
<https://www.public-safety-cloud.net/public/RemoteAccessInfo/RemoteAccessInformation.pdf>
- **Install (or Upgrade) VPN Software:** If the Cisco Secure VPN (AnyConnect) client software is already installed on your machine, it will self-update every time it is connected, as needed. If you need to install the Cisco Secure VPN client software from scratch, you can download and install the applicable Cisco Secure VPN software from the following URLs:
  - Note: The current version is: 5.1.8.105 (Feb 2025)  
[Cisco Secure VPN For Windows](#)  
[Cisco Secure VPN For Windows ARM 64-bit](#)  
[Cisco Secure VPN For Mac](#)  
[Cisco Secure VPN For Linux 64-bit](#)  
Cisco Secure VPN For Android (Google Play Store)  
Cisco Secure VPN For iOS (Apple App Store)
- **Using The Cisco Secure VPN Software:** Once Cisco Secure VPN is installed, you can launch it via your Start Menu shortcut (Windows) or equivalent. You first specify the fully qualified host to connect to (please retrieve this from the Denver administrator). You then login with your individual Denver EJUSTICE domain account. However, **do NOT specify “EJUSTICE\” in the login field**. Rather, only use your username in the login field, without the domain. Once connected, the Cisco Secure VPN (AnyConnect) icon will appear in the systray. To disconnect VPN, right-click on the padlock icon and choose Disconnect.
- **Are You Connected Via VPN?** If you can hit the Denver Internal web site, you are VPN'd in: <http://192.168.53.26/>
- **Troubleshooting:** If you have the VPN software installed but you can't connect, first make sure you have a working Internet connection. Open a browser and surf. Next, try rebooting.

### Remote Desktop Connection-

- **Overview:** There are a few different methods of working remotely. One is obviously taking your work laptop with you. This works, but you can sometimes run into inefficiencies in this environment, as access to Denver LAN databases, network files, tools, etc. can be sluggish over VPN. The preferred and recommended method of working remotely is leaving your workstation in the Denver office, and using Remote Desktop Connection (RDC).
- **Office Workstation Setup For RDC:** Here are a few workstation-side settings to keep in mind, when RDC'ing to your workstation:

- **Turn On RDC:** Right click on Computer→Properties→Remote settings (left side), Remote tab. Enable Remote Desktop per below:



- **Firewall Settings:** By default, when you enable Remote Desktop via the above, your local Windows firewalls will be configured appropriately. Realize however, if you do a lot of Window Firewall manipulation, you need to be sure your firewall allows Remote Desktop traffic.
- **Power Settings:** If you have a workstation in the Denver LAN and you plan to remote to it, be sure the power settings are correct. Control Panel→Power Options→Change Plan settings. Be sure the “Plugged In” settings are set to never turn power off and never go into standby mode.
- **Remote Workstation Setup For RDC:**
  - **Install VPN:** See instructions above

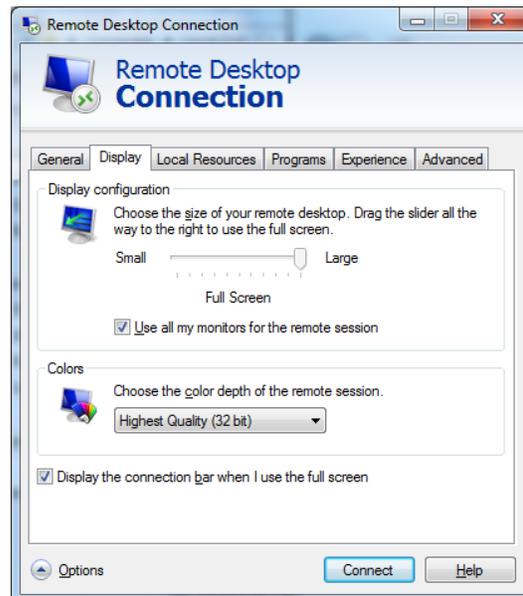
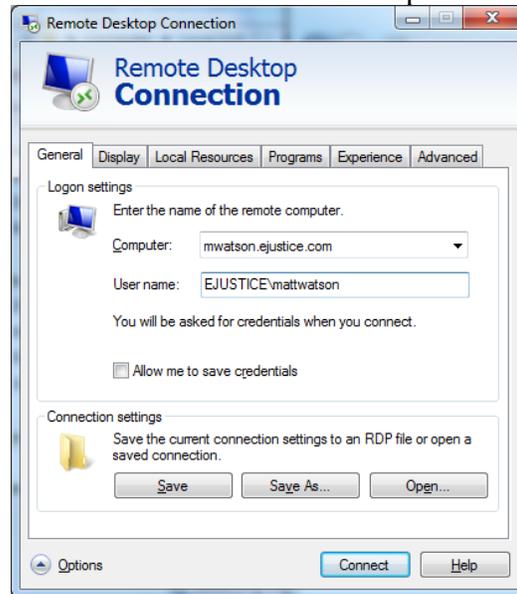
- **Configure Remote Desktop Connection Client:** In Windows 10, go to Remote Desktop Connection. When client app launches, click Options button.

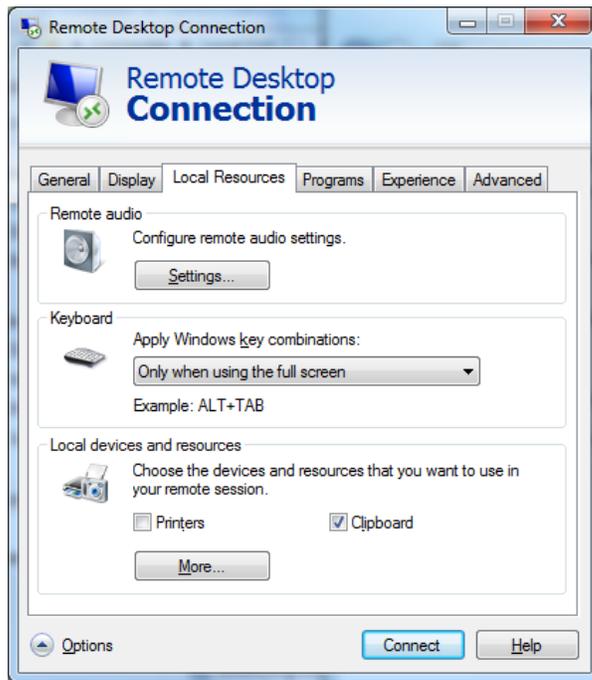
Computer Name: **<computer.ejustice.com>**

User name: **EJUSTICE\<your\_username>**

(Note: Most of you have fixed IPs on your workstations in Denver. If you know your fixed IP, using IP address instead of machine name works fine also)

See all screens below for example settings and additional setup:

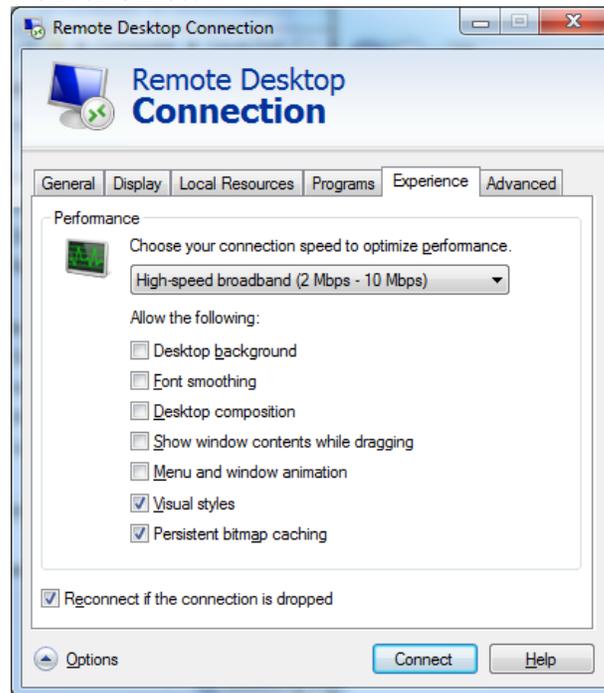




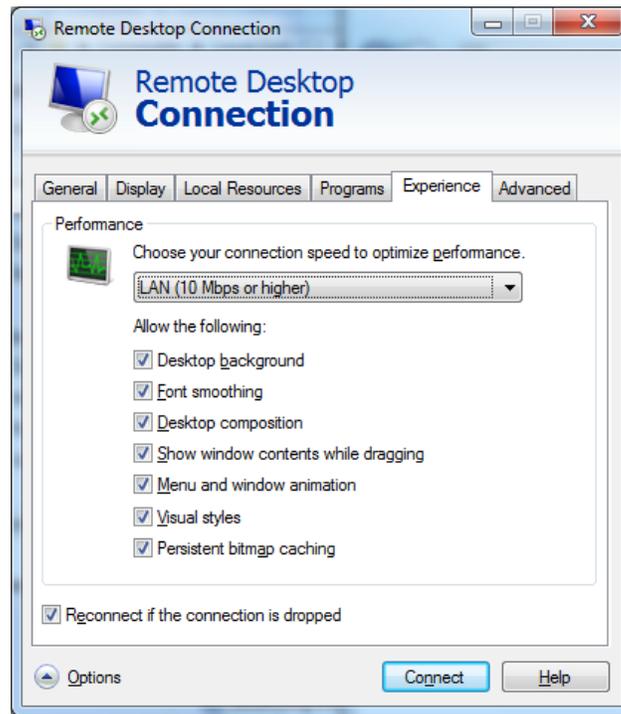
“More...” button screenshot below:



Use the settings below when you are remoting in from outside the Denver office:



Use the settings below **ONLY** when your RDC client machine AND your remote workstation are **BOTH** inside the Denver LAN (aka, you aren't remote):



- **Save RDC Settings:** When done, go back to General tab and use the Save As button. Save the Remote Desktop shortcut to your Desktop and name it “Work.rdp” or whatever you want to name it. Use the shortcut to launch Remote Desktop going forward (you can edit the settings simply by right clicking the shortcut and selecting Edit, then save your changes overwriting the shortcut).
- **Performance:** The second to last screen shot above shows the recommended settings when remoting to a workstation through the Internet. When remoting into a workstation locally on the same network (from workstation A to workstation B, both in the same office), you can check all the boxes on the “Experience” tab. The box “Desktop composition” is the biggest performance hit, which gives you the Windows 3-d (Aero) graphics.
- **Run Remote Desktop:** With the above setup complete, all you need to do is VPN into the Denver network, and use the Remote Desktop shortcut created above. This will display your work workstation on your screen as if you were working on it directly. Everything you do is being processed on your work workstation (you are screen scraping). However, sound and video will come through to your remote machine (your physical work workstation won’t make any noises, and nobody can see your screen...it will be black in the office). You can also print to your home printers. When you come into the office, all you need to do is log in. **Lastly, you can restart your work workstation via Windows Security in the Start Menu. But always Restart, never Shut Down.**