Remote access: client installation

This user guide describes how to get “full remote access” on a Commission PC installed with a Reference Configuration.

Sign In URL

You get to the “EC remote service” welcome screen.

Fill in the Token ID field and enter the onetime password that you have generated with your Vasco token. Then click on the “Sign In” button. If you don’t remember where to find your token ID, click on “Help” button. The following help page will be displayed.
“Network Connect” installation

If the authentication was successful, then you are asked to approve the download and installation of the “Network Connect” software. Note that the language of the popup message text depends on the language preference of Internet Explorer (see menu “Tools”, “Internet Options”, button “Languages”).

Click on the “Always” button to install the “Network Connect” software. All required packages are downloaded and installed. Meanwhile you see several popup windows like the following.

Should you instead get the following error message, then please contact your IT Helpdesk. It indicates that the “Juniper Installer Service” is not running on the computer, which is a prerequisite for standard user accounts.
When the installation is finished, then the connection will be established and you arrive at the “Full access profile” home page. Note that this can take up to a minute.

The state of the connection can be verified by moving the mouse over the “Network Connect” icon in the taskbar.

Details of the connection status can be checked by right-clicking on the “Network Connect” icon in the taskbar.

Select “Basic View” to get the following popup window showing some technical connection information.
Stop the connection
To stop the connection, click on “Sign Out” at the “Network Connect” icon in the taskbar…

… or on the “Sign Out” button on the “Full access profile” home page.

All components will be stopped, and the browser will display the following page.