

Using a Council laptop at home: fixing technical issues

The following information is for colleagues using Corporate laptops and tablets only – we'll send Learning and Teaching separate information.

If you have a work Windows 10 laptop, you can connect to home WiFi and use it the same way as you do in your place of work. Whilst the technology that makes this possible (AlwaysOnVPN) is far more reliable than its predecessor, there's a known connectivity issue that may cause you some problems in getting connected to some sites, drives and services.

To help you fix these issues, please see the list of symptoms below and the suggested workarounds.

You can also read some [top tips for using a Council laptop](#) at home, below.

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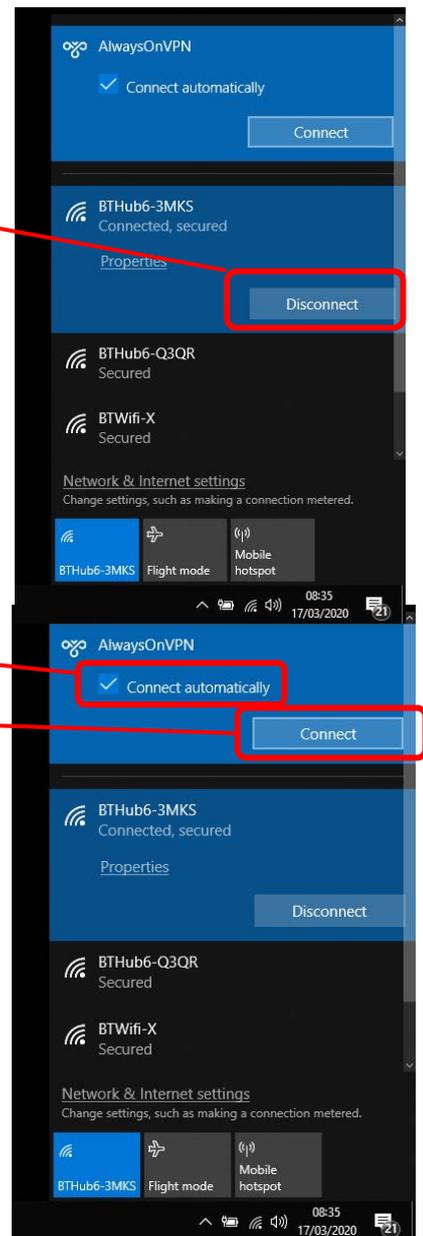
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Workarounds

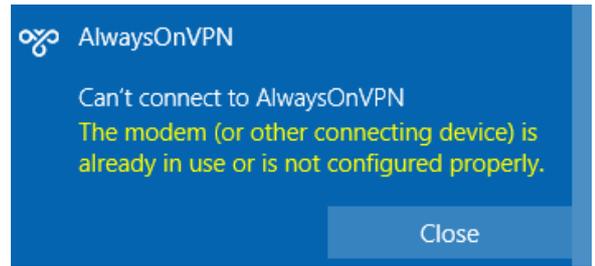
I can't connect to G drive/orb (see also 'I lose connectivity to the G or H drives')

1. Check that the VPN is connected
2. Click on the WiFi symbol  at the bottom right of your screen
3. Make sure you are connected to your WiFi

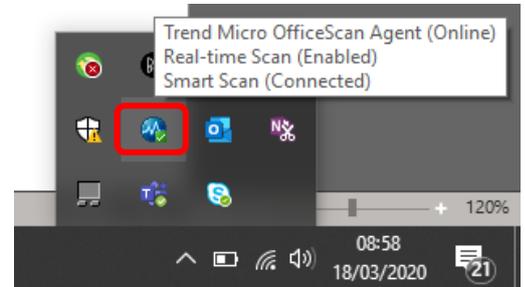
4. Tick the connect automatically box for "Always on VPN"
5. Click connect
6. This should connect and allow you to access the Orb and G drive.



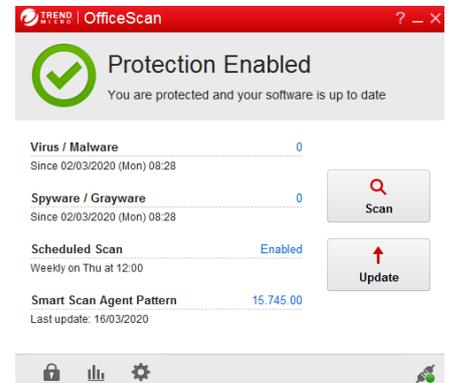
- 7. If this doesn't work and you get the message (on the right).....



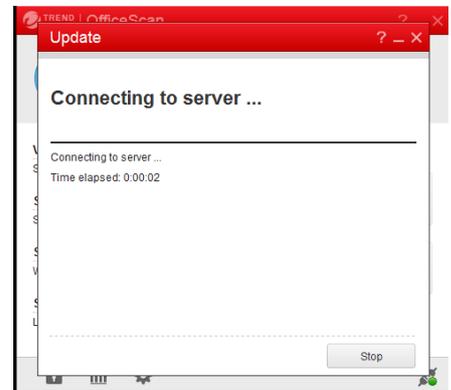
- 8. Click on the ^ in the bottom right hand side of your screen and open "Trend Micro Office Scan Agent"



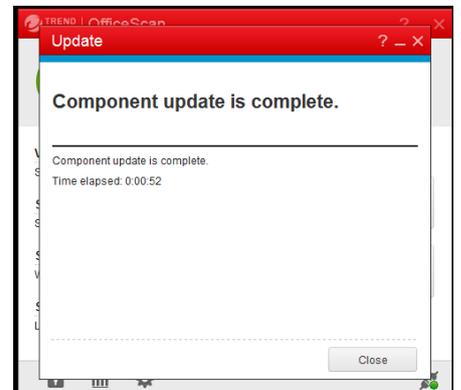
- 9. Once Trend Micro Office Agent is open press update (even if it says you are up to date):



- 10. Let the program run



- 11. Once the component update is complete, restart your computer. You should let your computer sit on the login screen for five minutes.



- 12. Once you've logged back in the process from step 1 again.
- 13. If this doesn't fix the issue of connecting to the VPN contact CGI 0800 085 7232.

I get a 'modem is already in use error message

1. If you see this error message 'Can't connect to AlwaysOnVPN The modem (or other connecting device) is already in use or is not configured properly', **Restart** your laptop. Don't shut down, it needs to be 'restarted' to refresh and clear out your existing computer settings.
2. Log back in after restarting, and your VPN should automatically connect. If this doesn't work or you're still experiencing issues you can contact the service desk (see below)



I get a "Proxy server" error message (frequently this is an 'Access Denied 1006' or 'Modem not configured/already in use' error)

If you try to browse to a website and get a proxy server error, it may be that you have partially lost your connection. Please try restarting your device (not shutting down) and then logging back in. If this doesn't fix the issue, please try fully shutting down your laptop and logging in again. If you are not able to access Frontier even after signing out and shutting down/restarting, try this link:

<http://frontier.intra.edinburgh.gov.uk/Login.aspx?ReturnUrl=%2fmain.aspx>

I lock my screen and I log in again, and it won't allow me to save a document

Save the document as a different version but make sure you know which of your documents is the latest version – and delete the old one. Don't leave files open if you're not actively working on them.

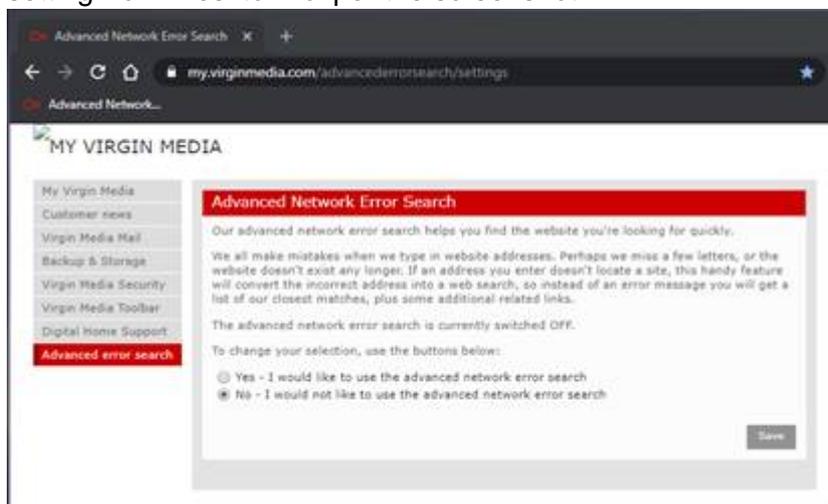
I can't get connected to my home broadband WiFi

Check that you're trying to connect to the correct WiFi network (SSID), are using the correct password, are in range of your WiFi (the closer the better) and your laptop has WiFi enabled. In the first instance please reboot your broadband router and then try to connect by going to the bottom right hand side of your task bar and clicking on the WiFi symbol  where you can see what network (if any) you are connected to / able to connect to. If you still have an issue then call the CGI service desk (0800 085 7232).

Performance fix for Virgin Media Customers

This fix is significantly improving performance for many applications (e.g. Swift).

On a personal device connected to your WiFi, laptop/smartphone/tablet (**but importantly not your Council laptop**), open <https://my.virginmedia.com/advancederrorsearch/settings> and change the setting from 'Yes' to 'No' per the screenshot..



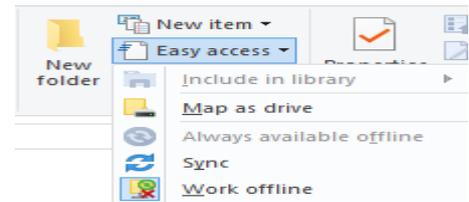
I lose connectivity to the G or H drives

Open file explorer from the bottom ribbon. 

If there are small red crosses on your drive (such as G: or H:) icons, then double click these icons and they may disappear. If they do, you should now be able to use your drives. If this doesn't help, try clicking on the WiFi symbol  on the bottom right and make sure AlwaysOnVPN is listed as connected. If it isn't then click on it and connect.

Further folder access issue on H Drive

Within File explorer,  if there are small grey crosses  against your folder or document icons which are preventing access, click 'Home' tab then click 'Easy access' you should see that the 'Work offline' option is highlighted as active. Click on Work offline to switch that mode off. Documents should now open, but you may have to open a new File explorer to see the grey crosses disappear.



When the laptop automatically locks or goes to sleep, I lose my connection

This issue usually fixes itself when you leave the laptop for a few moments. If it doesn't then try switching WiFi off for a few seconds and then on again using your keypad (transmitter symbol on the top row of buttons on the right) or clicking the WiFi symbol ( bottom right) and clicking flight mode, leave for a few seconds and then switch on again. If these don't fix your issues, try restarting your laptop and wait 10 minutes before log back in.

Further VPN fixes when using Swift

If you are experiencing Swift performance issues and have already attempted restarting and updating Trend Micro Office, try clicking on the WiFi symbol  at the bottom right hand side of your task bar and clicking on the AlwaysOnVPN. Click 'Disconnect'.

Once disconnected re-connect to AOVPN (making sure that 'Connect automatically' is ticked first). Once connected, try logging into Swift again.



Further VPN fixes when using BT internet

If you are having inconsistent VPN connection while the WiFi is working. This might be because BT have a feature called 'Smart Set Up' which might be turned on with the router and preventing the VPN from connecting properly. The Smart Set up is not essential so using the guidance below allows you to turn it off. So, if any of you are with BT and experiencing difficulties then follow the advice below and it should improve your connection:

<https://www.bt.com/help/broadband/what-is-smart-setup-on-the-bt-hub--how-can-i-turn-it-on-and-off->

Further VPN fixes when using Oracle (Finance)

If you have experienced poor performance whilst using Oracle core forms. Disconnect from your home WiFi and connect to your mobile phone hotspot. Restart your device and make sure it reconnects to your Phone hotspot. Log back into Oracle. After a few minutes, disconnect from your phone hotspot and reconnect to WiFi.

Further VPN fixes when using Sky broadband

Updated 15 May 2020

Sky have a broadband service, Shield that blocks SSL style VPNs. You need to set it access to VPNs via the Shield options on the Sky site. It switches off after 2100, so if someone can work later on but not during the day it could be something to consider.

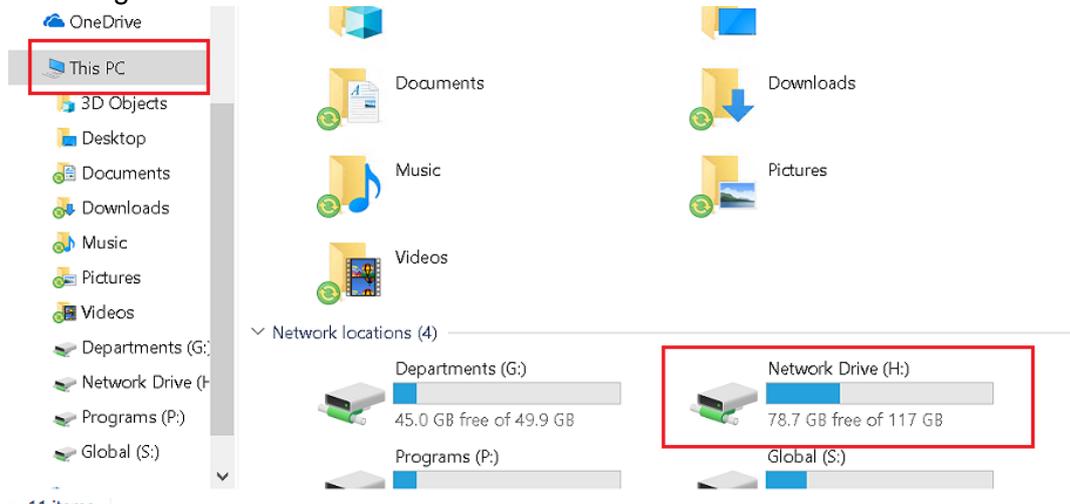
CEC Website is ras.edinburgh.gov.uk

<https://www.sky.com/help/diagnostics/sky-broadband-shield/cant-use-a-vpn>

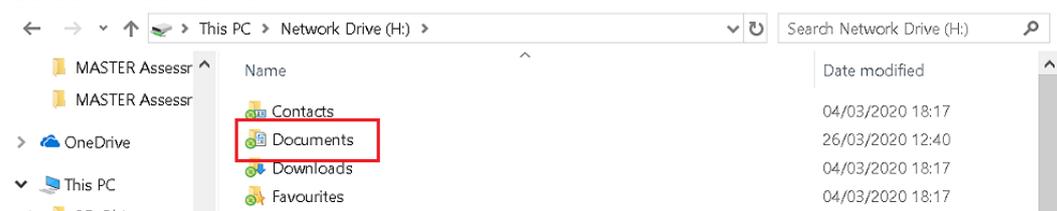
Office crashing fix

Does word crash when trying to open a blank document or an existing document. This is normally caused by the corrupted template folder that set the page structure of each Office Application.

1. To fix this issue Navigate to your **Home Drive/Network Drive** you can Access this from **Selecting This PC**



2. **Select Documents**



3. Locate the **Templates** Folder

Updated 15 May 2020

Name	Date modified	Type
Custom Office Templates	25/05/2017 14:06	File folder
Fax	01/07/2014 12:49	File folder
-----	12/01/2020 20:36	File folder
My Data Sources	12/01/2015 12:10	File folder
New folder	01/07/2014 12:48	File folder
OneNote Notebooks	08/04/2018 15:50	File folder
Remote Assistance Logs	02/12/2019 16:39	File folder
Scanned Documents	15/09/2019 19:37	File folder
Templates	17/10/2019 17:29	File folder
WINDOWS	10/01/2007 18:00	File folder

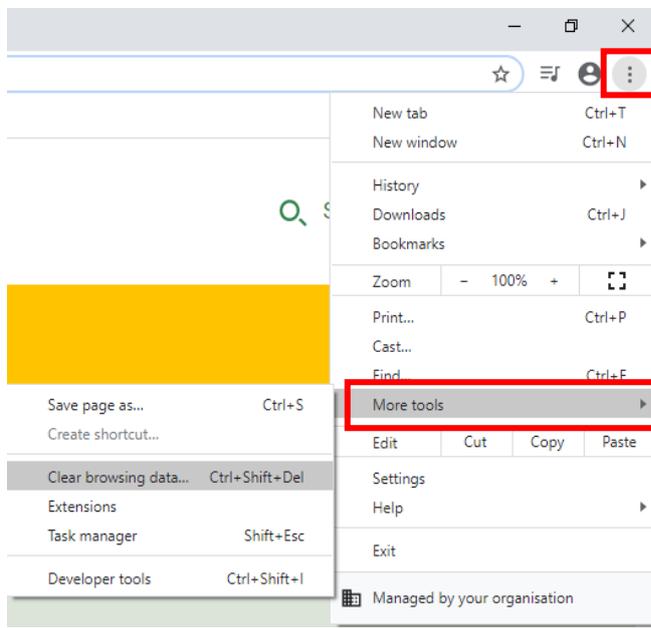
4. Shift +Delete (this will permanently Delete the file)
5. Open Word Again, this will Generate a new Template Folder Resolving the issue with it crashing.

MYIT Self Service Portal Access SSO Fix

This is caused by local caching within Java and Internet temporary files causing this issue. Do this on both **Google Chrome and Internet Explorer**

Google Chrome

1. On the top right corner select the **three dots** and Select **More Tools**.

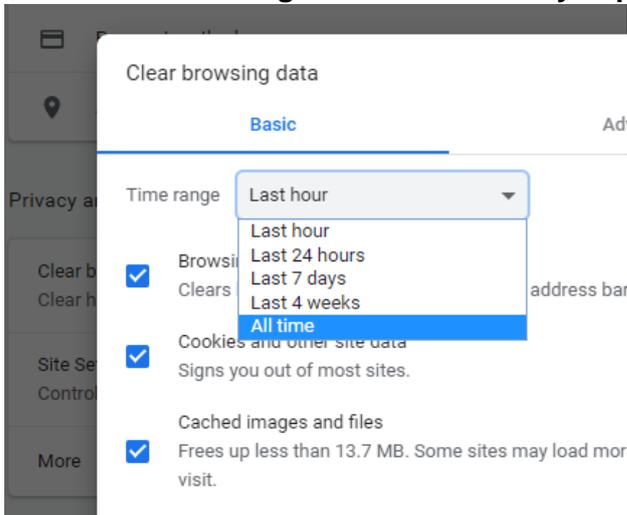


This will take you to a Chrome Settings page, Within **Privacy and Security**

2. Select **Clear Browsing data**



3. Select the Time Range for All Time – Very Important

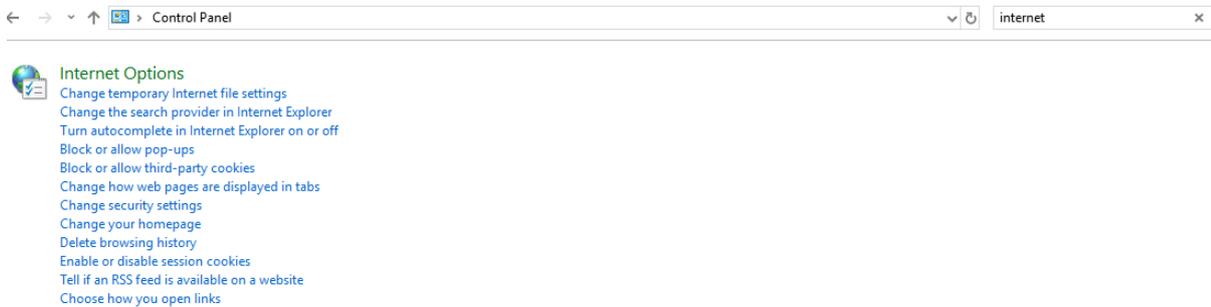


4. And Clear Data Button just below. – this will take some time depending on how big the cached files are.

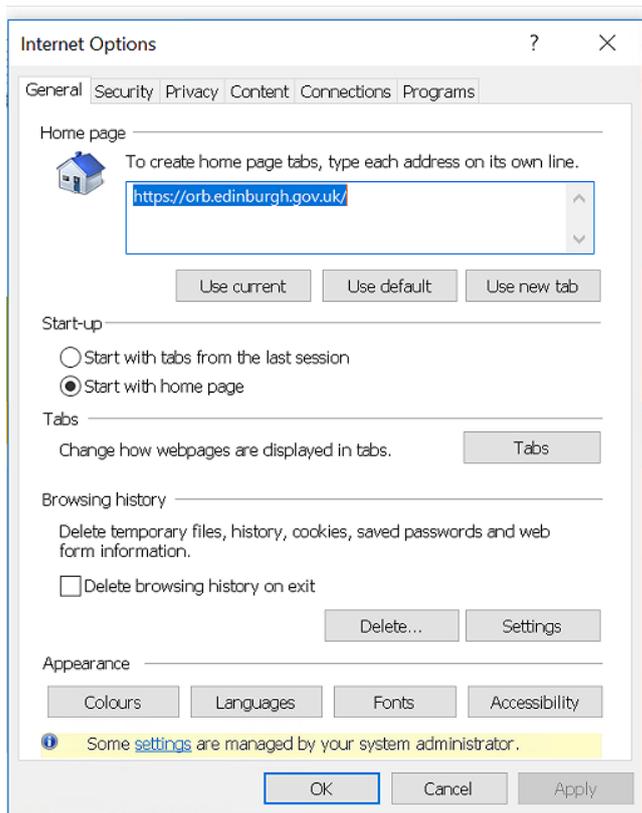
Internet Explorer

5. In the Start Menu Type Control Panel – there may not be a search function this will auto populate

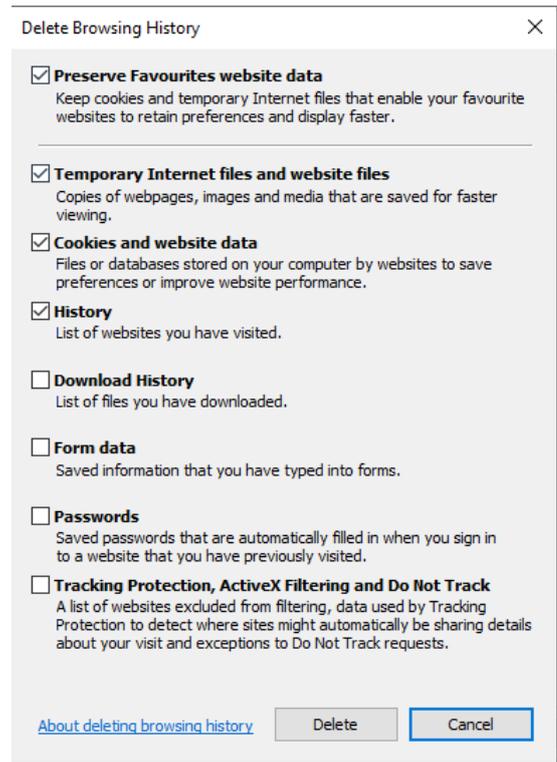
6. Search Internet Options



7. Under Browsing History Select Delete...

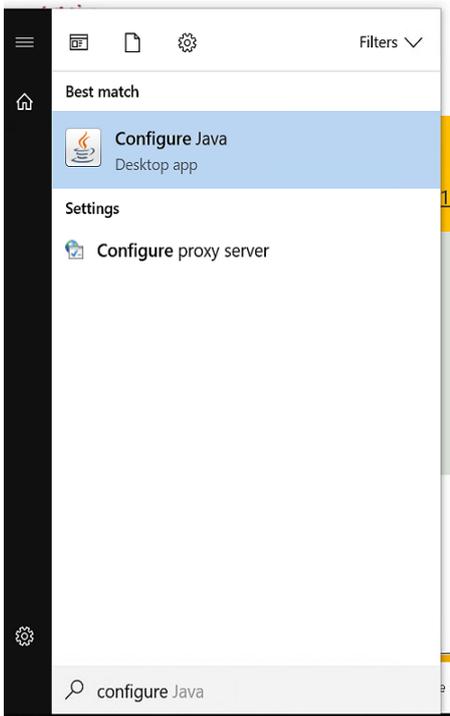


- 8. Deselect Preserve Favourites Website Data
- 9. Select all boxes and click on the Delete at the bottom

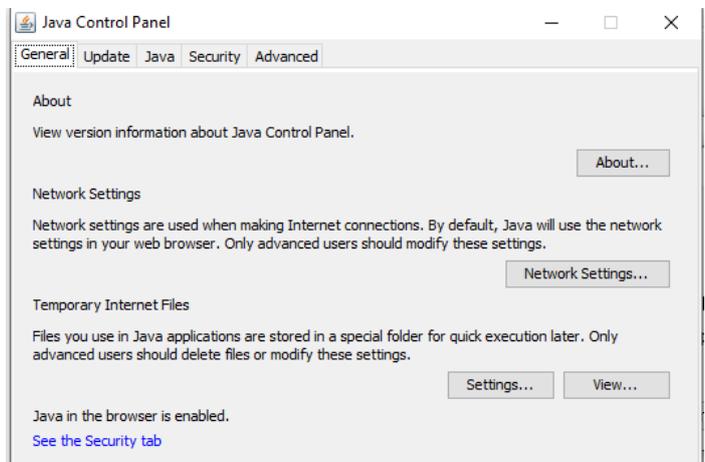


Delete Java Files

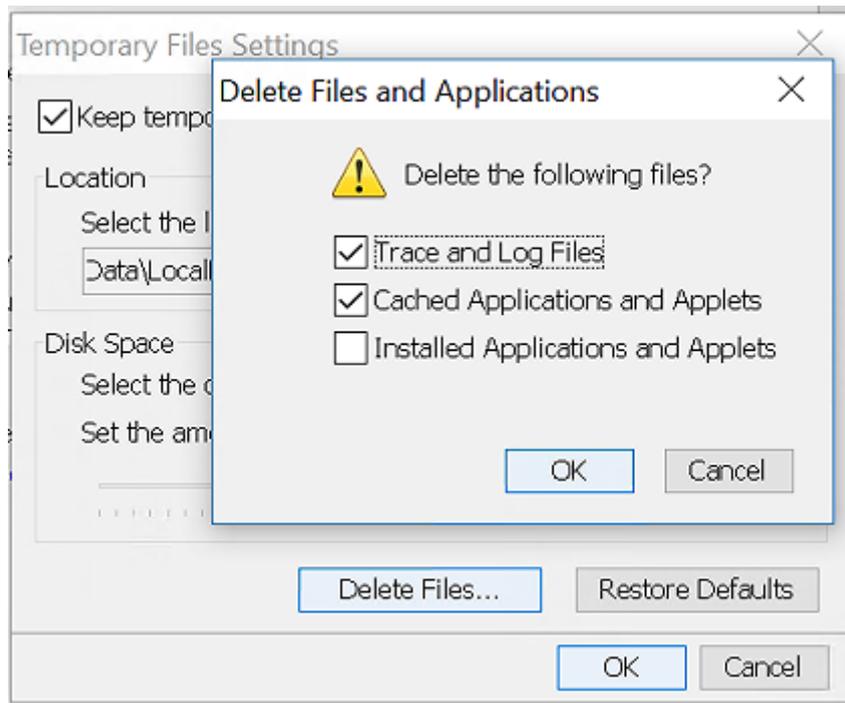
- 10. In the Start Menu Type in Configure Java



- 1. Select **Settings** under sub-heading **Temporary Internet Files**



- 11. Select Delete Files
- 12. Select All Three Tick Boxes



13. Apply then Ok.

14. Copy and Paste this Web link below:

MY IT SSO Link : <https://portal-uk-prdc.cgi.com/ux/jss-ss0/msp?item=CECC>

If you have access to remedy, use this link below:

Remedy SSO Link: <https://itsm-uk.cgi.com/arsys/jss-ss0/msp?item=CECC>

Further suggestions

If you have an issue and discover a workaround you feel should be added please email web@edinburgh.gov.uk.

Further support

Before calling the CGI service desk fully restart your broadband WiFi router and your laptop. If your issue is not listed or fixed by one of the workarounds, please call the CGI service desk on 0800 085 7232.

Top tips for using a Council laptop at home

- When leaving work, always fully shut down your laptop before you leave - preferably whilst still on a docking station.
- If you plan on using a laptop at home that you haven't logged into before, you must complete the first login on a docking station in the office to make sure your profile is downloaded.
- Keep your laptop as close to your WiFi router as you can – this will improve the signal and help to prevent your laptop disconnecting from the network.
- If you're struggling to connect to WiFi and your router is nearby, it may help to connect a network cable and get limited access to some applications such as, general Internet, for instance but you **cannot** access some key systems via a wired connection, namely the following
 - G drive

Updated 15 May 2020

- Orb
- MyHR
- PMM (Personal Message Manager) for releasing blocked emails

Note. we have had reports that Virgin fibre broadband may cause some applications not to work over a wired connection.

- Another potential fix could be holding down the SHIFT KEY down WHILE carrying out a Restart (not Shut Down). Then selecting "Continue" when the button appears. This carries out an even cleaner Restart than just Restart on its own, according to a CGI
- If you plan on moving from one WiFi network to another you should always save your documents before moving on.
- Save documents regularly (Ctrl + S) or make sure autosave is on.
- If you don't have WiFi and want to know more about what's involved, or you want to know how to go about connecting to your home WiFi, [this Microsoft guidance](#) may help.