Virtual Private Network (VPN)

User Guide

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Table of Content

1 Introduction

Virtual Private Network (VPN) lets remote users establish a secure tunnel (using SSL technology) between remote user's PC and MTR Corporation network over un-trust Internet as if the user was accessing network resources within corporate private network. All network traffics flowing via this secure tunnel are encrypted and protected.

Before you can use this service, you need to follow Section 3 (for users without token) or Section 4 (for users with token) of this user guide to setup your PC. Token is a hardware device assigned to you, and it can generate a one-time passcode for you to logon VPN.

2 Prerequisite

Before you use this service, following prerequisites must be met:

- Your PC must running OS either Windows 2000 Professional (SP4) , Windows 2003, Windows XP SP2, Windows Vista or Windows 7. Both 32-bit and 64-bit windows version is supported.

  If you are using Windows XP SP2, please ensure your XP has KB884020 applied. You can download KB884020 hotfix from "Virtual Private Network Hotfix for Windows XP SP2 (KB884020)" of http://info.mtr.com.hk (http://info.mtr.com.hk/download/VPN/WindowsXP-KB884020-x86-enu.exe)

- Internet Explorer version 6.0 or above with 128-bit Cipher Strength, and ensure the Internet Explorer is configured to accept singed ActiveX (Tools -> Internet Option -> Security -> Custom Level -> Download signed ActiveX controls).

- Apply to ITSD for VPN service beforehand. Only registered users are allowed to use VPN.

- Broadband connection to Internet.

- You need **Power User or Administrator privilege** of your PC to install VPN client program.

- If you are using Windows Vista , Windows 7 or IE 7 or above, please ensure the check-box of "Enable Protected Mode of Trusted Sites" of Internet Explorer is cleared (unchecked) and add following URLs to the Trusted Sites of your Internet Explorer. To add following URLs to Trusted Sites, you have to open Internet Explorer -> go to "Tools" menu -> select "Internet Options" -> go to "Security" tab -> click "Trusted Sites" and then add following URLs one-by-one.

  https://ive.mtr.com.hk
  https://info.mtr.com.hk
  http://portal.mtr.com.hk
  http://login.mtr.com.hk
  http://*.corp.mtrc.com

https://*.corp.mtrc.com
http://*.mtrc.com
https://*.mtrc.com
http://*.corp.kcrc.com
https://*.corp.kcrc.com
http://*.kcrc.com
https://*.kcrc.com

For VPN2.0 Users, your PC must satisfy the following security requirements before allowing access to VPN service.

- 1. Specified antivirus software is operating with updated virus signature pattern (not older than 10 update version). Please refer to Appendix A

- 2. The firewall software is operating, please refer to Appendix B

- 3. The remote PC has any one of the following Operating System service packs:
  Windows XP SP2 or above
  Windows 2000 SP4 or above
  Windows 2003 SP1 or above
  Windows Vista or above
  Windows 7 or above

- 4. The remote PC has the following security patch installed:
  KB958644

- 5. The remote PC does not have the following peer-to-peer sharing programs running:

  Foxy
  eDonkey2000
  Emule
  Blubster
  LimeWire
  BearShare
  Kazaa

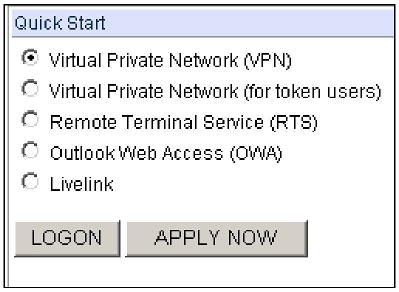
3 Install "VPN Client Program" on your PC (for users without token)

You require local Power User or Administrator equivalent privilege to install VPN client program (WSAM - Windows Secure Application Manager) on your PC. After the VPN Client Program is installed, your PC will be automatically rebooted. ***Therefore, you are recommended to close your working files before you proceed to install the VPN Client Program****.*

To install the VPN Client Program, please follow the steps below.

3.1 Launch your Internet Explorer and go to MTR extranet portal http://info.mtr.com.hk

3.2 Locate and click the "Virtual Private Network (VPN)" in http://info.mtr.com.hk and then click "Logon" button to bring up the VPN logon page.

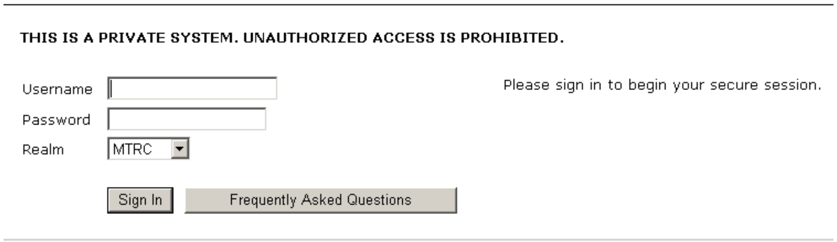


Quick Start

● Virtual Private Network (VPN)
○ Virtual Private Network (for token users)
○ Remote Terminal Service (RTS)
○ Outlook Web Access (OWA)
○ Livelink

Figure 1

3.3 The main logon page of VPN is displayed as follows.



THIS IS A PRIVATE SYSTEM. UNAUTHORIZED ACCESS IS PROHIBITED.

Username

Password

Realm MTRC

Please sign in to begin your secure session.

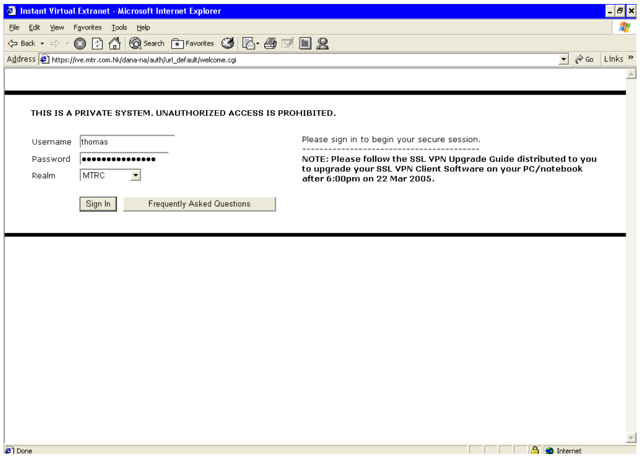
Figure 2

3.4 Enter your LAN id (your office XP workstation account) and password (your office XP workstation password) into the Username and Password fields respectively, select the appropriate Realm from the drop down list box and click "Sign In" button to logon. ITSD will assign a Realm to you after your application for VPN is approved as follows:

MTRC – Former MTR staff

DKAuth – Former KCRC staff who have not migrated their LAN accounts

PMK – Post merger KCRC staff



Instant Virtual Extranet - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://ive.mtr.com.hk/dana-na/auth/url_default/welcome.cgi
Go Links
Done
Internet

THIS IS A PRIVATE SYSTEM. UNAUTHORIZED ACCESS IS PROHIBITED.

Username thomas

Password ●●●●●●●●●●●●●●●

Realm MTRC

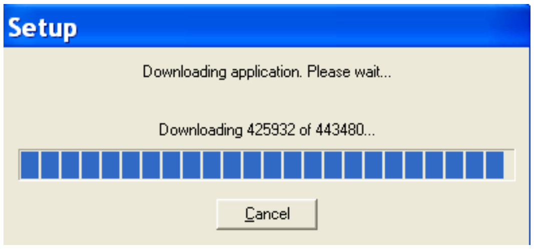
Sign In | Frequently Asked Questions

Please sign in to begin your secure session.

NOTE: Please follow the SSL VPN Upgrade Guide distributed to you to upgrade your SSL VPN Client Software on your PC/notebook after 6:00pm on 22 Mar 2005.

Figure 3

3.5 During your first logon to VPN, a setup screen appears and starts to download VPN client program to your PC automatically as depicted below.

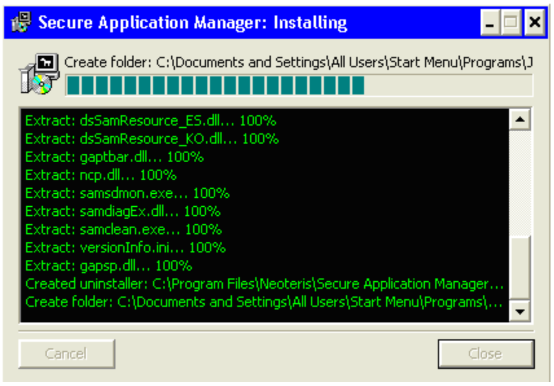


Downloading application. Please wait...

Downloading 425932 of 443480...

Figure 4

3.6 After a while, the VPN client program (Windows Secure Application Manager) installation screen appears as depicted below.

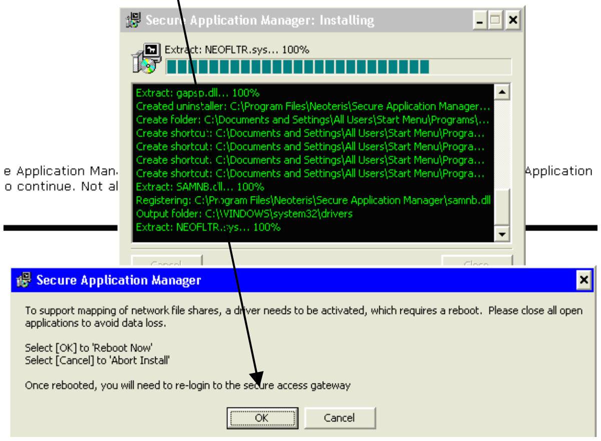


Create folder: C:\Documents and Settings\All Users\Start Menu\Programs\J

```
Extract: dsSamResource_ES.dll... 100%
Extract: dsSamResource_KO.dll... 100%
Extract: gaptbar.dll... 100%
Extract: ncp.dll... 100%
Extract: samsdmon.exe... 100%
Extract: samdiagEx.dll... 100%
Extract: samclean.exe... 100%
Extract: versionInfo.ini... 100%
Extract: gapsp.dll... 100%
Created uninstaller: C:\Program Files\Neoteris\Secure Application Manager...
Create folder: C:\Documents and Settings\All Users\Start Menu\Programs\...
```

Figure 5

3.7 After the VPN client program is successfully installed on your PC, you need to click the “OK” button to reboot your PC.



Extract: NEOFLTR.sys... 100%

```
Extract: gapsp.dll... 100%
Created uninstaller: C:\Program Files\Neoteris\Secure Application Manager...
Create folder: C:\Documents and Settings\All Users\Start Menu\Programs\...
Create shortcut: C:\Documents and Settings\All Users\Start Menu\Progra...
Create shortcut: C:\Documents and Settings\All Users\Start Menu\Progra...
Create shortcut: C:\Documents and Settings\All Users\Start Menu\Progra...
Create shortcut: C:\Documents and Settings\All Users\Start Menu\Progra...
Extract: SAMNB.dll... 100%
Registering: C:\Program Files\Neoteris\Secure Application Manager\samnb.dll
Output folder: C:\\WINDOWS\system32\drivers
Extract: NEOFLTR.sys... 100%
```

To support mapping of network file shares, a driver needs to be activated, which requires a reboot. Please close all open applications to avoid data loss.

Select [OK] to 'Reboot Now'
Select [Cancel] to 'Abort Install'

Once rebooted, you will need to re-login to the secure access gateway

Figure 6

3.8 Once you click the “OK” button, your PC will be rebooted immediately. The VPN client program installation is completed after rebooting your PC.

4 Install “VPN Client Program” on your PC (For VPN 2.0 users)

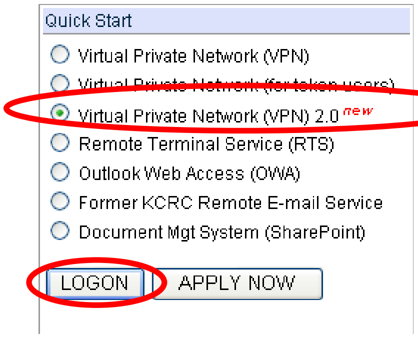
This section is targeted for those users who have to use token to logon VPN.

You require local Power User or Administrator equivalent privilege to install VPN client program (WSAM - Windows Secure Application Manager) on your PC. After the VPN Client Program is installed, your PC will be automatically rebooted. **Therefore, you are recommended to close your working files before you proceed to install the VPN Client Program.**

To install the VPN Client Program, please follow the steps below.

4.1 Launch your Internet Explorer and go to MTR extranet portal http://info.mtr.com.hk

4.2 Locate and click the “Virtual Private Network (VPN)2.0” in http://info.mtr.com.hk and then click “Logon” button to bring up the logon page of VPN.

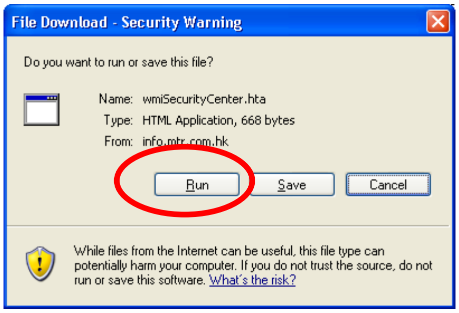


Quick Start

○ Virtual Private Network (VPN)
○ Virtual Private Network (for token users)
● Virtual Private Network (VPN) 2.0 new
○ Remote Terminal Service (RTS)
○ Outlook Web Access (OWA)
○ Former KCRC Remote E-mail Service
○ Document Mgt System (SharePoint)

Figure 7

4.3 You will be prompted to run a script. Click *Run* and you will be re-directed to the VPN2.0 site shortly.



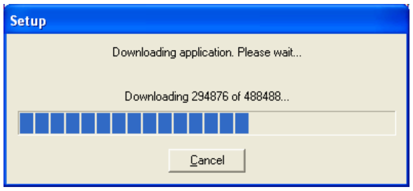
File Download - Security Warning

Do you want to run or save this file?

Name: wmiSecurityCenter.hta
Type: HTML Application, 668 bytes
From: info.mtr.com.hk

While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

4.4 If it is the first time you use the enhanced VPN service, new component s will be installed to your PC.

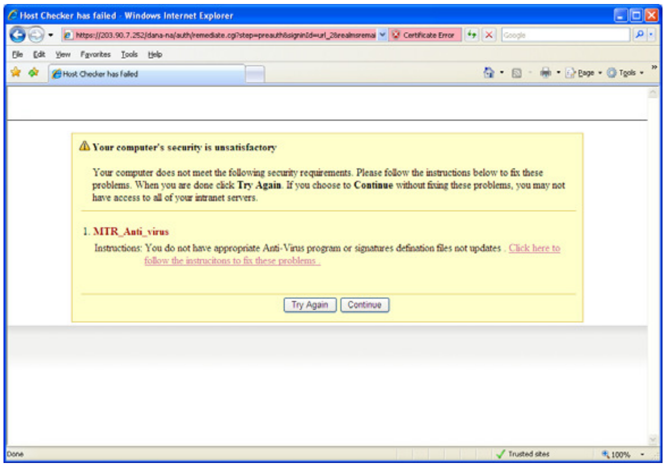


Setup

Downloading application. Please wait...

Downloading 294876 of 488488...

4.5 Your PC will be scanned for the security posture. If your PC failed the security test, you will be redirected to a remediation page where you can find specific information on how to remediate your PC. For details of the specific security requirements, please refer to appendix A. Please contact IT Help Desk for assistance on how to make your PC compliant with the security requirements.

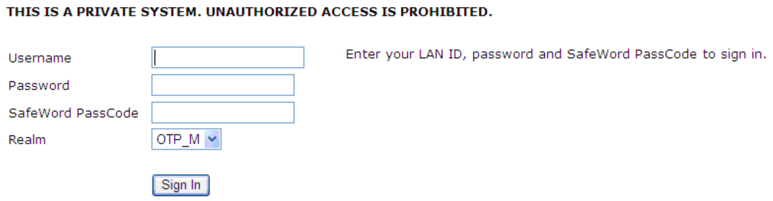

Host Checker has failed - Windows Internet Explorer
https://203.90.7.252/dana-na/auth/remediate.cgi?step=preauth&signinId=url_2&realmsremai
Certificate Error
Google
File Edit View Favorites Tools Help
Host Checker has failed
Page
Tools
Try Again
Continue
Done
Trusted sites
100%

⚠ **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**. If you choose to **Continue** without fixing these problems, you may not have access to all of your intranet servers.

1. **MTR_Anti_virus**
   Instructions: You do not have appropriate Anti-Virus program or signatures defination files not updates . Click here to follow the instrucitons to fix these problems .

4.6 If the PC complies with security requirements, you will be re-directed to the VPN login page.



THIS IS A PRIVATE SYSTEM. UNAUTHORIZED ACCESS IS PROHIBITED.

Username

Password

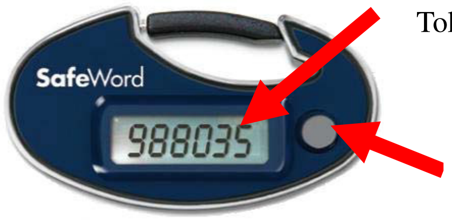
SafeWord PassCode

Realm OTP_M

Enter your LAN ID, password and SafeWord PassCode to sign in.

Figure 8

4.7 Enter your LAN id (your office desktop Windows XP workstation account) and password (your office desktop Windoows XP workstation password) into the Username and Password fields respectively, press the token to generate a passcode and then enter the passcode into the "SafeWord PassCode" field. Select OTP_M if your LAN ID belongs to the MTRCORP domain and OTP_K if your LAN ID belongs to the DKCRC domain. Then click the "Sign In" button to logon the VPN.

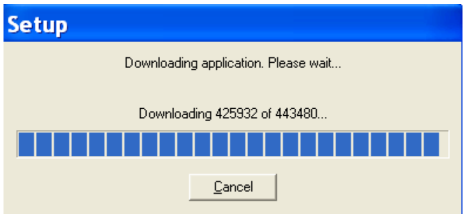


Token Passcode

Press this button to obtain the Passcode

Some users may be distributed with a software token instead of a physical hardware token. For the use of software OTP token, please refer to Appendix C.

4.8 During your first logon to VPN, a setup screen appears and starts to download VPN client program to your PC automatically as depicted below.

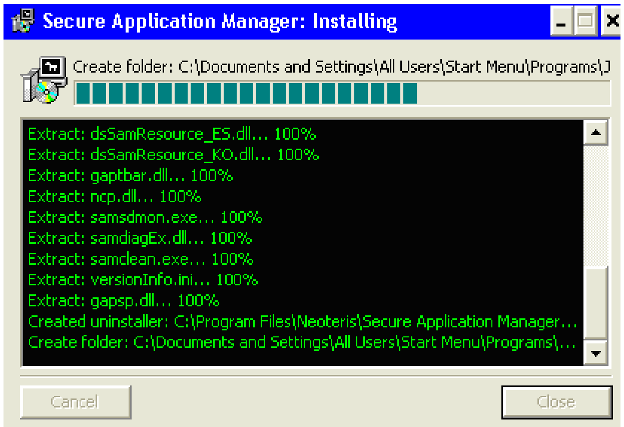


Downloading application. Please wait...

Downloading 425932 of 443480...

Figure 9

4.9 After a while, the VPN client program (Windows Secure Application Manager) installation screen appears as depicted below.

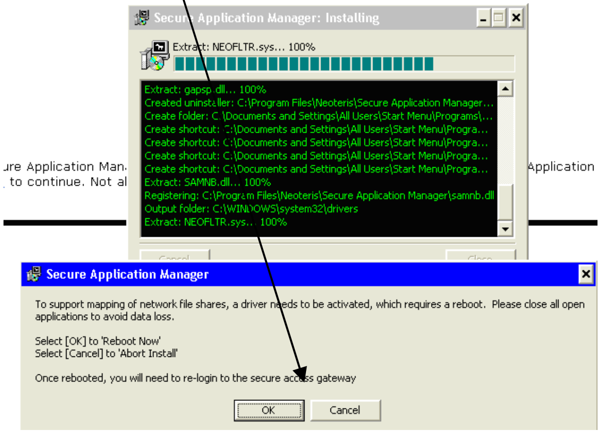


Create folder: C:\Documents and Settings\All Users\Start Menu\Programs\J

```
Extract: dsSamResource_ES.dll... 100%
Extract: dsSamResource_KO.dll... 100%
Extract: gaptbar.dll... 100%
Extract: ncp.dll... 100%
Extract: samsdmon.exe... 100%
Extract: samdiagEx.dll... 100%
Extract: samclean.exe... 100%
Extract: versionInfo.ini... 100%
Extract: gapsp.dll... 100%
Created uninstaller: C:\Program Files\Neoteris\Secure Application Manager...
Create folder: C:\Documents and Settings\All Users\Start Menu\Programs\...
```

Figure 10

4.10 After the VPN client program is successfully installed on your PC, you need to click the “OK” button to reboot your PC.



Extract: NEOFLTR.sys... 100%

```
Extract: gapsp.dll... 100%
Created uninstaller: C:\Program Files\Neoteris\Secure Application Manager...
Create folder: C:\Documents and Settings\All Users\Start Menu\Programs\...
Create shortcut: C:\Documents and Settings\All Users\Start Menu\Progra...
Create shortcut: C:\Documents and Settings\All Users\Start Menu\Progra...
Create shortcut: C:\Documents and Settings\All Users\Start Menu\Progra...
Create shortcut: C:\Documents and Settings\All Users\Start Menu\Progra...
Extract: SAMNB.dll... 100%
Registering: C:\Program Files\Neoteris\Secure Application Manager\samnb.dll
Output folder: C:\WINDOWS\system32\drivers
Extract: NEOFLTR.sys... 100%
```

To support mapping of network file shares, a driver needs to be activated, which requires a reboot. Please close all open applications to avoid data loss.

Select [OK] to 'Reboot Now'
Select [Cancel] to 'Abort Install'

Once rebooted, you will need to re-login to the secure access gateway

Figure 11

4.11 Once you click the “OK” button, your PC will be rebooted immediately. The VPN client program installation is completed after rebooting your PC.

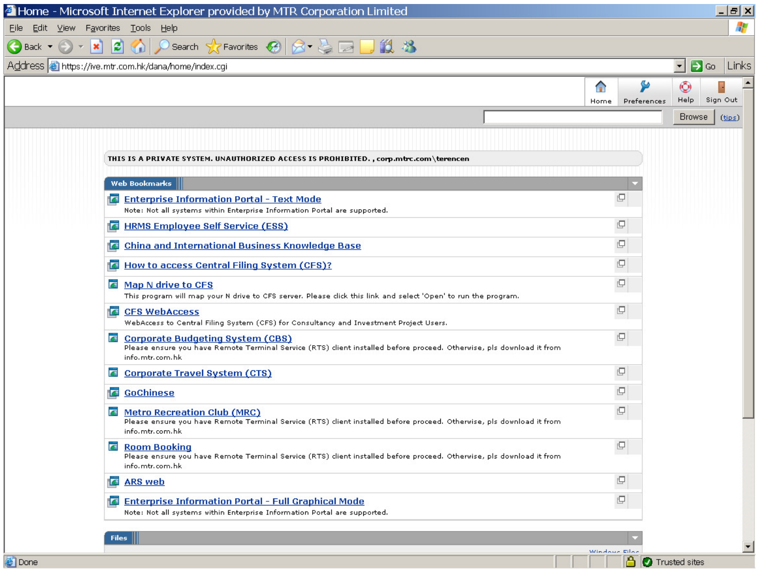
5 Access Network Resources via VPN.

This section guides you to access MTR Corporation network resources via VPN. Before proceed, you are presumed to have completed Section 3 or 4 above, otherwise, please go back and complete them.

To access network resources via VPN, please follow.

5.1 Follow steps 3.1 – 3.8 to logon VPN for users without token, or follow steps 4.1 – 4.8 for token user.

5.2 Following “Bookmarks” page is displayed after logon to VPN.


Home - Microsoft Internet Explorer provided by MTR Corporation Limited
File Edit View Favorites Tools Help
Back Search Favorites
Address
Go Links
Home Preferences Help Sign Out
Browse (tips)
Web Bookmarks
Files
Done
Trusted sites

https://ive.mtr.com.hk/dana/home/index.cgi

THIS IS A PRIVATE SYSTEM. UNAUTHORIZED ACCESS IS PROHIBITED. , corp.mtrc.com\terencen

Enterprise Information Portal - Text Mode
Note: Not all systems within Enterprise Information Portal are supported.

HRMS Employee Self Service (ESS)

China and International Business Knowledge Base

How to access Central Filing System (CFS)?

Map N drive to CFS
This program will map your N drive to CFS server. Please click this link and select 'Open' to run the program.

CFS WebAccess
WebAccess to Central Filing System (CFS) for Consultancy and Investment Project Users.

Corporate Budgeting System (CBS)
Please ensure you have Remote Terminal Service (RTS) client installed before proceed. Otherwise, pls download it from info.mtr.com.hk

Corporate Travel System (CTS)

GoChinese

Metro Recreation Club (MRC)
Please ensure you have Remote Terminal Service (RTS) client installed before proceed. Otherwise, pls download it from info.mtr.com.hk

Room Booking
Please ensure you have Remote Terminal Service (RTS) client installed before proceed. Otherwise, pls download it from info.mtr.com.hk

ARS web

Enterprise Information Portal - Full Graphical Mode
Note: Not all systems within Enterprise Information Portal are supported.

Figure 12

5.3 The content of Bookmarks page displayed varies from user to user and depends on the access right you have.

5.4 Meanwhile, you should be able to locate a “Windows Secure Application Manager” (WSAM) icon at the right bottom corner of the taskbar of your PC as depicted below.

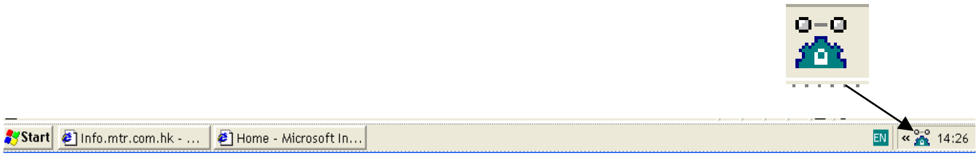


Figure 13

6 Browsing Single Sign On -Enabled Applications

A Single Sign On (SSO) bookmark is a link that opens a Web application and automatically passes it your credentials (username and password) and any other required data so that you do not have to sign in to the application manually. The following Single Sign On links are added to your VPN home page:

1.Enterprise Information Portal (EIP)

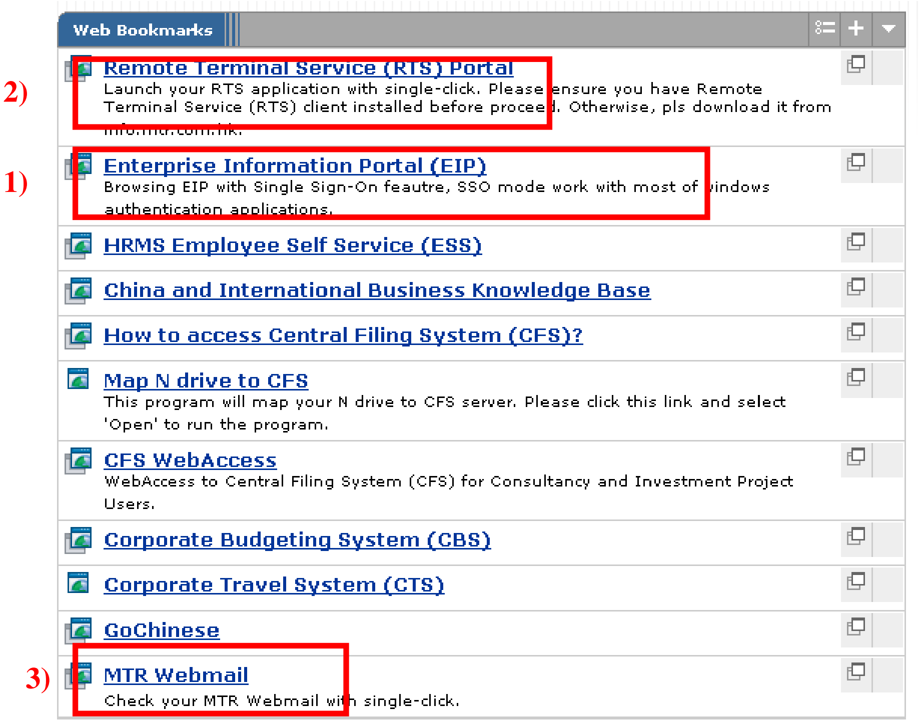
You can browse EIP portal and enjoy SSO with most of the internal links including knowledge mall, e-forms and information system.

2.MTR Webmail

You can access your Webmail with single-click without re-login.

3.Remote Terminal Services (RTS) Portal

You can access your RTS applications with single-click without re-login.
(This link may be available for Non-RTS users)



Remote Terminal Service (RTS) Portal
Launch your RTS application with single-click. Please ensure you have Remote Terminal Service (RTS) client installed before proceed. Otherwise, pls download it from info.mtr.com.hk.

Enterprise Information Portal (EIP)
Browsing EIP with Single Sign-On feautre, SSO mode work with most of windows authentication applications.

HRMS Employee Self Service (ESS)

China and International Business Knowledge Base

How to access Central Filing System (CFS)?

Map N drive to CFS
This program will map your N drive to CFS server. Please click this link and select 'Open' to run the program.

CFS WebAccess
WebAccess to Central Filing System (CFS) for Consultancy and Investment Project Users.

Corporate Budgeting System (CBS)

Corporate Travel System (CTS)

GoChinese

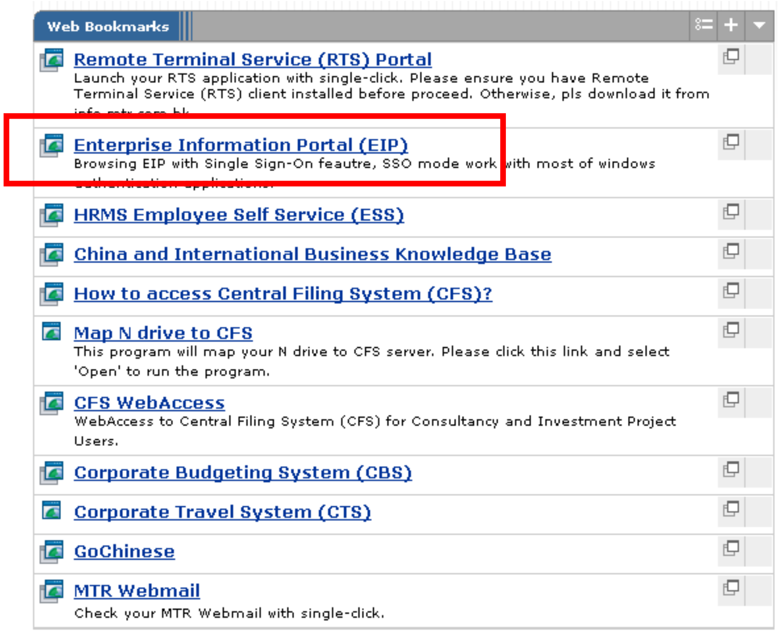
MTR Webmail
Check your MTR Webmail with single-click.

Figure 14

Note: The order of bookmark links may differ from each other.

6.1 Browsing Enterprise Information Portal with SSO

6.1.1 You can click on the “Enterprise Information Portal (EIP)” bookmark link in the Web panel. Your user credential will be passed to the web server automatically, so that you do not require to login again.



Remote Terminal Service (RTS) Portal
Launch your RTS application with single-click. Please ensure you have Remote Terminal Service (RTS) client installed before proceed. Otherwise, pls download it from info.mtr.com.hk

Enterprise Information Portal (EIP)
Browsing EIP with Single Sign-On feautre, SSO mode work with most of windows authentication applications.

HRMS Employee Self Service (ESS)

China and International Business Knowledge Base

How to access Central Filing System (CFS)?

Map N drive to CFS
This program will map your N drive to CFS server. Please click this link and select 'Open' to run the program.

CFS WebAccess
WebAccess to Central Filing System (CFS) for Consultancy and Investment Project Users.

Corporate Budgeting System (CBS)

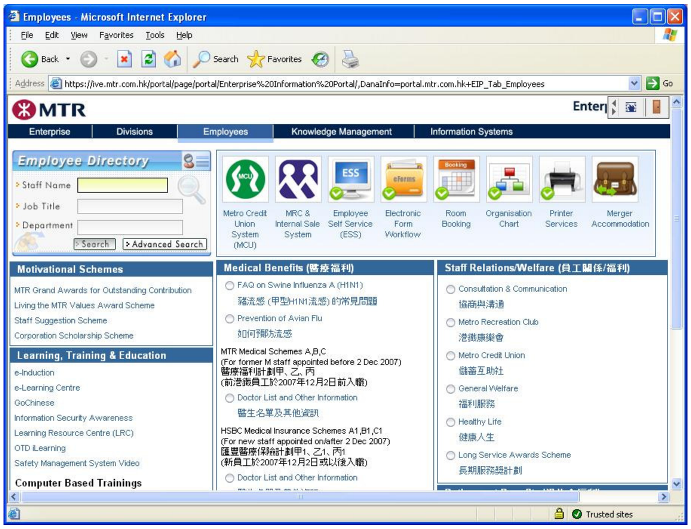
Corporate Travel System (CTS)

GoChinese

MTR Webmail
Check your MTR Webmail with single-click.

Figure 15

6.1.2 Click on the “Enterprise Information Portal (EIP)” bookmark link to start.



https://ive.mtr.com.hk/portal/page/portal/Enterprise%20Information%20Portal/,DanaInfo=portal.mtr.com.hk+EIP_Tab_Employees

Motivational Schemes

MTR Grand Awards for Outstanding Contribution
Living the MTR Values Award Scheme
Staff Suggestion Scheme
Corporation Scholarship Scheme

Learning, Training & Education

e-Induction
e-Learning Centre
GoChinese
Information Security Awareness
Learning Resource Centre (LRC)
OTD iLearning
Safety Management System Video

Computer Based Trainings

Medical Benefits (醫療福利)

○ FAQ on Swine Influenza A (H1N1)
豬流感 (甲型H1N1流感) 的常見問題
○ Prevention of Avian Flu
如何預防流感

MTR Medical Schemes A,B,C
(For former M staff appointed before 2 Dec 2007)
醫療福利計劃甲、乙、丙
(前港鐵員工於2007年12月2日前入職)
○ Doctor List and Other Information
醫生名單及其他資訊

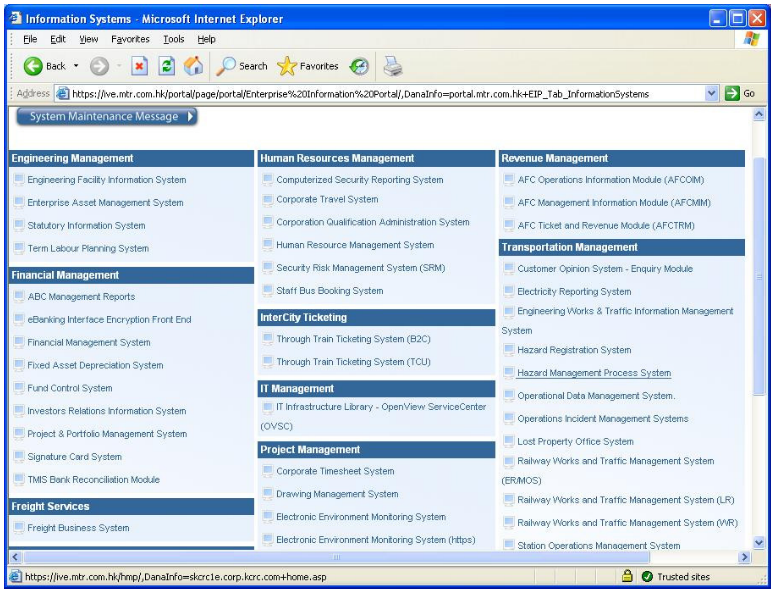
HSBC Medical Insurance Schemes A1,B1,C1
(For new staff appointed on/after 2 Dec 2007)
匯豐醫療保險計劃甲1、乙1、丙1
(新員工於2007年12月2日或以後入職)
○ Doctor List and Other Information

Staff Relations/Welfare (員工關係/福利)

○ Consultation & Communication
協商與溝通
○ Metro Recreation Club
港鐵康樂會
○ Metro Credit Union
儲蓄互助社
○ General Welfare
福利服務
○ Healthy Life
健康人生
○ Long Service Awards Scheme
長期服務獎計劃

Figure 16

6.1.3 If you need to access IS applications, you can browse through EIP and locate the “Information System” tab. You can click on the IS application links with SSO. (remark: Some applications may be compatible with SSO or work over VPN connection)


Information Systems - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
Go
System Maintenance Message
Trusted sites

https://ive.mtr.com.hk/portal/page/portal/Enterprise%20Information%20Portal/,DanaInfo=portal.mtr.com.hk+EIP_Tab_InformationSystems

Engineering Management
- Engineering Facility Information System
- Enterprise Asset Management System
- Statutory Information System
- Term Labour Planning System

Financial Management
- ABC Management Reports
- eBanking Interface Encryption Front End
- Financial Management System
- Fixed Asset Depreciation System
- Fund Control System
- Investors Relations Information System
- Project & Portfolio Management System
- Signature Card System
- TMIS Bank Reconciliation Module

Freight Services
- Freight Business System

Human Resources Management
- Computerized Security Reporting System
- Corporate Travel System
- Corporation Qualification Administration System
- Human Resource Management System
- Security Risk Management System (SRM)
- Staff Bus Booking System

InterCity Ticketing
- Through Train Ticketing System (B2C)
- Through Train Ticketing System (TCU)

IT Management
- IT Infrastructure Library - OpenView ServiceCenter (OVSC)

Project Management
- Corporate Timesheet System
- Drawing Management System
- Electronic Environment Monitoring System
- Electronic Environment Monitoring System (https)

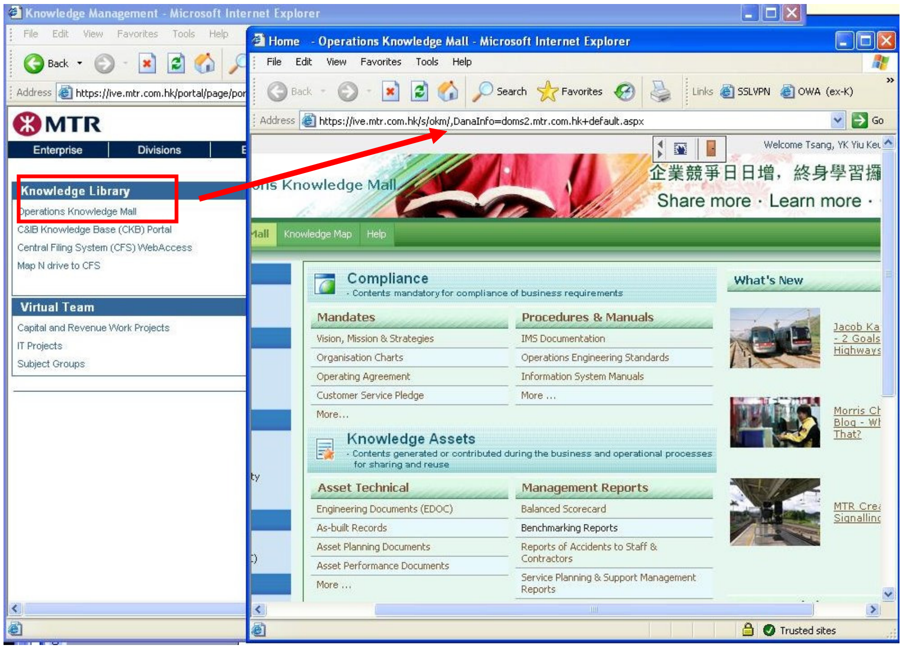
Revenue Management
- AFC Operations Information Module (AFCOIM)
- AFC Management Information Module (AFCMIM)
- AFC Ticket and Revenue Module (AFCTRM)

Transportation Management
- Customer Opinion System - Enquiry Module
- Electricity Reporting System
- Engineering Works & Traffic Information Management System
- Hazard Registration System
- Hazard Management Process System
- Operational Data Management System.
- Operations Incident Management Systems
- Lost Property Office System
- Railway Works and Traffic Management System (ER/MOS)
- Railway Works and Traffic Management System (LR)
- Railway Works and Traffic Management System (WR)
- Station Operations Management System

https://ive.mtr.com.hk/hmp/,DanaInfo=skcrc1e.corp.kcrc.com+home.asp

Figure 17

6.1.4 You can browse through EIP and access knowledge mall or Information system with SSO.


Knowledge Management - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back
Address
MTR
Enterprise
Divisions
Home - Operations Knowledge Mall - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back
Search
Favorites
Links SSLVPN OWA (ex-K)
Go
Welcome Tsang, YK Yiu Keu
ons Knowledge Mall
企業競爭日日增，終身學習攝
Share more · Learn more ·
Mall
Knowledge Map
Help
What's New
Jacob Ka - 2 Goals Highways
Morris Ch Blog - Wh That?
MTR Crea Signalling
Trusted sites

https://ive.mtr.com.hk/portal/page/por

Knowledge Library
- Operations Knowledge Mall
- C&IB Knowledge Base (CKB) Portal
- Central Filing System (CFS) WebAccess
- Map N drive to CFS

Virtual Team
- Capital and Revenue Work Projects
- IT Projects
- Subject Groups

https://ive.mtr.com.hk/s/okm/,DanaInfo=doms2.mtr.com.hk+default.aspx

Compliance
- Contents mandatory for compliance of business requirements

Mandates	Procedures & Manuals
Vision, Mission & Strategies	IMS Documentation
Organisation Charts	Operations Engineering Standards
Operating Agreement	Information System Manuals
Customer Service Pledge	More ...
More...	

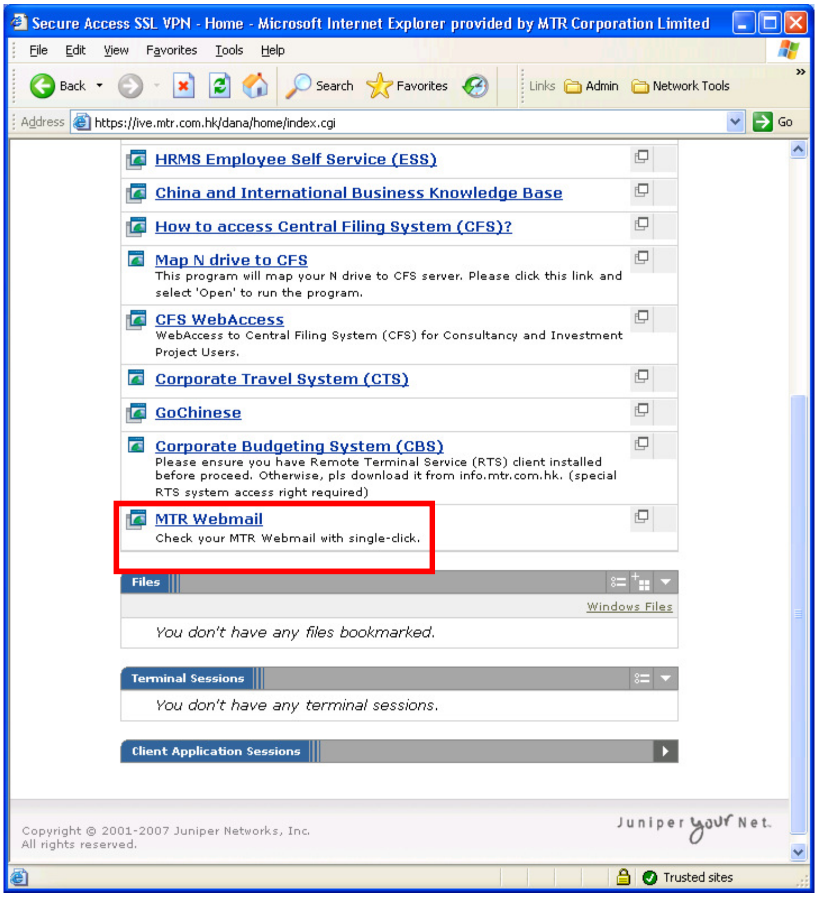
Knowledge Assets
- Contents generated or contributed during the business and operational processes for sharing and reuse

Asset Technical	Management Reports
Engineering Documents (EDOC)	Balanced Scorecard
As-built Records	Benchmarking Reports
Asset Planning Documents	Reports of Accidents to Staff & Contractors
Asset Performance Documents	Service Planning & Support Management Reports
More ...	

Figure 18

6.2 Browsing MTR Webmail with SSO

6.2.1 You can click on the “MTR Webmail” bookmark link in the Web panel. Your user credential will be passed to the Outlook Web Access server automatically, so that you do not require to login again.


Secure Access SSL VPN - Home - Microsoft Internet Explorer provided by MTR Corporation Limited
File Edit View Favorites Tools Help
Back
Search
Favorites
Links
Admin
Network Tools
Address
https://ive.mtr.com.hk/dana/home/index.cgi
Go
Files
Windows Files
Terminal Sessions
Client Application Sessions
Juniper your Net.
Trusted sites

HRMS Employee Self Service (ESS)

China and International Business Knowledge Base

How to access Central Filing System (CFS)?

Map N drive to CFS
This program will map your N drive to CFS server. Please click this link and select 'Open' to run the program.

CFS WebAccess
WebAccess to Central Filing System (CFS) for Consultancy and Investment Project Users.

Corporate Travel System (CTS)

GoChinese

Corporate Budgeting System (CBS)
Please ensure you have Remote Terminal Service (RTS) client installed before proceed. Otherwise, pls download it from info.mtr.com.hk. (special RTS system access right required)

MTR Webmail
Check your MTR Webmail with single-click.

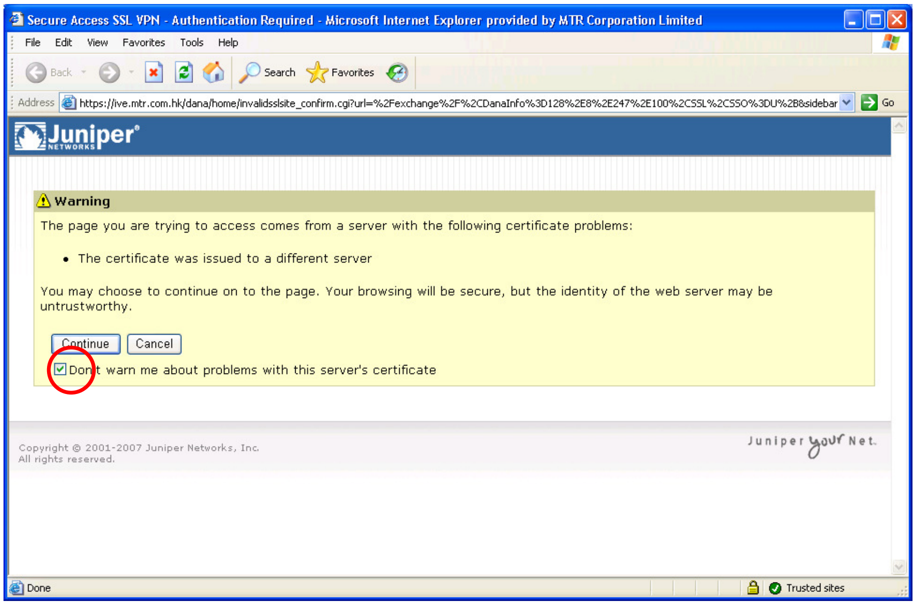
You don't have any files bookmarked.

You don't have any terminal sessions.

Copyright © 2001-2007 Juniper Networks, Inc.
All rights reserved.

Figure 19

6.2.2 Click on the “MTR Webmail” bookmark link


Secure Access SSL VPN - Authentication Required - Microsoft Internet Explorer provided by MTR Corporation Limited
File Edit View Favorites Tools Help
Back
Search
Favorites
Address
https://ive.mtr.com.hk/dana/home/invalidsslsite_confirm.cgi?url=%2Fexchange%2F%2CDanaInfo%3D128%2E8%2E247%2E100%2CSSL%2CSSO%3DU%2B&sidebar
Go
Juniper NETWORKS
Done
Trusted sites

⚠ Warning

The page you are trying to access comes from a server with the following certificate problems:

- The certificate was issued to a different server

You may choose to continue on to the page. Your browsing will be secure, but the identity of the web server may be untrustworthy.

Continue Cancel

☑ Don't warn me about problems with this server's certificate

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All rights reserved.

Juniper your Net.

Figure 20

6.2.3 Check the option “Don’t warn me about problems with this server’s certificate” and click the Continue Button.

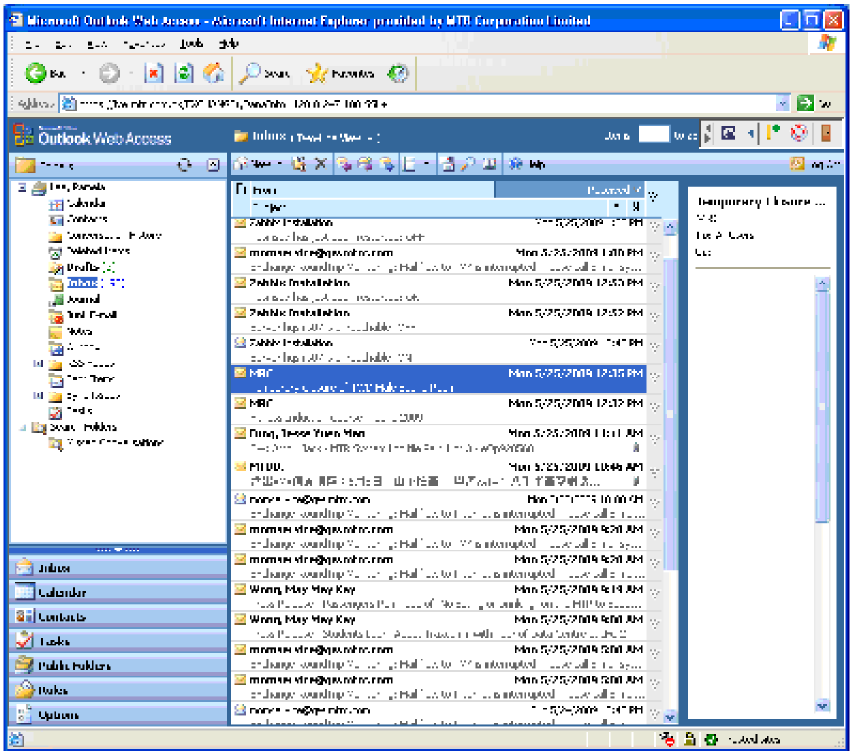
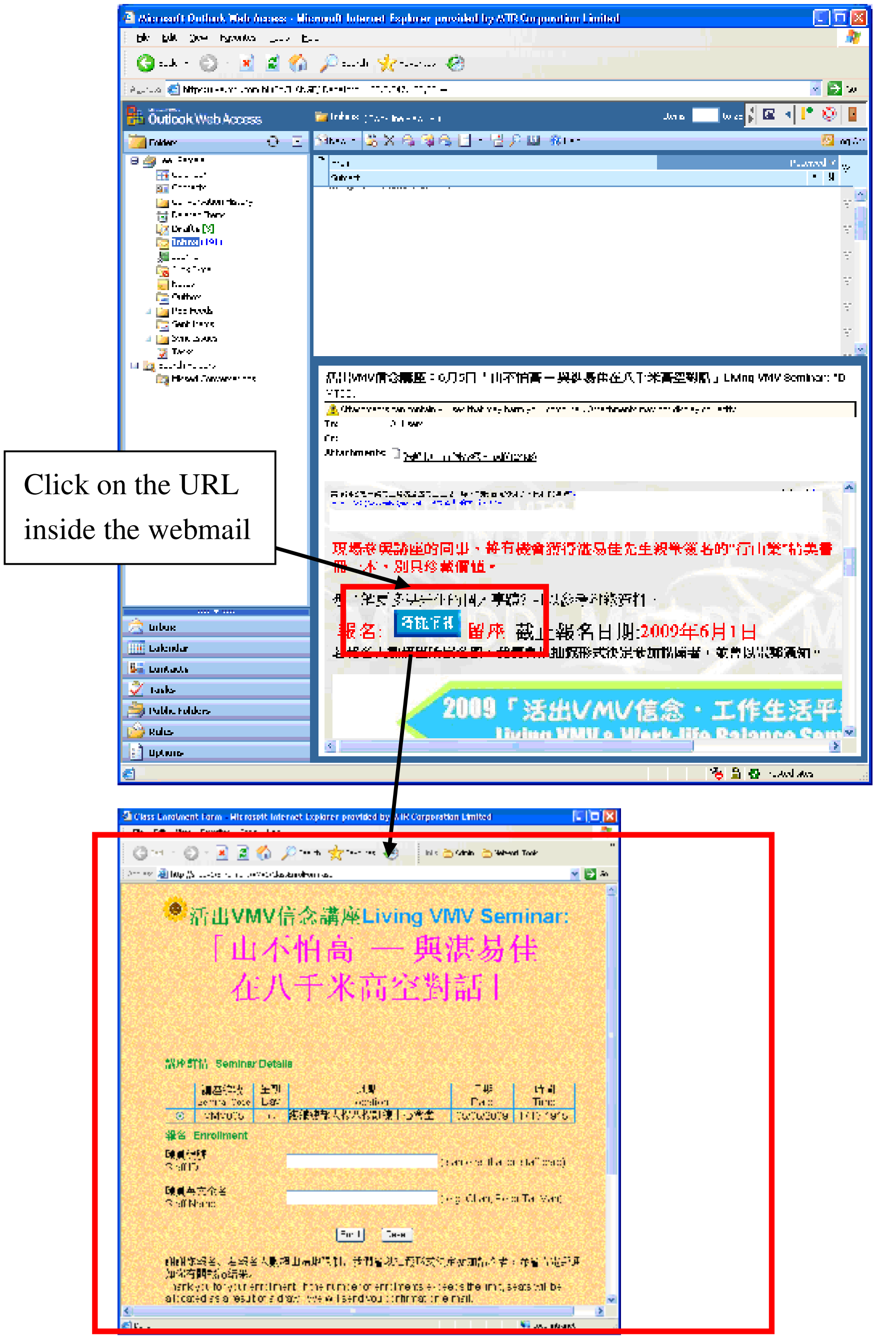

Microsoft Outlook Web Access - Microsoft Internet Explorer provided by MTR Corporation Limited
Outlook Web Access
Inbox
Calendar
Contacts
Tasks
Public Folders
Rules
Options

Figure 21

6.2.4 You do not require to concern about your domain and login id. The system will do all on behalf of you. You just need to click the bookmarks link and enjoy your email.



Click on the URL inside the webmail

Outlook Web Access
Inbox
Calendar
Contacts
Tasks
Public Folders
Rules
Options
2009「活出VMV信念・工作生活平
Class Enrolment Form - Microsoft Internet Explorer provided by AIR Corporation Limited

活出VMV信念講座Living VMV Seminar:
「山不怕高 — 與湛易佳
在八千米高空對話」

Seminar Details

Enrollment

Figure 22

6.2.5 Since the SSO ability is inheritable, your credential will also carry forward to new URL which opened from the webmail content.

6.3 Access RTS applications with SSO

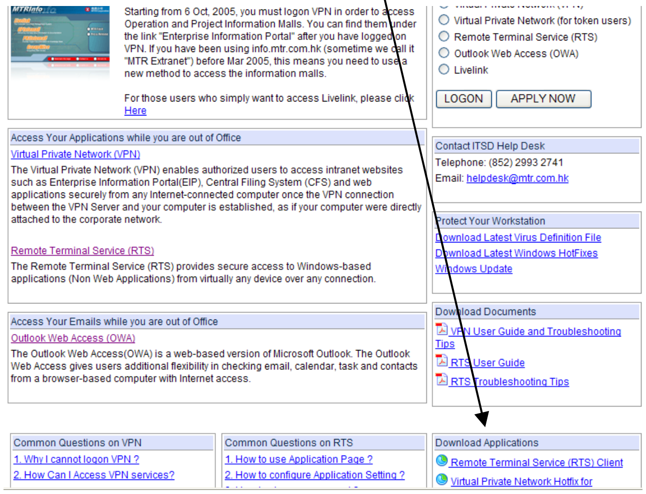
Pre-requisite:

Before you can access the Remote Terminal Service (RTS) application, you should have RTS client installed on your PC/notebook.

Please follow the steps below to install the RTS Client on your PC/notebook.

Note: You need administrator or power user privilege to install RTS client on your PC/notebook.

6.3.1 Download Remote Terminal Service (RTS) Client from http://info.mtr.com.hk as depicted below.



Starting from 6 Oct, 2005, you must logon VPN in order to access Operation and Project Information Malls. You can find them under the link "Enterprise Information Portal" after you have logged on VPN. If you have been using info.mtr.com.hk (sometime we call it "MTR Extranet") before Mar 2005, this means you need to use a new method to access the information malls.

For those users who simply want to access Livelink, please click Here

○ Virtual Private Network (for token users)
○ Remote Terminal Service (RTS)
○ Outlook Web Access (OWA)
○ Livelink

LOGON | APPLY NOW

Access Your Applications while you are out of Office

Virtual Private Network (VPN)

The Virtual Private Network (VPN) enables authorized users to access intranet websites such as Enterprise Information Portal(EIP), Central Filing System (CFS) and web applications securely from any Internet-connected computer once the VPN connection between the VPN Server and your computer is established, as if your computer were directly attached to the corporate network.

Remote Terminal Service (RTS)

The Remote Terminal Service (RTS) provides secure access to Windows-based applications (Non Web Applications) from virtually any device over any connection.

Contact ITSD Help Desk

Telephone: (852) 2993 2741

Email: helpdesk@mtr.com.hk

Protect Your Workstation

Download Latest Virus Definition File

Download Latest Windows HotFixes

Windows Update

Access Your Emails while you are out of Office

Outlook Web Access (OWA)

The Outlook Web Access(OWA) is a web-based version of Microsoft Outlook. The Outlook Web Access gives users additional flexibility in checking email, calendar, task and contacts from a browser-based computer with Internet access.

Download Documents

VPN User Guide and Troubleshooting Tips

RTS User Guide

RTS Troubleshooting Tips

Common Questions on VPN

1. Why I cannot logon VPN ?

2. How Can I Access VPN services?

Common Questions on RTS

1. How to use Application Page ?

2. How to configure Application Setting ?

Download Applications

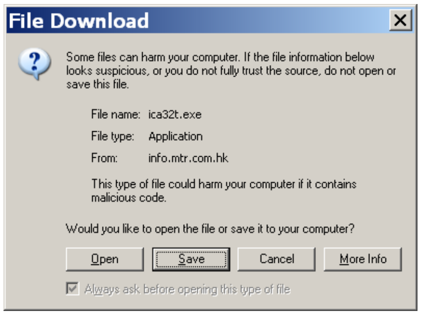
Remote Terminal Service (RTS) Client

Virtual Private Network Hotfix for

Figure 23

6.3.2 Click “Remote Terminal Service (RTS) Client”.

6.3.3 Select “Open” button as depicted in following figure to start the installation.



File Download

Some files can harm your computer. If the file information below looks suspicious, or you do not fully trust the source, do not open or save this file.

File name: ica32t.exe

File type: Application

From: info.mtr.com.hk

This type of file could harm your computer if it contains malicious code.

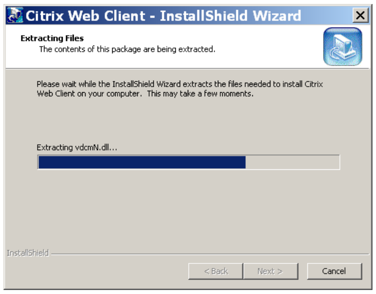
Would you like to open the file or save it to your computer?

Open | Save | Cancel | More Info

☑ Always ask before opening this type of file

Figure 24

6.3.4 After you click the “Open” button, following screen appears.



Extracting Files

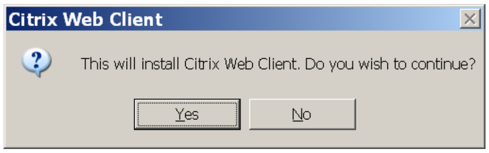
The contents of this package are being extracted.

Please wait while the InstallShield Wizard extracts the files needed to install Citrix Web Client on your computer. This may take a few moments.

Extracting vdcmN.dll...

Figure 25

6.3.5 After a while, following screen appears and asks for your confirmation before proceed to install the RTS client.

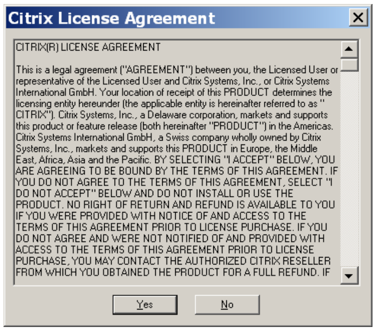


This will install Citrix Web Client. Do you wish to continue?

Figure 26

6.3.6 Click “Yes” button to install RTS client.

6.3.7 Click “Yes” button to accept the license agreement as depicted below.



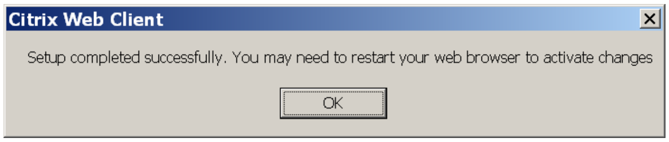
CITRIX(R) LICENSE AGREEMENT

This is a legal agreement ("AGREEMENT") between you, the Licensed User or representative of the Licensed User and Citrix Systems, Inc., or Citrix Systems International GmbH. Your location of receipt of this PRODUCT determines the licensing entity hereunder (the applicable entity is hereinafter referred to as " CITRIX"). Citrix Systems, Inc., a Delaware corporation, markets and supports this product or feature release (both hereinafter "PRODUCT") in the Americas. Citrix Systems International GmbH, a Swiss company wholly owned by Citrix Systems, Inc., markets and supports this PRODUCT in Europe, the Middle East, Africa, Asia and the Pacific. BY SELECTING "I ACCEPT" BELOW, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, SELECT "I DO NOT ACCEPT" BELOW AND DO NOT INSTALL OR USE THE PRODUCT. NO RIGHT OF RETURN AND REFUND IS AVAILABLE TO YOU IF YOU WERE PROVIDED WITH NOTICE OF AND ACCESS TO THE TERMS OF THIS AGREEMENT PRIOR TO LICENSE PURCHASE. IF YOU DO NOT AGREE AND WERE NOT NOTIFIED OF AND PROVIDED WITH ACCESS TO THE TERMS OF THIS AGREEMENT PRIOR TO LICENSE PURCHASE, YOU MAY CONTACT THE AUTHORIZED CITRIX RESELLER FROM WHICH YOU OBTAINED THE PRODUCT FOR A FULL REFUND. IF

Figure 27

6.3.8 The RTS client installation starts.

6.3.9 After a while, you will be prompted to restart your browser (e.g. Internet Explorer) as depicted in following figure.

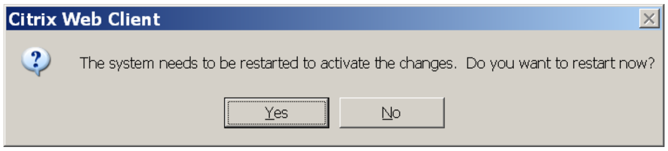


Setup completed successfully. You may need to restart your web browser to activate changes

Figure 28

Now click “OK” button to proceed.

6.3.10 Finally, you need to click “Yes” button to reboot your PC/notebook to finish the installation as depicted below. Please save your working documents and close all active applications before clicking the “Yes” button.

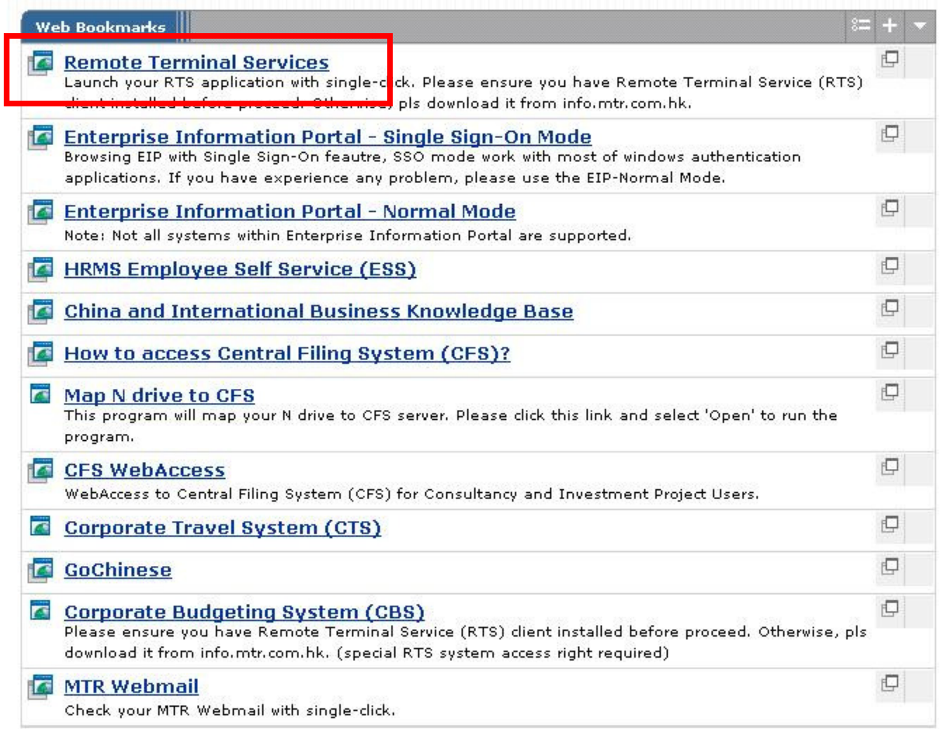


The system needs to be restarted to activate the changes. Do you want to restart now?

Figure 29

After reboot, you can now logon VPN as usual.

6.3.11 You can click on the “Remote Terminal Services” bookmark link in the Web panel. Your user credential will be passed to the RTS server automatically, so that you do not require to login again.



Remote Terminal Services
Launch your RTS application with single-click. Please ensure you have Remote Terminal Service (RTS) client installed before proceed. Otherwise, pls download it from info.mtr.com.hk.

Enterprise Information Portal - Single Sign-On Mode
Browsing EIP with Single Sign-On feautre, SSO mode work with most of windows authentication applications. If you have experience any problem, please use the EIP-Normal Mode.

Enterprise Information Portal - Normal Mode
Note: Not all systems within Enterprise Information Portal are supported.

HRMS Employee Self Service (ESS)

China and International Business Knowledge Base

How to access Central Filing System (CFS)?

Map N drive to CFS
This program will map your N drive to CFS server. Please click this link and select 'Open' to run the program.

CFS WebAccess
WebAccess to Central Filing System (CFS) for Consultancy and Investment Project Users.

Corporate Travel System (CTS)

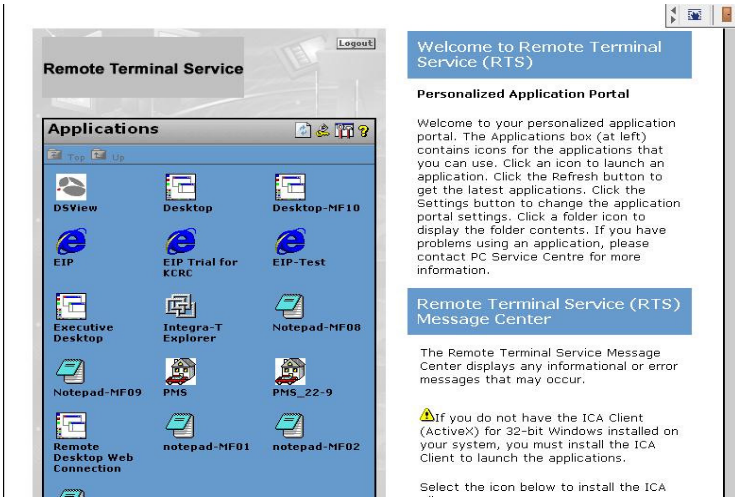
GoChinese

Corporate Budgeting System (CBS)
Please ensure you have Remote Terminal Service (RTS) client installed before proceed. Otherwise, pls download it from info.mtr.com.hk. (special RTS system access right required)

MTR Webmail
Check your MTR Webmail with single-click.

Figure 30

6.3.12 Click on the “Remote Terminal Services” bookmark link



Welcome to Remote Terminal Service (RTS)

Personalized Application Portal

Welcome to your personalized application portal. The Applications box (at left) contains icons for the applications that you can use. Click an icon to launch an application. Click the Refresh button to get the latest applications. Click the Settings button to change the application portal settings. Click a folder icon to display the folder contents. If you have problems using an application, please contact PC Service Centre for more information.

Remote Terminal Service (RTS) Message Center

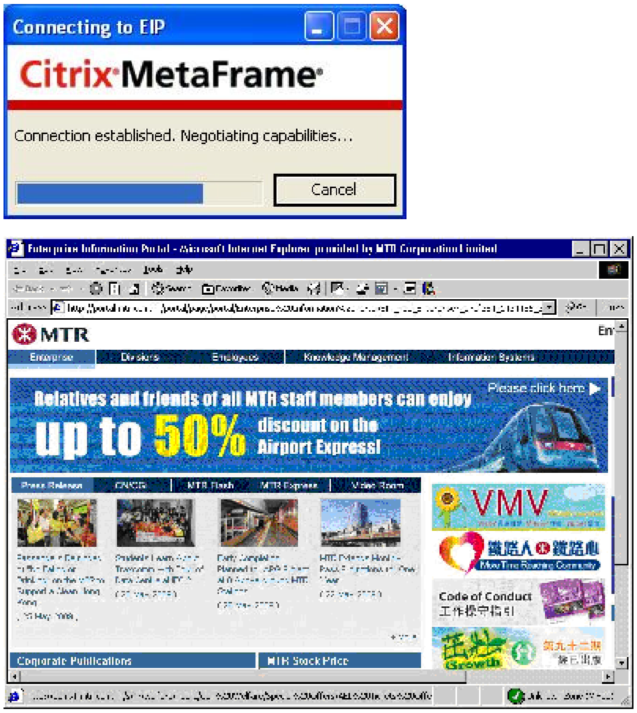
The Remote Terminal Service Message Center displays any informational or error messages that may occur.

⚠If you do not have the ICA Client (ActiveX) for 32-bit Windows installed on your system, you must install the ICA Client to launch the applications.

Select the icon below to install the ICA

Figure 31

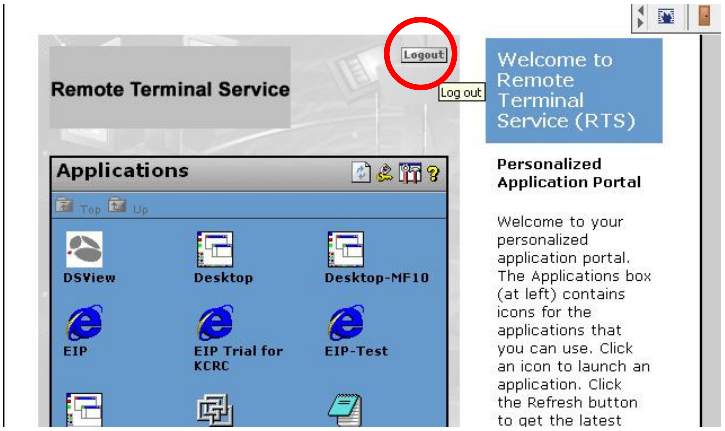
6.3.13 You do not require to concern about your domain and login id. The system will do all on behalf of you. Once you have logged on, your applications will shown on the application portal page.



Connection established. Negotiating capabilities...

Figure 32

6.3.14 Click the application icon to launch RTS application automatically.



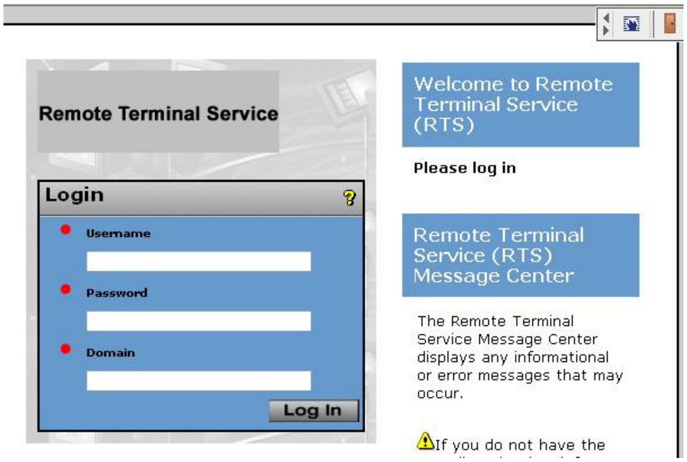
Welcome to Remote Terminal Service (RTS)

Personalized Application Portal

Welcome to your personalized application portal. The Applications box (at left) contains icons for the applications that you can use. Click an icon to launch an application. Click the Refresh button to get the latest

Figure 33

6.3.15 When you have finished your work, quit your application. Click logout button to quit RTS application portal.



Welcome to Remote Terminal Service (RTS)

Please log in

Remote Terminal Service (RTS) Message Center

The Remote Terminal Service Message Center displays any informational or error messages that may occur.

⚠If you do not have the

Figure 34

6.3.16 Click on “ ” Home button icon to back to the VPN homepage.

7 Access network files via VPN.

There are two recommended methods to access network files via VPN connection.

Method 1: Access network files through Web interface (Highly recommended)

-VPN Users are allowed to access network files through Web Brower. It is a simple and easy way to access internal file resources. With single sign on solution provided by VPN homepage, users are not required to re-authenticate again to access their files. Also users can bookmark their own network folder in the VPN Home page.

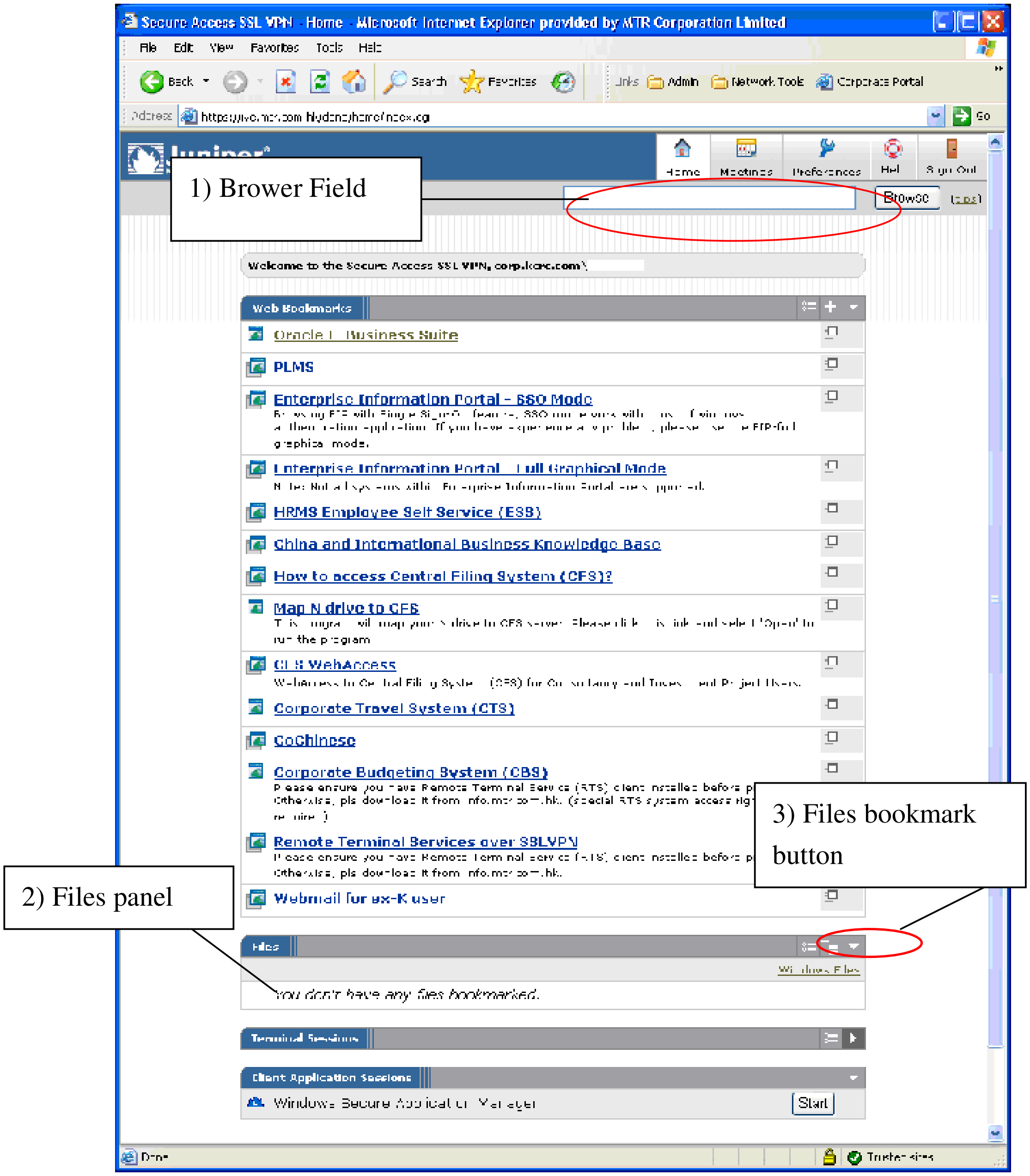
WSAM(Windows secure applications manager) is not required to run, hence this method is work for non-windows machine like. MAC and Linux platform.

Method 2: Access network files through windows explorer

-VPN users can map their own network drive in windows explorer once they have connected VPN and launched WSAM (Windows secure applications manager) applications.

7.1 Method 1: Access network files through Web interface (Highly recommended)

VPN Home page (after successful login):



Secure Access SSL VPN - Home - Microsoft Internet Explorer provided by MTR Corporation Limited
File Edit View Favorites Tools Help
Back Search Favorites
Links Admin Network Tools Corporate Portal
Address https://vpn.mtr.com.hk/dana/home/index.cgi
Go
Juniper
Home Meetings Preferences Help Sign Out
Browse (tips)
1) Brower Field
2) Files panel
3) Files bookmark button
Done
Trusted sites

Welcome to the Secure Access SSL VPN, corp.kcrc.com\

Web Bookmarks

- Oracle E Business Suite
- PLMS
- Enterprise Information Portal - SSO Mode
  Browsing FTP with Single Sign-On feature, SSO mode works with most of windows authentication application. If you have experience any problem, please use the FTP-full graphical mode.
- Enterprise Information Portal - Full Graphical Mode
  Note: Not all systems within Enterprise Information Portal are supported.
- HRMS Employee Self Service (ESS)
- China and International Business Knowledge Base
- How to access Central Filing System (CFS)?
- Map N drive to CFS
  This program will map your N drive to CFS server. Please click this link and select 'Open' to run the program
- CFS WebAccess
  WebAccess to Central Filing System (CFS) for Consultancy and Taxes and Project Users.
- Corporate Travel System (CTS)
- GoChinese
- Corporate Budgeting System (CBS)
  Please ensure you have Remote Terminal Service (RTS) client installed before p
  Otherwise, pls download it from info.mtr.com.hk. (special RTS system access rig
  required)
- Remote Terminal Services over SSLVPN
  Please ensure you have Remote Terminal Service (RTS) client installed before p
  Otherwise, pls download it from info.mtr.com.hk.
- Webmail for ex-K user

Files

Windows Files

You don't have any files bookmarked.

Terminal Sessions

Client Application Sessions

Windows Secure Application Manager Start

Figure 35

7.1.1 Browsing and Working with Network Files

The **Files** panel on the VPN home page provides a centralized location for links to files that reside on an internal corporate network. You can create your own links in the **Files** panel.

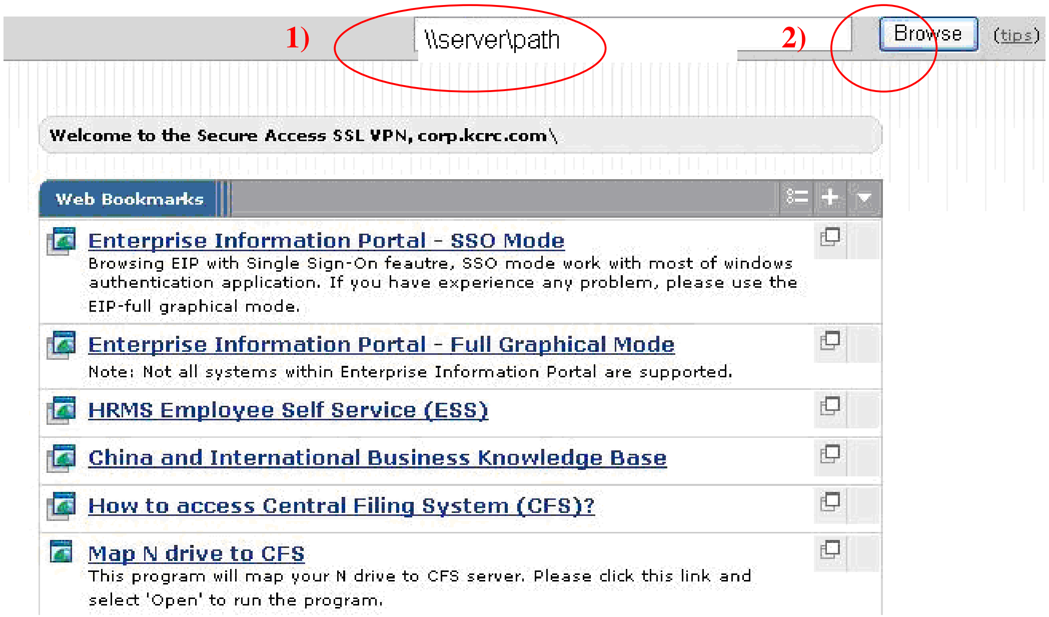
Here is a summary of the icons in the **Files** panel:

Icon	Name	Description
☰	Panel Preferences	Opens the **Panel Preferences** page where you can manage bookmarks for the panel.
⊞	Add a Windows Directory	Adds a bookmark for a Windows directory to the **Files** panel
▼	Collapse Panel	Collapses a panel and hides the bookmarks
▶	Expand Panel	Expands a panel and shows the bookmarks
📁	Windows Folder	Indicates a bookmark to a Windows folder
☰	Item Properties	Opens the **Edit Bookmark** page where you can change the properties of the bookmark

7.1.2 Browsing Windows Network Files:

In the Browse field at the top of the VPN Homepage, enter the path (\\server\share) to the folder you want to access and then click Browse.

For example: if you want to access network path: \\hqsfile01\install, Type in the path in the browse field and check browse button. Your user credential will be passed to the network folder automatically, so that you do not require to login again.



Welcome to the Secure Access SSL VPN, corp.kcrc.com\

Web Bookmarks

Enterprise Information Portal - SSO Mode
Browsing EIP with Single Sign-On feautre, SSO mode work with most of windows authentication application. If you have experience any problem, please use the EIP-full graphical mode.

Enterprise Information Portal - Full Graphical Mode
Note: Not all systems within Enterprise Information Portal are supported.

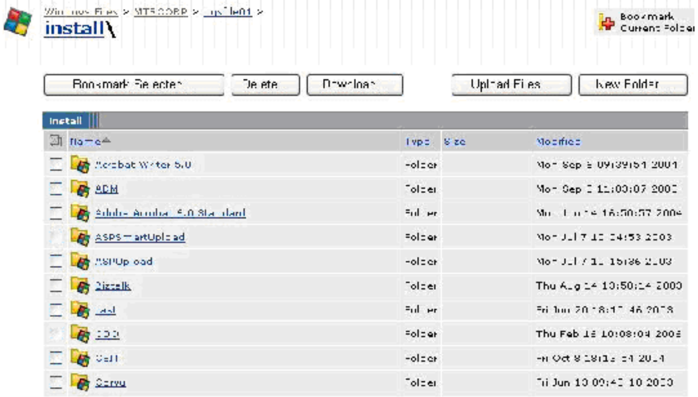
HRMS Employee Self Service (ESS)

China and International Business Knowledge Base

How to access Central Filing System (CFS)?

Map N drive to CFS
This program will map your N drive to CFS server. Please click this link and select 'Open' to run the program.

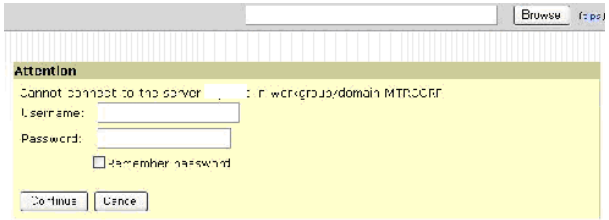
Figure 36



□	Name	Type	Size	Modified
□	Acrobat Writer 5.0	Folder		Mon Sep 3 09:39:51 2001
□	ADM	Folder		Mon Sep 2 11:03:07 2002
□	Adobe Acrobat 6.0 Standard	Folder		[illegible] 16:50:57 2004
□	ASPSmartUpload	Folder		Mon Jul 7 12:24:53 2003
□	ASPUpload	Folder		Mon Jul 7 12:15:36 2003
□	Biztalk	Folder		Thu Aug 24 10:50:24 2000
□	[illegible]	Folder		Fri Jun 20 18:17:46 2003
□	CDD	Folder		Thu Feb 13 10:08:04 2003
□	Cell	Folder		Fri Oct 8 18:12:24 2004
□	Servu	Folder		Fri Jun 10 09:42:10 2005

Figure 37

- If you have access right to the folder, you can browse the files through the webpage. Otherwise, login prompt will be shown to ask you to input new credential.



Attention

Cannot connect to the server in workgroup/domain MTROCRF

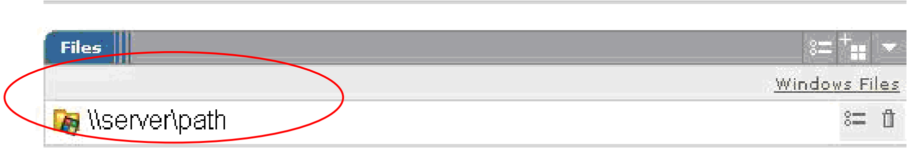
Username:

Password:

□ Remember password

Figure 38

- If you have pre-configured files bookmark links, you can click the Windows Files link in the Files panel to display a list of Windows network resources in the Windows Files page. Click a resource in the list to browse through its folders.



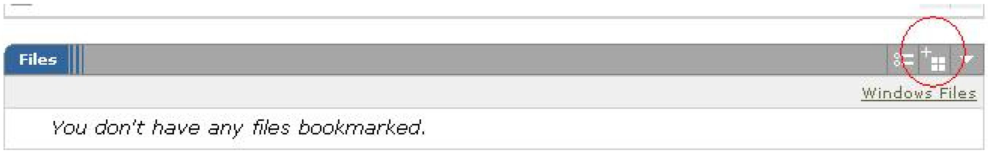
\\server\path

Figure 39

7.1.3 Bookmarking a Network Location

To bookmark a network location:

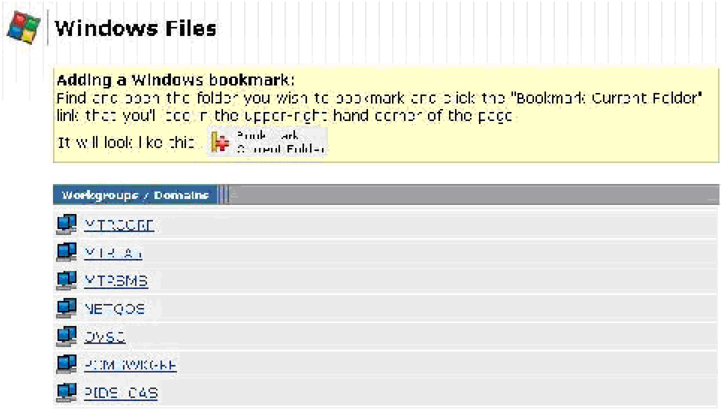
- On the VPN Homepage, click the Add a Windows Directory icon



You don't have any files bookmarked.

Figure 40

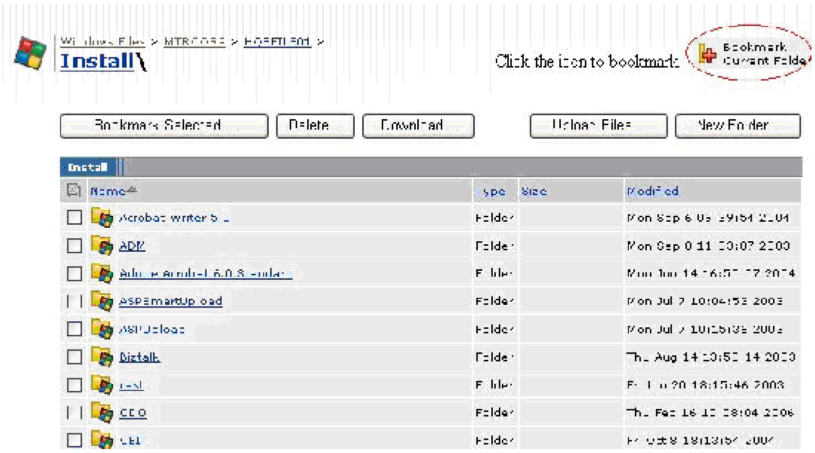
- Browse to the folder you want to bookmark.



Adding a Windows bookmark:
Find and open the folder you wish to bookmark and click the "Bookmark Current Folder" link that you'll see in the upper-right hand corner of the page.
It will look like this: Bookmark Current Folder

Figure 41

- Click the Bookmark Current Folder button at the top of the page.



Windows Files > MTRCORE > HQSFILE01 >

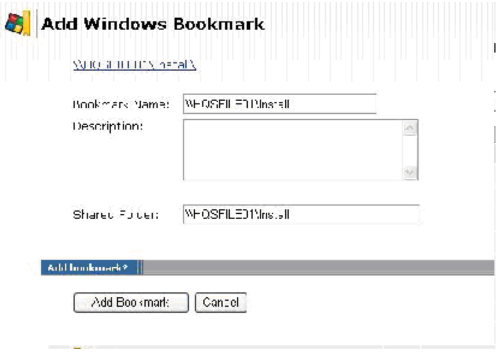
Install\

Click the icon to bookmark

□	Name	Type	Size	Modified
□	Acrobat writer 5.1	Folder		Mon Sep 6 09:29:54 2004
□	ADM	Folder		Mon Sep 01 11:30:07 2003
□	Adobe Acrobat 6.0.3 Folder	Folder		Mon Jun 14 16:57:57 2004
□	ASPSmartUpload	Folder		Mon Jul 7 10:04:53 2003
□	ASPUpload	Folder		Mon Jul 7 10:25:35 2003
□	Biztalk	Folder		Thu Aug 14 10:52:14 2003
□	test	Folder		Fri Jun 20 18:15:46 2003
□	CEO	Folder		Thu Feb 16 13:28:04 2006
□	CBI	Folder		Fri Oct 8 18:13:57 2004

Figure 42

- Enter a bookmark name and description (optional).



Add Windows Bookmark

\\HQSFILE01\Install\

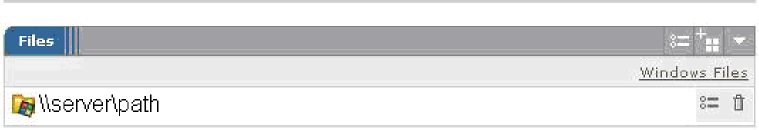
Bookmark Name: \\HQSFILE01\Install

Description:

Shared Folder: \\HQSFILE01\Install

Figure 43

- Click Add Bookmark to add the bookmark to the Files panel.

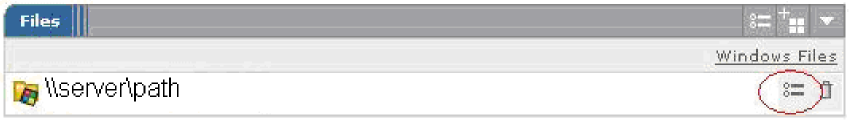


\\server\path

Figure 44

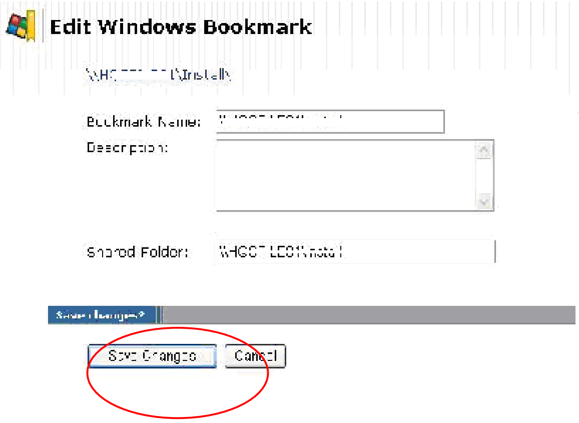
To edit a user bookmark:

- Click the Item Properties icon next to the bookmark you want to modify, make changes, and then click Save Changes.



\\server\path

Figure 45



Edit Windows Bookmark

\\HG[illegible]\Install\

Bookmark Name: [illegible]

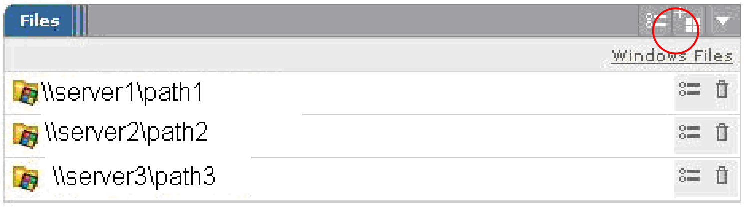
Description:

Shared Folder: \\HGC[illegible]\Install

Figure 46

<u>To manage bookmarks:</u>

- You can sort information in the Windows Files page by clicking on the Panel preferences button.



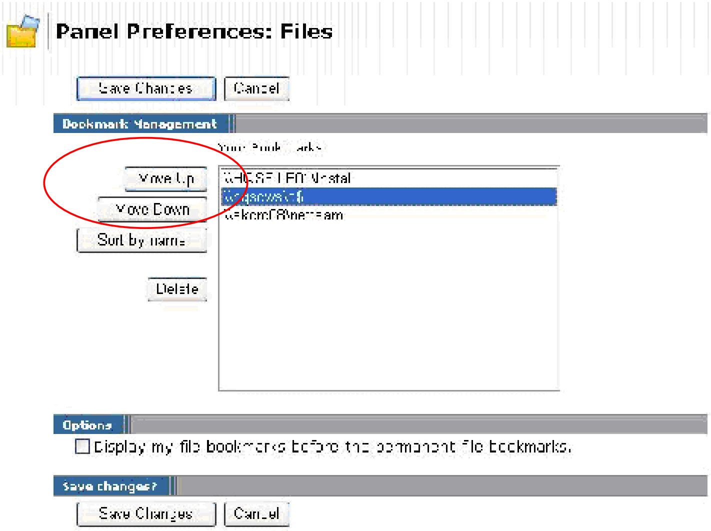
\\server1\path1

\\server2\path2

\\server3\path3

Figure 47

- You can click the Move Up / Down button to sort your bookmarks.



\\HGSFILE01\Nostal

\\gsnws\cfi

\\ekomf8\nem\am

☐ Display my file bookmarks before the permanent file bookmarks.

Figure 48

7.1.4 Uploading Files and/or Folders to the Network

To upload files and/or folders to a network:

- Browse to the network directory where you want to save the files and/or folders. Click Upload File to access the upload page.

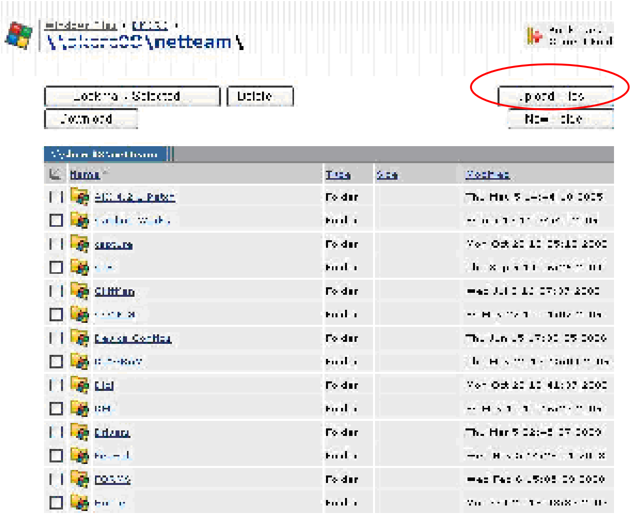
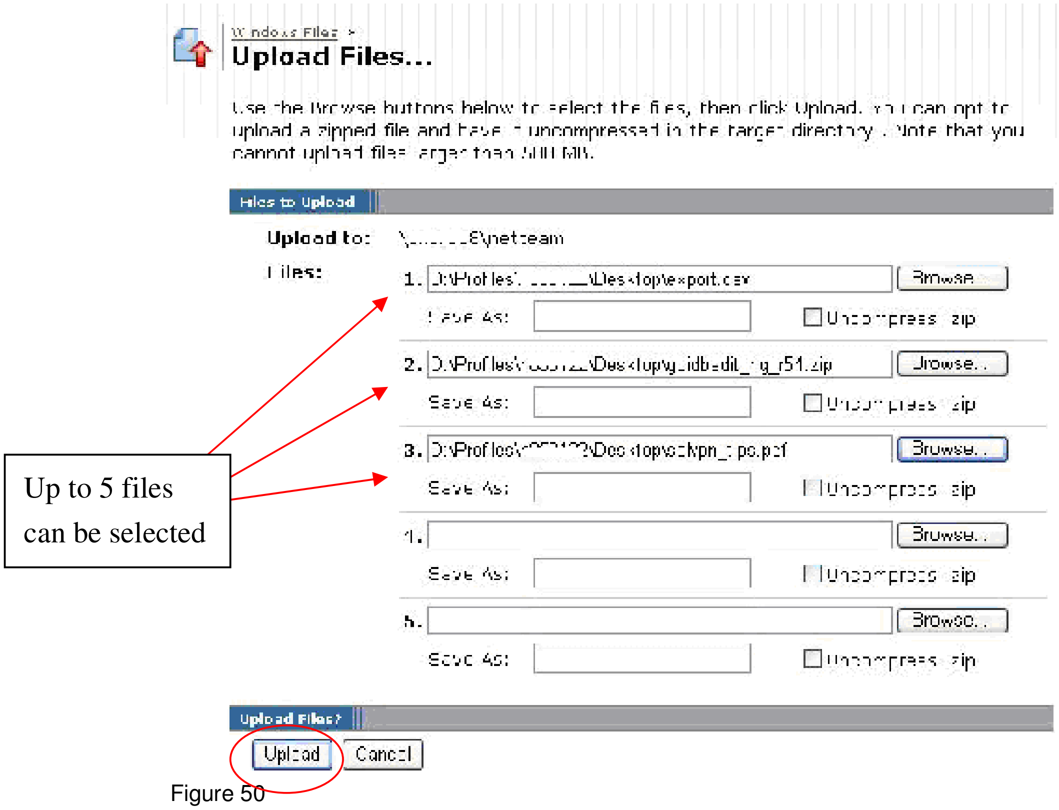


Figure 49

- On the upload page, click Browse to locate and select the files you want to save on the network:

  - You can specify up to five individual files using the fields available and specify names for them on the network by entering their names in the respective **Save As** fields.



Windows Files >

Upload Files...

Use the Browse buttons below to select the files, then click Upload. You can opt to upload a zipped file and have it uncompressed in the target directory. Note that you cannot upload files larger than 500 MB.

Files to Upload

Upload to: \.......8\netteam

Files:

1. D:\Profiles\.......\Desktop\export.csv
   Save As:
   □ Uncompress .zip
2. D:\Profiles\.......\Desktop\g_idbedit_.g_r51.zip
   Save As:
   □ Uncompress .zip
3. D:\Profiles\.......\Desktop\sslvpn_.ps.pdf
   Save As:
   □ Uncompress .zip
4.
   Save As:
   □ Uncompress .zip
5.
   Save As:
   □ Uncompress .zip

Up to 5 files can be selected

Figure 50

NOTE: You cannot upload folders without first creating a .zip file in a local directory containing the folder(s) you want to upload. After creating the .zip file, you can upload the zipped file containing the folder(s).

- If you want to upload more than five files and/or folders, you can create a .zip file in a local directory, browse to it, and upload it to the network. You can even have the contents of the .zip file you create automatically decompressed during the upload process by turning on the Uncompress .zip option when you browse to the .zip file.

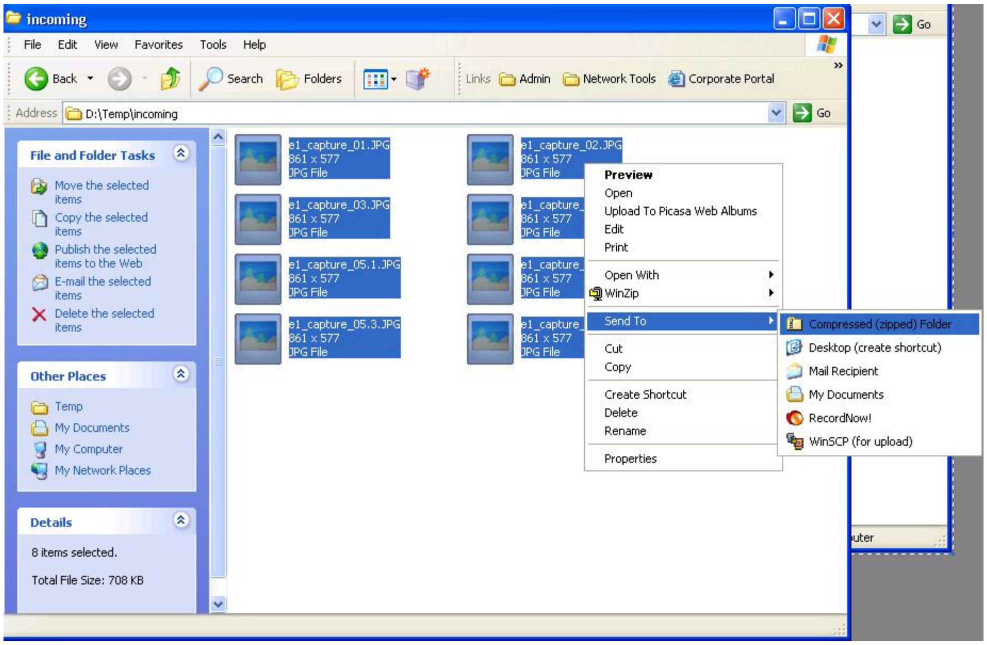
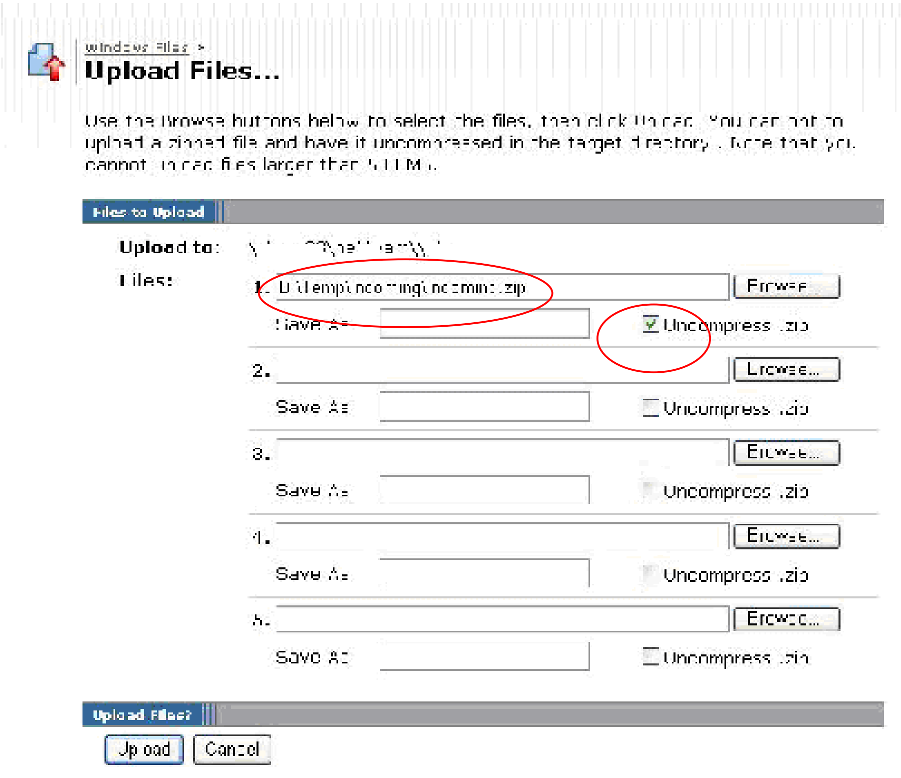

incoming
File Edit View Favorites Tools Help
Back Search Folders
Links Admin Network Tools Corporate Portal
Address D:\Temp\incoming
Go
File and Folder Tasks
Move the selected items
Copy the selected items
Publish the selected items to the Web
E-mail the selected items
Delete the selected items
Other Places
Temp
My Documents
My Computer
My Network Places
Details
8 items selected.
Total File Size: 708 KB
e1_capture_01.JPG 861 x 577 JPG File
e1_capture_02.JPG 861 x 577 JPG File
e1_capture_03.JPG 861 x 577 JPG File
e1_capture_05.1.JPG 861 x 577 JPG File
e1_capture_05.3.JPG 861 x 577 JPG File
Preview
Open
Upload To Picasa Web Albums
Edit
Print
Open With
WinZip
Send To
Cut
Copy
Create Shortcut
Delete
Rename
Properties
Compressed (zipped) Folder
Desktop (create shortcut)
Mail Recipient
My Documents
RecordNow!
WinSCP (for upload)

Figure 51

Step1: select multiple files which you want to upload, compress the files with .zip extension in your local computer.



Windows Files >

Upload Files...

Use the Browse buttons below to select the files, then click Upload. You can opt to upload a zipped file and have it uncompressed in the target directory. Note that you cannot upload files larger than [illegible] MB.

Files to Upload

Upload to: [illegible]

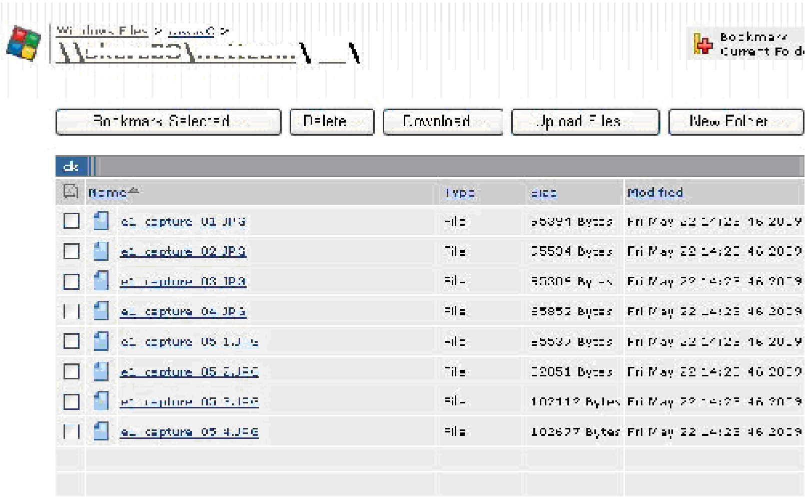
Files:

1. D:\temp\incoming\incoming.zip [Browse...]
   Save As: ☑ Uncompress .zip
2. [Browse...]
   Save As: □ Uncompress .zip
3. [Browse...]
   Save As: □ Uncompress .zip
4. [Browse...]
   Save As: □ Uncompress .zip
5. [Browse...]
   Save As: □ Uncompress .zip

Upload Files?

Figure 52

Step2: upload the .zip file in the Upload pages and remember to select "uncompress .zip" checkbox.



Windows Files > [illegible] >

\\[illegible]\[illegible]_\

ok

□	Name	Type	Size	Modified
□	e1_capture_01.JPG	File	55391 Bytes	Fri May 22 14:23:46 2009
□	e1_capture_02.JPG	File	55504 Bytes	Fri May 22 14:23:46 2009
□	e1_capture_03.JPG	File	55306 Bytes	Fri May 22 14:23:46 2009
□	e1_capture_04.JPG	File	55852 Bytes	Fri May 22 14:23:46 2009
□	e1_capture_05.1.JPG	File	55537 Bytes	Fri May 22 14:23:46 2009
□	e1_capture_05.2.JPG	File	22051 Bytes	Fri May 22 14:23:46 2009
□	e1_capture_05.3.JPG	File	102112 Bytes	Fri May 22 14:23:46 2009
□	e1_capture_05.4.JPG	File	102677 Bytes	Fri May 22 14:23:46 2009

Figure 53

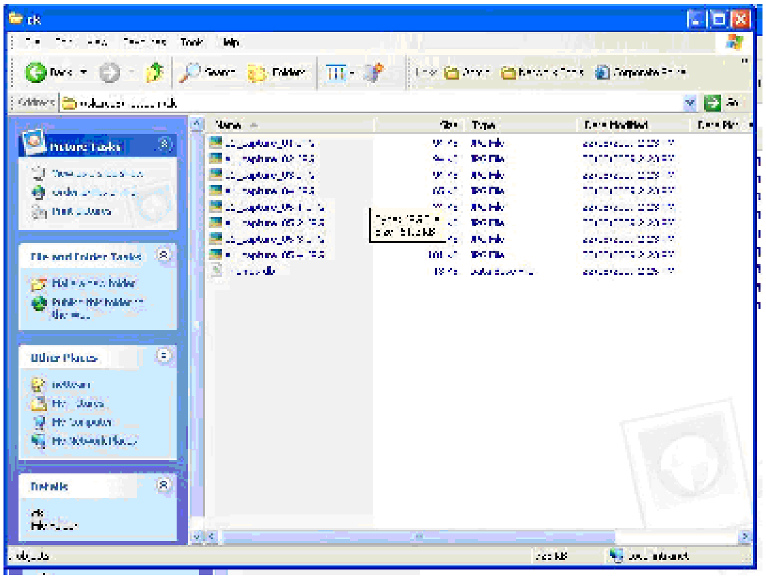


Figure 54

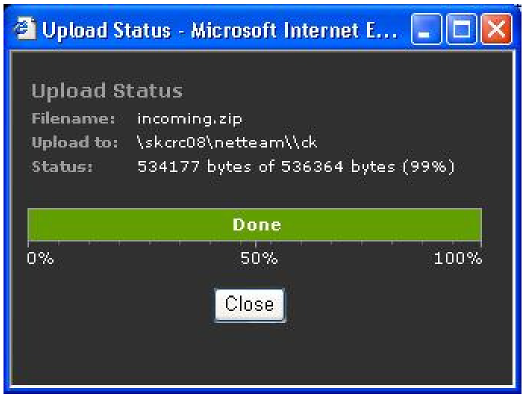
Step3: after upload, your .zip file will automatic decompress in the remote network folder.

NOTE: You can only upload a maximum of 500 MB of data at a time.

- Click Upload. The files you selected are uploaded and saved using the names you specified on the Save As fields or the names displayed in your local directory.

NOTE: If a file or folder with the same name already exists in the directory and you do not specify a name, the uploaded file is saved with the name: *filename.timestamp.ext*. To overwrite an existing file or folder, you must enter the name in the **Save As** field. For example, to overwrite a file named *hello.txt*, you must enter *hello.txt* in the **Save As** field.

- After the files are uploaded, click Close in the Upload Status window.



Upload Status

Filename: incoming.zip

Upload to: \skcrc08\netteam\\ck

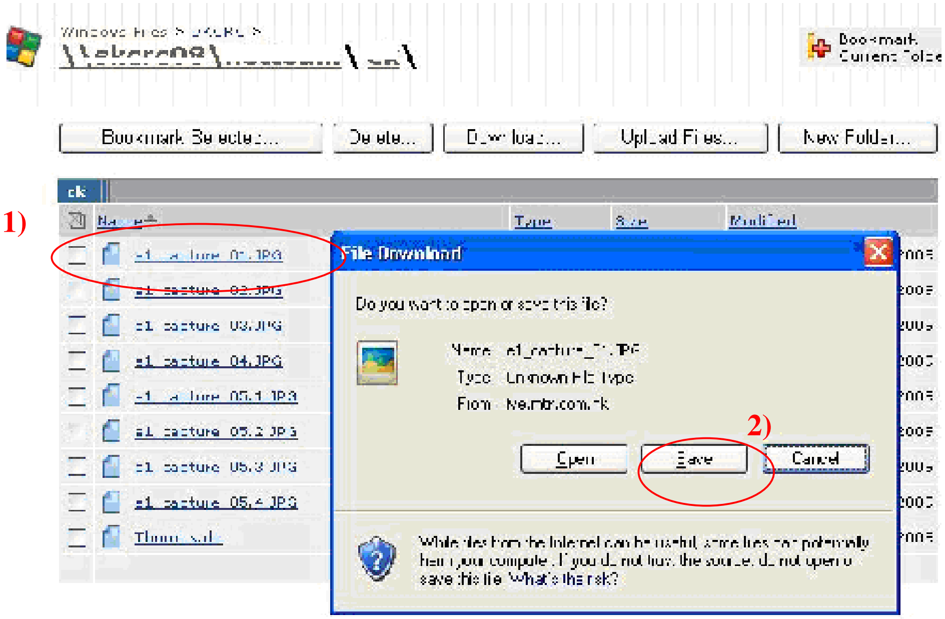
Status: 534177 bytes of 536364 bytes (99%)

Figure 55

7.1.5 Downloading Files and/or Folders from the Network

<u>To download a single file from the network:</u>

- Browse to and click the name of the file you want to download.



File Download

Do you want to open or save this file?

Name: e1_capture_01.JPG
Type: Unknown File Type
From: Ne.mtr.com.hk

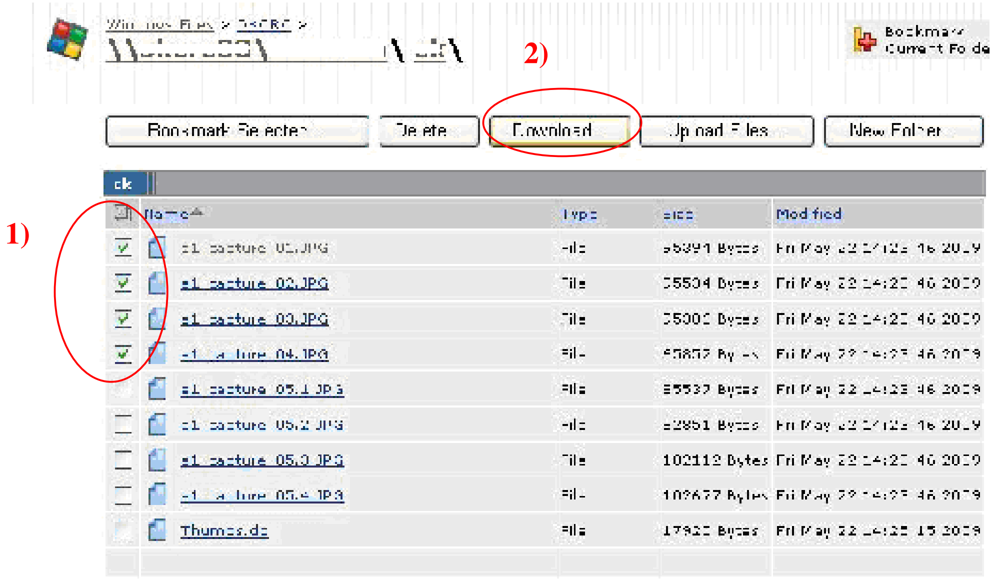
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Figure 56

- In the Save As dialog box, browse to the directory on your computer where you want to save the file, enter a name in the File name field, and click Save.

<u>To download multiple files and/or folders from the network:</u>

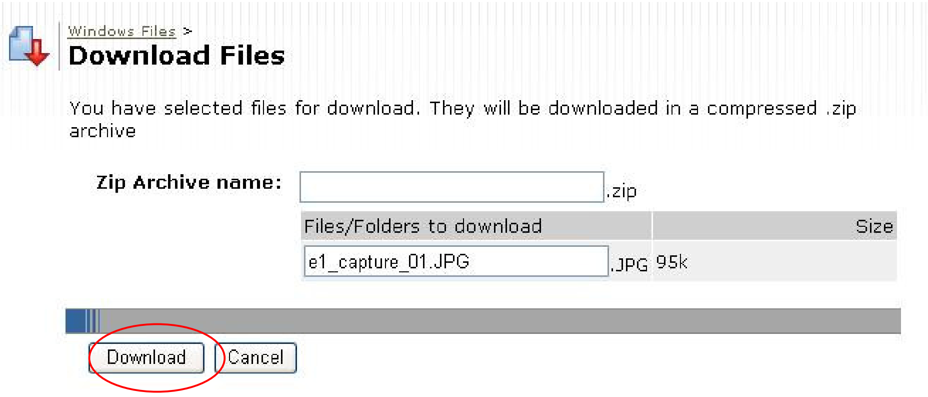
- Browse to and select the files and/or folders you want to download by clicking on their respective checkboxes and click Download.



	Name	Type	Size	Modified
☑	e1_capture_01.JPG	File	95391 Bytes	Fri May 22 14:23 46 2009
☑	e1_capture_02.JPG	File	95504 Bytes	Fri May 22 14:23 46 2009
☑	e1_capture_03.JPG	File	95001 Bytes	Fri May 22 14:23 46 2009
☑	e1_capture_04.JPG	File	95852 Bytes	Fri May 22 14:23 46 2009
	e1_capture_05.1.JPG	File	95532 Bytes	Fri May 22 14:23 46 2009
□	e1_capture_05.2.JPG	File	92851 Bytes	Fri May 22 14:23 46 2009
□	e1_capture_05.3.JPG	File	102112 Bytes	Fri May 22 14:23 46 2009
□	e1_capture_05.4.JPG	File	102677 Bytes	Fri May 22 14:23 46 2009
	Thumbs.db	File	17920 Bytes	Fri May 22 14:25 15 2009

Figure 57

- Specify a name for the .zip file that the secure gateway saves in your local directory and click Download. The data you request is transferred as a single compressed .zip file from which you can extract the collection of files and/or folders you want to download from the network.


Windows Files >

Download Files

You have selected files for download. They will be downloaded in a compressed .zip archive

Zip Archive name: ______ .zip

Files/Folders to download		Size
e1_capture_01.JPG	.JPG	95k

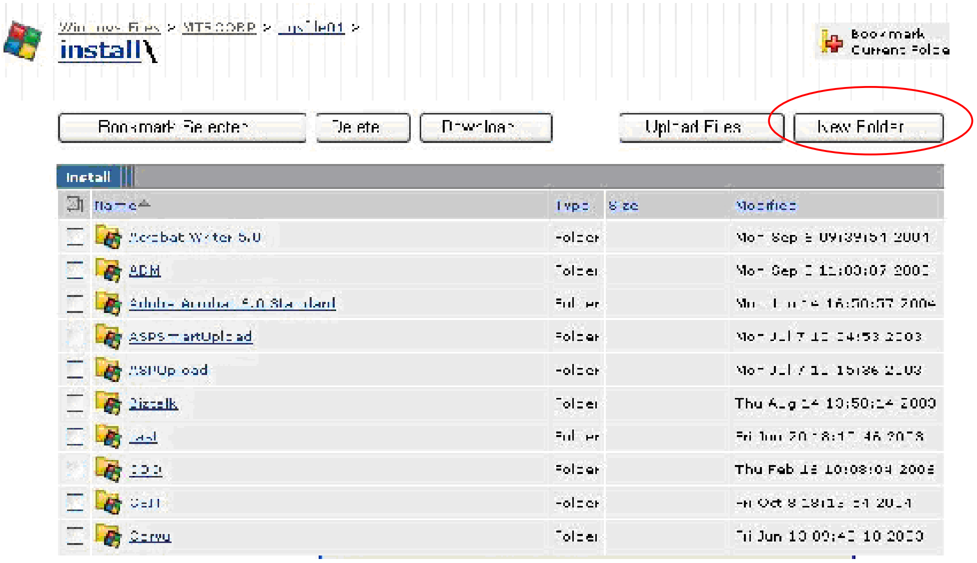
Figure 58

NOTE: If you have not already specified a default local target directory for downloading files, you are presented a **Save As** dialog where you can specify a local download target directory.

7.1.6 Creating Folders on the Network

To create a folder on a network:

- Browse to the folder in which you want to create a new folder and click New Folder.



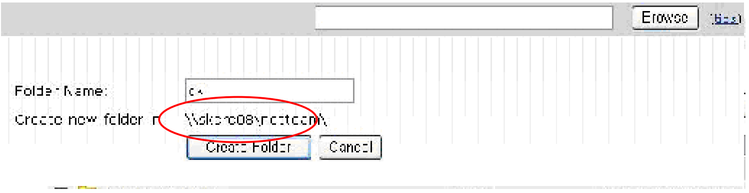
Windows Files > [illegible] > [illegible] >

install\

	Name	Type	Size	Modified
□	Acrobat Writer 5.0	Folder		Mon Sep 3 09:39:51 2001
□	ADM	Folder		Mon Sep 3 11:03:07 [illegible]
□	Adobe Acrobat 5.0 Standard	Folder		[illegible] 16:50:57 [illegible]
□	ASPSmartUpload	Folder		Mon Jul 7 1[illegible] [illegible]4:53 2003
□	ASPUpload	Folder		Mon Jul 7 1[illegible] 15:36 2003
□	Biztalk	Folder		Thu Aug 14 10:50:14 2003
□	[illegible]	Folder		Fri Jun 20 [illegible]
□	[illegible]	Folder		Thu Feb 13 10:08:04 2003
□	[illegible]	Folder		Fri Oct 8 [illegible]
□	Corvu	Folder		Fri Jun 13 09:4[illegible] 10 2003

Figure 59

- Enter a folder name and click Create Folder.



Folder Name: ca

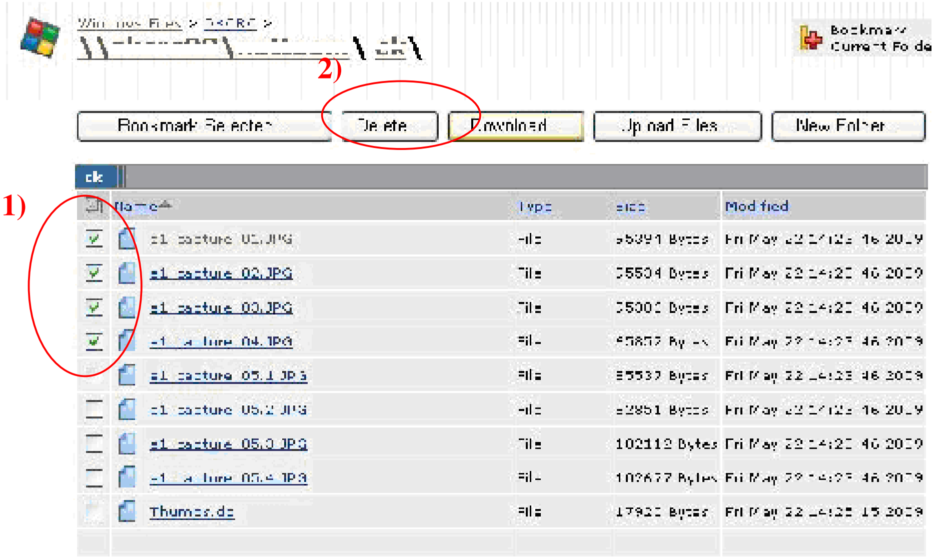
Create new folder in \\[illegible]08\[illegible]\

Figure 60

7.1.7 Deleting Files and Folders from the Network

To delete a file or folder from a network:

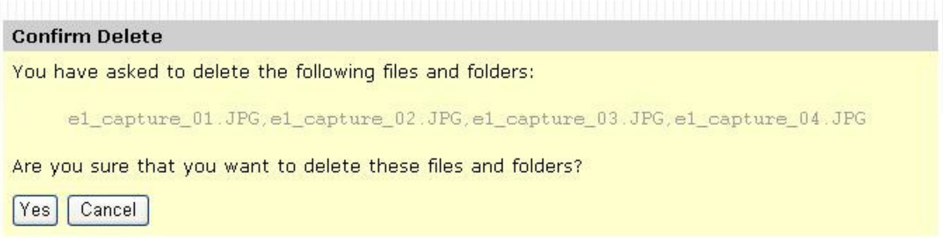
- Browse to the file or folder you want to delete and select the check box next to it.



	Name	Type	Size	Modified
☑	e1_capture_01.JPG	File	55391 Bytes	Fri May 22 14:23:46 2009
☑	e1_capture_02.JPG	File	35504 Bytes	Fri May 22 14:23:46 2009
☑	e1_capture_03.JPG	File	35001 Bytes	Fri May 22 14:23:46 2009
☑	e1_capture_04.JPG	File	45857 Bytes	Fri May 22 14:23:46 2009
	e1_capture_05.1.JPG	File	55537 Bytes	Fri May 22 14:23:46 2009
□	e1_capture_05.2.JPG	File	52851 Bytes	Fri May 22 14:23:46 2009
□	e1_capture_05.3.JPG	File	102112 Bytes	Fri May 22 14:23:46 2009
□	e1_capture_05.4.JPG	File	102677 Bytes	Fri May 22 14:23:46 2009
	Thumbs.db	File	17923 Bytes	Fri May 22 14:25:15 2009

Figure 61

- Click Delete Selected. After you confirm file deletion, the selected files and folders are permanently deleted from the network server.



Confirm Delete

You have asked to delete the following files and folders:

e1_capture_01.JPG,e1_capture_02.JPG,e1_capture_03.JPG,e1_capture_04.JPG

Are you sure that you want to delete these files and folders?

Figure 62

7.1.8 Tips for using the Browsing Toolbar

When you are browsing to sites through the VPN gateway, the VPN gateway may display the standard toolbar. The following buttons are appearing on the standard toolbar:

Button	Description
◀ ▶	Moves the standard toolbar to either side of the page
	Your administrator can configure this button to return the browser window to the secure gateway’s home page, or to a particular web page or resource. Your administrator can also choose to use a different image for this button, such as your company’s logo.
◀ ▶	Collapses and expands the standard toolbar
🏠	Returns the browser window to the secure gateway’s home page
✚	Displays the **Add Web Bookmark** page where you can add a bookmark for the current web page
🛟	Launches the secure gateway Help in a separate window
🚪	Signs you out of the current secure gateway session

7.1.9 Tips for Using the Browse Field

The **Browse** field enables you to navigate to a variety of resources through your secure gateway session including web pages & file servers. You can use the following formats when typing text in the **Browse** field at the top of the VPN Homepage.

Use this format	To
http://www.domain.com OR https://www.domain.com OR domain.com	Browse web pages
\\server\share OR smb://server/share	Access shares on Windows file servers

7.2 Method 2: Access network files through windows explorer.

To map a network drive, make sure WSAM is running.

- Open windows explorer, select "tools" and then "Map network drive"

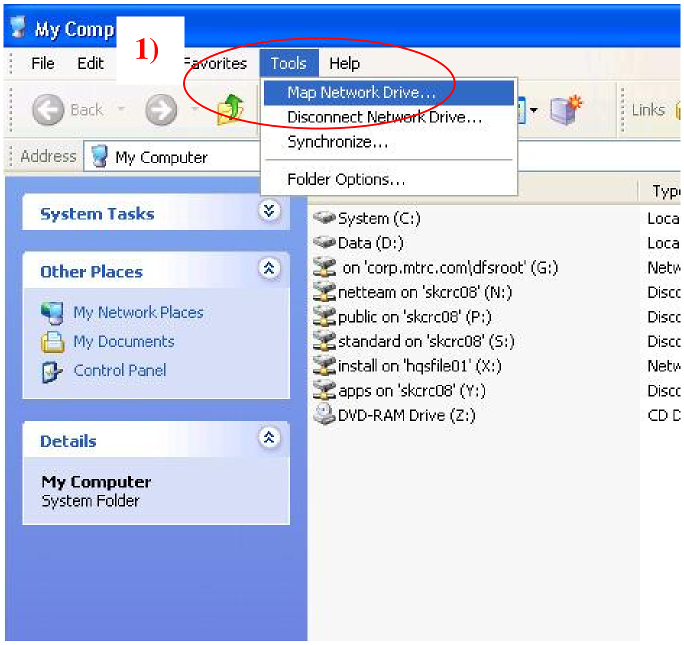


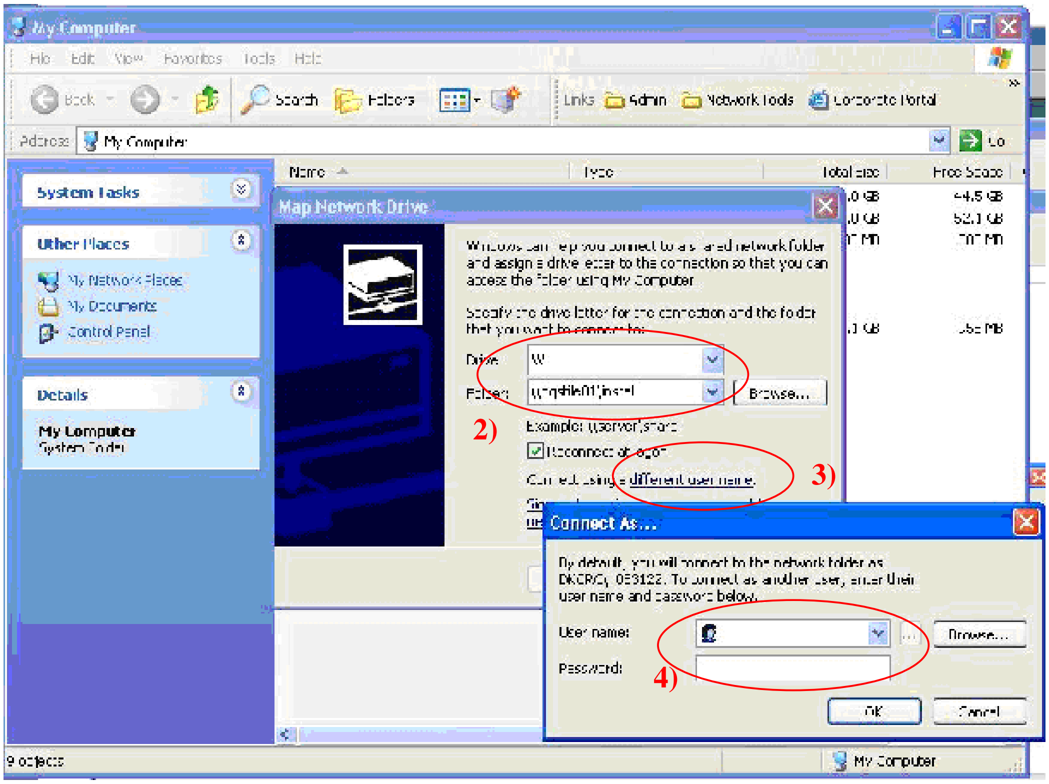
Figure 63

- Select a drive letter (i.e. W:) and type-in folder path. The folder path should follow this format : \\servername\folder
- Click on "connect using a different name" and input your credential.

In normal case, you need to input your LAN ID with domain in the following format:

For ex-K users: dkcrc*LANID*

For ex-M users: mtrcorp*LANID*



Map Network Drive

Windows can help you connect to a shared network folder and assign a drive letter to the connection so that you can access the folder using My Computer.

Specify the drive letter for the connection and the folder that you want to connect to:

Drive: W

Folder: \\mgsfile01\insel

Example: \\server\share

☑ Reconnect at logon

Connect using a different user name.

Connect As...

By default, you will connect to the network folder as DKCRC\063122. To connect as another user, enter their user name and password below.

User name:

Password:

Figure 64

- Click “OK” to finish the setting.
- Please make sure that you have sufficient access right to the network folders, otherwise the access will be denied.
- You may need to disconnect the mapped drive once you logged-out your VPN connection.

7.3 Special handling for corporate network share using virtual network folder name

- You cannot map the folder path directly if the folder name is virtual. (format: \\mtrcorp\rfs\XX). You need to map the real network folder according to the following table. (for example, please use \\server\path instead of \\mtrcorp\rfs\v1\)
- To obtain the full virtual network folder mapping table, please contact IT helpdesk for assistant.
- This special handling is applicable to both method 1 and 2.

8 Tips for access applications via RTS client

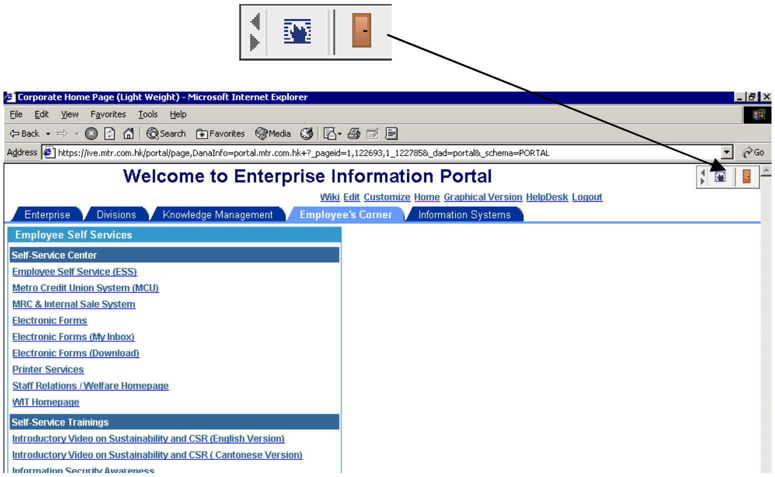
Previously, You may need to install Remote Terminal Service (RTS) client and access the RTS application weblink in the VPN bookmark page in order to access Corporate Budgeting System (CBS), Room Booking System and Metro Recreation Club (MRC).

Due to the application redevelopment, you can access such applications via EIP portal. Please follow the procedures stated in section 6 to access such IS applications.

9 Sign out VPN Connection

There are two ways to sign out from VPN.   To sign out from VPN, please follow.

9.1 Click the icon ( ) shown on your screen anytime to sign out VPN connection as depicted below.



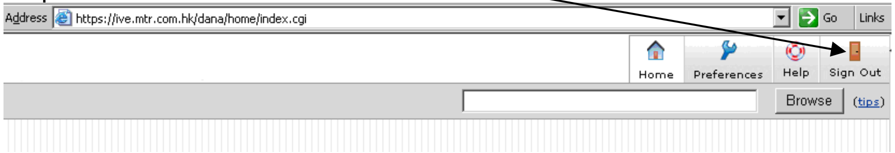
Corporate Home Page (Light Weight) - Microsoft Internet Explorer

Address: https://ive.mtr.com.hk/portal/page,DanaInfo=portal.mtr.com.hk+?_pageid=1,122693,1_122785&_dad=portal&_schema=PORTAL

File Edit View Favorites Tools Help
Back Search Favorites Media
Go
Welcome to Enterprise Information Portal
Wiki Edit Customize Home Graphical Version HelpDesk Logout
Enterprise
Divisions
Knowledge Management
Employee's Corner
Information Systems
Employee Self Services
Self-Service Center
Employee Self Service (ESS)
Metro Credit Union System (MCU)
MRC & Internal Sale System
Electronic Forms
Electronic Forms (My Inbox)
Electronic Forms (Download)
Printer Services
Staff Relations / Welfare Homepage
WIT Homepage
Self-Service Trainings
Introductory Video on Sustainability and CSR (English Version)
Introductory Video on Sustainability and CSR (Cantonese Version)
Information Security Awareness

Figure 65

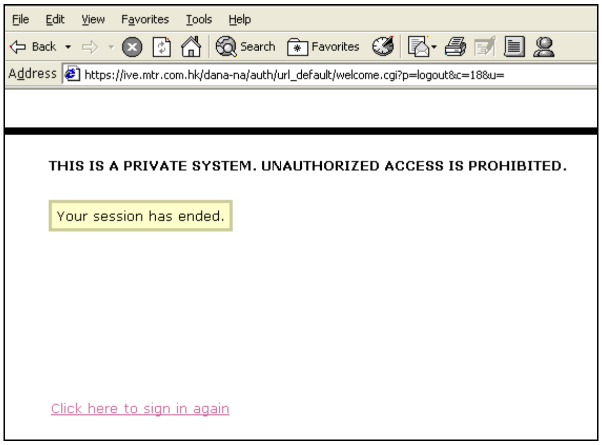
Or you can click the "Sign Out" button of the Bookmarks page of VPN portal as depicted below.



Address: https://ive.mtr.com.hk/dana/home/index.cgi

Figure 66

9.2 Wait a while for VPN to logout. When you see the following screen, you can then close the Internet Explorer.



https://ive.mtr.com.hk/dana-na/auth/url_default/welcome.cgi?p=logout&c=18&u=

THIS IS A PRIVATE SYSTEM. UNAUTHORIZED ACCESS IS PROHIBITED.

Your session has ended.

Click here to sign in again

Figure 67

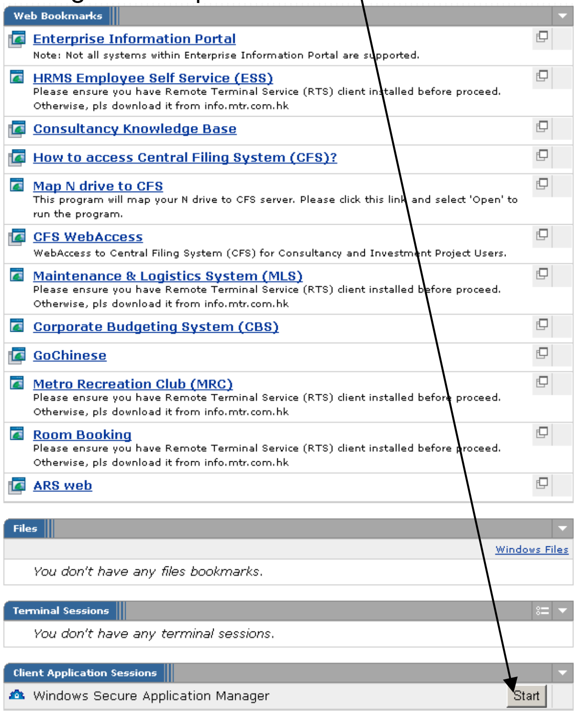
10 Frequently Asked Questions

This section provides answers to some frequently asked questions and problems. You may seek help from ITSD by going to “9. Getting Help” of this user guide after exhausting the possible solutions provided in this section.

Q1: The Windows Secure Application Manager (WSAM) doesn’t show up on the taskbar of my PC?

A: 1. Ensure you have temporarily disable the “Pop-up Blocker” if you are using XP SP2.

2. You may go to the main page of VPN portal and launch the WSAM manually by clicking the “Start” button of “Windows Secure Application Manager” as depicted below.



Web Bookmarks

Enterprise Information Portal
Note: Not all systems within Enterprise Information Portal are supported.

HRMS Employee Self Service (ESS)
Please ensure you have Remote Terminal Service (RTS) client installed before proceed. Otherwise, pls download it from info.mtr.com.hk

Consultancy Knowledge Base

How to access Central Filing System (CFS)?

Map N drive to CFS
This program will map your N drive to CFS server. Please click this link and select 'Open' to run the program.

CFS WebAccess
WebAccess to Central Filing System (CFS) for Consultancy and Investment Project Users.

Maintenance & Logistics System (MLS)
Please ensure you have Remote Terminal Service (RTS) client installed before proceed. Otherwise, pls download it from info.mtr.com.hk

Corporate Budgeting System (CBS)

GoChinese

Metro Recreation Club (MRC)
Please ensure you have Remote Terminal Service (RTS) client installed before proceed. Otherwise, pls download it from info.mtr.com.hk

Room Booking
Please ensure you have Remote Terminal Service (RTS) client installed before proceed. Otherwise, pls download it from info.mtr.com.hk

ARS web

Files

Windows Files

You don't have any files bookmarks.

Terminal Sessions

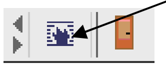
You don't have any terminal sessions.

Client Application Sessions

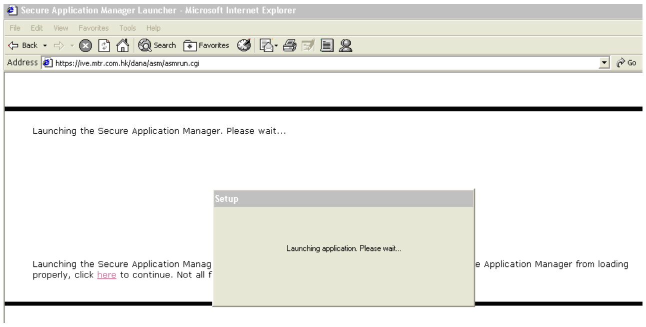
Windows Secure Application Manager

Figure 68

To go to the VPN Bookmarks page, you can click the icon.



Following screen shows the WSAM is being launched.


Secure Application Manager Launcher - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://ive.mtr.com.hk/dana/asm/asmrun.cgi
Go
Setup

Launching the Secure Application Manager. Please wait...

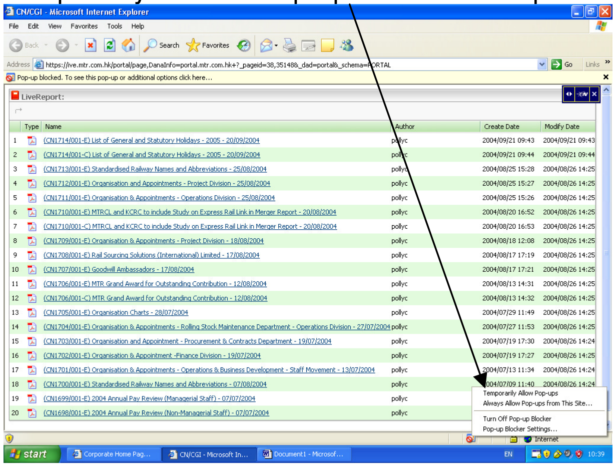
Launching application. Please wait...

Launching the Secure Application Manag e Application Manager from loading properly, click here to continue. Not all f

Figure 69

Q2: I can't run .jsp (e.g. CN/CGI).

A: This problem is specific to XP SP2 PC only. XP SP2 has enhanced the security control of your PC by adopting "Pop-up Blocker" which prevents .jsp from executing without your awareness. To run .jsp via VPN, you have to temporarily disable "Pop-up Blocker" as depicted below.

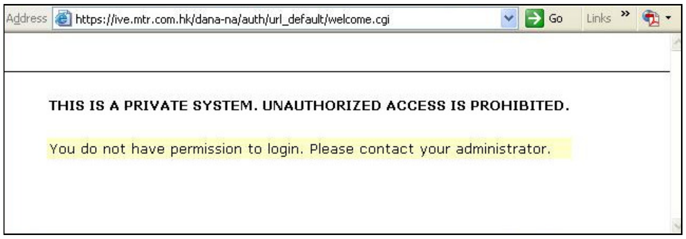

CN/CGI - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address https://ive.mtr.com.hk/portal/page,DanaInfo=portal.mtr.com.hk+?_pageid=38,35148&_dad=portal&_schema=PORTAL
Go Links
LiveReport:
Temporarily Allow Pop-ups
Always Allow Pop-ups from This Site...
Turn Off Pop-up Blocker
Pop-up Blocker Settings...
Internet
start
Corporate Home Pag...
CN/CGI - Microsoft In...
Document1 - Microsof...
EN
10:39

Pop-up blocked. To see this pop-up or additional options click here...

	Type	Name	Author	Create Date	Modify Date
1		(CN1714/001-E) List of General and Statutory Holidays - 2005 - 20/09/2004	pollyc	2004/09/21 09:43	2004/09/21 09:43
2		(CN1714/001-C) List of General and Statutory Holidays - 2005 - 20/09/2004	pollyc	2004/09/21 09:44	2004/09/21 09:44
3		(CN1713/001-E) Standardised Railway Names and Abbreviations - 25/08/2004	pollyc	2004/08/25 15:28	2004/08/26 14:25
4		(CN1712/001-E) Organisation and Appointments - Project Division - 25/08/2004	pollyc	2004/08/25 15:27	2004/08/26 14:25
5		(CN1711/001-E) Organisation & Appointments - Operations Division - 25/08/2004	pollyc	2004/08/25 15:26	2004/08/26 14:25
6		(CN1710/001-E) MTRCL and KCRC to include Study on Express Rail Link in Merger Report - 20/08/2004	pollyc	2004/08/20 16:52	2004/08/26 14:25
7		(CN1710/001-C) MTRCL and KCRC to include Study on Express Rail Link in Merger Report - 20/08/2004	pollyc	2004/08/20 16:53	2004/08/26 14:25
8		(CN1709/001-E) Organisation & Appointments - Project Division - 18/08/2004	pollyc	2004/08/18 12:08	2004/08/26 14:25
9		(CN1708/001-E) Rail Sourcing Solutions (International) Limited - 17/08/2004	pollyc	2004/08/17 17:19	2004/08/26 14:25
10		(CN1707/001-E) Goodwill Ambassadors - 17/08/2004	pollyc	2004/08/17 17:21	2004/08/26 14:25
11		(CN1706/001-E) MTR Grand Award for Outstanding Contribution - 12/08/2004	pollyc	2004/08/13 14:31	2004/08/26 14:25
12		(CN1706/001-C) MTR Grand Award for Outstanding Contribution - 12/08/2004	pollyc	2004/08/13 14:32	2004/08/26 14:25
13		(CN1705/001-E) Organisation Charts - 28/07/2004	pollyc	2004/07/29 11:49	2004/08/26 14:25
14		(CN1704/001-E) Organisation & Appointments - Rolling Stock Maintenance Department - Operations Division - 27/07/2004	pollyc	2004/07/27 11:53	2004/08/26 14:25
15		(CN1703/001-E) Organisation and Appointment - Procurement & Contracts Department - 19/07/2004	pollyc	2004/07/19 17:30	2004/08/26 14:24
16		(CN1702/001-E) Organisation & Appointment -Finance Division - 19/07/2004	pollyc	2004/07/19 17:27	2004/08/26 14:25
17		(CN1701/001-E) Organisation & Appointments - Operations & Business Development - Staff Movement - 13/07/2004	pollyc	2004/07/13 11:34	2004/08/26 14:24
18		(CN1700/001-E) Standardised Railway Names and Abbreviations - 07/08/2004	pollyc	2004/07/09 11:40	2004/08/26 14:24
19		(CN1699/001-E) 2004 Annual Pay Review (Managerial Staff) - 07/07/2004	pollyc		
20		(CN1698/001-E) 2004 Annual Pay Review (Non-Managerial Staff) - 07/07/2004	pollyc		

Figure 70

Q3: "You do not have permission to login. Please contact your administrator." message is displayed when going to the logon page of VPN from a XP SP2 PC.


Address https://ive.mtr.com.hk/dana-na/auth/url_default/welcome.cgi
Go
Links

THIS IS A PRIVATE SYSTEM. UNAUTHORIZED ACCESS IS PROHIBITED.

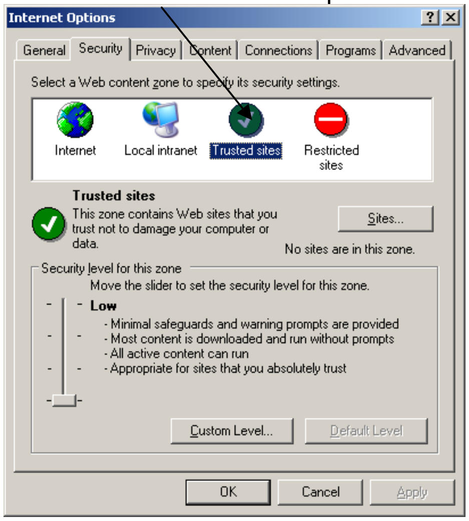
You do not have permission to login. Please contact your administrator.

Figure 71

A: This problem may occur when you connect to VPN from a XP SP2 PC. Following steps help to resolve the problem:

1. Clear the cookies by going to Internet Options of Internet Explorer-> Delete Cookies… (under General tab).
2. Clear temporary internet files by going to Internet Options of Internet Explorer -> Delete Files… (under General tab). Please remember to select "Delete all offline content" as well.

3. Go to Internet Options of Internet Explorer -> Security tab.
4. Click “Trusted Sites” as depicted below.



Select a Web content zone to specify its security settings.

Trusted sites
This zone contains Web sites that you trust not to damage your computer or data.

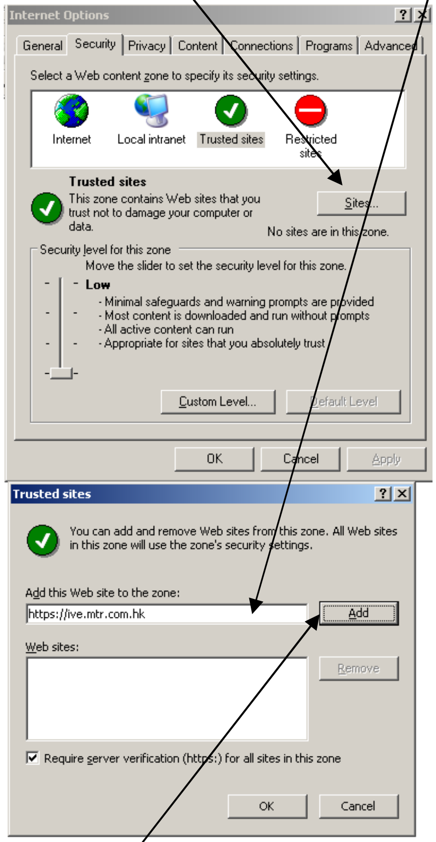
No sites are in this zone.

Security level for this zone
Move the slider to set the security level for this zone.

Low
- Minimal safeguards and warning prompts are provided
- Most content is downloaded and run without prompts
- All active content can run
- Appropriate for sites that you absolutely trust

Figure 72

5. Click “Sites…” and then enter https://ive.mtr.com.hk into the “Add this Web site to the zone:”



Select a Web content zone to specify its security settings.

Trusted sites
This zone contains Web sites that you trust not to damage your computer or data.

No sites are in this zone.

Security level for this zone
Move the slider to set the security level for this zone.

Low
- Minimal safeguards and warning prompts are provided
- Most content is downloaded and run without prompts
- All active content can run
- Appropriate for sites that you absolutely trust

You can add and remove Web sites from this zone. All Web sites in this zone will use the zone's security settings.

Add this Web site to the zone: https://ive.mtr.com.hk

Web sites:

☑ Require server verification (https:) for all sites in this zone

Figure 73

6. Click “Add” to add this site.
7. Click “OK” button to save and exit.
8. Restart Internet Explorer and re-logon VPN.

Q4: How can I change the VPN logon password?

A: To change the password, please follow the steps below.

1. Logon VPN as usual.
2. Click the “Preferences” as depicted below.

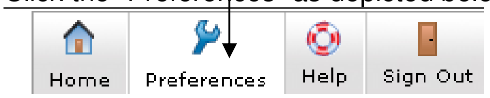


Figure 74

3. Click the “General” tab as depicted below.

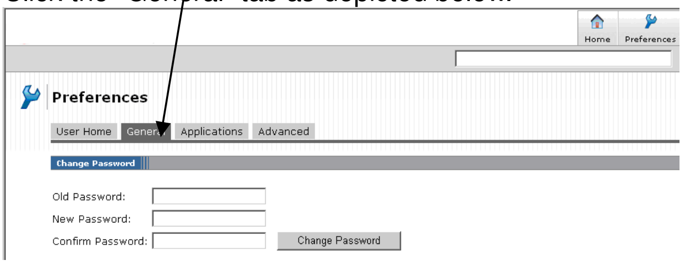


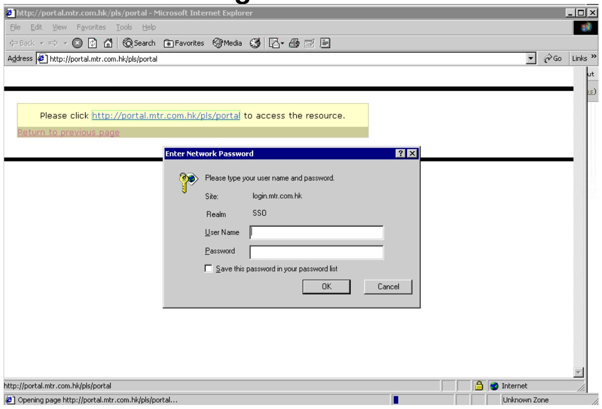
Figure 75

4. Enter your current password into the “Old Password” field, and then enter the new password into the “New Password” and “Confirm Password:” fields.
5. Click “Change Password” button to change the password.
6. If the change is successful, a successful message will be returned and displayed.

Q5: How to distinguish alphabets from numbers such as O and 0, I and 1, etc displayed on token?

A Apart from numbers 0 to 9, only alphabets “A”, “C”, “E”, “F”, “H” and “P” are used. So, it is very rare for you to mix up alphabets and numbers displayed on the SafeWord token.

Q6: Abnormal EIP logon page is displayed as follows and I cannot logon EIP ever after entering correct credentials.



http://portal.mtr.com.hk/pls/portal - Microsoft Internet Explorer

Address http://portal.mtr.com.hk/pls/portal

Please click http://portal.mtr.com.hk/pls/portal to access the resource.

Return to previous page

Enter Network Password

Please type your user name and password.

Site: login.mtr.com.hk

Realm SSO

User Name

Password

□ Save this password in your password list

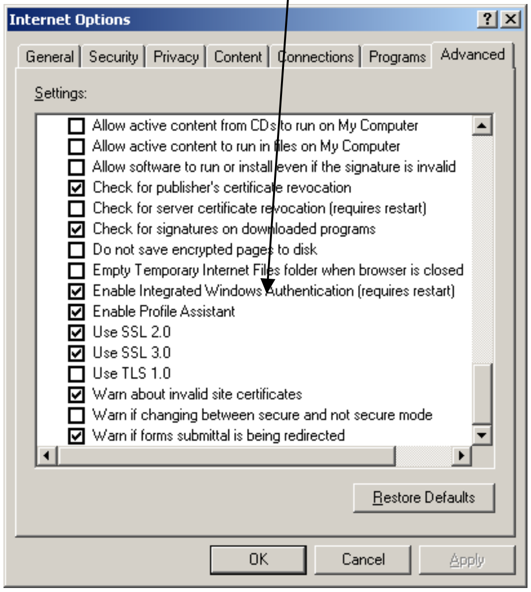
http://portal.mtr.com.hk/pls/portal

Opening page http://portal.mtr.com.hk/pls/portal...

Figure 76

A: It may be caused by disabling the "Enable Integrated Windows Authentication" option of IE. To enable the option, please follow the steps below.

1. Launch IE.
2. Go to Tools -> Internet Options -> Advanced tab.
3. Scroll down the list and find the "Enable Integrated Windows Authentication (requires restart)" check-box as depicted below and select it.



Internet Options

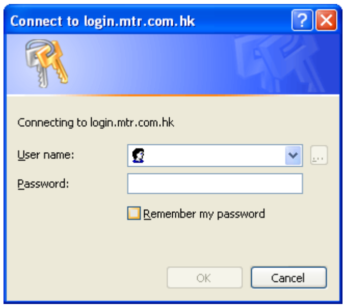
Settings:

- □ Allow active content from CDs to run on My Computer
- □ Allow active content to run in files on My Computer
- □ Allow software to run or install even if the signature is invalid
- ☑ Check for publisher's certificate revocation
- □ Check for server certificate revocation (requires restart)
- ☑ Check for signatures on downloaded programs
- □ Do not save encrypted pages to disk
- □ Empty Temporary Internet Files folder when browser is closed
- ☑ Enable Integrated Windows Authentication (requires restart)
- ☑ Enable Profile Assistant
- ☑ Use SSL 2.0
- ☑ Use SSL 3.0
- □ Use TLS 1.0
- ☑ Warn about invalid site certificates
- □ Warn if changing between secure and not secure mode
- ☑ Warn if forms submittal is being redirected

Figure 77

4. Restart your IE.
5. Logon VPN as usual and retry EIP again.

Q7: I was prompted with an authentication box as depicted below to authenticate against "Connect to login.mtr.com.hk" when opening either "Enterprise Information Portal – Text Mode" or "Enterprise Information Portal – Full Graphical Mode".



Connecting to login.mtr.com.hk

User name:

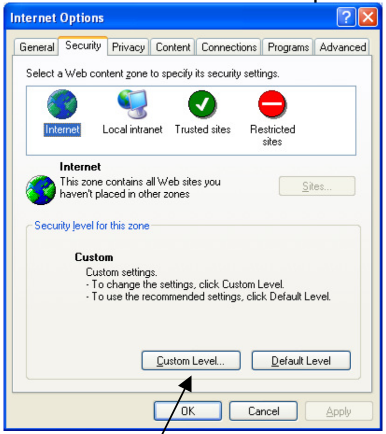
Password:

□ Remember my password

Figure 78

A: To solve the problem, you have to follow steps below to enable “Automatic logon with current username and password” of your IE.

1. Launch IE.
2. Go to Tools -> Internet Options -> Security tab -> Internet as depicted below.



Select a Web content zone to specify its security settings.

Internet

This zone contains all Web sites you haven't placed in other zones

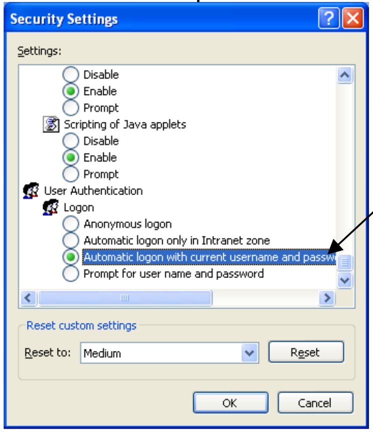
Security level for this zone

Custom

Custom settings.
- To change the settings, click Custom Level.
- To use the recommended settings, click Default Level.

Figure 79

3. Click “Custom Level”.
4. Scroll down the list box and then select “Automatic logon with current username and password” as depicted below.



Settings:

- ○ Disable
- ● Enable
- ○ Prompt
- Scripting of Java applets
  - ○ Disable
  - ● Enable
  - ○ Prompt
- User Authentication
  - Logon
    - ○ Anonymous logon
    - ○ Automatic logon only in Intranet zone
    - ● Automatic logon with current username and passw
    - ○ Prompt for user name and password

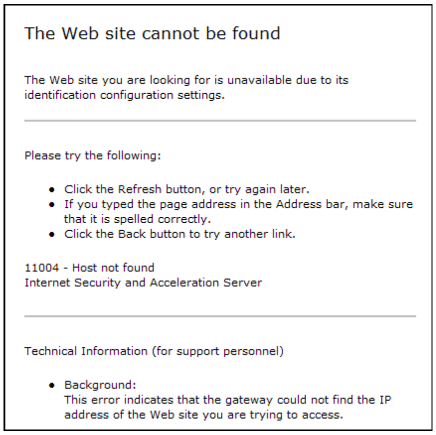
Reset custom settings

Reset to: Medium

Figure 80

5. Click “OK” button to save and close it.
6. Close your IE and retry.

Q8: I was prompted with error “The Web site cannot be found” when connecting to Enterprise Information Portal (EIP) as depicted below.



The Web site cannot be found

The Web site you are looking for is unavailable due to its identification configuration settings.

Please try the following:

- Click the Refresh button, or try again later.
- If you typed the page address in the Address bar, make sure that it is spelled correctly.
- Click the Back button to try another link.

11004 - Host not found
Internet Security and Acceleration Server

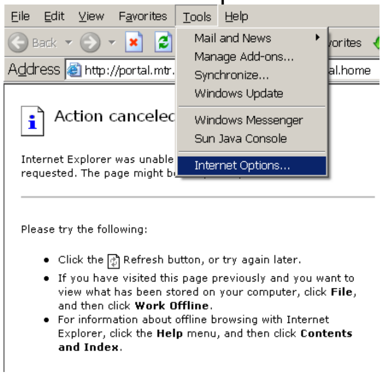
Technical Information (for support personnel)

- Background:
  This error indicates that the gateway could not find the IP address of the Web site you are trying to access.

Figure 81

A: This problem usually happens when the user is connecting to EIP from the location where proxy server is being used. The user has to enter following Fully Qualified Domain Name (FQDN) of Enterprise Information Portal (EIP) into the Exception list of his/her Internet Explorer (IE) by following the steps below.

1. Launch Internet Explorer (IE).
2. Select “Internet Options” from “Tools” of IE as depicted below.



Action cancelec

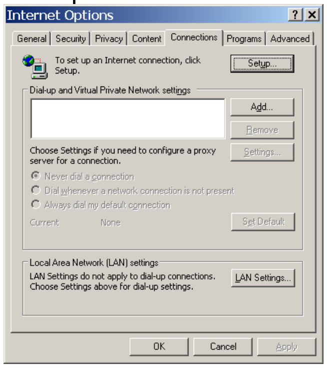
Internet Explorer was unable
requested. The page might b

Please try the following:

- Click the Refresh button, or try again later.
- If you have visited this page previously and you want to view what has been stored on your computer, click **File**, and then click **Work Offline**.
- For information about offline browsing with Internet Explorer, click the **Help** menu, and then click **Contents and Index**.

Figure 82

3. Go to “Connection” tab of “Internet Options”, and then click “LAN Settings” as depicted below.



To set up an Internet connection, click Setup.

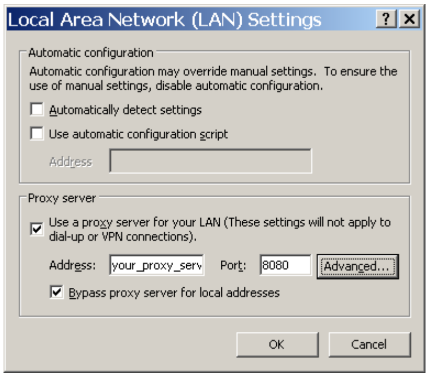
Choose Settings if you need to configure a proxy server for a connection.

Current None

LAN Settings do not apply to dial-up connections. Choose Settings above for dial-up settings.

Figure 83

4. Click “Advanced” button as depicted below.



Local Area Network (LAN) Settings

Automatic configuration

Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.

☐ Automatically detect settings

☐ Use automatic configuration script

Address:

Proxy server

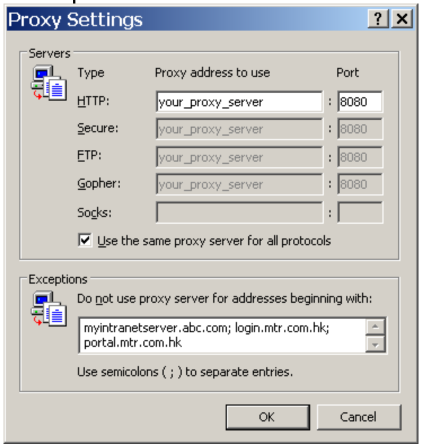
☑ Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).

Address: your_proxy_serv Port: 8080 Advanced...

☑ Bypass proxy server for local addresses

Figure 84

5. Append **login.mtr.com.hk** and **portal.mtr.com.hk** into the Exception box as depicted below.



Proxy Settings

Servers

Type	Proxy address to use	Port
HTTP:	your_proxy_server	8080
Secure:	your_proxy_server	8080
FTP:	your_proxy_server	8080
Gopher:	your_proxy_server	8080
Socks:		

☑ Use the same proxy server for all protocols

Exceptions

Do not use proxy server for addresses beginning with:

myintranetserver.abc.com; login.mtr.com.hk; portal.mtr.com.hk

Use semicolons (;) to separate entries.

Figure 85

6. Click "OK" button to save and return to IE.
7. Restart IE and try to access Enterprise Information Portal again.

Q9: Why do I fail to access majority of IS applications via VPN from Vista.

A: Successful formation of VPN session between your Vista and Corporate network does not mean that all network services are fully certified or tested on Microsoft Vista. If you fail to access a specific IS application, you may need to contact IT Help Desk to check if that IS application has been certified (or tested) to run on Microsoft Vista platform. When this version of user guide is released, all IS applications have not been tested on Microsoft Vista yet.

Q10: There are some problem when access IS application with Single Sign On.

A: Since weblink rewriting will be required to facilitate SSO function. If the specific pages or objects which don't support weblink rewriting will generate problem.

For workaround, you can open a new IE browser and enter the EIP link http://portal.mtr.com.hk by yourself (instead of click on EIP link from Bookmark page). This is a normal mode with no SSO function.

Q11: How to install or upgrade VPN client (WSAM) without local-administrative right on my PC?

A: There are two scenarios which need to install or upgrade your VPN client,
1: Login VPN for the first time VPN or
2: VPN firmwire version has been updated in server side.,
you must need local-administrative right to install the program. Otherwise, VPN Client (Windows secure Application manager) will not be able to be installed.

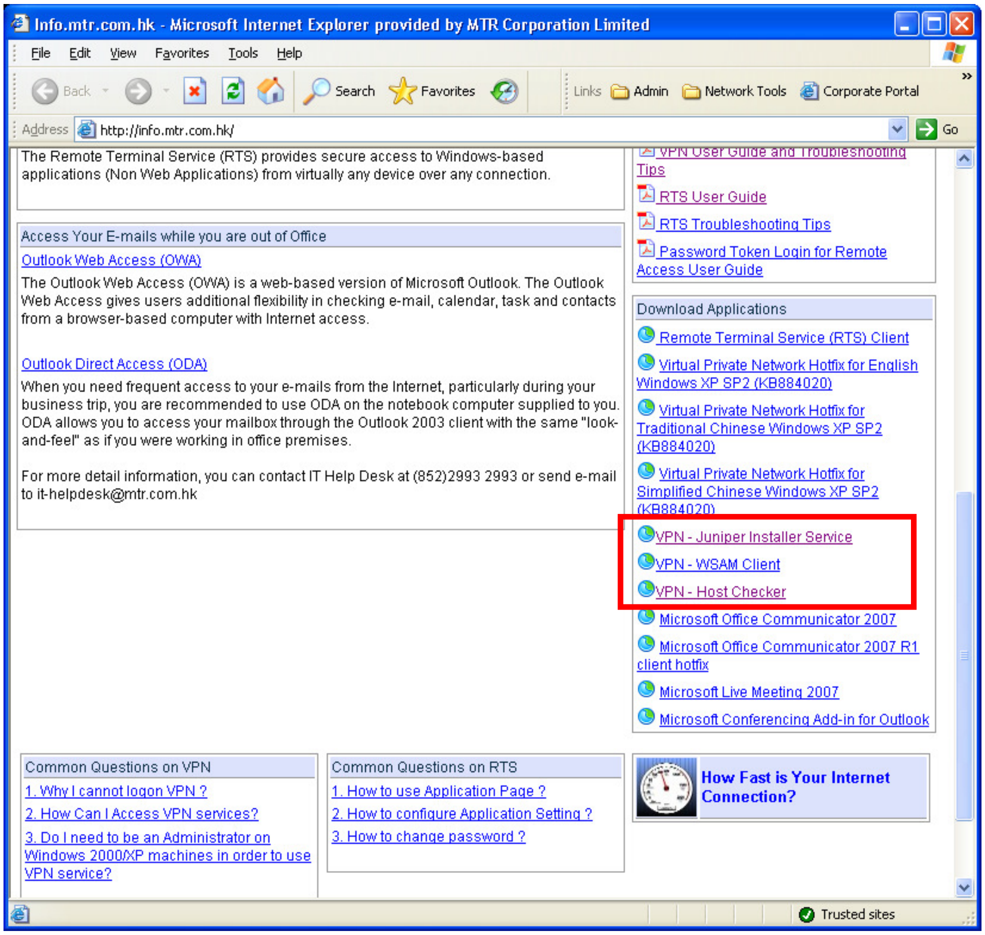
If you don't have the administrative privilege on your PC (i.e. you are running a managed PC within your company), **please consult your PC administrator to install the "Juniper installer service" to your PC.** You many download the file in here

Then, you can update your VPN client though next VPN login.

Once Juniper installer service is installed, you will be able to install or upgrade the VPN client automatically without administrative privilege in future.

Q12: Can I download the VPN client files for manual installation?

A: Yes, you can download the files in http://info.mtr.com.hk , under "Download Applications" Section


Info.mtr.com.hk - Microsoft Internet Explorer provided by MTR Corporation Limited
File Edit View Favorites Tools Help
Back
Search
Favorites
Links
Admin
Network Tools
Corporate Portal
Address
http://info.mtr.com.hk/
Go
Trusted sites

The Remote Terminal Service (RTS) provides secure access to Windows-based applications (Non Web Applications) from virtually any device over any connection.

Access Your E-mails while you are out of Office

Outlook Web Access (OWA)

The Outlook Web Access (OWA) is a web-based version of Microsoft Outlook. The Outlook Web Access gives users additional flexibility in checking e-mail, calendar, task and contacts from a browser-based computer with Internet access.

Outlook Direct Access (ODA)

When you need frequent access to your e-mails from the Internet, particularly during your business trip, you are recommended to use ODA on the notebook computer supplied to you. ODA allows you to access your mailbox through the Outlook 2003 client with the same "look-and-feel" as if you were working in office premises.

For more detail information, you can contact IT Help Desk at (852)2993 2993 or send e-mail to it-helpdesk@mtr.com.hk

VPN User Guide and Troubleshooting Tips
RTS User Guide
RTS Troubleshooting Tips
Password Token Login for Remote Access User Guide

Download Applications

Remote Terminal Service (RTS) Client
Virtual Private Network Hotfix for English Windows XP SP2 (KB884020)
Virtual Private Network Hotfix for Traditional Chinese Windows XP SP2 (KB884020)
Virtual Private Network Hotfix for Simplified Chinese Windows XP SP2 (KB884020)
VPN - Juniper Installer Service
VPN - WSAM Client
VPN - Host Checker
Microsoft Office Communicator 2007
Microsoft Office Communicator 2007 R1 client hotfix
Microsoft Live Meeting 2007
Microsoft Conferencing Add-in for Outlook

Common Questions on VPN

1. Why I cannot logon VPN ?
2. How Can I Access VPN services?
3. Do I need to be an Administrator on Windows 2000/XP machines in order to use VPN service?

Common Questions on RTS

1. How to use Application Page ?
2. How to configure Application Setting ?
3. How to change password ?

How Fast is Your Internet Connection?

11 Getting Help

If you come across any problem in accessing MTR Corporation network resources via VPN, you may call IT Help Desk at (852) 29932993 to log the fault for follow-up, or you can go to MTR extranet portal (http://info.mtr.com.hk) for quick reference and suggestion to commonly asked technical questions and problems.

http://info.mtr.com.hk is a central information portal for internet users to get user guide, troubleshooting tips, etc. for the internet services provided.   From this portal, you may find useful information and resolution to your problem.

Appendix A

Specified Antivirus Software

AhnLab V3 Internet Security 2008 Platinum (7.x)

AhnLab V3 Internet Security 7.0 Platinum Enterprise (7.x)

AntiVir PersonalEdition Classic Windows (7.x)

AntiVir/XP (6.x)

AntiVirusKit 2006 (2006.x)

avast! Antivirus (4.8.x)

avast! Antivirus (4.x)

avast! Antivirus Professional (4.8.x)

AVG Anti-Virus Free (8.x)

Avira AntiVir Personal – Free Antivirus (8.x)

Avira AntiVir PersonalEdition Premium (7.x)

Avira AntiVir Premium (8.x)

Avira AntiVir Premium (9.x)

Avira AntiVir Professional (8.x)

Avira Premium Security Suite (9.x)

BitDefender Antivirus 2008 (11.x)

BitDefender Antivirus 2009 (12.x)

BitDefender Internet Security 2008 (11.x)

BitDefender Internet Security 2009 (12.x)

BitDefender Total Security 2008 (11.x)

BitDefender Total Security 2009 (12.x)

CA Anti-Virus (9.x)

CA eTrust Antivirus (7.x)

CA eTrust Internet Security Suite AntiVirus (7.x)

ClamWin Antivirus (0.x)

ClamWin Free Antivirus (0.x)

COMODO Internet Security (3.5.x)

ESET NOD32 Antivirus (3.x)

ESET NOD32 Antivirus (4.x)

ESET Smart Security (3.x)

ESET Smart Security (4.x)

F-Secure Anti-Virus (7.x)

F-Secure Anti-Virus (8.x)

F-Secure Anti-Virus Client Security (6.x)

F-Secure Internet Security (7.x)

F-Secure Internet Security (8.x)

Kaspersky Anti-Virus 2009 (8.x)

Kaspersky Anti-Virus 7.0 (7.x)

Kaspersky Internet Security 7.0 (7.x)

Kaspersky Internet Security 8.0 (8.x)

Kaspersky Internet Security (9.x)

Kingsoft AntiVirus 2007 Free (2007.x)

McAfee VirusScan (11.x)

McAfee VirusScan (12.x)

McAfee VirusScan (13.x)

McAfee VirusScan Enterprise (7.0.0.x)

McAfee VirusScan Enterprise (7.1.0.x)

McAfee VirusScan Enterprise (7.5.0.x)

McAfee VirusScan Enterprise (8.0.0.x)

McAfee VirusScan Enterprise (8.7.x)

McAfee VirusScan Enterprise (8.x)

McAfee VirusScan Home Edition (7.x)

McAfee VirusScan Professional (8.x)

McAfee VirusScan Professional (8xxx)

McAfee VirusScan Professional (9.x)

McAfee VirusScan Professional Edition (7.x)

Norton 360 (Symantec Corporation) (1.x)

Norton 360 (Symantec Corporation) (2.x)

Norton 360 (Symantec Corporation) (3.x)

Norton AntiVirus (10.x)

Norton AntiVirus (14.x)

Norton AntiVirus (15.x)

Norton AntiVirus (16.x)

Norton AntiVirus 2004 Professional (10.x)

Norton AntiVirus 2004 Professional Edition (10.x)

Norton AntiVirus Corporate Edition (7.x)

Norton AntiVirus Corporate Edition 7.0 for Windows NT (7.x)

Norton Internet Security (16.x)

Norton Internet Security (7.x)

Norton Internet Security (8.0.x)

Norton Internet Security (8.x)

Norton Internet Security (9.x)

Norton Internet Security (Symantec Corporation) (10.x)

Panda Antivirus + Firewall 2008 (7.x)

Panda Antivirus 2008 (3.x)
Panda Antivirus Platinum (7.06.01.x)
Panda Antivirus Pro 2009 (8.x)
PC Tools AntiVirus 2008 (5.x)
PC Tools Internet Security [Antivirus] (6.x)
PC Tools Spyware Doctor [Antivirus] (6.x)
Rising Antivirus Network Edition (20.x)
Rising Antivirus Software AV (17.x)
Rising Antivirus Software AV (18.x)
Rising Antivirus Software AV (19.x)
Rising Antivirus Software AV (20.x)
Rising Antivirus Software AV (21.x)
Symantec AntiVirus (10.x)
Symantec AntiVirus (9.x)
Symantec AntiVirus Client (8.x)
Symantec AntiVirus Server (8.x)
Symantec AntiVirus Win64 (10.x)
Symantec AntiVirus 用戶端 (8.x)
Symantec Client Security (10.x)
Symantec Client Security (9.x)
Symantec Endpoint Protection (11.x)
ZoneAlarm (AntiVirus) (8.x)
ZoneAlarm Anti-virus (8.x)
ZoneAlarm Extreme Security Antivirus (8.x)
ZoneAlarm Security Suite (6.x)
ZoneAlarm Security Suite Antivirus (7.x)
ZoneAlarm Security Suite Antivirus (8.x)
卡巴斯基全功能安全軟件 2009 (8.x)
卡巴斯基反病毒 6.0 (6.x)
卡巴斯基反病毒 6.0 Windows 工作站 (6.0.x)
卡巴斯基反病毒 Personal (5.0.x)
卡巴斯基反病毒 Personal (5.0.x)
江民殺毒軟件 KV2008 (11.x)
江民殺毒軟件 KV2009 (12.x)
瑞星殺毒軟件網絡版 AV (19.x)
金山毒霸 2008 (2008.x)
金山毒霸 2009 (2009.x)

Appendix B

Firewall Software

AhnLab V3 Internet Security 2007 (7.x)

AhnLab V3 Internet Security 2007 Platinum (7.x)

AhnLab V3 Internet Security 2008 Platinum (7.x)

AVG 8.0 [Firewall] (8.x)

AVG Firewall (7.x)

Avira Premium Security Suite (7.x)

Avira Premium Security Suite (9.x)

BitDefender 8 Professional Plus (8.x)

BitDefender 9 Internet Security (9.x)

BitDefender Internet Security 2008 (11.x)

BitDefender Internet Security 2009 (12.x)

BitDefender Total Security 2008 (11.x)

BitDefender Total Security 2009 (12.x)

COMODO Firewall Pro (3.x)

COMODO Internet Security (3.x)

ESET Smart Security (3.x)

ESET Smart Security (4.x)

F-Secure Anti-Virus Client Security - Internet Shield (6.x)

Kaspersky Internet Security (7.x)

Kaspersky Internet Security (8.x)

McAfee Desktop Firewall (8.0.x)

McAfee Desktop Firewall (8.5.x)

McAfee Host Intrusion Prevention (7.x)

McAfee Personal Firewall (10.x)

McAfee Personal Firewall (8.x)

McAfee Personal Firewall (9.x)

McAfee Personal Firewall Express (5.x)

McAfee Personal Firewall Plus (5.x)

McAfee Personal Firewall Plus (6.x)

McAfee Personal Firewall Plus (7.x)

Microsoft Windows Firewall (7)

Microsoft Windows Firewall (Vista)

Microsoft Windows Firewall (XP SP2+)

Microsoft Windows Internet Connection Firewall (XP SP1)

Microsoft Windows TCP/IP Packet Filtering (Windows 2000)

Norton 360 (Symantec Corporation) (1.x)

Norton 360 (Symantec Corporation) (2.x)
Norton 360 (Symantec Corporation) (3.x)
Norton AntiVirus (14.x)
Norton AntiVirus (Symantec Corporation) (15.x)
Norton Internet Security (16.x)
Norton Internet Security (Symantec Corporation) (10.x)
Norton Internet Security (Symantec Corporation) (7.x)
Norton Internet Security (Symantec Corporation) (15.x)
Norton Internet Security 2006 (Symantec Corporation) (9.x)
Norton Personal Firewall (Symantec Corporation) (7.x)
Norton Personal Firewall 2006 (Symantec Corporation) (8.x)
Panda Antivirus + Firewall 2007 (6.x)
Panda Antivirus + Firewall 2008 (7.x)
Panda Endpoint Protection Firewall (5.x)
Panda Internet Security 2007 (11.x)
Panda Internet Security 2008 (12.x)
Panda Internet Security 2009 (14.x)
PC Tools Firewall Plus (3.x)
PC Tools Firewall Plus (4.x)
PC Tools Firewall Plus (5.x)
PC Tools Internet Security [Firewall] (3.x)
PC Tools Internet Security [Firewall] (4.x)
PC-cillin 2002 (9.x)
PC-cillin 2003 (10.x)
Symantec Client Security (10.x)
Symantec Client Security (9.x)
Symantec Endpoint Protection (11.x)
Trend Micro Internet Security (11.x)
Trend Micro Internet Security (16.x)
Trend Micro Internet Security (17.x)
Trend Micro PC-cillin Internet Security 2007 (15.x)
Windows Live OneCare (1.x)
Windows Live OneCare (2.x)
ZoneAlarm (6.x)
ZoneAlarm Anti-Spyware Firewall (7.x)
ZoneAlarm Anti-virus (6.x)
ZoneAlarm Anti-virus Firewall (7.x)
ZoneAlarm Anti-virus Firewall (8.x)

ZoneAlarm Extreme Security FW (8.x)
ZoneAlarm Firewall (8.x)
ZoneAlarm Pro (5.x)
ZoneAlarm Pro (6.x)
ZoneAlarm Pro Firewall (7.x)
ZoneAlarm Pro Firewall (8.x)
ZoneAlarm Security Suite (5.x)
ZoneAlarm Security Suite (6.x)
ZoneAlarm Security Suite FW (7.x)
ZoneAlarm Security Suite FW (8.x)
ZoneAlarm with Antivirus (5.x)
卡巴斯基互聯網安全套裝(6.x)

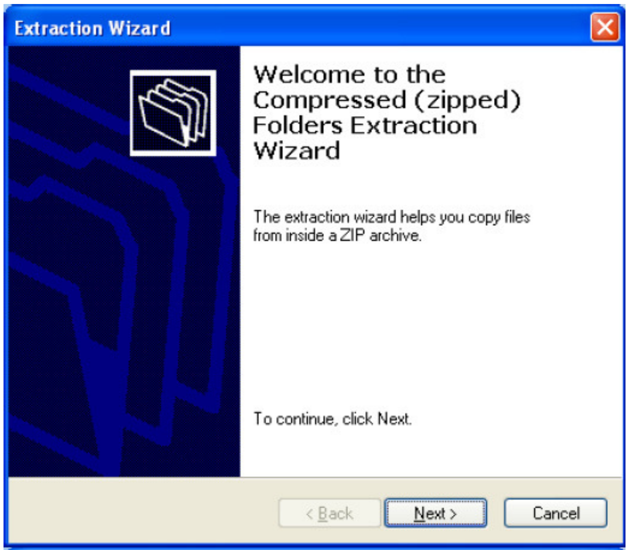
Appendix C

Software Token User Guide

1. Obtain a Software Token package from IT Helpdesk (file name format: mobilepass400xxxx.zip)

2. Copy to PC running with windows operation system.

3. Unzip the package.

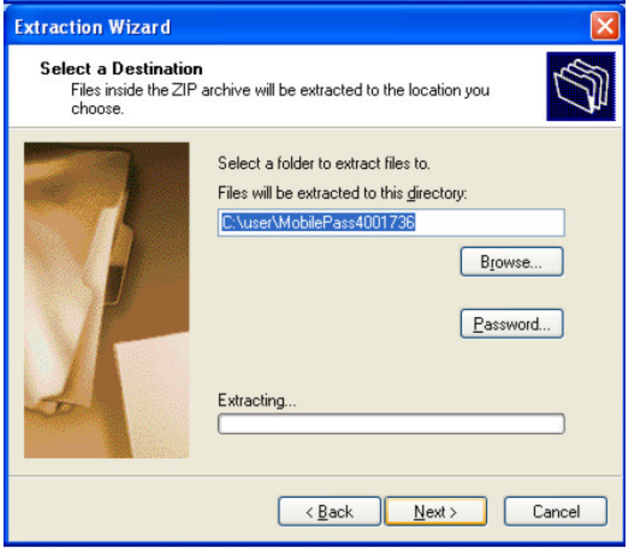


Extraction Wizard

Welcome to the Compressed (zipped) Folders Extraction Wizard

The extraction wizard helps you copy files from inside a ZIP archive.

To continue, click Next.



Extraction Wizard

Select a Destination

Files inside the ZIP archive will be extracted to the location you choose.

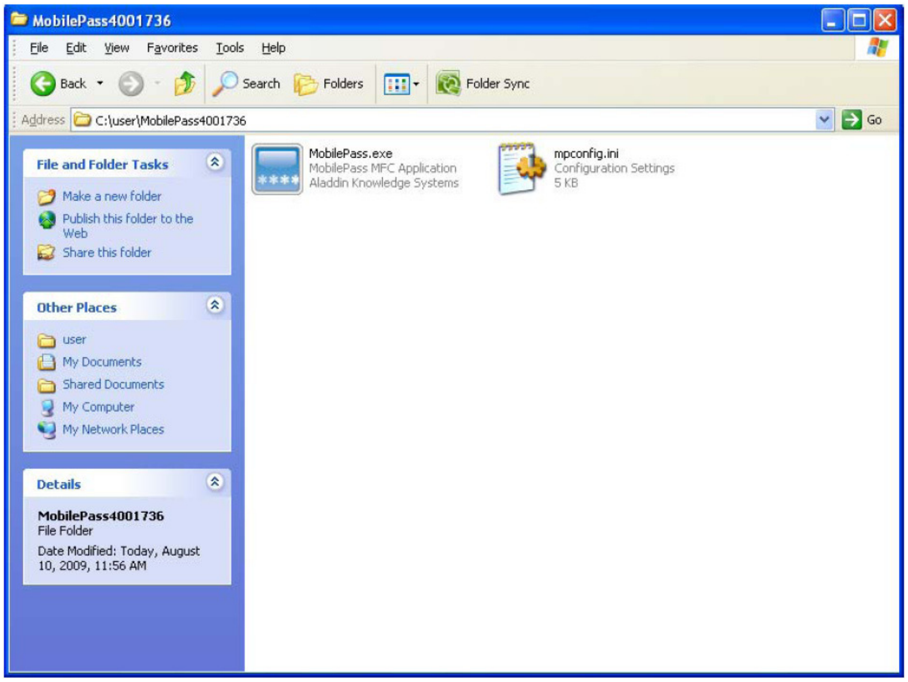
Select a folder to extract files to.

Files will be extracted to this directory:

C:\user\MobilePass4001736

Extracting...

4. There are two files inside the software token folder.
    - Mobilepass.exe (software token program)
    - Mpconfig.ini (parameter file)

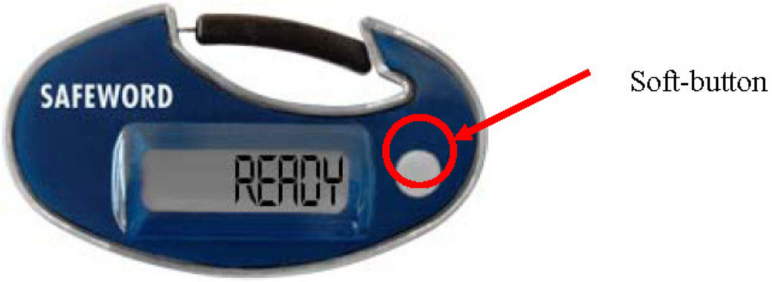


MobilePass4001736
File Folder
Date Modified: Today, August 10, 2009, 11:56 AM

MobilePass.exe
MobilePass MFC Application
Aladdin Knowledge Systems

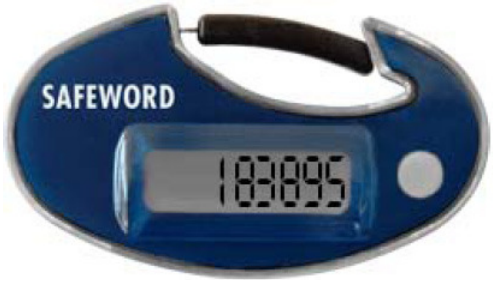
mpconfig.ini
Configuration Settings
5 KB

5. Dobule-click the mobilepass.exe to launch software token.

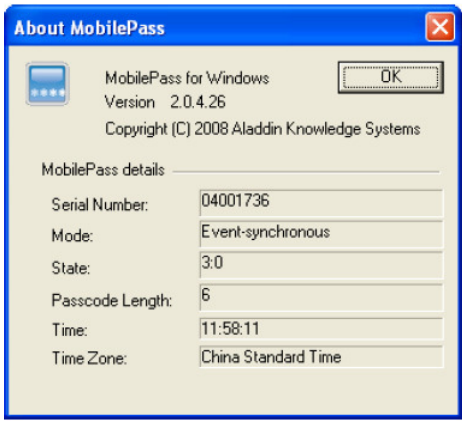


Soft-button

6. Press the soft-button to generate new OTP passcode. The operation is exactly the same as hardware token.



7. To obtain detail software token information for further troubleshooting (if necessarey). Right-click and select “about”



About MobilePass

MobilePass for Windows
Version 2.0.4.26
Copyright (C) 2008 Aladdin Knowledge Systems

MobilePass details

Serial Number:	04001736
Mode:	Event-synchronous
State:	3:0
Passcode Length:	6
Time:	11:58:11
Time Zone:	China Standard Time