



Axon and Salt Remote Access Solution

The Axon and Salt remote access solution provides AIHW staff the ability to work remotely using personal laptops and desktop computers. AIHW's Axon web portal is used to form an authorized encrypted secure tunnel between the client devices to AIHW. The Salt Server creates a temporary virtual desktop similar to AIHW's internal desktop experience.

Guides and software for Remote Access are stored on <https://www.aihw.gov.au/remote>

Requirements

To connect to the Axon remote access solution, you will need:

- AIHW RSA Secure Token assigned.
- Access granted to utilize the Salt Desktop pool.
- Chrome internet browser with a stable internet connection.

**Due to resource and technical limitations, Axon should not be used in conjunction with the Direct Access laptop remote access solution.*



Summary of Connection steps

1. Log into the Axon VPN tunnel.
2. Set a Pin for your RSA Secure ID
3. Install the Axon VPN client
4. Connect to the Axon VPN.
5. Install the Horizon Desktop client.
6. Connect to Salt Horizon Desktop Server.

**NB: Once these initial steps have been undertaken, to connect to the Axon and Salt servers you will only need to undertake steps 1, 4 and 6 on this personal device.*

Axon Remote Access

Step 1 – Axon Link

The alternative to installing the BIG-IP Edge Client and logging into the application directly, we can do this via the browser. Navigate to <https://axon.aihw.gov.au>

Step 2 – Logging into Axon

Login with your:

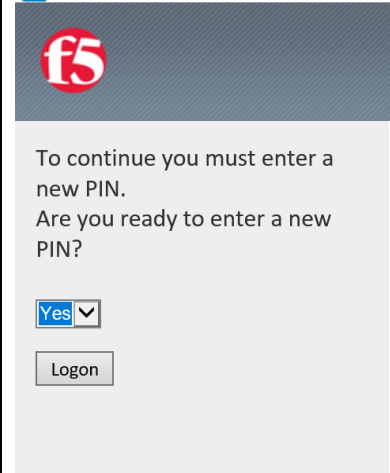
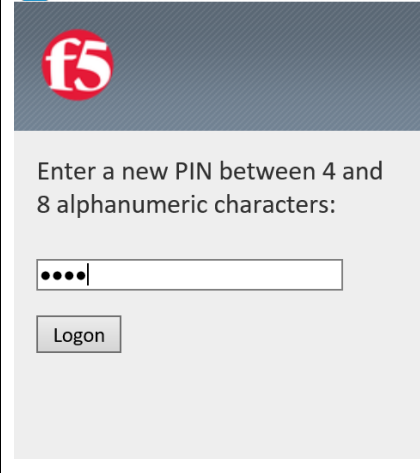
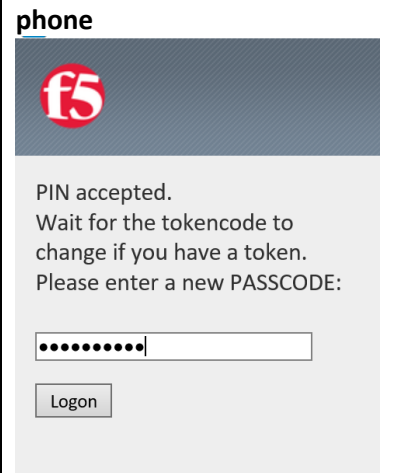
- AIHW Username
- AIHW Password
- RSA SecureID



Your SecureID is made up of a 4 to 8 digit pin followed by your 6 digit RSA Secure Token
Please see the guide on XXX if needing to set this up.

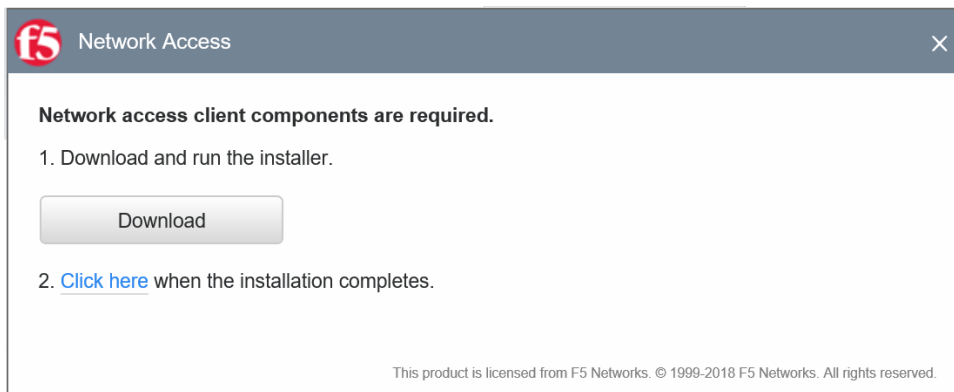
Step 3 – Setting a PIN

If this is the first time you have used your RSA token you will be prompted to set up a new pin.
Select **Yes** and follow the prompts:

<p>2 Select Yes - Click Logon</p> 	<p>3 Enter in Personal PIN – Click Logon</p> 	<p>4 Enter in PIN+Passcode on phone</p> 
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Step 4 – Downloading F5

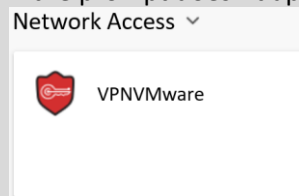
After Login, you will receive a Download page, select **Download**.



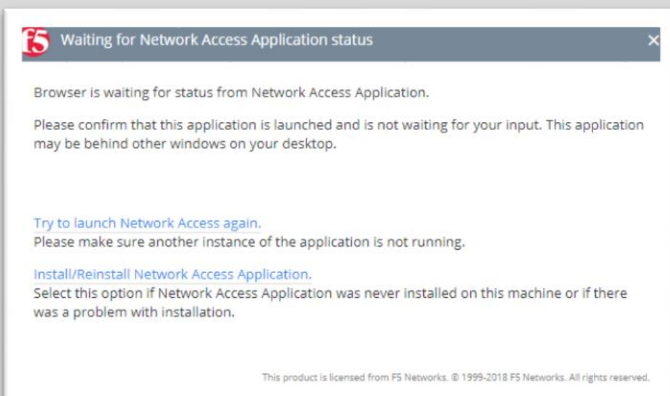
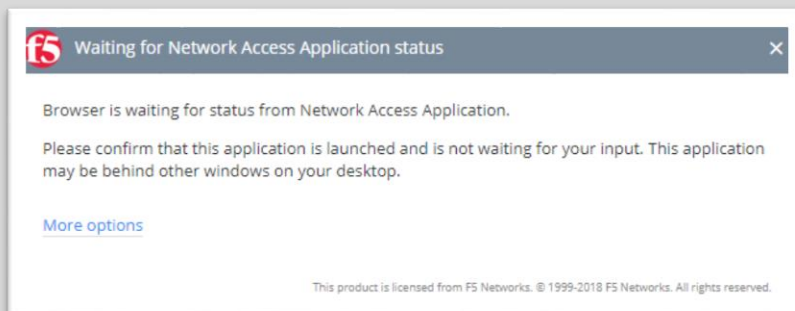
Note: After you've performed the below steps, the VPN should automatically boot up the next time you complete step 3.

Troubleshooting Tip:

If the prompt doesn't appear, double click the **VPNVMWare** box under Network Access



Select **More Options > Install/Reinstall Network Access Application**



Then click **Download**

Axon and Salt Remote Access Guide (Alternative Method) – V7

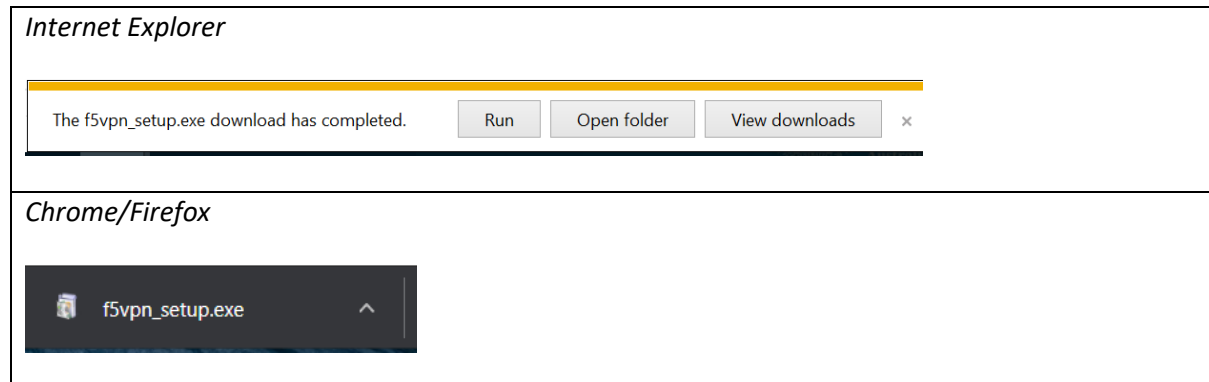
The Australian Institute of Health and Welfare.

For Support, please contact the ICT Service Desk on **02 6244 1234**

Step 5 – Installing F5

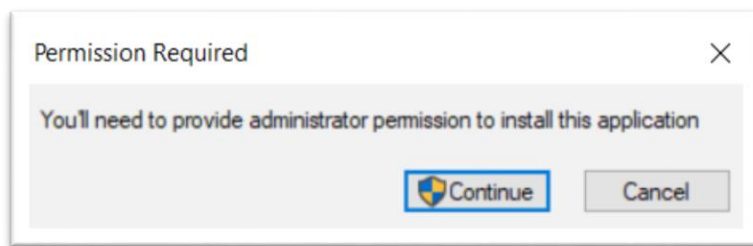
Once the download has completed, double click (or Run) the **f5vpn_setup.exe** file

Note: This will look different depending on the browser you're using. Check your Downloads folder if unable to locate.



Step 6 – Installing F5

When the application requests permissions to install, click Continue.



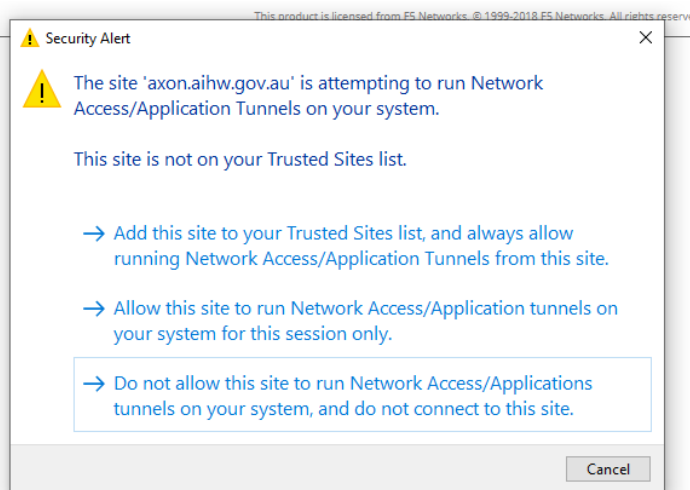
Another popup may request you to make changes to your computer. Select **Yes**
Back in the browser, select "**Click Here** when the installation completes"

The next time you log into the axon link, your VPN session will begin without the need to re-install.

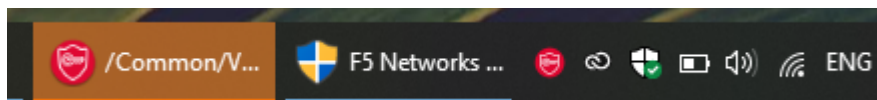
Connecting to the Axon VPN

After authenticating through the Axon Gateway, with the F5 VPN client already installed, the browser will prompt you to connect. From the pop up that appears at the bottom of the screen, select **Open F5 Networks VPN**

A security Alert may appear. Choose **“Add this site to your Trusted Site list, and always allow running Network Access/Application Tunnels from this site.”**



The browser may generate a flashing popup window temporarily while it completes the connection.



Your computer will request permission for the **“F5 Networks Network Access Helper”** to make changes to your device. Select **Yes** to allow the computer to connect to the Axon F5 VPN.

**Note: the pop up may be hidden behind other tabs.*

How do I know the VPN Has Connected.

The Axon F5 VPN client connection can be checked by double clicking on the **Red Shield** in your system tray.

A screenshot of the F5 VPN client connection details window. The window has a dark blue header with the 'f5' logo. Below the header, it shows a green circle and the word 'Connected'. In the top right corner, there is a 'Disconnect' button and the text 'Connection duration: 00:09:51'. The main area contains a table with traffic statistics.

Traffic Type	Sent	Compression	Received	Compression
Network Access				
- Network Tunnel	52.74 KB	0%	20.85 KB	0%
- Optimized Applications	0 B	0%	0 B	0%
Total	52.74 KB	0%	20.85 KB	0%

At the bottom left of the window, there is a '+ Show details' link.

**TIP: You can double click the F5 VPN client again to minimize the connection details.*



When you need to end the VPN session, close the pop up window or right click the icon and select **Terminate session**. Return to <https://axon.aihw.gov.au> and log in to restart the VPN connection.

Salt Horizon Desktop Server

After connecting to the Axon F5 VPN, there are two ways to access the Salt Virtual Desktop pool.

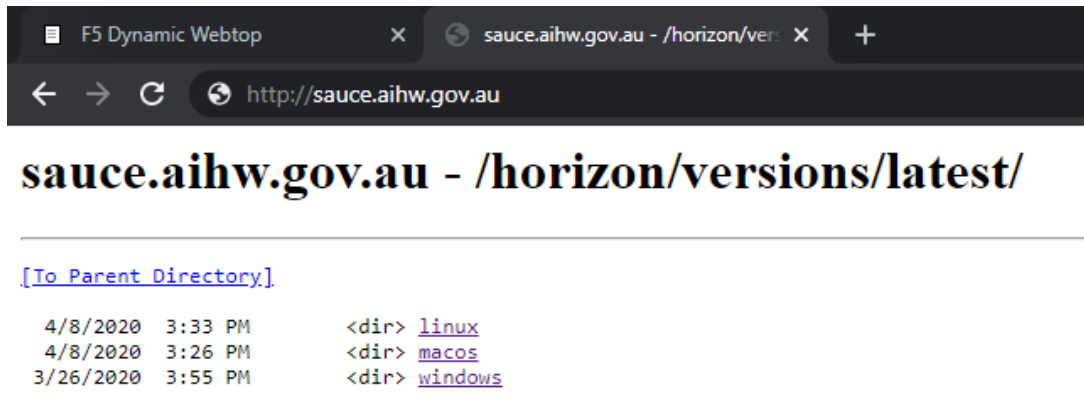
1. Via Horizon Desktop client application (*recommended*)
2. Via Horizon HTML client in Chrome.

To download the Horizon Desktop Client application and access the Salt Server you must first make sure you are connected to the Axon VPN using your AIHW login credentials and RSA Secure ID. You may need to return to <https://axon.aihw.gov.au> to reconnect to the VPN if your session has been idle for too long.

5. Install the Horizon Desktop Client

While connected to the Axon VPN browse to: <http://sauce.aihw.gov.au>

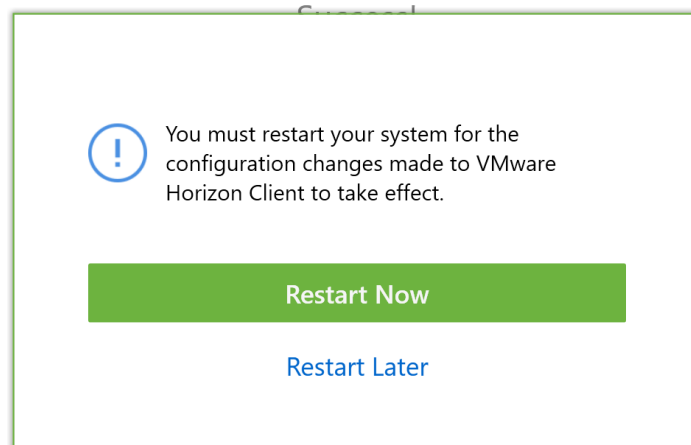
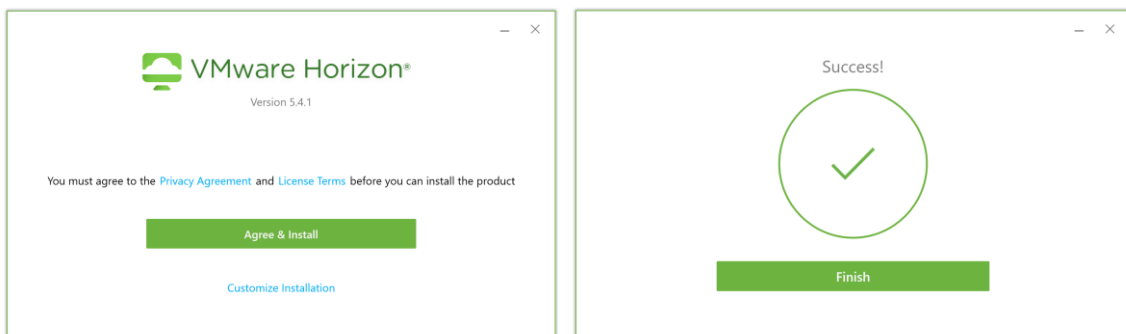
Select your **Operating System** version.



Then click the [VMware-Horizon-Client-\[Version\].exe](#) link to download the installer.

230602680 [VMware-Horizon-Client-5.4.1-15897311.exe](#)

Once the download has complete, launch the executable and follow the prompts to complete the install.



Axon and Salt Remote Access Guide (Alternative Method) – V7

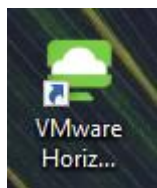
The Australian Institute of Health and Welfare.

For Support, please contact the ICT Service Desk on **02 6244 1234**

6. Connect to Salt via the Desktop Client.

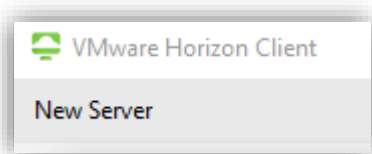
To connect to Salt you need to be connected to the Axon F5 VPN (See **Step 1.** and **Step 4**),

Launch the VMware Horizon Client application from your desktop.

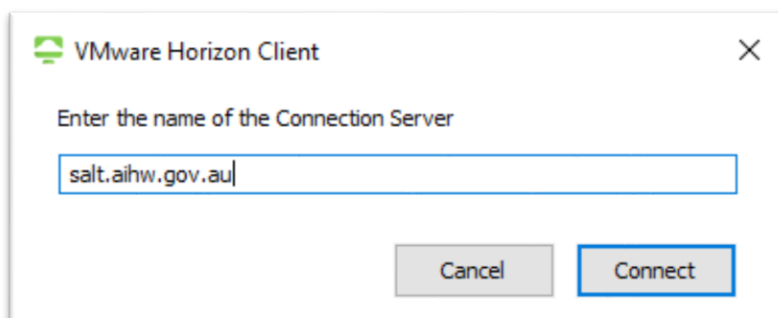


The first time you log in, the client will require you to enter a “New Server” address.

Click **New Server**.

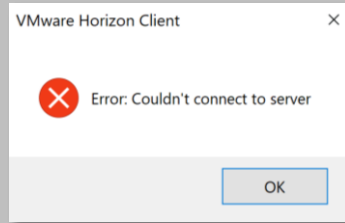


Enter **salt.aihw.gov.au** and then click **Connect**.

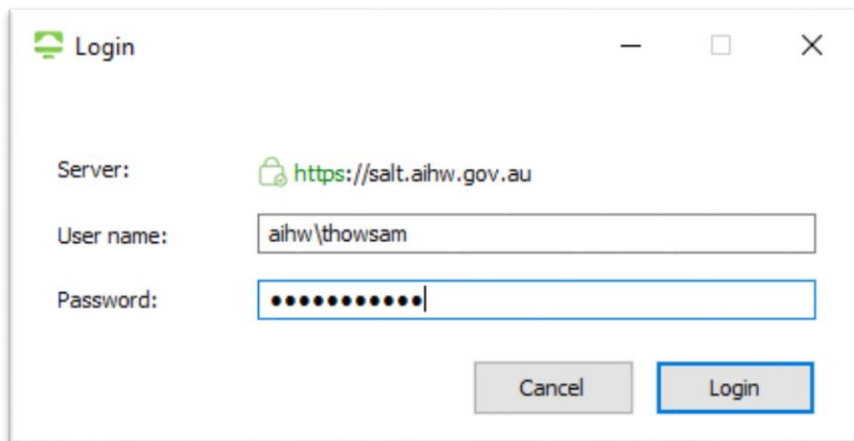


Trouble Shooting Tip:

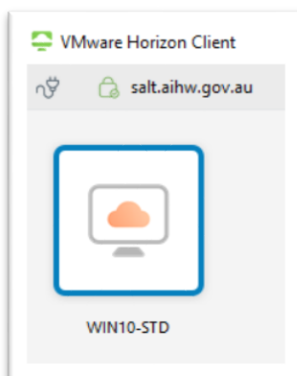
If you get the error below, check your connection to Axion F5 VPN by opening the F5 VPN Icon from your system tray. If necessary log back in, via Chrome to <https://axon.aihw.gov.au>

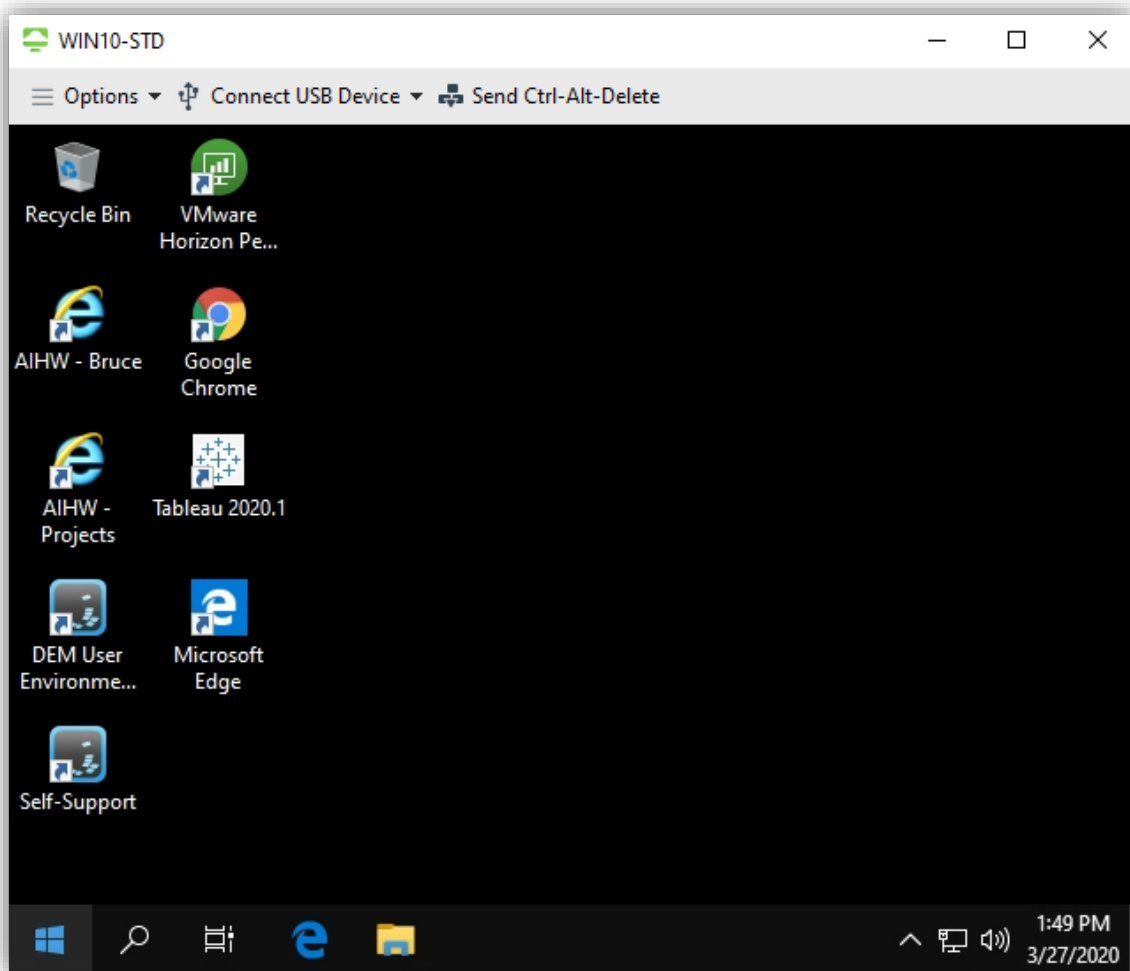


Enter your login credential which will be your aihw\username and password.



Double click the desktop pool swatch **Win10-STD** to launch the remote Virtual Desktop session.

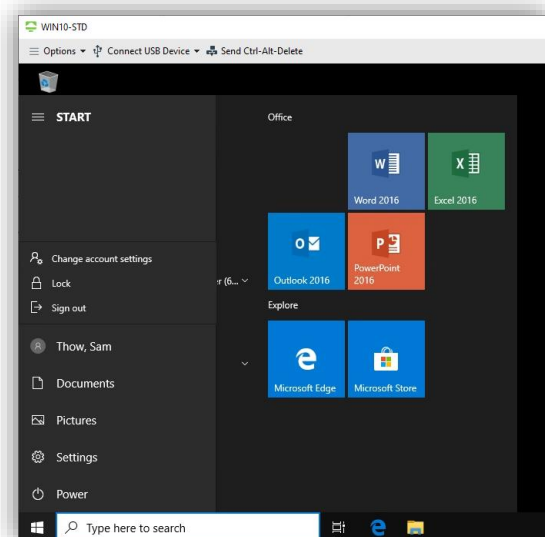




NB: Please be aware that this VM is made available until you log off. When “Disconnecting” from the remote session (or closing the desktop client window) your remote desktop session will continue to run for 12 hours. If you no longer need the session during this time please **sign out of the virtual desktop via the remote sessions **start menu**.*

When logging in again a new Virtual Desktop is created for your session with access to your home and network drives.

*Please take special care that your files are saved to your home drive or the network share. **Any data stored on the local disk is cleared when you sign out and cannot be retrieved.***

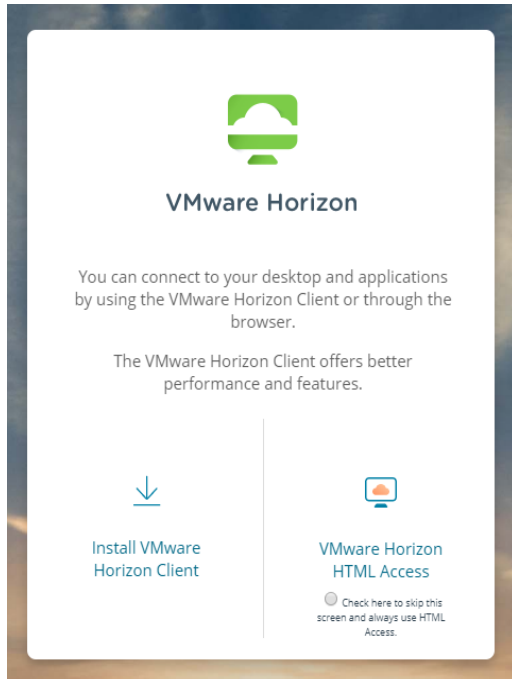


Alternative access to Salt via the HTML client

To access the HTML client first make sure you are connected to the Axon VPN using your AIHW login credentials and RSA Secure ID. You may need to return to <https://axon.aihw.gov.au> to reconnect to the VPN if your session has been idle for too long.

The HTML client can be accessed from Chrome by going to <https://salt.aihw.gov.au>

Note: This site is only accessible while connected to the VPN



From the Bottom right of the window select **VMware Horizon HTML Access** to log into the **Salt HTML Client**.

