

# General IT

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# DrayTek SmartVPN for Remote Dial-In Users

You are able to utilise a remote dial-in user to connect yourself to a remote network. Doing so allows you to work as if you were at that site in most cases.



Calculus support and offer this service where the routers are leased from us, simply send a request to the [support team](#).

## Installing the App

Download the [SmartVPN Client](#) from the DrayTek website for your platform.

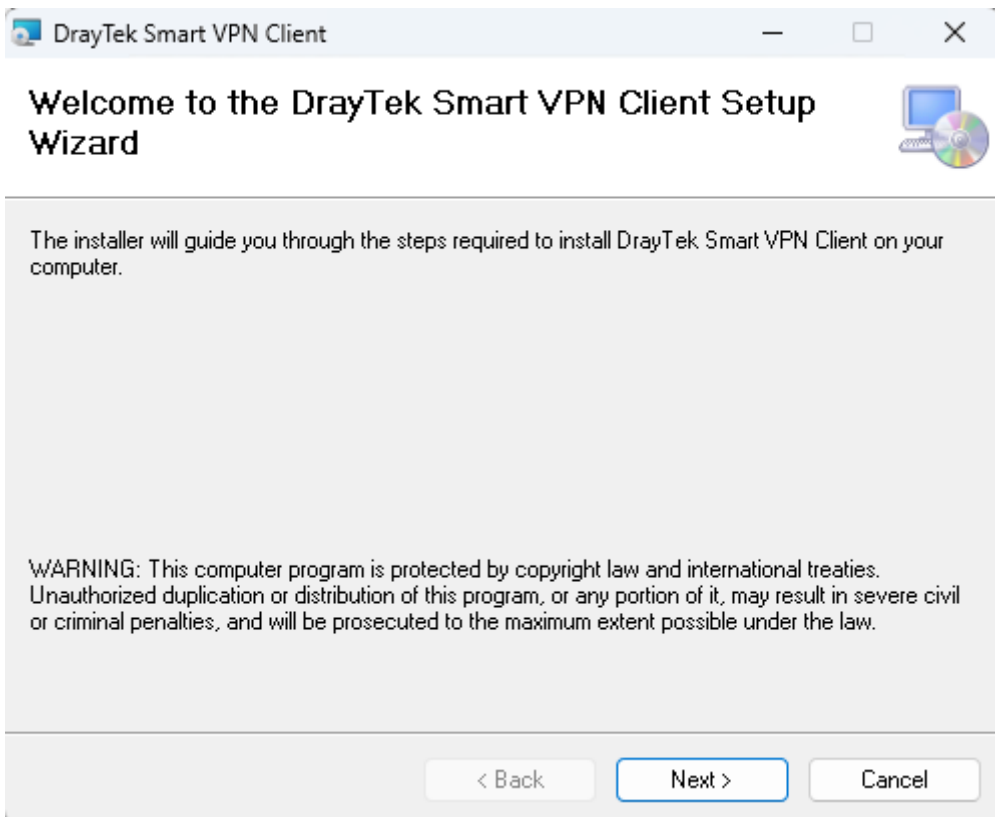
Calculus can only provide support for Windows applications, but others do work. This guide covers Windows setup only.

Once you have downloaded the zip file, extract it to your desired location. You'll be presented with 2 files:

 SmartVPNClient_5.7.1	15/09/2025 16:32	Application
 SmartVPNClient_5.7.1	15/09/2025 16:32	Windows Installer Package

Run (by double-clicking) the `SmartVPNClient_X.X.X.msi` where `X.X.X` is the downloaded version. The file is a *Windows Installer Package* and is highlighted above. You will need administrative rights to install this.

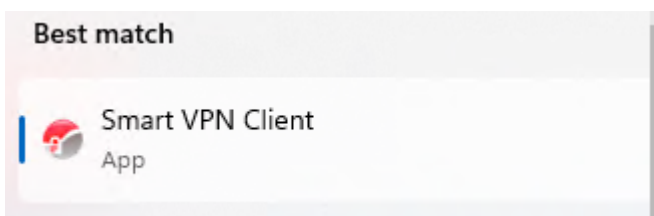
You will be presented with the following screen, press `Next`.



This will install the app, once completed press the `Close` button.

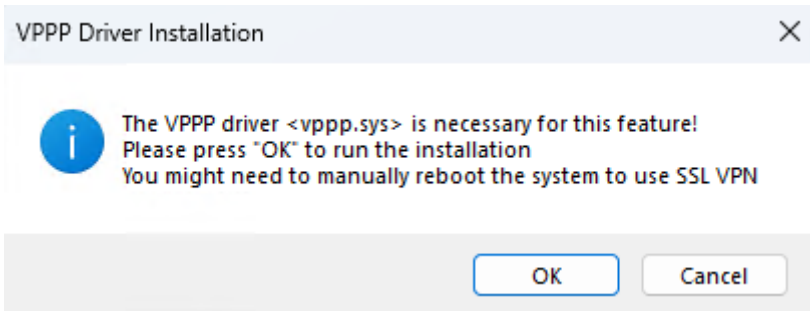
## Running the App

You'll find a `Smart VPN Client` in your start menu, click to open and run.



## First Run

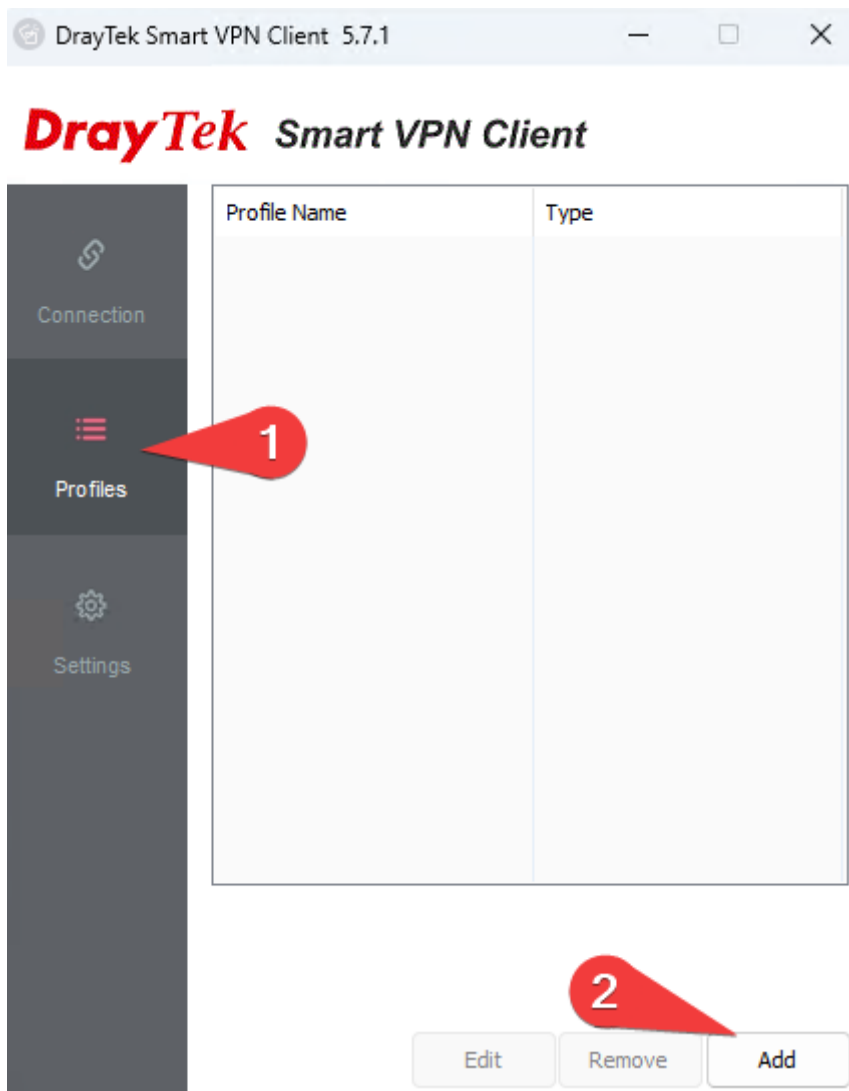
The first time you run the application, you may be prompted to install the VPPP driver "`vppp.sys`" - press `OK` to install, it is a required feature for some VPN types.



## Configuring a VPN Profile

You can have multiple VPN profiles, but may only be connected to one at once.

Select **Profiles** on the left-hand side, and press the **Add** button.



Enter a sensible profile name, this is purely what you will select to connect to.

The details below are for our most commonly used VPN types. If you need another type, details will be provided to you as required.

### Server Information

These details will be provided to you by the support team. Select the relevant type. Typically, SSL VPN or IPsec VPN types are what is used.

### VPN Information

These details will also be provided to you by the support team, enter them in the relevant fields. If using mOTP and SSL, the token and PIN will be provided to you.

You may opt to remember your credentials here, which will mean you do not have to enter them every time. Make sure you turn off `Always Prompt for Credentials` if you do.

### IP Property

Only make changes in here if expressly instructed.

### Advanced Options

Only make changes in here if expressly instructed.

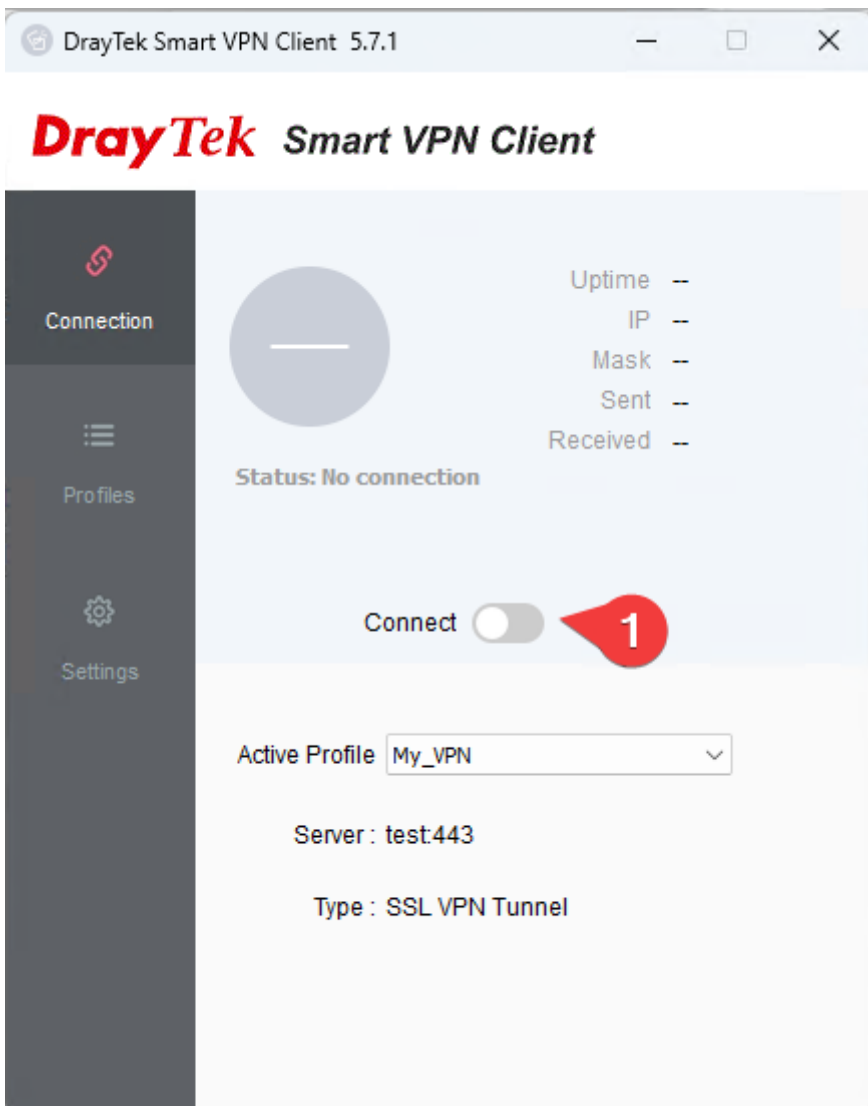
The screenshot shows the 'Edit Profile' dialog box with the following fields and options:

- Profile Name:** My VPN
- Server Information:**
  - Type:** SSL VPN Tunnel
  - IP or Hostname:** Enter IP address or Hostname : 443
  - Port Knocking:**
- VPN Information:**
  - Authentication Type:** Username and Password
  - User Name:** Max: 128 characters
  - Password:** Max: 128 characters
  - Remember My Credentials:**
  - Always Prompt for Credentials:**
- IP Property:**  (collapsed)
- Advanced Options:**  (collapsed)
- Buttons:** OK, Cancel

## Connecting to the VPN

Once your profile is setup, you can then connect to it.

On the connect tab, ensure your `Active Profile` is selected in the dropdown, and toggle the `Connect` button.



If this errors at all, please ensure you provide the support team with the error for diagnosing the issue.

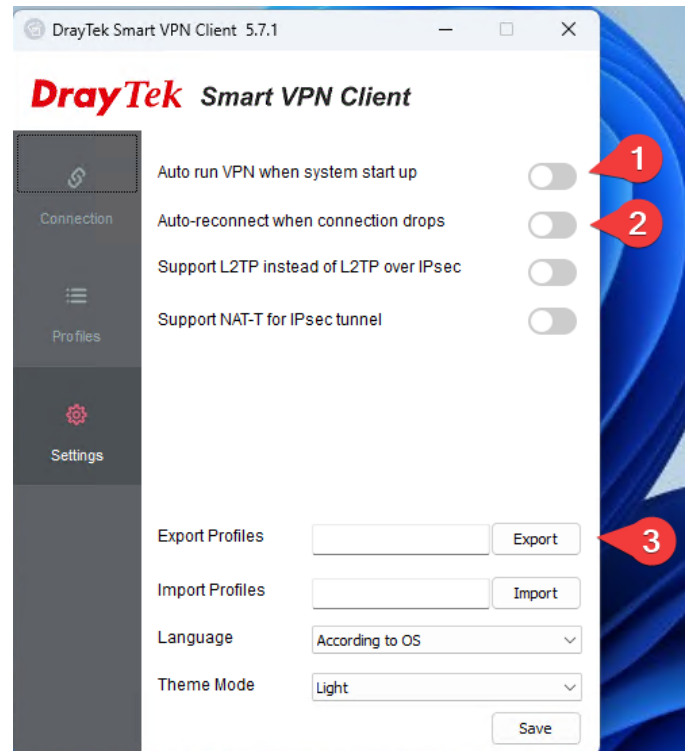
## Other Useful Settings

These can only be changed when you do not have a VPN connected.

1. Enable this option to have the Smart VPN Client start with your system.

2. Enable this option to have the Smart VPN Client attempt to reconnect in the event your VPN loses connection at all.

3. Press **Export** to save your profiles for importing elsewhere. This may be useful for when you are moving to a new PC for example. Note that the credentials will require inputting again, they are not transferred for security reasons.



# Setting up Google API for Routing and Mapping

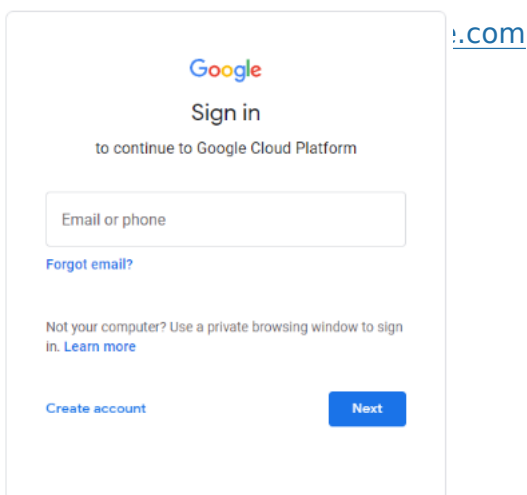
## Introduction

These instructions are designed to guide customers through obtaining a Google API Key, which is then used through NCompass to use the mapping feature.

## Adding Google API's to Google Account

### Create User / Sign In

Open an internet browser on your computer and go to the following URL:

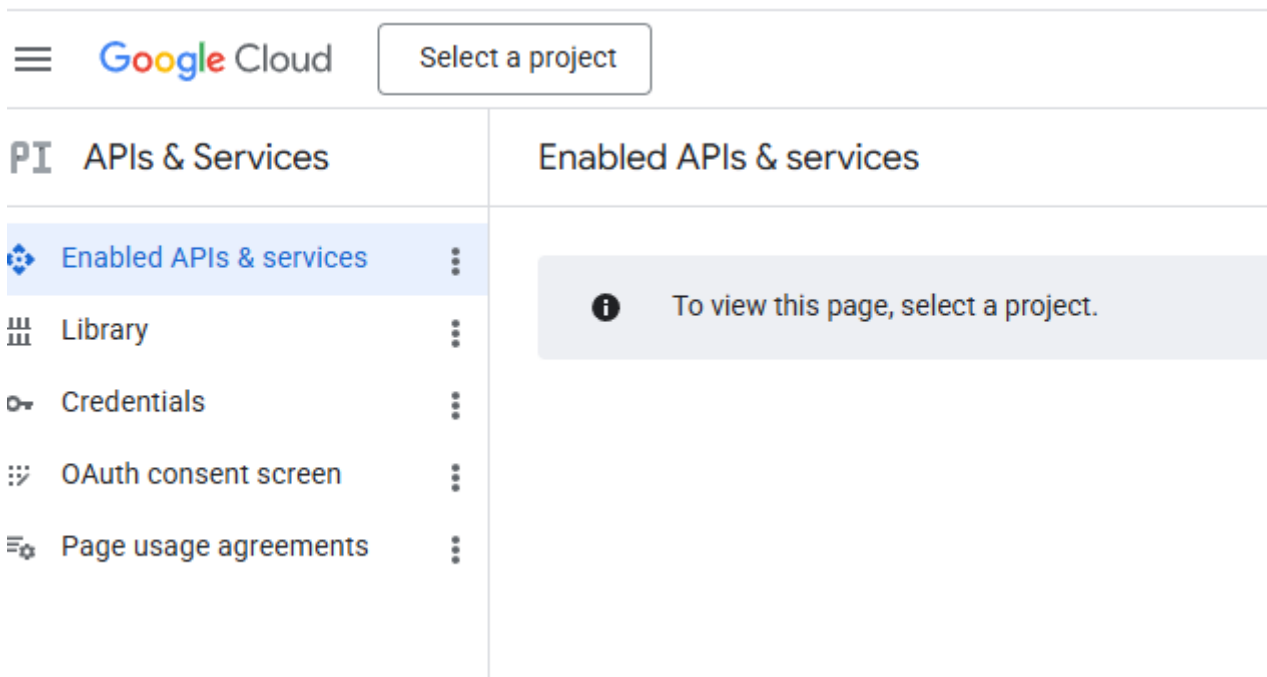


The screenshot shows the Google sign-in page. At the top is the Google logo. Below it, the text reads "Sign in to continue to Google Cloud Platform". There is a text input field labeled "Email or phone". Below the input field is a link that says "Forgot email?". Further down, there is a note: "Not your computer? Use a private browsing window to sign in. [Learn more](#)". At the bottom left is a link "Create account" and at the bottom right is a blue button labeled "Next".

If you already have a Google Account enter your email address and click Next. Alternatively click the Create account option to create a new account.

## Create Project

When you have created an account / logged into the Google Developers Console, click on Select a project at the top of the screen.



Click on New Project (at the top right). You are required to create a new project before you can use the Google APIs. Set the project name as 'Route Mapping' or something similar. Click on Create. Your web browser will now redirect to the Enabled API's & services page.

## Enable API's

On the Enabled API's & services, you will see a list of API's available down the screen. If you don't see this, press Enabled API's & services on the left hand side of the screen

Google Cloud Route Mapping Search (/) for resources, docs, products, and more Search

APIs & Services + Enable APIs and services

Enabled APIs & services Library Credentials OAuth consent screen Page usage agreements

Traffic Errors Median latency

No data is available for the selected time frame.

UTC+1 6:00 PM Apr 14 6:00 AM 12:00 PM

Filter Filter

Name	Requests	Errors (%)	Latency, median (ms)	Latency, 95% (ms)
<a href="#">Analytics Hub API</a>				
<a href="#">BigQuery API</a>				
<a href="#">BigQuery Connection API</a>				
<a href="#">BigQuery Data Policy API</a>				
<a href="#">BigQuery Data Transfer API</a>				
<a href="#">BigQuery Migration API</a>				
<a href="#">BigQuery Reservation API</a>				
<a href="#">BigQuery Storage API</a>				
<a href="#">Cloud Dataplex API</a>				
<a href="#">Cloud Datastore API</a>				
<a href="#">Cloud Logging API</a>				
<a href="#">Cloud Monitoring API</a>				

At the top of the screen, press the + Enable APIs and services (or you can press the Library button on the far left) and use the search box to enable the following APIs:

- Maps Static API
- Directions API
- Maps JavaScript API
- Geocoding API

Search for Maps Static API and press the Maps Static API button, then on the next screen, press enable

API Library "maps static api" Search maps static api X


API Library > "maps static api"

Filter Type to filter

Visibility Public (2)


Category Maps (2) Google Enterprise APIs (2)

2 results



**Maps Static API**  
Google Enterprise API ?

Simple, embeddable map image with minimal code.



**Street View Static API**  
Google Enterprise API ?

Real-world imagery and panoramas.

After pressing Enable, it will ask for account information. The first page is to confirm the country from a dropdown list. Once selected, press Agree & continue.

The second page will ask for contact information and a payment method. Put your company address, save and then add your preferred payment method e.g. credit / debit card

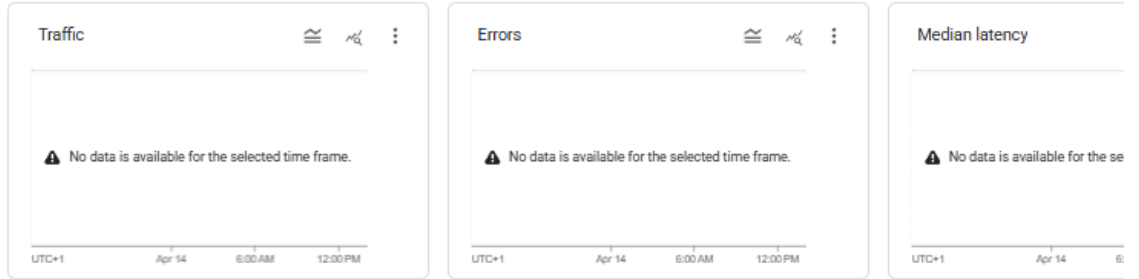
Google requires a payment card to be able to use the Google API features. However, they do have a \$200 free usage every month, and the NCM usage should not come close to hitting any charge thresholds.

If any payment details are incorrect or if the billing information has expired, the API will not work until updated

Repeat the same steps for the other API's in the above list

Once you've added the API's you will see them in the list of API's & Services from the Enabled API's & services window

- Enabled APIs & services
- Library
- Credentials
- OAuth consent screen
- Page usage agreements



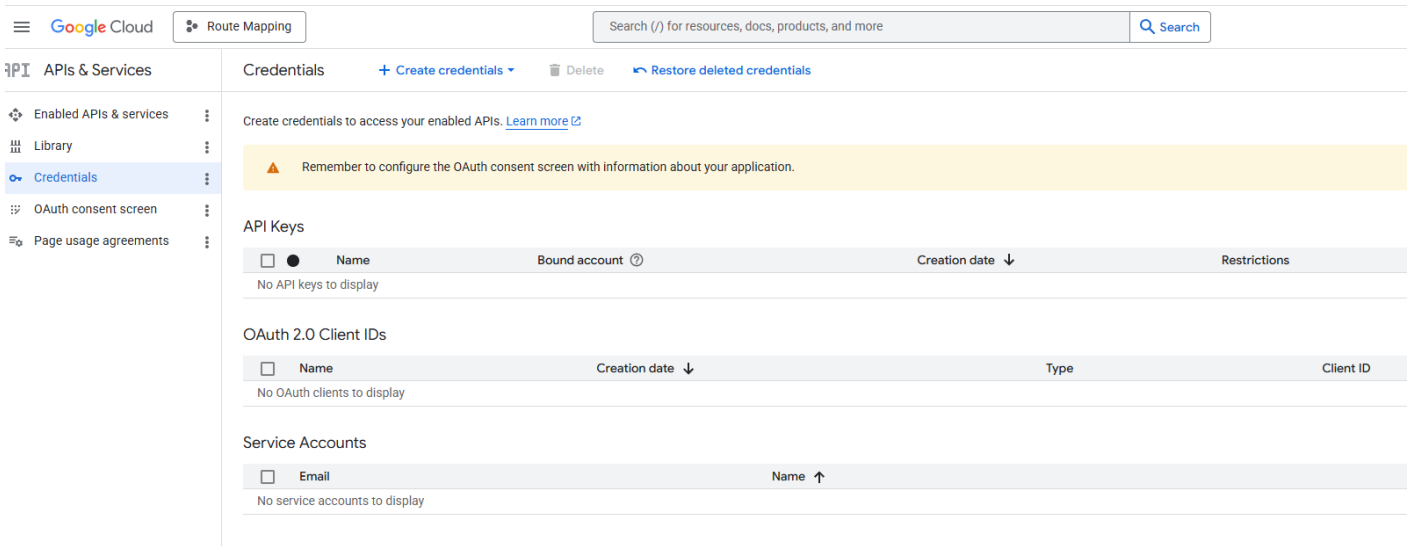
Filter Filter

Name	Requests	Errors (%)	Latency, median (ms)	Latency, 95% (ms)
<a href="#">Analytics Hub API</a>				
<a href="#">BigQuery API</a>				
<a href="#">BigQuery Connection API</a>				
<a href="#">BigQuery Data Policy API</a>				
<a href="#">BigQuery Data Transfer API</a>				
<a href="#">BigQuery Migration API</a>				
<a href="#">BigQuery Reservation API</a>				
<a href="#">BigQuery Storage API</a>				
<a href="#">Cloud Dataplex API</a>				
<a href="#">Cloud Datastore API</a>				
<a href="#">Cloud Logging API</a>				
<a href="#">Cloud Monitoring API</a>				
<a href="#">Cloud SQL</a>				
<a href="#">Cloud Storage</a>				
<a href="#">Cloud Storage API</a>				
<a href="#">Cloud Trace API</a>				
<a href="#">Dataform API</a>				
<a href="#">Directions API</a>				
<a href="#">Geocoding API</a>				
<a href="#">Google Cloud APIs</a>				
<a href="#">Google Cloud Storage JSON API</a>				
<a href="#">Maps JavaScript API</a>				
<a href="#">Maps Static API</a>				
<a href="#">Service Management API</a>				
<a href="#">Service Usage API</a>				
<a href="#">Telemetry API</a>				

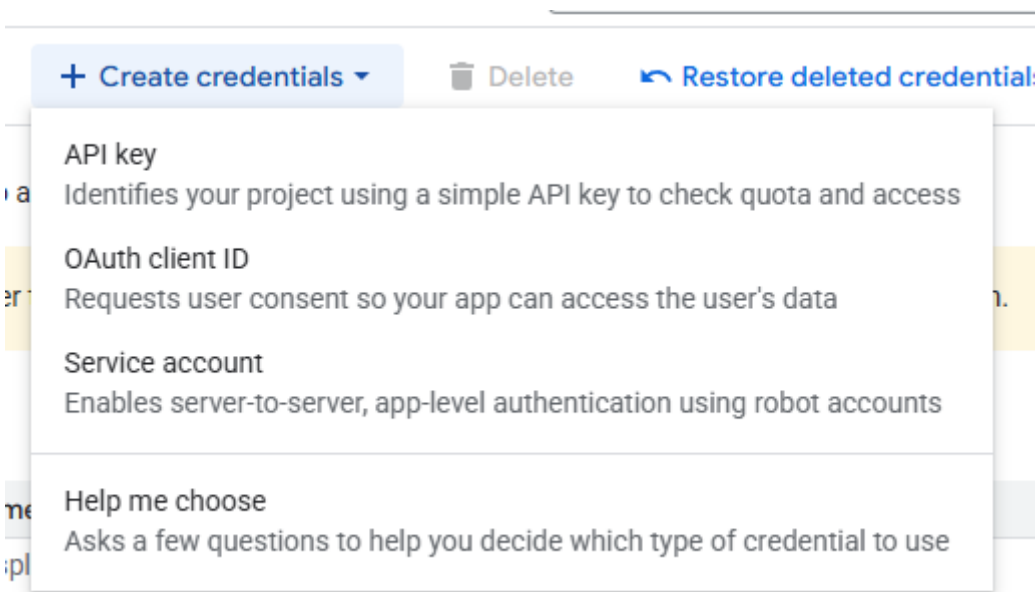
# Creating Google API Key

Now you have all the API's required on your account, you need to create an API key that links.

To do this, from the API's & Services page, click on the Credentials button at the left of the screen and then press + Create credentials at the top of the window



In the dropdown, select API Key



This will then open a side window where you can name the API key and select which API's you want in your key.

Give the API an appropriate name e.g. Google API Key and in the Select API dropdown, tick all 4 API's you added previously:

- Maps Static API
- Directions API
- Maps JavaScript API
- Geocoding API

So the API Key looks like:

Name \*

Google API Key

Use a unique name to identify your API key

## APIs that can be accessed using this key ?

- i** To use Vertex or Gemini APIs with an API key, you must bind it to a service account by selecting 'Authenticate API calls through a service account' before applying the API restriction.

Note: An [organization policy](#) governs creating API keys bound to a service account for projects with a Google Cloud organization. [Learn more](#) ↗

Select API restrictions \*

4 APIs ▼

This list includes only APIs enabled in this project. If you don't see the API you need, visit the [API Library](#) to enable it.

### Selected APIs:

Maps JavaScript API

Maps Static API

Directions API

Geocoding API

 Authenticate API calls through a service account

API calls made by this key will authenticate as the bound service account. This option is required to access some APIs such as Vertex AI.

## Restrict your key to reduce security risks

Select a specific application type to restrict access

### Application restrictions ?

- None
- Websites
- IP addresses
- Android apps
- iOS apps

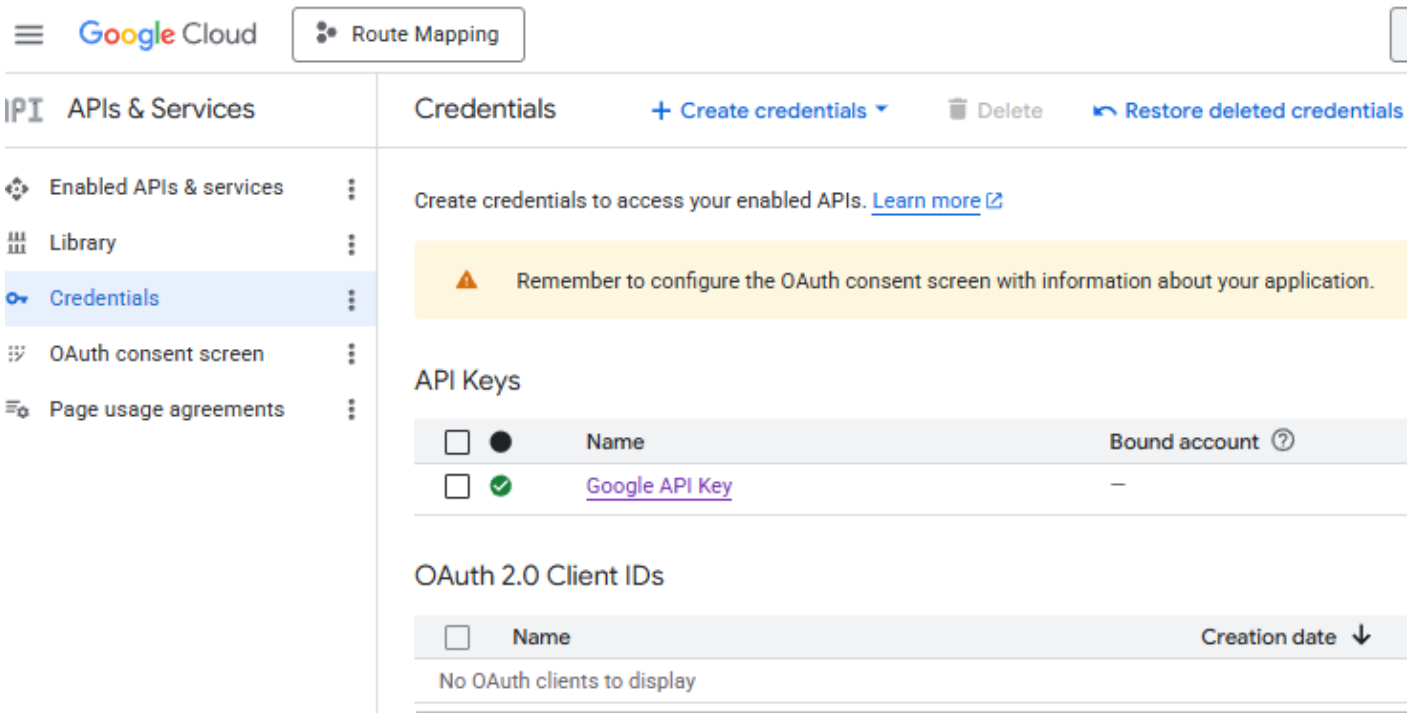
**Create**

Cancel

Once this is done, click create, the side window will update and show you your API key.

Please take a copy of this as it will be required later

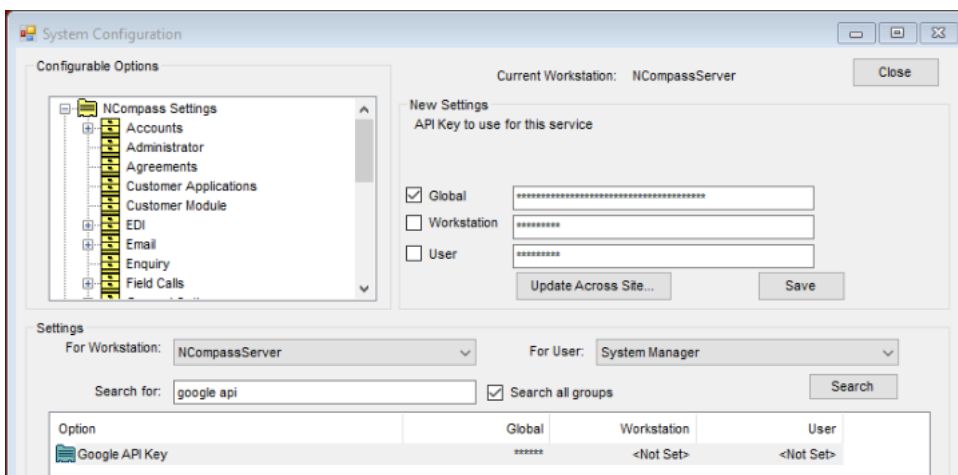
If you ever need to get a copy again, in the Credentials window where we went first to start creating the API key, you will now see your Google API Key in the list



You can click on this link to make any required changes or to see the key again

## Adding Google API Key to NCompass

Go to NCompass. You will need to be logged in with administrator access. Click on Tools > Configuration, and then search for 'Google API' (ticking the search all groups box). Tick the Global box and paste in the Google API Key. Press Save.



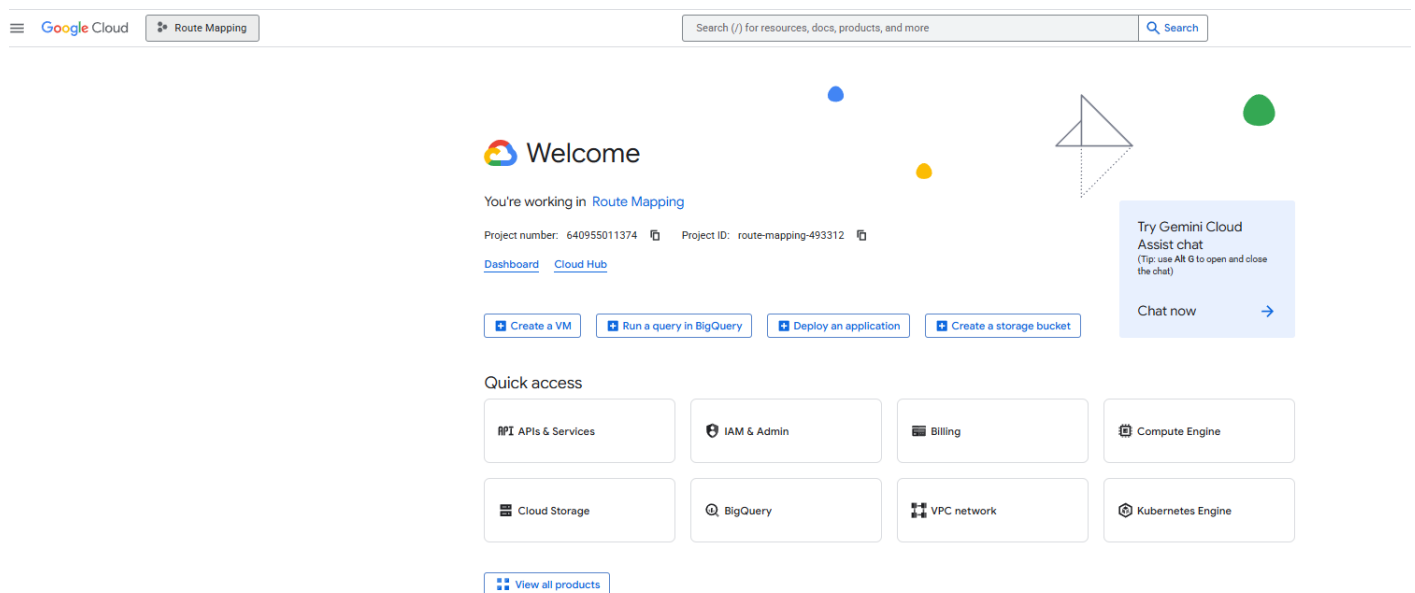
# Adding Billing Details

If you didn't add billing details before or if your billing details expire, they need to be added / updated

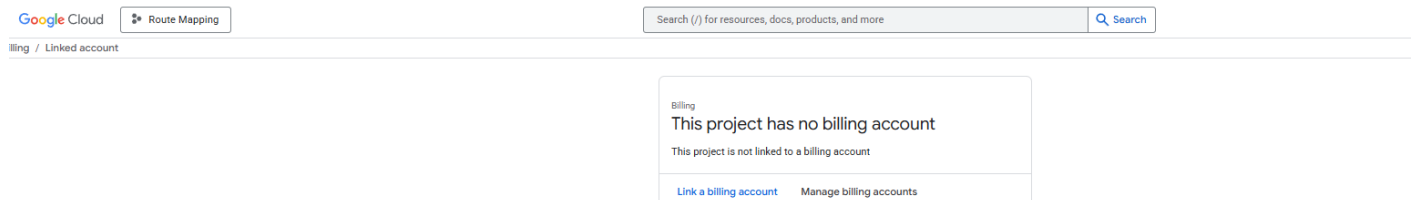
To do this, go to: <https://console.cloud.google.com/>

As mentioned above, if any payment details are incorrect or if the billing information has expired, the API will not work until updated

It will likely auto select your route mapping product but if you have multiple, make sure you select the project you created at the start of the guide



From this Welcome window, click billing and you can select link billing account if not created or Manage billing accounts if renewing card details. From here, fill in or update details as required





# Cyber Security

# Securing Emails After a Security Breach

In today's world, there are unfortunately bad actors which attempt to infiltrate various systems. AI is making this easier than ever, so it's important to remain vigilant, however, some of the attack vectors are so convincing that they can fool anyone.

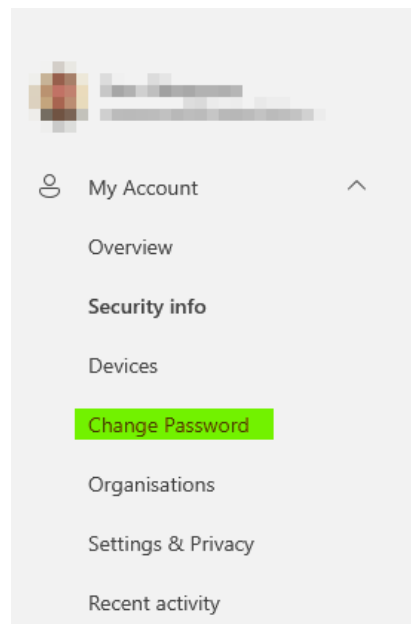
This article will help you re-secure your account if you do become a victim.

Whilst our focus here is on Microsoft 365 accounts, the principals can be applied to most email providers.

## Secure Your Account

Login to your [Microsoft Account](#) using your email and password

Select to `Change Password` on the left-hand menu.



Enter a new password, and confirm it.

A long password is more secure than a complex password. Consider using a [passphrase](#).

## Change your password

User ID

New password

Confirm new password

Cancel

Submit

On the [Security info](#) page, you'll see an option to [Sign out everywhere](#). Press this and follow the prompts.

This could take up to an hour to be effective.

## Security info

These are the methods you use to sign into your a

You're using the most advisable sign-in method

Sign-in method when most advisable is unavailable: Microsoft Authent

+ Add sign-in method

... Password

Microsoft Authenticator  
Push multi-factor authentication (MFA)

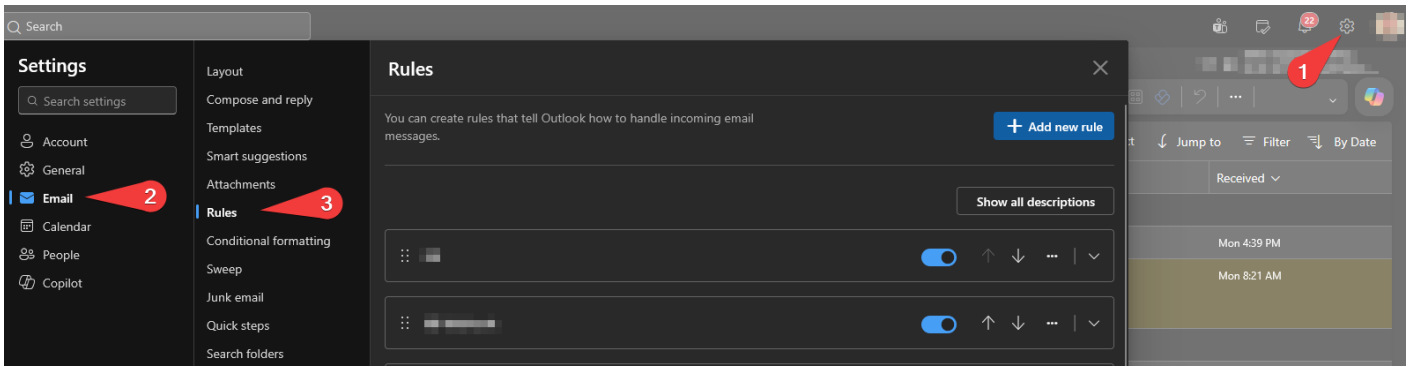
Lost device? [Sign out everywhere](#)

On the [Security info](#) page still, remove any devices you do not recognise that are used for MFA (Multi-Factor Authentication).

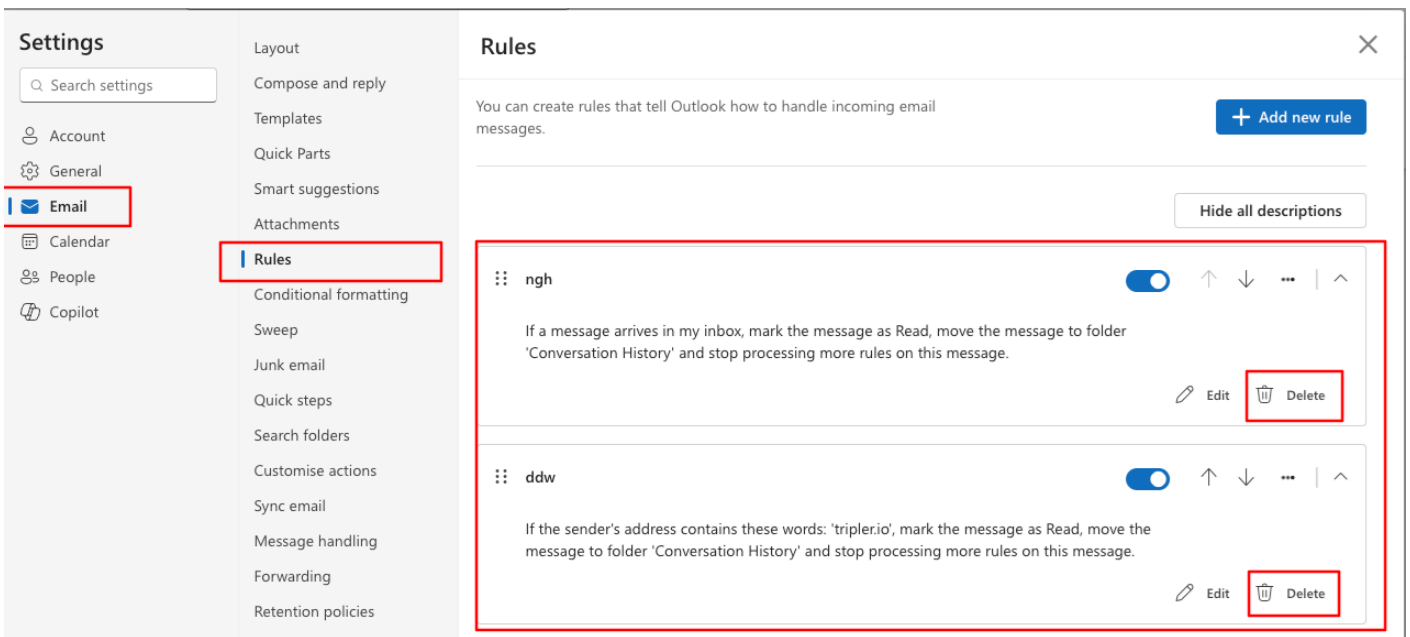
# Check for Email Rules

Often these malicious actors will add in rules to your email inbox to try to hide their activity and to ensure they get the spray to your contacts.

Login to [Outlook](#) and navigate to [Settings > Email > Rules](#).



In this window you may see some rules that look out of place, any rules here should be ones you yourself have added so anything that doesn't look right, delete them. For example, a compromised account may have rules that look similar to the below:



Use the `delete` button to restore normal operations.

Its important to be aware that these rules are not restricted to the example above. It is better to remove any rules you are not sure of as these can be re-added later.

## Contacting Affected Recipients

In your Outlook app, review the `Deleted Items` folder - you may find a copy of the phishing email that was sent. You'll then want to:

- Reply again to the email
- Remove the malicious links
- Inform the recipients they link was not from yourself and to not click anything.

- Direct them to this page if they require assistance if they have been phished.

# Further Support

Contact your email provider if you require further support. **Do not delay** - its important to move quickly to limit damage potential.