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Enterprise VPN for End Users

Remote Access Using the
USDA LincPass

Topics

- Introduction
- What is a VPN?
- About the Enterprise VPN
- Getting Started
- Two Connection Options
- Network Connect
- Proxy Connect
- Troubleshooting
- Where to Go for Help



Introduction

This course describes the USDA Enterprise Virtual Private Network (VPN) and explains how to use it.



Each Agency has customized the VPN for their business needs, so some of the instructions are generic. Please refer to your Agency's ***Enterprise VPN User Guide***

for specific instructions and policies on using the Enterprise VPN.



What is a VPN?

- **The USDA Enterprise VPN ...**

- Requires your LincPass and PIN
- Creates a secure tunnel between the remote computer and the USDA network



- **Virtual Private Network (VPN)**

- Logical computer network that allows remote users from any location to securely connect to the USDA physical computer network as if they were on-site

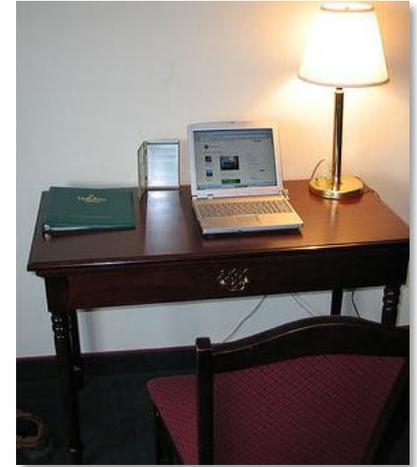
- **You may have more than one VPN**

- The Enterprise VPN is remotely accessing your Agency's network securely. If you have other VPNs for accessing internal resources, such as data centers, you'll still need those VPNs to do that

About the Enterprise VPN

The USDA Enterprise VPN:

- Provides secure remote access to your Agency's and USDA networks
- Is Web-based or local client-based
- Lets you connect to your work network from any remote location that has Internet access (conference room, hotel room, AirCard, home office, airport, etc.)
- Leverages the USDA LincPass, so you won't have to keep track of yet another ID and password



Getting Started

To use the USDA Enterprise VPN, you will need:

- USDA computer (e.g., laptop) with a card reader and the ActivClient software installed
- An activated LincPass card and PIN
- Microsoft Internet Explorer browser ver. 6.x, or above, or other Agency-approved Web browser
- Approval from your Agency to use Enterprise VPN service
- The URL(s) for your Agency's VPN portal
- An Internet connection



<https://vpn...>

Two Connection Options

The Enterprise VPN has two connection options:

- **Network Connect:** A full connection to the USDA network, with all the capability of working in your office.
 - Use this option when you need access to a client-server application such as Outlook from your local computer, or Agency network resources such as a shared drive or a specialty printer (e.g., a plotter).
 - While connected via the Network Connect option, you will not have access to any local network resources, such as a home network printer or another local computer.

Two Connection Options (continued)

- **Proxy Connect:** A limited service connection that allows you to access Web-based resources or file shares not accessible outside of USDA networks.
 - Use this option when all you need is access to Web-based resources, such as Outlook Web Access.
 - While connected via the Proxy Connect, you will have access to local network resources, such as a home network printer or another local computer.

Two Connection Options (continued)

Which Connection Type Should I Use?

<i>I want to...</i>	<i>Run Web-based applications (e.g., SharePoint, Outlook Web Access, internal Web apps)</i>	<i>Run client-based applications (e.g., MS Outlook, Office Communicator, Lotus SameTime)</i>	<i>Access network file shares (e.g., Home drive)</i>	<i>Keep local connections (e.g., local printer, local database)</i>	<i>Use network resources (e.g., network printer in the office)</i>
Network Connect	X	X	X		X
Proxy Connect	X		X	X	

The following sections explain how to run the two types of USDA Enterprise VPN connections.



Network Connect

1. Start your computer. Make sure you can connect to the Internet, and that your LincPass is inserted in your computer's card reader.
2. Double-click on the Juniper VPN icon on your desktop

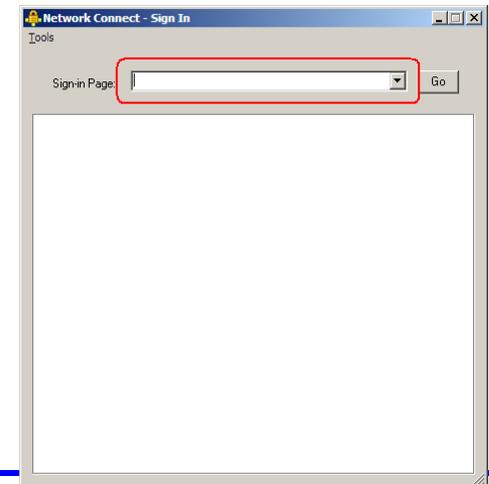


OR

Start Microsoft Internet Explorer (or other approved browser). In the browser's address field, enter the URL your Agency gave you when you received approval to use the VPN.

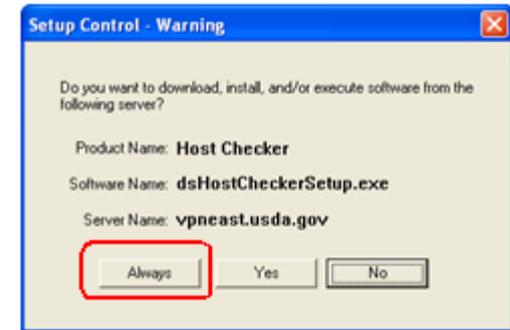


3. The first time you connect, you'll have to enter the URL your Agency gave you when you received approval to use the VPN. The system will remember this URL for the next time you connect.



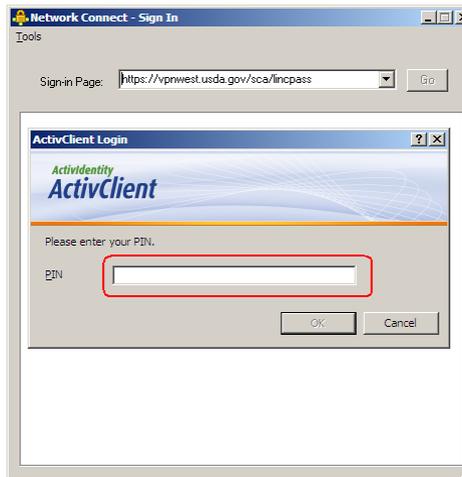
Network Connect (continued)

- If this is the first time you have used the Juniper software, you will receive a message asking if you want to load the “Host Check.” Click the **Always** button to allow the software to run.
- The system is checking your computer to make sure it meets all security requirements to connect to the USDA network (it may take a few minutes). If your computer passes the check, you’ll see a message that the “security is satisfactory.”



Network Connect (continued)

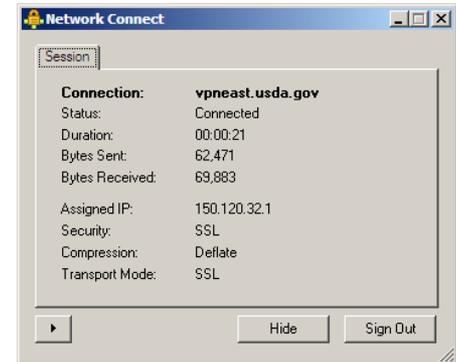
- The ActivClient PIN prompt may appear if you have not entered your LincPass PIN recently. If so, provide your LincPass PIN number.



NOTE: The system will remember (“cache”) the entry of your PIN for up to 4 hours. If you used your LincPass & PIN to log into your computer or another internet session, you won’t be prompted again within the 4-hour window or until the LincPass is removed from the card reader.

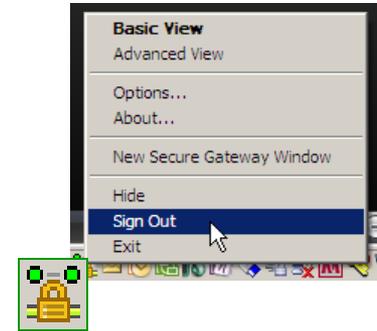
Network Connect (continued)

7. If this is the first time you have used the Juniper software, you will receive the following message to load the “Network Connect.” Click the **Always** button to allow the software to run.
8. When a successful connection is made, you will see a connection session window (it will go away automatically after a few seconds).
9. A new Juniper VPN icon appears in your system tray (bottom right side of your Windows screen).
 To see the details of the VPN connection, right click on the icon in the system tray and select “Advanced View.” This will show you your IP address and connection information.



Network Connect (continued)

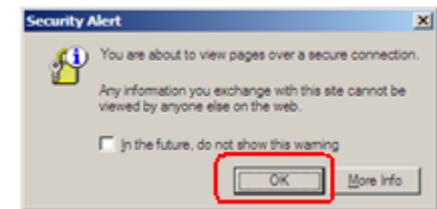
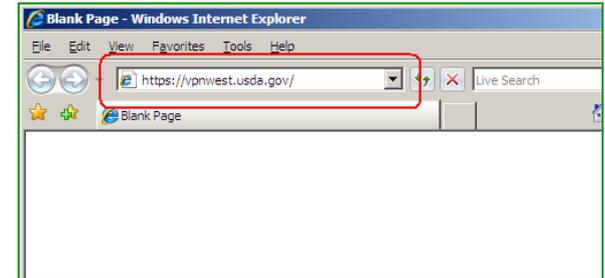
10. To sign out of the USDA Enterprise VPN, right-click on the Juniper “Connected” icon in your system tray and select “Sign Out.” The icon will disappear from your system tray in a few seconds, indicating the connection is closed.



NOTE: The next time you use the Network Connect option, it will go faster, since you will have already given permission for the Juniper software to run the host-check and connection applications.

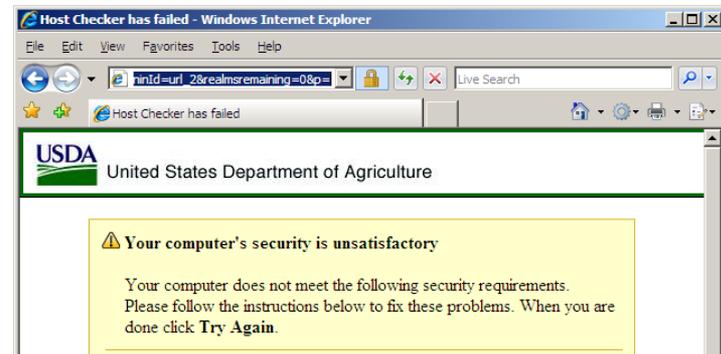
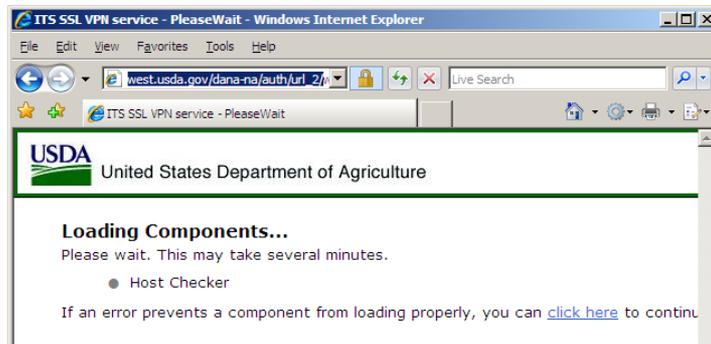
Proxy Connect

1. Start your computer, and connect to the Internet with Microsoft Internet Explorer (or other approved browser). Make sure your LincPass is inserted in your computer's card reader.
2. In the browser's address field, enter the URL your Agency gave you when you received approval to use the VPN.
3. Depending on your browser settings, you may receive a security warning message. Click the **OK** button.
4. If this is the first time you have used the Juniper software, you will receive a message asking if you want to load the "Host Check." Click the **Always** button to allow the software to run.



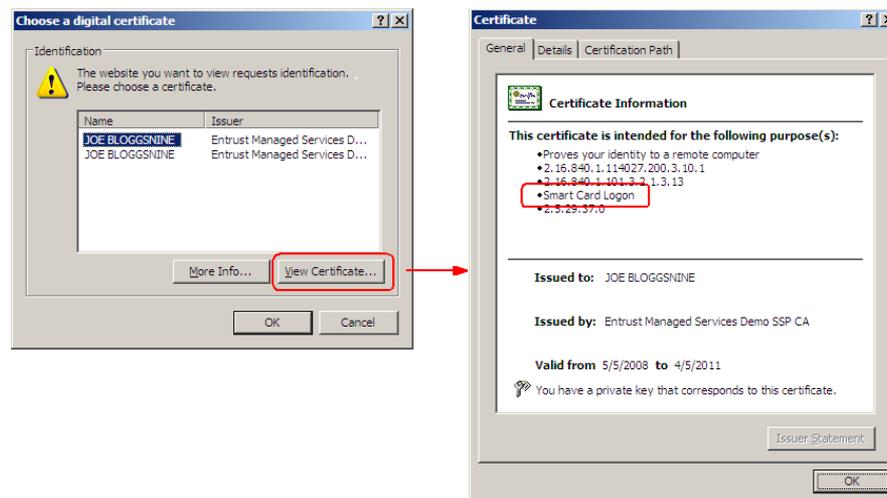
Proxy Connect (continued)

- The system is checking your computer to make sure it meets all security requirements to connect to the USDA network (it may take a few minutes). If your computer passes the check, you'll see a message that the "security is satisfactory."



Proxy Connect (continued)

6. You *may* see a pop-up box titled “Choose a digital certificate.” If multiple options are available, only one will work and you will have to identify the correct certificate. To do so, highlight the first certificate on the list and click the **View Certificate** button. The correct certificate will show “Smart Card Logon” in the “Intended Purposes” list. If the selected certificate doesn’t say this, close the Certificate window, then in the “Choose a Digital Certificate” box, select the next certificate and click the **View Certificate** button again and make sure it says “Smart Card Logon.” Once you’ve identified the correct certificate, highlight it and click the **OK** button.



Proxy Connect (continued)

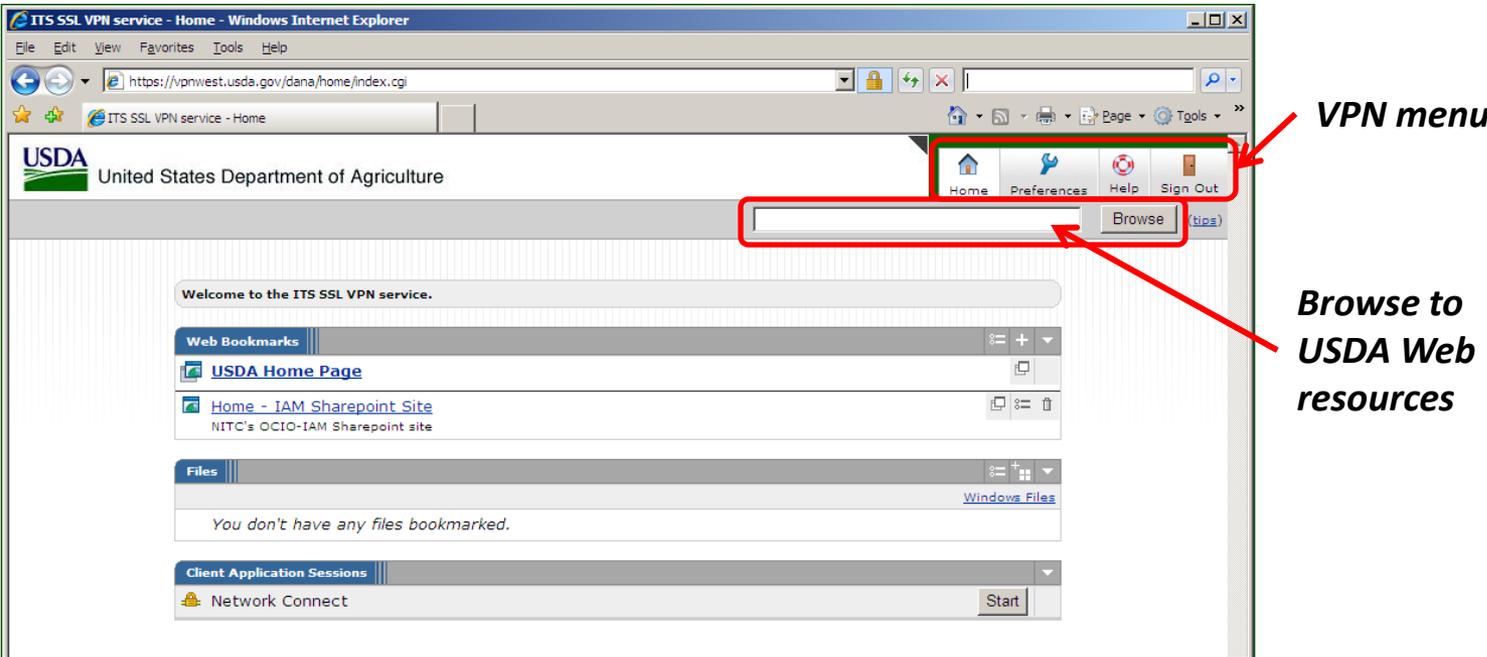
7. The ActivClient PIN prompt may appear if you haven't entered your LincPass PIN recently. If so, enter your LincPass PIN number.



NOTE: The system will “cache” the entry of your PIN for up to 4 hours. If you have used your LincPass & PIN to log into your computer or another internet session, you won't be prompted again within the 4-hour window or until the LincPass is removed from the card reader.

Proxy Connect (continued)

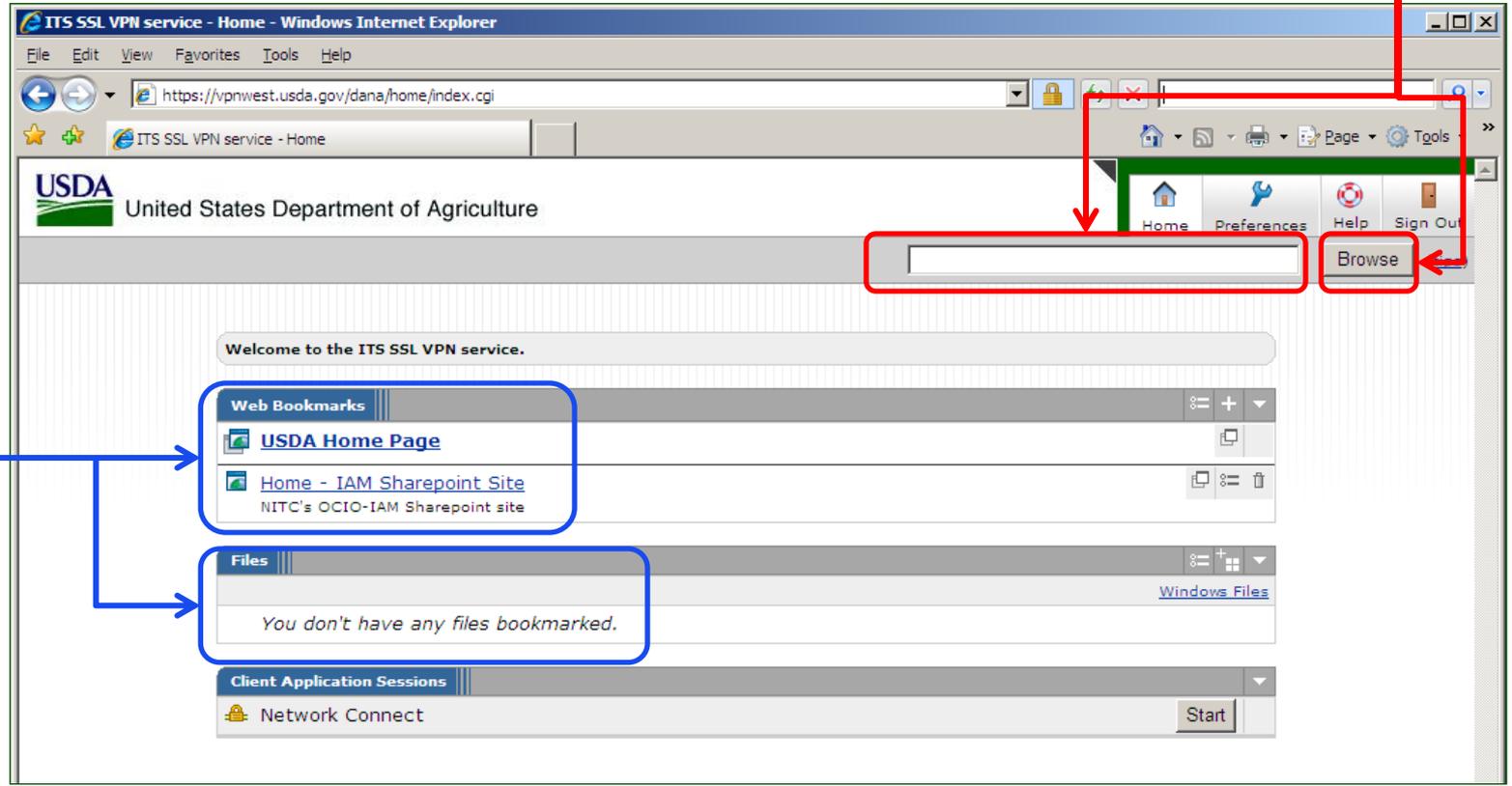
8. In your browser, your agency's portal appears. The screenshot below is a sample; your agency's portal will probably look different.



The menu option buttons at the upper right hand corner of your screen follow you through all subsequent pages. **Home** takes you to the front page of your VPN session. **Sign Out** logs you off the VPN.

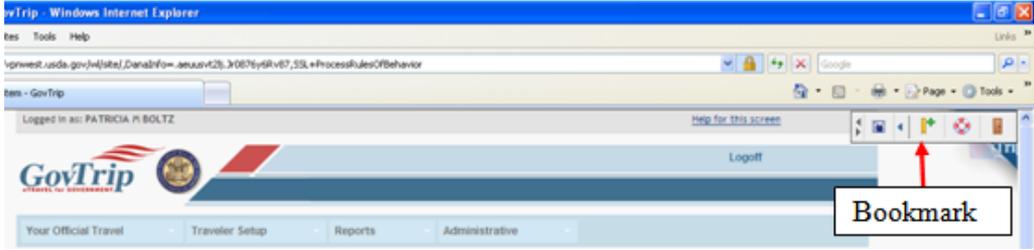
Proxy Connect (continued)

You can customize your Proxy page by setting bookmarks to USDA Web locations and files. To create a Web Bookmark, enter the URL in the blank field just below the menu, then click the Browse button.

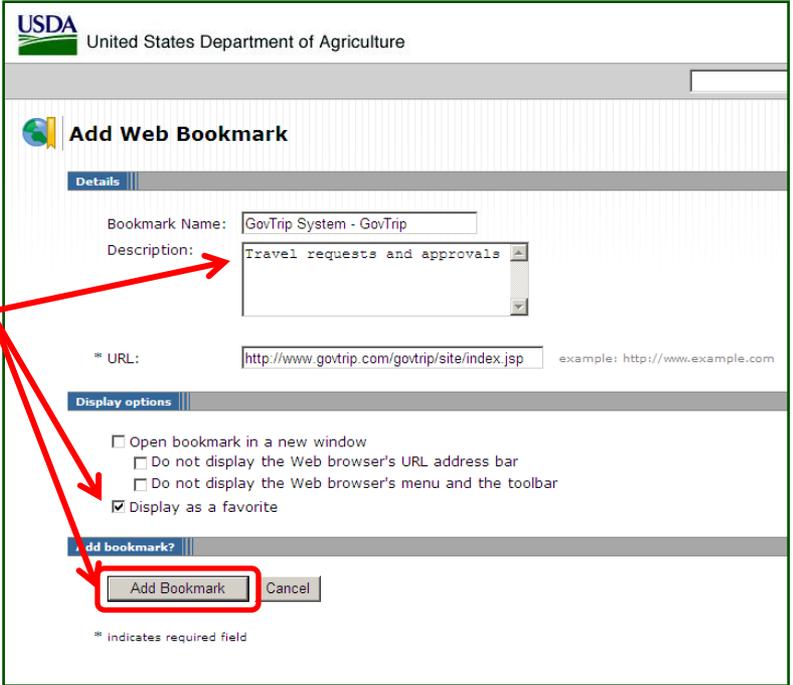


Proxy Connect (continued)

Once you're at the page you want to bookmark, click the Bookmark icon button in the upper right menu bar.

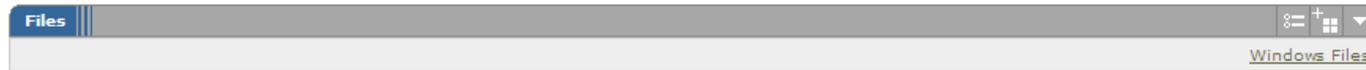


In the "Add Web Bookmark" page that appears, complete the description and select the display options you want. Click the **Add Bookmark** button when you're done.



Proxy Connect (continued)

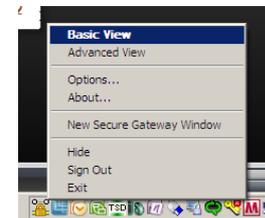
You can also add bookmarks (shortcuts) to files you use often. Ask your Agency for instructions.



If you are connected via the Proxy Connect, but need temporary access to the full Network Connect, you can create a temporary Network session by going to your Home page and clicking the **Start** button for the Network Connect application.



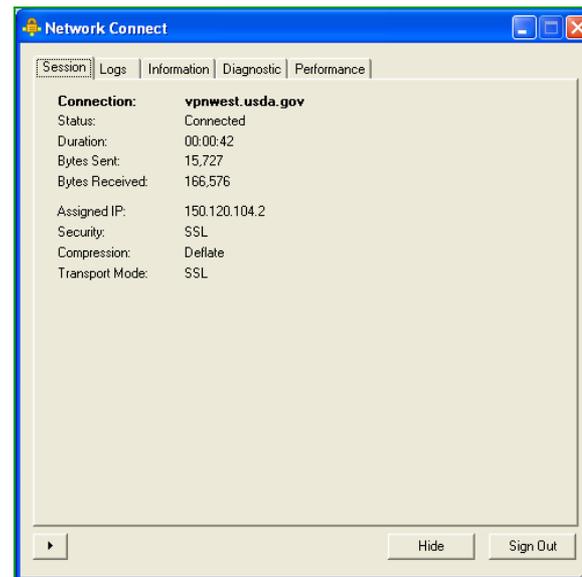
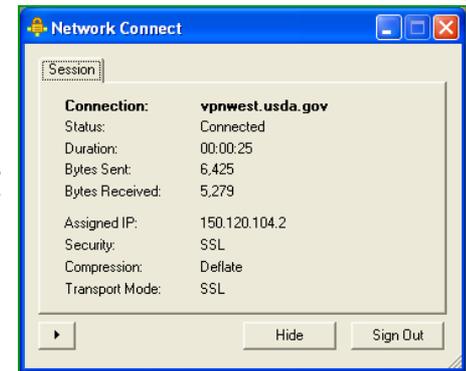
The system will tell you to "Please wait...," then return to the proxy page. You can tell you're actually connected to the full Network Connect because a new icon appears in your system tray. To end the Network Connect session, right-click the icon in your system tray and select "Sign Out." (You'll have to sign in to the Proxy Connect again if needed.)



Troubleshooting

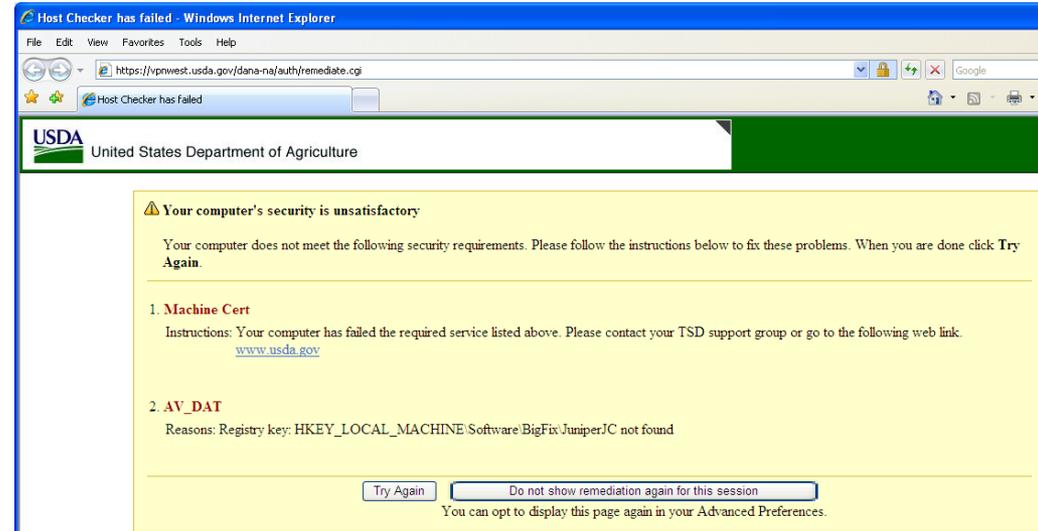
- To check your connectivity when using the Network Connect option:

-  Right-click on the Network Connect icon in the lower right system tray, then select “Basic View.”
- To see the details of the VPN connection, right-click on the Network Connect icon and select “Advanced View,” then click the Session tab. This shows how long you’ve been connected, your IP address, and other connection information, which is useful when getting help from IT support.



Troubleshooting (continued)

- Connection drops
 - The Host Check application runs the entire time you are connected to the USDA network. If you try to do something that is against its rules, it will automatically drop the connection within 5 minutes of the detected activity. Each agency can set the rules for what the Host Check looks for. Examples of behavior that might be monitored include:
 - The anti-virus files or the machine's certificate are out of date or not recognized.
 - The Host Check detects installation of peer-to-peer software or other non-approved applications.
 - The BigFix service has been stopped or uninstalled.

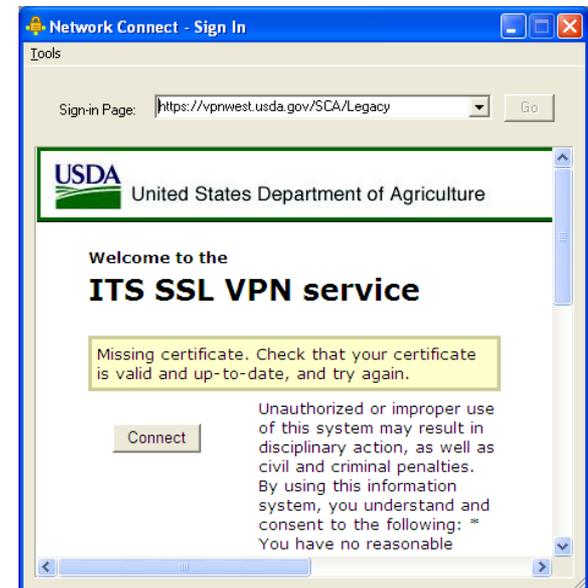


Troubleshooting (continued)

- Connection problems

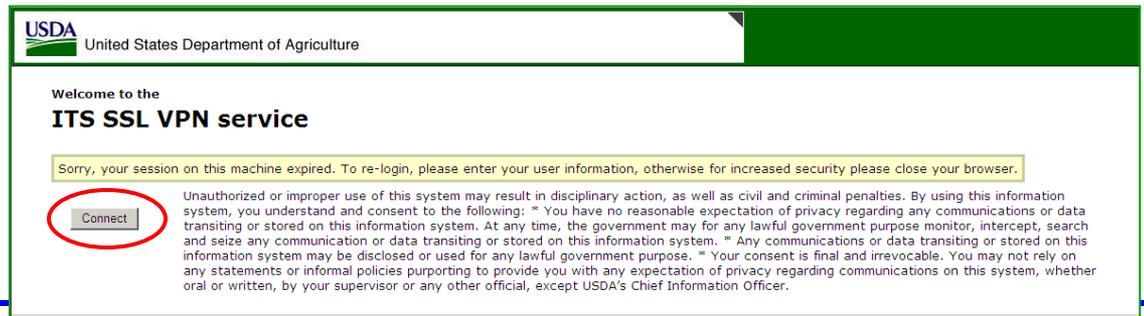
- If you can't log into your computer with your LincPass card, you may still be able to connect to the VPN. Log into your computer with your network credentials (user ID & password), then insert your LincPass card into the reader and start the VPN (Network Connect or Proxy Connect). You'll be asked to enter your PIN.
- If you start the VPN without the LincPass card inserted, you'll see a message that says "Missing certificate." Put your LincPass card in the reader and click the **Connect** button.

NOTE: *If you still see the "missing certificate" message, you may have to close the browser (not just the tab) and start it again for the system to recognize that the certificate is there.*



Troubleshooting (continued)

- Other VPNs (e.g., Cisco)
 - If you have other VPNs on your system and have questions about them, contact your Agency's IT help desk for assistance.
 - If you're a system administrator, you may have other VPNs on your system for accessing remote servers and domains. The Juniper client doesn't replace them.
- Session expired
 - If the VPN detects no activity for 15 minutes, the VPN will automatically log you off. If you were connected via Network Connect, click the link on your desktop again to start a new session. If you were connected via Proxy Connect, the system displays a "Sorry, your session on the machine expired" message. Click the **Connect** button to start a new session.



The screenshot shows the USDA United States Department of Agriculture ITS SSL VPN service login page. At the top, the USDA logo and name are displayed. Below that, the text reads "Welcome to the ITS SSL VPN service". A yellow message box states: "Sorry, your session on this machine expired. To re-login, please enter your user information, otherwise for increased security please close your browser." Below this message, a "Connect" button is highlighted with a red circle. At the bottom, there is a disclaimer: "Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following: * You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, the government may for any lawful government purpose monitor, intercept, search and seize any communication or data transiting or stored on this information system. * Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose. * Your consent is final and irrevocable. You may not rely on any statements or informal policies purporting to provide you with any expectation of privacy regarding communications on this system, whether oral or written, by your supervisor or any other official, except USDA's Chief Information Officer."

Where to Go for Help

- Your agency's *Enterprise VPN User Guide* has detailed instructions, troubleshooting tips, and more.
- If you need more help, contact your Agency's IT help desk.
- To request approval from your Agency to use the USDA Enterprise VPN service, contact your supervisor.



Review

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