

# MyFloridaNet-2 (MFN-2) Remote Access VPN Reference Guide

15 November 2018

#### Document Control Number: 7055011 Contract Number: DMS-13/14-024



Florida Department of Management Services Division of Departmental Purchasing 4050 Esplanade Way, Suite 355.F Tallahassee, FL 32399-0950

Prepared by:

HARRIS CORPORATION

Government Communications Systems P.O. Box 37 Melbourne, FL USA 32902-0037



<b>REVISION RECORDS</b>	<b>REVISION R</b>	RECORDS
-------------------------	-------------------	---------

REVISION	DATE	DESCRIPTION
0	22 January 2018	Initial Submittal.
1	31 January 2018	Addressed comments from DMS.
_	07 February 2018	All DMS Comments incorporated and accepted. Initial Formal Release.
Α	15 November 2018	Formal Release. Addition of CSAB ordering details per Derek Howard at DMS, modification of Client-to-LAN client installation instructions to reflect a more streamlined process, and the option of ordering additional tokens.

# TABLE OF CONTENTS

<u>Paragraph</u>	Title	<u>Page</u>
1	INTRODUCTION	1
2 2.1 2.2 2.3 2.4	REMOTE ACCESS VPN Ordering a Remote Access VPN Downloading and Installing the RSA SecurID Token Application Import the Token Register the Token and Create a PIN	2 2 6 9
3 3.1 3.2 3.2.1 3.2.2 3.2.3	ACCESSING THE VIRTUAL PRIVATE NETWORK (VPN) Clientless VPN Client-to-LAN Cisco AnyConnect Secure Mobility Client Installation Cisco AnyConnect Manual Installation Cisco AnyConnect ISE Compliance Installation	
4 4.1 4.2 4.3	ORDERING NEW CLIENTLESS AND CLIENT-TO-LAN VPNS I CSAB Clientless Client-to-LAN Creating a VPN Profile	N THE 25 25 32 33
5	MIGRATING VPNS IN THE CSAB	38

## LIST OF ILLUSTRATIONS

#### **Figure**

#### <u>Title</u>

#### <u>Page</u>

Figure 2.2.1	Developed ad DSA Security Settingers Taken	2
Figure 2.2-1.	Extracted DSA Taken File	.ວ ົ
Figure 2.2-2.	Exilacieu RSA Token File	. ⊃ ⊿
	Run the installer File	.4
Figure 2.2-4.	RSA SecuriD Software Token Setup Wizard	.4
Figure 2.2-5.		. 5
Figure $2.2-6$ .	Typical Setup	. 5
Figure $2.2-7$ .		. 6
Figure 2.3-1.	Emailed Token Zip File	. 6
Figure 2.3-2.	Extracted Token Zip File on Desktop	. 7
Figure 2.3-3.	Open RSA SecurID Token Application	. 7
Figure 2.3-4.	Import from File	. 7
Figure 2.3-5.	Navigate to Folder on Desktop	. 8
Figure 2.3-6.	OK to Import	. 8
Figure 2.3-7.	Enter Token Password	. 8
Figure 2.3-8.	Leave the Token Name As Is	. 9
Figure 2.3-9.	Token Display	. 9
Figure 2.4-1.	Register Token Link	. 9
Figure 2.4-2.	RSA Self-Service Console	10
Figure 2.4-3.	Passcode Text Box	10
Figure 2.4-4.	PIN Creation	11
Figure 2.4-5.	RSA My Account Page	11
Figure 3.1-1.	VPN Login Page	12
Figure 3.1-2.	Custom VPN Links Example	13
Figure 3 1-3	VPN Logout Page	13
Figure 3 2 1-1	Cisco AnyConnect Secure Mobility Client Download	14
Figure 3 2 1-2	2 Internet Explorer Prompt for Add-On	14
Figure 3.2.1.2	2. Noveloader	15
Figure 3.2.1-C	1 Download Error	15
Figure 2.2.1 -	F. Download Enor Internet Ontione	15
Figure 2.2.1-		10
Figure 3.2.1-6	). Trusted Siles	10
Figure 3.2.1-7	2. Add Trusted Sile	10
Figure 3.2.1-6		17
Figure 3.2.1-9	9. Run Java Installation File	17
Figure 3.2.1-1	10. Cisco AnyConnect Installation	17
Figure 3.2.1-1	1. Connection Established	18
Figure 3.2.1-1	2. VPN Connect	18
Figure 3.2.1-1	<ol> <li>Entering Credentials</li></ol>	19
Figure 3.2.1-1	4. VPN Connected	19
Figure 3.2.2-1	<ol> <li>Unsuccessful Web-Based Installation</li></ol>	19
Figure 3.2.2-2	2. Run Installer File	20
Figure 3.2.2-3	3. Cisco AnyConnect Secure Mobility Client Wizard	20
Figure 3.2.2-4	1. Finish the Installation	21

# LIST OF ILLUSTRATIONS

#### <u>Figure</u>

#### <u>Title</u>

#### <u>Page</u>

Figure 3.2.2-5 Connect to VPN	21
Figure 3.2.2.6 Enter Credentials	22
Figure 3.2.2.7 Successful VPN Connection	22
Figure 3.2.3-1. System Scanning	23
Figure 3.2.3-2. Compliant System	23
Figure 3.2.3-3. Non-Compliant System	24
Figure 3.2.3-4. Windows Update Needed Example	.24
Figure 4.1-1. CSAB Ordering	.25
Figure 4.1-2. Remote Access VPN	. 26
Figure 4.1-3. Billing Information	. 26
Figure 4.1-4. Ordering Proxied Clientless (SSL)	. 27
Figure 4.1-5. Contact and User Information	. 29
Figure 4.1-6. Verify and Add to Cart	. 30
Figure 4.1-7. Checkout or Save, Delete, Reconfigure	. 31
Figure 4.1-8. Preferred Delivery Date	. 31
Figure 4.2-1. Ordering Client-to-LAN with Split Tunneling and Extra Tokens	. 32
Figure 4.2-2. Verify and Add to Cart	. 33
Figure 4.2-3. Checkout or Save, Delete, Reconfigure	. 33
Figure 4.3-1. VPN Profile	.34
Figure 4.3-2. Billing Information	. 35
Figure 4.3-3. New VPN Profile and VRF	. 35
Figure 4.3-4. VPN Profile Configuration	. 36
Figure 4.3-5. Attach File If Necessary	. 37
Figure 4.3-6. Verify and Add to Cart	. 37
Figure 4.3-7. Checkout or Save, Delete, Reconfigure	. 38
Figure 4.3-8. Preferred Delivery Date	. 38
Figure 5-1. CSAB Inventory	. 39
Figure 5-2. VPN By Service	. 39
Figure 5-3. Start Provider Migration	. 40
Figure 5-4. Execute Action	. 40
Figure 5-5. Go to Ordering	. 41
Figure 5-6. Edit Configuration	. 41
Figure 5-7. Enter Contact Information	. 42
Figure 5-8. Add to Cart	. 43
Figure 5-9. Check Out	. 44
Figure 5-10. Submit Order	. 45

#### 1 INTRODUCTION

The purpose of this guide is to provide the MFN-2 customer end user with instructions on remote VPN access. The two options of remote access VPN for customers is the Clientless version, which allows the user to access preconfigured web resources via a web browser, and the Client-to-LAN version, which requires the Cisco AnyConnect Secure Mobility Client application. Both options require multifactor authentication and must be approved by the Department of Management Services (DMS).

The VPN account creation process includes the download and installation of a software token, which is used with a PIN and the user's username to provide multifactor authentication protection. Once a user has VPN access, they can reach resources on their agency network remotely.

The credentials generated during the VPN account creation process are the same as used for Customer Portal access, however, a Customer Portal account is not necessary for VPN access. Remote VPN access is ordered via the Communication Services Authorization and Billing (CSAB) system, while a Customer Portal account, typically used only by agency networking staff, is obtained via a Customer Portal request form submitted by the agency's Security Administrator.

In addition to the software token, Client-to-LAN VPN access requires the Cisco AnyConnect Secure Mobility Client be downloaded and installed on the VPN client device. The Clientless method of VPN connectivity uses the Internet to connect and does not require the download of a client application.

Users should contact the MFN-2 NOC/SOC at +1 (844) 548-MFN2 (6362) if they have any difficulty with these instructions. Once connected, press 2 to reach the Security Operations Center (SOC).

#### NOTE:

The RSA soft token installation and the Cisco AnyConnect Secure Mobility Client installation both require administrator rights on the device on which they are being installed. If the user does not have administrator rights on the device, assistance from their Information Technology department will likely be necessary.

#### 2 REMOTE ACCESS VPN

Remote access VPNs connect a remote user's device, via an encrypted tunnel to a VPN gateway (firewall) at the Internet Access Gateways (IAGs) at the Miami or Tallahassee2 core nodes. The tunnel is decrypted on the gateway, and the traffic is then mapped to the appropriate VRF and sent to the agency's Customer Edge (CE) router. This access requires a VPN order as well as the download and install of a software token as outlined in this section.

#### 2.1 Ordering a Remote Access VPN

The remote VPN access process begins when an MFN-2 agency representative orders VPN access for an authorized VPN user in the CSAB. VPN accounts must be associated with a VPN Profile, which lists the IP addresses the user will have access to once connected to the VPN, and the VRF to which the profile is associated. VPN Profiles are also ordered in the CSAB and must be approved by DMS before the remote access VPN order can be completed. Details on the VPN order process and VPN Profile creation are covered in Section 4 of this document.

Once the remote access VPN order is complete, the MFN-2 NOC/SOC creates the user's account and emails the user with:

- A username
- A link to the RSA SecurID Token application
- A token.zip file
- A password to unlock the token.zip file

The soft tokens are available for Apple, Android, or Windows computer. Administrative permissions are required on whichever platform is selected.

#### NOTE:

An RSA token is associated with the device on which it is installed and cannot be used on additional devices. If a user will be connecting via VPN from multiple different devices, it is best to order the soft token for a mobile device, such as a cell phone. If desired, the user has the option of ordering up to two additional tokens.

#### 2.2 Downloading and Installing the RSA SecurID Token Application

#### NOTE:

DMS users with hard tokens should skip to Section 2.4 of this document and register the token and create a PIN as described there.

#### NOTE:

The following instructions in this Section 2 are for downloading and installing the token on a Windows computer. The steps will be slightly different on an Apple or Android device.

To download the RSA SecurID soft token, open the **Internet Explorer** browser, navigate to the following URL and click **Save** when prompted to save the zip file.

https://community.rsa.com/docs/DOC-73395.

By default, the file will save to the **Downloads** folder, as shown in Figure 2.2-1.





When the download is complete, navigate to the **Downloads** folder, and right click the **.zip** file and click **Extract All**. Click **Extract** to extract the file in the destination location listed, which should be an RSASecurIDSoftwareToken folder in the Downloads folder.

Double-click the extracted **RSASecurIDSoftwareToken** folder, then double-click the **RSASecurIDToken** folder inside, and then double click the **RSASecurIDToken** folder inside that. There should be two .msi files, as shown in Figure 2.2-2. Double-click the **RSASecurIDToken502.msi** file and click **Run** as shown in Figure 2.2-3.

Edit View Tools Help			
ganize 👻 Extract all files			
cracle_jre_usage    p2    Rational    AnnData	Name def template	Type File folder File folder	Compressed size
CQ7.1.2Help CQ7.1.2Help Desktop Downloade	BRSASecurIDTokenS02.msi BRSASecurIDTokenAuto502.msi	Windows Installer Package Windows Installer Package	16,241 К 12,452 К

Figure 2.2-2. Extracted RSA Token File



Figure 2.2-3. Run the Installer File

Follow the wizard to install the token as shown in Figure 2.2-4, Figure 2.2-5, Figure 2.2-6, and Figure 2.2-7. Choose **Typical** when prompted for Setup Type. You may be asked to enter administrator credentials on the client device. Administrator access is required. Click **Finish** when the setup wizard has completed the install.



Figure 2.2-4. RSA SecurID Software Token Setup Wizard

RSA	
NT	
LEASE READ	
d other proprietary	
	RSA IT LEASE READ d other proprietary is subject to and Print

Figure 2.2-5. Accept License Agreement



Figure 2.2-6. Typical Setup



Figure 2.2-7. Click to Install

### 2.3 Import the Token

Once the application has been installed, the user's token file must be imported into it. Locate the **software\_token.zip** file received via email as shown in the redacted version in Figure 2.3-1, and click the dropdown arrow beside it, and then click **Save As** and save it to the **Desktop**. Right-click the **software\_token.zip** file just saved and click **Extract All**. Click **Extract** to extract the file to the Desktop, as shown in Figure 2.3-2.



Figure 2.3-1. Emailed Token Zip File



Figure 2.3-2. Extracted Token Zip File on Desktop

Click the Windows **Start** button, and click the **RSA SecurID Token** application to run it, as shown in Figure 2.3-3.



Figure 2.3-3. Open RSA SecurID Token Application

Click **Import from File** as shown in Figure 2.3-4. Next, click **Browse** and navigate to the **Desktop.** Locate the **dms\_software\_token** folder, and double-click it as shown in Figure 2.3-5. Then click the **.sdtid** file inside of that folder and click **Open**. Click **OK** as shown in Figure 2.3-6. A password prompt displays.

IM Import Token	
Import from File	Select token import method: Import from File - Browse to a file saved on your computer (.sdtid extension). Import from Web - Enter an activation code and URL (if required). Need to view device information? Token Storage Device
	Need help importing a token? About Cancel

Figure 2.3-4. Import from File

Correction Correction Correction	<ul> <li>↓ 4→ Search I</li> </ul>	Desktop
Organize - New folder		j≣ •
Favorites     Eacore     Desktop     Downloads     Secent Places	Name My Training Materials - Shortcut My Training Materials - Shortcut Mus_software_token August Training	Size *

Figure 2.3-5. Navigate to Folder on Desktop

ssa Import Token	
Import from File	Import from File
. 🥰	
Import from Web	Enter token file path or click Browse:
	C:\Users\kcannon\Desktop\dms_software_token\dms_user_02_000160961497.sdtid
	Browse
	Need help importing from file?
	OK Cancel

Figure 2.3-6. OK to Import

Navigate to the **email** that contains the password for the RSA SecurID token – this is a different password than the user's password. Enter the emailed **password**, as shown in Figure 2.3-7, and then click **OK**. Once the token has successfully imported, the user is prompted to change the name of the token, as shown in Figure 2.3-8. Click **OK** to leave the name unchanged. Figure 2.3-9 displays a successfully imported token.

RSA Enter File Password	23
To complete import of dms_user_02_000160961497.sdtid f password.	file enter a
Enter Password:	
OK Cancel	

Figure 2.3-7. Enter Token Password



Figure 2.3-8. Leave the Token Name As Is



Figure 2.3-9. Token Display

## 2.4 Register the Token and Create a PIN

Once the RSA SecurID software token has been successfully installed, a PIN that is known only to the user must be created.

Open **Internet Explorer** and navigate to <u>https://portal.mfn2.myflorida.com</u>. Click **Register Token**, as shown in Figure 2.4-1. RSA Self-Service Console as shown in Figure 2.4-2.

	1		
Username			
Password			
PASSCODE			
Domain	MFN2 🗸		
	Logon		
	Username Password PASSCODE Domain	Password PASSCODE Domain MFN2 V	Vsername Password PASSCODE Domain MFN2 V

Figure 2.4-1. Register Token Link

RSA Self-Service Console	
💮 Home	(2) Help *
Welcome to the RSA Self-Service Console where you can perform toke	n maintenance and troubleshooting tasks.
Log On	Support
Log on with your corporate credentials to request new tokens and manage existing tokens.	Do you need to enable a new token?
	Enable your token
Forgot your user ID? Contact your administrator.	
Do you need an account?	
Request an account	

Figure 2.4-2. RSA Self-Service Console

Enter the **User ID** (username) and click **OK**, and a Passcode text box appears as shown in Figure 2.4-3. Enter the **six digits** currently displayed in the **RSA SecurID Token** application into the **Passcode** text box and click **Log On**.

Log On		
on with your RSA SecurID	passcode. If you have lo	st your token, contact your help desk or administrator.
.og On		
user ID:	dms_user_02	
og On User ID: Authentication Method:	dms_user_02 Passcode	

Figure 2.4-3. Passcode Text Box

Figure 2.4-4 displays the next screen which prompts for a **PIN**. While the system supports several characters, we recommend setting a four-digit PIN not related to any personally identifiable information. Enter the **PIN** into the **New PIN** and the **Confirm New PIN** text boxes. Finally, wait **60 seconds** or until the tokencode changes on the RSA SecurID token, and enter the new code into the **Next Tokencode** text box. Click **OK** to complete the token and PIN creation process.

RSA Secure Logon	
New RSA SecurID PI	N Required
Either you do not have a PIN yet, o If you are prompted to enter your r Note: It may take a minute or mor	r security policy requires a PIN change. lext tokencode, wait until the tokencode (the number on your RSA SecurID token) changes, then enter that new tokencode. e for the tokencode to change.
Create New PIN	
New PIN:	What is a valid pin?
Confirm New PIN:	
Next Tokencode: *	

Figure 2.4-4. PIN Creation

Figure 2.4-5 displays an example of the My Account page resulting from the token registration process. There may be a yellow **Notes** area on the page that suggests the user should set up emergency authentication questions. At this time, these questions are not being used. The user can ignore this.

My Account				(2) Help *
age allows you to an also use this p	o view your user profile and manage bage to request authenticators and us	your authenticators. ( er group membership	Certain edits to your account b, and <u>view your request histo</u>	require administrator approval.
Notes	answered security questions that are i	used for emergency a	uthentication. To answer the	m, click <b>set up</b> in the My Authenticators sec
Authenticators	c		My Profile	
kens - view Sec	urID token demo		Personal Information	
Windows Desktop File- Based	View details, test, troubleshoot		First Name: Middle Name: Last Name:	dms user_02
Token Serial Number:	000160961497	RSA Security	User ID: E-mail: Certificate DN:	dms_user_02
PIN:	created on Aug 31, 2017 9:17:25 AM EDT <u>Change PIN</u>		Account Creation Date: Mobile Number:	Jul 6, 2017 12:06:04 PM EDT
Expires On:	Nov 29, 2021 7:00:00 PM EST request replacement			
Key Fob	View details, test, troubleshoot			
Token Serial Number:	000159147374			
PIN:	created on Aug 30, 2017 2:34:12 PM EDT <u>Change PIN</u>	C 😁 📖		
Expires On:	Apr 29, 2022 8:00:00 PM EDT request replacement			
curity Question	s - set up			
contry questions	• - <u>aux up</u>			

Figure 2.4-5. RSA My Account Page

#### 3 ACCESSING THE VIRTUAL PRIVATE NETWORK (VPN)

Customers who have ordered a Clientless VPN should follow instructions in Section 3.1 to connect to the VPN. Customers who have ordered a Client-to-LAN VPN connection should follow instructions in Section 3.2.

#### 3.1 Clientless VPN

No client software installation is necessary for MFN-2 network access when using the Clientless VPN option. To access the VPN using the Clientless option, customers navigate to the VPN login page at <a href="https://vpn.mfn2.myflorida.com">https://vpn.mfn2.myflorida.com</a> using the Internet Explorer (preferred) web browser. To login, enter a username (lowercase) and password, and click Login. Figure 3.1-1 displays an example for a DMS test account. Note that in this context, PASSWORD refers to the user's PIN plus token code.

If Internet Explorer does not trust the VPN concentrator website, the user will see an **IN CASE OF A SECURITY ERROR** dialog box. If this happens, click **Internet Explorer's Tools** menu and then click **Internet Options** as shown in Figure 3.2.1-5. Click the **Security** tab and then click **Trusted Sites** and then the **Sites** button as shown in Figure 3.2.1-6. Click **Add** to add the <u>https://vpn.mfn2.myflorida.com</u> site as shown in Figure 3.2.1-7 and click **Close**, and then click **OK**. Refresh the screen and start the process again.



Figure 3.1-1. VPN Login Page

A successful login will land the user at a webpage hosting custom links to the agency's resources, as provided by the agency. An example is shown in Figure 3.1-2. The user should click **Logout** when the VPN session is no longer in use.

Clicking **Logout** navigates the user to the page displayed in Figure 3.1-3. If the user clicks **Logon**, they will return to the VPN login page as shown in Figure 3.1-1.





SSL VPN Service
-----------------

Logout	
Goodbye. For your own security, please: Clear the browser's cache Delete any downloaded files Close the browser's window	
Logon	

Figure 3.1-3. VPN Logout Page

#### 3.2 Client-to-LAN

The Client-to-LAN option of remote access involves a download and installation of both the Cisco AnyConnect Secure Mobility Client, and the Cisco AnyConnect ISE Compliance software. The first application is the VPN connection component. The second is the application that scans the client device to assure its operating system and antivirus are up-to-date.

#### NOTE:

These installs are only necessary once per device.

#### NOTE:

Client devices under the control of their agency may have difficulty installing and using the Cisco AnyConnect Security Mobility Client due to agency policies and settings that reflect device location.

#### 3.2.1 Cisco AnyConnect Secure Mobility Client Installation

The VPN login page is accessed in the same manner for both the Clientless and Client-to-LAN options, by navigating in **Internet Explorer** to <u>https://vpn.mfn2.myflorida.com</u> as shown in Figure 3.1-1. If, instead of Clientless, an MFN-2 customer has ordered the Client-to-LAN option in CSAB, the MFN-2 VPN concentrator will, upon successful login, attempt to automatically download the Cisco AnyConnect Secure Mobility Client, Cisco AnyConnect ISE Posture Module, Cisco AnyConnect ISE Compliance Module, and Cisco AnyConnect Diagnostics and Reporting Tool. Initially, the system detects the client platform and begins analyzing the client device, as shown in Figure 3.2.1-1. In the next few minutes ActiveX and Java are detected.

At this point, the user may be prompted to install an add-on as displayed in Figure 3.2.1-2. Click **Install** to accept the add-on installation. The user may be asked for permission and possibly administrator level credentials for the client device, which the user should supply. If the process is successful, the Cisco AnyConnect Secure Mobility Client application will begin downloading as shown in Figure 3.2.1-3.



Figure 3.2.1-1. Cisco AnyConnect Secure Mobility Client Download



Figure 3.2.1-2. Internet Explorer Prompt for Add-On



Figure 3.2.1-3. Downloader

In the event the user encounters a problem during the download, it is most likely due to Internet Explorer not trusting the VPN concentrator website. If this happens, the user will see the message shown in Figure 3.2.1-4. If there is no issue and the process is successful, the user will see a successful connection as shown in Figure 3.2.1-11.

If Internet Explorer does not trust the VPN concentrator website, the user will see an **IN CASE OF A SECURITY ERROR** dialog box. Click **OK** to close the dialog. Next, click the **Tools** menu and then click **Internet Options** as shown in Figure 3.2.1-5. Click the **Security** tab and then click **Trusted Sites** and then the **Sites** button as shown in Figure 3.2.1-6. Click **Add** to add the <u>https://vpn.mfn2.myflorida.com</u> site as shown in Figure 3.2.1-7 and click **Close**, and then click **OK**. Refresh the screeen and start the process again.



Figure 3.2.1-4. Download Error



Figure 3.2.1-5. Internet Explorer Internet Options

Select	a zone to	view or chan	ge security setti	ngs.	9	
Int	ernet	Local intrane	t Trusted sites	Rest	ricted	
	Truste	d sites		ň	Site	s
~	trust no your file You ha	ot to damage es. ve websites i	your computer on this zone	or.	4	
Secu	rity level f	or this zone			-	
Alic	wed level	s for this zon	e: All			
-	Enable P	dium-low Appropriate Intranet) Most conten Unsigned Ac Same as Mer	for websites on t will be run with tiveX controls wi dium level withou	your loca out prom Il not be at prompt	al network pting you downloade is	d lorer)
	Jeriobie i	10100001-101	Custom leve	si ] [	Default	level
			Reset	all zones	to default	level

Figure 3.2.1-6. Trusted Sites



Figure 3.2.1-7. Add Trusted Site

Another issue that may arise during the automatic download and install process is an outdated version of Java, as shown in Figure 3.2.1-8. If this occurs, click **Update** to update the Java application, entering administrative credentials if prompted.



Figure 3.2.1-8. Update Java

Click **Agree and Start Free Download** when prompted, and then click **Run** to install Java, as shown in Figure 3.2.1-9.



Figure 3.2.1-9. Run Java Installation File

Eventually, the Cisco AnyConnect Secure Mobility Client Downloader will begin installing the application as shown in Figure 3.2.1-10. Successful connectivity will be indicated as shown in Figure 3.2.1-11.



Figure 3.2.1-10. Cisco AnyConnect Installation

WebLaunch Platform Detection ActiveX J - Java Detection J - Java Download Connected	Connection Established The Cisco AnyConnect Secure Mobility Client has successfully connected. The connection can be controlled from the tray icor circled in the image below: () () () () () () () () () () () () () (
---	--

Figure 3.2.1-11. Connection Established

If the VPN doesn't connect automatically, click the Windows **Start** button and type **Cisco**. The Cisco AnyConnect Secure Mobility Client should appear in the Start menu. Click it to open the program and click **Connect** to connect to **vpn.mfn2.myflorida.com** as shown in Figure 3.2.1-12. Enter the **Username** and **PIN** + **token** code when prompted as shown in Figure 3.2.1-13 and click **OK**. If the connection is successful, the Cisco AnyConnect Secure Mobility Client icon will display in the Windows Tray with a lock on it as shown in Figure 3.2.1-14.

If the automatic web-based download and installation of the Cisco AnyConnect Secure Mobility Client was not successful, navigate to Section 3.2.2 and follow the instructions to download and install the application manually.



Figure 3.2.1-12. VPN Connect

en

Figure 3.2.1-13. Entering Credentials



Figure 3.2.1-14. VPN Connected

### 3.2.2 Cisco AnyConnect Manual Installation

In many cases, the Cisco AnyConnect Secure Mobility Client will fail the automatic web-based installation and the user will see the dialog shown in Figure 3.2.2-1. The dialog prompts the user to download the installer and install the application manually. Click the **AnyConnect VPN** link if this is necessary.

Click **Run** to run the installation file as shown in Figure 3.2.2-2 and the Cisco AnyConnect Secure Mobility Client Setup Wizard will display as shown in Figure 3.2.2-3.



Figure 3.2.2-1. Unsuccessful Web-Based Installation

#### Remote Access VPN Reference Guide DCN: 7055011 Rev A 15 November 2018

Do you want to run or save anyconnect-win-4.5.02033-core-vpn-webdeploy-k9.exe (5.34 MB) from vpn.mfr	n2.myflorida.	com?			;	×
It is type of file could harm your computer.		Run	Save	•	Cancel	

Figure 3.2.2-2. Run Installer File



Figure 3.2.2-3. Cisco AnyConnect Secure Mobility Client Wizard

Click **Next**, click to **accept** the agreement, click **Install**, and then enter administrative credentials, if prompted. Click **Finish** to exit the Setup Wizard as shown in Figure 3.2.2-4.



Figure 3.2.2-4. Finish the Installation

Click the Windows **Start** button and then type **Cisco**, and the **Cisco AnyConnect Secure Mobility Client** should display in the Start menu. Click to open the application. Click **Connect** to connect to **vpn.mfn2.myflorida.com** as shown in Figure 3.2.2-5, then enter **username** and **PIN+token** when prompted, as shown in Figure 3.2.2-6. If the connection is successful, the Cisco AnyConnect Secure Mobility Client icon will display in the Windows Tray with a lock on it as shown in Figure 3.2.2-7.



Figure 3.2.2-5. Connect to VPN

G Cisco	AnyConnect	vpn.mfn2.myflorida.com	x	
	Please enter	your username and password.	_	
	Username:	dms_user_02		
	Password:			PIN + token
		OK Cancel		
	Fiau	re 3.2.2-6. Enter Ci	rede	entials



Figure 3.2.2-7. Successful VPN Connection

### 3.2.3 Cisco AnyConnect ISE Compliance Installation

At this point, the Client-to-LAN VPN software is installed and the user is connected to the VPN, however, the Cisco AnyConnect ISE Posture Module, Cisco AnyConnect ISE Compliance Module, and Cisco AnyConnect Diagnostics and Reporting Tool must be downloaded and installed to scan the client device and assure the operating system and antivirus are up-to-date, and a client firewall is active.

#### NOTE:

User must be connected to the VPN for the above steps to work.

Once the Cisco AnyConnect ISE Compliance Posture Agent is installed, it will begin scanning the client device as shown in Figure 3.2.3-1. If the client device is operating system and antivirus compliant, network access is allowed as shown in Figure 3.2.3-2. With the Client-to-LAN option, the user is not directed to any particular website as with the Clientless option. Instead, users navigate to their resources on their own. To disconnect from the VPN, click the **Disconnect** button.

🕙 Cisco AnyCo	nnect Secure Mobility Client	
	VPN: Connected to vpn.mfn2.myflorida.	.com.
00:04:46		IPv4
	System Scan: Update your system.	Details Cancel
<b>\$</b> (i)		alialia cisco

Figure 3.2.3-1. System Scanning

S Cisco AnyCo	nnect Secure Mobility Client
	VPN: Connected to vpn.mfn2.myflorida.com. vpn.mfn2.myflorida.com Disconnect
00:06:52	IPv4
Y	<b>System Scan:</b> Compliant. Network access allowed.
<b>\$</b> ()	alhalu cisco

Figure 3.2.3-2. Compliant System

In the event Cisco AnyConnect determines the client device to be non-compliant with respect to the operating system, firewall, or antivirus, the user will see the dialog shown in Figure 3.2.3-3 and possibly the reason for the non-compliance, an example of which is shown in Figure 3.2.3-4.

🕥 Cisco AnyCo	nnect Secure Mobility Client 📃 🗆 🔀
	VPN: Connected to vpn.mfn2.myflorida.com. vpn.mfn2.myflorida.com v Disconnect
00:05:35	IPv4
9	System Scan: Not Compliant. Update time expired.
<b>\$</b> (i)	eljuju cisco

Figure 3.2.3-3. Non-Compliant System

🕥 Cisco AnyConn	ect Secure Mobility Client		X
System Scan Sur Update Details 1 Update(s) Red Updates are need	mmary quired	can join the network.	30%
	Updates	Status	
Required			^
1 😢	Win-7	Click Start to begin	
Win-7 (Require Your PC does not i Firewall turned on	<b>d)</b> meet the minimum requirements Anti-virus installed and up to date	for access to the VPN:Please ensure you have the following:Windows	•
			-
		Start	
Time Remaining:	00:03:05	Hide Cance	el

#### Figure 3.2.3-4. Windows Update Needed Example

Figure 3.2.3-4 implies the user can click the dialog Start button to resolve the issue, but this functionality is not in place. The user should close the **System Scan Summary Update Details** dialog, disconnect from the VPN, and remediate the issues manually. Once the issues are fixed, reconnect to the VPN and the Posture Agent will scan the system again for compliance.

#### NOTE:

Users should contact the MFN-2 SOC if they are unable to resolve issues preventing them from successfully accessing their resources via the VPN.

#### 4 ORDERING NEW CLIENTLESS AND CLIENT-TO-LAN VPNS IN THE CSAB

Subsections 4.1 and 4.2 instruct on the ordering aspect of Clientless and Client-to-LAN remote access in the CSAB. Except for one step in the process, the ordering is essentially the same.

#### 4.1 Clientless

To begin the Clientless VPN ordering process, log in to the CSAB website at: <u>https://portal.suncom.myflorida.com</u>, then click **Ordering** as shown in Figure 4.1-1. If the options shown in the figure do not display, click the **apps** menu and select **Ordering** from the dropdown list box.

🗯 SUNCOM	kcannon@harris.com	logout help home apps <del>v</del> manage	- SuperSearch Q
Manage	Ordering	Tools	My Order Inbox
My Password	Batch Order Management     Dateb Order Marging (Data)	<ul> <li>Administrative Rule Requests</li> <li>Inventory</li> </ul>	
<ul> <li>Permissions</li> </ul>	Grder Management	Inventory SUNCOM Network Services	Reports
🖀 Users and Contacts	<b>Ordering</b> Quote Builder	Agreement	

Figure 4.1-1. CSAB Ordering

Once on the **Ordering** page, expand **Remote Access**, and then click **VPN**. Under **VPN Client to LAN** on the right, click **Configure**, as shown in Figure 4.1-2.

dmsSUNCOM	cannon, kelly (kcannon®harris.com) logout help home apps ▼ manage ▼	SuperSearch Q
ပ Ordering		
Shop 7 Pending Configurations 9	Migrating Configurations = Cart = Approvals	My Orders All Orders
Product Catalog	VPN	
> 🚺 Data		
Remote Access	VPN Client to LAN	le p
VPN Cre	Virtual Private Network (VPN) Services A VPN is a group of two or more computer systems, typically connected (a network built and maintained by an organization solely for its own use) with limited public-network access,	l to a private network which communicates
VPN Profile	"securely" over a public network. VPNs may exist between an individual machine and a private network (client remote LAN and a private network (server-to-server). VPNs include encryption, strong authentication of remot mechanisms for hiding or masking information about the private network topology from potential attackers o	-to-server) or a te users or hosts, and n the public network.
	HARRIS	
	Configure	

Figure 4.1-2. Remote Access VPN

On the **Bill to Account** page, locate the correct agency, expand it, and click the associated **account number** as shown in Figure 4.1-3. Click **Next** to continue.

Market Ma Market Market Ma Market Market	
page 1 of 4 N M Q	
~ 倄 DJJ-AG DOZIER SCHL	
🖅 Account (59N) - 5107	
> 🗌 DJJ-DETENTION CNTRL EAST	
> 🔗 DJJ-DETENTION N E	
> 🕐 DJJ-DETENTION N W	
> 🐴 DJJ-DETENTION S E	
> 🔏 DJJ-DETENTION S W	
> 🕐 DJJ-DETENTION W CTRL	
> 🕐 Djj-DSL	
> 🕐 DJJ-HEADQUARTERS	
> 🕐 DJJ-PARTNERSHIPS	
> 🖀 NITELINES USA, INC.	
> 🛃 Billing Account (DJJ) - 2804115167	
	Next >

Figure 4.1-3. Billing Information

Figure 4.1-4 displays the Service Options. Expand **Client Type** and select **Proxied Clientless** (**SSL**), then click to expand **Token Platform** and select the type of software token desired. One or two extra tokens may be ordered for an additional non-recurring cost.

#### NOTE:

If a prospective VPN user has a Customer Portal account, the user already has a soft token. The same token will be used for VPN remote access, so no additional token will be assigned, however the user should select the token platform already in use. As noted above, up to two extra tokens may be ordered.

In the example in Figure 4.1-4, a **Windows** token has been ordered as well as an additional token for an **Apple** cell phone. The figure displays the **Clientless** selection with the monthly recurring service charge and the non-recurring charge for the extra token, plus the installation charge for the VPN itself. Click **Next**.

* Service Options	(3) items selected
■ Client Type*	
○ Show All	
Proxied Clientless (SSL)	\$5.35
	\$0.00
■ Token Platform*	
○ Show All	
Windows Token	\$0.00
Additional Tokens (maximum of 2)	
Additional Android Tokens 1	\$64.20
Additional Apple Tokens 1	\$64.20
Additional Windows Tokens 1	\$64.20
<sup>×</sup> Installation	(1) items selected
☑ Proxied Clientless (SSL) Installation*	\$80.25
<pre>Previous Next &gt;</pre>	

#### Figure 4.1-4. Ordering Proxied Clientless (SSL)

Figure 4.1-5 displays the information users will be prompted to enter next which includes: **Primary Contact** and **Technical Contact** information, as well as the **Physical Address** of the site.

Finally, a VPN profile is requested. If the agency or profile name does not appear in the **Agency or Profile** dropdown, a new profile needs to be created. The instructions for creating a new profile are covered in Section 4.3.

The **VPN User ID** is the user's **firstname** and **lastname**, all lowercase, with nothing in between as shown in the example for user Kelly Cannon, whose User ID is kellycannon. Click **Next**.

#### Remote Access VPN Reference Guide DCN: 7055011 Rev A 15 November 2018

Primary Contact	
First Name*	Kelly
М	
Last Name*	Cannon
Fmail*	krannon@harris.com
Primary Phone*	( 555 - 5555
	ext
Technical Contact	
Full Name*	Kelly Canoon
- an easily	The grant of the second s
Email	kcannon@harris.com
Technical Phone*	( 555 - 5555
	ext
Technical Mobile Phone	( 555 ) 555 - 5555
Divisional Addresses	
Physical Address	
Street*	100 Beach Street
Line 2	
Room	222
City*	Melbourne
State*	FLORIDA
Zipcode*	32951
County*	Brevard
VPN Client LAN	
Agency or Profile	DJJ-AG DOZIER SCHL *
VPN User ID*	keirycannon
IP	
Previous Clear	S Next >

Figure 4.1-5. Contact and User Information

On the **Summary** page, the user should verify the options ordered and the monthly and non-recurring costs, and if correct, click **Add to Cart**, as shown in Figure 4.1-6. If the items are not correct, click **Previous**, and make the necessary changes.

	<pre></pre>					Option	Qty.	MRC	NRC	
Summary			Service Options	Service Options						
Bill to Account Options	Elji-AG DOZIERSCH. (950ZZ54) - 476468728 Option	Qty.	MRC	NRC	Usage	Client Type: Proxied Clientless (SSL) VPNCL2LANPRXCLSSLMF	1 C	\$5.35		
	Service Options		Token Platform:	1	\$0.00					
	Client Type: Proxied Clientless (SSL) VPNCL2LANPRXCLSSLMRC	1	\$5.35			Windows Token	MRC			
	Token Platform: Windows Token VPNSOFTTOKENWINDOWSMRC	1	\$0.00			Additional Tokens (maximum of 2): Additional Apple	1		\$64.20	
	Additional Tokens (maximum o 2): Additional Apple Tokens	f 1		\$64.20	]	Tokens VPNSOFTTOKENAPPLE				
	Installation					Installation				
	Proxied Clientless (SSL) Installation	1		\$80.25		Proxied Clientless (S Installation VPNCL2LANPRXCLSSLNF	SL) 1		\$80.25	
	VPNCL2LANPRXCLSSLNRC	Totals:	\$5.35	\$144.45			Totals:	\$5.35	\$144.45	
Primary Contact	_		Toda	ay at 11:52	2:49 AM 🖺	Continue Shopping	Route	Delete		

Figure 4.1-6. Verify and Add to Cart

The customer is taken to the checkout page and should once again verify the order. At this point the user can still make a change by selecting the checkbox next to the order and clicking **Save Items For Later**, or **Delete Items**, or **Reconfigure** as shown in Figure 4.1-7. If satisfied with the order, click **\$Checkout**.



Figure 4.1-7. Checkout or Save, Delete, Reconfigure

Finally, select a **Preferred Delivery Date**, and then click **\$Submit Order** as shown in Figure 4.1-8.

ပ Orderin	g														
Shop <b>Ŧ</b> Pending Con	figura	tions (	19	Ŧ	Μ	ligrati	ng Co	nfigurations 👎	Cart 1 🔻	Approvals				My Order	s All Orders
			Nove	embei	r 201	8	>>		Return To Cart	\$ Submit O	rder				
	Su	Мо	Tu	We	Th	Fr	Sa	tion		Monthly	Recurring	Non-Recur	ring		
	28	29	30	31	1	2	3				\$5.35	\$14	4.45		
	4	5	6	7	8	9	10								
Item	11	12	13	14	15	16	17						Quantity	Monthly Recurring	Non-Recurring
VPN2 Client to LAN pr	18	19	20	21	22	23	24						1	\$5.35	\$144.45
Organization	25	26	27	28	29	30	1	sabilities							
Bill to Account	2	3	4	5	6	7	8	8836880							
Preferred Delivery Date *		_	_	_	_	_	_								
Emergency Event?	Assig	gn Ticl	ket	_	_	_			-						

Figure 4.1-8. Preferred Delivery Date

#### 4.2 Client-to-LAN

As previously mentioned, the process for ordering Client-to-LAN service is essentially the same as for Clientless, except for the consideration of the additional Split Tunnel order. Without split tunneling, the Client-to-LAN user will be unable to reach any other network, including the Internet, when attached to the MFN-2 network via VPN. In the example shown in Figure 4.2-1, the **Split Tunnel** checkbox has been selected, thereby adding that feature to the Client-to-LAN order. The customer has selected **Android Token** and 2 additional Android tokens. These additional tokens add a non-recurring cost of \$64.20 each.

* Service Ontions	(4) items selected	Service Options			
© Show All	( ) tens sected	Client Type: Layer-3 Client VPNCL2LANLYR3MRC	1	\$5.89	
<ul> <li>● Layer-3 Client</li> <li>✓ Split Tunnel</li> </ul>	\$5.89 \$1.07	Token Platform: Android Token VPNSOFTTOKENANDROIDMRC	1	\$0.00	
<ul> <li>Token Platform*</li> <li>Show All</li> <li>Android Token</li> </ul>	\$0.00	Additional Tokens (maximum of 2): Additional Android Tokens	2		\$64.20
<ul> <li>Additional Tokens (maximum of 2)</li> <li>Additional Android Tokens 2</li> </ul>	\$64.20	Split Tunnel VPNCL2LANSPLTTUNNMRC	1	<b>\$</b> 1.07	
* Installation	(2) items selected	Installation			
Layer-3 Client Installation*	\$80.25	Layer-3 Client Installation VPNCL2LANLYR3NRC	1		\$80.25
	455.50	Split Tunnel Installation	1		\$53.50
< Previous Next >		Tot	als:	\$6.96	\$262.15

Figure 4.2-1. Ordering Client-to-LAN with Split Tunneling and Extra Tokens

As with Clientless, verify the service and installation before clicking **Add to Cart**, as shown in Figure 4.2-2.

#### Remote Access VPN Reference Guide DCN: 7055011 Rev A 15 November 2018

	Previous       Add To Cart 🐂					Option		Qty.	MRC	NRC	Usage
Summary						Service O	otions				
Bill to Account Options	DJI-AG DOZIER SCHL (9502254) - 476468728 - Option	Qty.	MRC	NRC	Usage	Client Type Client VPNCL2LAN	e: Layer-3	1	\$5.89		
	Service Options					Token Plat	form:	1	\$0.00		
	Client Type: Layer-3 Client VPNCL2LANLYR3MRC	1	\$5.89			Android To VPNSOFTTO	Android Token				
	Token Platform: Android Token VPNSOFTTOKENANDROIDMRC	1	\$0.00			Additional	Additional Tokens			\$64.20	
	Additional Tokens (maximum of 2): Additional Android Tokens VPNSOFTTOKENANDROID	2		\$64.20		(maximum Additional	(maximum of 2): Additional Android				
	Split Tunnel VPNCL2LANSPLTTUNNMRC	1	\$1.07			VPNSOFTTOKENANDROID					
	Installation					Split Tunn	el	1	\$1.07		
	Layer-3 Client Installation VPNCL2LANLYR3NRC	1		\$80.25		VPNCL2LAN	SPLTTUNNMRC				
	Split Tunnel Installation VPNCL2LANSPLTTUNNNRC	1		\$53.50		Installatio	on				
	1	otals:	\$6.96	\$262.15		Layer-3 Cli Installation VPNCL2LAN	ient n LYR3NRC	1		\$80.25	
Primary Contact Name:	Kelly . Cannon		То	day at 3:40	):13 PM 🖺	Split Tunn	el Installation	1		\$53.50	
Email: Primary Phone:	kcannon@harris.com (555) 555-5555						То	tals:	\$6.96	\$262.15	

#### Figure 4.2-2. Verify and Add to Cart

Once reverified, click **\$Checkout**. Alternatively, select the **checkbox** and **Save Items For Later**, or **Delete Items**, or **Reconfigure**, as shown in Figure 4.2-3.

		Description	Continue Shopping	\$ Checkout Month	ly Recurrin	g No	n-Recurring			
		DJJ-AG DOZIER SCHL - 476468728			\$6.9	6	\$262.15			
Quantity	Item		Save Items For Later	窗 Delete Items					Monthly Recurring	Non-Recurrin
1	VPN2 Client to LAN provided by Harri	s Corporation							\$6.96	\$262.1
	Reconfigure Save For Later Delete									
	Organization DJJ-AG DOZIE Bill to Account Tags	R SCHL - 476468728								
	Option				Qty.	MRC	NRC	Usage		
	Service Options									
	Client Type: Layer-3 Client VPNCL2LANLYR	MRC			1	\$5.89				
	Token Platform: Android Token VPNSOFT	OKENANDROIDHRC			1	\$0.00				
	Additional Tokens (maximum of 2): Addit	ional Android Tokens VPNSOFTTOKENANDR	DID		2		\$64.20			
	Split Tunnel VPNCL2LANSPLTTUNNMRC				1	\$1.07				
	Installation									
	Layer-3 Client Installation VPNCL2LANLYR3	NRC			1		\$80.25			
	Split Tunnel Installation VPNCL2LANSPLTTU	NNNRC			1		\$53.50			
					Totals:	\$6.96	\$262.15			

#### Figure 4.2-3. Checkout or Save, Delete, Reconfigure

#### 4.3 Creating a VPN Profile

As previously mentioned, VPN accounts must be associated with a VPN Profile. The profile serves as an access list, providing the IP addresses the user will have access to once connected to

the VPN. Profile names are unique and so cannot be reused. VPN Profiles are ordered in the CSAB and must be approved by DMS before the remote access VPN order can be completed.

If an organization is accessing another network, authorization needs to be obtained via email or letter, and attached to the Configuration Summary area of the CSAB work order.

An associated VRF is also required. If no VRF is indicated, the Common Services VRF is assumed.

To create a new VPN Profile in CSAB, select the **Ordering** application and in the left pane, expand **Remote Access**, click **VPN Profile**, and then click **Configure** as shown in Figure 4.3-1.

ပ Ordering		
Shop <b>‡</b> Pending Configurations (2) <b>‡</b>	Migrating	Configurations # Cart # Approvals
Product Catalog		VPN Profile
Data     Remote Access		VPN Profile
VPN	C'r	Virtual Private Network Profile Services
VPN Profile	Career.	
		HARRIS
		Configure

Figure 4.3-1. VPN Profile

Select the account to bill for the service and click Next, as shown in Figure 4.3-2.

Select the account to bill for this service:
page 1 of 1 Q S
page 1 of 4 H H Q
V 🏀 DJJ-AG DOZIER SCHL
Account (59N) - 5107
> 🎇 DJJ-DETENTION CNTRL EAST
> 🖀 DJJ-DETENTION N E
> 🖀 DJJ-DETENTION N W
> 🚜 DJJ-DETENTION S E
> 🚜 DJJ-DETENTION S W
> 😤 DJJ-DETENTION W CTRL
> 🚜 DJJ-DSL
> 🆀 DJJ-HEADQUARTERS
> 😤 DJJ-PARTNERSHIPS
> 🔗 NITELINES USA, INC.
> 🗐 Billing Account (DJJ) - 2804115167
Next >

Figure 4.3-2. Billing Information

Check to select **New VPN Profile**. If the profile will be mapped to a VRF other than the Common Services VRF, check to select the **Mapping a VRF?** checkbox as shown in Figure 4.3-3. Click **Next**.

	< Previous Next	
<sup>∼</sup> VPN new profile		(2) items selected
🗹 New VPN Profile*		\$0.00
Mapping a VRF?		\$0.00

Figure 4.3-3. New VPN Profile and VRF

Enter the **Physical Address**, the **Technical Contact**, the **Profile** information, and the **VRF** if necessary. In Figure 4.3-4 the **Profile Name** entered is DJJ-BEACH. Profile names must be unique and cannot be reused. In the example, two **Profile IP** addresses have been configured. These permitted addresses serve as an access list. Also entered is a single **DNS** address. Note, the addresses in the figure have been redacted for security purposes. Finally, in the **VRF** section, the **VRF Name** BEACH has been added. This input is necessary because the user indicated they wanted to map a VRF to the profile. Click **Next** to navigate to the Summary page.

Address Line 1	100 Doach Street	
	Too beach sulfeet	
Address Line 2		
Room	222	
City	Melbourne	
Charles	EL ORIDA	
State	FLORIDA	
Zipcode	32951	
County*	Brevard	
echnical Contact		
Full Name*	Kelly Cannon	
Technical Phone	( 555 ) 555 - 5555	
	ext:	
Technical Mobile Phone	( 555 ) 555 - 5555	
Email	kcannon@harris.com	
Email	kcannon@harris.com	
Email	kcannon@harris.com	
Email Ofile Profile Name	kcannon@harris.com	
Email ofile Profile Name Profile IP*	kcannon@harris.com DJJ-BEACH 199 Block Size 1	
Email ofile Profile Name Profile IP* Reafile IP (2)	kcannon@harris.com         DJJ-BEACH         199       .       .         Block Size       1	• 0
Email Ofile Profile Name Profile IP* Profile IP (2) Deofile IP (2)	kcannon@harris.com         DJJ-BEACH         199       .       .       Block Size       1         199       .       .       Block Size       1         199       .       .       Block Size       1	· 0
Email Offile Profile Name Profile IP* Profile IP <sup>(2)</sup> Profile IP <sup>(3)</sup>	kcannon@harris.com         DJJ-BEACH         199       .       .       Block Size       1         199       .       .       Block Size       1         .       .       .       Block Size       1         .       .       .       .       Block Size       1	· 0 · 0
Email ofile Profile Name Profile IP* Profile IP <sup>(2)</sup> Profile IP <sup>(3)</sup> WINS	kcannon@harris.com         DJJ-BEACH         199       .         199       .         .       .         Block Size       1         .       .         .       .         Block Size       1         .       . <tr< td=""><td>· 0 · 0 · 3</td></tr<>	· 0 · 0 · 3
Email Offile Profile Name Profile IP* Profile IP <sup>(2)</sup> WINS	kcannon@harris.com         DJJ-BEACH         199       .         199       .         .       .         Block Size       1         .       .         Block Size       1         .       . <tr< td=""><td>· 0 · 0 · 0</td></tr<>	· 0 · 0 · 0
Email ofile Profile Name Profile IP* Profile IP <sup>(2)</sup> WINS WINS	kcannon@harris.com         DJJ-BEACH         199       .         199       .         .       .         Block Size       1         .       .         <	· 0 · 0 · 0
Email ofile Profile Name Profile IP* Profile IP © WINS DNS* DNS ©	kcannon@harris.com         DJJ-BEACH         199       .         199       .         .       Block Size         1         .       Block Size         .       .         .	· 6 · 6 · 0 · 0

Figure 4.3-4. VPN Profile Configuration

If the VPN Profile includes a Profile IP address in a network not owned by the organization, written permission from the DMS is necessary. If this is the case, click the **Uploads** tab and then click **Attach File**, as shown in Figure 4.3-5. Browse to find the documentation requesting the access.

VPN Profile provided by Harris	Corporation							Configuration Summary						
1 Assign	Account 2 Selec	t Options	3 Enter Details	4 Su	mmary			Options Details Accounts Uploads Tags						
		<pre> Previous</pre>	Add To Cart 🐂					No Attach File						
Summary Bill to Account	DIJ-AG DOZIER SCHL - 476468728							Continue Shopping A Route Delete						
Options	Option			Qty.	MRC	NRC	Usage							
	VPN new profile							Validation						
	Mapping a VRF? VPNVR	FMAPNRC		1		\$0.00								
	New VPN Profile VPNPR	OFILENRC		1		\$0.00								
				Totals:	\$0.00	\$0.00		Selected billing account						

Figure 4.3-5. Attach File If Necessary

Review the order, and if correct, click **Add to Cart**, as shown in Figure 4.3-6. If the order is not correct, click Previous to return to the order particulars and make the necessary changes before proceeding.

100 Beach Street 222 Melbourne, FL 32951 Brevard	<b>Q</b>			
Technical Contact				
Full Name: Technical Phone: Technical Mobile Phone: Email:	Kelly Cannor (555) 555-55 (555) 555-55 kcannon@ha	1 55 55 arris.com		
Profile				
Profile Name:	DJJ-BEACH			
Profile IP:	199.	Block Size 1		
Profile IP <sup>(2)</sup> :	199.	Block Size 1		
WINS:	No IP addres	ses assigned at th	iis time.	
DNS:	164.	Block Size 1		
VRF				

Figure 4.3-6. Verify and Add to Cart

Before checking out, verify the order one last time. If necessary, select the **checkbox** next to the order and click **Save Items For Later**, or **Delete Items**. If the order is correct and ready to be scheduled, click **\$Checkout** as shown in Figure 4.3-7.

			Continue Shopping	\$ Checkout		
		Description		Monthly R	ecurring	Non-Recurring
		DJI-AG DOZIER SCHL - 476468728			\$0.00	\$0.00
			Save Items For Later	會 Delete Items		
Quantity	Item					
1	VPN Profile provided by Harris	s Corporation				
	Reconfigure Save For Later	🗎 Delete				
	Organization DJ-AG Bill to Account DJ-AG Tags	DOZIER SCHL DOZIER SCHL - 476468728				
	Option		Qty.	MRC	NRC	Usage
	VPN new profile					
	Mapping a VRF ? VPNVRFMAPNRC		1		\$0.00	
	New VPN Profile VPNPROFILENRC		1		\$0.00	
			Totals:	\$0.00	\$0.00	
						Order Total:
	7		Save Items For Later	自 Delete Items		

Figure 4.3-7. Checkout or Save, Delete, Reconfigure

Finally, click in the **Preferred Delivery Date** text box and select the desired delivery date using the pop-up calendar.

Shop 📮 Pendir	ng Conf	igurat	tions	9		Mig	gratin	g Con	figurations 🖡 Ca	art 🕦 👎	Approvals		
											Return To Cart	\$ Submit Order	
		Su	Мо	Aug	We	1018 Th	Fr	» Sa	Description			Monthly Recurring	Non-Recurring
		29	30	31	1	2	3	4				\$0.00	\$0.00
		5	6	7	8	9	10	11					
Item	_	12	13	14	15	16	17	18					Quantity
VPN Profile provide	ed by <b>f</b>	19	20	21	22	23	24	25					1
Organizati	on	26	27	28	29	30	31	1					
Bill to Accou	int	2	3	4	5	6	7	8	54) - 476468728				
Preferred Delivery D	ate *												

Figure 4.3-8. Preferred Delivery Date

Any problems with ordering or understanding VPN Profiles should be directed to the SUNCOM NOC.

#### 5 MIGRATING VPNS IN THE CSAB

A customer site may already have a VPN service. In this case, a VPN service migration should be ordered in the CSAB. The VPN migration process is outlined in this section.

To begin the VPN migration, log in to the CSAB website at:

<u>https://portal.suncom.myflorida.com</u>, then click **Inventory** as shown in Figure 5-1. If the options shown in the figure do not display, click the **apps** menu and select **Inventory** from the dropdown list box.

🗰 SUNCOM	kcannon@harris.com	logout help home apps <del>-</del> mai	nage - SuperSearch Q
Manage	Ordering	Tools	My Order Inbox
My Password	<ul> <li>Batch Order Management</li> </ul>	🔦 Administrative Rule Requests	
☑ Notifications	💉 Batch Order Merging (Beta)	i≣ Inventory	
Permissions	🎕 Order Management	SUNCOM Network Services	Reports
👺 Users and Contacts	📜 Ordering	Agreement	
	Quote Builder		

Figure 5-1. CSAB Inventory

Once on the **Inventory** page, click the **By Service** tab, and then expand **Remote Access**, and then **VPN**, then expand **VPN Client to LAN**, as shown in Figure 5-2.

🖩 In	vento	ry					
By Organi	zation 🖡 🛛 B	y Account 👎	By Service	By Item 📮	Batch Actions 🖡	Reports 🖡	۲
> 👪 Dat	ta						
v 👪 Rer	mote Access						
~ <b>* *</b> \	/PN						
× ڻ	VPN Client to	LAN					
pa	ge 1 of 2	₩	Q				
,	8	\$ ID		Tags			\$ Status
>		3083388068					Active
>		3083407654					Active
>		2920142451					Active
>		2623121264	-				Active

Figure 5-2. VPN By Service

Search for and select the inventory **ID** related to the current VPN service, and then click the **Actions** tab. Click **Start Provider Migration**, as shown in Figure 5-3.

dmsSUNCOM	logout	help I	home	apps 👻	manage 👻	SuperSearch	Q
Inventory 2623121 KN853DL	264						
General Details Options Actions Orders	Invoice	es Time	line Ti	meline (Be	eta)		
∳ Change Service Options							
∮ Change VPN Profile							
∮ Disconnect A							
Disconnect Suspended O Item status must be SUSPENDED							
Reinstall Ø Item status must be DISCONNECT							
🕈 Request a Name Change 🗎							
🕈 Request a Name, Email, and ID Change 🔒							
🗲 Start Provider Migration 🔒							
∳ Suspend Service							

## Figure 5-3. Start Provider Migration

Click **Add Attachments** to upload any related documentation, and then click **Execute Action** as shown in Figure 5-4.

N853D	L									
General	Details	Options	Actions	Orders	Invoices	Timeli	ne Tir	meline (Beta)	)	
🕈 Start Pro	ovider Migr	ation								
Begin the m	nigration p	ocess to th	ne new serv	vice provid	er.					Add Attachments
		tion has b	egun vou ca	an edit def	ault option	is on the	Orderins	z 🕝 page.		

Figure 5-4. Execute Action

At this point the VPN migration has been executed but the process is not complete. The VPN itself still has to be ordered. Click the **Go to Ordering** link as shown in Figure 5-5 to start the ordering process.

dmsSUNCOM		logout	help	home	apps 👻	manage 👻	SuperSearch	Q
KN853DL	ntory 2623	121264						
General Det	ails Options Actions	Orders Invoices	Time	line Ti	meline (Beta)			
🕈 Start Provider	Migration							
Begin the migrati	ion process to the new servi	ce provider.					Add Attachments	ත
You're not don	e yet! Go to <b>Ordering </b> to	continue your migra	ation.					
Done 🔺								

Figure 5-5. Go to Ordering

The **Migrating Configurations** tab should show that a migration has been executed. Click **Edit Configuration** to continue the ordering process, as shown in Figure 5-6. Alternatively, the migration could be cancelled by clicking Cancel Migration.



Figure 5-6. Edit Configuration

Enter the **contact information** related to the VPN service and then click **Next** as shown in Figure 5-7.

U Ordering	y•	
Shop # Pending Configur	ations (519 ) Migrating Configurations () Cart ()	Approvals My Orders All Orders
VPN Client to LAN provided by h	larris Corporation	Configuration Summary
Assign Account O	Select Details 🛛 Summuny	Options Details Accounts Uploads Tags
< Previous Clear Ø	Reset 3 Next >	Option Qty. MRC NRC
		Service Options
Primary Contact		Client Type: 1 \$5.89 \$80.2 Layer-3 Client VPNCL2LANLYR3MRC
First Name*	Donville	Totals: \$5.89 \$80.2
мі		Patien to Line Coorel Microtion
Last Name*	Läwes	- meaning cost
Emailt	delaurac@transurtems.com	Validation
	courrese on systems com	Has ordering permission
Primary Phone*	( 954 ) 200 - 8236	Selected billing account
	ext	Chose minimum required options
Technical Contact		Supplied required customer info
	Donville Lawes	
Full Name*	Domine cones	Select required bundled service

Figure 5-7. Enter Contact Information

Review the Summary of the order, and if correct, click Add to Cart, as shown in Figure 5-8.

dmsSUNCOM		logout help	home	apps <del>-</del>	manage +	SuperSe	earch C	2
U Ordering	5							
Shop # Pending Conf	gurations 615 + Migrating Cor	nfigurations 🔘 👘	Cart 🚺		Approvals	My Orders	All Orders	
VPN Client to LAN provided t	y Harris Corporation				Configuration	Summary		
1 Assign Account	2 Select 3 Enter Details Options	4 Summary			Options Uploads	Details Tags	Accounts	
	< Previous Add To Cart Te	1			Option	Qty.	MRC NRC	ι
					Service Opti	ons		
Bill to Account	55Z - TRANSYSTEMS,2400 E. COI 1000 - 298688506	MMERCIAL BLVD.	SUITE		Client Type: Layer-3 Clien VPNCL2LANLY	t EMRC	\$5.89 \$80.2	25
options	Option C	ty. MRC NRC	Usage			Totals.	5.05 500.	-
	Client Type: Layer-3 Client VPNCL2LANLYR3HRC	1 \$5.89 <mark>\$80</mark> .	25		Return to List	Cancel Mig	ration	
	Total	ls: \$5.89 \$80	.25		Validation			
Primary Contact		Today at 4d	4:41 PM 🖄		Q Har orderin	a narmirrin		
Name: Email: Primary Phone:	Donville . Lawes dslawes@transystems.com (954) 200-8236				Selected bi	ling account		
Full Name:	Donville Lawes				Chose mini	mum requir	ed options	
Email: Technical Phone:	dslawes@transystems.com (954) 200-8236				Supplied re	quired custo	omer info	
Physical Address								
Transystems Corporation Fort Lauderdale, FL 3330 Broward	Consultants 2400 East Commercial BI 8	vd. Suite 1000 💡			Select requ	ired bundler	d service	

Figure 5-8. Add to Cart

At the checkout page, as shown in Figure 5-9, the customer has the option to Save Items For Later, Delete Items, Reconfigure the order, Wait to Migrate, or Cancel Migration. If the order is correct and should be ordered promptly, click **\$Checkout**.

Stop       Rending Configurations       Magneting Configurations       Carl I Approvals       My Orders       All Orders         Stop       Rending Configurations       Image of Configurations       Im	dmssUNCO	м		loj	jout hely	hon	е арр	s • manage	SuperSe	arch <b>Q</b>
Shop #       Pending Configurations ( Aprovals My Orders All Orders ( Aprovals My Orders All Orders )         Shop #       Pending Configurations ( Continue Shopping ( Christopic )         Description       Recurring Recurring Recurring ( Stressort)         S52 - TRANSYSTEMS,2400 E.       55.89       \$80.25         COMMERCIAL BLVD.SUITE 1000-298688506       Save Items For Later Deleter Items       Monthly Non-Recurring Recurring Recur	ப் Ord	dering								
Continue Shopping Checkout         Description       Monthly Recurring       Non- Recurring         S52.7FRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000- 298888506       \$5.89       \$80.25         Quantity Item       Monthly Recurring       Monthly Recurring       Non Recurring         VPN Client to LAN provided by Harris Corporation       \$5.89       \$80.25         @ Reconfigure       Wat to Migrate       Concel Migration DOT - Department of Transportation Bill to Account 552.7FRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000- 298688506 Tags       \$58.9       \$80.25         Totals:       \$5.89       \$80.25	Shop #	Pending Configurations	616	Migrating Configurat	ions	Cart	s	pprovals	My Orders	All Orders
Description       Monthly Recurring       Non- Recurring         552. TRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000- 298688506       \$5.89       \$80.25         Save Items For Later       @ Delete Items         Quantity       Item       Monthly Recurring       Nor Recurring         Quantity       Item       Monthly Recurring       Nor Recurring         1       VPN Client to LAN provided by Harris Corporation       \$5.89       \$80.2         Migrating From Migrating From Science Migration       Importation SS2 - TRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000- 296688506 Tags       \$5.89       \$80.2         Totals:       \$5.89       \$80.25				Continue Shop	oping \$	Checko	n.			
SSZ - TRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000- 298688506       \$5.89       \$80.25         Quantity       Item       Monthly       Nor Recurring         Quantity       Item       Monthly       Nor         VPN Client to LAN provided by Harris Corporation       \$5.89       \$80.25         Image: Second guard state       Image: State Stat		8. <sup>9</sup> .	Descrip	otion	1	Month Recurri	ly ng Recu	Non-		
Save Items For Later       Delete Items         Quantity       Item       Monthly       Nor Recurring         1       VPN Client to LAN provided by Harris Corporation       \$5.89       \$80.2         Image: Provide Internation Bill to Account S52 - TRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000- 226688506       \$52.7 TRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000- 226688506       \$52.7 TRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000- 226688506         Tags       Image: Provide Internation Bill to Account S52 - TRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000- 226688506       \$58.95       \$80.25         Tags       Image: Provide Internation Internation Bill to Account S52 - TRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000- 226688506       \$58.95       \$80.25         Tags       Image: Provide Internation Internation Internation Bill to Account S52 - TRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000- 226688506       Tags       \$80.25         Tags       Image: State S00 + Image: Transportation Internation Bill to Account S52 - TRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000- 2000 - 200			55Z - TE COMM	RANSYSTEMS.2400 E. ERCIAL BLVD.,SUITE 1	000 -	\$5.	89 \$	80.25		
Save Items For Later       P Delete Items         Quantity       Item       Monthly Recurring       Nor Recurring         1       VPN Client to LAN provided by Harris Corporation       \$5.89       \$80.2         Image: Second Burget Seco			298688	506	1245	24223				
Quantity       Item       Recurring				Save Items For L	ater 🔒 🛙	Delete Ite	ims		Monthly	Non
1       VPN Client to LAN provided by Harris Corporation       \$5.89       \$80.2            • Reconfigure         • Waix to Migrate         • Creating From         • DOT - Department of Transportation         Bill to Account         • S5.2 - TRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000-299688506         Tags         • Nexcount         • S5.2 - TRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000-299688506         Tags         • Nexcount         • S5.2 - TRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000-299688506         Tags         • Nexcount         • S5.2 - TRANSYSTEMS.2400 E. COMMERCIAL BLVD.SUITE 1000-299688506         Tags         • Nexcount         • S5.2 - Transportation         • Content Type: Layer-3 Client         • VPNCL2LARLYRBINC         1         • S5.89         \$80.25         • Totals:         \$5.89         \$80.25         • Totals:         • S5.89         \$80.25         • S5.89         \$80.25         • Totals:         • S5.89         \$80.25         • S5.89         • S5.89         \$80.25         • S5.89         \$80.25         • S5.89         • S5.89         • S5.8	Quantity	Item							Recurring	Recurring
	0 1	VPN Client to LAN provided by Harris Corporation						\$5.89	\$80.2	
Migrating From Organization Bill to Account       Inventory #2623121264 Organization 552 - TRANSYSTEMS.2400 E. COMMERCIAL BLVDSUITE 1000 - 296688506 Tags         Tags       ENERSISE       + (m)         Option       Qty.       MRC       NRC       Usage         Service Options       - Client Type: Layer-3 Client       VPNCL2LANLYR3/PRC       1       \$5.89       \$80.25 Totals:       \$5.89       \$80.25         Order Total:       \$5.89       \$80.25		Reconfigure     W	ait to Migrat	Cancel Migration						
Option     Qty.     MRC     NRC     Usage       Service Options       Client Type: Layer-3 Client VPHCL2LAMLYR3/IRC     1     \$5.89     \$80.25        Totals:     \$5.89     \$80.25         Order Total:     \$5.89     \$80.25		Migrating F Organiza Bill to Acco	rom Inv tion DO ount 552 298 Fags I	entory #2623121264 T - Department of Tra 2 - TRANSYSTEMS,240 3688506 453301 + 1111	ansportatio 0 E. COMM	n ERCIAL E	ILVD.,SUIT	E 1000 -		
Service Options           Client Type: Layer-3 Client VPHCL2LANLYR3VRC         1 \$5.89 \$80.25           Totals:         \$5.89 \$80.25           Order Total:         \$5.89 \$80.25		Option			Qty.	MRC	NRC	Usage		
Client Type: Layer-3 Client VPHCL2LAMLYR3HRC 1 \$5.89 \$80.25 Totals: \$5.89 \$80.25 Order Total: \$5.89 \$80.25		Service Options								
Totals: \$5.89 \$80.25 Order Total: \$5.89 \$80.29		Client Type: Layer-	3 Client vp	NCL2LANLYR3HRC	1	\$5.89	\$80.25			
Order Total: \$5.89 \$80.25					Totals:	\$5.89	\$80.25			
							Ord	er Total:	\$5.89	\$80.25
						the second second	and the second			

Figure 5-9. Check Out

Finally, select a **Preferred Delivery Date**, and then click **\$Submit Order** as shown in Figure 5-10.

dmsSUNCOM	logout	help home	apps 👻 mani	oge 👻 SuperSe	earch Q
്ര Ordering					
Shop 🗍 Pending Configurations	616 # Migrating Configurations	8 Cart 🕕 🕸	Approvals	My Orders	All Orders
	Return To Cart	\$ Submit Order			
	Description	Monthly Recurring	Non- Recurring		
	55Z - TRANSYSTEMS,2400 E. COMMERCIAL BLVD.,SUITE 1000 298688506	\$5.89	\$80.25		
Item			Quantity	Monthly Recurring	Non- Recurring
VPN Client to LAN provided by Ha Organization Bill to Account 552 - TRAN	arris Corporation artment of Transportation ISYSTEMS.2400 E. COMMERCIAL BI	.VD.,SUITE 1000 -	<b>Quantity</b> 1	Monthly Recurring \$5.89	Non- Recurring \$80.25
Item VPN Client to LAN provided by Hd Organization DOT - Dep Bill to Account 552 - TRAN 29668550 Tags Preferred Delivery Date Emergency Event? Xoogn Tida	arris Corporation artment of Transportation ISYSTEMS.2400 E. COMMERCIAL BI 5 + ===================================	.VDSUITE 1000 -	Quantity 1	Monthly Recurring \$5.89	Non- Recurring \$80.25
Item VPN Client to LAN provided by Ha Organization DOT - Dep Bill to Account 552 - TRAN 298685500 Tags Preferred Delivery Date * Emergency Event? Acogn Tick Option	arris Corporation artment of Transportation ISYSTEMS.2400 E. COMMERCIAL BI 6 + ===================================	.VDSUITE 1000 - C NRC Usaj	Quantity 1	Monthly Recurring \$5.89	Non- Recurring \$80.25
Item VPN Client to LAN provided by Hi organization DOT - Dep Bill to Account 522 - TRAN 298685500 Tags Preferred Delivery Date Emergency Event? Acogn Tick Option Service Options	arris Corporation artment of Transportation ISYSTEMS.2400 E. COMMERCIAL BI 5 + # * * * Qty. MR	.vD.,SUITE 1000 - C NRC Usaj	Quantity 1	Monthly Recurring \$5.89	Non- Recurring \$80.25
Item VPN Client to LAN provided by H2 Organization Bill to Account S52 - TRAN 29868500 Tags Preferred Delivery Date Emergency Event? Option Service Options Client Type: Layer-3 Client VPICL2LAN	arris Corporation artment of Transportation ISYSTEMS.2400 E. COMMERCIAL BI 5 Qty. MR Qty. MR ILYREMIC 1 \$5.85	.VD.,SUITE 1000 - C NRC Usaj 9 \$80.25	Quantity 1	Monthly Recurring \$5.89	Non- Recurring \$80.25
Item VPN Client to LAN provided by He Organization DOT - Dep Bill to Account 552 - TRAN 29668500 Tags Preferred Delivery Date Emergency Event? Account 4 Coption Service Options Client Type: Layer-3 Client VPHCL2LA	Arris Corporation artment of Transportation ISYSTEMS.2400 E. COMMERCIAL BI 5 4 1 2 2 2 2 1 5 5 1 5 5 1 5 5 5 5 5 5 5 5 5 5 5 5 5	.vDSUITE 1000 - C NRC Usaj 9 \$80.25 9 \$80.25	Quantity 1	Monthly Recurring \$5.89	Non- Recurring \$80.25

Figure 5-10. Submit Order

Any problems with ordering or understanding migrating VPN services should be directed to the SUNCOM NOC.

# End of Remote Access VPN Reference Guide