State of Florida VPN Client Installation Guide

WARNING: Your System may automatically reboot after the install. Please save your work and close all programs.

1. Make sure that you have an active internet connection. You can verify this by opening up your web browser and see if you can connect to a web site. You may also open up a command prompt window by left-clicking on the **Start** button and then clicking on **Run...** In the open field, type **cmd** and click **OK**, this will open a command prompt window. At the prompt, type **ping wvpn-tal.myflorida.gov** and press enter. If you are connected, you should get four replies and zero lost packets. If you are using a wireless card, make sure the card is installed and working correctly (see install guide for your specific card).



2. Browse to the web site you were provided to download the VPN client. Currently the site is

http://wirelessdata.myflorida.com/

Click on Wireless VPN Service link then click on the link for the WECM VPN client, called **WC Win32.exe**.



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3. After clicking on the link, you will get a window asking if you want to **Open** or **Save** the file. Please click on **Open**. The file will download and automatically start the install. If you cannot "Open" the file, click on Save and choose a location to save the file to. After the file downloads, browse to the directory you saved the file in and double-click on it to start the install.

I WECM VF File Dow	nload	×I in32.exe
CM Client ar Guide (A port port e-ma port Phone	Some files can harm your computer. If the file information below looks suspicious, or you do not fully trust the source, do not open or save this file. File name: WC_Win32.exe File type: Application From: 204.194.36.14 M This type of file could harm your computer if it contains malicious code. Would you like to open the file or save it to your computer? Open Save Cancel More Info More Info	me.txt vin.pdf

4. When the install starts, you will be prompted with a warning that your system may automatically reboot when the install is complete. Save your work and close any open programs prior to installing the client. When you are ready, click **Yes** to continue.

Wireless VPN Client	Software Download and Installatio	on Instructions
(Supports Win98SE, 1	WinME, WinNT4.0 w/SP4, Win2K, Win>	(P)
IBM WECM VPN Clien	t 5.0.1.2	WC_Win32.exe
WECM Client readme	.txt file	readme.txt
User Guide (Adobe A	crobat, pdf):	wcwin.pdf
Support		
Suppor State of Florida	VPN Client	X
WARNING: You	r system will automatically reboot after the installabi	on! Do you wish to continue?

5. The install will begin copying files after you click Yes and will continue to run silently in the background. The install will not take very long, probably less then a minute or so. Near the end of the install (on XP computers) you will be prompted that the software has not passed Windows Logo testing. This is OK and you should click on the **Continue Anyway** button. Please note: this warning may actually show up behind your browser window if it is still open. Close or minimize your browser window if you do not see this window after a minute or two



6. After clicking on Continue Anyway, the driver will be installed and your system may reboot – with out any additional warnings. After the install completes (your computer may or may not have rebooted), you will see a new program group on your Start menu. If you click on the **Start** button and then click on **Programs** or **All Programs**, you should see a new group called **State of Florida VPN Client**. Click on this group and you should see three icons **Client Readme File, State of Florida VPN and State of Florida VPN (ALT)**. Make sure you are connected to the Internet or wireless network and left click on the **State of Florida VPN** icon to launch the VPN client and login on to the network. *****DO NOT CLICK THE "State of Florida VPN (ALT)" Icon *****.



Note: If you would like a shortcut on your desktop, right click on the **State of Florida VPN** icon and click on **Send To**, then click on **Desktop (create shortcut)**. ***Never create a shortcut to **State of Florida VPN (ALT)*****

G	State of Florida VPN Client	E →		Client Rea	adme File	
m	Tablet PC	+	10	State of F		
Ē	WinZip	•	La	State of F	Run as	
Ē	Yahoo! Messenger	•			Scan for Viruses.	
m	Zinio	•			🗐 WinZip	•
A	Acrobat Reader 5.0				Pin to Start menu	
A	Acrobat Reader 5.1				Open With	
193	Adobe Photoshop Album 2	2.0 Starter Edition			WinZip	<u> </u>
Q,	Get Going with Tablet PC	🏄 FileCD 2.0			Send To	•
k	Get Going with Tablet PC Internet Explorer	FileCD 2.0 Compressed (zi	pped) F	older	Send To Cut	
[] €	Get Going with Tablet PC Internet Explorer Microsoft Access	 FileCD 2.0 Compressed (zi Mail Recipient 	pped) F	older	Send To Cut Copy	•
₿ @ ©	Get Going with Tablet PC Internet Explorer Microsoft Access Microsoft ActiveSync	FileCD 2.0 Compressed (zi Mail Recipient My Documents	pped) F	Folder	Send To Cut Copy Create Shortcut	
	Get Going with Tablet PC Internet Explorer Microsoft Access Microsoft ActiveSync Microsoft Excel	 FileCD 2.0 Compressed (zi Mail Recipient My Documents Desktop (create 	pped) F e shorta	Folder cut)	Send To Cut Copy Create Shortcut Delete Rename	
	Get Going with Tablet PC Internet Explorer Microsoft Access Microsoft ActiveSync Microsoft Excel Microsoft Outlook	FileCD 2.0 Compressed (zi Mail Recipient My Documents Desktop (create Bluetooth	pped) F e shorta	Folder tut)	Send To Cut Copy Create Shortcut Delete Rename Sort by Name	•
	Get Going with Tablet PC Internet Explorer Microsoft Access Microsoft ActiveSync Microsoft Excel Microsoft Outlook Microsoft PowerPoint	 FileCD 2.0 Compressed (zi Mail Recipient My Documents Desktop (create Bluetooth 	pped) F	Folder cut)	Send To Cut Copy Create Shortcut Delete Rename Sort by Name Properties	•

7. Before running the new vpn client, **you must obtain a certificate**. Please go to <u>http://vpn.hcs.net/wireless</u> and download the instructions for obtaining an installing a valid certificate. Once you are on the site, click on the document link referencing the certificate instructions. After following those instructions and obtaining your certificate, please proceed to the next step is this install guide.

PLEASE NOTE: Internet Explorer (due to security features enabled in since SP2) may block the download of a certificate, and any subsequent operation to request another will not be allowed until the first certificate is revoked by support personnel at Hayes.

In order to prevent this, security settings must be modified within Internet Explorer to consider the certificate website a "Trusted Site." The procedure for making these modifications is as follows:

- 1. Open Internet Explorer
- 2. Choose "Internet Options" from the Tools menu.
- 3. Switch to the "Security" tab.
- 4. Click on "Trusted Sites."
- 5. Click the "Sites" button to add a site to the Trusted Sites list.
- 6. Enter "<u>https://certificate.hcs.net</u>" as the site to add to the zone.
- 7. Click "Add." The site should now be added to the list of trusted sites.
- 8. Click "Ok."
- 9. Modifications Complete.

8. After you left click on the **State of Florida VPN** icon, you will be prompted with the login screen to enter your **User ID** and **Password**. After entering your ID and password, click on the **Connect** button.

Connect - Sta	ite of Florida VPN 🙎 🗙
User ID:	I
Password:	
]	Connect Cancel

9. At this point, the WECM application will begin the connection and will verify the User ID and password. When these credentials are validated, a screen will appear where the user must select the certificate file.

To select the certificate file:

a) Click the "Select from PKCS12 file ..." button in the new window as shown below. Once the certificate file has been selected for the first time, WECM will remember the last certificate used. Leave the "Use selected certificate next connect attempt and do not prompt" box unchecked.

M Mobility Client	? 🛛							
The central authentication server has issued a challenge. or from a PKCS12 file. Smart card certificates are located	Select a certificate from a certificate store in the certificate store.							
Use the following certificate:								
	Select from store							
	a Li Conversio (1							
	Select from PKCS12 file							
🦳 Use selected certificate next connect attempt and do not prompt.								
OK]	Cancel							

b) Find the certificate file. Select it. Click "Open".

Select Files						? 🛛
Loikin:	📋 My Document	\$	•	← 🗈	-111 📩	
Recent Desktop My Documents	IP Related My eBooks My eBooks My Nusic My Received Fil NetMotion Newsletters Outlook Backup Padcom Personal Presentations SnagIt Catalog Web Development	les ,	imoreno[1].v	vecm		
My Computer	<					>
	File name:				•	Open
My Network	Files of type:	PKCS12 files (*.	p12)		•	Cancel
FIGCES						Help

The certificate file is place in the "Use the following certificate:" window as shown below.

Mobili	?
The central authentication server has issued a challenge. or from a PKCS12 file. Smart card certificates are located	Select a certificate from a certificate stor in the certificate store.
an al war a second	
Use the following certificate: hgs\lmoreno\My Documents\lmoreno[1].wecm.p12	Select from store
< <u> </u>	Select from PKCS12 file
Use selected certificate next connect attempt and do	not prompt.
	,
ОК	Cancel

c) Click "OK".

10. Enter the certificate password. Use the password that was chosen when the certificate was created. Click the "OK" button. At this point, the certificate is verified as a valid certificate. If the certificate passes the verification process, the connection is completed. If the certificate does not pass the verification process, an error message is generated by WECM.

Password	
k	
Certificate password: *****	
OK Cancel	
🗼 Connect - State of Florida V 🔀	
Logging on to the gateway	
Cancel	

11. Once you get connected, you will see a tower icon added to your taskbar in the lower right corner of your screen. This shows that the VPN client is connected and working.



Toolbar Options:

To Exit The VPN right click on the tower icon and click on **Exit** to disconnect your VPN session, when prompted click **Yes** to confirm you want to disconnect.



Res Oliseet
ity Client
Are you sure you want to disconnect from the gateway?
Yes No

To View Status right click on the tower Icon and click on **Status**. This will bring up a larger status window in the upper left hand corner of your screen.

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🔏 Status - State of F	lorida VPN	? 🗙
General Statistics Net	work Settings	
Network Status		
Normal		
Connection Status		
Logged on to the gatewa	ay .	
Local address:	172.31.16.8	
Connection Manager	172.31.16.1	

To Auto Start or Show the Toolbar right click on the tower Icon and select Toolbar. You may select Show or Auto Start. Selecting Show will show the Toolbar on your desktop as long as you keep your current VPN session up. Selecting Auto Start will show the toolbar the next time your start a VPN session and every time there after. You may position the Toolbar any where on your Desktop by left clicking and dragging it to a desired position.



If you lose network connectivity, the VPN icon and the Toolbar will change to let you know you are not connected to the network. The VPN client will maintain its session and will "reconnect" automatically when you reestablish a network/wireless connection.

Disconnected



Toolbar - Mobility Client 🛛 🛛 🔀						
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Connected



Toolbar - Mobility Client				
Disconnect	₩ <u>I</u>	1146		

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12. If you have trouble connecting, perform these basic troubleshooting steps:

Always check to make sure that you are connecting through State of Florida VPN and not the State of Florida VPN (ALT). You can verify this by checking the status window as described in the Toolbar Options section. The window should read "Status – State of Florida VPN". If it reads otherwise please disconnect the VPN session and reconnect to the State of Florida VPN.

🧏 Status - State of Florida VPN 💦 🛛 🛛		
General Statistics Network Settings		
Network Status		
Normal		
Connection Status		
Logged on to the gateway		
Local address:	172.31.16.8	
Connection Manager	172.31.16.1	

Problem/Symptom	Possible Cause/Resolution	
Unable to ping wvpn-tal.myflorida.gov and/or unable to connect the VPN client.	 Make sure your wireless card is installed and working correctly (see documentation for your specific card). 	
	2. Try ejecting the wireless card and then reinserting it so that the operating system can reinitialize the card (sometimes the computer may not see it as the right kind of card).	
	 Shut down your computer and wait about 30 seconds before turning it back on. This will help clean up possible software issues and is better than just doing a Restart. 	
	 Make sure you have adequate wireless signal in you current location. Try moving to a location that has better coverage and try 	

	again.
Can ping wvpn-tal.myflorida.gov and/or	Verify that you typed the correct userid and
open web pages, but cannot connect the	password. Make sure that you do not have
VPN client.	the Caps Lock turned on.