

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).

```
C:\WINDOWS\System32\cmd.exe
C:\>ping wvpn-tal.myflorida.gov
Pinging wecm.tlh.hcs.net [207.156.48.222] with 32 bytes of data:
Reply from 207.156.48.222: bytes=32 time=3ms TTL=252
Reply from 207.156.48.222: bytes=32 time=3ms TTL=252
Reply from 207.156.48.222: bytes=32 time=2ms TTL=252
Reply from 207.156.48.222: bytes=32 time=2ms TTL=252
Ping statistics for 207.156.48.222:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 2ms, Maximum = 3ms, Average = 2ms
C:\>_
```

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**.



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.



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.



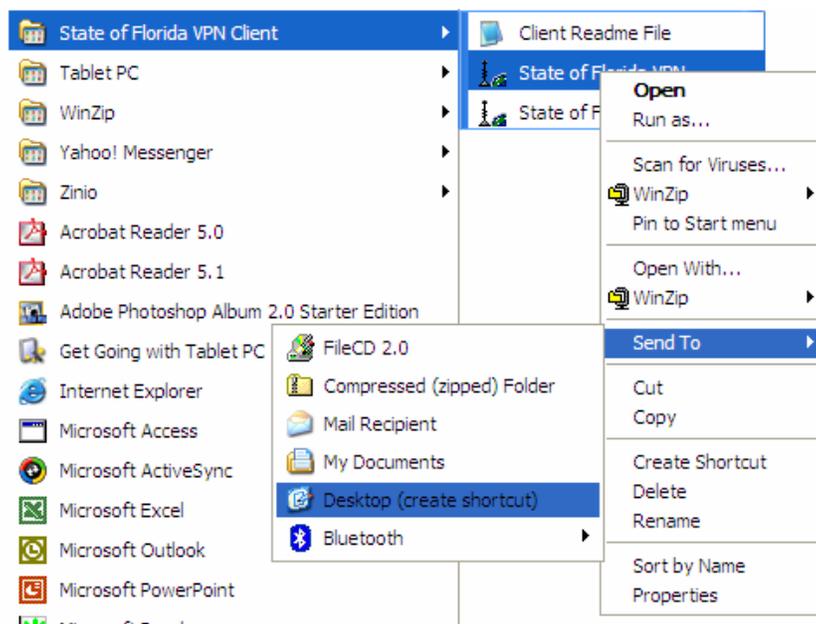
5. The install will begin copying files after you click Yes and will continue to run silently in the background. The install will not take very long, probably less than a minute or so. Near the end of the install (on XP computers) you will be prompted that the software has not passed Windows Logo testing. 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)*****



7. Before running the new vpn client, **you must obtain a certificate**. Please go to <http://vpn.hcs.net/wireless> 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 "<https://certificate.hcs.net>" 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.

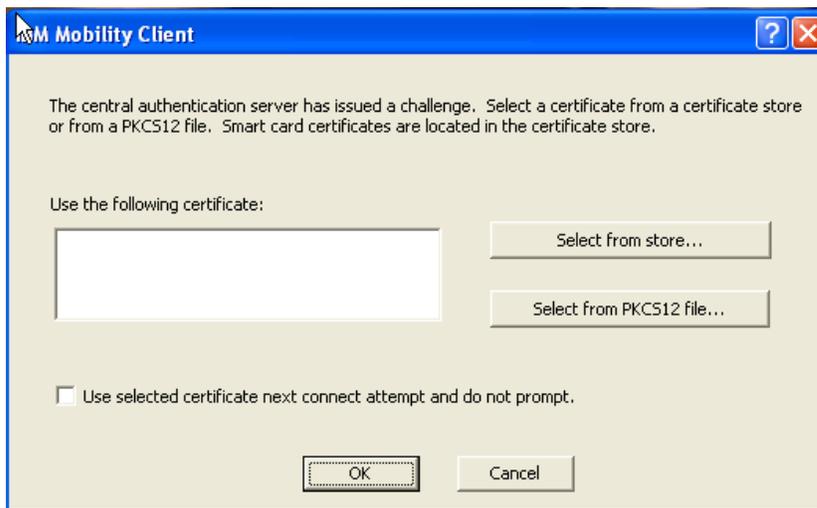
8. After you left click on the **State of Florida VPN** icon, you will be prompted with the login screen to enter your **User ID** and **Password**. After entering your ID and password, click on the **Connect** button.



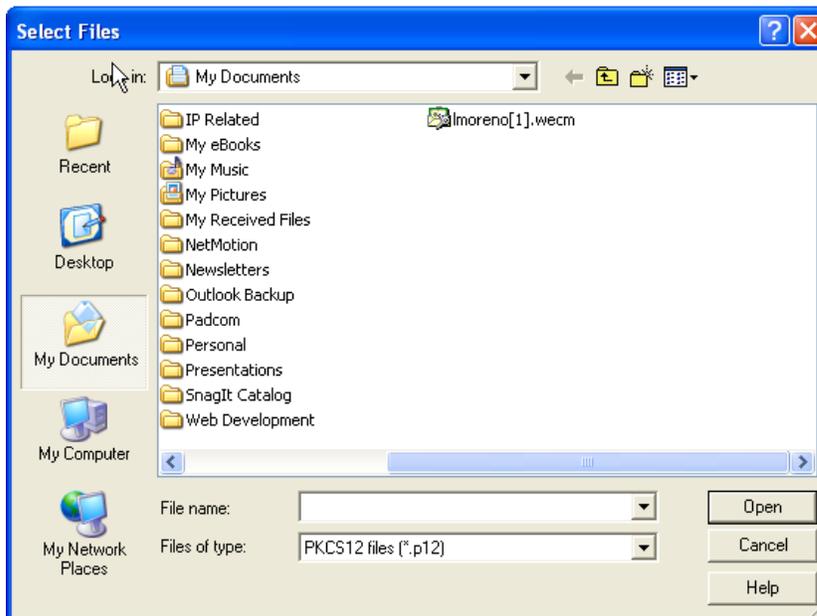
9. At this point, the WECM application will begin the connection and will verify the User ID and password. When these credentials are validated, a screen will appear where the user must select the certificate file.

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.



b) Find the certificate file. Select it. Click “Open”.



The certificate file is placed in the “Use the following certificate:” window as shown below.



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.

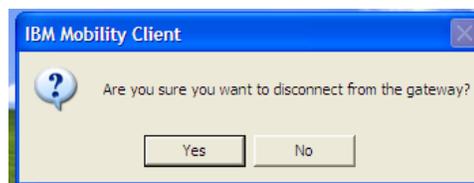
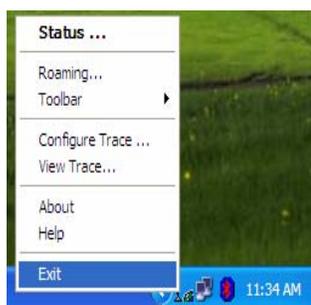


11. Once you get connected, you will see a tower icon added to your taskbar in the lower right corner of your screen. This shows that the VPN client is connected and working.

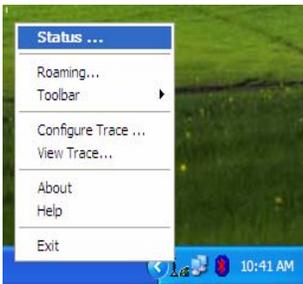


Toolbar Options:

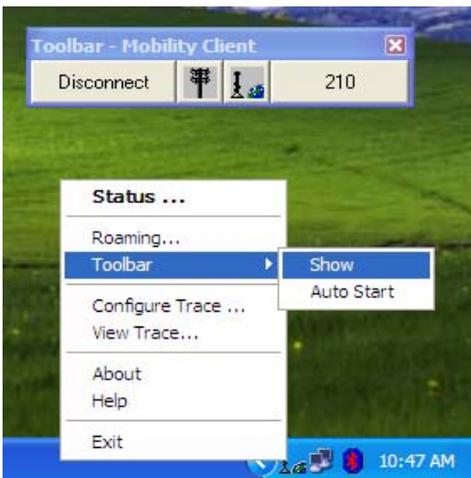
To Exit The VPN right click on the tower icon and click on **Exit** to disconnect your VPN session, when prompted click **Yes** to confirm you want to disconnect.



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.



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 you 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



Connected





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.



Problem/Symptom	Possible Cause/Resolution
Unable to ping wvpn-tal.myflorida.gov and/or unable to connect the VPN client.	<ol style="list-style-type: none">1. 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).3. 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.4. 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 open web pages, but cannot connect the VPN client.	Verify that you typed the correct userid and password. Make sure that you do not have the Caps Lock turned on.