VPN - ACCESS PROCEDURE AND TROUBLESHOOTING

VPN, or Virtual Private Network, is a technology that allows users to access campus resources from outside the campus without compromising data security. Campus users wishing to use VPN must apply for access by contacting Service Desk to create a ticket. The user will then complete an application for VPN access that needs to be approved by **IT Security**. Once the application is approved, Networking will provide permission for the user to access and instructions to use the AnyConnect client. Afterwards, a member of Client Services (or the associated divisional support) will visit the user to configure the device they need to access on campus for remote connection. The following steps outline how to install the AnyConnect client, configure the campus machine, and common methods used to connect to campus devices over VPN.

1. Log-in and install the AnyConnect client

- a. On a web browser, open the following site: <u>https://vpn.ccny.cuny.edu</u>
- b. You will be prompted to enter your credentials to proceed. Make sure to change the "GROUP" field to [CCNY-USER-VPN] as seen in the image below then enter your CCNY email username and password and click on Login.



c. Read the End User agreement for our VPN network and then click on "Continue".



2. Once you log in you will see this screen. Click on "Start AnyConnect" to begin the AnyConnect Java installation. You should get a pop-up notification asking to allow or grant permission for the website to use Java, Please click on "allow" or "yes" to continue with the installation. Depending on your security settings, you may have to enter the username and password of your computer's administrator account.



3. In the case that automatic installation fails, you will be given the chance to install the AnyConnect application manually. For Mac click on the link provided and for PC click on the download button to proceed with manual installation.

MAC		PC	
cisco Anyo	Connect Secure Mobility Client	cisco AnyC	Connect Secure Mobility Client
 WebLaunch Platform Detection ActiveX Java Detection 	Manual Installation Web-based installation was unsuccessful. If you wish to install the Cisco AnyConnect Secure Mobility Client, you may download an installer package. Install using the link below: Mac OS X 10.6+ (Intel)	 WebLaunch Platform Detection - ActiveX - Java Detection 	Attempting to use Java for Installation Java VM check failed. Please wait
 Java Download Connected 	Alternatively, <u>retry</u> the automatic installation.	- Java - Java - Download - Connected	Help Download

4. A pop-up will appear to download the installer. Click to allow this download, we recommend that you download this file to your desktop.

Opening anyconnect-win-3.1.05178-web-deplo	y-k9.exe	×
You have chosen to open:		
📧 anyconnect-win-3.1.05178-web-depl	oy-k9.exe	
which is: Binary File (2.9 MB)		
from: https://vpn.ccny.cuny.edu		
Would you like to save this file?		
	Save File	Cancel

5. Double click on the downloaded file and follow the on-screen prompts to install the software. You may need to enter the administrator's username and password during this installation.

	Mac	PC	
	💝 Install AnyConnect Secure Mobility Client	👹 Cisco AnyConnect Secure Mobility Client Setup	×
 Introduction License Destination Select Installation Type Installation Summary 	Welcome to the AnyConnect Secure Mobility Client Installer You will be guided through the steps necessary to install this software.	Welcome to Cisco AnyConnect Secure Mobility Client Setup Wizard The Setup Wizard will install Cisco AnyConnect Secure Mobility Client on your computer. Click Next to continue or Cancel to exit the Setup Wizard.	~
CISCO	Go Back Continue	< Back Next > Cancel	

6. Once installation is complete AnyConnect should automatically open and prompt you for the address to the VPN. If it doesn't, you can find it in the applications folder (for Mac) or under the programs heading on the start menu (for PC). Additionally, there should be an icon in the status menu (Mac, upper right corner of the screen) or the system tray (PC, lower right corner of screen).When AnyConnect starts up you will be prompted to enter the address for the VPN which is "vpn.ccny.cuny.edu" and click "Connect".



7. You will be prompted to enter your username and password. Please enter the information and make sure to change the Group setting as seen in the image below to "**CCNY-USER-VPN**":

Cisco	AnyConnect vpn.ccny.cuny.edu
Please enter	your username and password.
Group:	CCNY-USER-VPN
Username:	username
Password:	password
	Cancel OK

8. Successful login will show the following message after accepting the EULA and you are now successfully connected to VPN.

🕥 Cisco AnyC	onnect Secure Mobility Client		-		×
	VPN: Connected to vpn.ccny.cuny.edu, vpn.ccny.cuny.edu	~		Disconnect	
00:01:16					
\$ ()					cisco

2. Configure campus computer for remote connection

A member of the Client Services group (or the associated divisional support) will be dispatched to configure the devices that will be accessed thru the VPN connection. Based on the device different steps need to be taken. The most common reason users need to connect to our campus network is to remotely connect to a workstation machine. Most workstations are either a Mac or Pc. Steps to configure other devices will not be covered in this guide.

- a) PC For windows 7 machines:
 - i. From the desktop, click on the start button and right click on "Computer". Choose "Properties" to open the "System" window. From the left column, click on "Remote Settings" to bring up the "Remote Settings" window.

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Control Panel Home	View basic information	about your computer		0
🍘 Device Manager	Windows edition			
😵 Remote settings 🛛	vs 7 Enterprise			
System protection	Copyright © 2009 Microso	ft Corporation. All rights reserved.		
Advanced system settings	Service Pack 1			5
	System			
	Rating:	5.3 Windows Experience Index		
	Processor:	Intel(R) Core(TM) i5-4570 CPU @ 3.20GHz 3.20 GHz		
	Installed memory (RAM):	8.00 GB		
	System type:	64-bit Operating System		
	Pen and Touch:	No Pen or Touch Input is available for this Display		
	Computer name, domain, and	workgroup settings		
	Computer name:	OIT-0045780-P	😵 Cha	ange settings
	Full computer name:	OIT-0045780-P.itcs.ccny.lan		
	Computer description:			
	Domain:	itcs.ccny.lan		
	Windows activation			
See also	Windows is activated			ik for all a
Action Center	Product ID: 00392-918-500	0002-85816 Change product key		enuine Microsoft
Windows Update				software
Performance Information and Tools			Lean	n more online

 At the top of the window, click on the "Remote" tab to display that tab's information. In the "Remote Desktop" section, make sure to select the radio button for the third option "Allow connections from computers running any version of Remote Desktop (less secure).

ystem Properties	in the second	an da	14	1 -	×			
Computer Name	Hardware	Advanced	Syst	Lion	Remote			
Remote Assist	ance							
Allow Remo	ote Assistanc	e connection	ns to this c	omputer				
What happens	when I enal	ble Remote A	ssistance	2				
				Ady	anced			
Remote Deskt	Remote Desktop							
Click an option	Click an option, and then specify who can connect, if needed.							
Don't allow	Don't allow connections to this computer							
Allow conn Remote De	Alow connections from computers running any version of Remote Desktop (less secure)							
Allow connections only from computers running Remote Desktop with <u>N</u> etwork Level Authentication (more secure)								
Help me choose Select Users								
Help me choos	10			OK Cancel Apply				

b) MAC – for OSX machines

i. From the dock, click on the settings icon to open the Mac System Preferences pane. From the System Preferences pane, click on the Sharing icon to open the sharing pane.



ii. In the left column, make sure "Remote Login" is checked off (1). If the lock is currently closed(2), you will need to unlock it with the administrator's username and password.

	Computers on your local network can access your computer at: Edit
On Service DVD or CD Sha Screen Sharing File Sharing Printer Sharing	Remote Login: On To log in to this computer remotely, type "ssh Jermaine@192.168.14.42".
Remote Login Remote Manage Remote Manage Remote Apple E Internet Sharing Bluetooth Shari	Vents

iii. On the right side of this pane make sure "Allow access for:" is set to "Only these users". Click on the "+" sign to add the user account the user will be using to access the machine, whether it is local or a domain account. Afterwards, make sure to re-lock the settings and exit out of the System Preferences pane.

	ejodesk Edit armaine Norris Cancel Select
_	
Remote Apple Events Internet Sharing	 Only these users: Administrators
Bluetooth Sharing	+ -

iv. If this mac is going to be connected via a Pc, then Screen Sharing needs to be set up. (1) Make sure the lock in the bottom left corner of the sharing pane is unlocked. (2) Check the box next to "Screen Sharing". (3) For "allow access for:" make sure "Only these users:" is selected and then click on the "+" sign to add the user account that will be used to connect to the Mac.

$\bullet \bullet \circ \checkmark \rightarrow \blacksquare$	Sharing	Q Search	○●○ < > Ⅲ	Sharing	Q Search
	3363-M rs on your local network can access your co 363-M.local	nputer at: Edit	Computer Name: 👥 Users & Grou	Q. Search ps 11 Administrators Helodesk J. Jermaine Norris	Edit
On Service DVD oc CD Sharing 2 Screen Sharing Printer Sharing 2 Remote Login Remote Management Remote Management Buttered Sharing Bluetooth Sharing	Screen Sharing: On Der users can access your computer' by looking for "OIT-0043383.M" in the F C Allow access for: All users Only these u Adminis Adminis	inder sidebar. Computer Settings	On Service DVD or CD Sha Screen Sharing Printer Sharing Remote Login Remote Anagu Remote Apple Events Internet Sharing Bluetooth Sharing	Cancel Select Only these users: Cancel Select Cancel Sel	nc://192.168.14.28/ or r. omputer Settings
Click the lock to prevent fur	ther changes.	?	Click the lock to prevent further char	nges.	(?)

v. Next, you must set a VNC password to allow VNC connections. Click on "Computer Settings" and enter a password in the following pop-up pane.

Screen Sharing by looking for "OIT-0043863-M" in the Finder sidebar.		DIT-0043363-M computers on your local network can access your computer at: Edit Edit	Compu	ay request permission to control screen termination to control screen with password termination termination (cancel CK
+ - + -	DVD or CD Sharin Screen Sharing File Sharing Printer Sharing Remote Login Remote Managem Remote Apple Eve Internet Sharing	Other users can access your completer screen at the://192.488.14.284 or by looking for "OIT.0043385.4" in the Finder address. Computer Settings Allow access for: All users Only these users: Administrators Jermane North	DVD or CD Sharing Storen Sharing File Sharing Printer Sharing Remote Login Remote Apple Events Internet Sharing	Other uses an access your computer's scene at wor/192-168.14.24 by looking for "OTF.0043985-M" in the Finder sidebar. Computer Setting Allow access for: All users Only these users: Administrators Jermaine Norris

Click on the lock once more to re-lock the settings and exit the preferences pane. Client side configuration is complete.

1. Connect to campus computer through VPN

The following steps outline common methods of connecting to devices on the CCNY campus. This is not an exhaustive list of steps or methods and individual cases can require different solutions. Also please note for users who are attempting to connect to devices that are behind a firewall or on a private network; you must obtain a **PUBLIC IP** in order to access the device via VPN. If you are unclear about this, please consult with OIT.

2. Connecting to VPN with AnyConnect

Right click the AnyConnect icon in the System Tray or Status Menu and choose the "connect" option. Just like with installation set the group to "CCNY-USER-VPN", and enter your username and password to connect to VPN. Once the VPN connection has been established you can use whichever of the following methods to connect to campus devices as appropriate.

a. **RDP from a Pc to a Pc (windows):** From your PC, press the windows key or click on the start button and type "remote desktop connection" and the option will return from the search. Click on the icon and the Remote Desktop Connection window will appear.



b. Enter the IP address of the machine you wish to connect to and click on "connect". You will be prompted to enter credentials for the machine you are connecting to. Make sure that when entering credentials, to add the domain to the username, i.e. username: itcs\jnorris.

Remote Desktop Connection	
Remote Desktop Connection	
General Display. Local Resources Programs Experience Advanced Lopon settings Erfer the name of the remote computer.	Windows Security Enter your credentials These credentials will be used to connect to 134.74.216.44.
Connection settings Save the current connection settings to an RDP file or open a saved connection. Save Saye Ae Open A Hole Options Connect Help	User name Password Domain: edm Remember my credentials

a) PC to Mac (via VNC): In order to connect remotely to a Mac computer, you will need to download a VNC client. In the following example, VNC viewer was used. Simply open the client and enter the IP address and follow the prompts to authenticate into the Mac. Make sure to remember the password that was created when screen sharing was enabled.

VQ VNC Viewer	
VNC® Viewer	V 2
VNC Server:	•
Encryption: Let VNC Server choose	•
About Options	Connect

b) **MAC to PC (via RDP):** In order to connect remotely to a Pc with a Mac, you will need to install the Microsoft Remote Desktop app from the Apple App Store.

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Search Results for "remote desktop - vnc" Sort By: Relevance										
	Jump Desktop (Remote Business ***** 58 Ratings \$29.99 =		Apple Remote Desktop Utilities ★★★★☆ 55 Ratings	50	Microsoft Remote Desktop Business ★★★☆☆ 68 Ratings GET →		Remote Desktop - VNC Utilifies ★★★☆☆ 66 Ratings			
	Screens VNC - Remote Utilities		Easy Remote Desktop Productivity ★★★☆☆ 27 Ratings \$0.99 ▼	*	Quick Remote Desktop Productivity ★★★★☆ 12 Ratings	٩	JollysFastVNC Pro - Fas Utilities ****** 16 Ratings \$39.99 *			
Ø	JollysFastVNC Home - F Utilities ★★★★☆ 10 Ratings	RDP	RDP - Remote Desktop f Business ★★☆☆☆ 6 Ratings	C)	Light Screen Sharing - R Productivity	į	Fast Remote Desktop Productivity			
۲	Teleport: VNC & RDP Business ★★☆☆☆ 21 Ratings \$29.99 ≠		RDM+ Desktop Lite Productivity ★★☆☆☆ 9 Ratings		Remotix VNC & RDP Business		Desktop Connect Productivity ★★☆☆☆ 27 Ratings			

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Open the app from the Launchpad, then click on "New" to create a new connection. Create a name for this connection, enter the PC name (the IP address of the machine you are connecting to), and enter your username and password. Make sure to enter your username in domain\username format (i.e. "itcs\bsmith").



Close the Edit Pane and make sure the connection you just created is highlighted. Click on Start to open a remote session and follow the prompts to arrive at a Windows login screen.



c) MAC to MAC (via SSH): To connect to another Mac from a Mac make sure Finder is the active application, then click on go from the top left of the screen. Choose "Connect to server" or use the shortcut keys "ℋK" to bring up the connection window. In the Server Address field enter the IP address of the Mac preceded by "vnc:\\" and click on connect to open the remote Mac's desktop in a new window.

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