

# VPN Access for non-GFE users via Cisco AnyConnect Client

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## Overview

HRSA provides VPN access for end users who do not have GFE, but need direct access to work on server desktops via RDP (Remote Desktop Protocol).

## Capabilities

VPN access for non-GFE will allow access to internal servers and OITNET (DMZ) based servers provided the user has been authorized to access the system. You can also access Citrix from VPN.

## Limitations

This VPN service offering is provided with the minimum access necessary to fulfill the requirements as stated above. As such, any peripheral network reliant services such as Lync, Outlook or general internet access are restricted for the duration of the connection. Split tunneling is also disabled while connected to the VPN service.

## Prerequisites

- An active HRSA account in good standing
- A HRSA issued PIV or ALT card
- Windows 7 with SP1 or Windows 8/8.1
- A supported antivirus with active scanning enabled and up to date definitions (see table below)
- Cisco Anyconnect Client Software (See instructions below)
- ActivClient Software & patches (See instructions below)

### **Supported Antivirus Products (definitions must be within 5 days)**

- Windows Defender
- Symantec Endpoint Protection
- McAfee
- Heat (formerly Lumension)
- Eset Endpoint Antivirus

## Setup

Navigate to the HRSA telework portal (<https://telework.hrsa.gov>) and click on “Downloads”

*(All downloads require a valid HRSA username/password)*

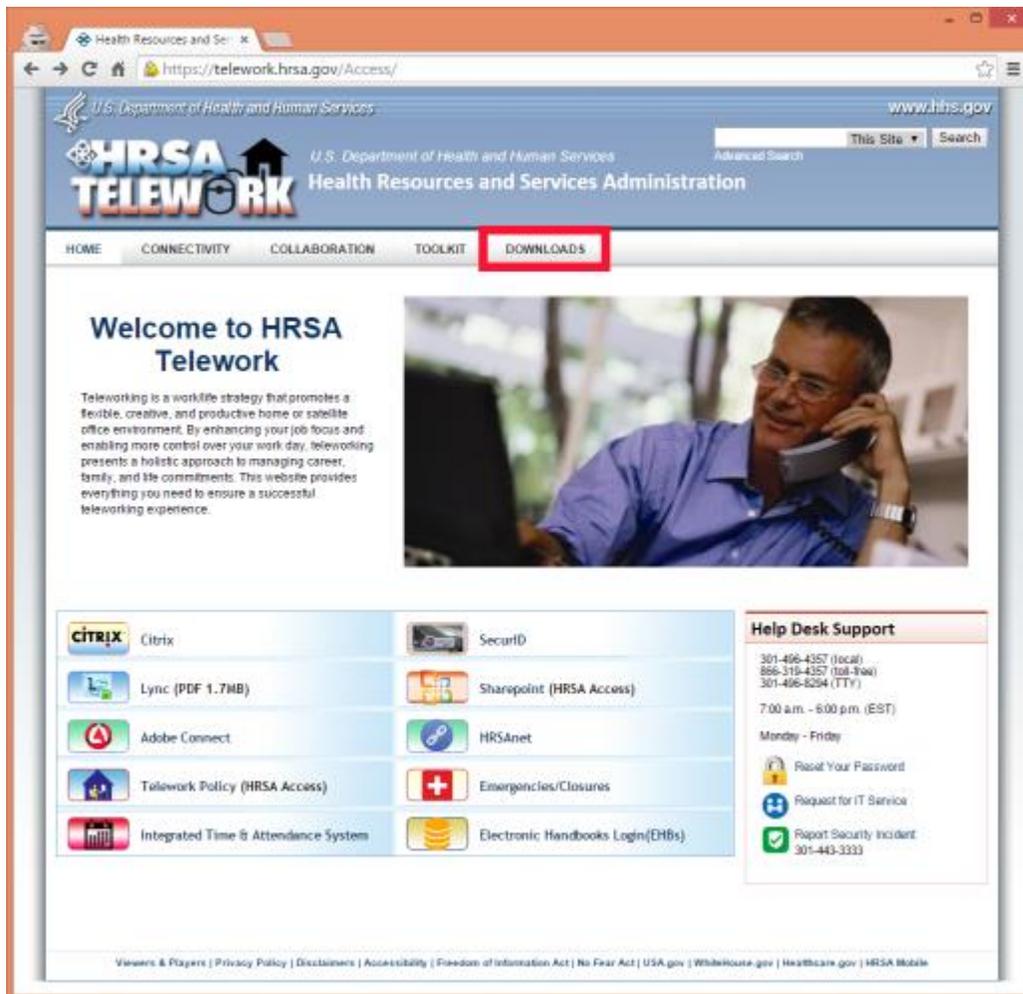


Figure 1: Telework homepage

Locate ActivClient (6.x for Win7 or 7.x for Win8) – download the software and follow instructions for installation and reboot

**ActivClient 6.x Card Reader Software for Windows 7/XP (ZIP 41MB)**

[Installation Instructions \(PDF 1.1MB\).](#)

[ActivClient 6.2 Software Download](#)

**ActivClient Patches**

[ActivClient 6.2 Patch for 32 bit Windows \(MSP 4.55 MB\)](#)

[ActivClient 6.2 Patch for 64 bit Windows \(MSP 5.94 MB\)](#)

Note: To install the hot fix under Windows 7:

1. Download hot fix .msp file
2. Click on the Start menu, then type cmd in the input box
3. Right-click on the cmd.exe at the top of the Programs list
4. On the pop-up menu, click Run as Administrator
5. In the command window, type:  
**msiexec /P [full pathname of FIXS\*.msp file]**
6. Click Update and reboot as necessary

**ActivClient 7.x Card Reader Software for Windows 8/8.1 64 bit (MSI 34.6MB)**

[ActivClient 7 Software Download](#)

**Locate “Cisco AnyConnect Client Software” - download the software and follow instructions for installation and reboot if prompted.**

**Cisco AnyConnect Client Software**

[Cisco AnyConnect Client Installation Instructions \(DOC 3.1KB\).](#)

[Cisco AnyConnect Client Software Download \(ZIP 19.3 MB\)](#)

**You are now ready to connect.**

Please [submit a help ticket](#) or call 1-301-496-HELP (4357) for assistance installing any software

## Connecting to the VPN service

Make sure you have a stable internet connection and insert your HRSA issued PIV card into your connected card reader.

**Launch the Cisco AnyConnect Secure Mobility Client (either from the system tray or Start Menu)**

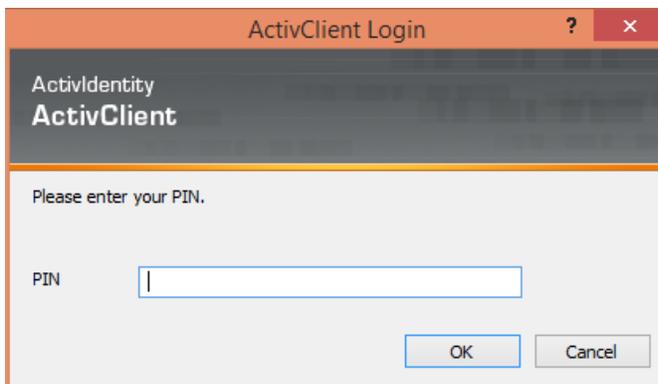


*Figure 2: VPN Connect Dialog*

(If necessary, populate the connection dialog with “vpn.hrsa.gov”)

**Click the Connect button**

**When prompted, enter your PIN**



*Figure 3: ActivClient Pin entry dialog*

**Review the privacy policy and Click the “Accept” button**



Figure 4: HRSA Rules of Business dialog

The program should automatically minimize to the system tray and you should see a lock icon indicating that you have successfully connected to the VPN service

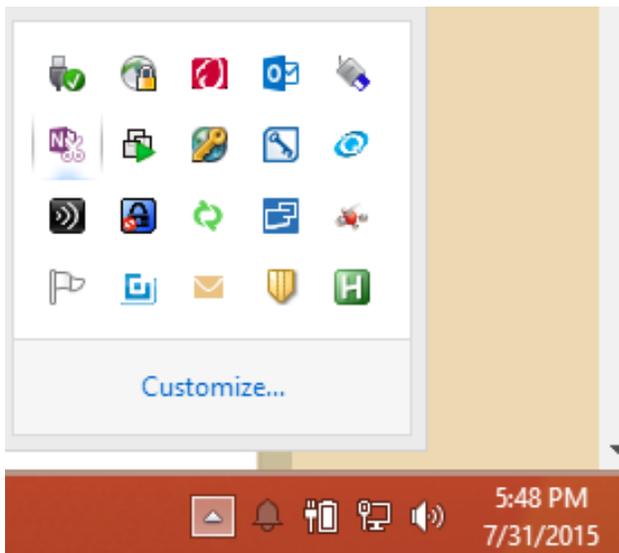
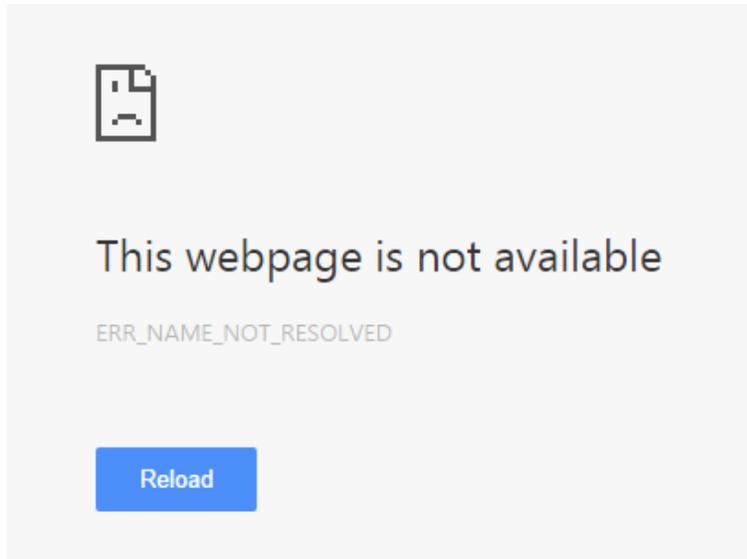


Figure 5: System Tray

Use the “Remote Desktop Connection” to connect to your resources.

## Common Issues

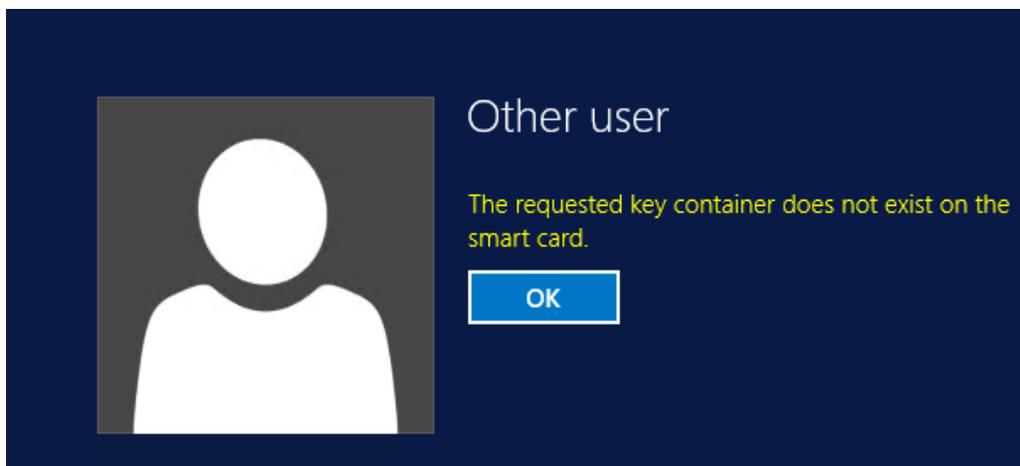
*Q: I can't access any web pages, Lync, Outlook, etc.*



*Figure 6: Page not available*

*A: Network access is limited by design to only specifically designated tasks (i.e. RDP access). See Limitations for more info.*

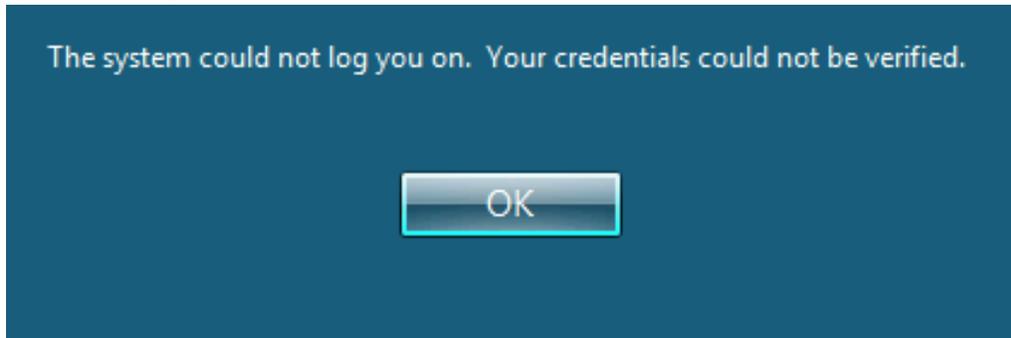
*Q: You receive the following error while trying to log in an RDP session  
"The requested key container does not exist on the smart card"*



*Figure 7: Error "requested key container does not exist"*

*A: You can generally ignore this error. Click "OK", then re-enter your PIN and you should be able to log in.*

*Q: I can't login to a server*



*Figure 8: Error "Your credentials could not be verified"*

*A: Make sure you are using your ALT card to login to the servers and try again. Otherwise contact your HRSA Project Manager to verify or have the access added to your account.*

*Q: There's no Switch User button or smartcard login option*



*Figure 9: Login with no Switch User or PIV option*

A: Verify that the smart card is inserted and the ActivClient software is running. On the RDP connection dialog, click “Show Options”



Figure 10: RDP Connection dialog

Click the “Local Resources” tab



Figure 11: RDP Local Resources configuration dialog

Click the “More...” button

Check “Smart cards”



*Figure 12:RDP Local devices and resources dialog*

The Switch User or smartcard option should now be available.