

NETL VPN User Guide



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U.S. DEPARTMENT OF
ENERGY

**NATIONAL ENERGY
TECHNOLOGY LABORATORY**

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Revision History

Please direct comments or suggestions to the author(s) listed for the most recent version.

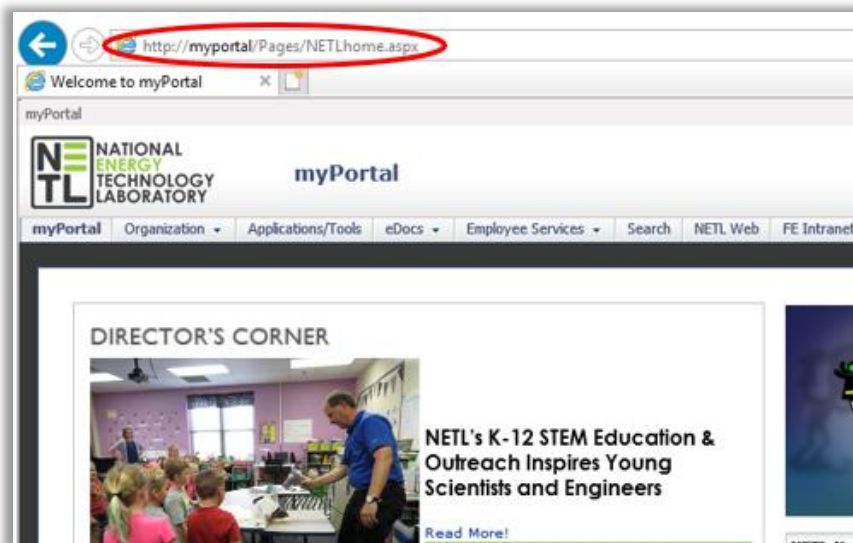
Version	Date	Primary Author(s)	Summary of Changes
02.04.006.01	2/12/2019	Hertz, Jennifer	Branding Updates
04.05.115.00	12/17/2018	Dorney, Jim Henline, Robert Hertz, Jennifer	Initial Release

1 Installing VPN Client

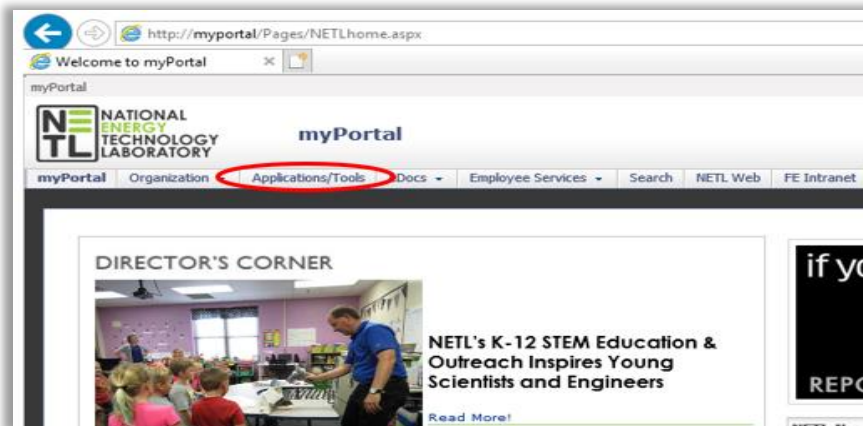
1. The Cisco AnyConnect VPN client can **ONLY** be installed on Government Furnished Equipment (currently attached to the ADMIN Domain).
2. Open **Internet Explorer**



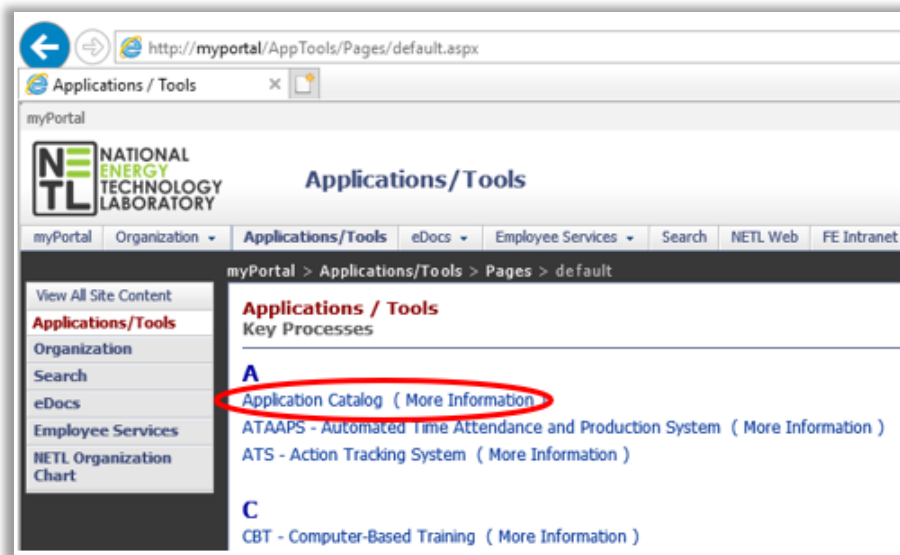
3. Visit **myPortal** (<http://myportal/Pages/NETLhome.aspx>)



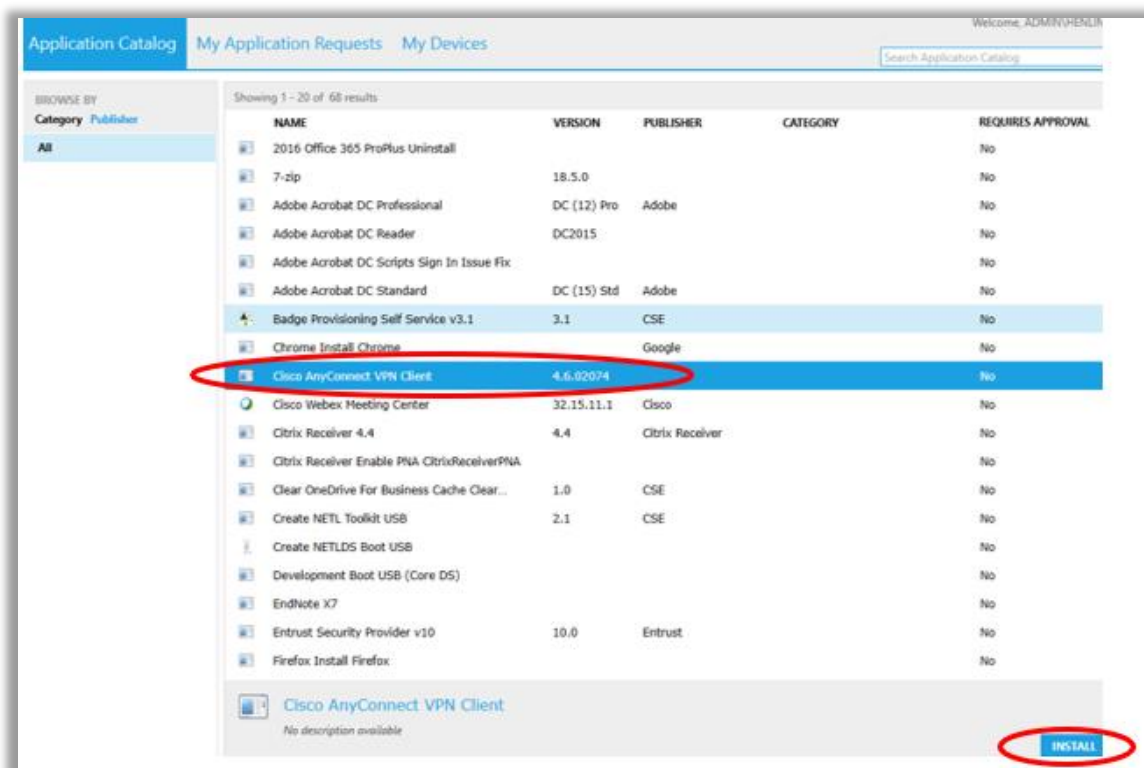
4. Select **Application/Tools**



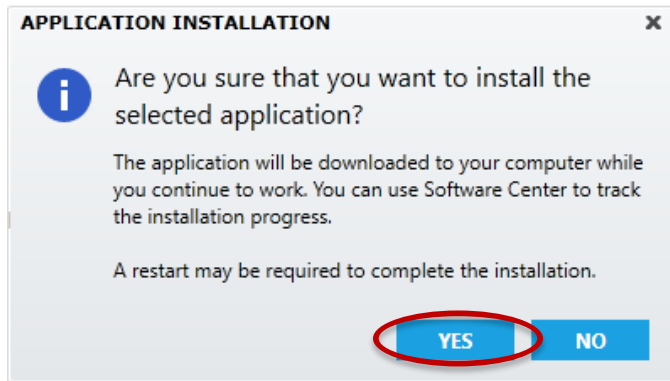
5. Select **Application Catalog**



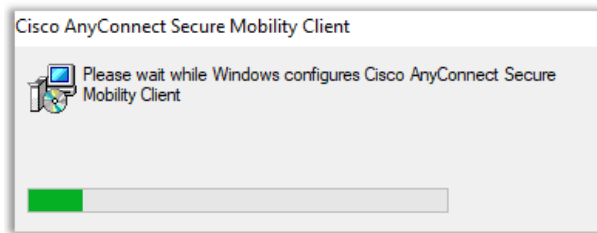
6. Select **Cisco AnyConnect VPN Client** and **Install**



7. Select **Yes**



8. Wait for Cisco AnyConnect configuration to complete



9. Once the installation has completed, the window will close

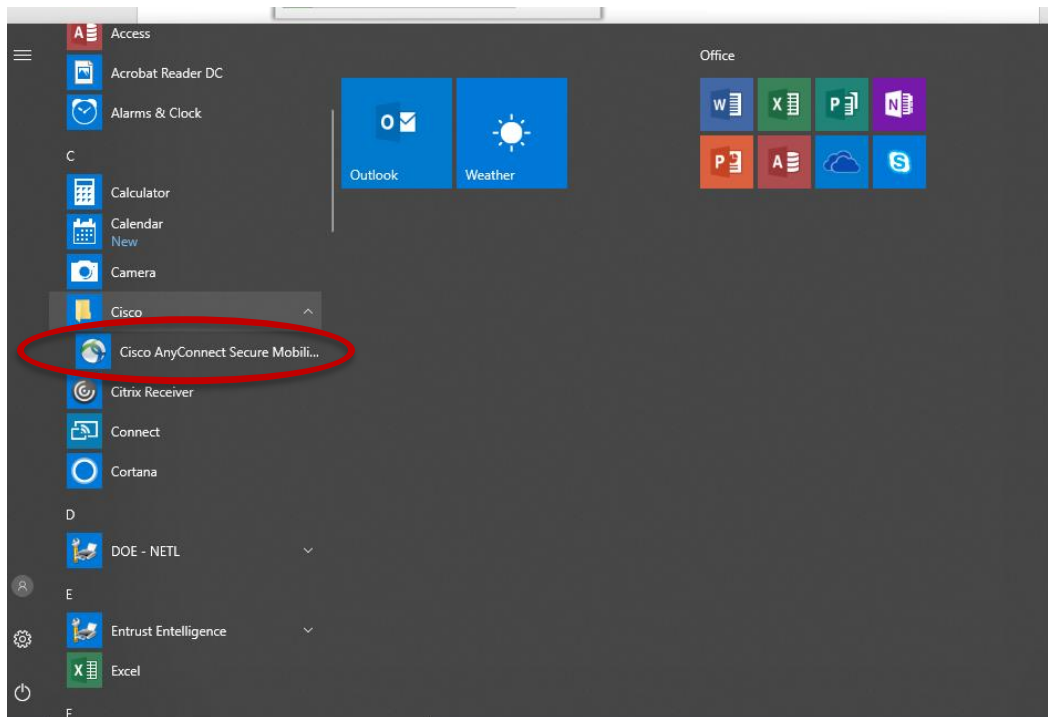
10. Users do not need to reboot the PC after the installation

11. Users should **NOT** start VPN client while connected to the NETL local network

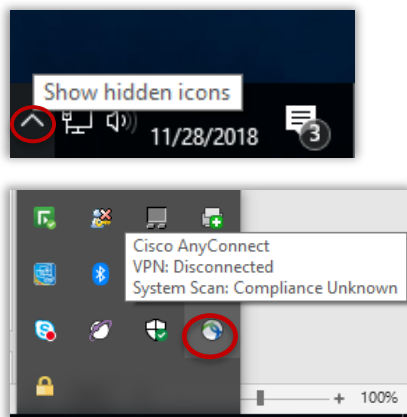
Users can use the NETL wireless network with the VPN client

2 Using VPN Client

1. Connect the PC to a network with internet access (wireless or wired outside of NETL's network). A viable **Internet connection** (test your connection by visiting www.google.com)
2. Click the **Windows Start Button** and select **Cisco AnyConnect Secure Mobility Client**

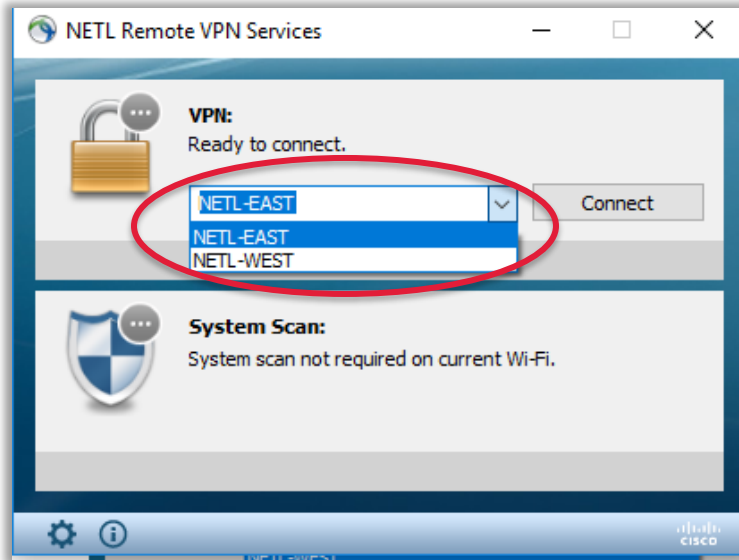


OR Click the **Show Hidden Icons** arrow and select the **Cisco AnyConnect** icon

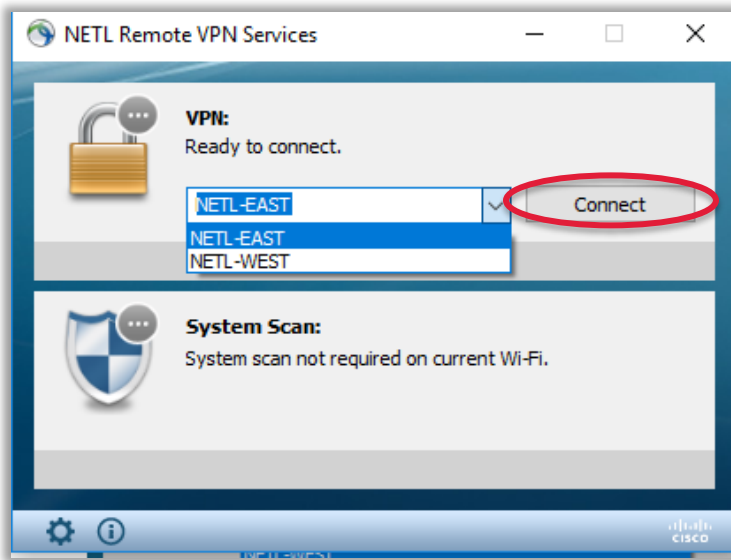


3. Once the **VPN Connection screen** appears, select your user region.

- MGN or PGH users select **NETL-EAST**
- ALB users select **NETL-WEST**

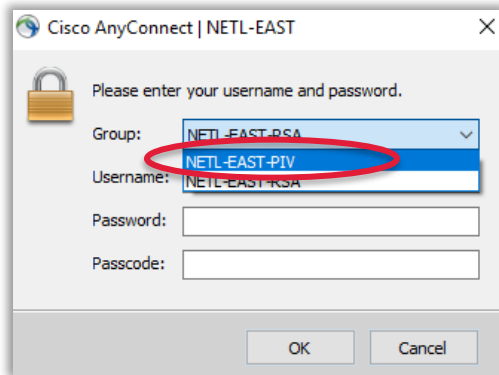


4. Once the region is populated, click **Connect**.

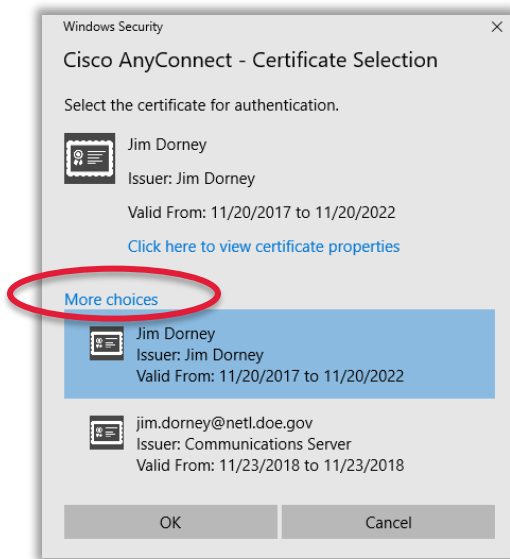


2.1 Logging on via PIV card

1. Once the **Cisco AnyConnect window** appears, select **PIV** authentication
 - MGN or PGH users select **NETL-EAST-PIV**
 - ALB users select **NETL-WEST-PIV**



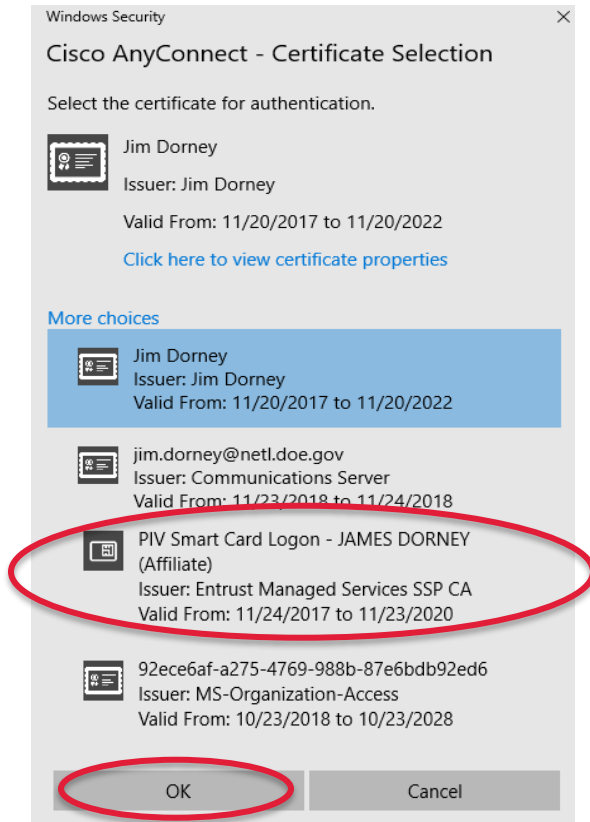
2. Once the **Cisco AnyConnect-Certificate Selection** screen appears, select **More choices**



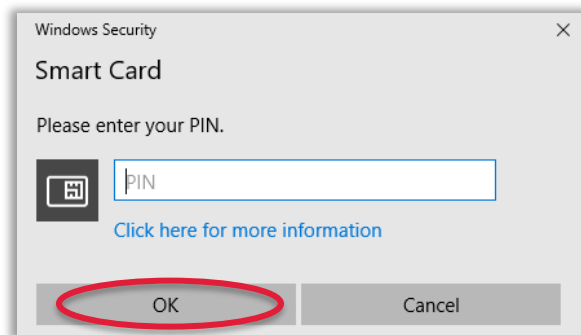
-
3. Select the **PIV Smart Card Logon** option and click **Ok**

****Certificate options are generated by Windows not VPN client.**

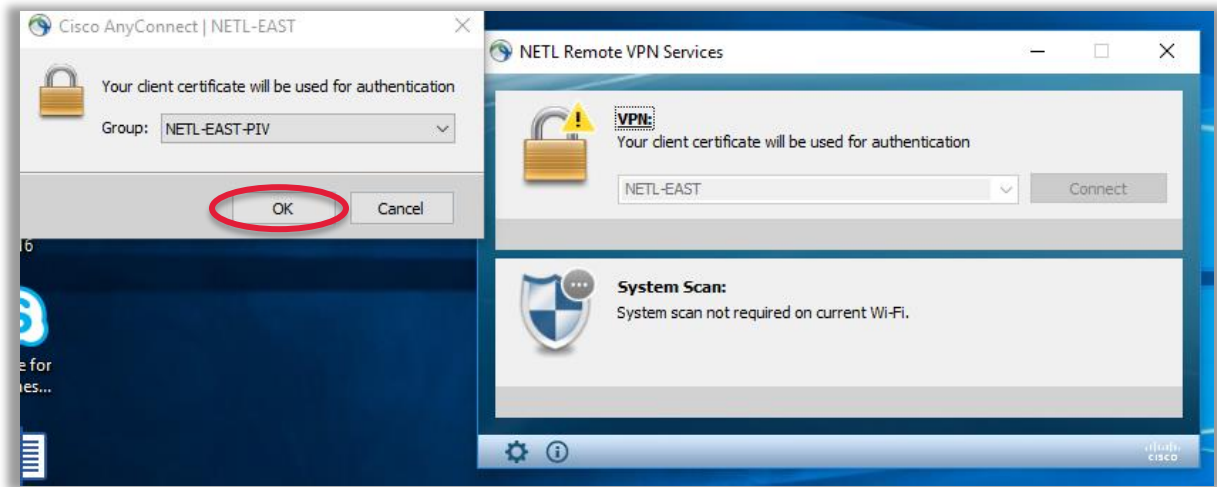
Users must select the **PIV Smart Card Logon** option shown below**



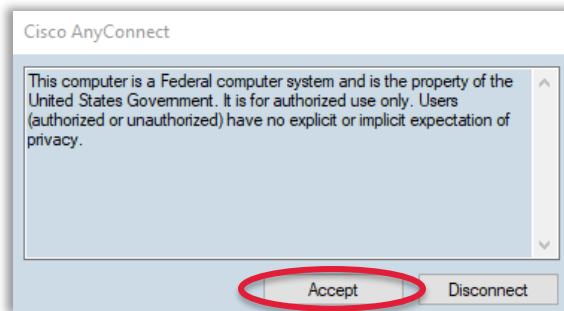
4. Enter your **PIV Smart Card Pin** and click **Ok**



-
5. Once the **authentication message** appears, click **Ok**

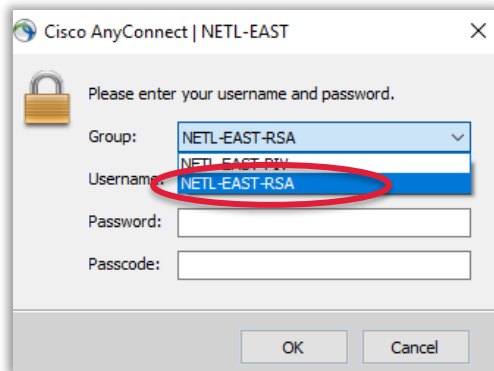


6. Once the **User Acceptance Screen** appears, click **Accept**



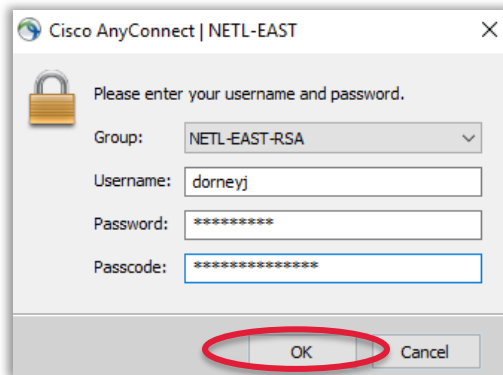
2.2 Logging on via RSA token

1. Once the **Cisco AnyConnect** window appears, select the **RSA** authentication option
 - MGN or PGH users select **NETL-EAST-RSA**
 - ALB users select **NETL-WEST-RSA**

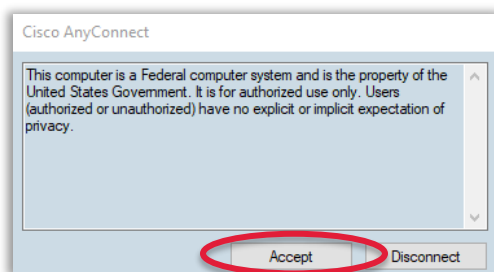


2. Enter your credentials (LAN username, password & passcode) and select **Ok**

****Passcodes are 14 digits in length (8-digit pin followed by 6 digit RSA code)****

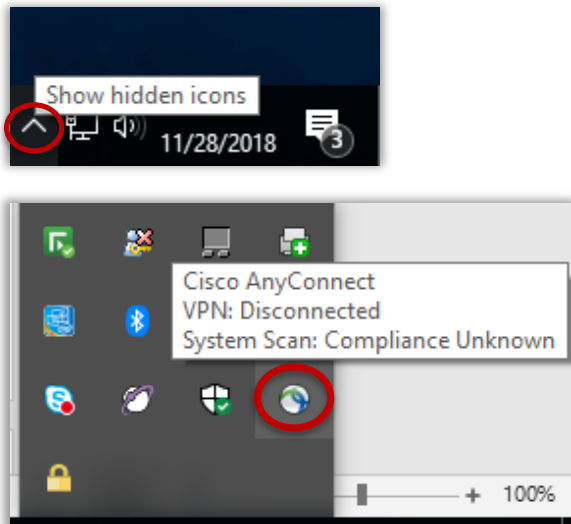


3. Once the **User Acceptance Screen** appears, click **Accept**

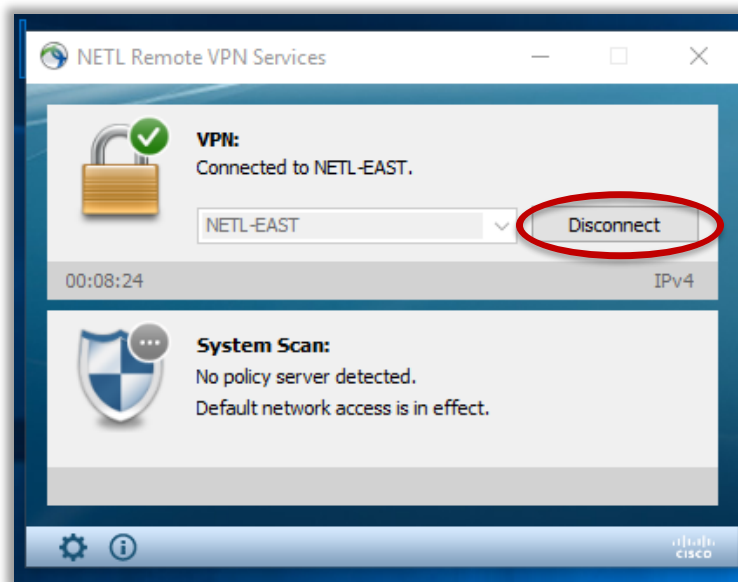


3 Logging Off

1. Click on the **Show Hidden Icons** arrow and select the **Cisco AnyConnect** icon



2. Once the **VPN Connection** screen appears, click **Disconnect**



3. Power down your laptop

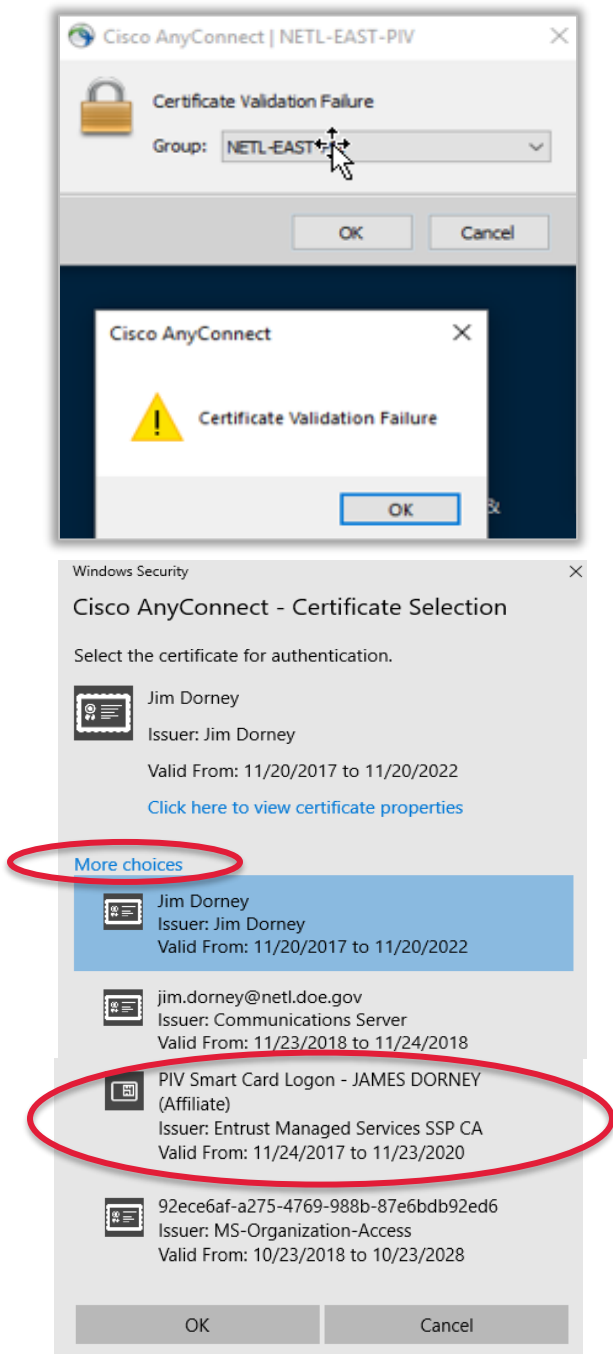
4 Basic Troubleshooting

To install/use VPN users must have the following:

- ✓ An **authorized NETL laptop** issued to you for daily use (i.e. no personal or loaner laptops)
- ✓ A viable **internet connection** (test your connection by visiting www.google.com)
- ✓ **Network user ID** authorized for use with the VPN application
- ✓ An active **Cisco AnyConnect connection**

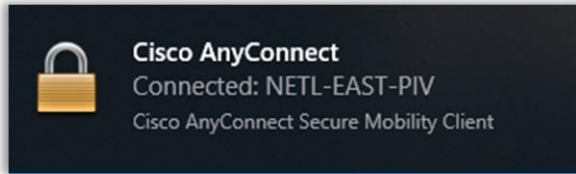
4.1 Certification Validation Failure

If a certification validation failure occurs, validate the **PIV Smart Card Logon** certificate was selected.



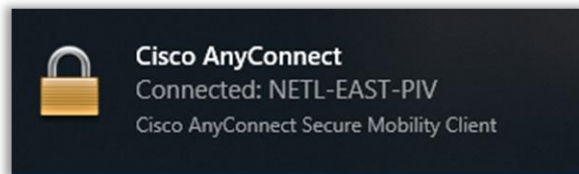
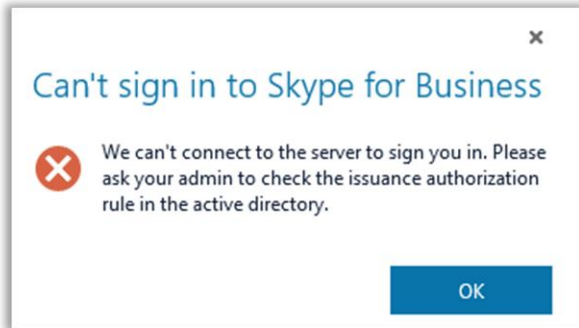
4.2 Applications Do Not Work

If applications are unresponsive, check the Cisco AnyConnect connection. If disconnected, reconnect via [PIV card](#) or [RSA token](#).



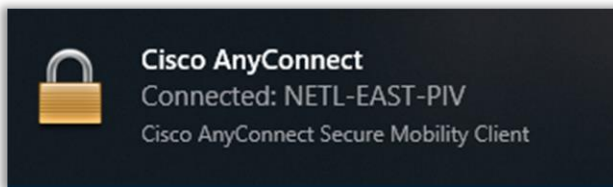
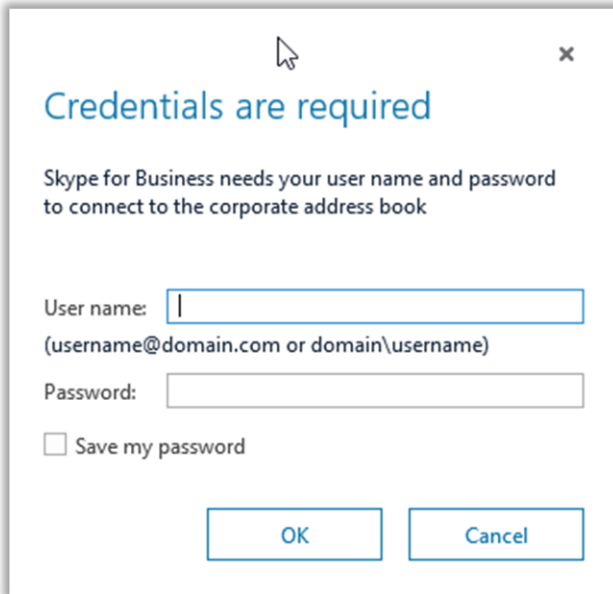
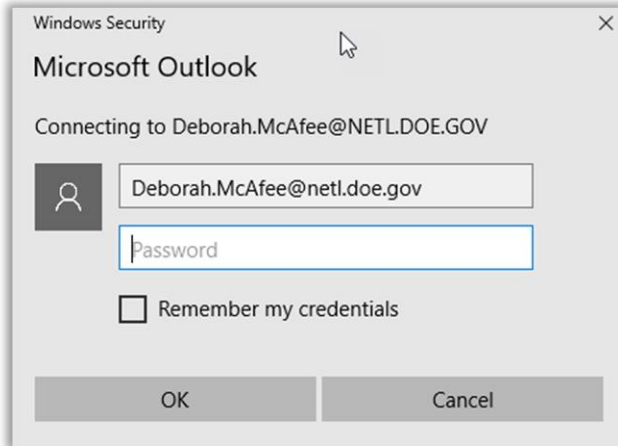
4.3 Unable to Sign into Skype

If unable to sign into Skype for Business, check the Cisco AnyConnect connection. If disconnected, reconnect via [PIV card](#) or [RSA token](#).



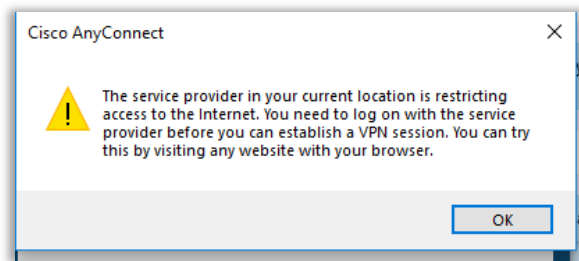
4.4 Outlook or Skype Repeat Login

If repeatedly asked for your Outlook or Skype credentials, check the Cisco AnyConnect connection. If disconnected, reconnect via [PIV card](#) or [RSA token](#).



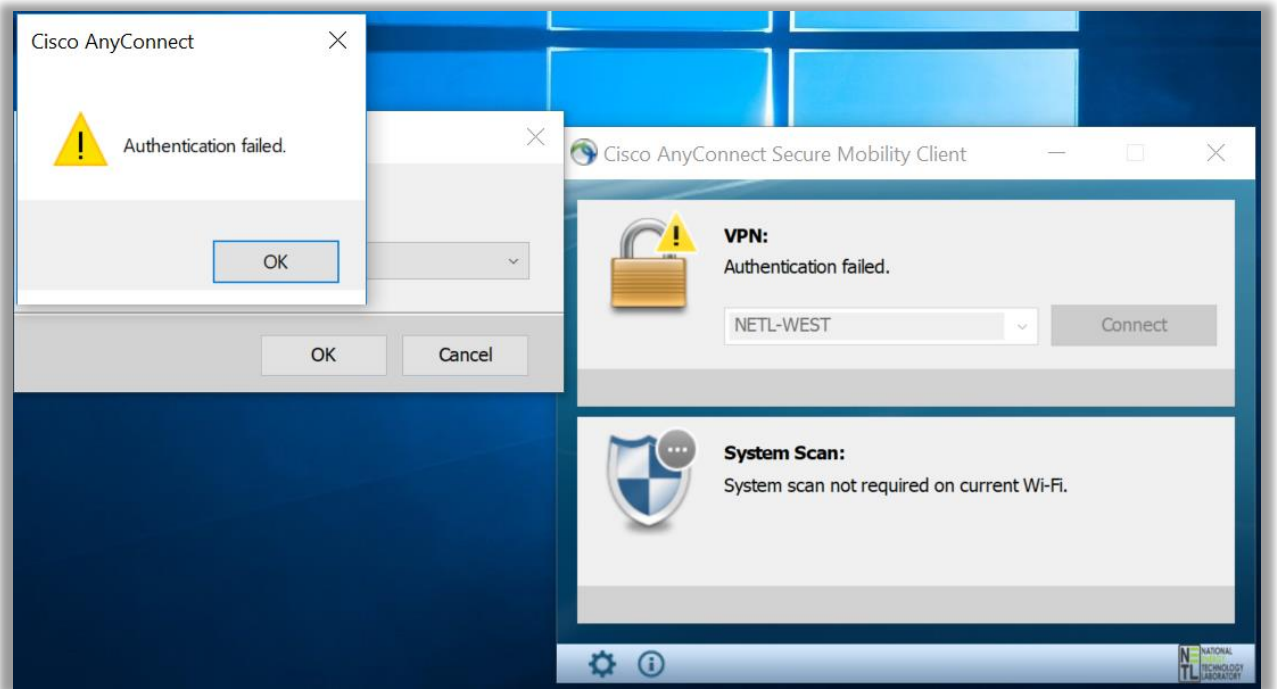
4.5 Cisco AnyConnect Can't Connect

If Cisco AnyConnect is unable to connect, check internet connectivity by visiting www.google.com. If disconnected, reconnect to a wired or wireless network.



4.6 Authentication Failed

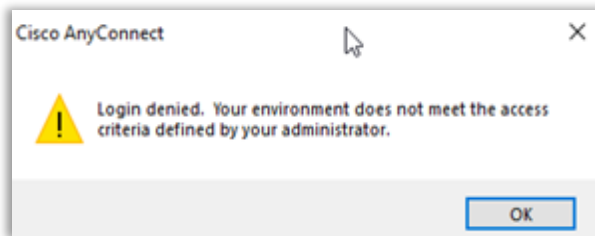
If authentication fails, [contact InfoDesk](#) to validate your Active Directory (AD) account is included in the VPN AD group.



4.7 Login Denied

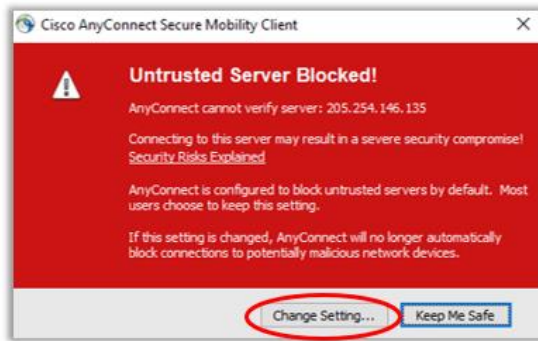
If login is denied, validate the laptop is:

- 1) NETL authorized and
- 2) Issued to you for daily use



4.8 Untrusted Server Blocked!

Users may receive the error message if the PC is in a docking station and connected to the local NETL LAN.



- 1) Remove the PC from the docking Station
- 2) Connect the NETL Wireless network
- 3) Accept the Wireless screen
- 4) Restart the VPN connection

5 Advanced Support

For advanced support, contact InfoDesk via phone (412) 386-4636 or email (infodesk@netl.doe.gov).