

## 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

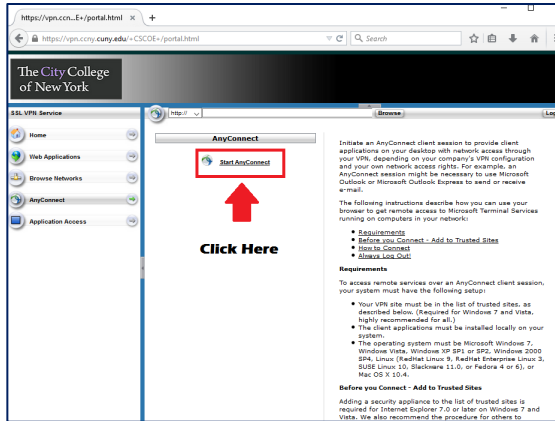
- On a web browser, open the following site: <https://vpn.ccny.cuny.edu>
- You will be prompted to enter your credentials to proceed. Make sure to change the “**GROUP**” field to **[CCNY-USER-VPN]** as seen in the image below then enter your CCNY email username and password and click on Login.

The image shows two screenshots of a web-based login form for a VPN. The form is titled 'Login' and asks the user to 'Please enter your username and password.' The left screenshot shows the 'GROUP' dropdown menu set to 'CCNY-ADMIN-VPN', the 'USERNAME' field containing 'CCNY-ADMIN-VPN', and the 'PASSWORD' field containing 'CCNY-LOCAL-VPN'. The right screenshot shows the 'GROUP' dropdown menu set to 'CCNY-USER-VPN', the 'USERNAME' field containing 'username', and the 'PASSWORD' field containing a masked password. A blue arrow points from the left screenshot to the right screenshot, indicating the change in the 'GROUP' field.

- Read the End User agreement for our VPN network and then click on “**Continue**”.

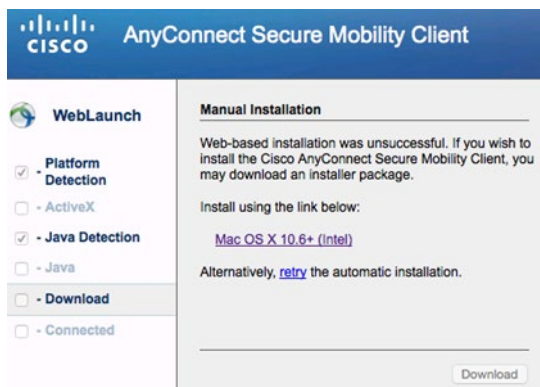
The image shows a warning dialog box with the following text: "\*\*\*\*\* WARNING PLEASE READ \*\*\*\*\* THIS IS A RESTRICTED AND PROTECTED SYSTEM. Unauthorized access to this system is strictly prohibited. If you do not have proper authorization, disconnect immediately. Use of this computer system, authorized or unauthorized, constitutes consent to monitoring of your activities on this system. Unauthorized use may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal or other adverse action." The dialog box has "Cancel" and "Continue" buttons.

- 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.

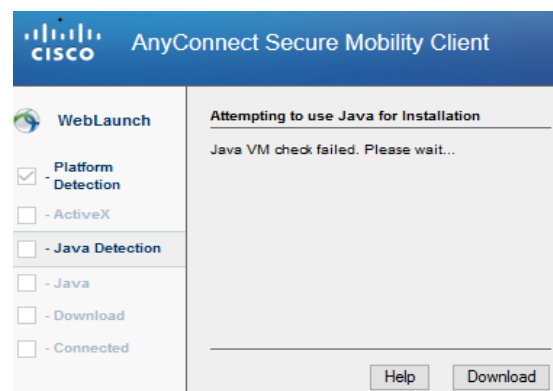


3. In the case that automatic installation fails, you will be given the chance to install the AnyConnect application manually. For Mac click on the link provided and for PC click on the download button to proceed with manual installation.

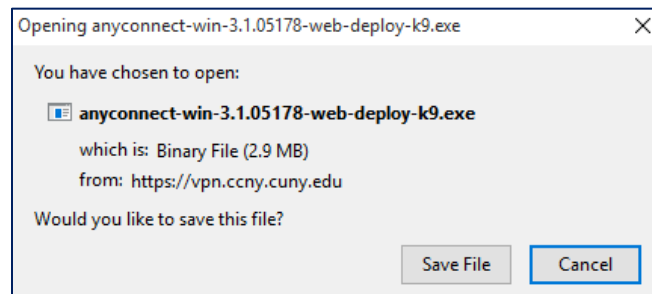
#### MAC



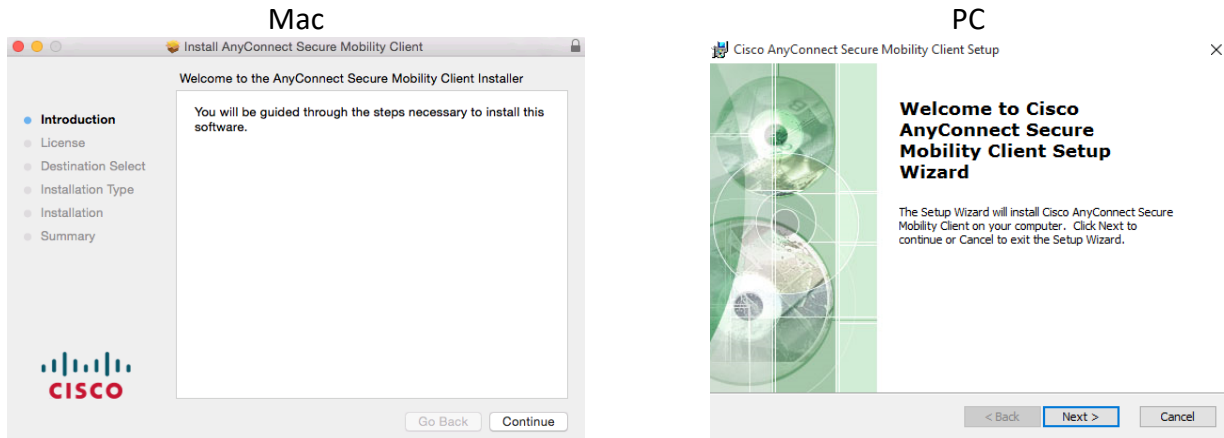
#### PC



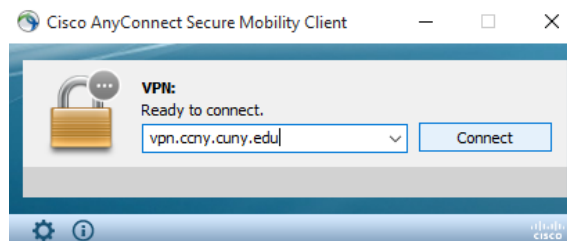
4. A pop-up will appear to download the installer. Click to allow this download, we recommend that you download this file to your desktop.



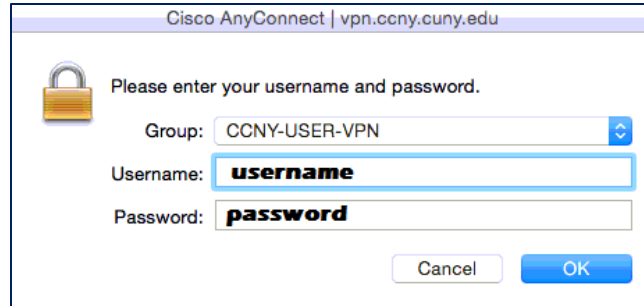
5. Double click on the downloaded file and follow the on-screen prompts to install the software. You may need to enter the administrator's username and password during this installation.



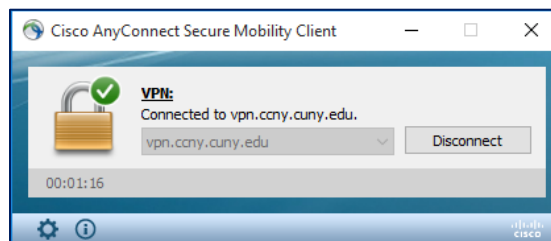
6. Once installation is complete AnyConnect should automatically open and prompt you for the address to the VPN. If it doesn't, you can find it in the applications folder (for Mac) or under the programs heading on the start menu (for PC). Additionally, there should be an icon in the status menu (Mac, 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**":



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

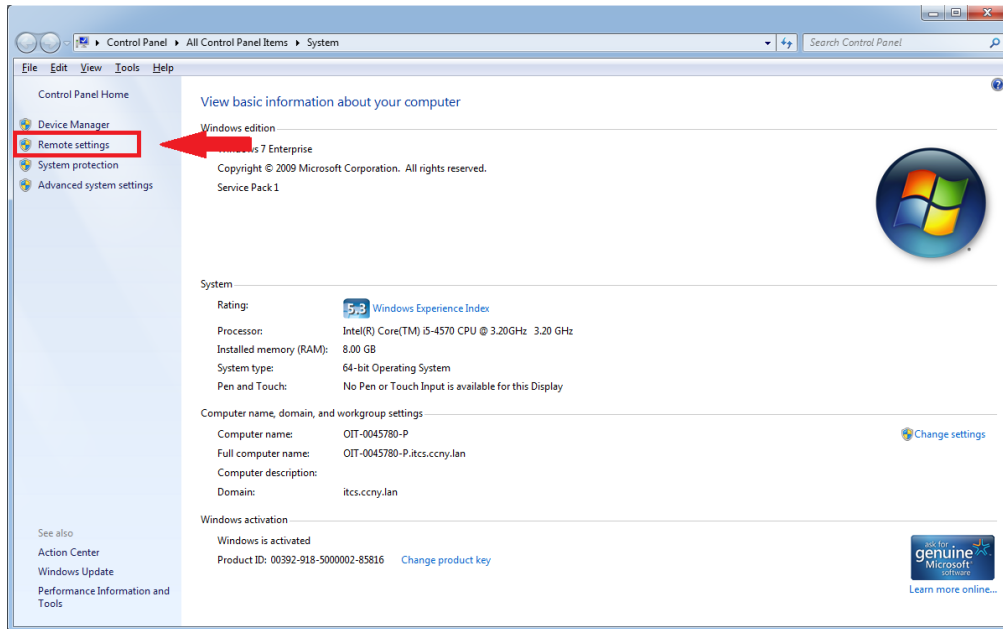


## 2. Configure campus computer for remote connection

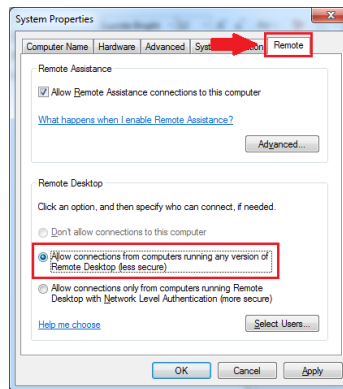
A member of the Client Services group (or the associated divisional support) will be dispatched to configure the devices that will be accessed thru the VPN connection. Based on the device different steps need to be taken. The most common reason users need to connect to our campus network is to remotely 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.

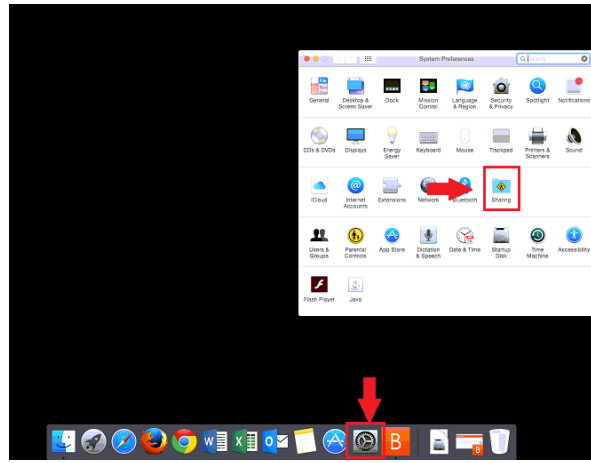


- ii. At the top of the window, click on the “Remote” tab to display that tab’s information. In the “Remote Desktop” section, make sure to select the radio button for the third option “Allow connections from computers running any version of Remote Desktop (less secure).”

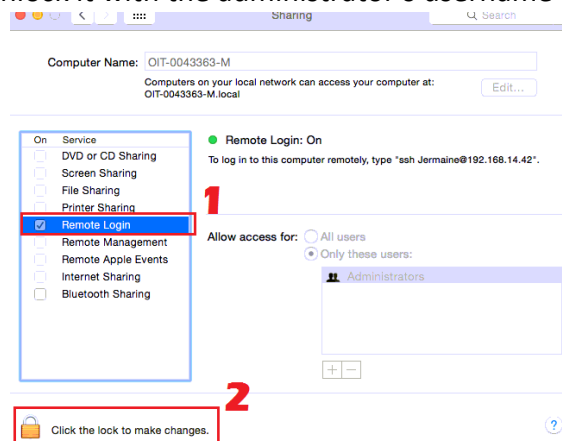


b) **MAC – for OSX machines**

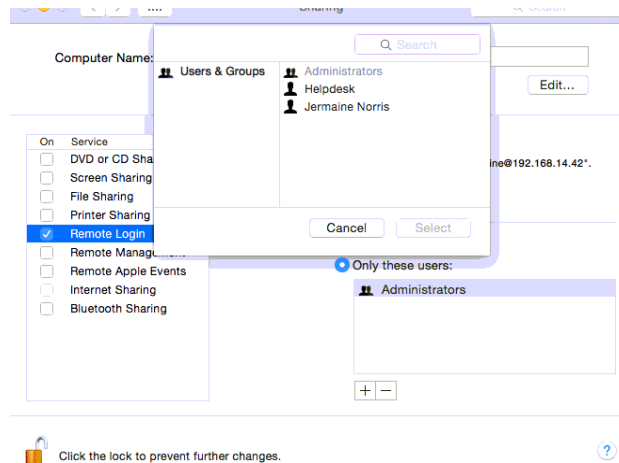
- i. From the dock, click on the settings icon to open the Mac System Preferences pane. From the System Preferences pane, click on the Sharing icon to open the sharing pane.



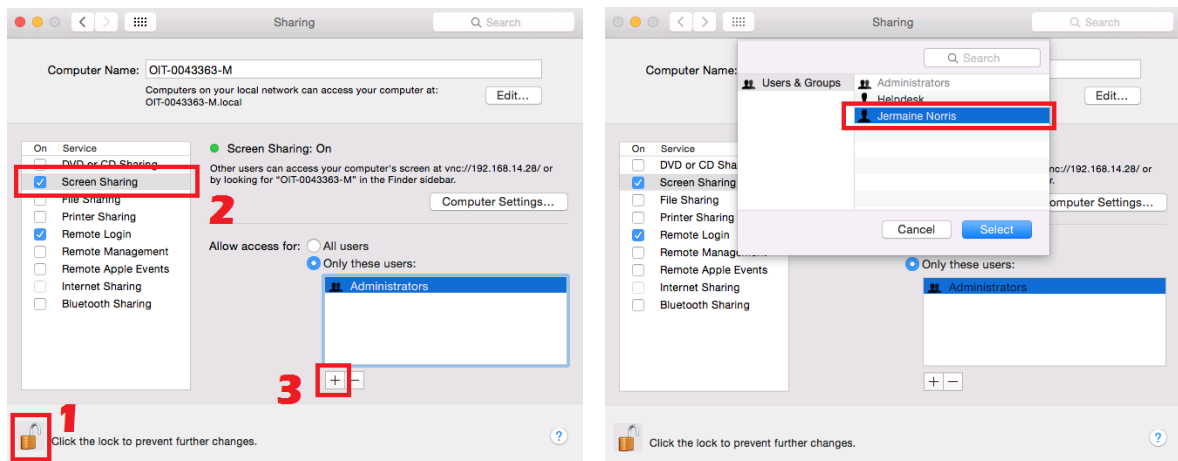
- ii. In the left column, make sure “Remote Login” is checked off (1). If the lock is currently closed (2), you will need to unlock it with the administrator’s username and password.



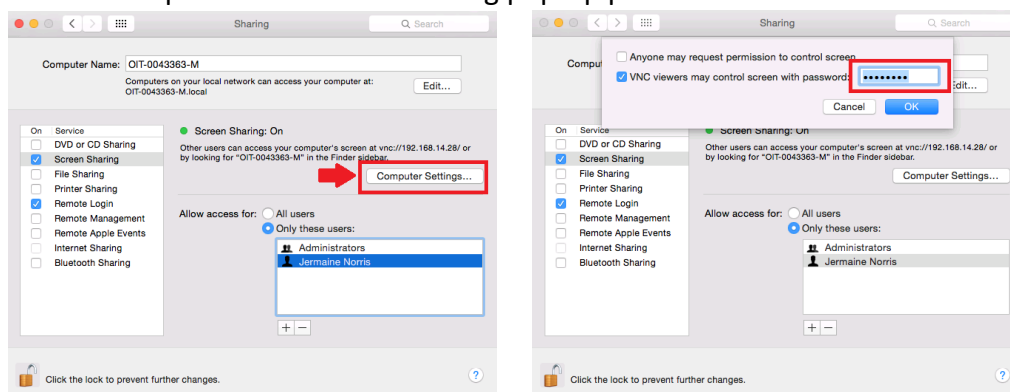
- iii. On the right side of this pane make sure “Allow access for:” is set to “Only these users”. Click on the “+” sign to add the user account the user will be using to access the machine, whether it is local or a domain account. Afterwards, make sure to re-lock the settings and exit out of the System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



- 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.



- 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.



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

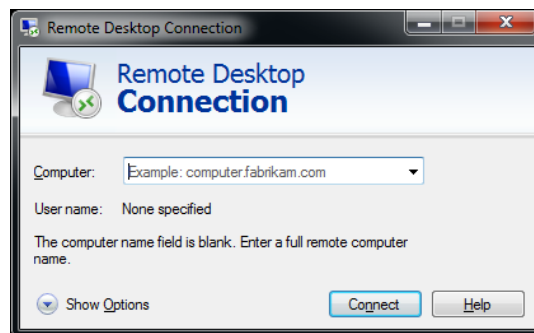
### 1. Connect to campus computer through VPN

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

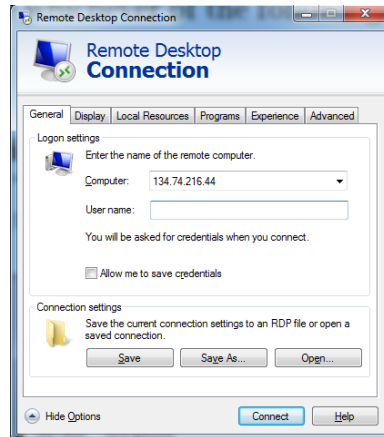
Right click the AnyConnect icon in the System Tray or Status Menu and choose the “connect” option. Just like with installation set the group to “CCNY-USER-VPN”, and enter your username and password to connect to VPN. Once the VPN connection has been established you can use whichever of the following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

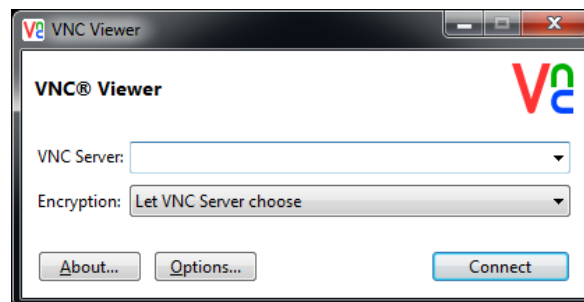


- b. Enter the IP address of the machine you wish to connect to and click on “connect”. You will be prompted to enter credentials for the machine you are connecting to. Make sure that when entering credentials, to add the domain to the username, i.e. username: itcs\jnorris.

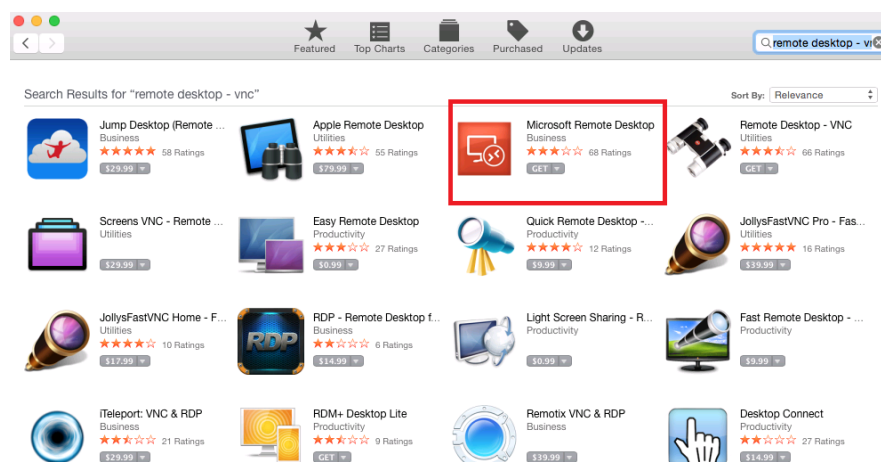




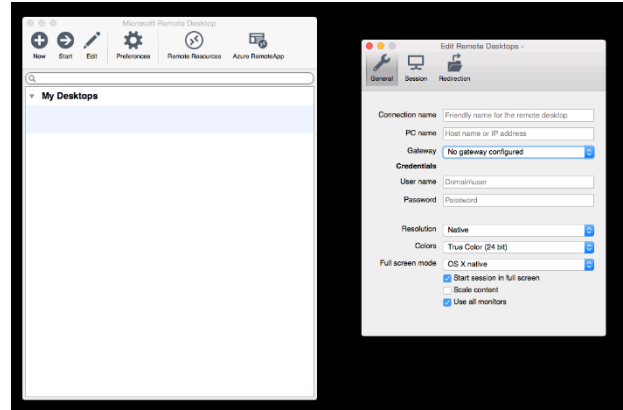
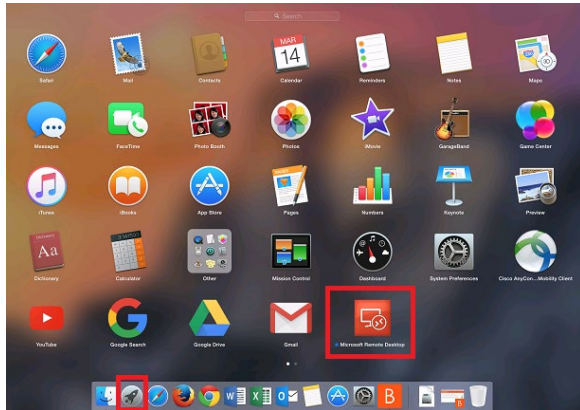
- a) **PC to Mac (via VNC):** In order to connect remotely to a Mac computer, you will need to download a VNC client. In the following example, VNC viewer was used. Simply open the client and enter the IP address and follow the prompts to authenticate into the Mac. Make sure to remember the password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



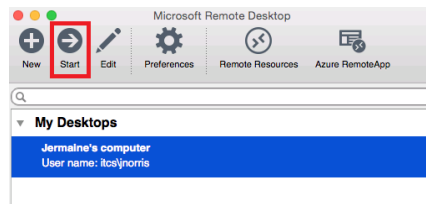
- b) **MAC to PC (via RDP):** In order to connect remotely to a Pc with a Mac, you will need to install the Microsoft Remote Desktop app from the Apple App Store.



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 “⌘K” 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.

