

Internal

Date 2017-12-21	Page 1 (14)
Identifier T 2148-17 Uen	Version 3.0
Relation	Approved

Approved on
2017-12-21

Approved by
Telia
Internal Networks
Peter Möller

Creator
Olof Pålsson
Olof.Palsson@teliacompany.com

Start-up instruction for service TC Remote Access VPN, for Windows 10 and TS7 computers, using Pulse Secure client

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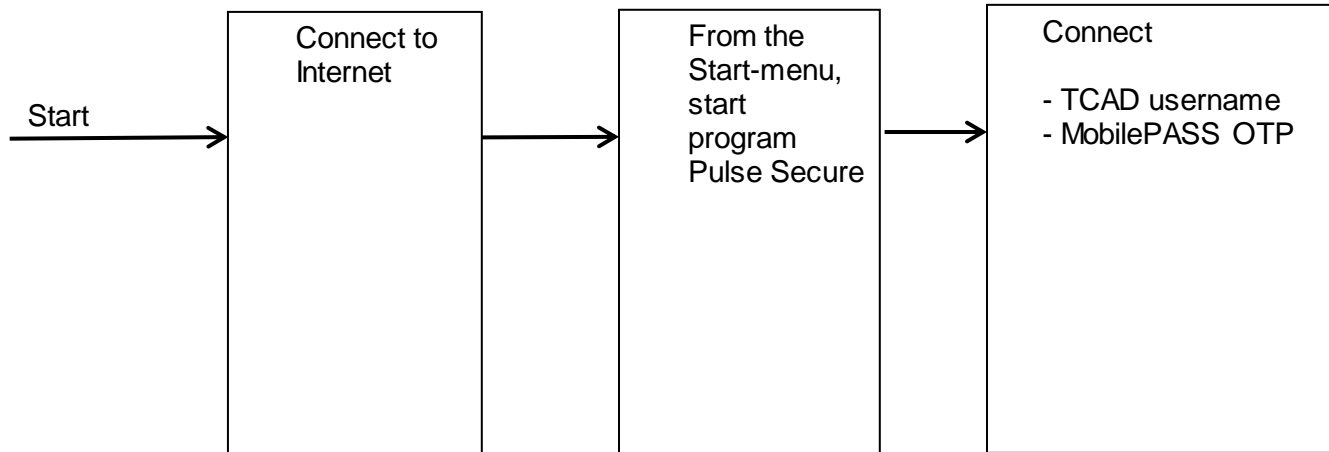
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1 Using of VPN Access with Pulse Secure client

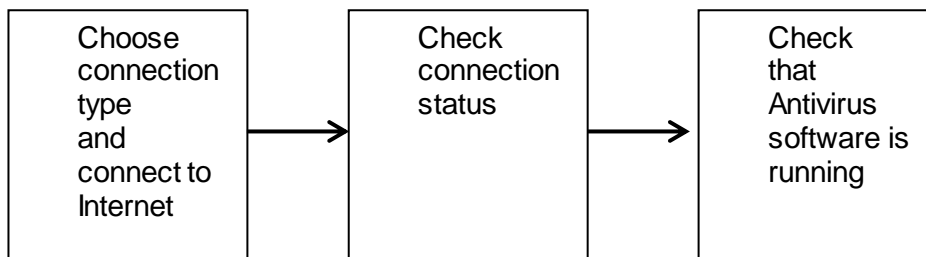
This user instruction is intended for Windows 10 and TS7 computers using TS Remote access service:

If a firewall is used, then the firewall must be open for
loopback address UDP port 4242
SSL traffic on TCP port 443
IPSEC ESP traffic on UDP port 4500

The following steps are needed to create the secure remote connection.



1.1 Connect to Internet



1.1.1 Choose connection type and connect to Internet

Connect to internet by using a suitable connection type. Connection types can be Wired LAN, Wi-Fi, Cellular internal 4G modem or external 3G/4G modem.

Note ! Only use one connection type at a time. E.g. using Wi-Fi and 4G in parallel gives bad capacity

Wired LAN



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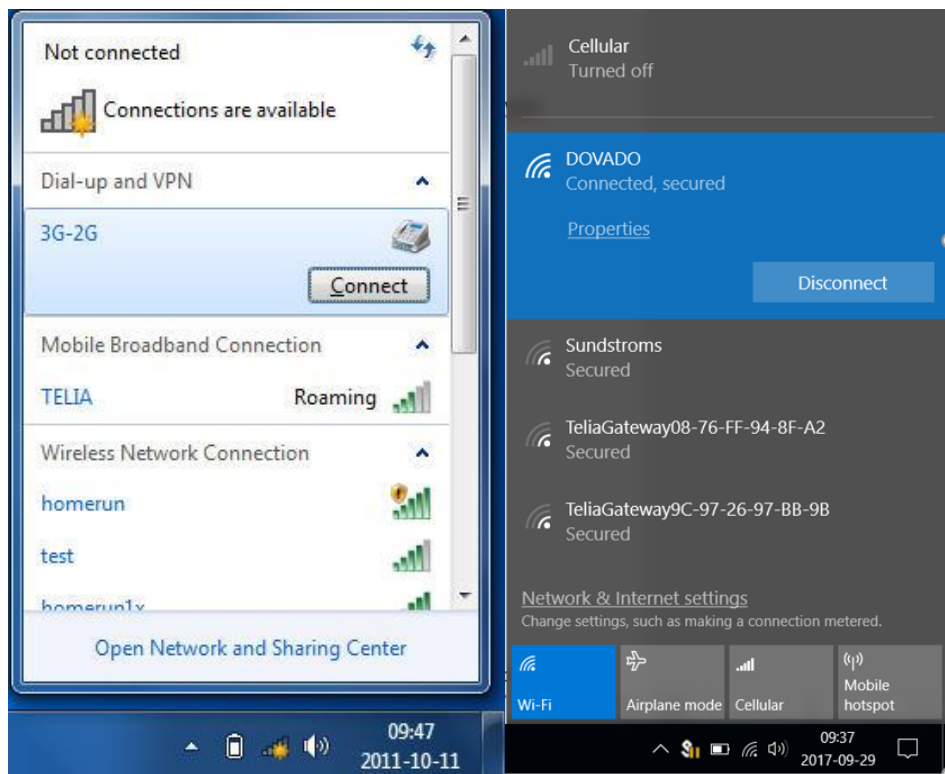
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If you are outside the office and have a wired internet broadband access with RJ-45 LAN cable, just plug in the LAN connection cable.

Wi-Fi

If you are outside the office, turn the PC WiFi device ON. Connect to a suitable Wi-Fi network.



TS7

Windows 10

If you are at the office and have a Telia TS7, Windows 10 PC, then you will automatically be logged into TCIN WLAN and you can reach all network services and systems. In this case you do not need to use VPN. Available in Sweden, Finland, Denmark and Norway



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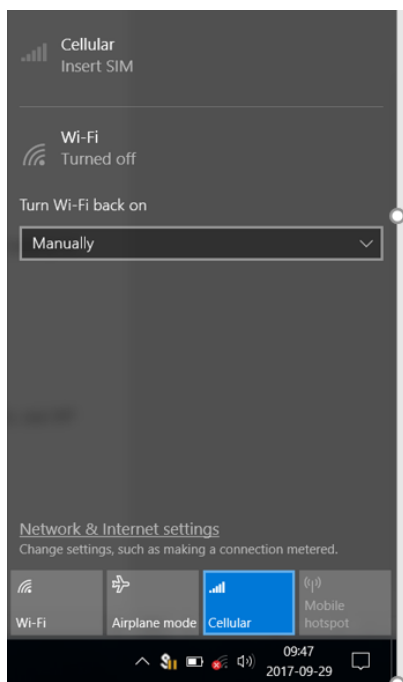


The picture shows a PC connected to Telia Company Wireless TCIN,

Cellular PC internal 4G modem

If you are outside the office, turn the Cellular PC WWAN device on.
SIM-card must be installed in the PC. In HP PC:s there is a SIM-slot behind the battery or on the side, depending on model.

Windows 10

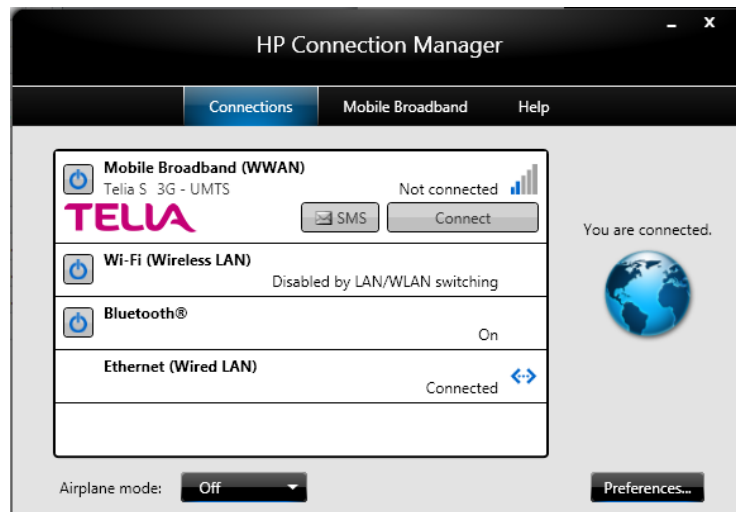


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TS7, use preinstalled connection program to connect to internet, e.g. for HP PCs, use HP Connection Manager.



The picture shows HP connection manager.

If you have lost the Pin-code for the 4G sim card you may get a new one from your Telia Shop or call Telia Company Service Desk.

External 3G/4G modem

If you are outside the office, connect to internet using supplied connection program.

1.1.2 Check connection status

Check in the browser that you can reach e.g. www.google.com.
Then you are connected to internet.
If this does not work, go back to 1.1

To check your internet speed, go to www.bredbandskollen.se.

If the speed is less than 500 k-bit/s (upwards or downwards), the VPN connection will not work well.

1.1.3 For TS7: Check that antivirus software is running

Check that antivirus software is running, e.g. hold the mouse pointer on top of the System Center Endpoint Protection icon. If the SCEP- shield icon is not visible, then make it visible by following chapter customize icon.



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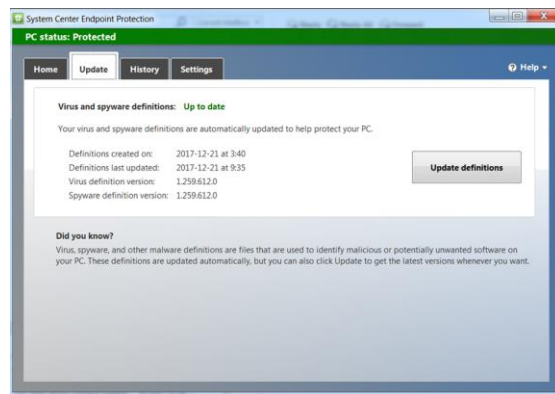
The text: PC status: Protected, shall be shown.

After reboot, it usually takes up to one minute for the SCEP to start up and present its status to be Protected.

If you do not wait this minute, before logging into the VPN client, then the VPN client host checker will recognize that the antivirus is not running and you will get error message. To solve this, wait for 2 minutes until SCEP has started up and try again.

In case SCEP never presents "Protected", you are not allowed to log into VPN. You will get the error message. Then there are two alternatives:

1) Go to the office and connect to the TCIN network via LAN-cable or WiFi, and right click on the SCEP icon and open it and select update. After this update the VPN client shall let you in.




The picture shows the SCEP, and how to update the antivirus definition files.

2) Get help from Service Desk to remote update corrupted virus definition files.

1.2 Start the Pulse Secure application from the start menu

Windows 10

Click Start icon 
Just type Pulse
Click on program Pulse Secure

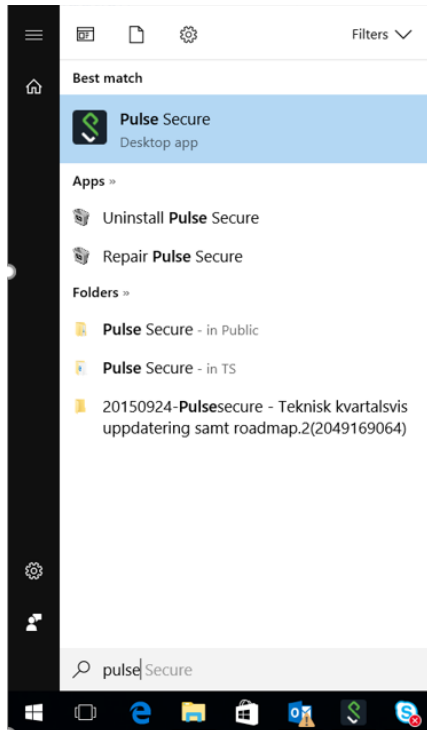


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TS7:



Click Start icon
In the search box type Pulse
Click on program Pulse Secure

The following login page appears.

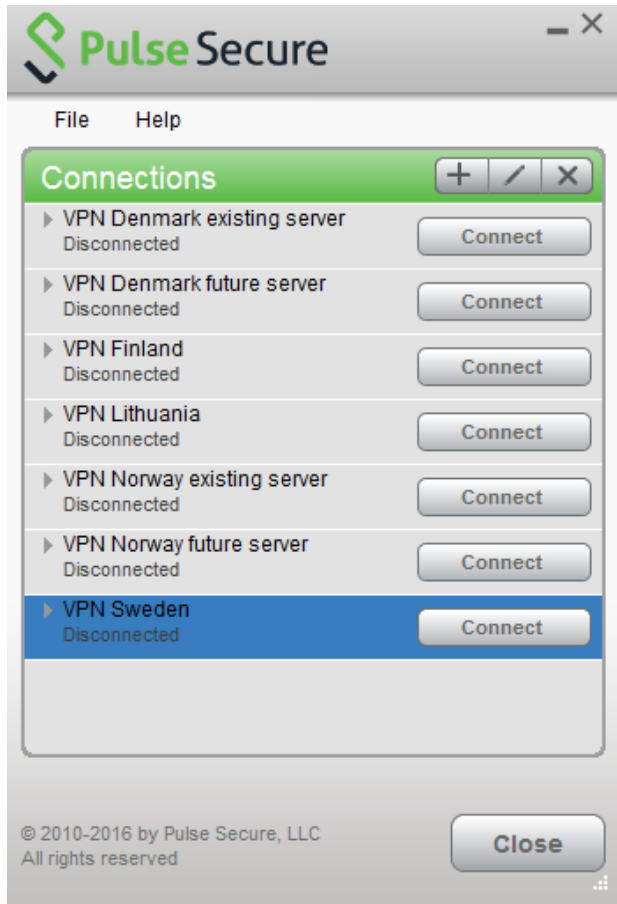


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The picture shows the Pulse Secure login interface.

1.3 Login

Select row and click Connect to start the login procedure



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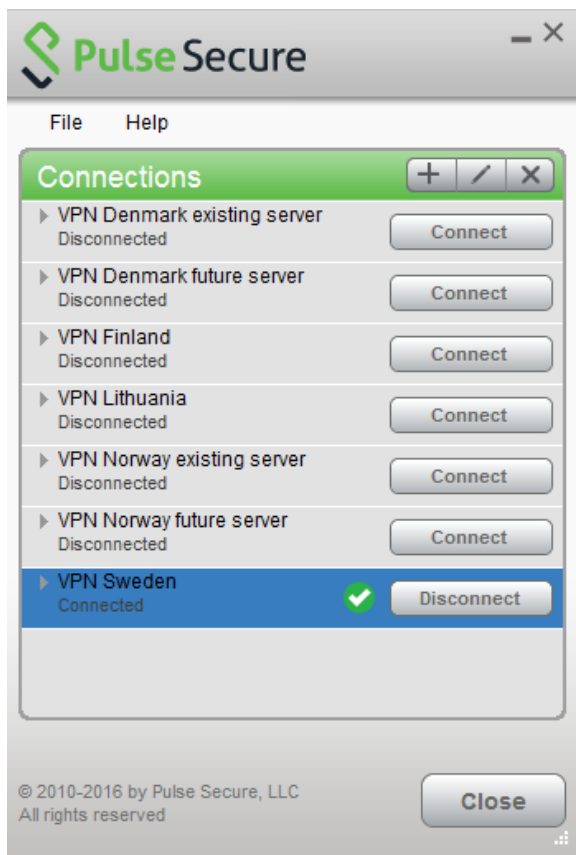
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The screenshot shows a dialog box titled "Pulse Secure" with the subtitle "Connect to: VPN Sweden existing server". Inside the dialog, there is a message box with a question mark icon that says "Provide the following credentials to complete the connection." Below this, there are two input fields: "User Name:" and "Password:". At the bottom right, there are two buttons: "Connect" and "Cancel".

User Name: TCAD user name. (The ones used to log into Windows)
Password: MobilePASS one time password



The connection status can be seen in the Pulse Secure application.



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1.4 Changing the TCAD password in Windows 10, TS7 PC via VPN

When the TCAD server system wants a PC to change TCAD password, it can be done in three ways.

- 1) Change password when the PC is connected to TCIN office network via TCIN WLAN or via cable LAN
- 2) Change password when the PC is connected to TCIN via VPN, and TCAD password has not expired

1.4.1 Change password when connected to TCIN office network

When the PC is connected to the TCIN office network via TCIN WLAN or cable LAN, TCAD password is changed in the TCAD server and in the TS7 by pressing ctrl-alt -del and then select change password.

1.4.1.1 Change password when connected to TCIN via VPN, and TCAD password has not expired

Same as above

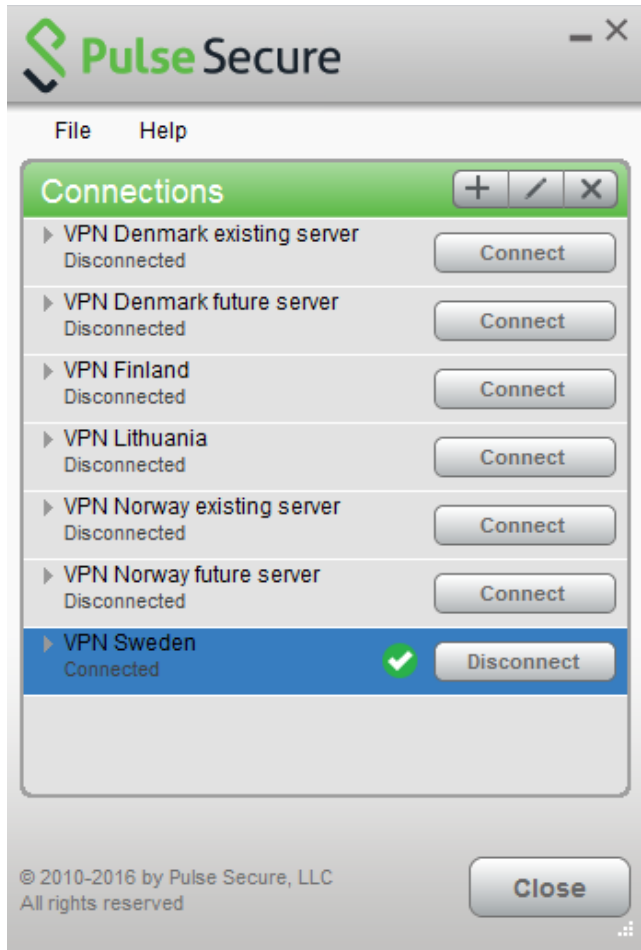


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1.5 Permanently disconnecting the VPN session



Click disconnect to terminate the VPN connection to TCIN

1.6 Temporarily disconnecting the VPN session

If during a VPN session, the computer loses its internet connection or the computer is put to sleep mode, then if the internet is back or the PC is woken up again within 20 minutes, the VPN connection will automatically be re-established.

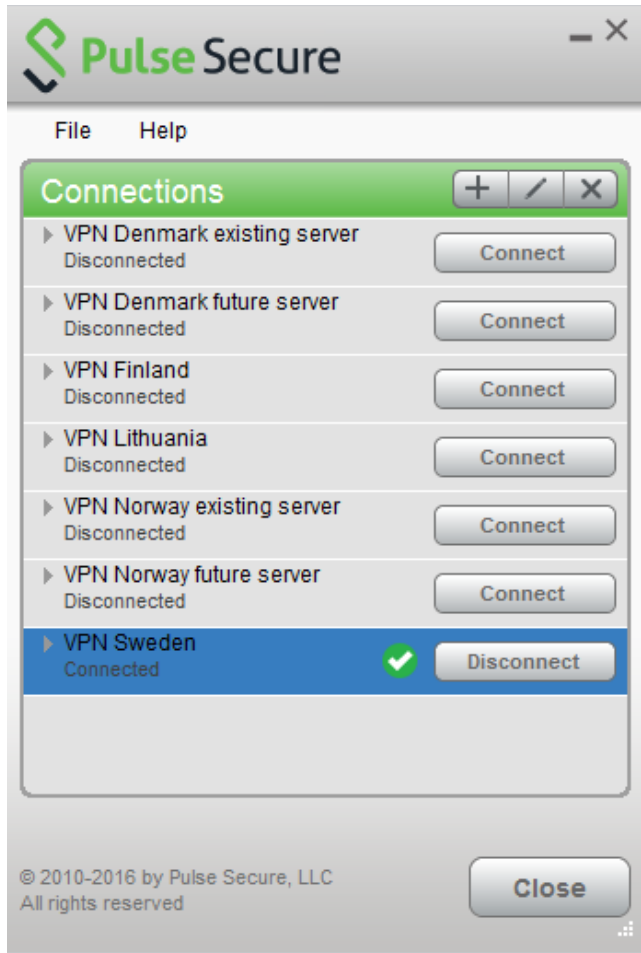


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The picture shows the procedure that automatically reconnects the VPN session if it has been broken for up to 20 minutes.



The picture shows the Pulse Secure icon tray symbol, re-establishing the VPN session.

If the time disconnected from the VPN server is longer than 20 minutes, then the Pulse login prompt is displayed and new credentials are required.

If you are connected and the PC is set in sleep mode, either manually or via the standard 2 hour sleep timer, then at wake, up you will be prompted by Pulse to login manually again. If you at PC wake up do not like the Pulse login prompt to be shown, then make sure to disconnect the VPN session before putting the PC to sleep/hibernate.



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1.7 Corrupt VPN client software

In rare cases the VPN software gets corrupt and does not work properly.

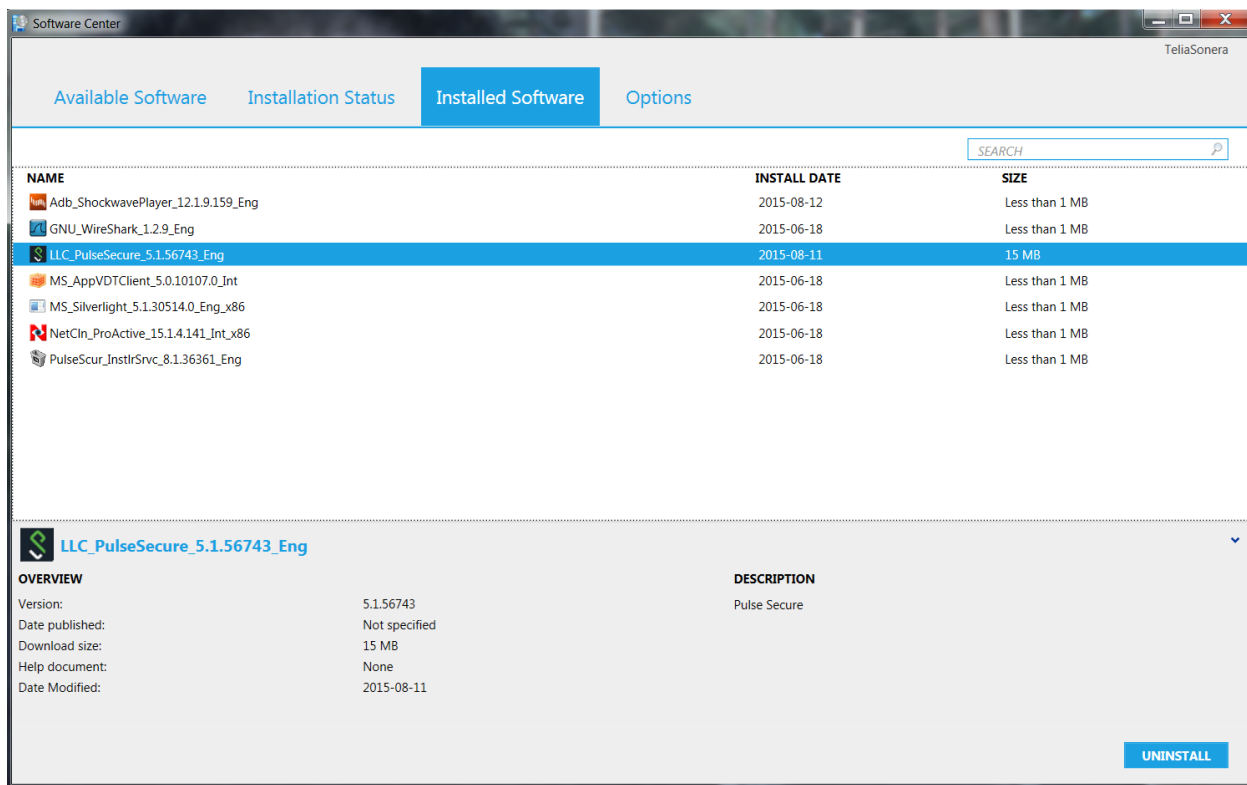
Examples of problems can be:

Error message showing "Network adapter failure".

The program gets stuck at "Securing Connection".

To repair the client, then

- in Software Center tab installed Software, Uninstall Pulse Secure software. (see picture below)
- Reboot the PC.
- Install it again from Software Center, tab Available Software.
- Reboot the PC again.
- Now it shall work



The picture shows Pulse in Software Center.

Note After 2017 09 01 Pulse versions are:

For 64 bits Windows: LLC_PulseSecure_5.3.853_Eng_x64

For 32 bits Windows: LLC_PulseSecure_5.3.853_Eng

If this does not help, then uninstall all Pulse Secure in Software Center, In control panel uninstall all Juniper and Pulse Secure applications and then restart the pc. In Software center install Pulse Secure again.



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If nothing helps, then call service desk.

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1.0	Approved	2017 02 15	Olof Pålsson	
2.0	Approved	2017 09 29	Olof Pålsson	Updated for Windows 10
3.0	Approved	2017 12 21	Olof Pålsson	Updated for SCEP antivirus

