ARA\USER Broadband Users

Windows Operating System

October 2012

Background

These instructions are to be used for VPN users who have been assigned an ARA\USER username and password. If your machine has Internet Explorer 8 or above, begin with Section I. For versions of Internet Explorer 7 or below, start with Section II.

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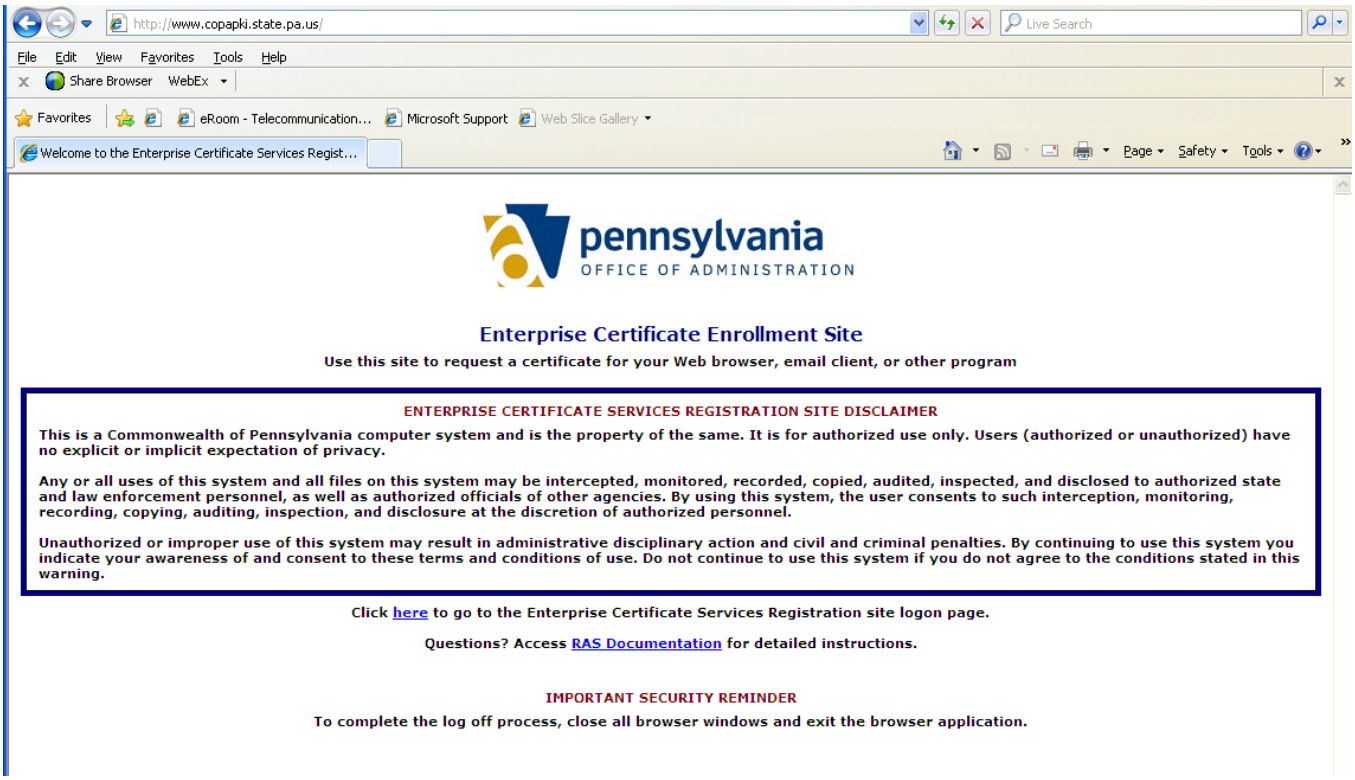
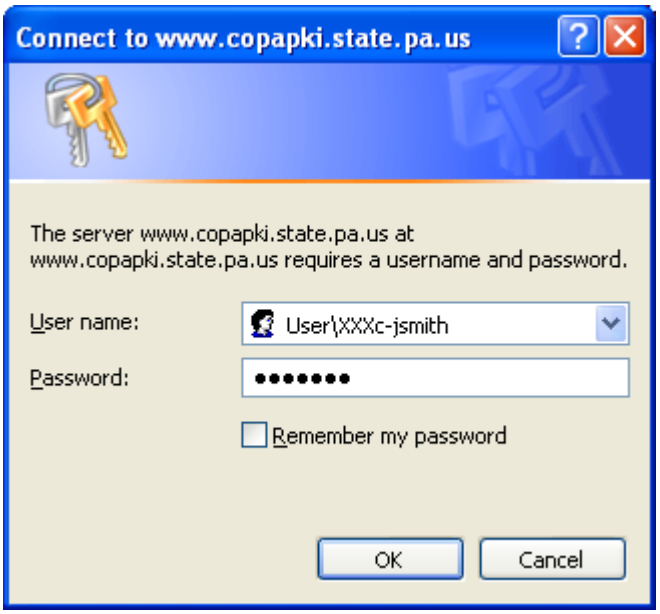
Section I - Internet Explorer 8 / 9 – Certificate Installation

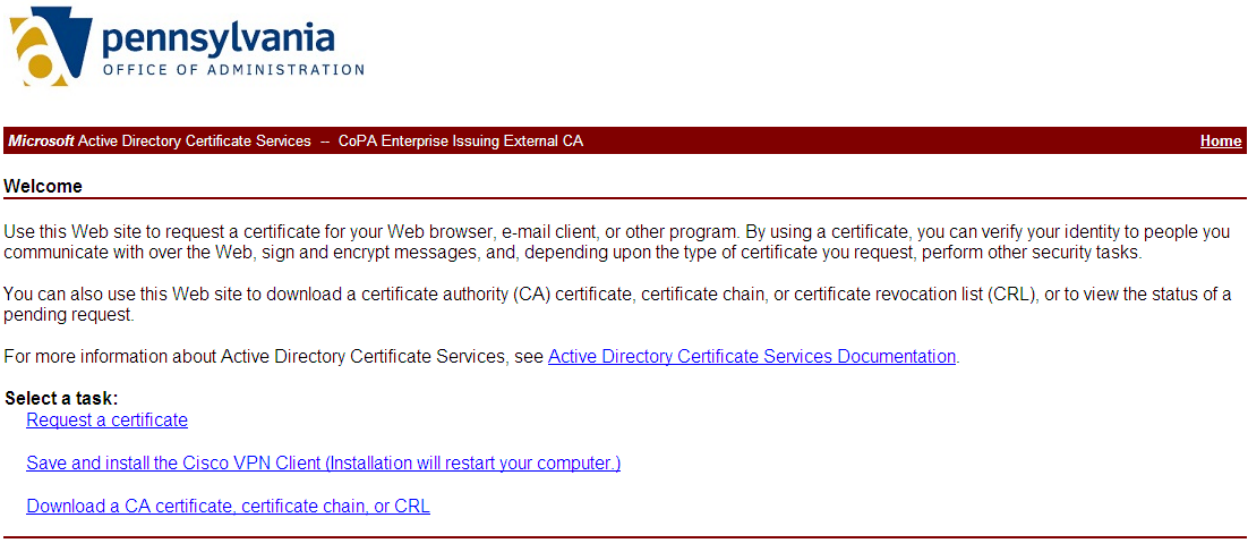
1. Open Internet Explorer, go to **https://www.copapki.state.pa.us**
2. Click on **here**.



3. Log on with the **VPN username** and **password** you were assigned.
   In the **User name:** field, be sure to precede your username with: **User**
   (example: **user\XXXc-jsmith)**



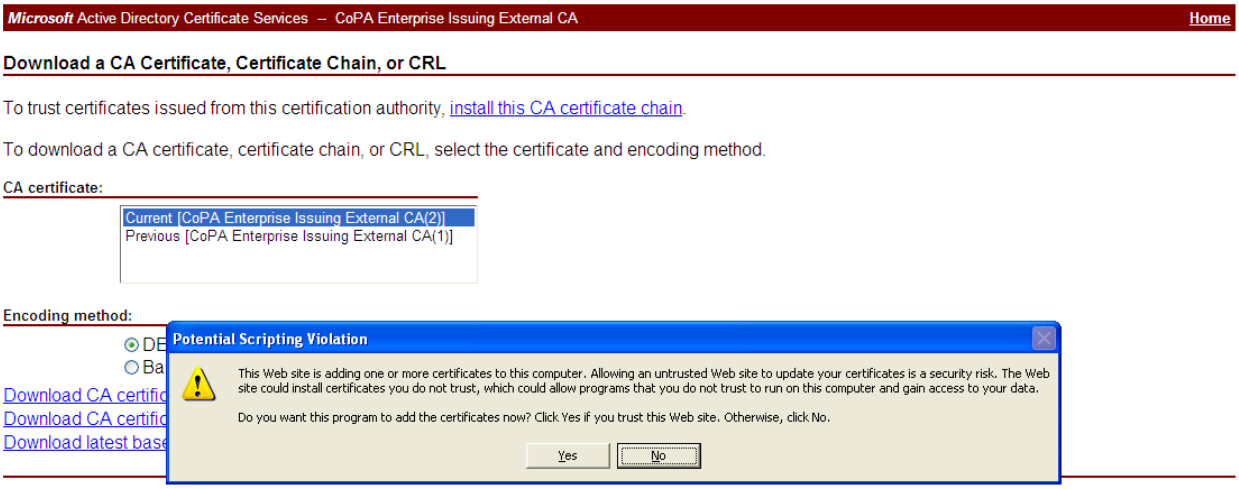
4. Click on **Download a CA certificate, certificate chain, or CRL**



5. If the Operating System on your machine is:
   Windows XP: Proceed to **Section A**
   Windows 7: Proceed to **Section B**

Section A – XP Instructions

1. Click on **install this CA certifcate chain**
2. Click on **Yes** button if prompted for Web site add.

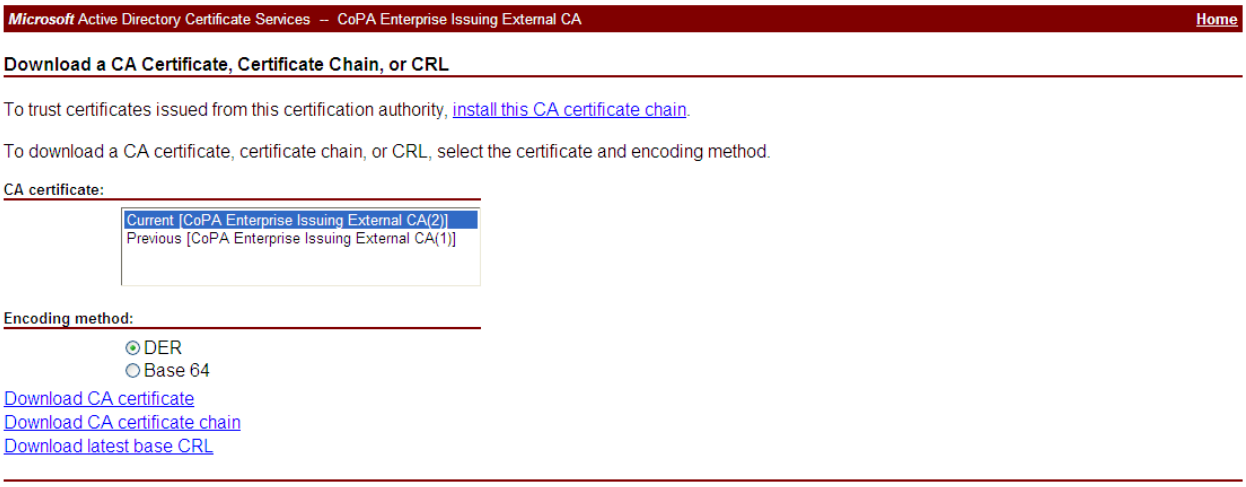


3. Once you see the below screen you have successfully installed the I.E. 8/9 certificate.

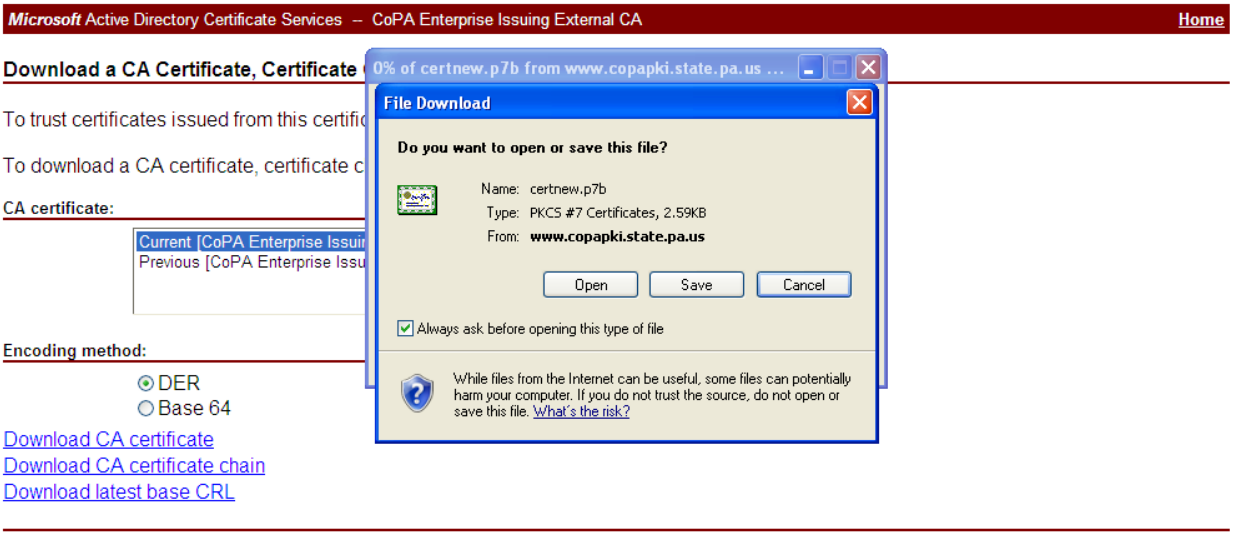
Proceed to **Section II - Personal Certificate Download and Installation**

Section B – Windows 7 Instructions

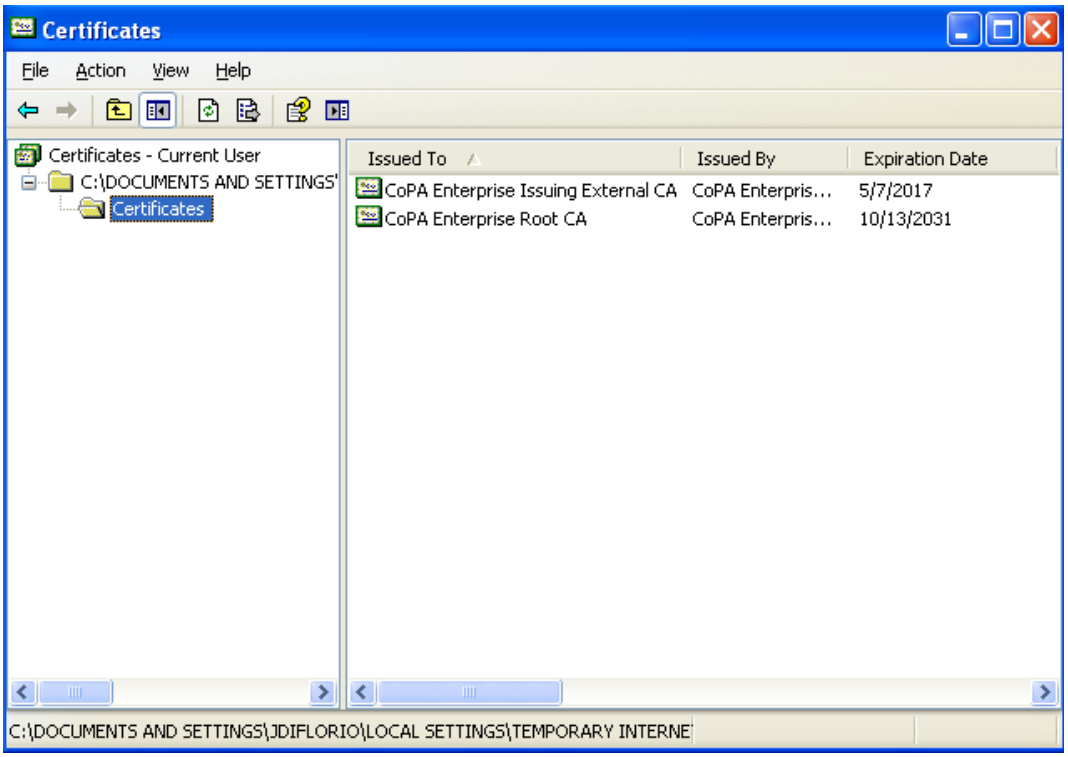
1. Click on **Download CA certificate chain**



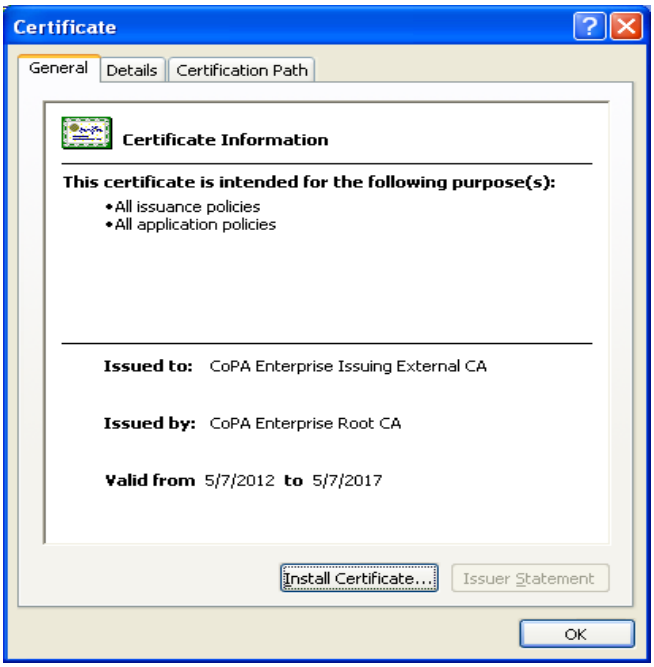
2. Click **Open**



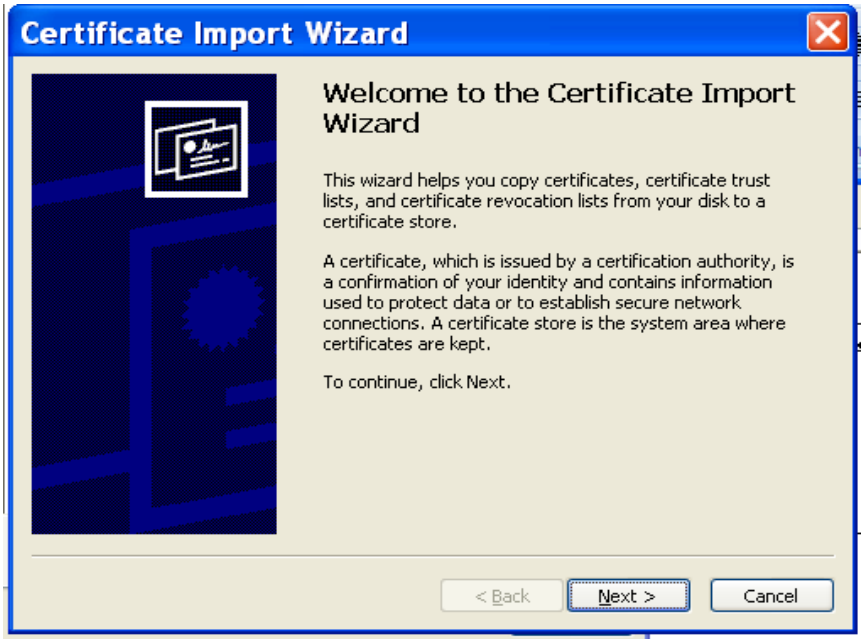
3. The below box will pop up, **click on the + sign next to c:\documents and settings**
   Then click on **Certificates** folder, on the left side of the screen
   Next double click on **CoPA Enterprise Issuing External CA** on the right.



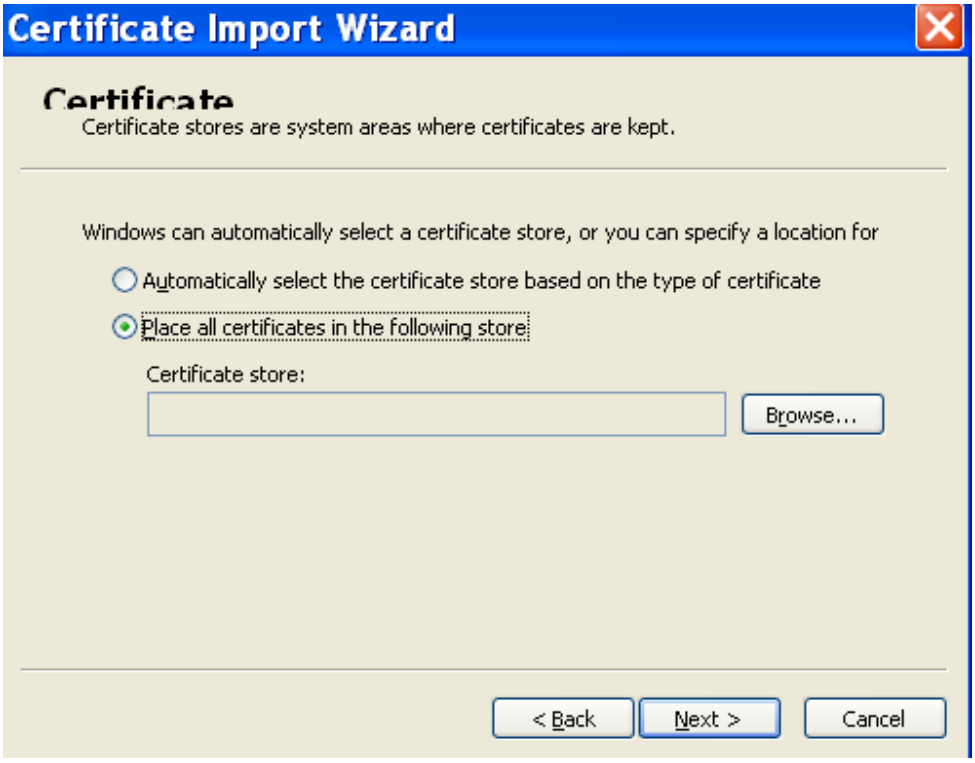
4. Click on **Install Certificate…**



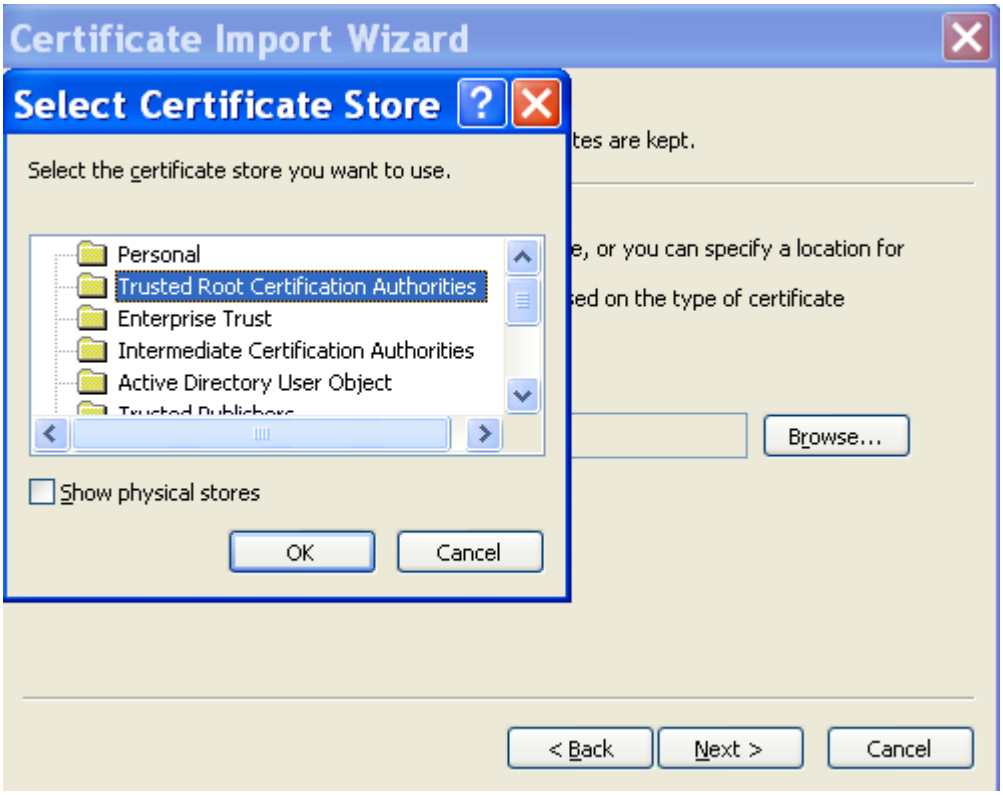
5. Click on **Next >**



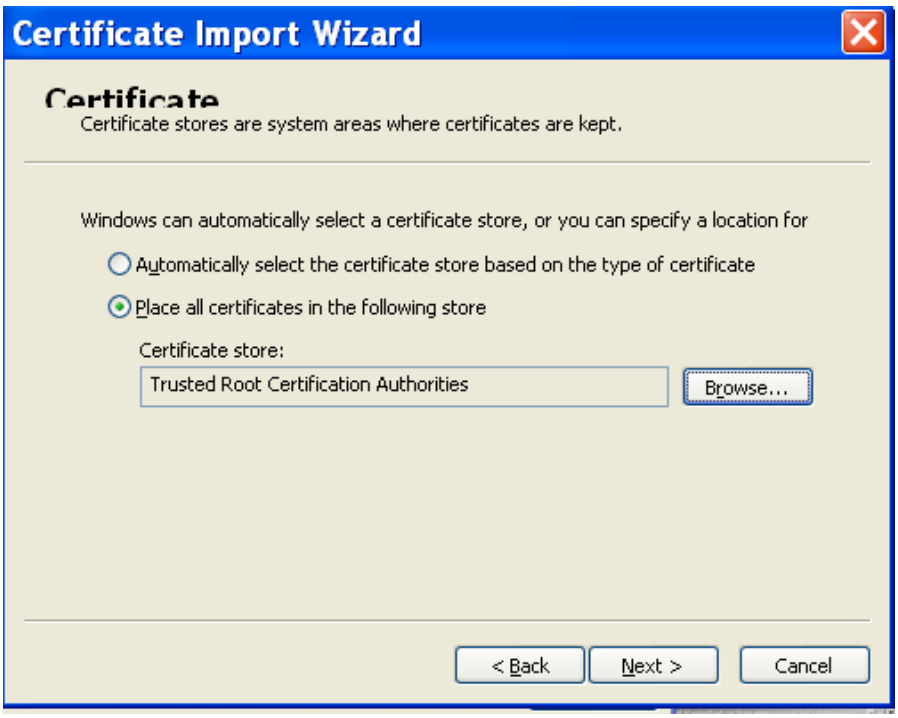
6. Select **Place all certificates in the following store**
   Click the **Browse...** button.



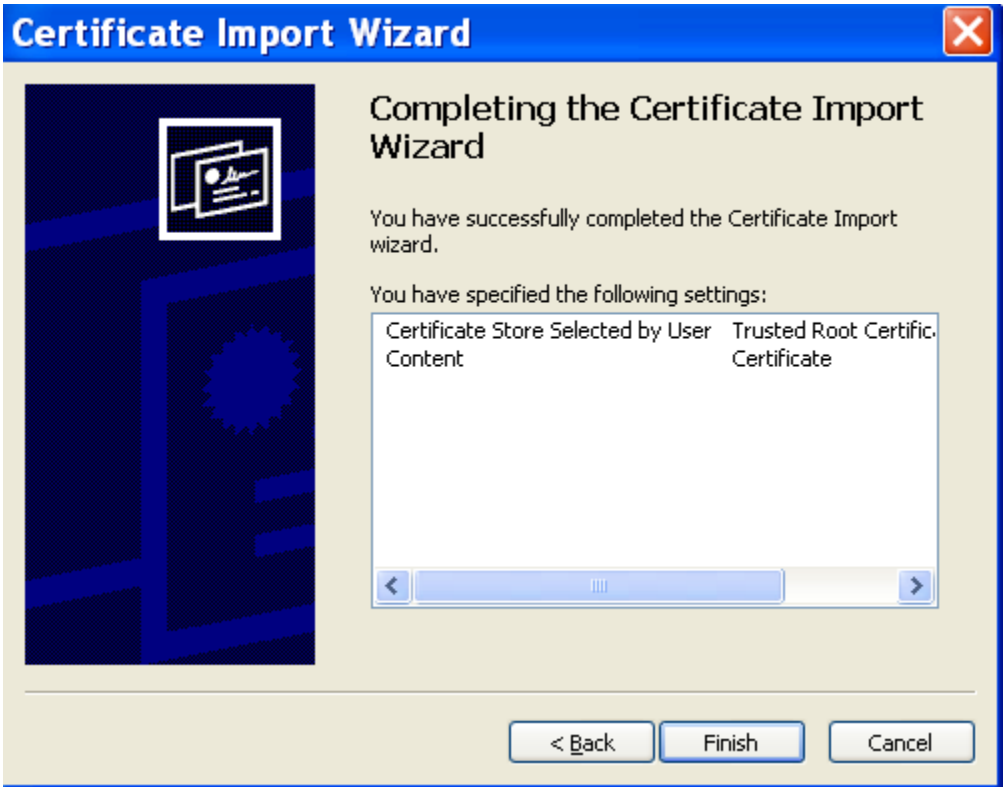
7. Select **Trusted Room Certification Authorities** and click on **OK**



8. Click on **Next >**

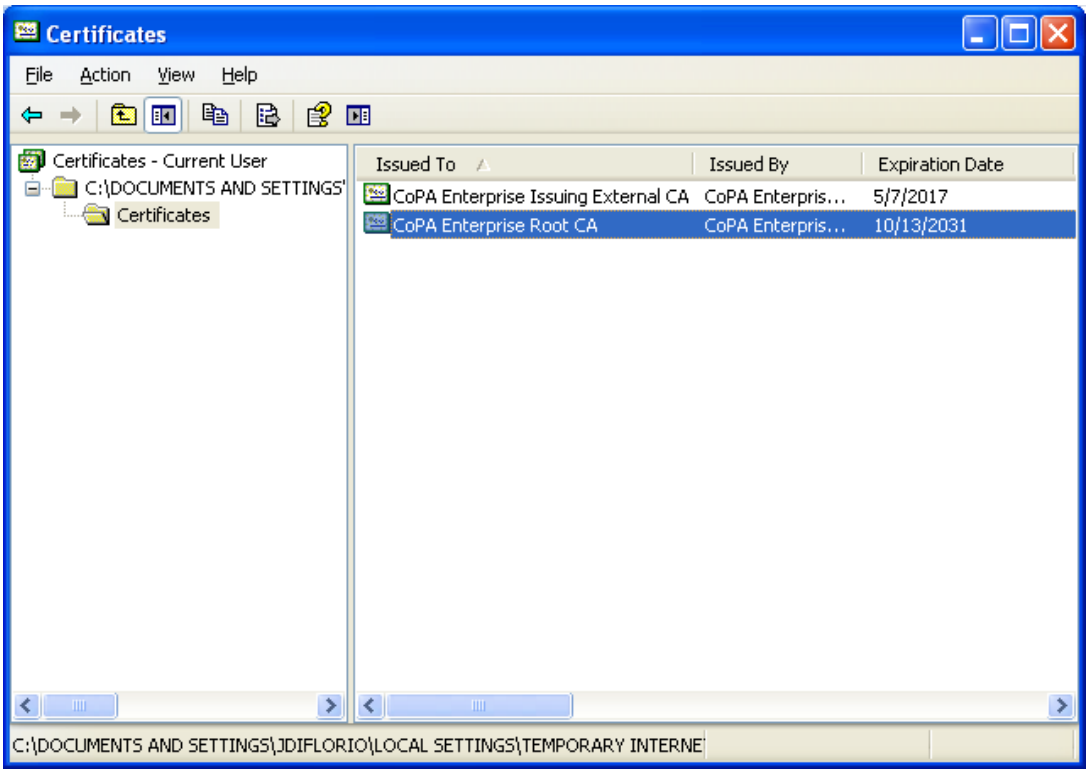


9. Click on **Finish**

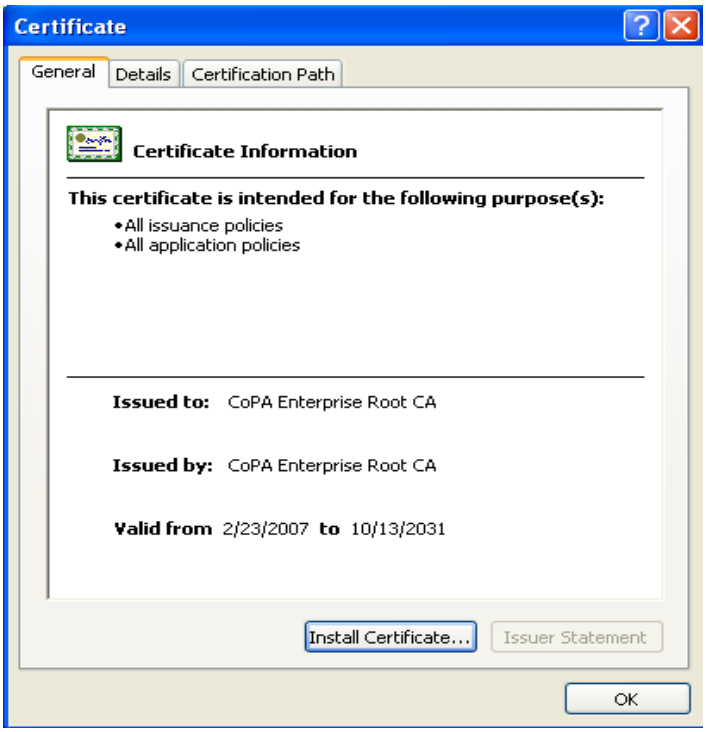


10. Click on **OK**

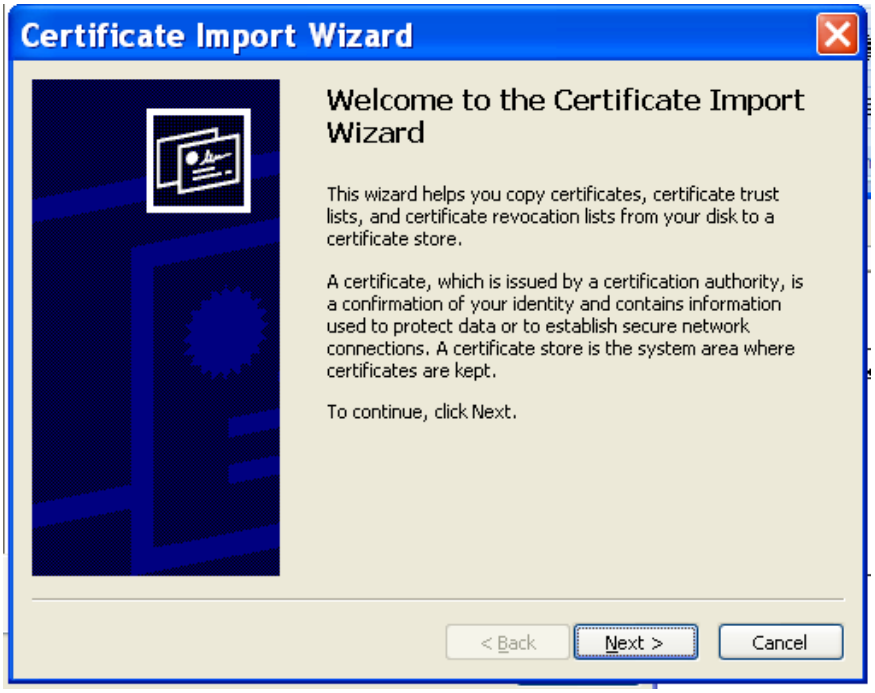
11. Next double click on **CoPA Enterprise Root CA**



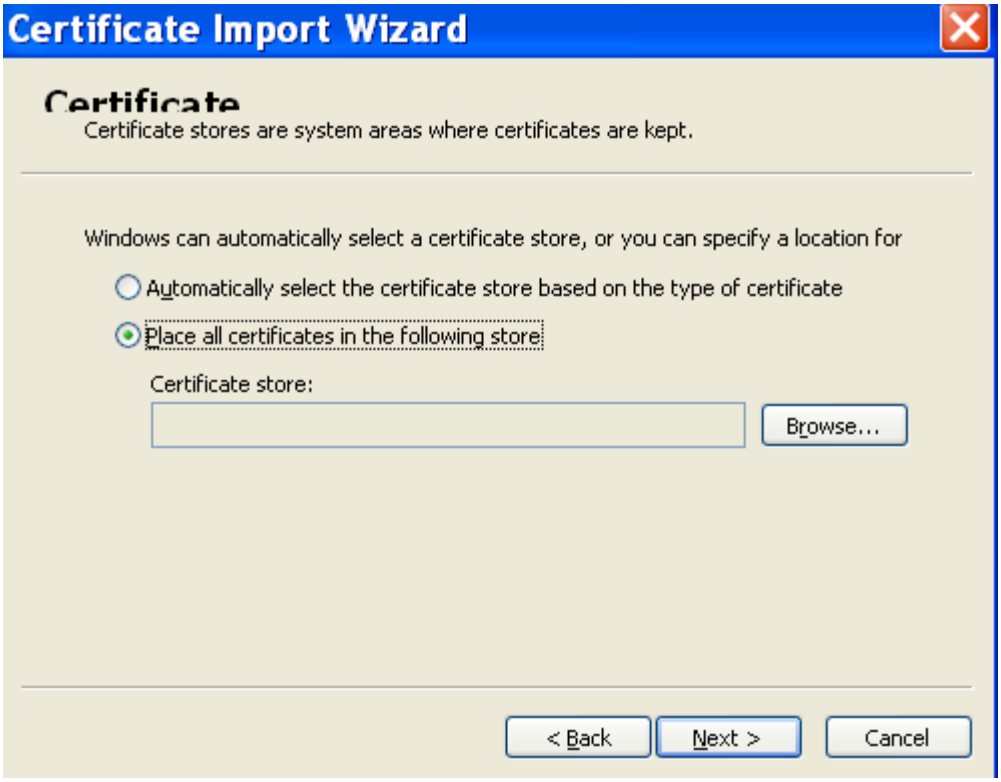
12. Click on **Install Certificate…**



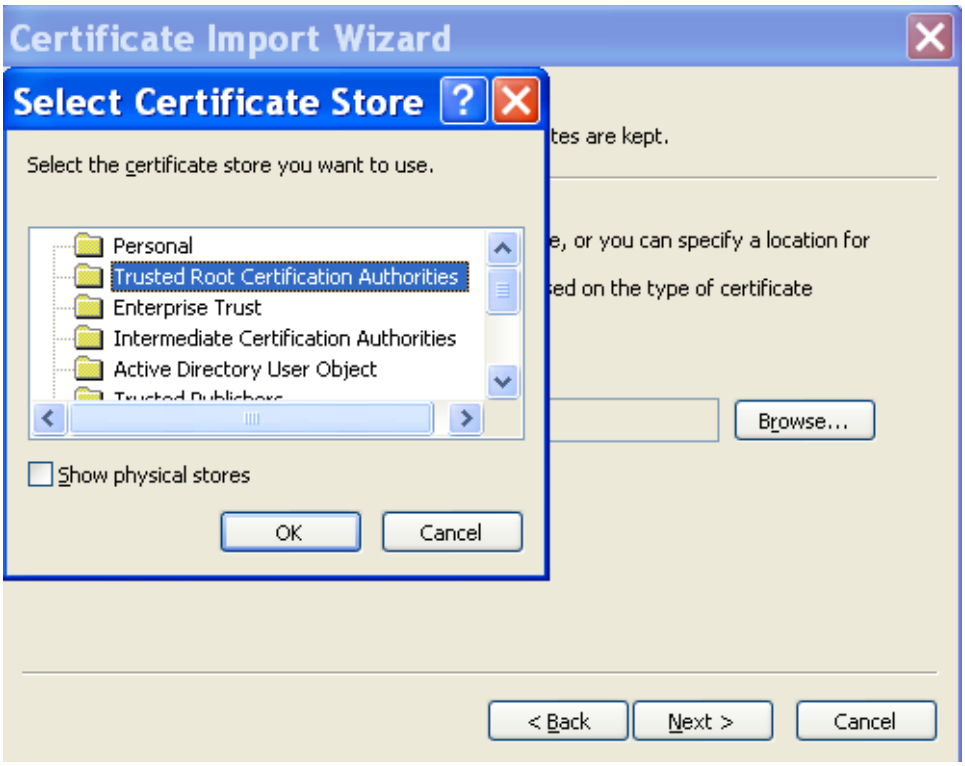
13. Click on **Next >**



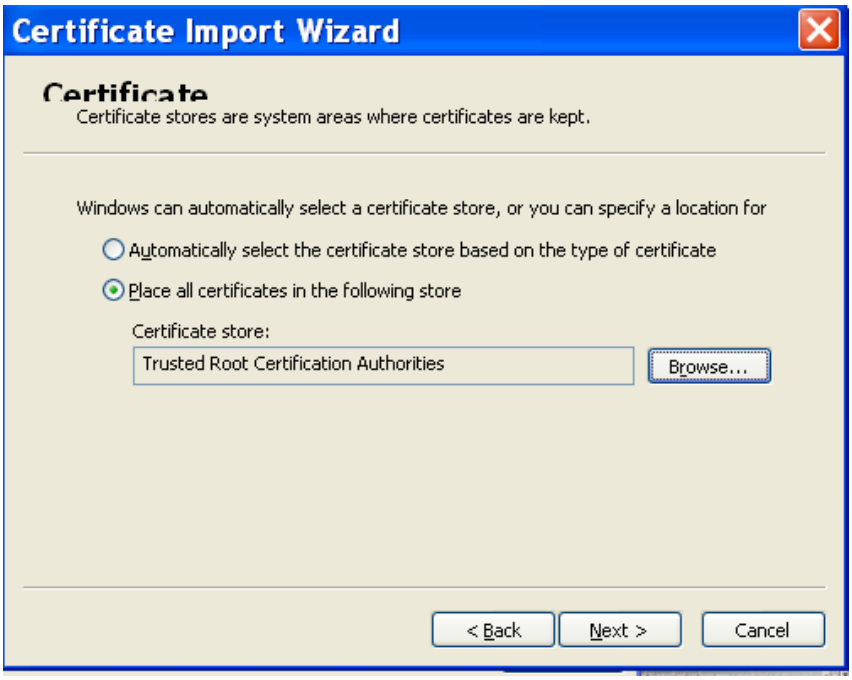
14. Select **Place all certificates in the following store**
    Click the **Browse...** button.



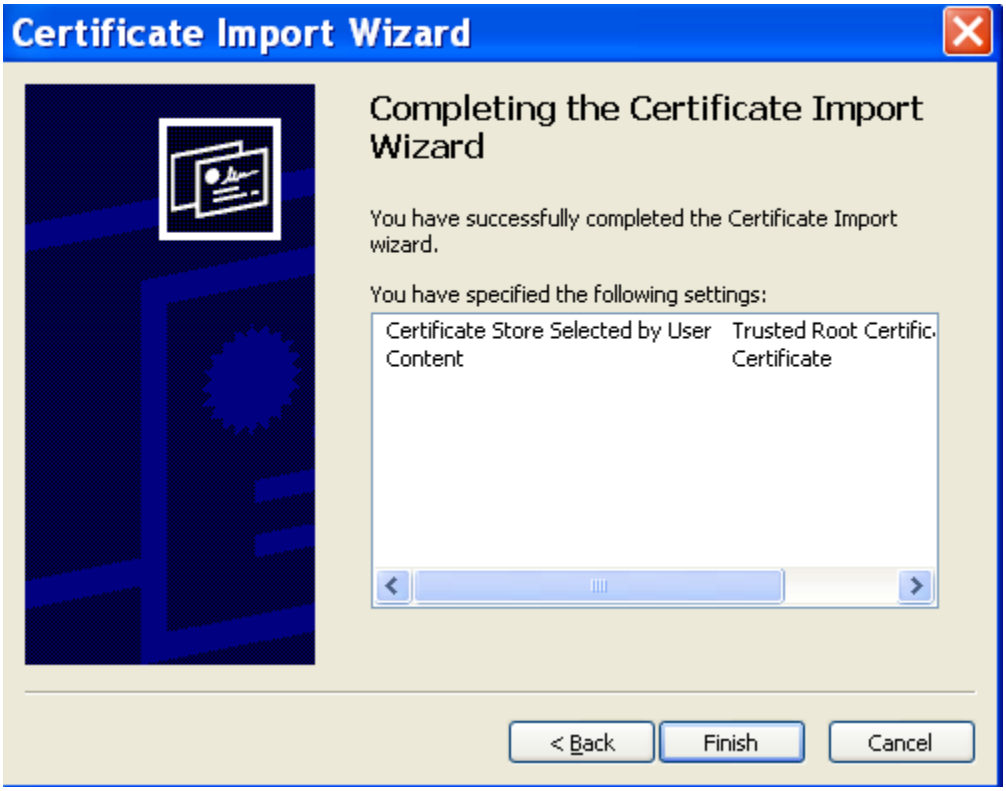
15. Select **Trusted Root Certification Authorities** and click on **OK**



16. Click on **Next >**



17. Click on **Finish**



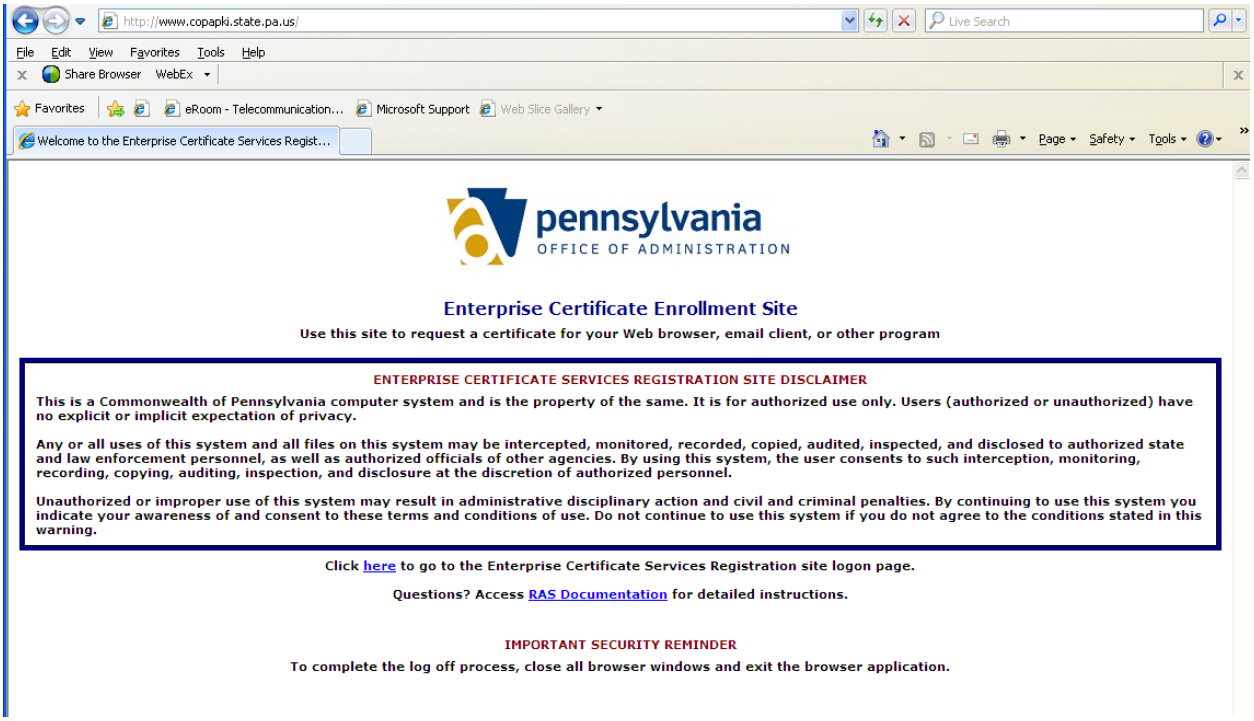
18. Click on **OK**

You have now completed the I.E. 8/9 Certificate installation.

Proceed to **Section II - Personal Certificate Download and Installation**

Section II - Personal Certificate Download and Installation

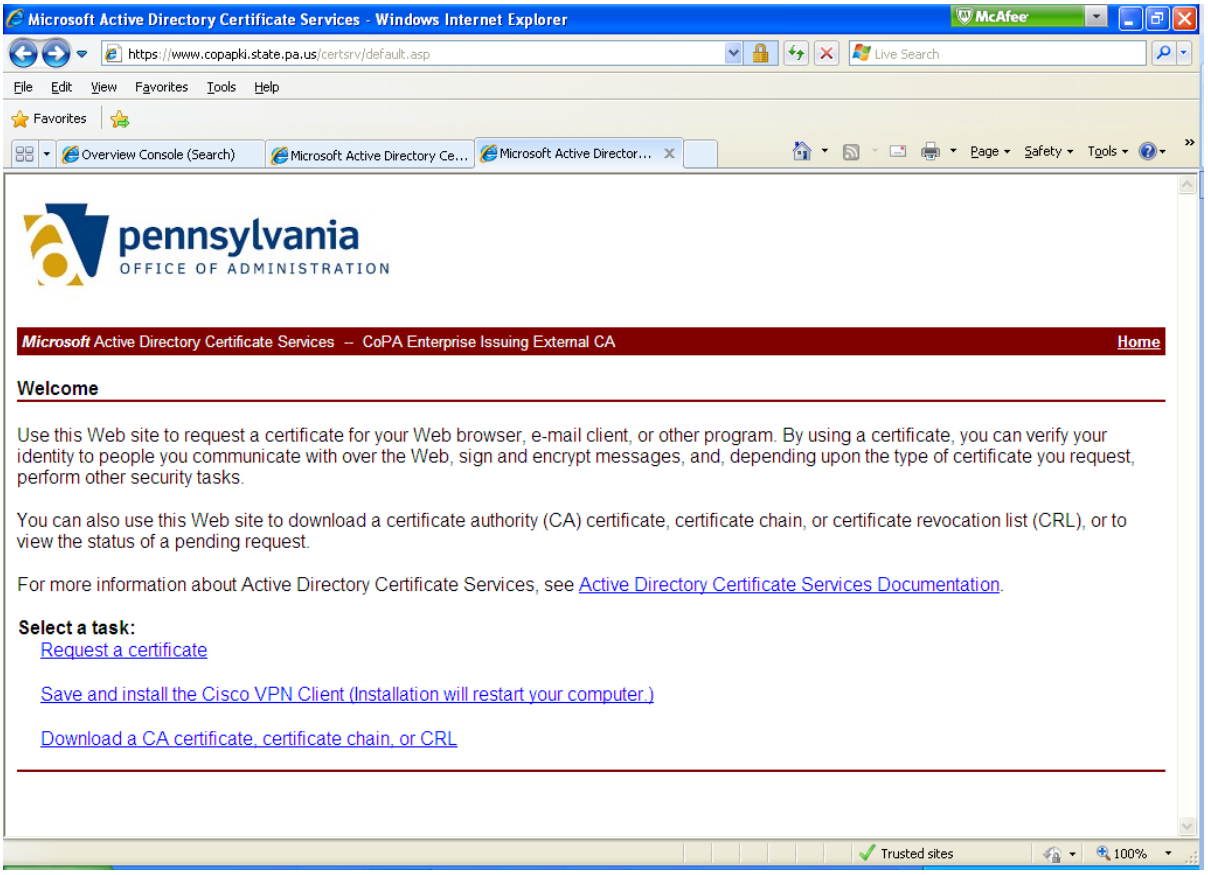
1. Open Internet Explorer to http://www.**copapki**.state.pa.us.
2. The *Enterprise Certificate Services Registration Site* screen is displayed.
3. Select **"Click here"** below the disclaimer box. This will allow you to request a certificate that will ensure RAS security.



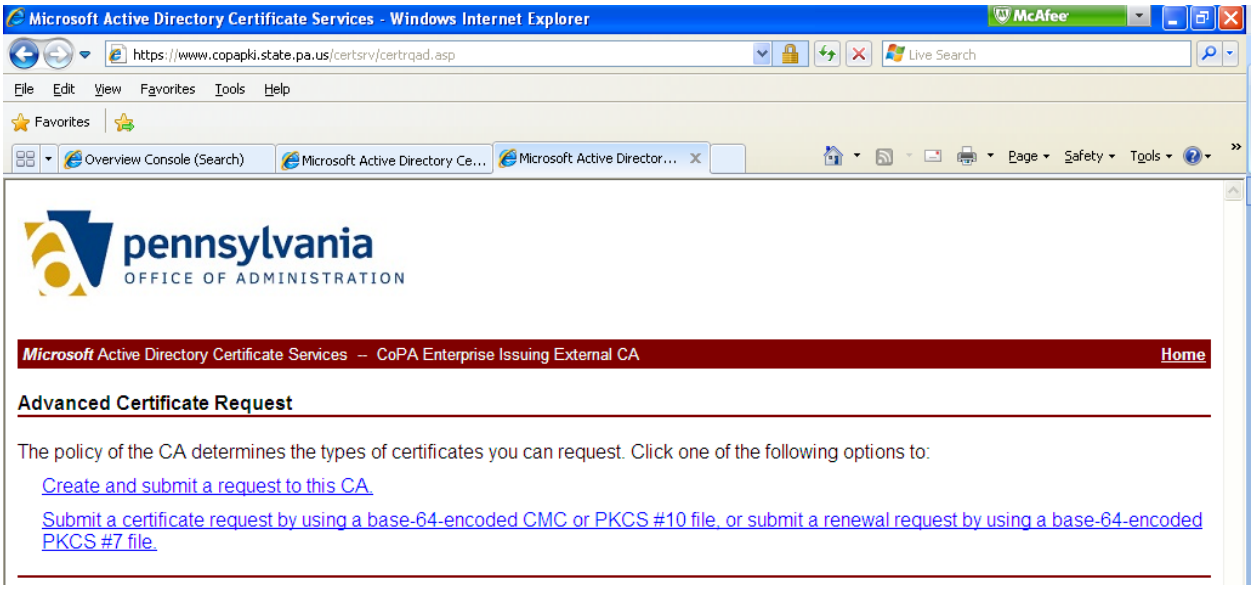
4. Click "**Yes**" if the *Security Alert* screen is displayed.

5. Enter your assigned **Username and Password** and then click **"OK"**.
   a. The RAS Username must be prefixed by **user**
   b. Windows 2000 users ONLY will have the domain line displayed. Enter **USER** in the domain box.

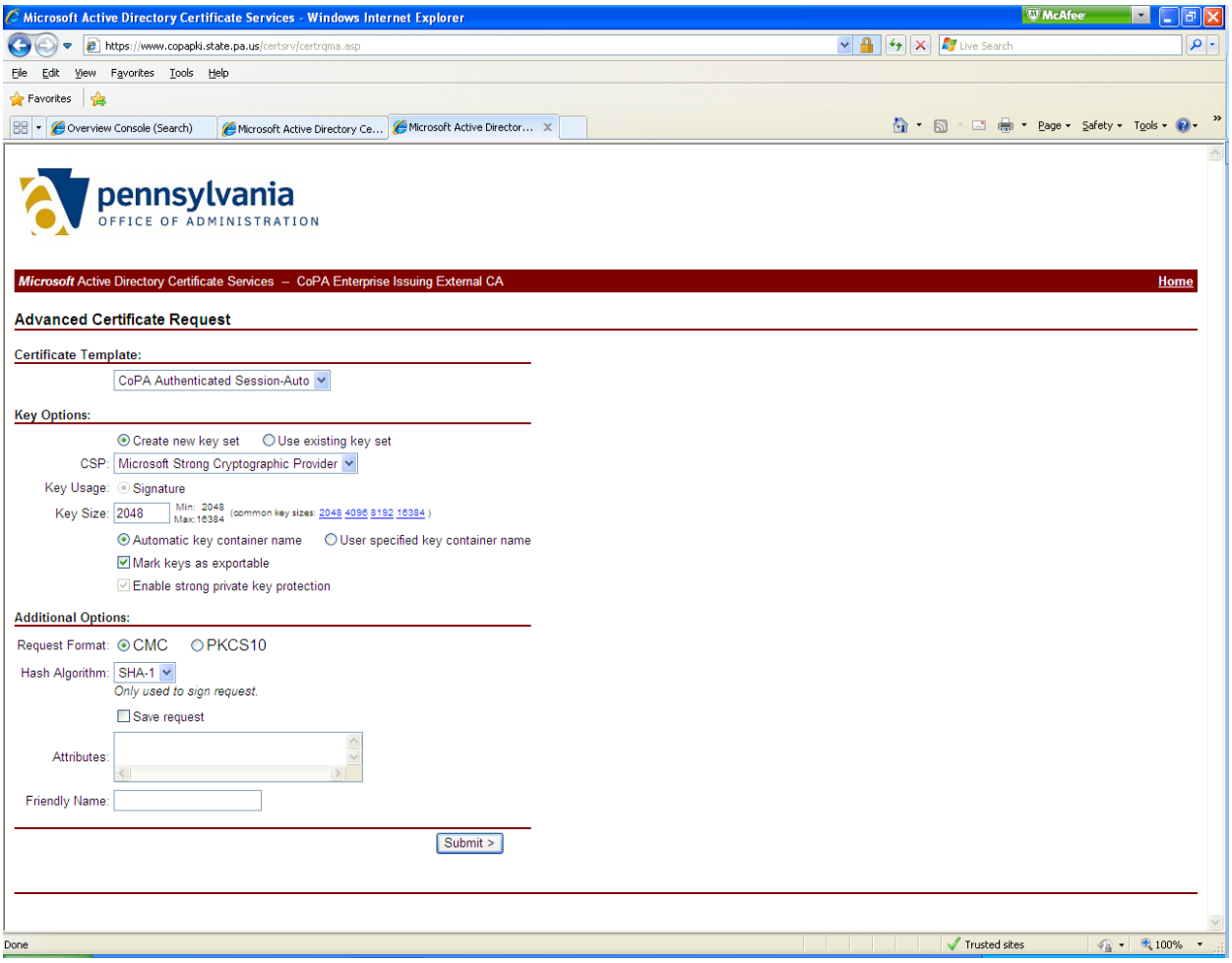
6. Select the "Request a certificate" link.



7. Select the "Create and submit a request to this CA." link.



8. Select the following options on the *Advanced Certificate Request* screen:
    a. In the "Certificate Template" drop-down select the template type
        i. **"CoPA Authentication Session-Auto"**
        ii. Select a different option if required.
    b. In the "Key Options" drop-down make sure the following is displayed:
        i. CSP**: "Microsoft Strong Cryptographic Provider"**
    c. Select the "**Submit**" button to start generating the request.



9. Select "**Yes**" on the *Potential Scripting Violation*

10. Select the "**Set Security Level**" button.

11. Select "**High**" to make this certificate password protected and then click "**Next>**".

12. Enter the following information on the *Creating a new RSA signature key* screen and select **"Finish"** when completed.
    a. Enter a **unique password** in the "Password" field that will also be used through the Export and Import process. Anything alpha and / or numeric will work.
    b. **Re-enter** the unique password in the "Confirm" field.
    c. This Password remains the same for this yearly certificate.

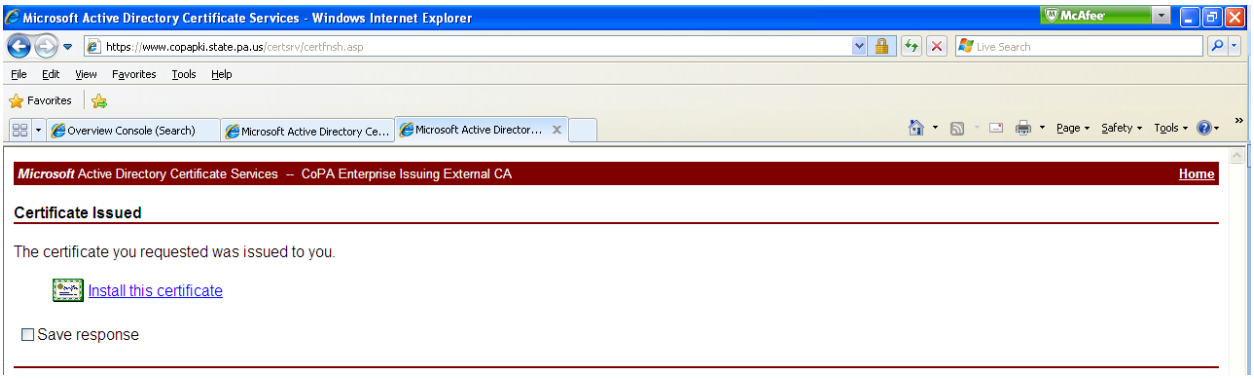
NOTES: Please be aware of the following:

Windows XP - "Password for:" field = **CryptoAPI Private Key** will be displayed.

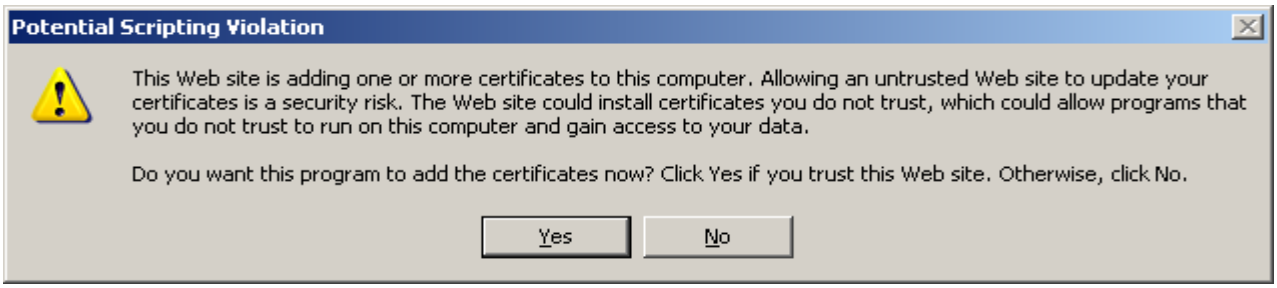
Windows 2000 - "Password for:" field will be **empty**.

13. Select "**OK**" to confirm the setting.

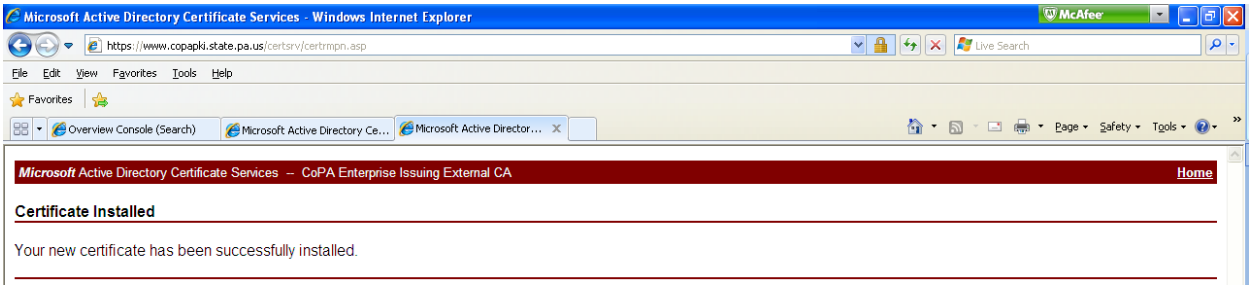
14. Select "**Install this certificate**". It may take a few moments for the certificate icon to appear so please be patient and wait for the icon to appear before clicking the link.



15. Select "**Yes**". The next screen may take a few minutes to appear.



16. A "**Certificate Installed**" confirmation message is displayed when the certificate has been successfully downloaded and installed. Close (X) the screen.



Proceed to **Section III - Installation and Configuration of Juniper Network Connect**

Section III - Installation and Configuration of Juniper Network Connect

Background

The Juniper Network Connect client package for Windows is a software package installed on the remote user's workstation or laptop device to provide VPN access to the secure COPA network.

Requirements

In order to use these installation and configuration instructions you must have:

1. Administrator access to the laptop\workstation. This permission must be granted through your Agency's network administrators.

2. A Commonwealth Certificate and password. See Sections I & II of this document.

3. An ARA\USER Username and Password

NOTE: The user will receive a descriptive message at the beginning of the installation process if the web browser being used does not meet the following requirements

1. Firefox - requires Java to be installed and enabled

2. Internet Explorer - the ActiveX must be enabled

Installation:

1. Open an Internet browser window and navigate to **https://moose.pa.gov**.
   NOTE: this website **CANNOT** be accessed while logged on to the CWOPA network.

2. Enter your ARA Username and Password

3. Click the Realm dropdown menu to select ARA. This step ensures the correct access to your agency servers.

4. Click **Sign-in** and Network Connect launches the secure access

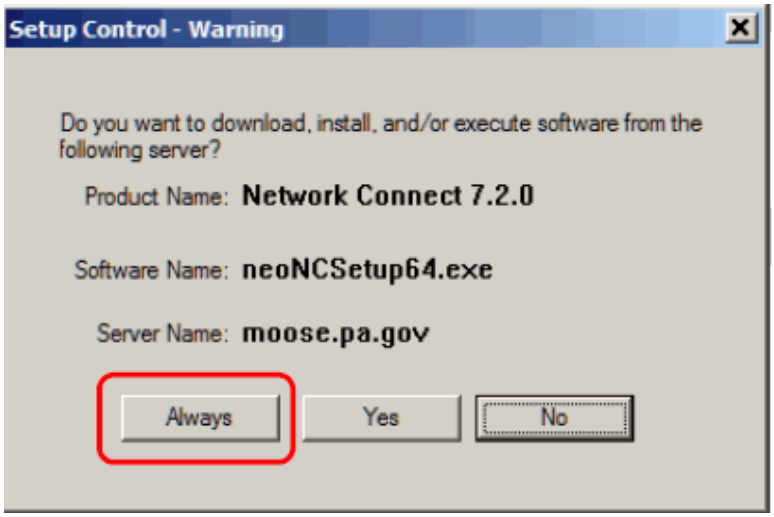
5. Depending upon your machine's operating system, enter your Certificate information in one following permission windows:

   a. <u>Windows XP:</u>
      1. Enter your commonwealth Certificate password
      2. Do not click the check box to remember your password
      3. Click **OK**

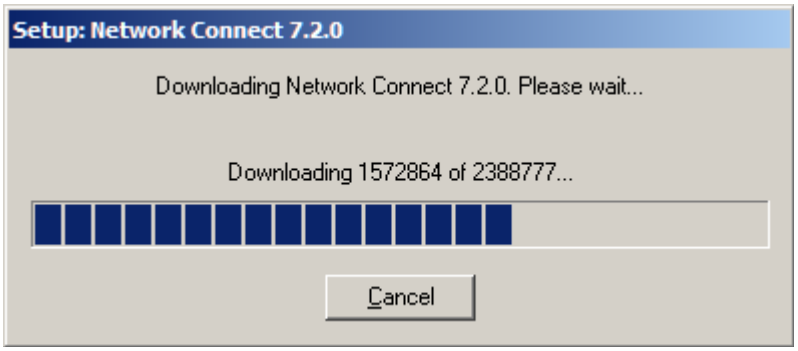
   b. <u>Windows 7</u>

      1. Select **Grant permission**
      2. Enter your Commonwealth Certificate password and click **OK**

3. Click **Always** in the Setup Control window



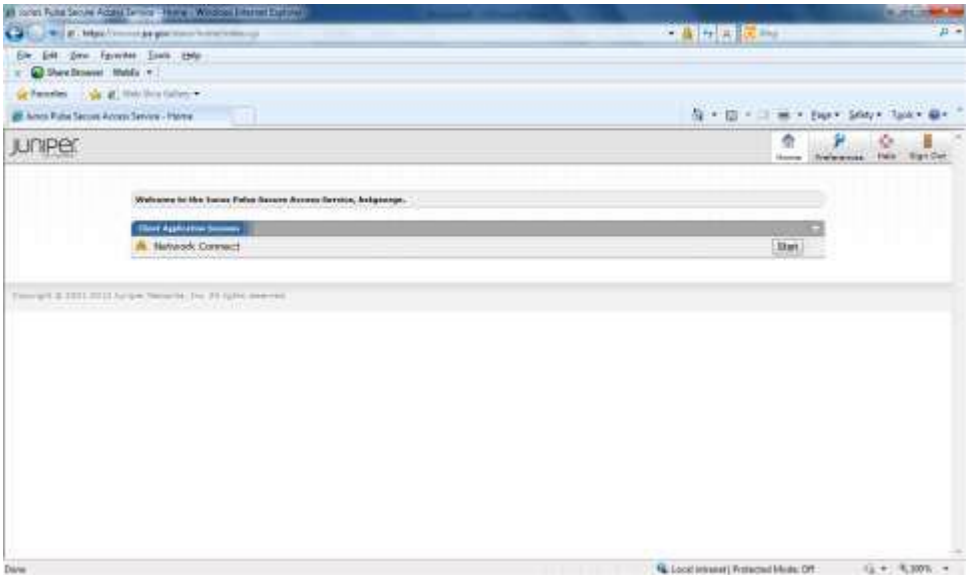
4. Juniper Network Connect downloads and installs.



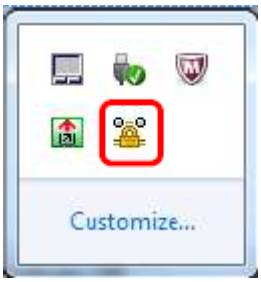
Connection:

The Welcome screen displays and you may begin working.

NOTE: It is not necessary to click **Start**. Your VPN connection is already active based on the Welcome message on the screen.



The connection has now been added and your Network Connect client is available on the active system tray.



You are now connected to your VPN session.

Section IV - Connect with Juniper Connect

To activate a VPN connection through the Network Connect client on a regular basis, please use the steps below:

1. Open an Internet browser window and navigate to **https://moose.pa.gov**.
   NOTE: This website **CANNOT** be access while logged on to the CWOPA network.

2. Enter your ARA\USER Username and Password

3. Click the **Realm** drop down menu to select ARA. This step ensures the correct access to your agency servers.

4. Click **Sign-in** and Network Connect launches the secure access

5. Enter your Certificate information, based on your operating system, in one of the following permission windows:

Windows XP:

a. Enter your Commonwealth Certificate password

b. Do not click the check box to remember your password

c. Click **OK**

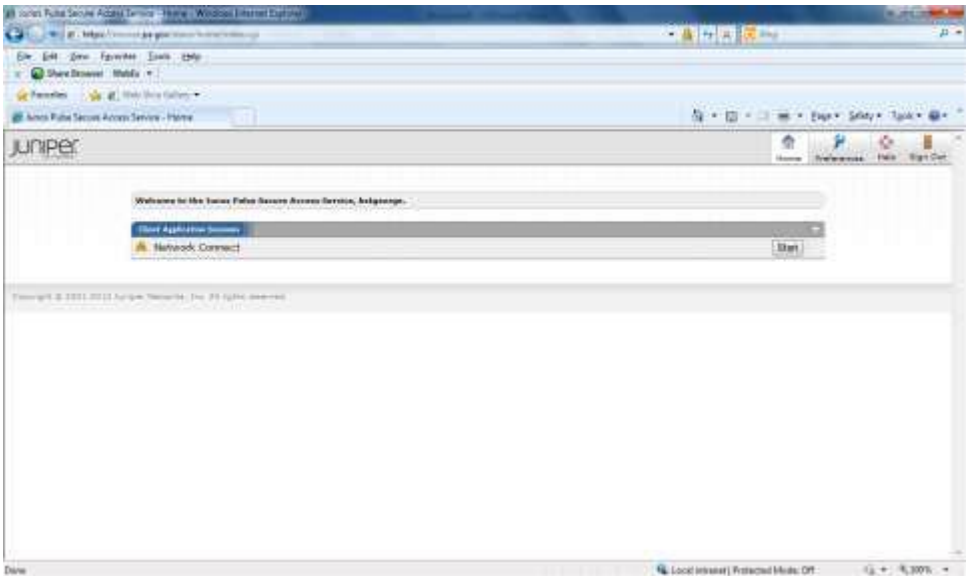
Windows 7:

a. Select **Grant permission**

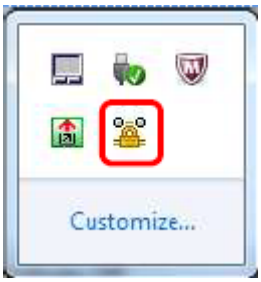
b. Enter your Commonwealth Certificate password and click **OK**

The Welcome screen displays and you may begin working.

NOTE: It is not necessary to click Start. Your VPN connection is already active based on the Welcome message on the screen.



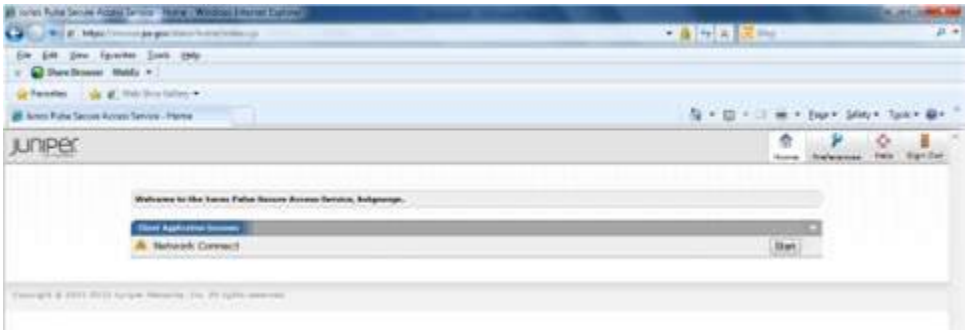
The connection has now been added and the Network Connect icon displays in your system tray at the bottom of your screen, indicating a secure connection.



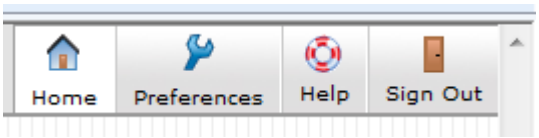
Section V - Disconnect with Juniper Connect

Disconnecting the VPN Session - Prior to shutting down your device, it is important to sign off of the VPN service. You have two options:

1. Open **https://moose.pa.gov**

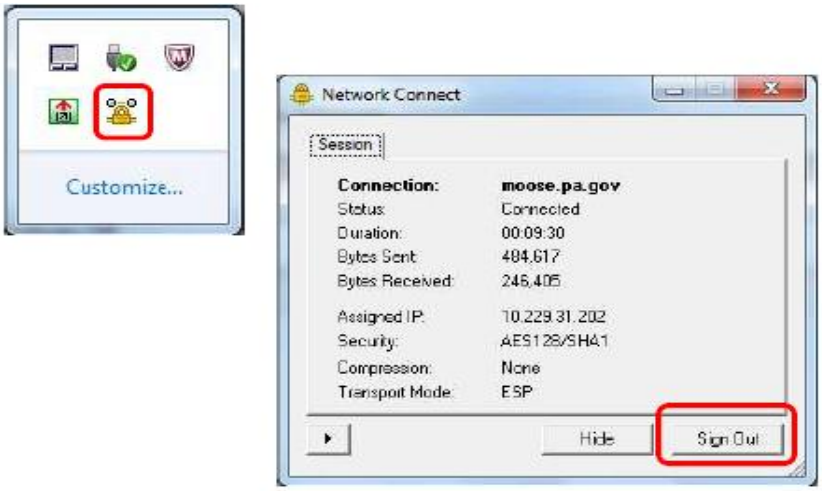


2. Click **Sign Out** in the upper right of the screen to log off your Commonwealth session



Or

1. Double click the **Network Connect icon** on your system tray at the bottom of your screen to open the Network Connect window and click **Sign Out**



Section VI – Technical Support

A. Call your agency's IT help desk if you are:

   a. Having a problem connecting to your agency's resources (i.e., mapped drives, RDP) once you have successfully established your VPN connection.

B. Call the Enterprise Security Helpdesk at 717-772-8606 if you are:

   a. Having a problem downloading your digital certificate.

   b. Having a problem with your ARA\USER username or password

C. Call the Verizon Commonwealth Service Desk (VCSD) at 877-302-7366 if you are:

   a. Having a problem installing the Juniper Network Connect software.

   b. Having a problem establishing or maintaining a VPN connection with the Juniper Network Connect software.