

# **Dial-up Installation for CWOPA Users (Windows Operating System)**

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# Download and Install Digital Certificates

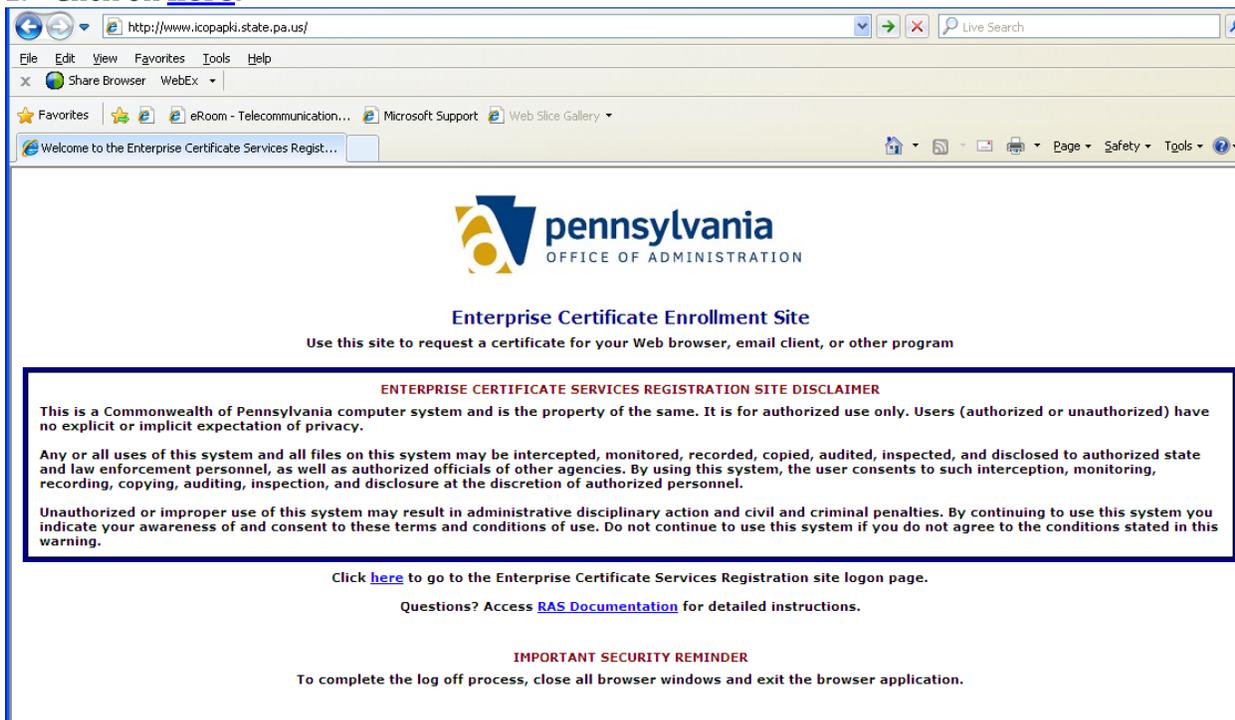
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## Background

These instructions are to be used for users who have been assigned a CWOPA 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](#) (Page 15).

## Section I - Internet Explorer 8 / 9 – Certificate Installation

1. Open Internet Explorer, go to <https://www.icopapki.state.pa.us>
2. Click on [here](#).



Enterprise Certificate Enrollment Site

Use this site to request a certificate for your Web browser, email client, or other program

**ENTERPRISE CERTIFICATE SERVICES REGISTRATION SITE DISCLAIMER**

This is a Commonwealth of Pennsylvania computer system and is the property of the same. It is for authorized use only. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy.

Any or all uses of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized state and law enforcement personnel, as well as authorized officials of other agencies. By using this system, the user consents to such interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of authorized personnel.

Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system you indicate your awareness of and consent to these terms and conditions of use. Do not continue to use this system if you do not agree to the conditions stated in this warning.

Click [here](#) to go to the Enterprise Certificate Services Registration site logon page.

Questions? Access [RAS Documentation](#) for detailed instructions.

**IMPORTANT SECURITY REMINDER**

To complete the log off process, close all browser windows and exit the browser application.

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



4. Click on [Download a CA certificate, certificate chain, or CRL](#)



Microsoft Active Directory Certificate Services -- CoPA Enterprise Issuing Internal CA

Home

#### Welcome

Use this Web site to request a certificate for your Web browser, e-mail client, or other program. By using a certificate, you can verify your identity to people you communicate with over the Web, sign and encrypt messages, and, depending upon the type of certificate you request, perform other security tasks.

You can also use this Web site to download a certificate authority (CA) certificate, certificate chain, or certificate revocation list (CRL), or to view the status of a pending request.

For more information about Active Directory Certificate Services, see [Active Directory Certificate Services Documentation](#).

#### Select a task:

[Request a certificate](#)

[Save and install the Cisco VPN Client \(Installation will restart your computer.\)](#)

[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 certificate chain](#)
2. Click on **Yes** button if prompted for Web site add.

Microsoft Active Directory Certificate Services – CoPA Enterprise Issuing Internal CA [Home](#)

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Download a CA Certificate, Certificate Chain, or CRL

To trust certificates issued from this certification authority, [install this CA certificate chain](#).

To download a CA certificate, certificate chain, or CRL, select the certificate and encoding method.

CA certificate:

Encoding method:

- DER
- Base 64

[Download CA certificate](#)  
[Download CA certificate chain](#)  
[Download latest base CRL](#)



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

Microsoft Active Directory Certificate Services – CoPA Enterprise Issuing Internal CA [Home](#)

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CA Certificate Installation

The CA certificate chain has been successfully installed.

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Proceed to [Personal Certificate Download and Installation](#)

## Section B – Windows 7 Instructions

### 1. Click on [Download CA certificate chain](#)

Microsoft Active Directory Certificate Services – CoPA Enterprise Issuing Internal CA Home

---

**Download a CA Certificate, Certificate Chain, or CRL**

To trust certificates issued from this certification authority, [install this CA certificate chain](#).

To download a CA certificate, certificate chain, or CRL, select the certificate and encoding method.

CA certificate:

- Current [CoPA Enterprise Issuing Internal CA(1)]
- Previous [CoPA Enterprise Issuing Internal CA]

Encoding method:

- DER
- Base 64

[Download CA certificate](#)  
[Download CA certificate chain](#)  
[Download latest base CRL](#)

### 2. Click **Open**

Microsoft Active Directory Certificate Services – CoPA Enterprise Issuing Internal CA Home

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**Download a CA Certificate, Certificate Chain, or CRL** 0% of certnew.p7b from www.icopapki.state.pa.us ...

To trust certificates issued from this certification authority, [install this CA certificate chain](#).

To download a CA certificate, certificate chain, or CRL, select the certificate and encoding method.

CA certificate:

- Current [CoPA Enterprise Issuing Internal CA(1)]
- Previous [CoPA Enterprise Issuing Internal CA]

Encoding method:

- DER
- Base 64

[Download CA certificate](#)  
[Download CA certificate chain](#)  
[Download latest base CRL](#)

**File Download**

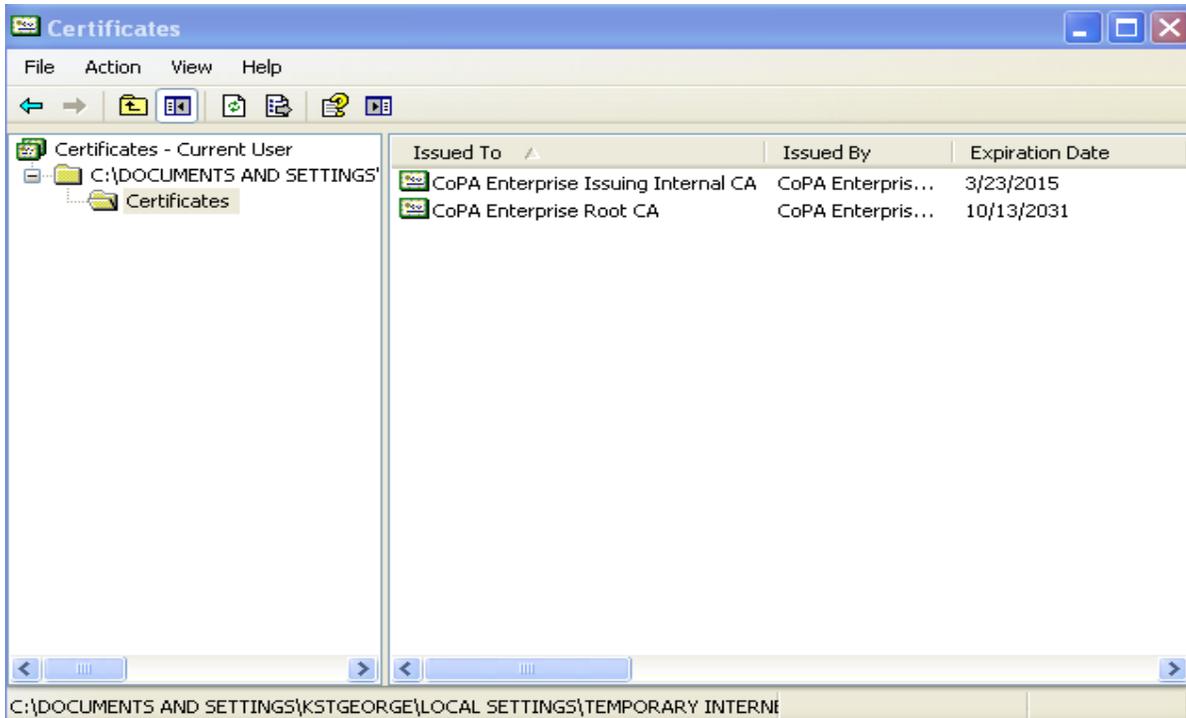
Do you want to open or save this file?

 Name: certnew.p7b  
Type: PKCS #7 Certificates, 2.00KB  
From: **www.icopapki.state.pa.us**

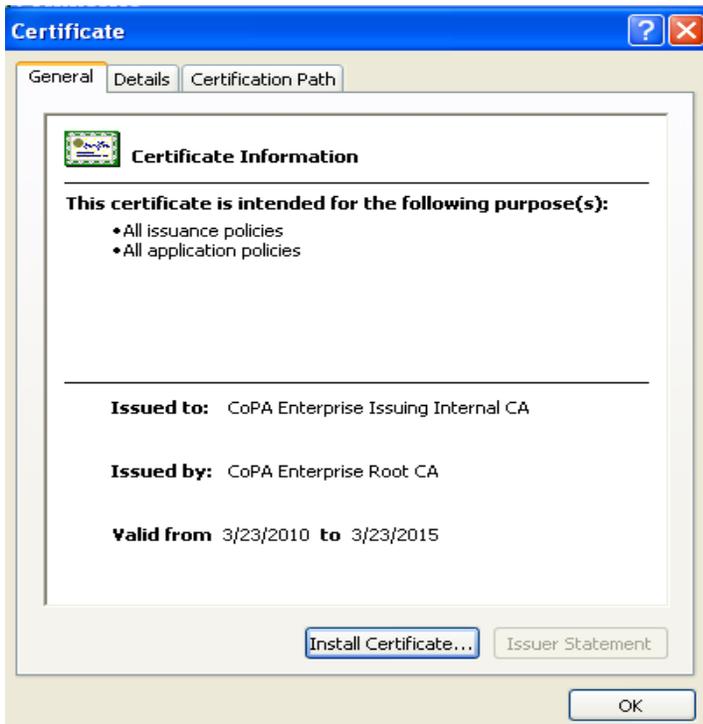
Always ask before opening this type of file

 While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

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 Internal CA** on the right.



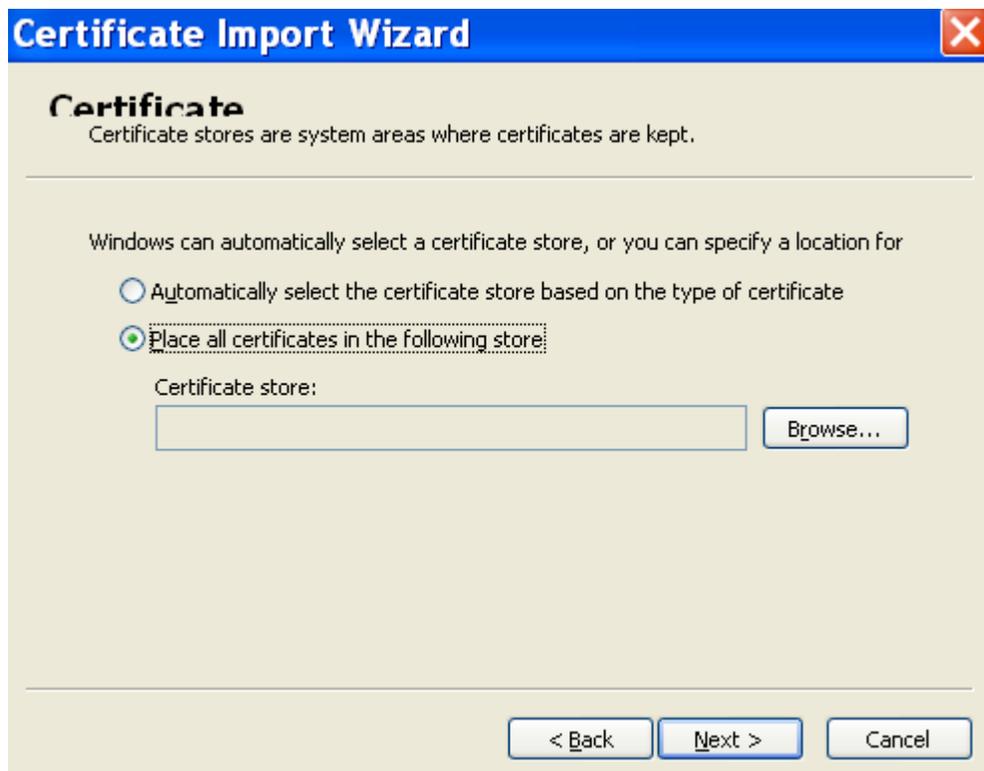
4. Click on **Install Certificate...**



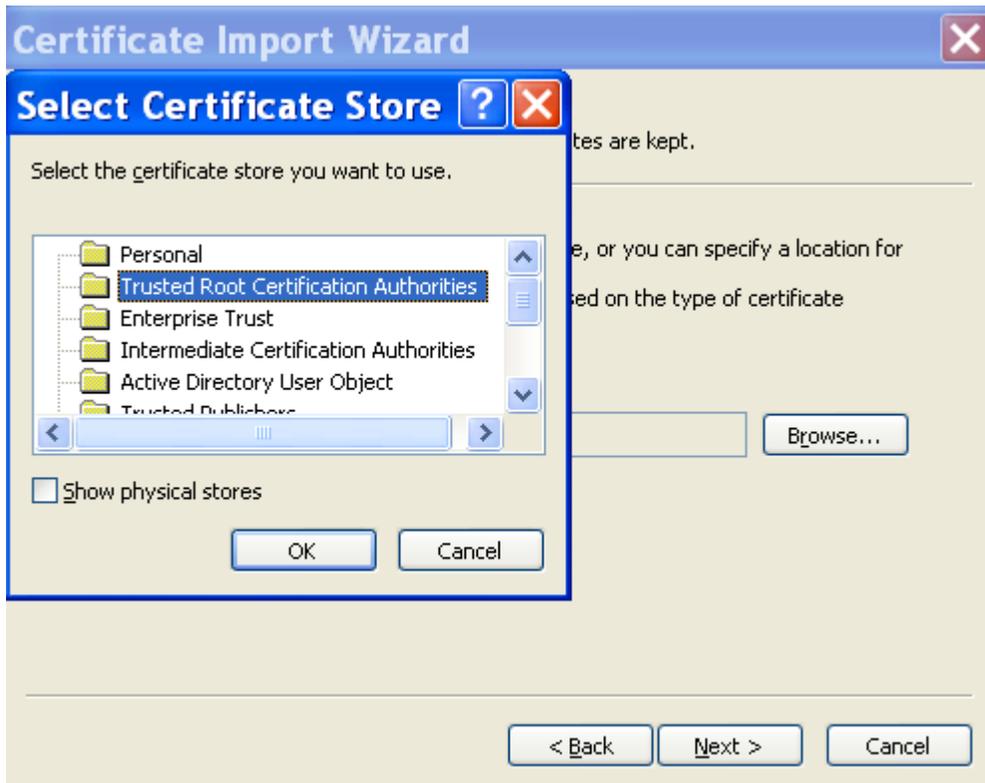
5. Click on **Next >**



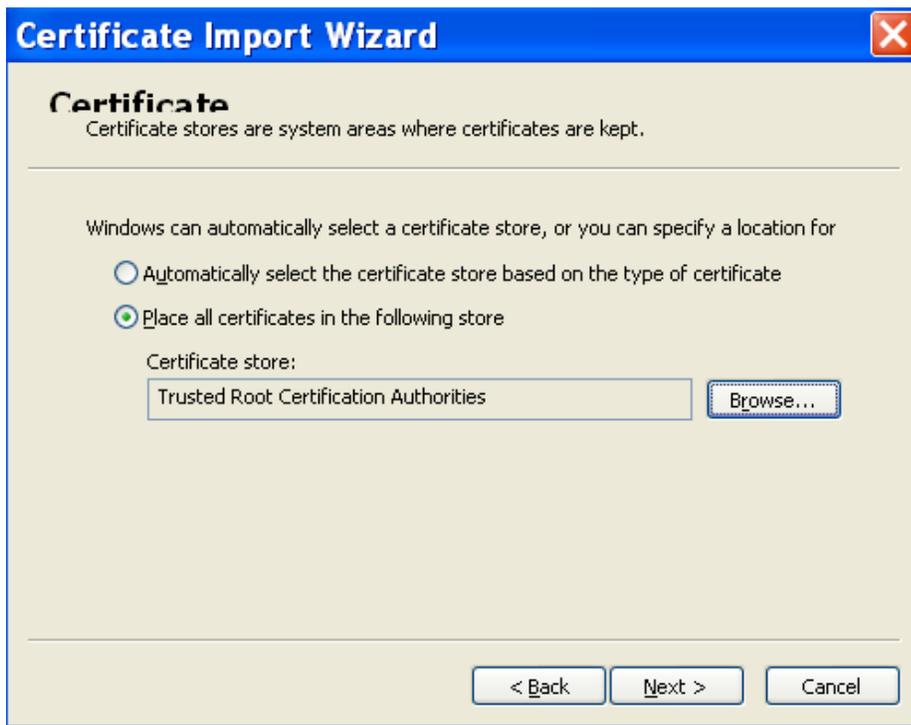
6. Select **Place all certificates in the following store**  
Click the **Browse...** button.



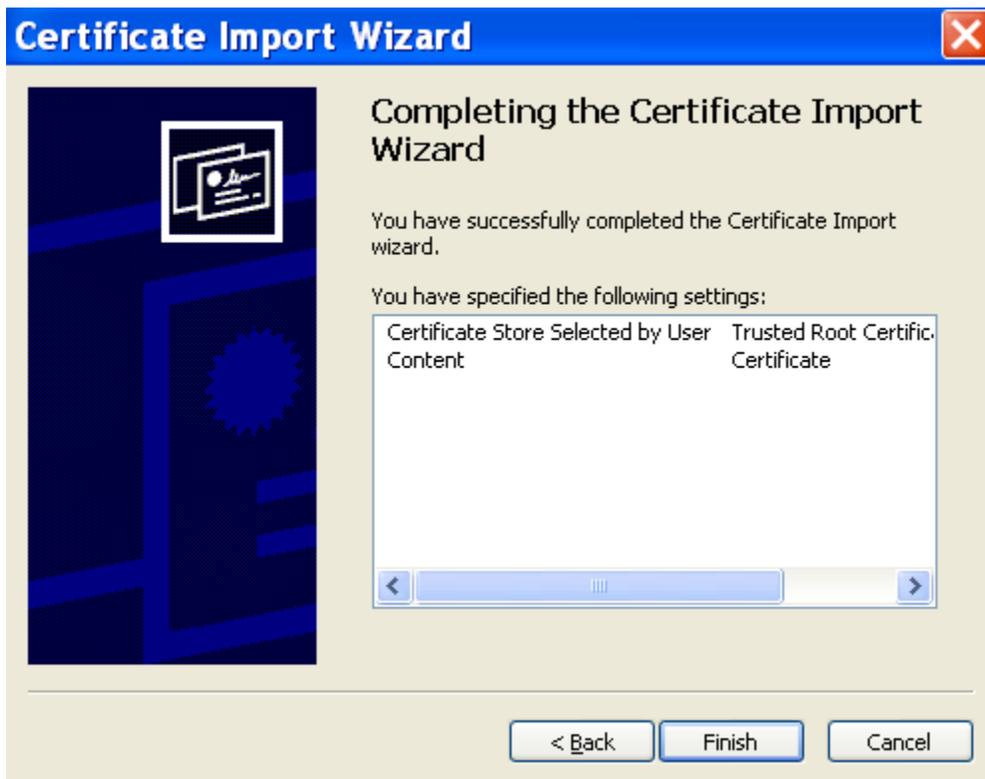
7. Select **Trusted Root Certification Authorities** and click on **OK**



8. Click on **Next >**



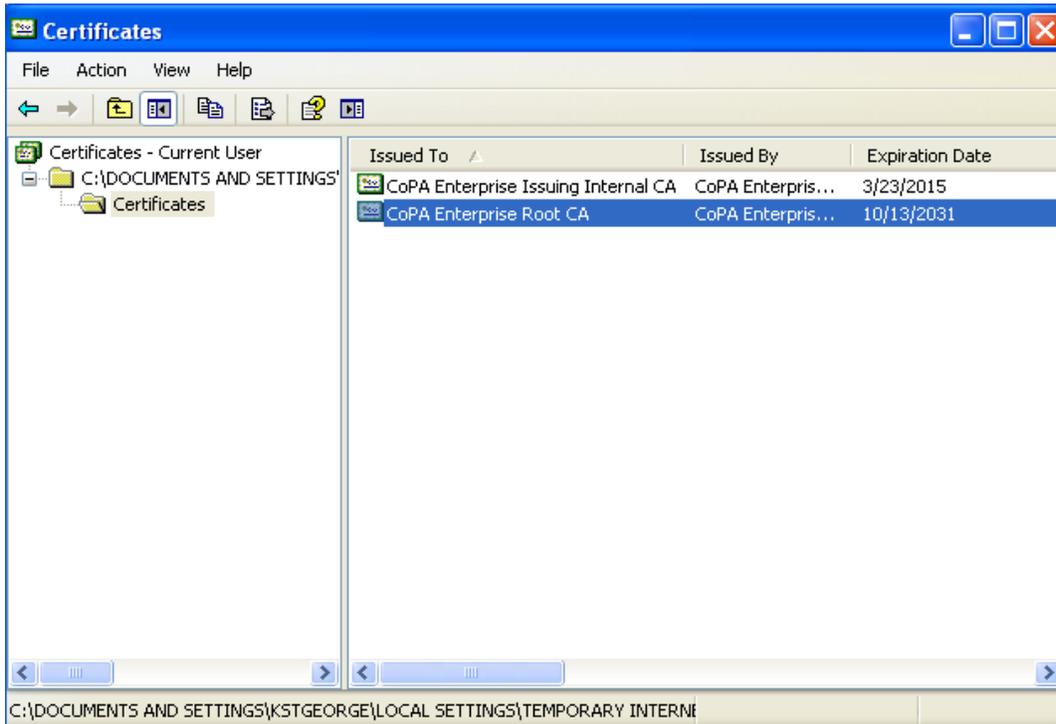
9. Click on **Finish**



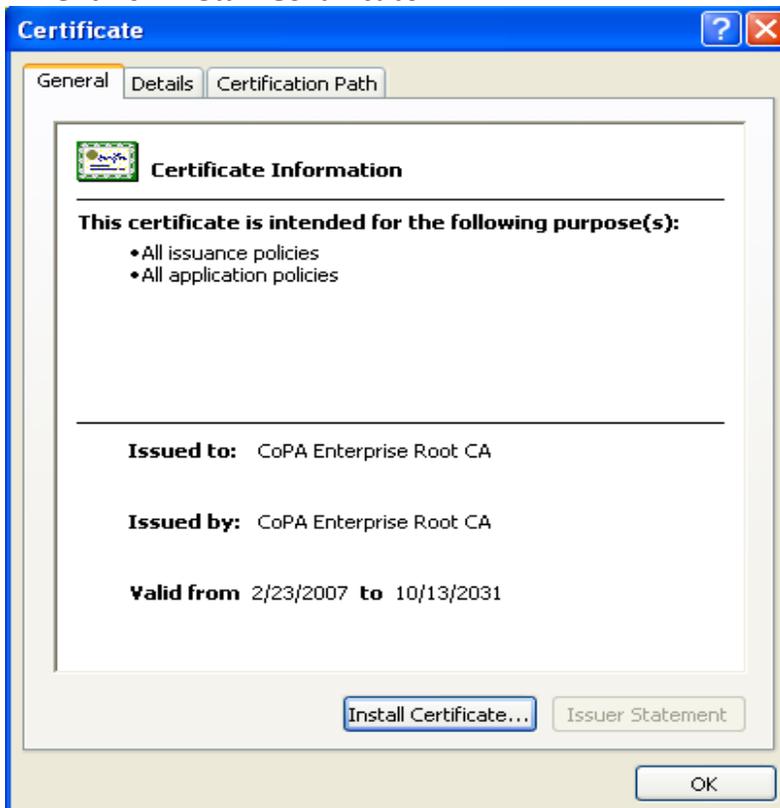
10. Click on **OK**



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



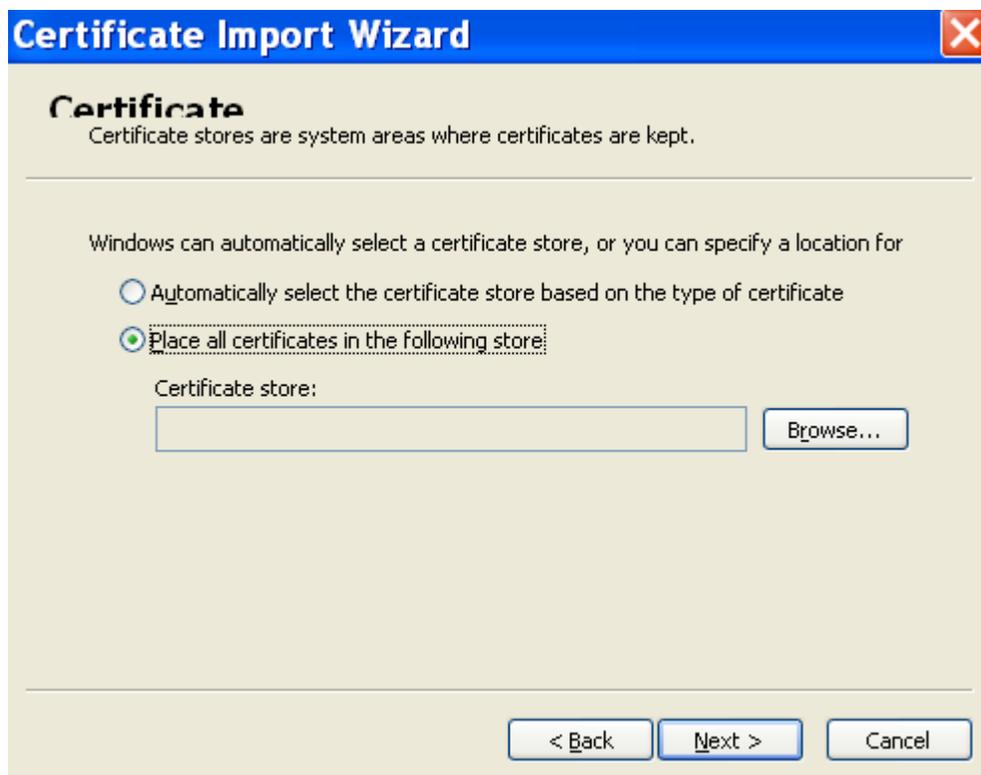
12. Click on **Install Certificate...**



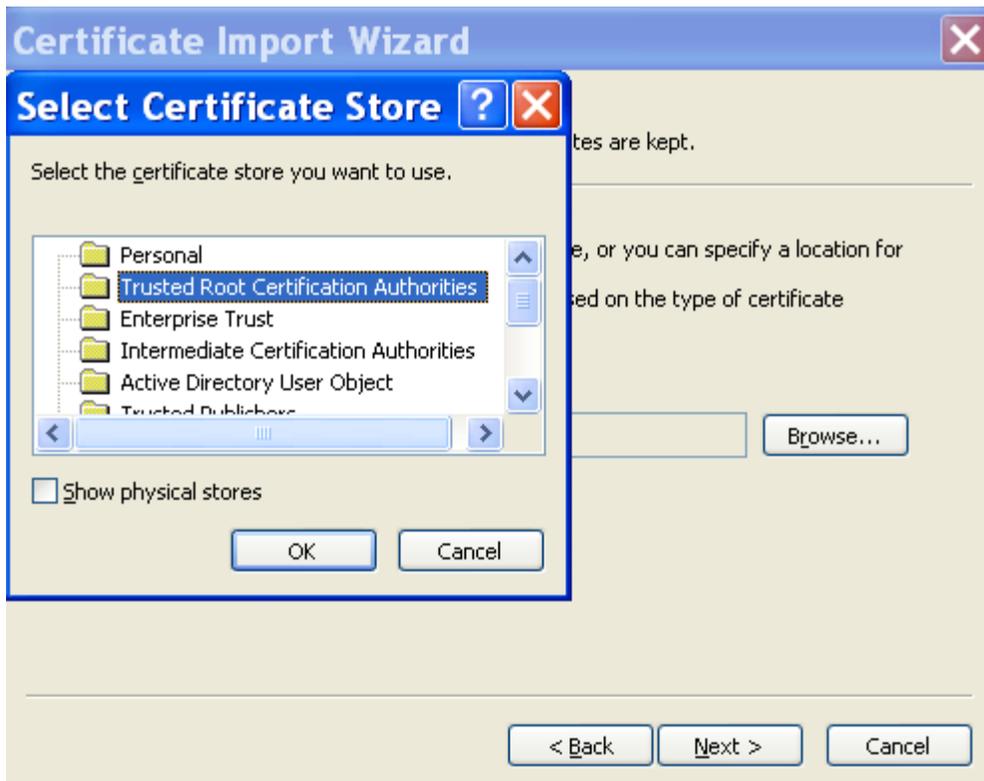
13. Click on **Next >**



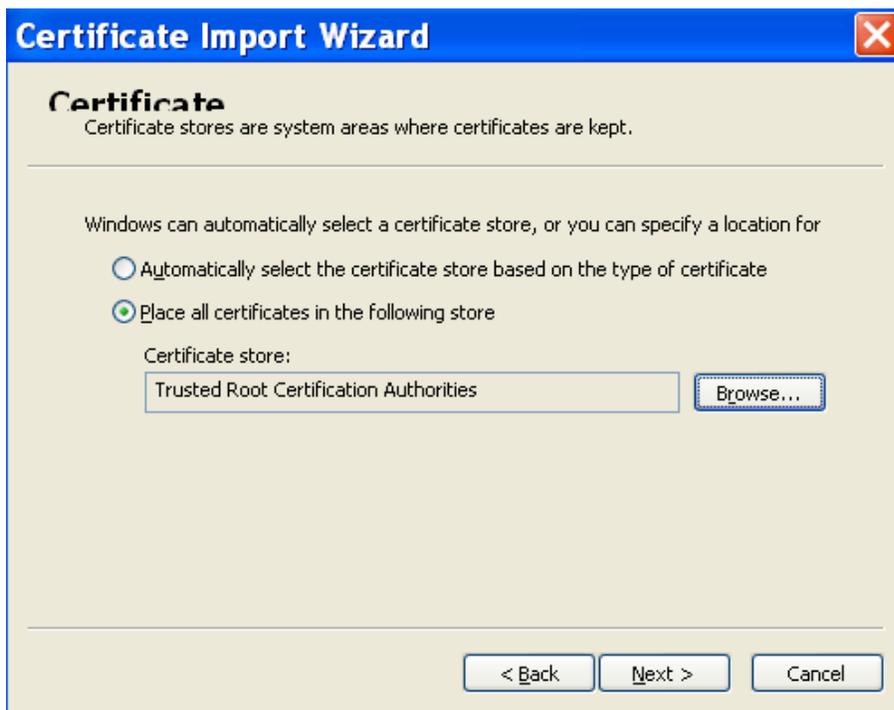
14. Select **Place all certificates in the following store**  
Click the **Browse...** button.



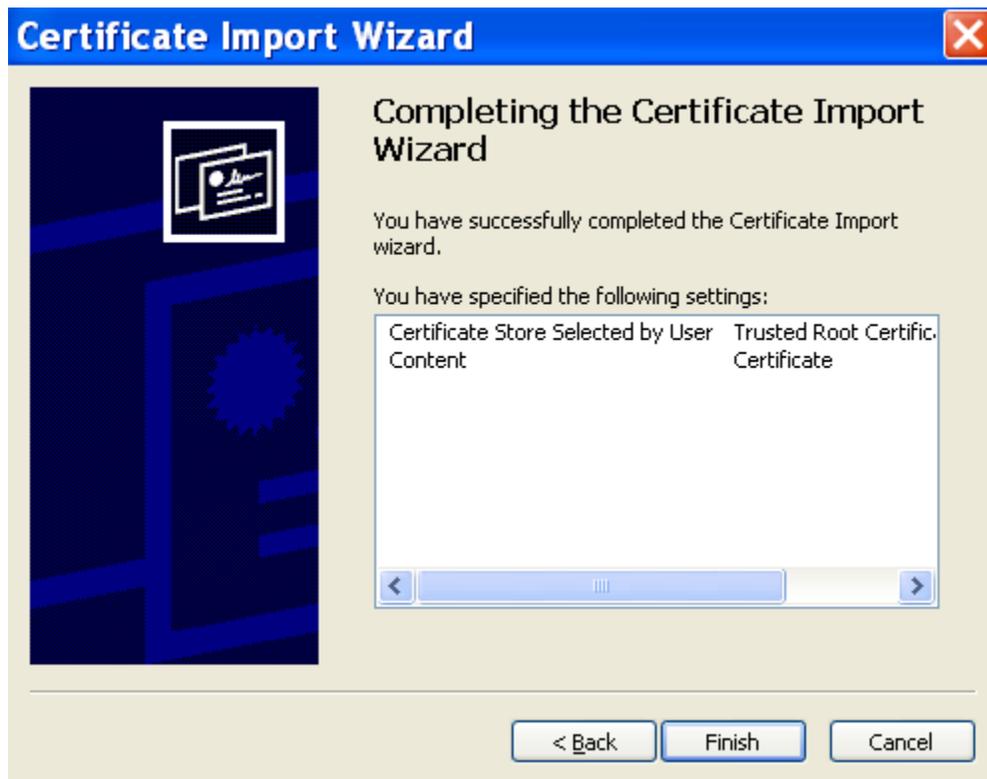
15. Select **Trusted Root Certification Authorities** and click on **OK**



16. Click on **Next >**



17. Click on **Finish**



18. Click on **OK**

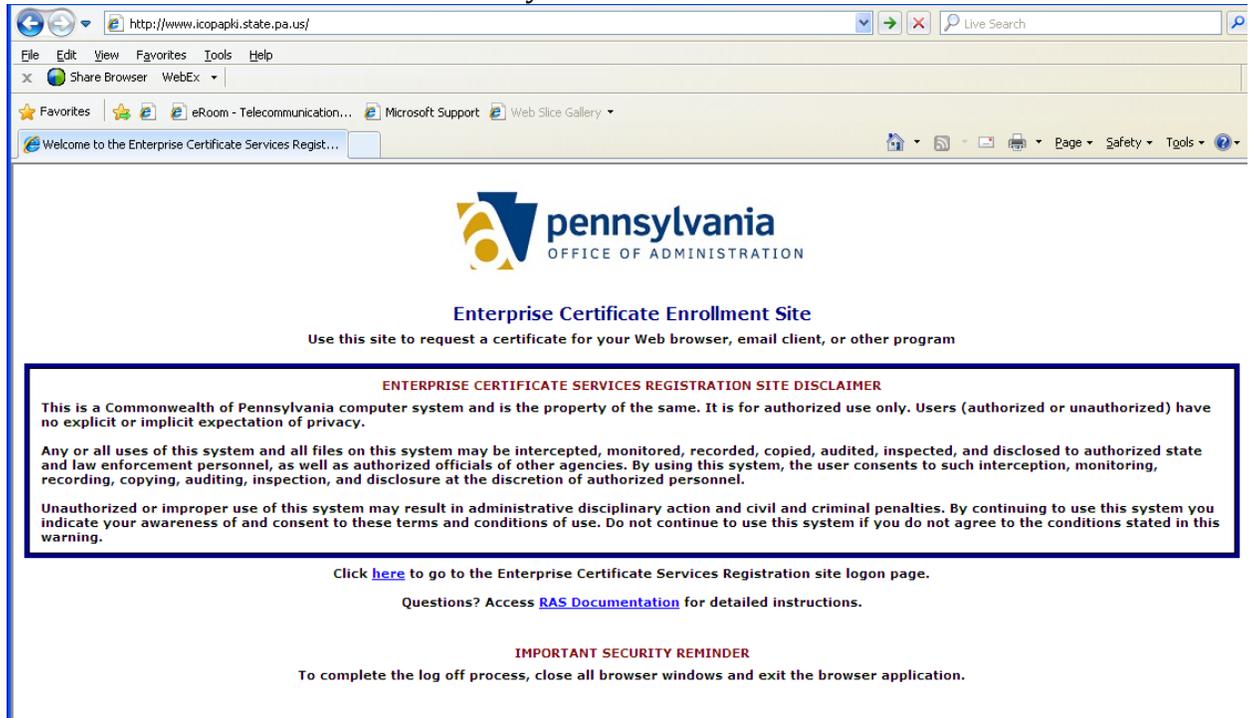


You have now completed the I.E. 8/9 Certificate installation.

Proceed to [Personal Certificate Download and Installation](#)

## Section II - Personal Certificate Download and Installation

1. Open Internet Explorer, go to <http://www.icopapki.state.pa.us>.  
**NOTE: This website can only be access if you are connected to the Commonwealth network.**
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.



http://www.icopapki.state.pa.us/

File Edit View Favorites Tools Help

Share Browser WebEx

Favorites eRoom - Telecommunication... Microsoft Support Web Slice Gallery

Welcome to the Enterprise Certificate Services Regist...

 **pennsylvania**  
OFFICE OF ADMINISTRATION

**Enterprise Certificate Enrollment Site**

Use this site to request a certificate for your Web browser, email client, or other program

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Click [here](#) to go to the Enterprise Certificate Services Registration site logon page.

Questions? Access [RAS Documentation](#) for detailed instructions.

**IMPORTANT SECURITY REMINDER**

To complete the log off process, close all browser windows and exit the browser application.

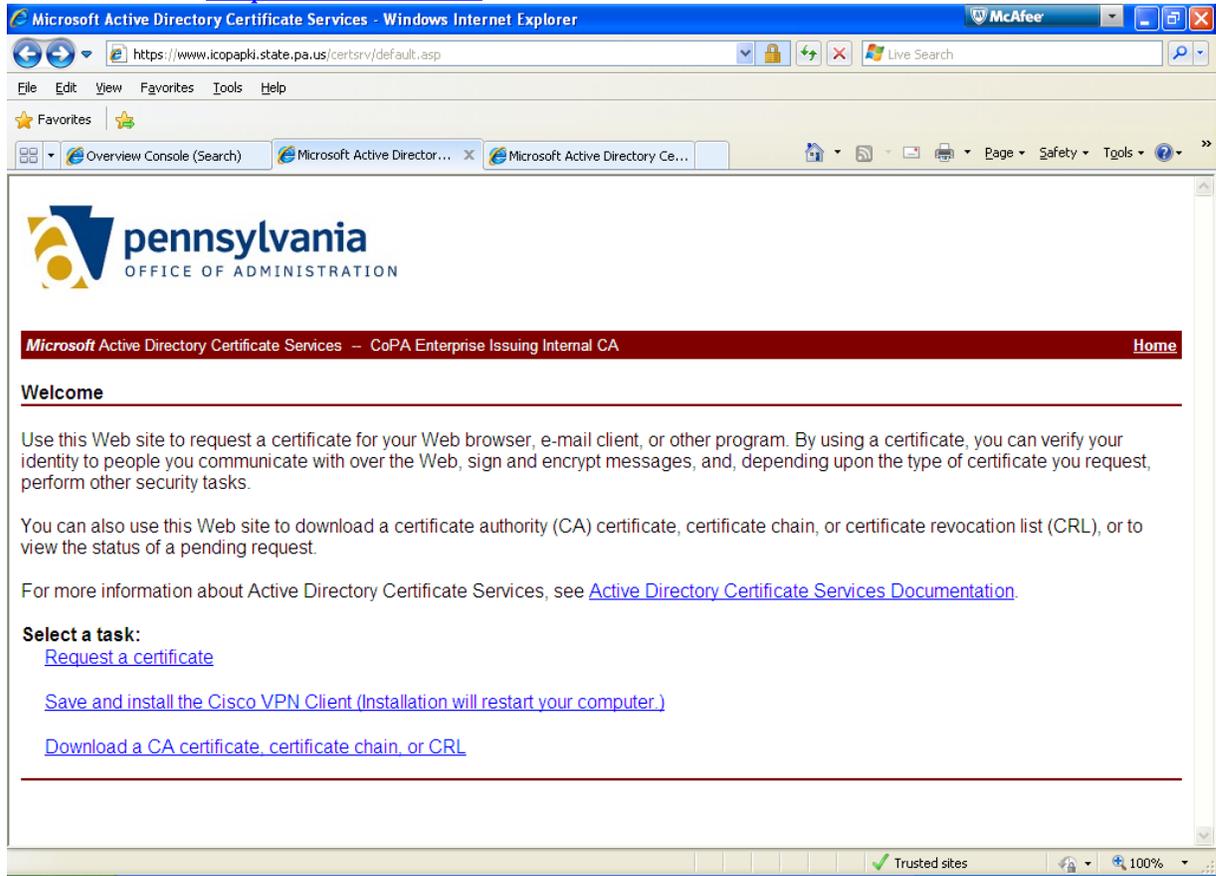
- Click **Yes** if the *Security Alert* screen is displayed.



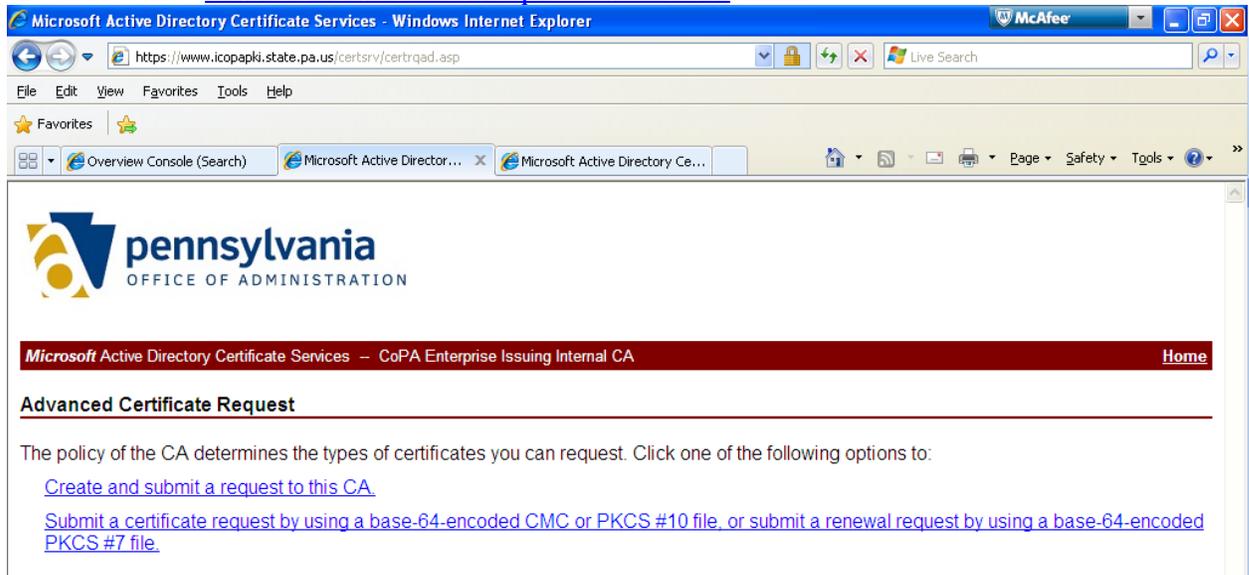
- Enter your **CWOPA Username and Password** and then click **OK**.
  - The Username must be prefixed by **cwopa\**
  - Windows 2000 users **ONLY** will have the domain line displayed. Enter **CWOPA** in the domain box.



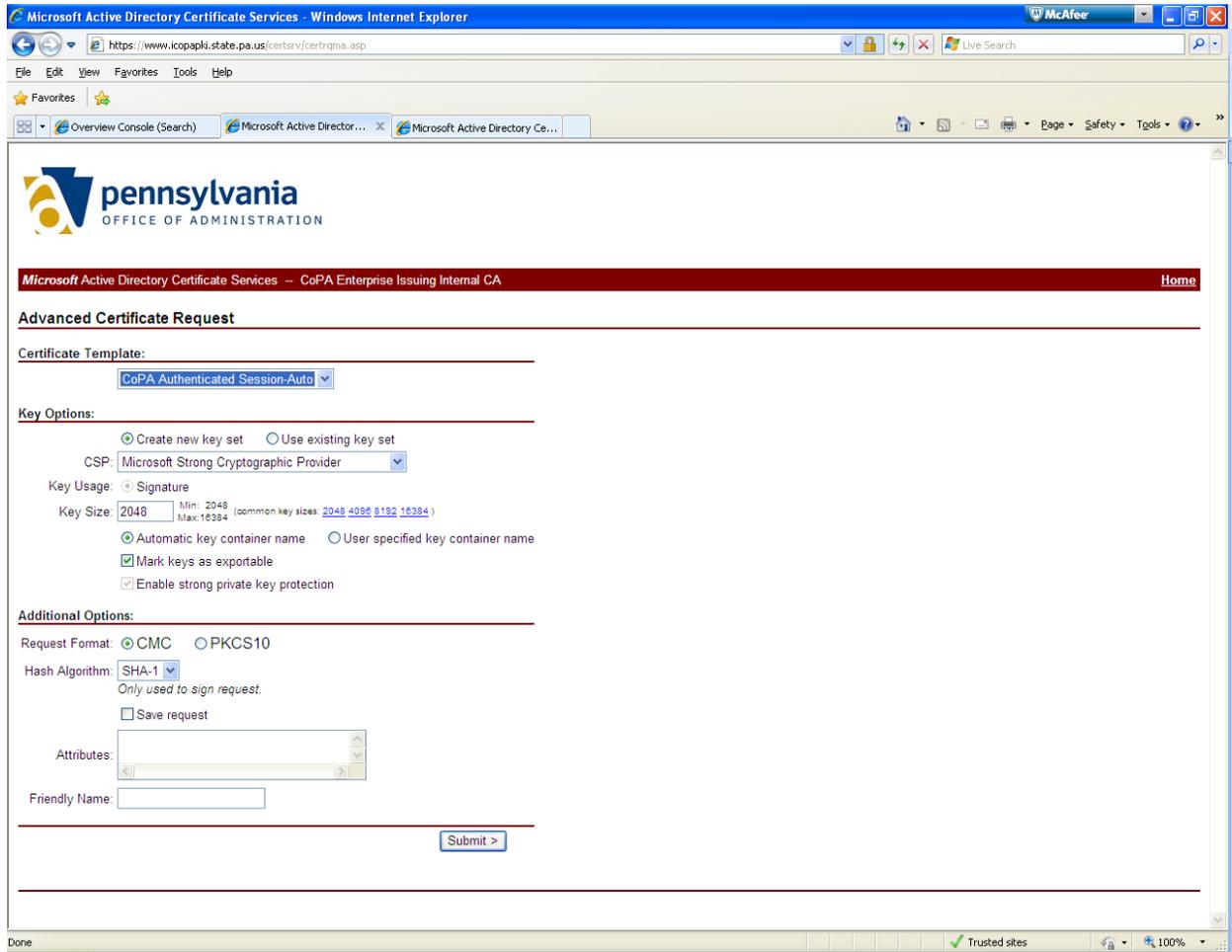
6. Select the “[Request a certificate](#)” link.



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* screen.



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.
- 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.
  - Re-enter** the unique password in the “Confirm” field.
  - This Password remains the same for this yearly certificate. It is important that you remember this password. If you forget this password, it cannot be recovered or reset.



NOTES: Please be aware of the following:

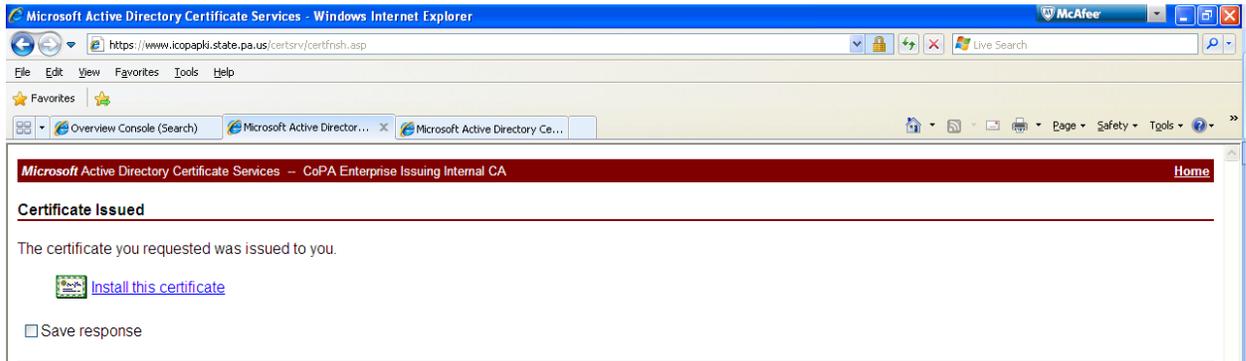
**Windows XP** - “Password for:” field = **CryptoAPI Private Key** will be displayed.

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

13. Select **“OK”** to confirm the setting.



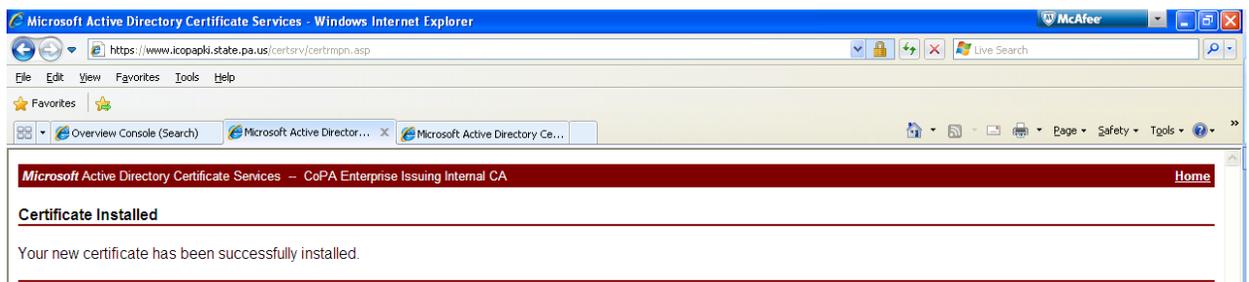
14. Select “[Install this certificate](#)”. It may take a few moments for the certificate icon to appear so please be patient and wait for the icon to appear before clicking the link.



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.



# Installation and Access for Dial-up Windows Users

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Commonwealth employees who access the Internet via a dial connection and phone line need to install both the Verizon Enterprise Connect client and the Juniper Networks Network Connect client to obtain VPN access.

## Enterprise Connect Installation Instructions

The Enterprise 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 Commonwealth of PA network. To obtain the required software, one of the following methods can be used:

- Your agency may provide mass software distribution for the VPN clients – check with your agency's IT/VPN administrator or point of contact
- Manual Installation from a CD
- Manual Installation from <https://emmc.verizon.com>

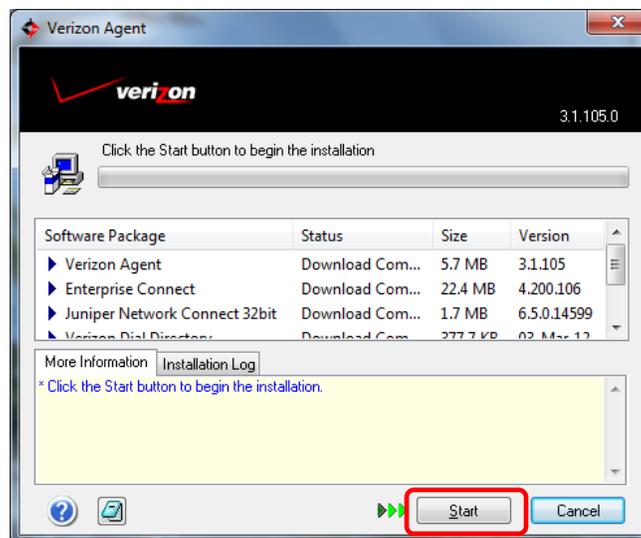
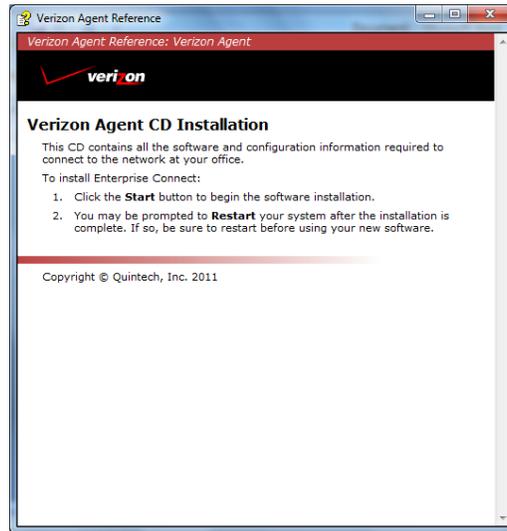
Manual installation requires administrator access on the computer. If you do not have administrator access, contact your agency point of contact (POC) for further instructions.

Please ensure you updated or installed the Commonwealth's required Certificates. Information for installing the Certificates is located in the "User Certificate Requirements" section of this manual.

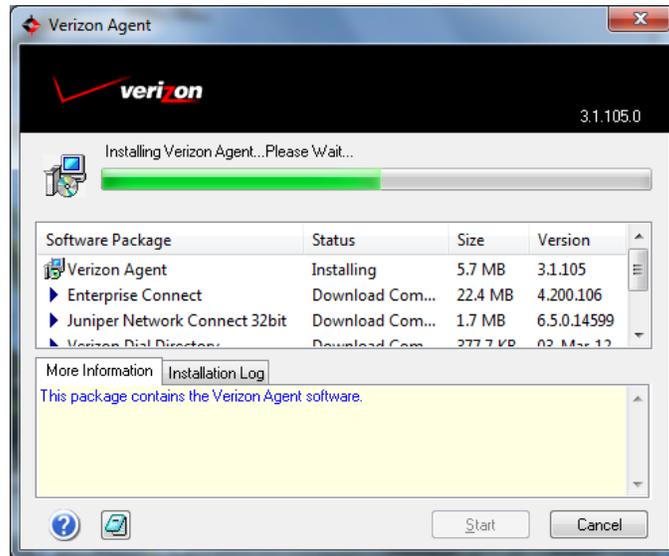
Prior to your manual installation of Enterprise Connect, a set of credentials (user ID, password) will be provided by Verizon to your POC.

## Manually Install Verizon Enterprise Connect Software from CD

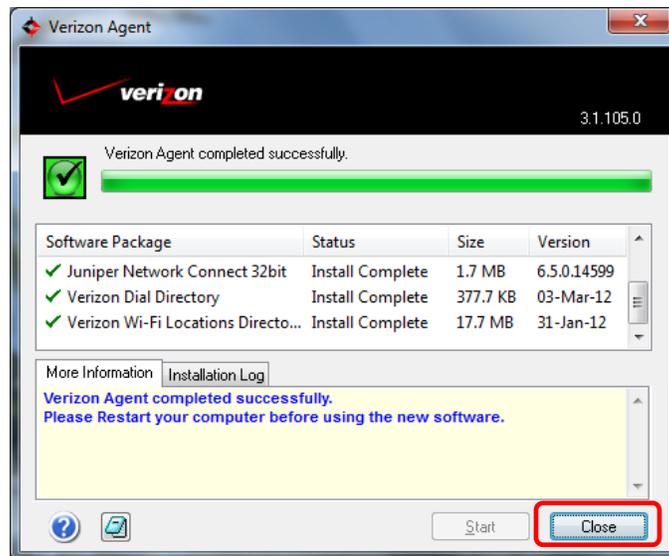
1. Browse to the CD/thumb drive that contains the executable file
2. Execute `\Enterprise Connect\Setup.exe`
3. Click **Start** on the *Verizon Agent* window



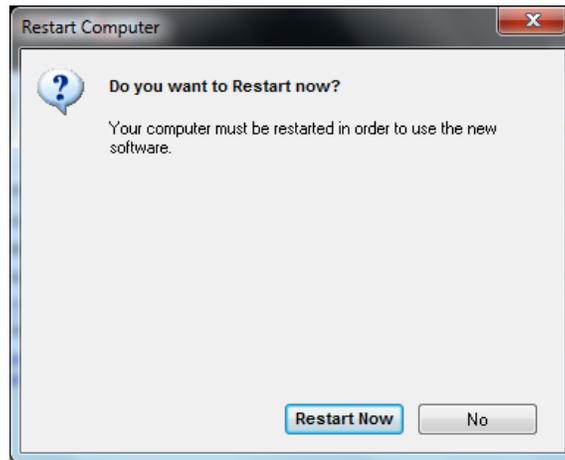
Each of the software packages in the Verizon Agent window will install.



4. Click **Close** when all the software packages are successfully installed



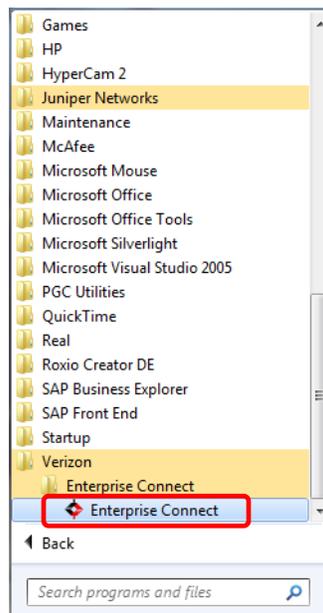
5. Click **Restart Now**



For the next step, you must be connected to either a modem or broadband.

**NOTE:** It is recommended to use a broadband connection. If a modem is used for installing the Verizon Enterprise Connect software, it may take 30 – 90 minutes depending on the connection speed over dial-up.

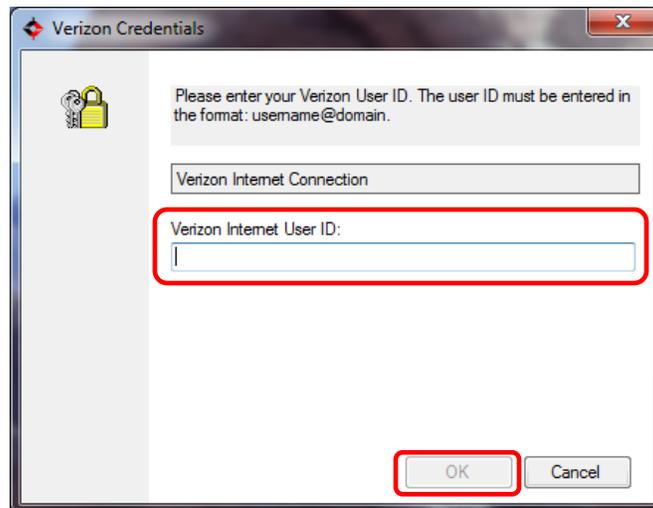
6. Click the **Start** menu: Select **All Programs > Verizon > Enterprise Connect > Enterprise Connect**



7. Enter your Verizon credentials the first time you are accessing Enterprise Connect on this device. Your user ID is provided by your agency POC.

Example [johnsmith@copavpn.state.pa.us](mailto:johnsmith@copavpn.state.pa.us)

8. Click **OK**



9. Click **Connect** to validate the user account



10. If you are installing the Verizon Enterprise Connect software via dial-up (modem), please use the [Instructions for Configuring the Enterprise Connect Client for Dial-up Windows Users](#) section of this guide.

OR

If you are using broadband, please use the [Installation and Access for Broadband Users \(Windows and Mac\)](#) section of this guide.

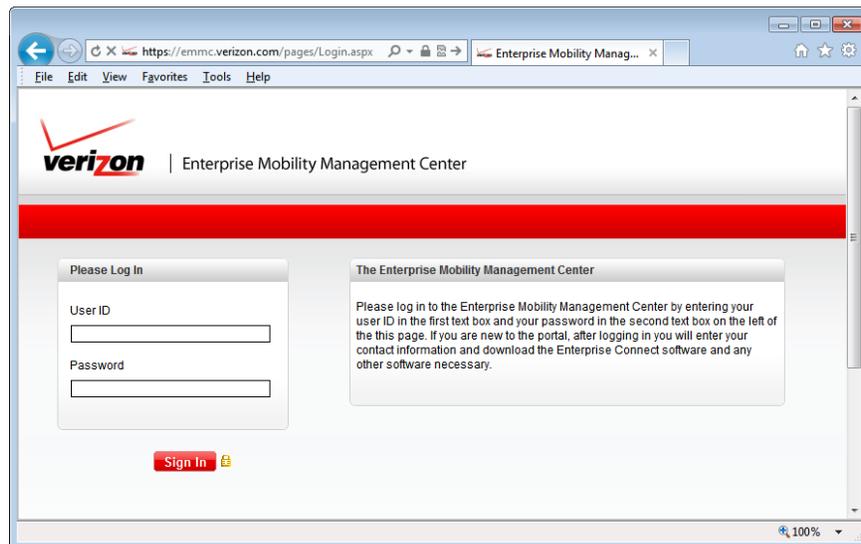
## Manually Install Verizon Enterprise Connect from Enterprise Mobility Management Center (EMMC) Website

EMMC is the public website used for accessing your Enterprise Connect software and account settings. Please contact your agency POC for your credentials.

### Manually Install Verizon Enterprise Connect Agent package

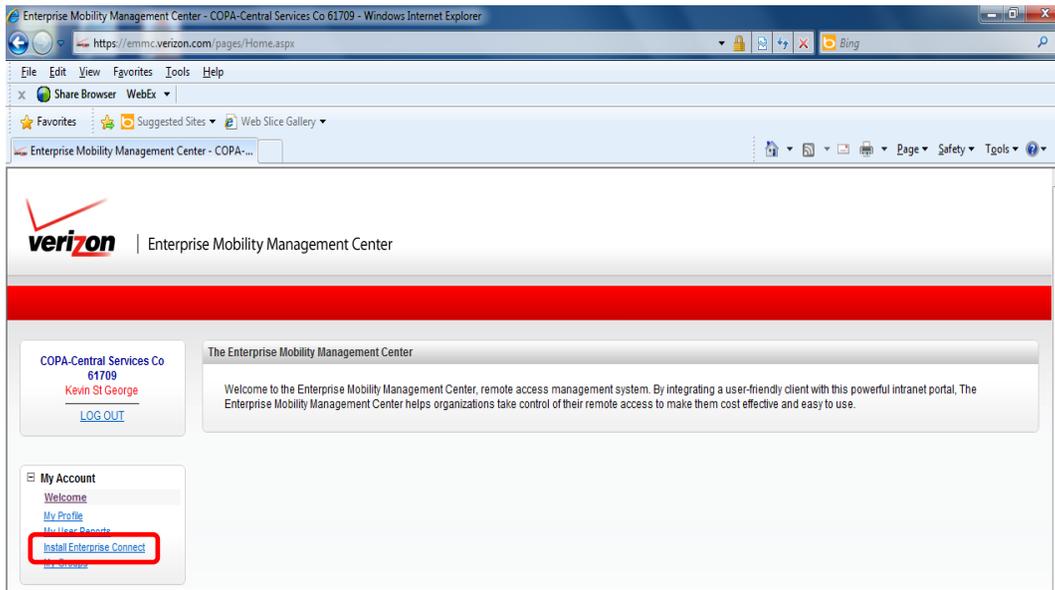
To manually install the Enterprise Connect Agent and Client via the EMMC website, follow the instructions below.

1. Open an Internet browser window
2. Locate the website: <https://emmc.verizon.com>
3. Log in to the Enterprise Mobility Management Center website using your provided credentials. A set of credentials (user ID/password) is provided by Verizon to your POC in order to access the Verizon Enterprise Mobility Management Center (EMMC).
  - a. Enter your *User ID*
  - b. Enter your *Password*
  - c. Click **Sign In**

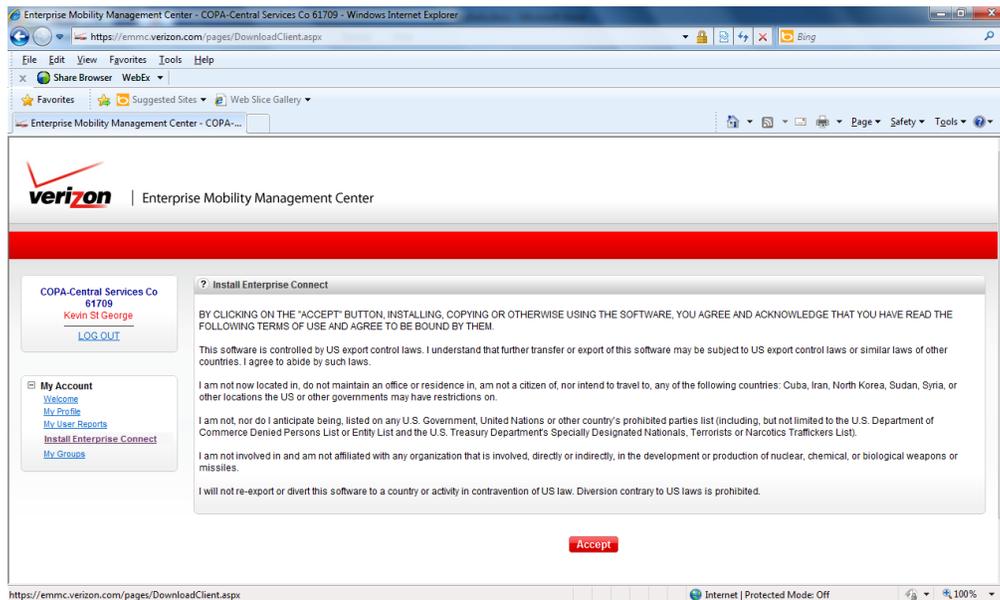


After a successful login, the EMMC Welcome Screen displays in a new browser window.

4. Click **Install Enterprise Connect** on the left side of the Home page

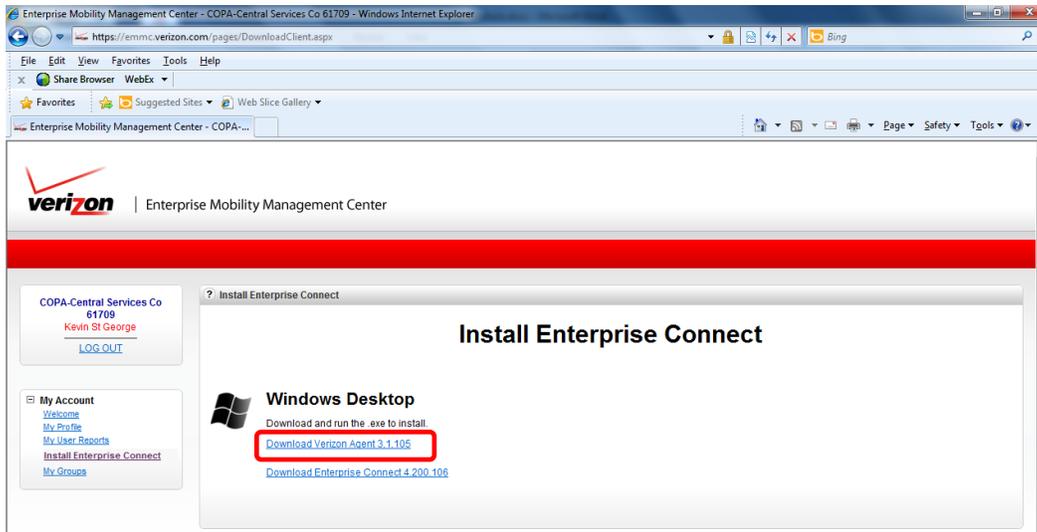


5. Click **Accept** to acknowledge the terms of the Export Licensing Agreement

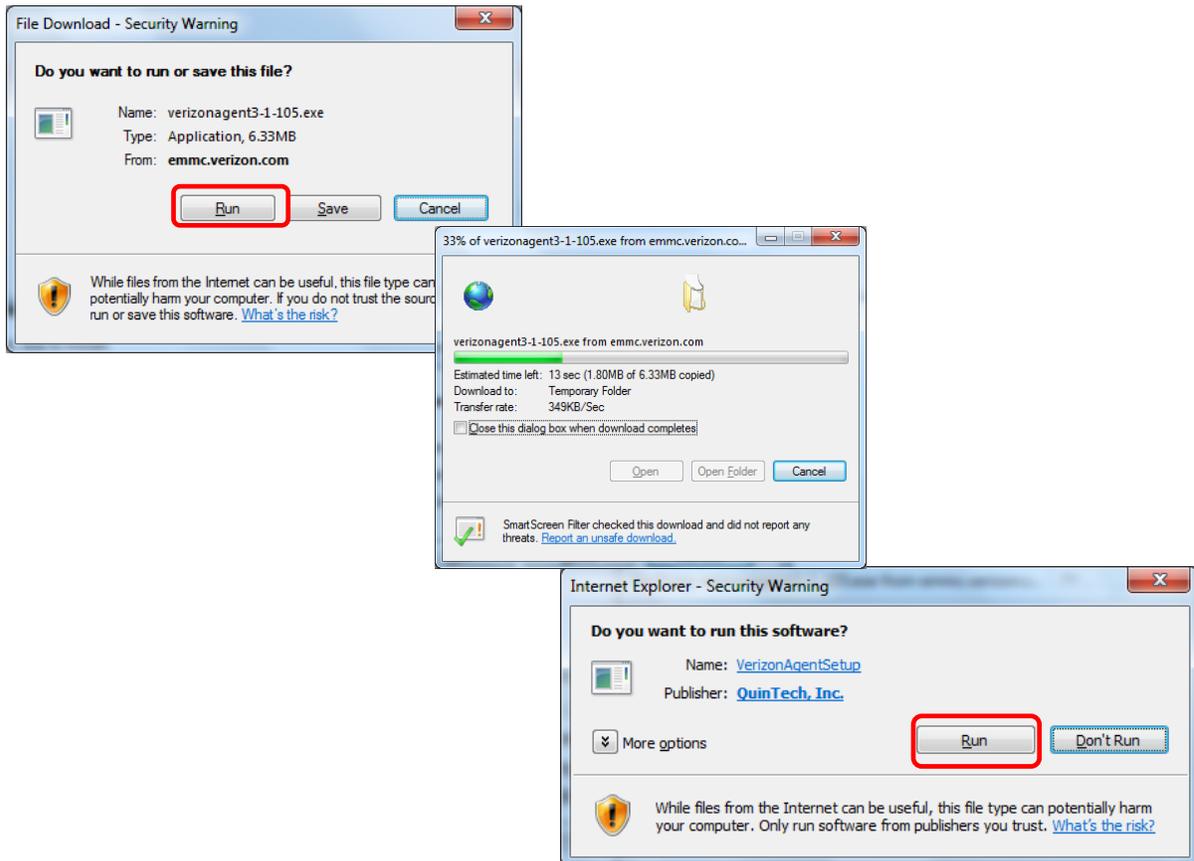


Users with administrator rights need to manually download both the Enterprise Connect and Verizon Agent packages. The manual download instructions follow.

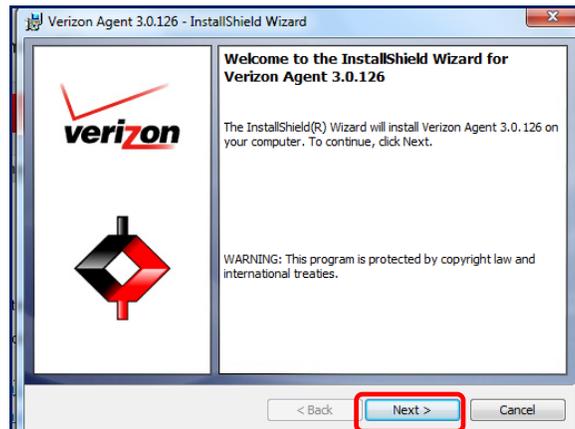
6. Click the **Download Verizon Agent** link to manually initiate the installation



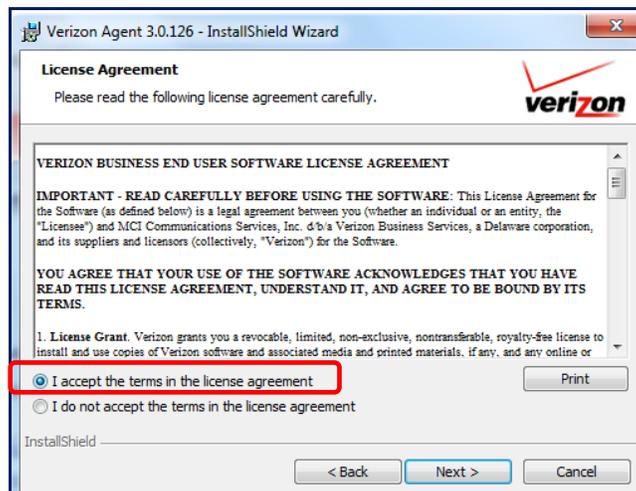
7. A security warning appears asking you if you want to run the software. Click **Run**. A file download window appears. Again, click **Run** on the next Security Warning.



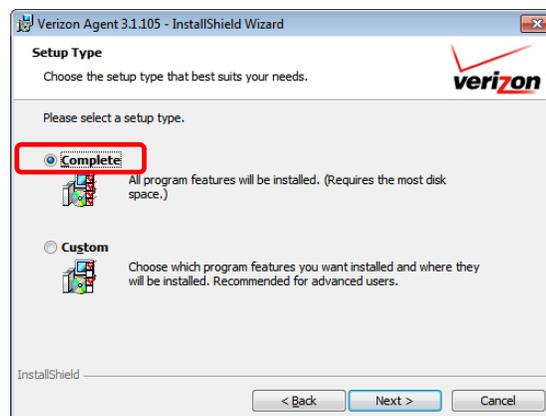
- Click **Next** in the InstallShield Wizard pop-up window



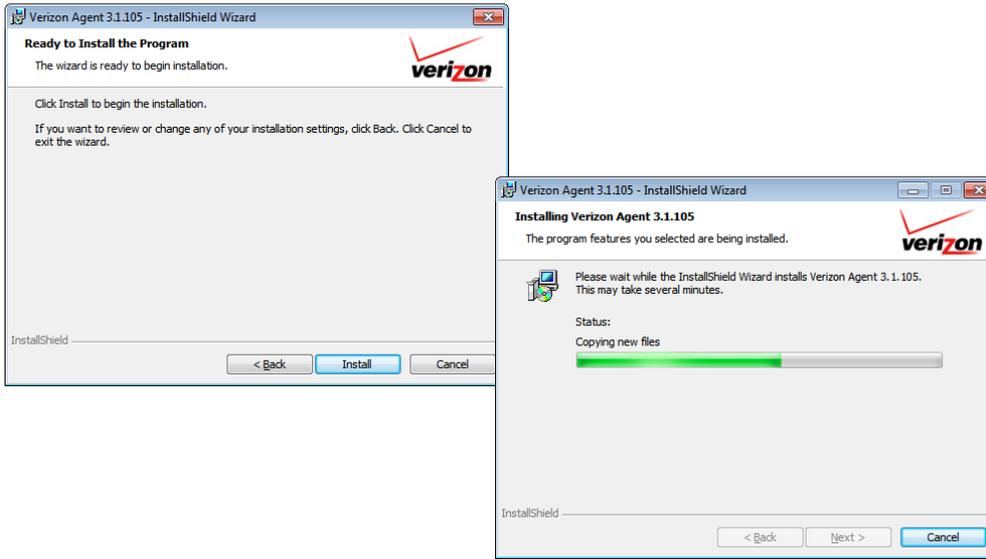
- Read the License Agreement and click **I accept the terms in the license agreement** then click **Next** to continue
  - Click **Print** if you want a hard copy of the License Agreement



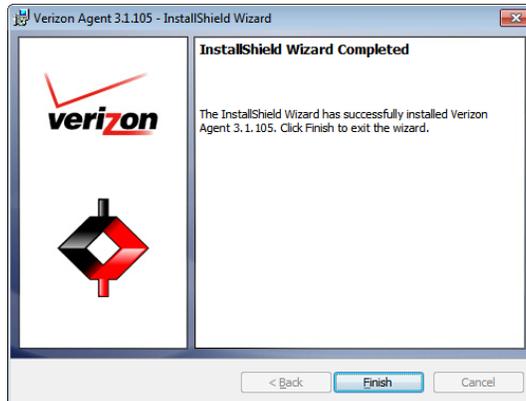
- Select **Complete** for the setup type and click **Next** to continue



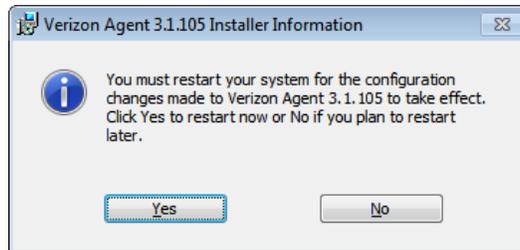
11. Click **Install** to begin the installation of the Verizon Agent. The Verizon Agent installs.



12. Click **Finish** and the manual Verizon Agent installation is complete

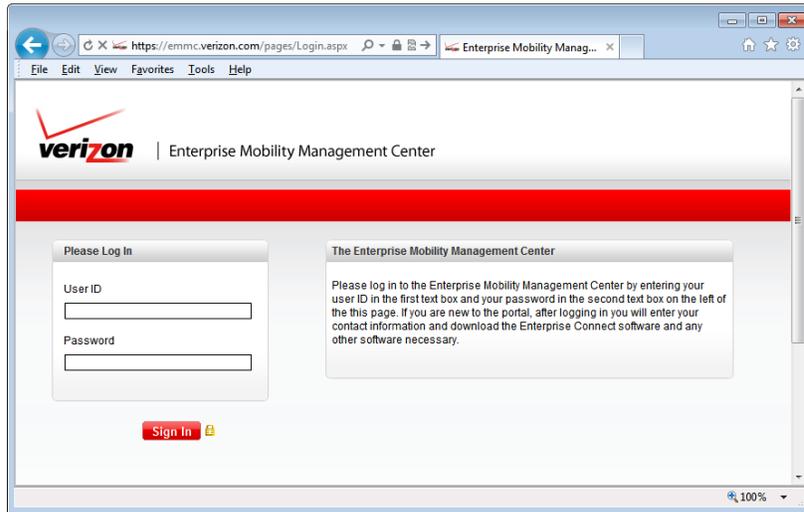


13. Click **Yes** to restart your computer if you receive this prompt



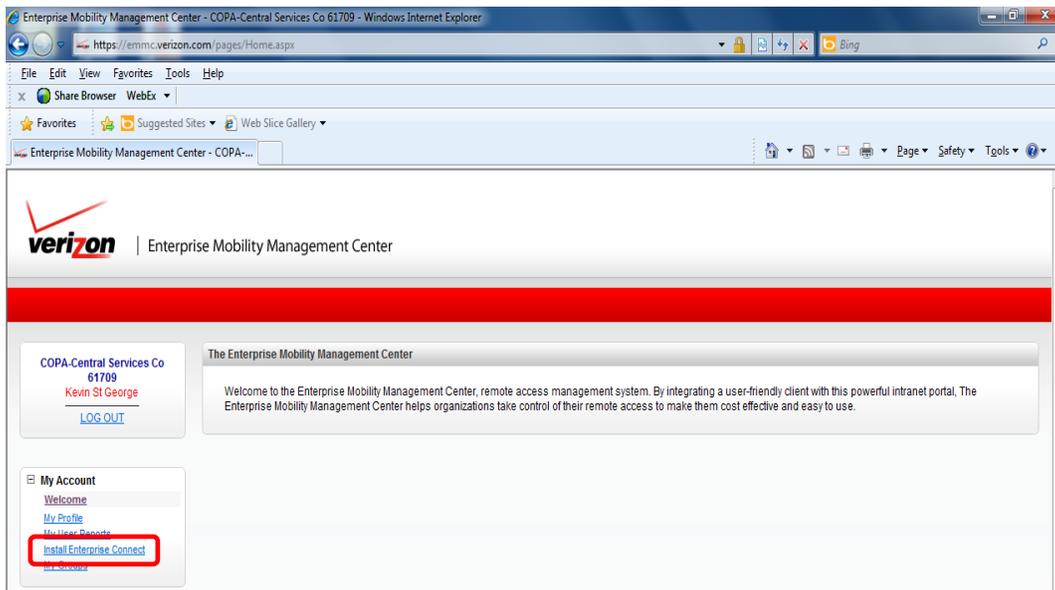
## Manually Install the Verizon Enterprise Connect package

1. Open an Internet browser window
2. Locate the website: <https://emmc.verizon.com>
3. Log in to the Enterprise Mobility Management Center website using your provided credentials
  - a. Enter your *User ID*
  - b. Enter your *Password*
  - c. Click **Sign In**

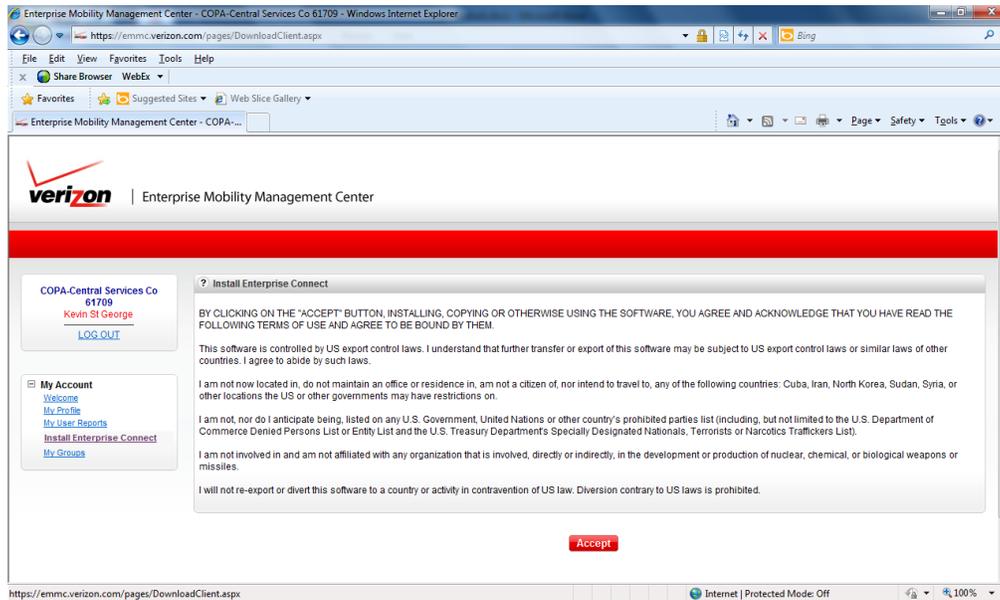


After a successful login, the EMMC Welcome Screen displays in a new browser window.

4. Click **Install Enterprise Connect** on the left side of the Home page

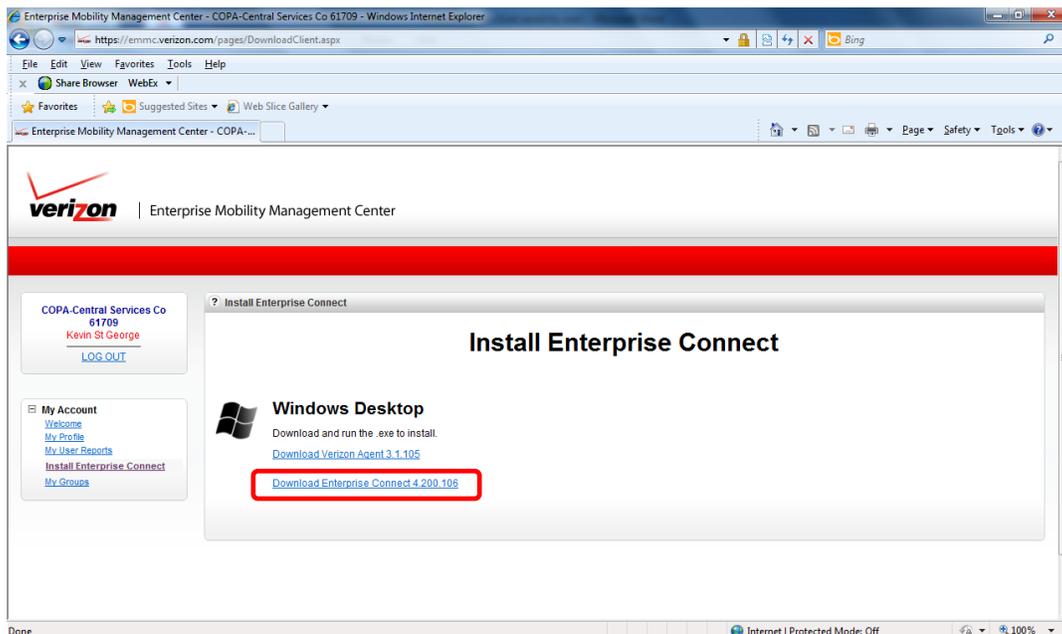


5. Read the terms and click **Accept** to acknowledge the terms of the Export Licensing Agreement

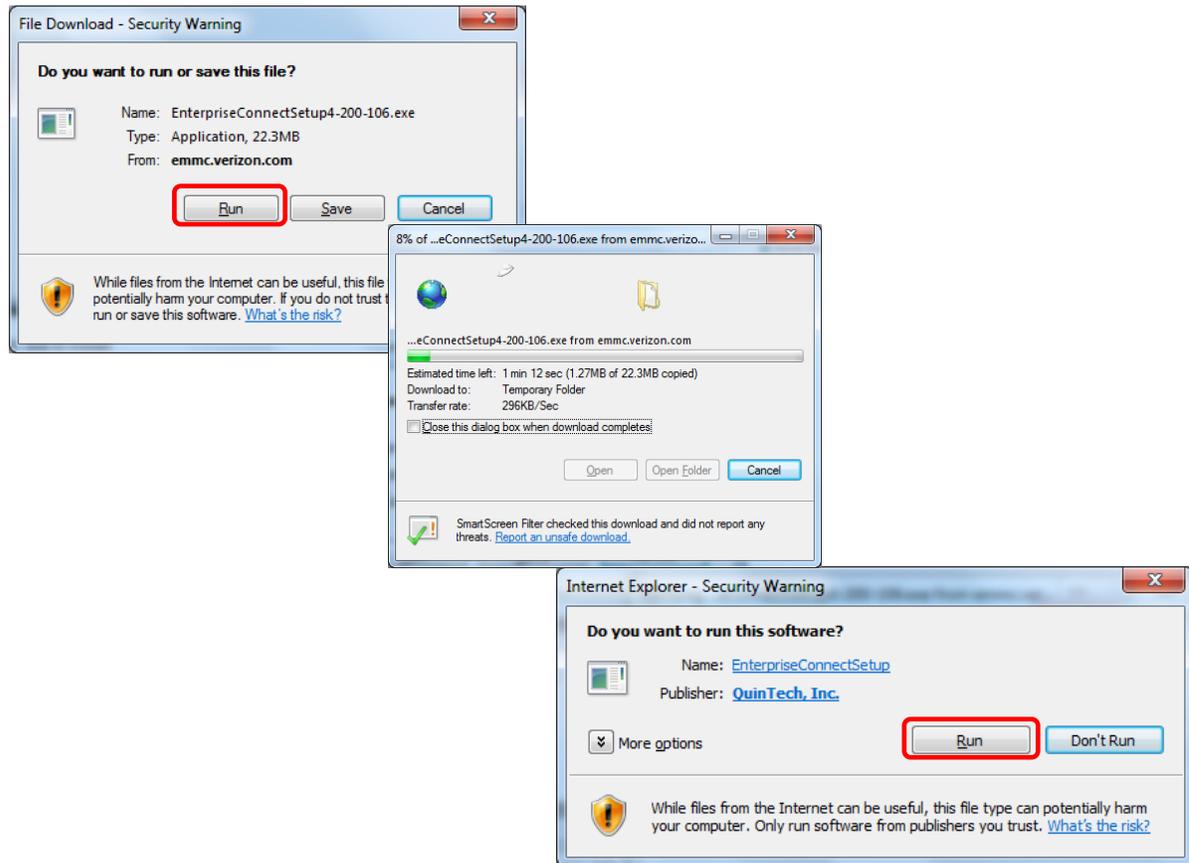


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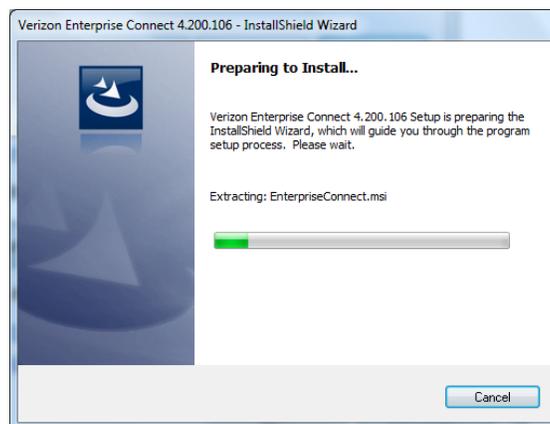
6. Select the **Download Enterprise Connect** link to manually initiate the next install



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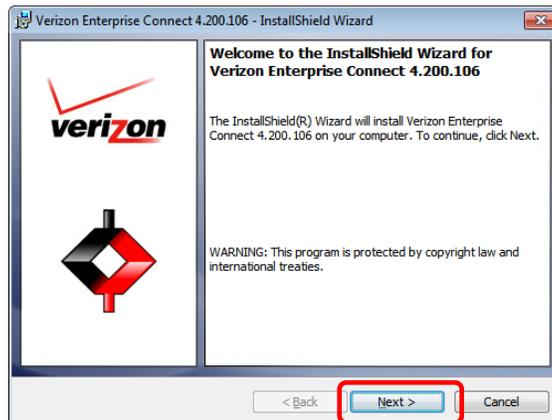


The download begins.



The Enterprise Connect client prepares for installation.

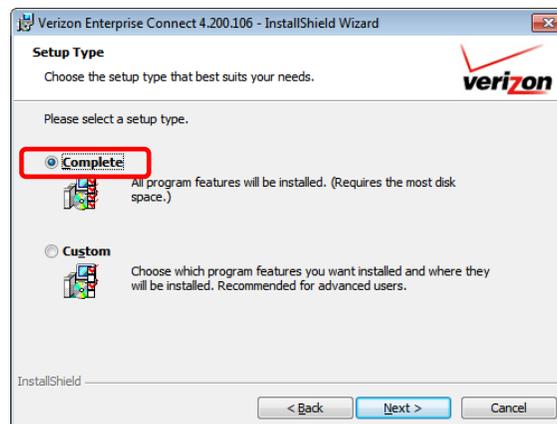
8. Click **Next** in the InstallShield Wizard pop-up window



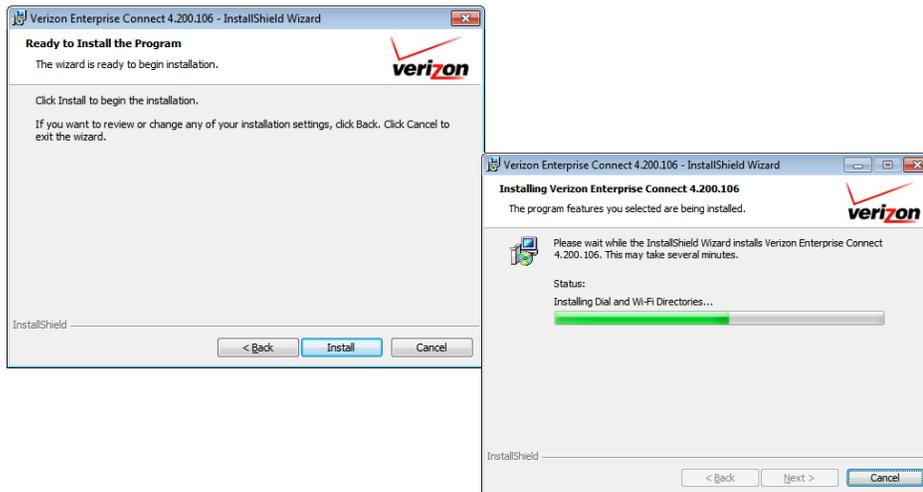
9. Read the License Agreement and click **I accept the terms in the license agreement** then click **Next** to continue
- a. Click **Print** if you want a hard copy of the License Agreement



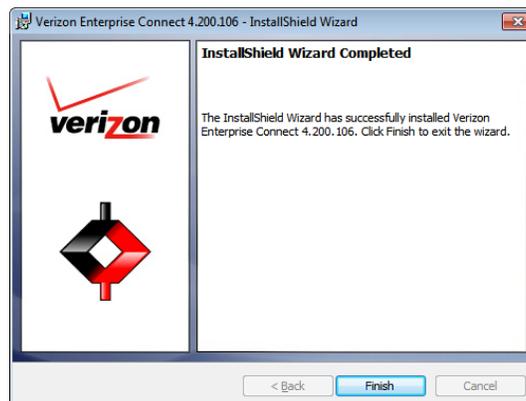
10. Select **Complete** for the setup type and click **Next** to continue



11. Click **Install** to begin the installation of the Enterprise Connect package. The Enterprise Connect client begins to install.

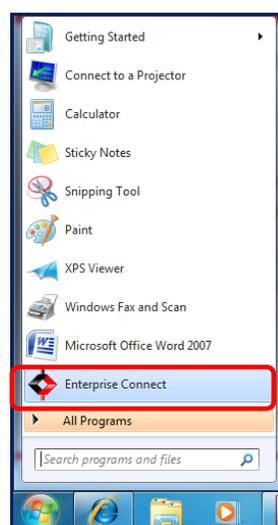


12. Click **Finish**

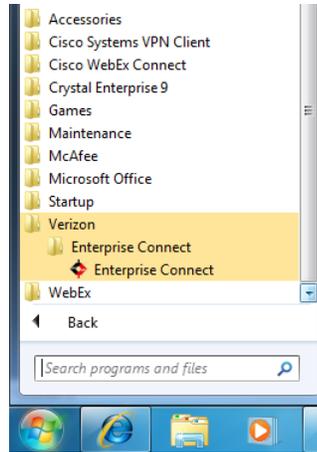


The Enterprise Connect client is installed on your device.

It may display in your quick start menu or your Programs menu.



**Start > Programs > Verizon > Enterprise Connect > Enterprise Connect**



You can create a short cut for your desktop for quick access.

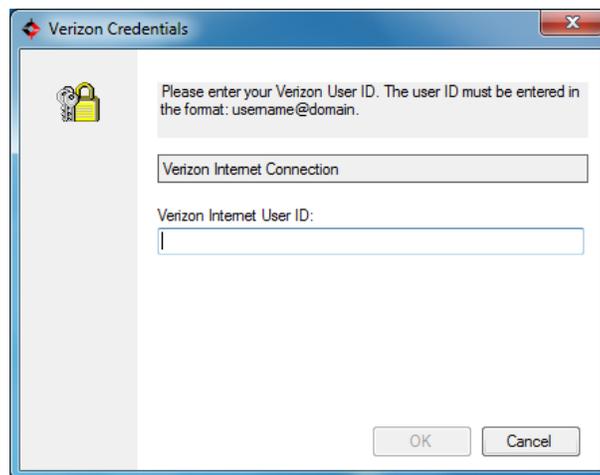


13. Click your **Enterprise Connect** program to launch the Enterprise Connect client



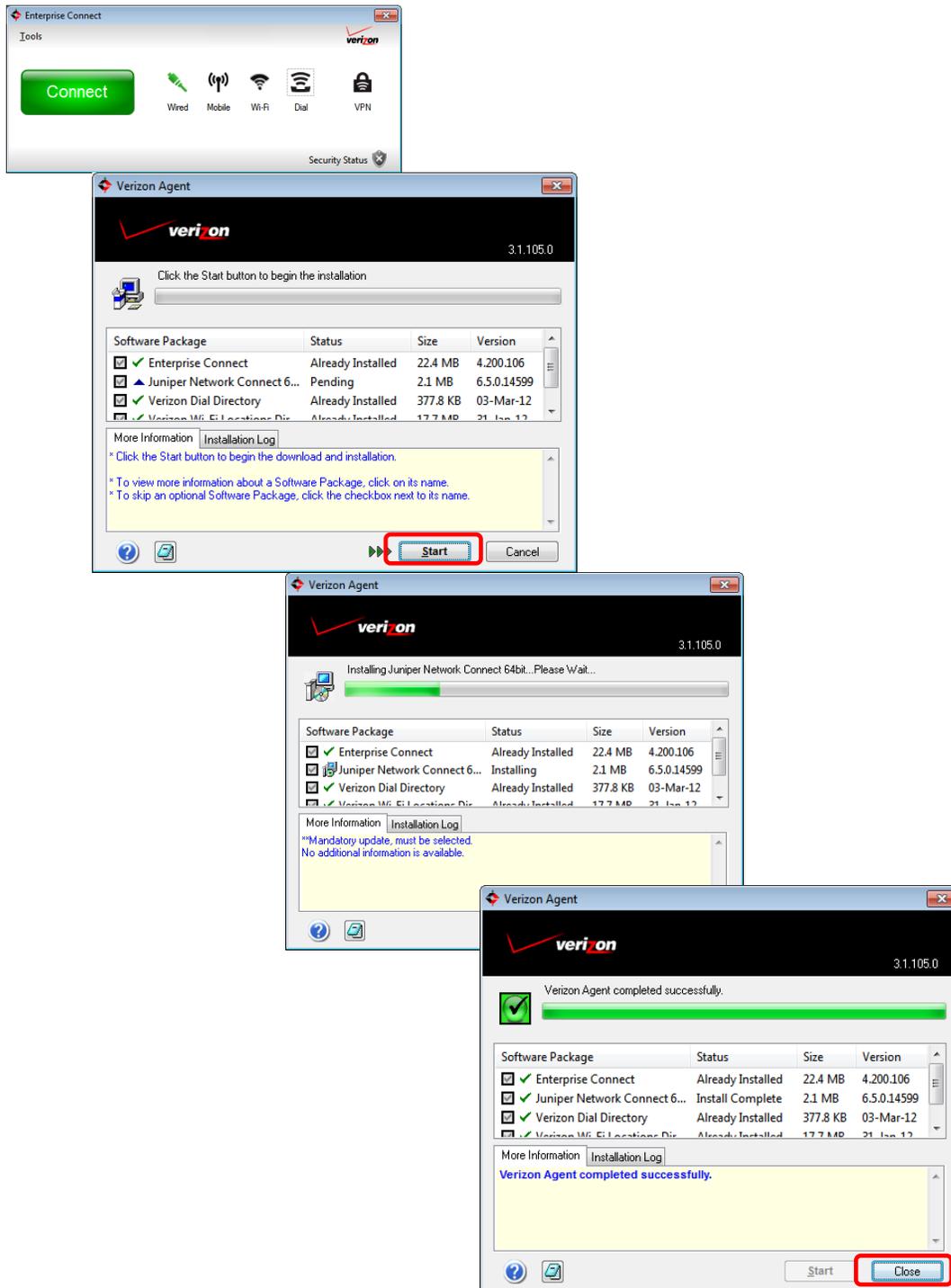
14. Enter your credentials the first time you are accessing Enterprise Connect on this device. Your user ID is provided by your agency POC.

15. Click **OK**



16. The client displays and launches the Enterprise Connect package installer. Click **Start**. Please note this could take several minutes to complete the installation.

## 17. Click **Close** when installation completes



18. Click **Restart Now** if this pop-up window displays



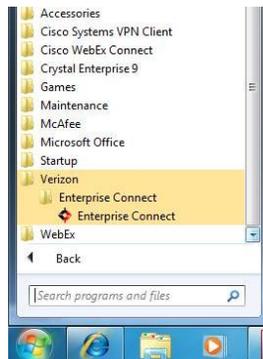
## Configuring the Enterprise Connect Client for Dial-up Windows Users

The Verizon Enterprise Connect client provides a seamless access method to your agency resources on the network for dial-up users.

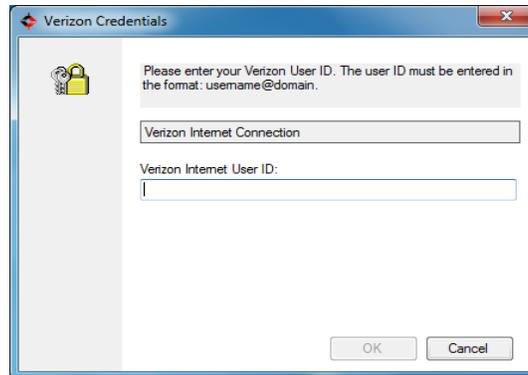
After you received the Enterprise Connect client download from your agency or followed the steps to manually install, you are ready to configure the VPN client.

1. Launch the Verizon Enterprise Connect client from the **Start** menu or double-click the icon on your desktop

**Start > Programs > Verizon > Enterprise Connect > Enterprise Connect**



This launches the Enterprise Connect client. You may be presented with the *Credentials* screen. Your information is provided by your agency POC and is usually only required once on each device.

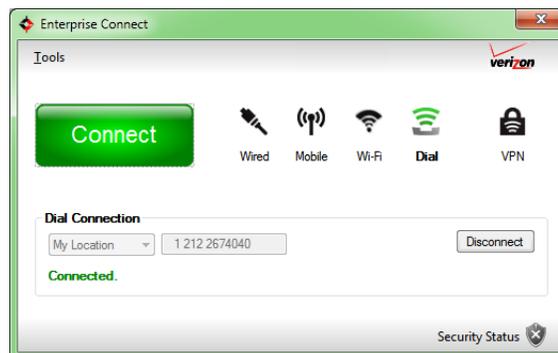


The Enterprise Connect Client displays for your use. If you click Connect and your workstation or laptop is **already** connected to the Internet, the Enterprise Connect window icons indicate your connectivity status with the appropriate **GREEN** colored picture.



**NOTE:** If a specific connectivity status is GREY indicating it is not available to you and you are already connected to your connection source, this may be due to your agency approval access. If you want to have other access options, please contact your agency POC.

**Green Dial icon** indicates you are connected using the phone line and completed the dial selection steps in the next section.



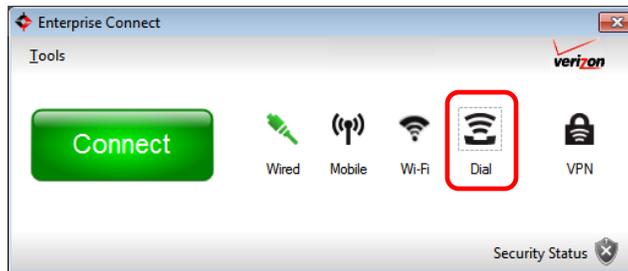
**Grey Dial icon** indicates you need to select a Dial Connection. Please follow the *Instruction for Dial Number Selection*.

## Instructions for Dial Number Selection

Dial-up users must select an appropriate dial-in number and complete a connection to the Verizon Enterprise Connect service each time they use this VPN access.

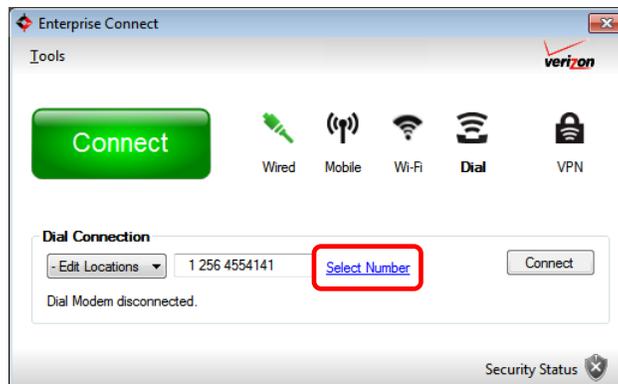
The following steps are necessary for the **first time** you are configuring and starting your dial connection. After you establish a phone number and save this phone number as your default dial location, your information is saved for future use.

1. Click the **Dial** icon



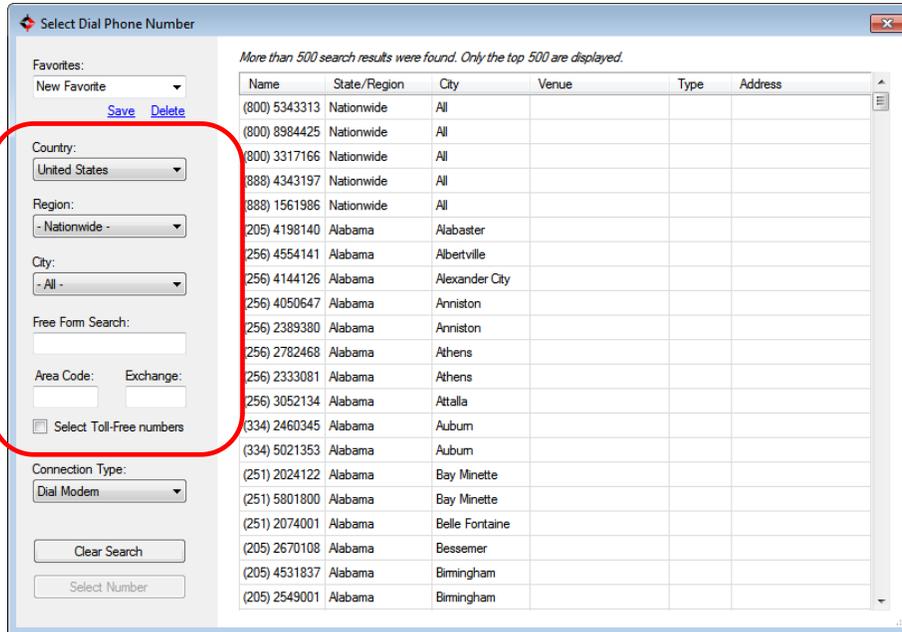
This opens a new section of the screen to enter your dial location.

2. Click **Select Number** to identify a dial connection number
  - a. The dial connection number can also be manually completed by clicking on the dial number text box and typing the phone number.

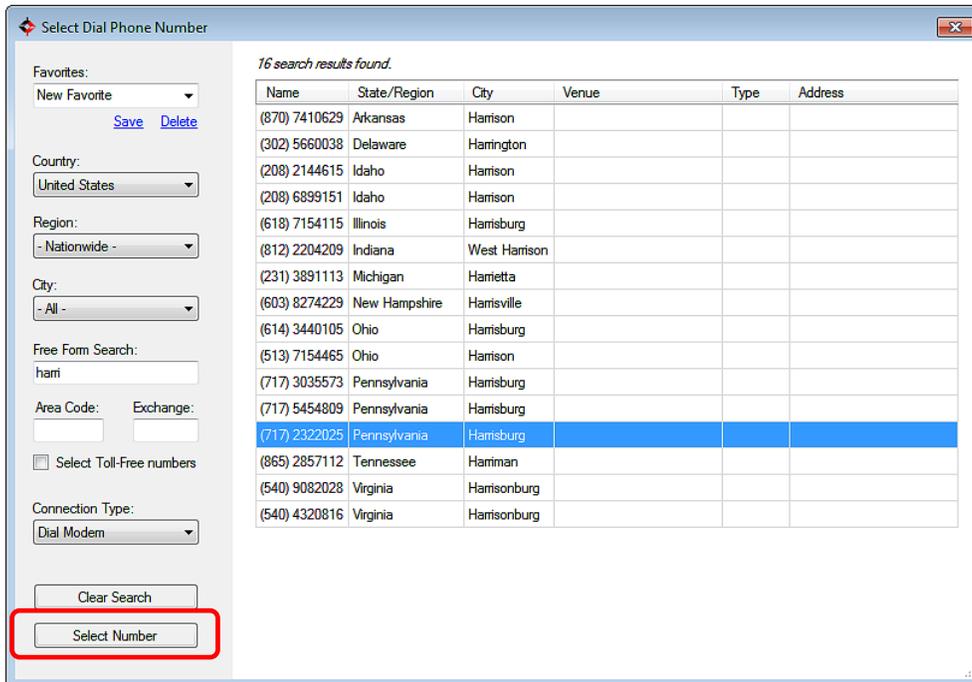


The *Select Dial Phone Number* window displays.

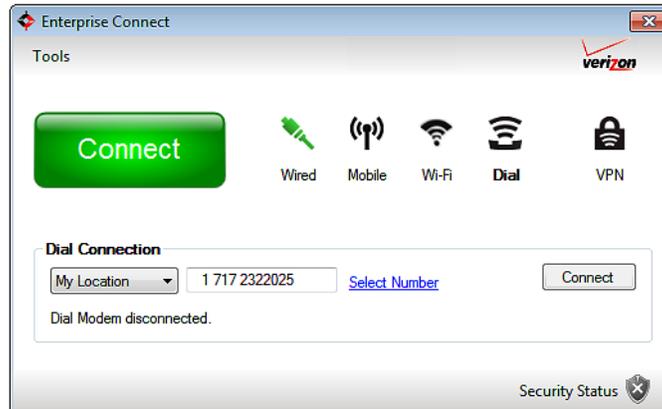
- Filter the dial list for your location by entering information on the left side of the window  
**Tip:** Enter your city in the *Free Form Search* field
- Click **Search** to apply the criteria



- Select the dial number of your choice and click **Select Number**



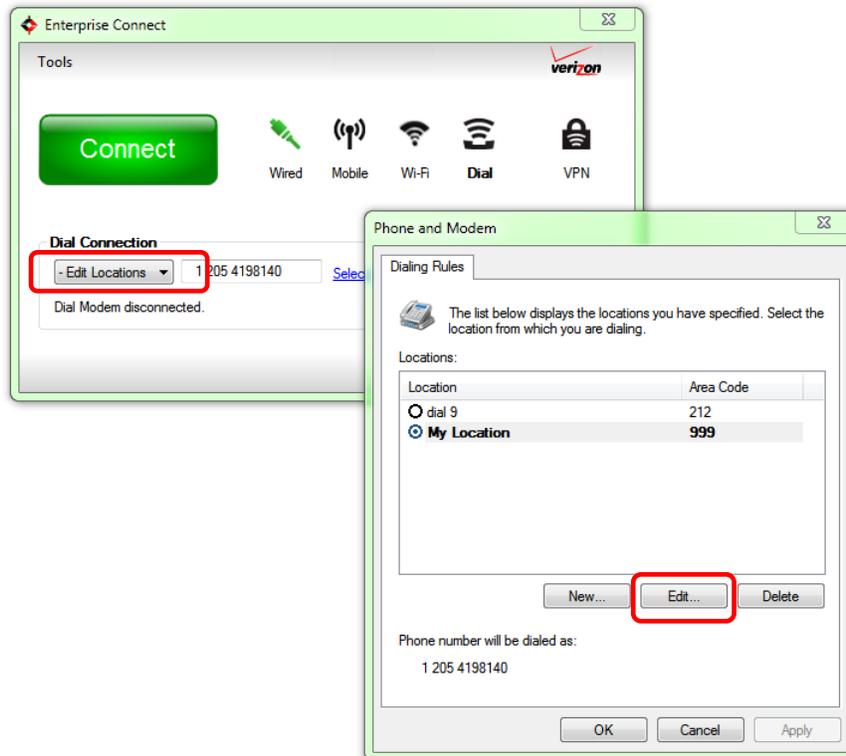
This populates the initial Enterprise Connect dial-in field.



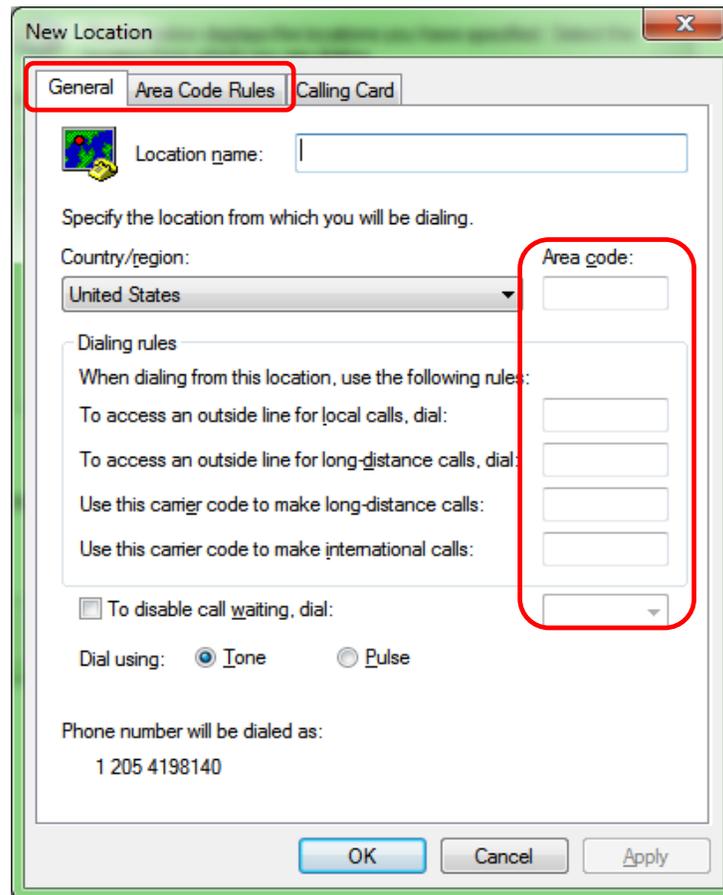
## Saving your Dial Selection

The Enterprise Connect client allows users to save multiple Dial profiles.

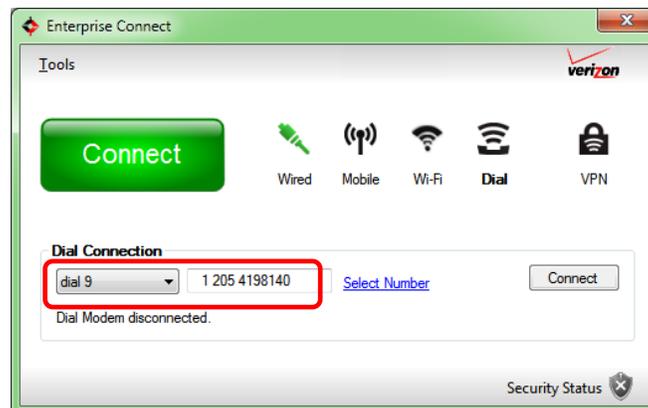
1. Select **Edit Locations** from the *Dial Connection* drop-down menu. The *Phone and Modem* window displays.
2. Click **Edit** to create the profile



3. Ensure your selected dial options display, such as area code and any preceding digits to the number you may be dialing
4. Modify the *Location Name* (e.g. home, remote office, etc.)
5. Click **Apply**
6. Click **OK** to close the window

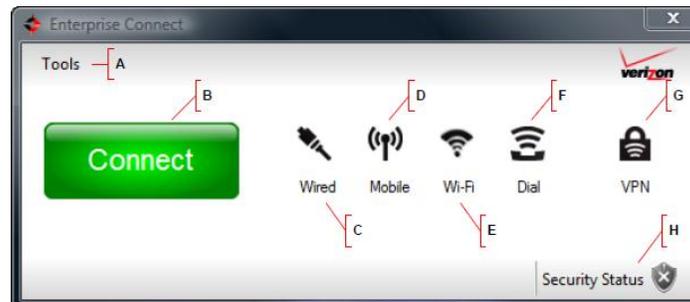


The newly created profile displays in the Enterprise Connect window. Repeat the process to add or edit multiple dial locations.



## Enterprise Connect Interface

When you launch Enterprise Connect, you will see the window below.

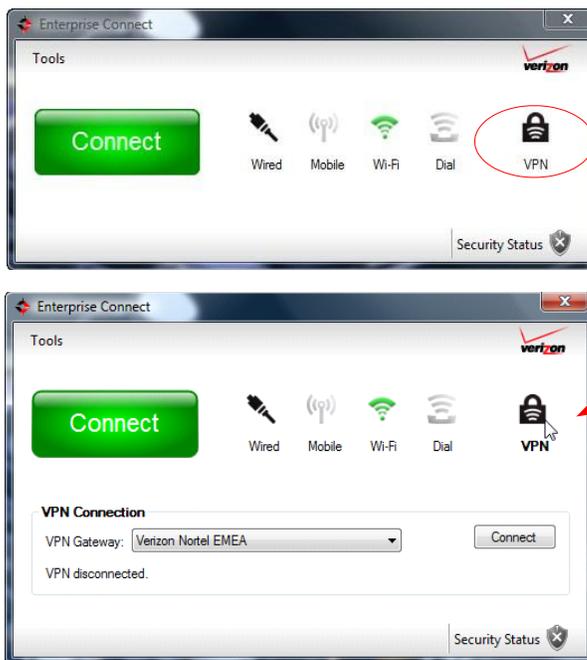


## Interface Specification

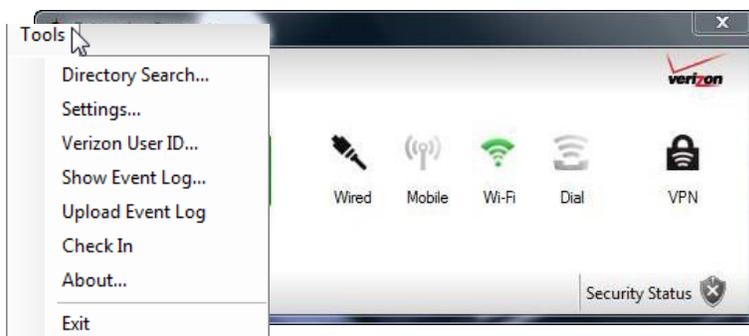
Label		
A	<b>Menu Bar options:</b> Directory Search, Settings, Verizon User ID, Show Event Log, Upload Event Log, Check In, About, and Exit	
B	 Connect button – press to connect to the Internet and VPN.	
C	 Wired icon – shows Ethernet and network adapter information.	
D	 Mobile icon - shows broadband connection information.	
E	 Wi-Fi icon – shows Wi-Fi information; enables and allows you to search for local Wi-Fi connection.	
F	 Dial icon - when enabled, generates list of available dial modem numbers for connection to the Internet.	
G	 VPN icon – enables access and prompts credentials window.	
H	 Security Status – displays current security status based on check of policies.	
Color Legend		
	Green	Option is active
	Black	Option is not active
	Gray	Option is disabled

## Expanding the Window

By clicking on any of the connections icons (Wired, Mobile, Wi-Fi, Dial, or VPN), you can expand the window. For example, clicking on the VPN icon reveals a drop-down option box, a connect button, and the “VPN disconnected” status message.



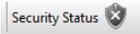
## Viewing the Tool Options



Click **Tools** to see a list of available menu options. For further information on the menu options, refer to the *Verizon Enterprise Connect Menu Choices - Tools* section of this document.

## Security Status

To help protect an organization's networks, application and data, it is essential that remote and mobile users are using up-to-date antivirus and computer security systems. Enterprise Connect performs a security status check when the VPN connection is started. The security status display can appear as red, green, or gray.

- **Red**  
Machine failed security checks  
The image shows a 'Security Status' icon with a red shield and a white 'X'. A tooltip is displayed over it, containing the text 'Security Status' and 'Did not find test registry setting.'
- **Green**  
Machine passed security checks  
The image shows a 'Security Status' icon with a green shield and a white checkmark. A tooltip is displayed over it, containing the text 'Security Status' and 'Security Status: Passed check.'
- **Gray**  
Machine was not tested against security policies  
The image shows a 'Security Status' icon with a gray shield and a white 'X'.

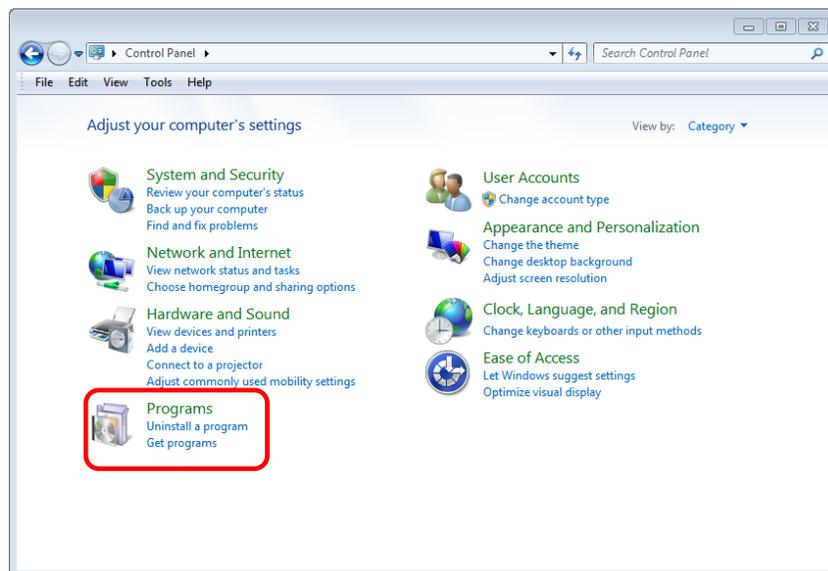
# Un-installing the Enterprise Connect Client

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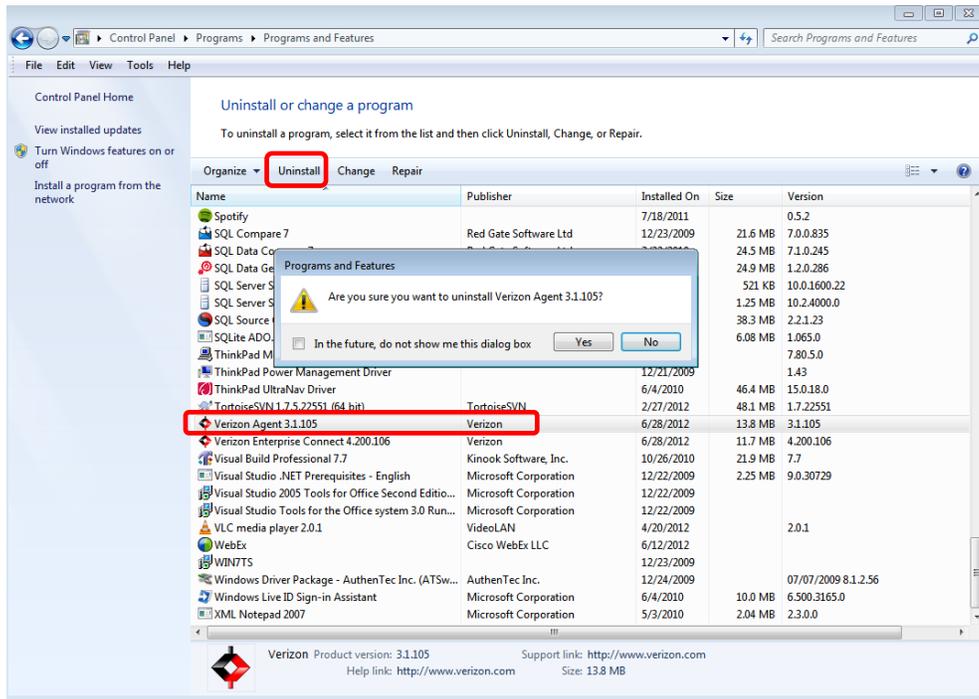
Verizon Enterprise Connect software may be un-installed at any time. These packages may be re-installed using the installation procedures described in previous sections of this document.

To remove the Verizon Enterprise Connect packages:

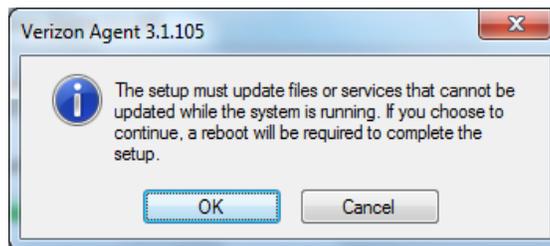
1. Locate the Control Panel for your device and select **Uninstall a Program**



2. Left-click on the Verizon Agent and click **Uninstall** from the functions at the top of the screen. Click **Yes** in the pop-up window to uninstall.

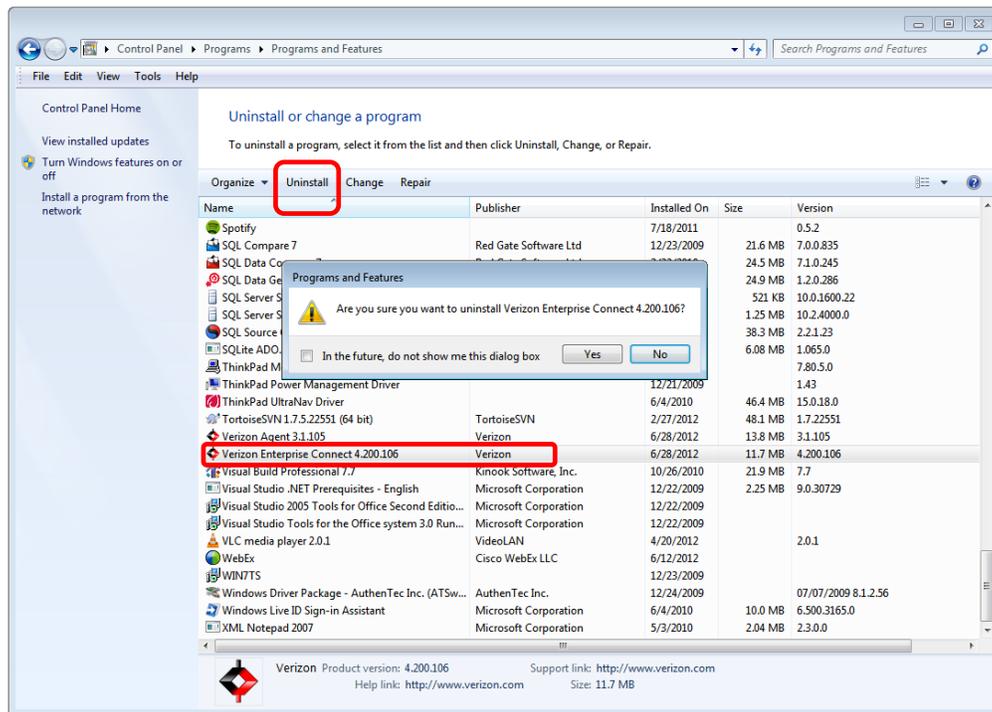


3. Restart your computer
  - a. Click **OK** to restart your machine if the window displays



- b. If the window does not display, select **Restart** from your **Start** menu
4. Return to your Control Panel and select **Add or Remove Programs**

5. Left-click to select the Verizon Enterprise Connect package and click **Uninstall** from the functions at the top of the screen. Click **Yes** in the pop-up window to uninstall.



You may receive a successful confirmation and the application is no longer installed.