



# Verizon Remote Access User Guide

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# Introduction

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This guide is intended to provide instructions on how to use the Verizon remote access solution for Commonwealth of PA, including installation and usage of necessary software components. In order to use this guide, please ensure you were provided the appropriate security access and approvals from your management. This guide is intended for the agency POC/ IT staff and for the agency VPN user.

Remote Access (RA) is a service that allows you to work from home, the field, or virtually any remote location and have permission to access all the network functionality just as if you were at the office. Remotely you may utilize any network resources, printers, databases, files, system/applications, and websites located on secure agency servers as permitted by your agency. Users typically experience network performance in a manner that is identical to being connected at the office. You are able to access this secure information via a computer, laptop, or any mobile device that is supported by Juniper Networks.

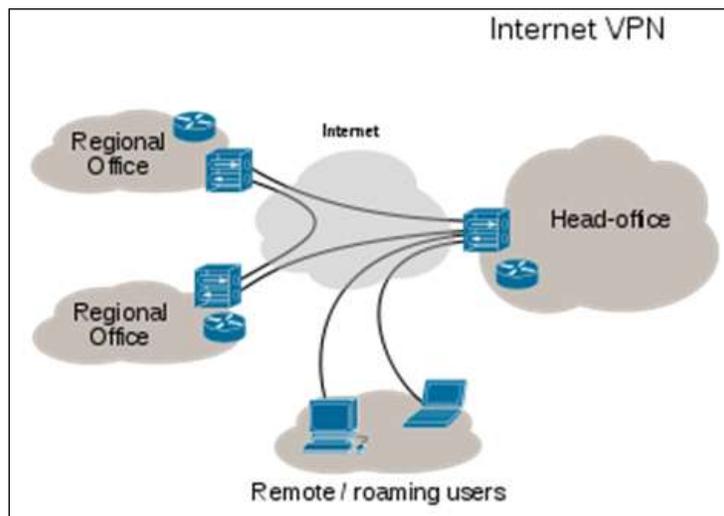
RA is also often referred to as VPN, Virtual Private Network. By using secure devices and servers, users can virtually (remotely) access all the information and data in their central organization network. VPN uses the Internet to provide this access and typically requires remote users of the network to be authenticated and use secure data encryption technologies to help prevent disclosure of private information to unauthorized parties.

VPN technology via the public Internet has replaced the need to requisition and maintain expensive dedicated leased-line telecommunication circuits once typical in Wide Area Network (WAN) installations.

The Verizon remote access solution utilizes a Juniper Networks SSL VPN for remote authentication. Users can access the VPN and achieve entry to the Commonwealth network through two methods:

- Broadband access
- Dial-up access

The diagram below provides a high-level network view.



Users will have access to one or more VPN domains on the Commonwealth of PA network including:

- CWOPA – The Commonwealth of PA network
- MUSER – Business Partners network
- ARA – Contractor network

## System Requirements

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### Microsoft® Windows® Users:

Please check your device and be sure it meets the minimum requirements below:

#### Microsoft Operating Systems

- Windows XP - Minimum SP3
- Windows Vista - 32/64 bit
- Windows 7 - 32/64 bit

#### Hardware

- 166 MHz processor or higher
- 256 MB RAM Minimum System Memory
- 100 MB hard disk with Verizon's dial, Wi-Fi directories, and Enterprise Connect installed

## Non-Microsoft® Windows® Users:

Non-Windows users authenticate with the VPN using direct web access as outlined in the sections below.

## Internet Browser Requirements:

There are no specific Internet browser requirements for the Verizon remote access solution.

## User Certificate Requirements:

All users of the Commonwealth network need to install the appropriate security certificates on their workstation as a prerequisite for VPN access, per Commonwealth of PA security policy. Additional certificates may be necessary for users of Microsoft Internet Explorer® 8. Even if you had VPN access previously, new security certificates are required.

After your VPN request is approved, you will receive an email from the agency point of contact with the appropriate link below along with the Certificate Installation instructions.

The links to access the security certificates are:

External Users: <http://www.copapki.state.pa.us>

Internal Users: <http://www.icopapki.state.pa.us>

Please note that instructions for Certificate Installation can be found in the Office of Administration “CWOPA Request a Certificate Renewal Manual,” available from the Office of Administration Enterprise Security Team.

## Firewall and Anti-Virus Requirements:

Please follow the Commonwealth of PA requirements for operating systems and anti-virus applications.

# Installation and Access for Broadband Users (Windows® and Mac)

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The Juniper Networks 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 Commonwealth of PA network.

## Automatic Installation and Configuration of Network Connect

In order to use these installation and configuration instructions, you must have administrator access to the device, a Commonwealth Certificate password, and a Commonwealth/VPN user name and password.

**NOTE:** Java must be installed and enabled for this device through the Mozilla Firefox browser, or Microsoft ActiveX® enabled for an installation through Internet Explorer. If the browser does not meet this requirement, the user receives a descriptive message at the beginning of the installation process.

1. Open an Internet browser window and navigate to **https://moose.pa.gov**
2. Enter your Commonwealth/VPN *Username* and *Password*
3. Click the **Realm** drop-down menu to select **CWOPA** (for Commonwealth of PA users) or **MUSER** (for Business Partners) or **ARA** (for Domain Users). This step provides 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. Click the check box to remember your password (optional)
- c. Click **OK**

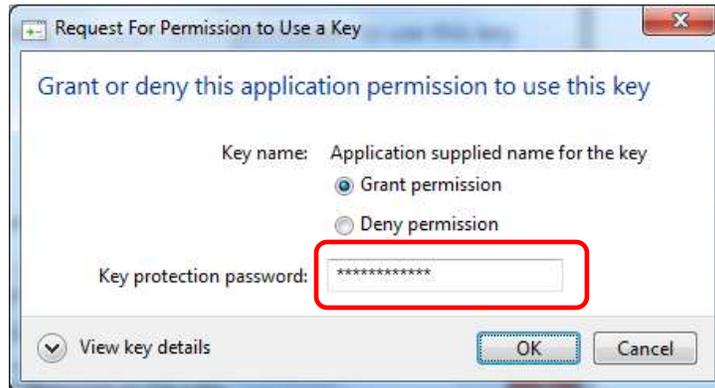


#### Windows 7

- a. Select **Grant permission**



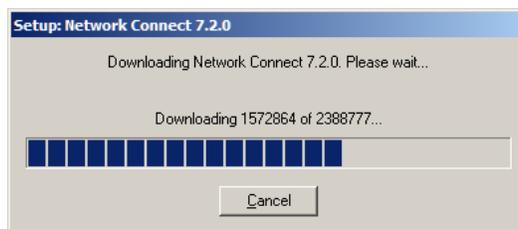
- b. Enter your Commonwealth Certificate password and click **OK**



- 6. Click **Always** in the Setup Control window

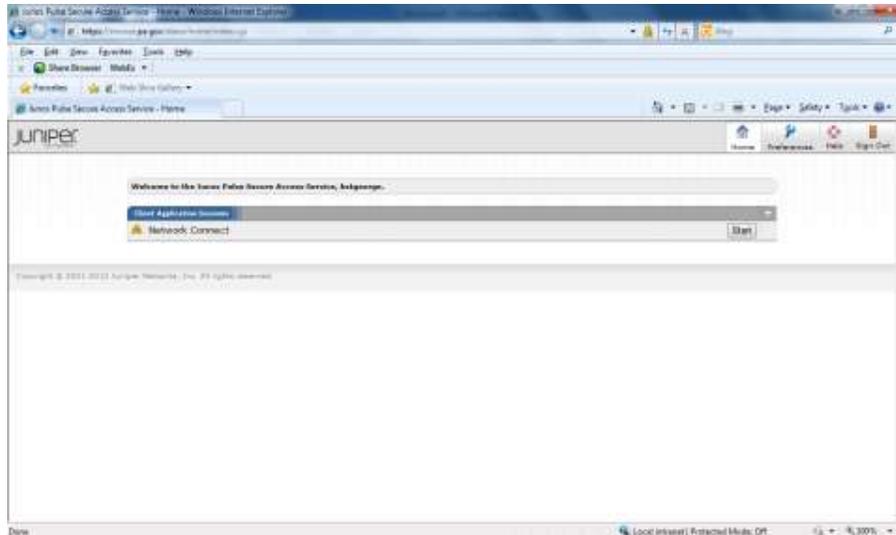


Network Connect downloads and installs.

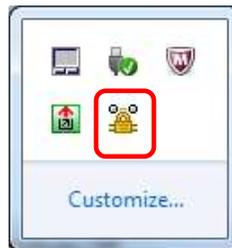


The Welcome screen displays and you may begin working.

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



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



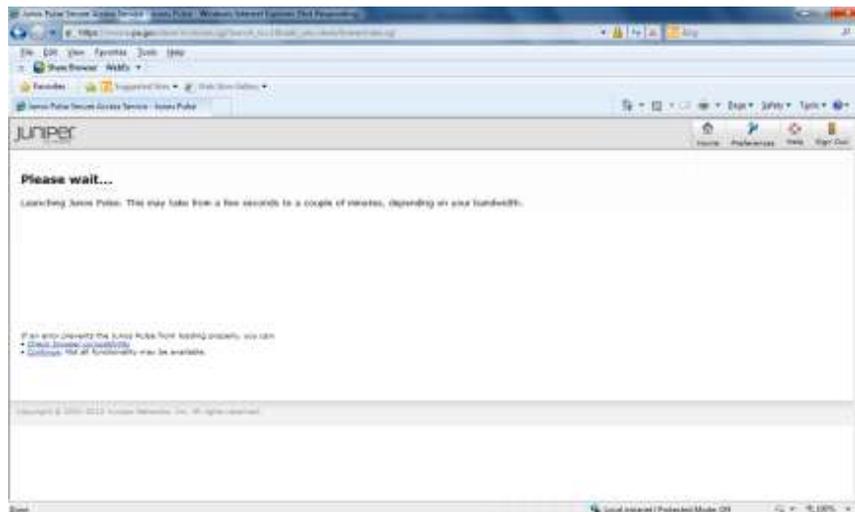
## Connecting with Juniper Networks Network Connect

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**
2. Enter your Commonwealth/VPN *Username* and *Password*
3. Click the **Realm** drop-down menu to select **CWOPA** (for Commonwealth of PA users) or **MUSER** (for Business Partners) or **ARA** (for Domain Users). 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. Click the check box to remember your password (optional)
- c. Click **OK**

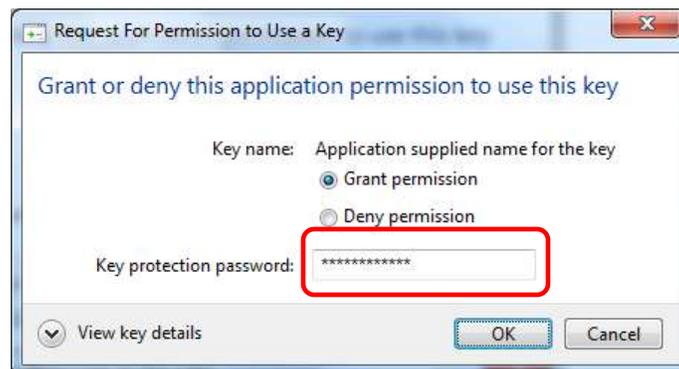


#### Windows 7:

- a. Select **Grant permission**

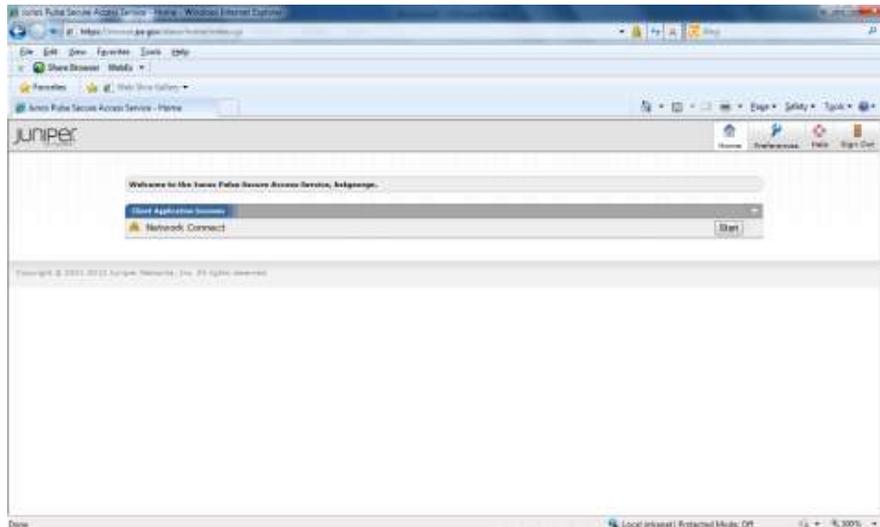


- b. Enter your Commonwealth Certificate password and click **OK**

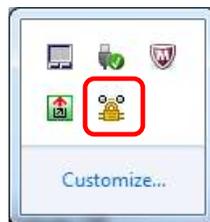


The Welcome screen displays and you may begin working.

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



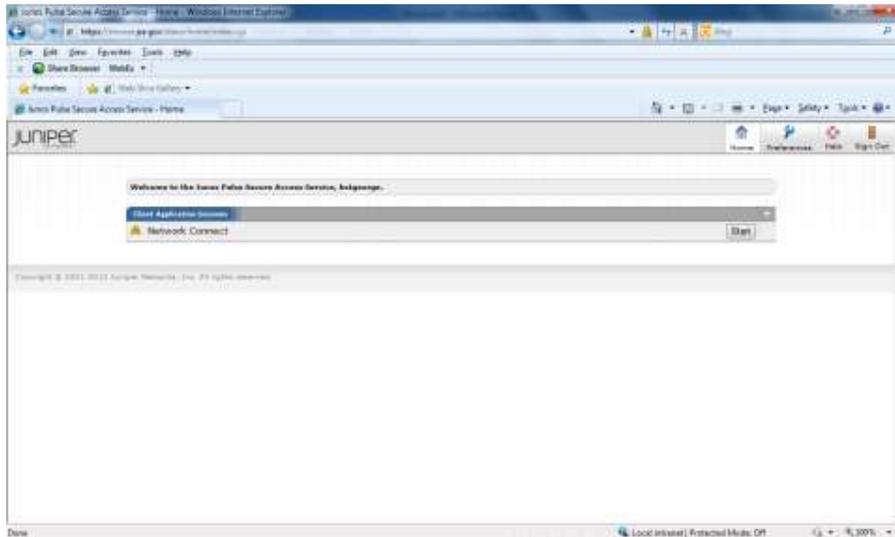
The connection is added and the Network Connect icon displays in your system tray at the bottom of your screen, indicating a secure connection.



## 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 your Moose URL (Secure SSL Access internet window)

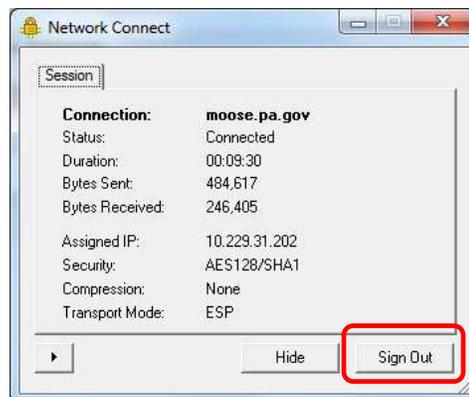
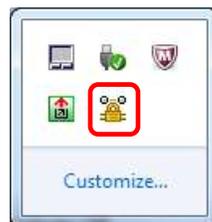


2. Click **Sign Out** in the upper right of the screen to log off your Commonwealth session



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**



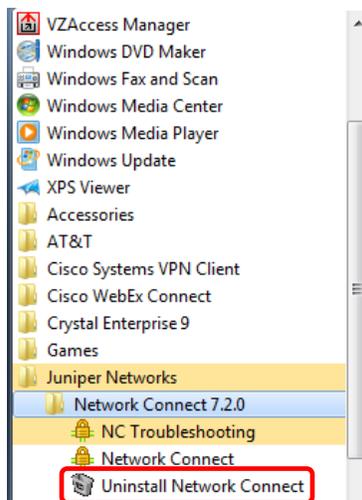
# Un-installing the Network Connect Client

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Juniper Networks Network Connect software may be un-installed at any time.

From the **Start** menu:

1. Select : **All Programs > Juniper Networks > Network Connect > Uninstall Network Connect**



**NOTE:** After clicking **Uninstall Network Connect**, the system removes the application without verification.

# 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>

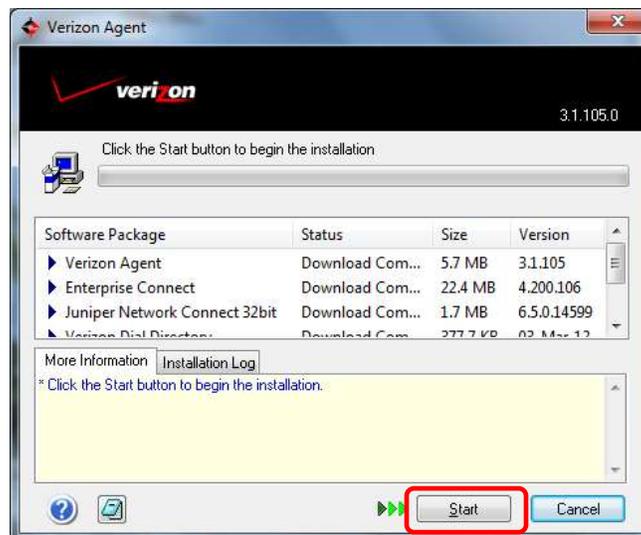
Manual installation requires administrator access on the computer. If you do not have administrator access, contact your agency point of contact (POC) for further instructions.

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.

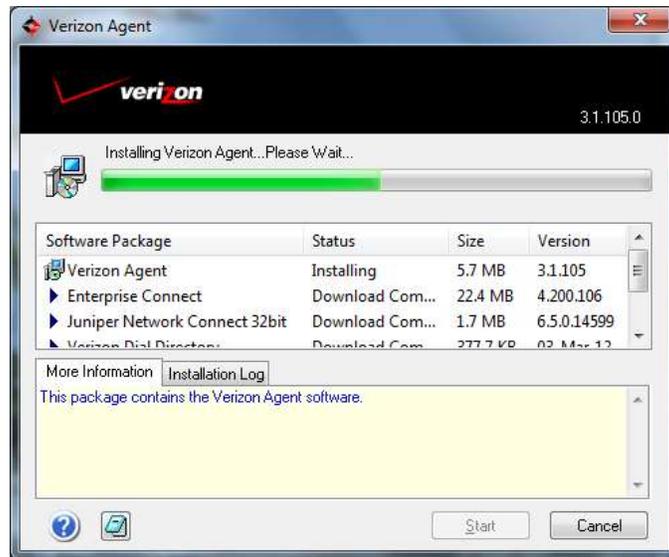
Prior to your manual installation of Enterprise Connect, a set of credentials (user ID, password) will be provided by Verizon to your POC.

## Manually Install Verizon Enterprise Connect Software from CD

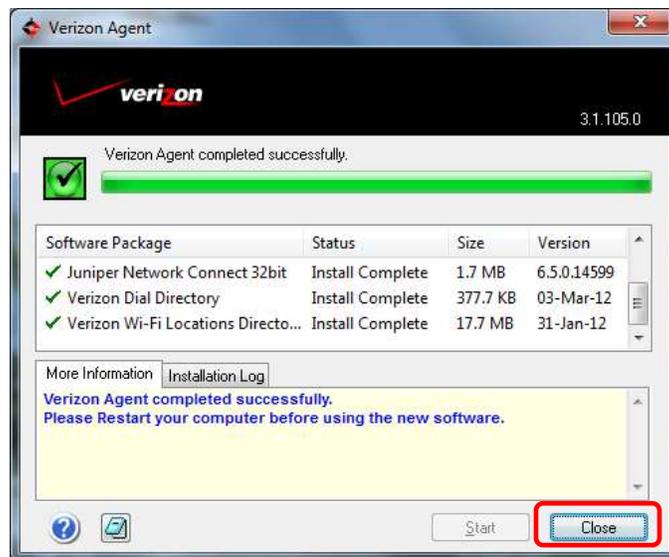
1. Browse to the CD/thumb drive that contains the executable file
2. Execute `Enterprise Connect\Setup.exe`
3. Click **Start** on the *Verizon Agent* window



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



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



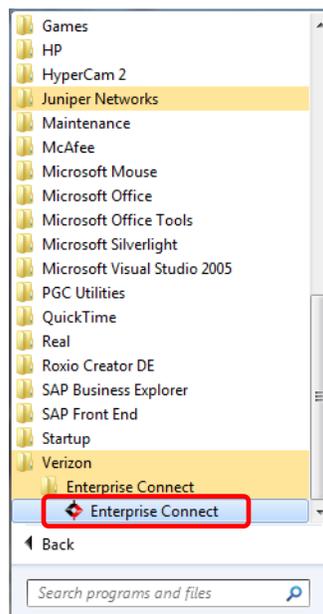
5. Click **Restart Now**



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.

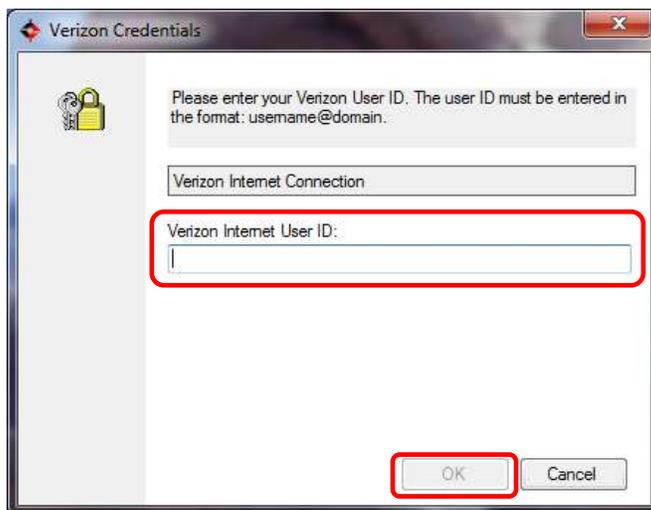
6. Click the **Start** menu: Select **All Programs > Verizon > Enterprise Connect > Enterprise Connect**



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.

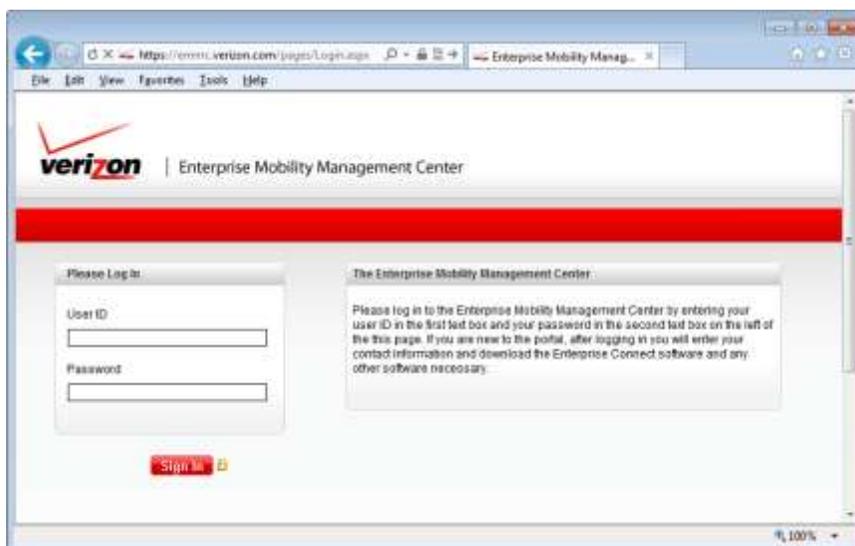
## Manually Install Verizon Enterprise Connect from Enterprise Mobility Management Center (EMMC) Website

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

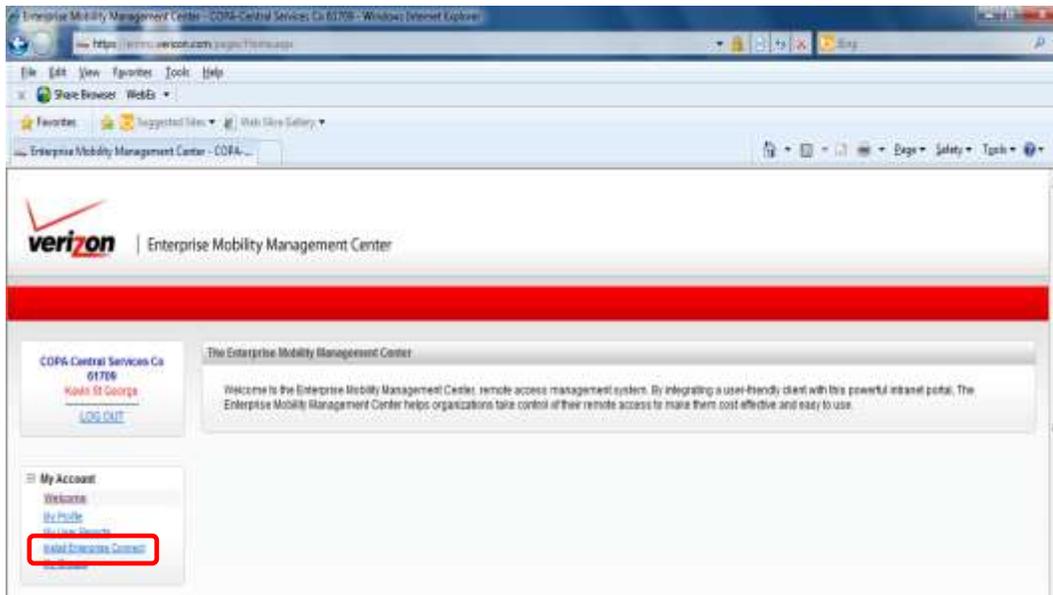
To manually install the Enterprise Connect Agent and Client via the EMMC website, follow the instructions below.

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**

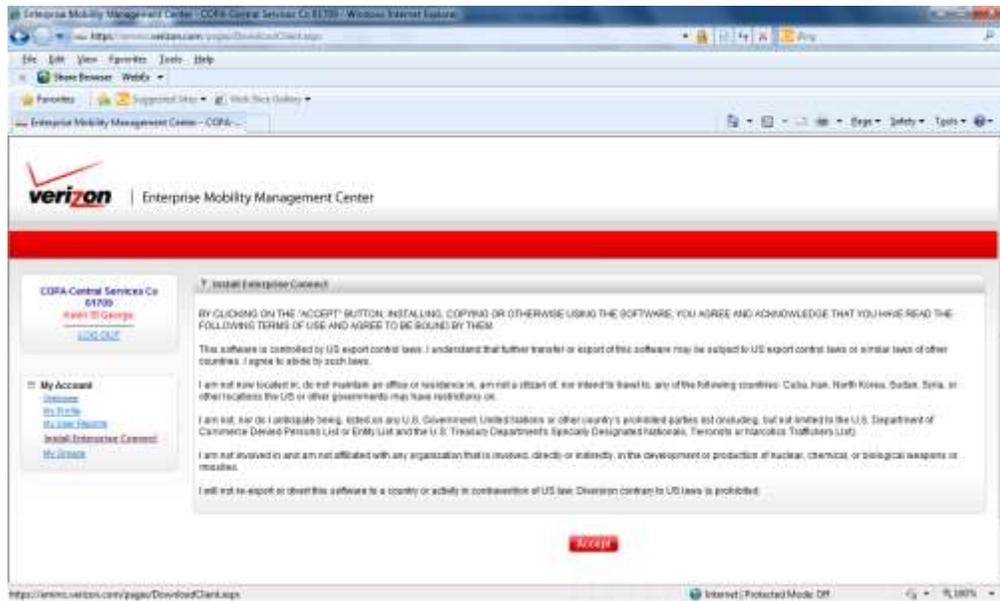


After a successful login, the EMMC Welcome Screen displays in a new browser window.

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

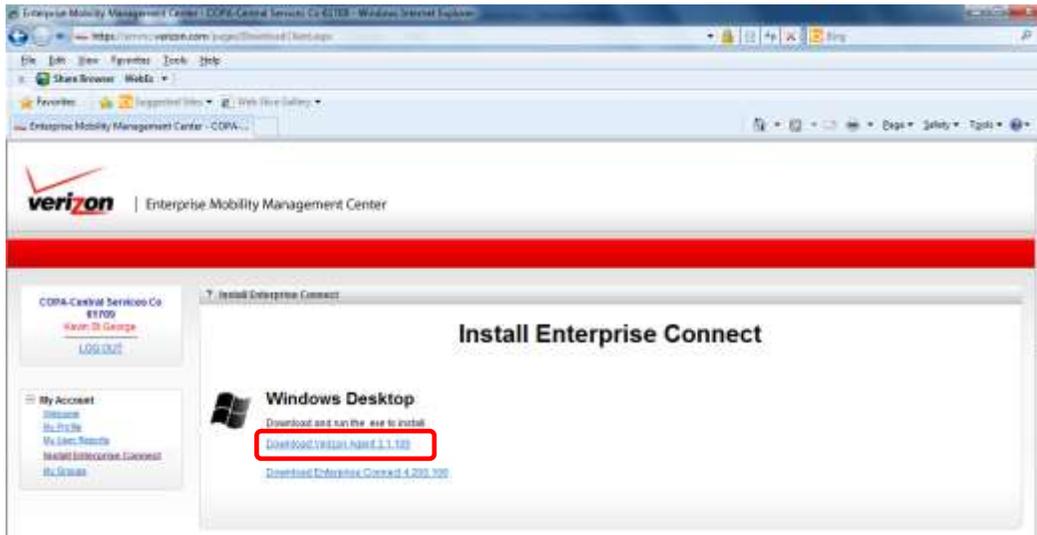


5. Click **Accept** to acknowledge the terms of the Export Licensing Agreement

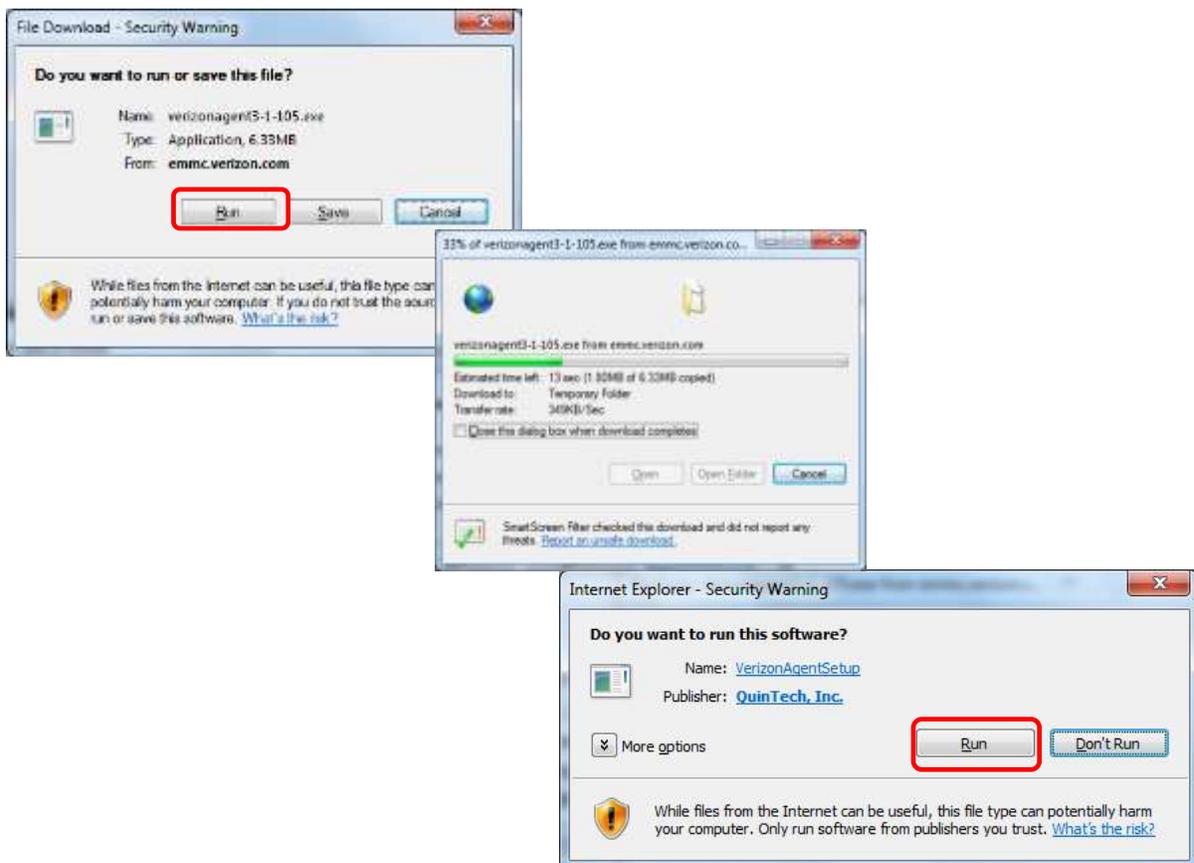


Users with administrator rights need to manually download both the Enterprise Connect and Verizon Agent packages. The manual download instructions follow.

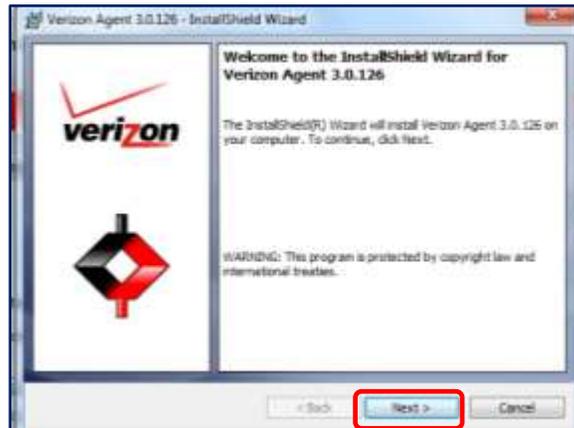
6. Click the **Download Verizon Agent** link to manually initiate the installation



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.



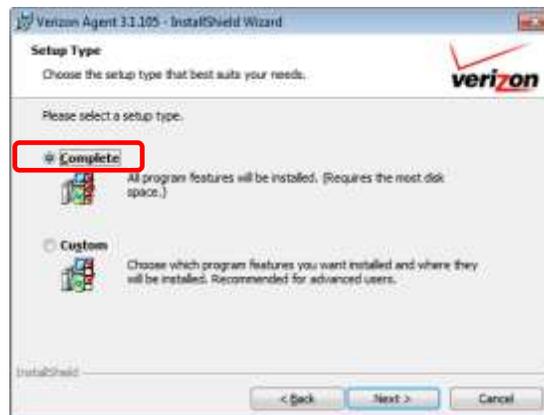
- Click **Next** in the InstallShield Wizard pop-up window



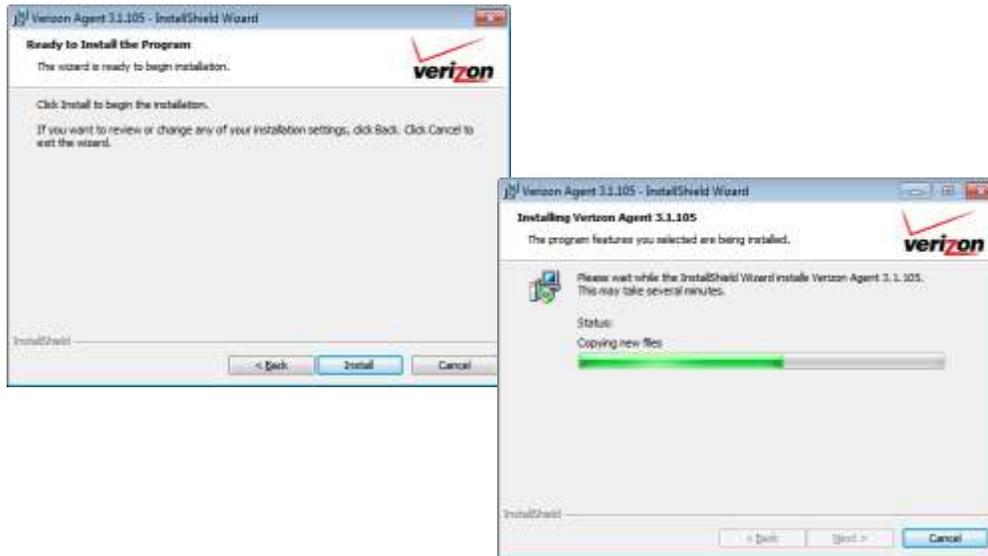
- Read the License Agreement and click **I accept the terms in the license agreement** then click **Next** to continue
  - Click **Print** if you want a hard copy of the License Agreement



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



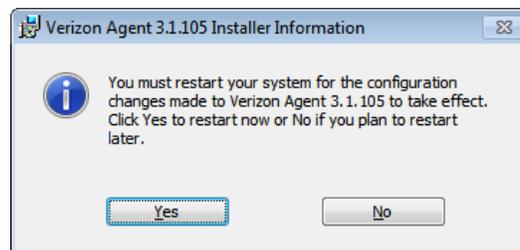
11. Click **Install** to begin the installation of the Verizon Agent. The Verizon Agent installs.



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

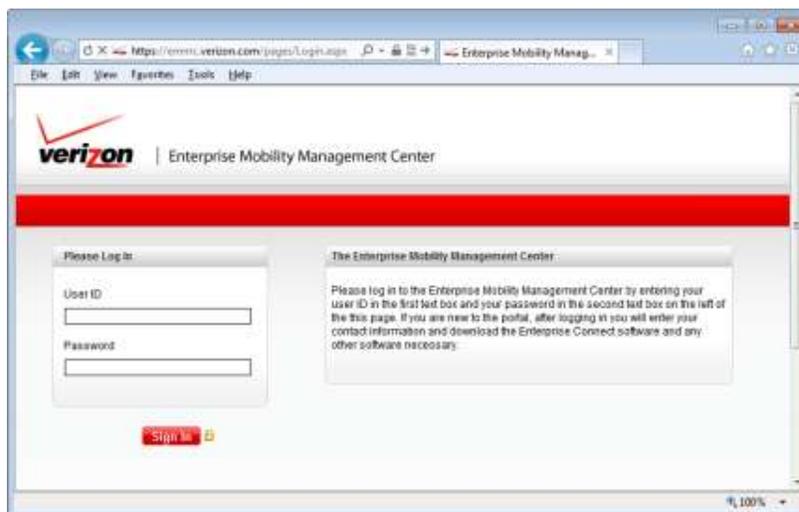


13. Click **Yes** to restart your computer if you receive this prompt



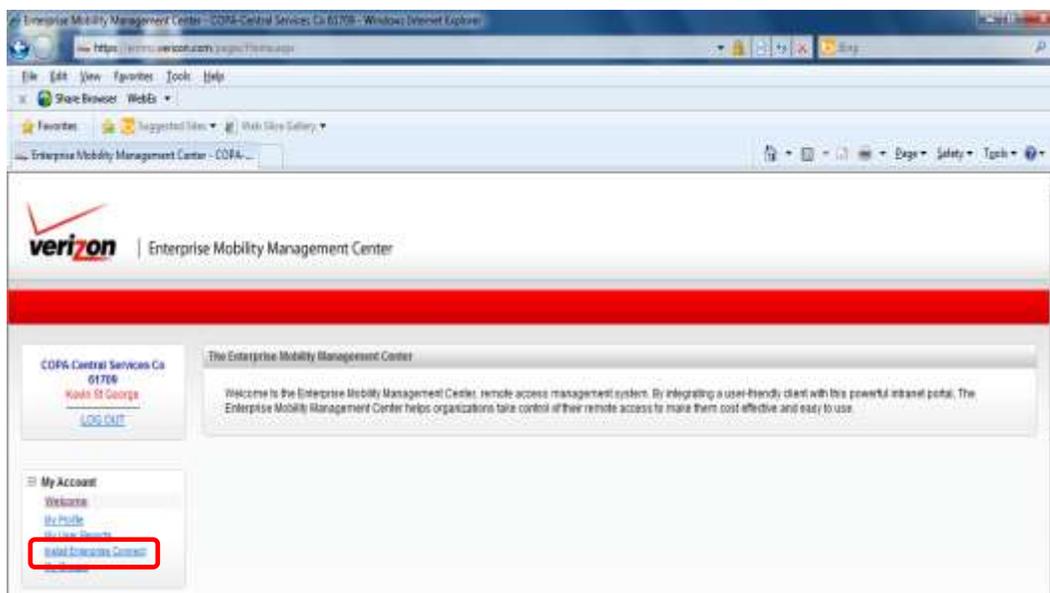
## Manually Install the Verizon Enterprise Connect package

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**

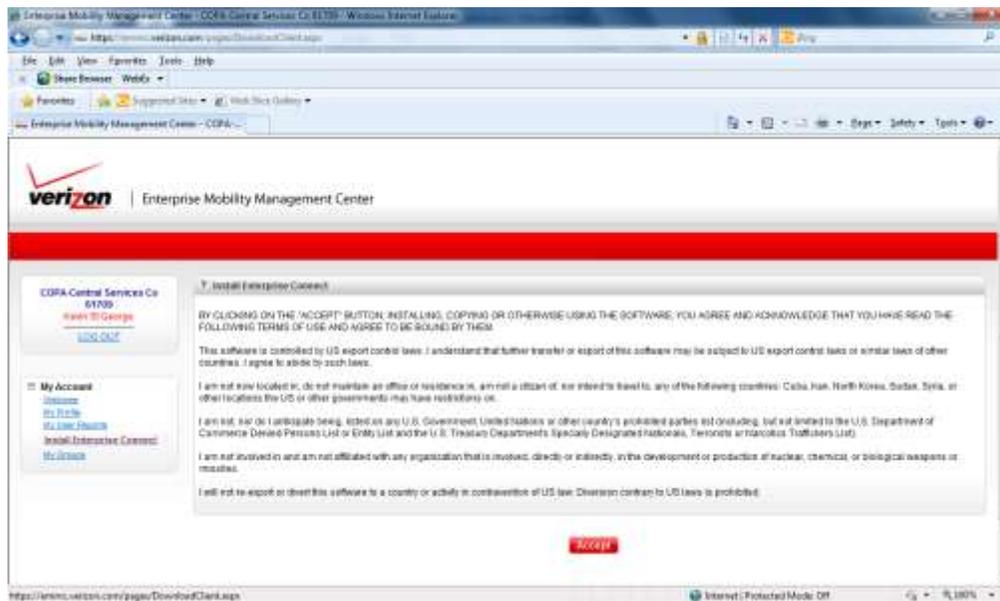


After a successful login, the EMMC Welcome Screen displays in a new browser window.

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

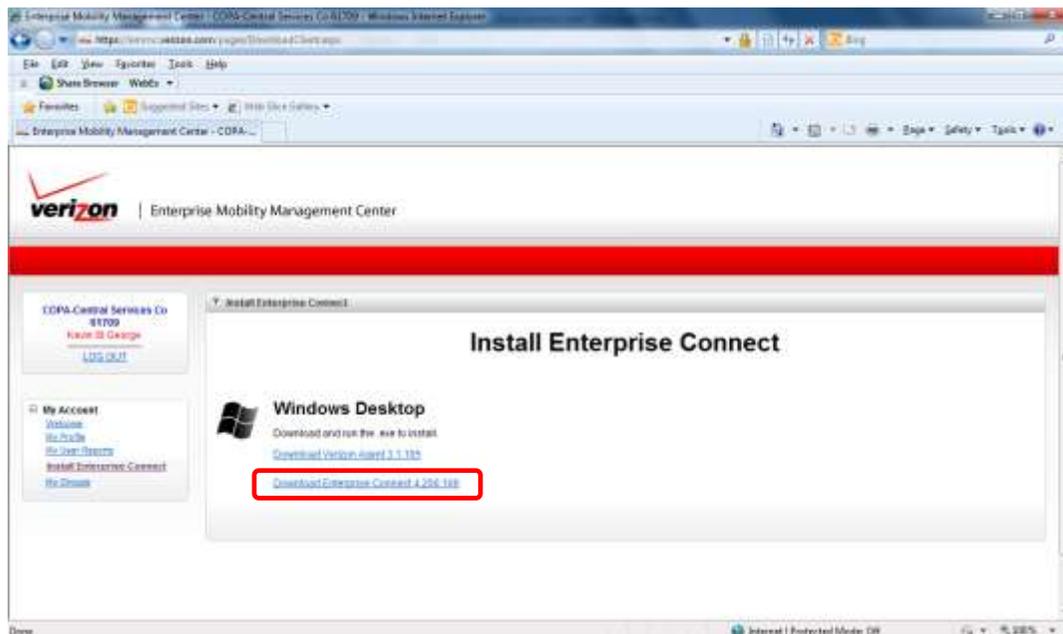


5. Read the terms and click **Accept** to acknowledge the terms of the Export Licensing Agreement

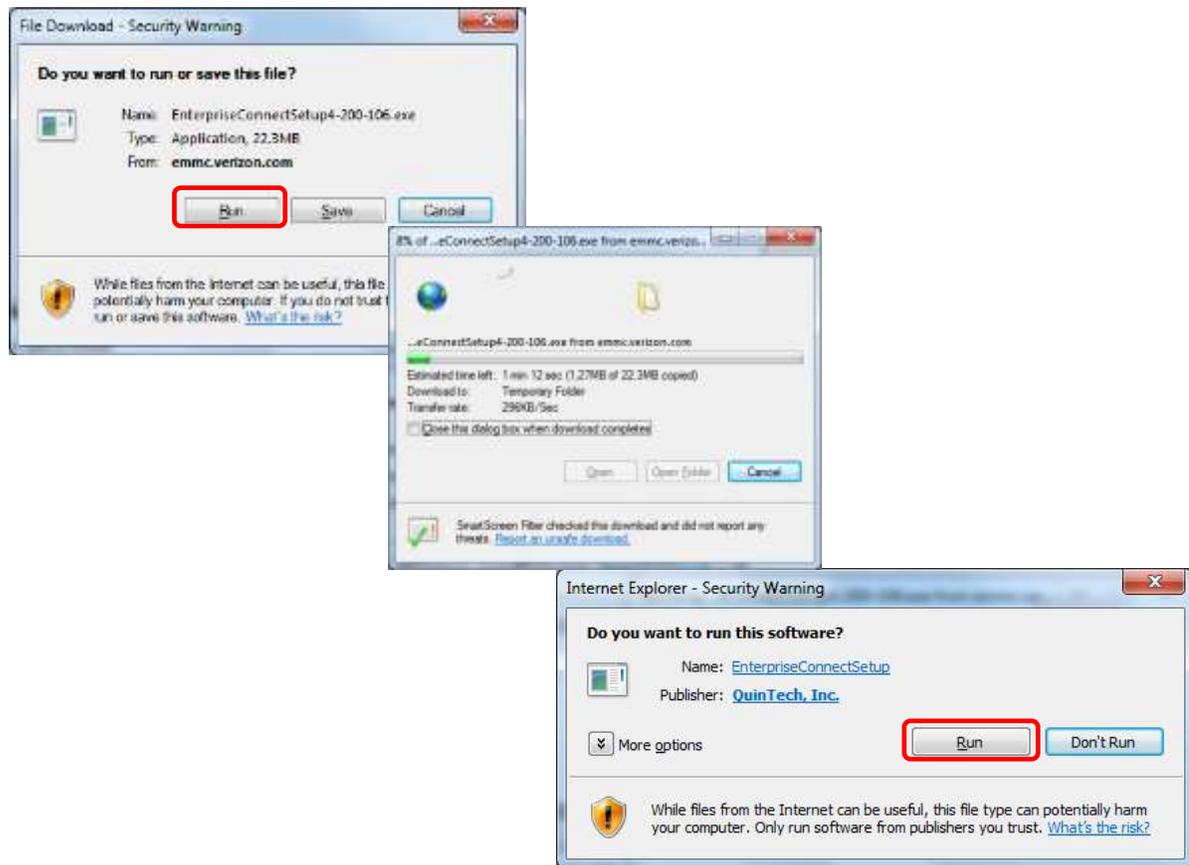


Users with administrator rights need to manually download the both the Enterprise Connect and Verizon Agent packages. The manual download instructions follow.

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



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.



The download begins.



The Enterprise Connect client prepares for installation.

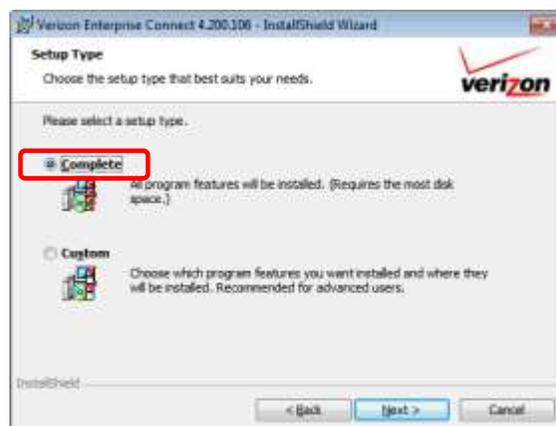
8. Click **Next** in the InstallShield Wizard pop-up window



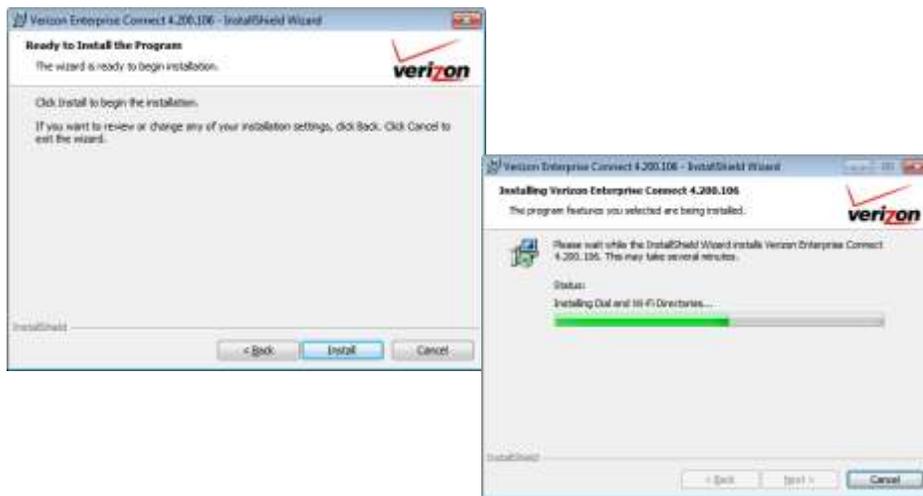
9. Read the License Agreement and click **I accept the terms in the license agreement** then click **Next** to continue
- Click **Print** if you want a hard copy of the License Agreement



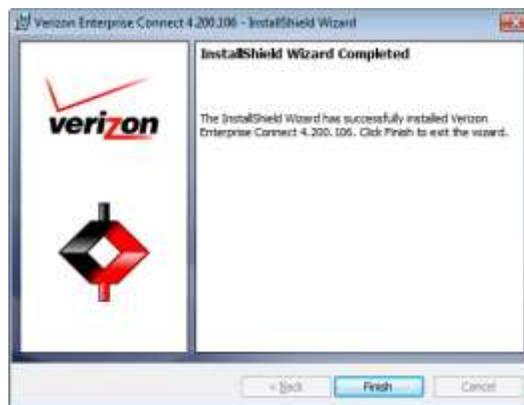
10. Select **Complete** for the setup type and click **Next** to continue



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

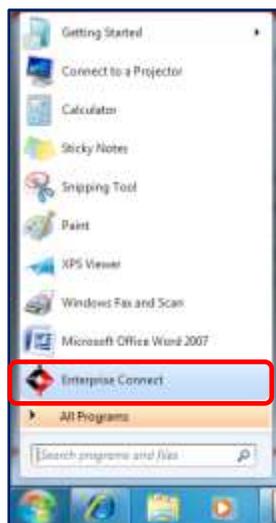


12. Click **Finish**

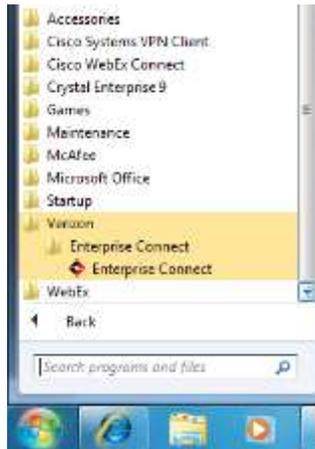


The Enterprise Connect client is installed on your device.

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.

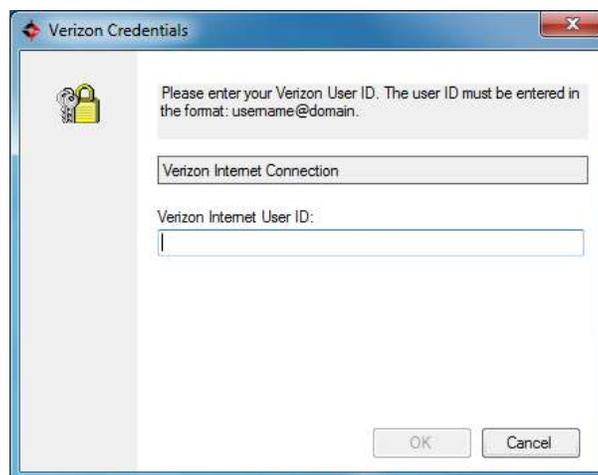


13. Click your **Enterprise Connect** program to launch the Enterprise Connect client



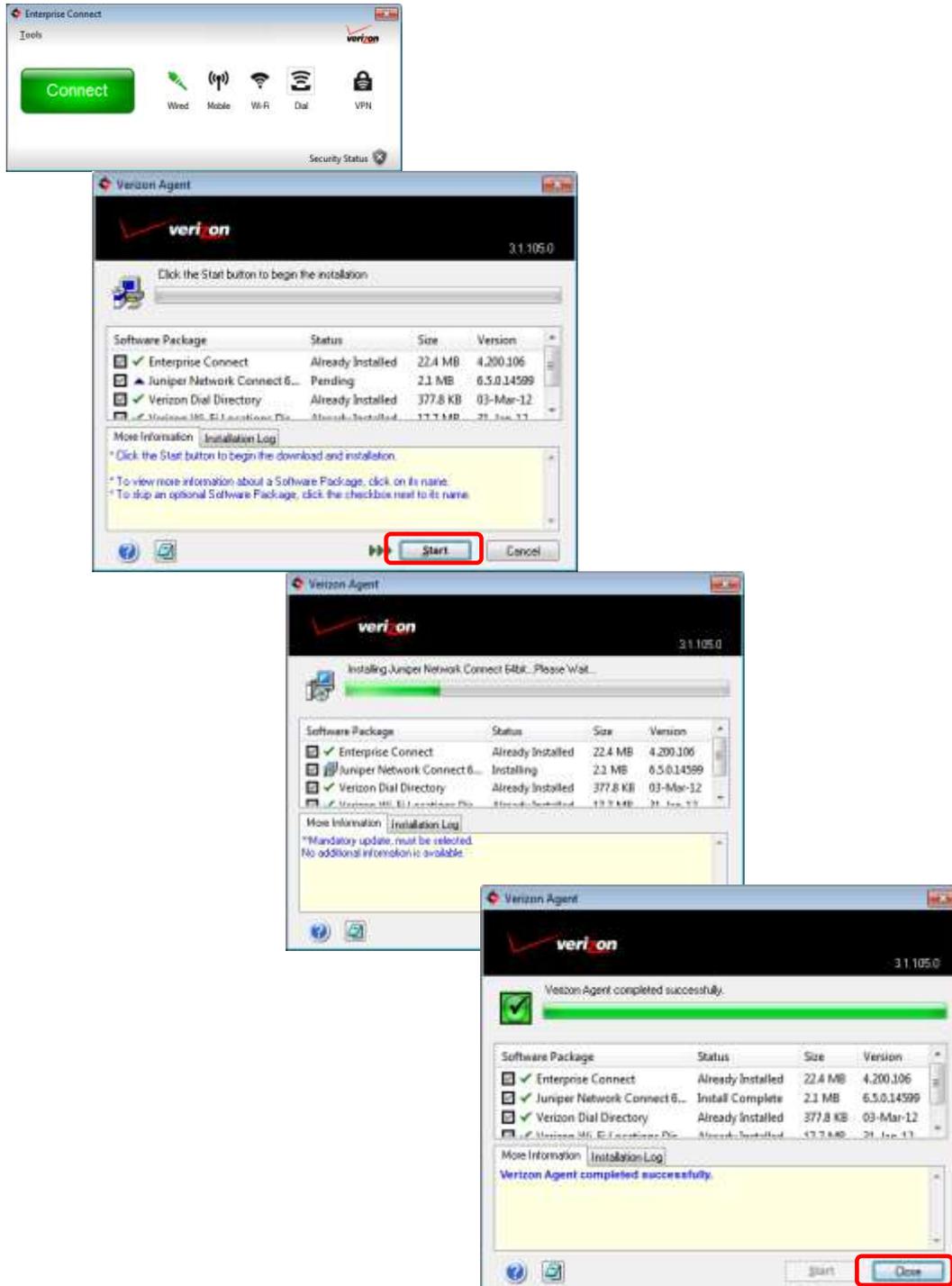
14. Enter your credentials the first time you are accessing Enterprise Connect on this device. Your user ID is provided by your agency POC.

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



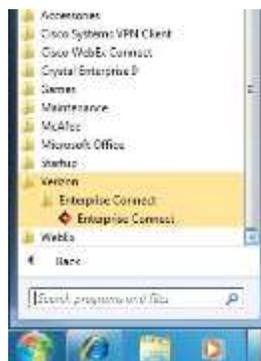
## Configuring the Enterprise Connect Client for Dial-up Windows Users

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

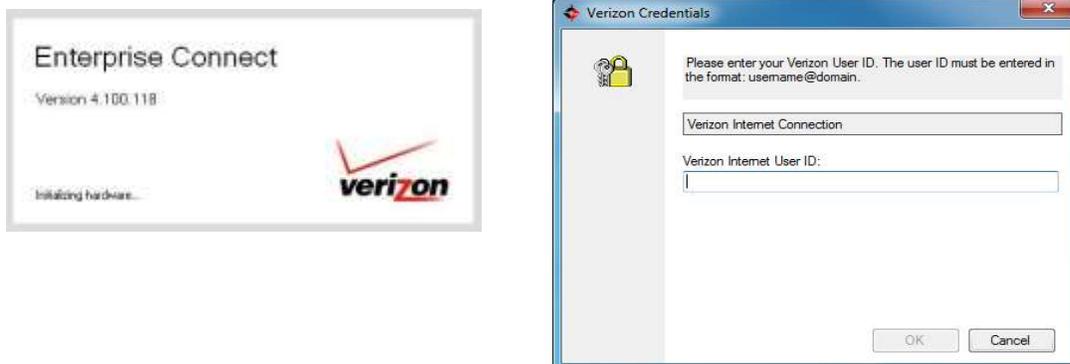
After you received the Enterprise Connect client download from your agency or followed the steps to manually install, you are ready to configure the VPN client.

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

The screenshot shows the 'Select Dial Phone Number' window. On the left, there are search filters: Country (United States), Region (Nationwide), City (All), Free Form Search (empty), Area Code and Exchange (empty), and Connection Type (Dial Modem). A red box highlights the Country, Region, and City dropdown menus. On the right, a table displays search results for Alabama. The table has columns for Name, State/Region, City, Venue, Type, and Address. The results list various phone numbers and their corresponding locations in Alabama.

Name	State/Region	City	Venue	Type	Address
(800) 5343313	Nationwide	All			
(800) 8984425	Nationwide	All			
(800) 331716E	Nationwide	All			
(888) 4343197	Nationwide	All			
(888) 1561986	Nationwide	All			
(205) 4198140	Alabama	Neboater			
(256) 4554141	Alabama	Aberville			
(256) 4144126	Alabama	Alexander City			
(256) 4056647	Alabama	Anniston			
(256) 2389380	Alabama	Anniston			
(256) 2782468	Alabama	Athens			
(256) 2333081	Alabama	Athens			
(256) 3052134	Alabama	Attala			
(334) 2460345	Alabama	Auburn			
(334) 5021353	Alabama	Auburn			
(251) 2024122	Alabama	Bay Minette			
(251) 5801800	Alabama	Bay Minette			
(251) 2074001	Alabama	Belle Fontaine			
(205) 2670108	Alabama	Beasaver			
(205) 4531837	Alabama	Birmingham			
(205) 2549001	Alabama	Birmingham			

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

The screenshot shows the 'Select Dial Phone Number' window after a search for 'Harrison'. The search filters are: Country (United States), Region (Nationwide), City (All), Free Form Search (Harrison), Area Code and Exchange (empty), and Connection Type (Dial Modem). The search results table shows 76 results found, with the first few rows highlighted in blue. The 'Select Number' button at the bottom is also highlighted with a red box.

Name	State/Region	City	Venue	Type	Address
(870) 7410629	Arkansas	Harrison			
(302) 5660038	Delaware	Harrington			
(208) 2144615	Idaho	Harrison			
(208) 6899151	Idaho	Harrison			
(618) 7154115	Illinois	Hartsburg			
(812) 2204209	Indiana	West Harrison			
(231) 3891113	Michigan	Harietta			
(603) 8274229	New Hampshire	Harrisville			
(614) 3440105	Ohio	Hartsburg			
(513) 7154465	Ohio	Harrison			
(717) 3035573	Pennsylvania	Hartsburg			
(717) 5454809	Pennsylvania	Hartsburg			
(717) 2322025	Pennsylvania	Hartsburg			
(865) 2857112	Tennessee	Harrison			
(540) 9082028	Virginia	Harrisonburg			
(540) 4320816	Virginia	Harrisonburg			

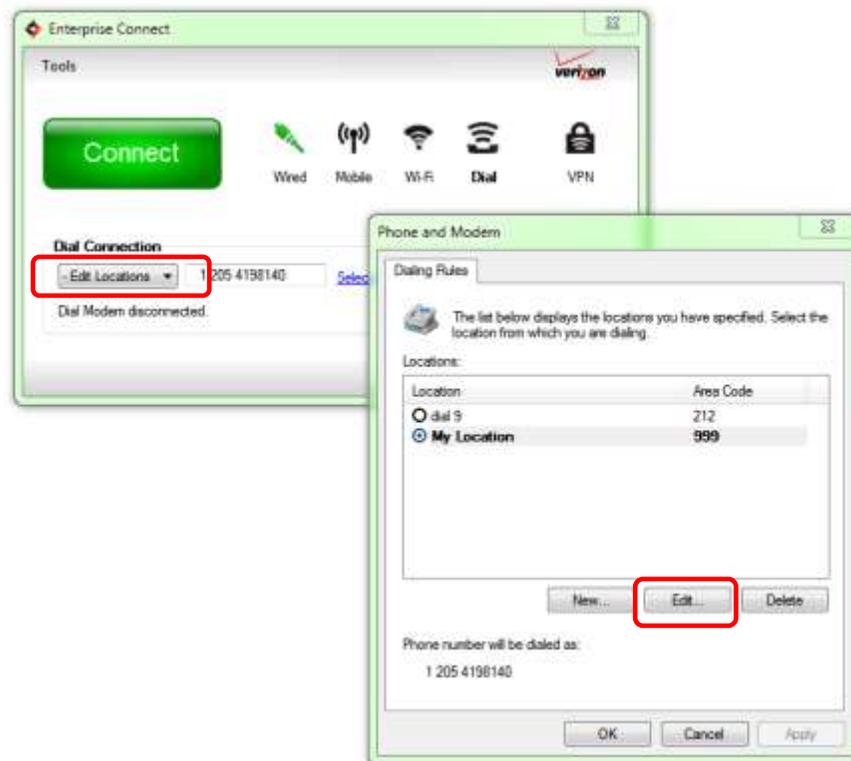
This populates the initial Enterprise Connect dial-in field.



## 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

New Location

General Area Code Rules Calling Card

Location name: [ ]

Specify the location from which you will be dialing.

Country/region: United States

Area code: [ ]

Dialing rules

When dialing from this location, use the following rules:

To access an outside line for local calls, dial: [ ]

To access an outside line for long-distance calls, dial: [ ]

Use this carrier code to make long-distance calls: [ ]

Use this carrier code to make international calls: [ ]

To disable call waiting, dial: [ ]

Dial using:  Tone  Pulse

Phone number will be dialed as:  
1 205 4198140

OK Cancel Apply

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

Enterprise Connect

Tools

Connect

Wired Mobile Wi-Fi Dial VPN

Dial Connection

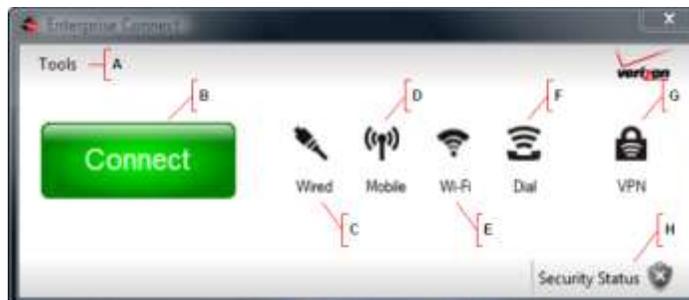
dial 5 1 205 4198140 Select Number Connect

Dial Modem disconnected

Security Status

# 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

- **Green**



Machine passed security checks

- **Gray**



Machine was not tested against security policies

## Connecting with Verizon Enterprise Connect

Enterprise Connect is designed for a one-click connection whenever possible. In most cases, Enterprise Connect launches when you log in to your system. Enterprise Connect is programmed to automatically connect to the Internet. If Enterprise Connect does not automatically connect, you can click **Connect** or select the connection type to initiate the connect process.

1. Click **Connect** after your dial number is populated



**NOTE:** The dial connection number can also be manually completed by clicking in the dial number text box and typing the phone number.

Clicking **Connect** initiates your dial connection. Wait for the modem tones and connection to complete. The *Connected* message displays.



2. Open an Internet browser and navigate to : <https://moose.pa.gov>

The Commonwealth of PA Secure Access SSL VPN internet page opens.

3. Enter your Commonwealth/VPN *Username* and *Password*
4. Click the **Realm** drop-down menu to select **CWOPA** (for Commonwealth of PA users) or **MUSER** (for Business Partners) or **ARA** (for Domain Users). This step provides the correct access to your agency servers.



5. Click **Sign-in**



6. 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. Click the check box to remember your password (optional)
- c. Click **OK**



Windows 7:

- a. Select **Grant permission**



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

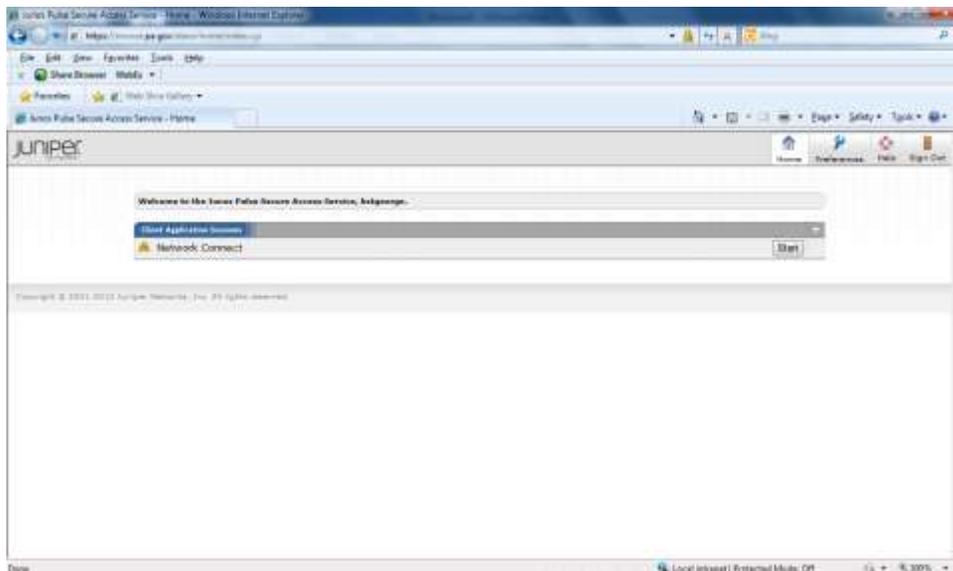


Following successful authentication, the Network Connect agent completes the login to the Commonwealth network.



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.



After connection is completed, the Enterprise Connect client continues to display on your desktop.

If you want to minimize the Enterprise Connect client, click the **X** in the upper right of the window.



The icon displays on your active system tray on the bottom right of your desktop.



## Disconnecting the VPN Session

Prior to shutting down your device, it is important to sign off of the VPN service.

1. Close all Internet browser windows to ensure you logoff of the Secure Access SSL VPN
2. Click **Disconnect** on the Enterprise Connect client



The client refreshes and is ready for connection again.

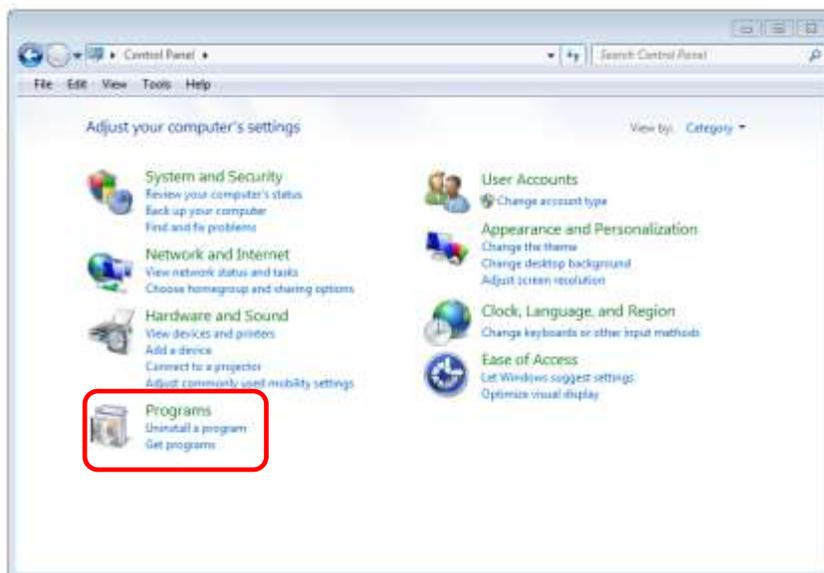
# Un-installing the Enterprise Connect Client

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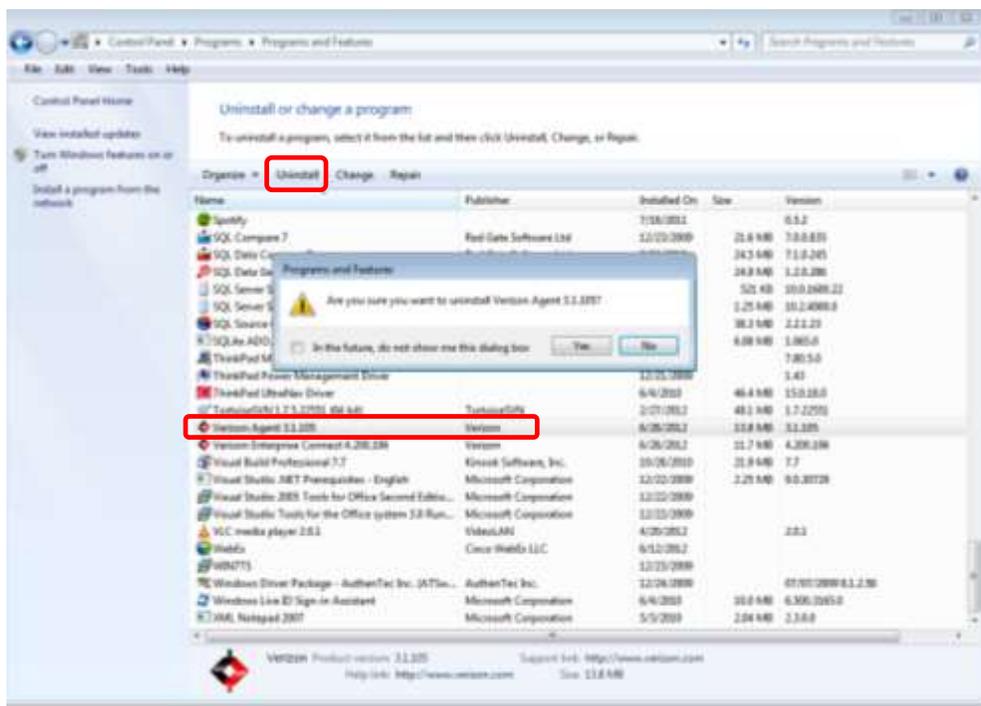
Verizon Enterprise Connect software may be un-installed at any time. These packages may be re-installed using the installation procedures described in previous sections of this document.

To remove the Verizon Enterprise Connect packages:

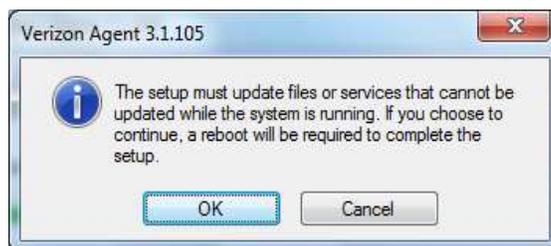
1. Locate the Control Panel for your device and select **Uninstall a Program**



- 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.

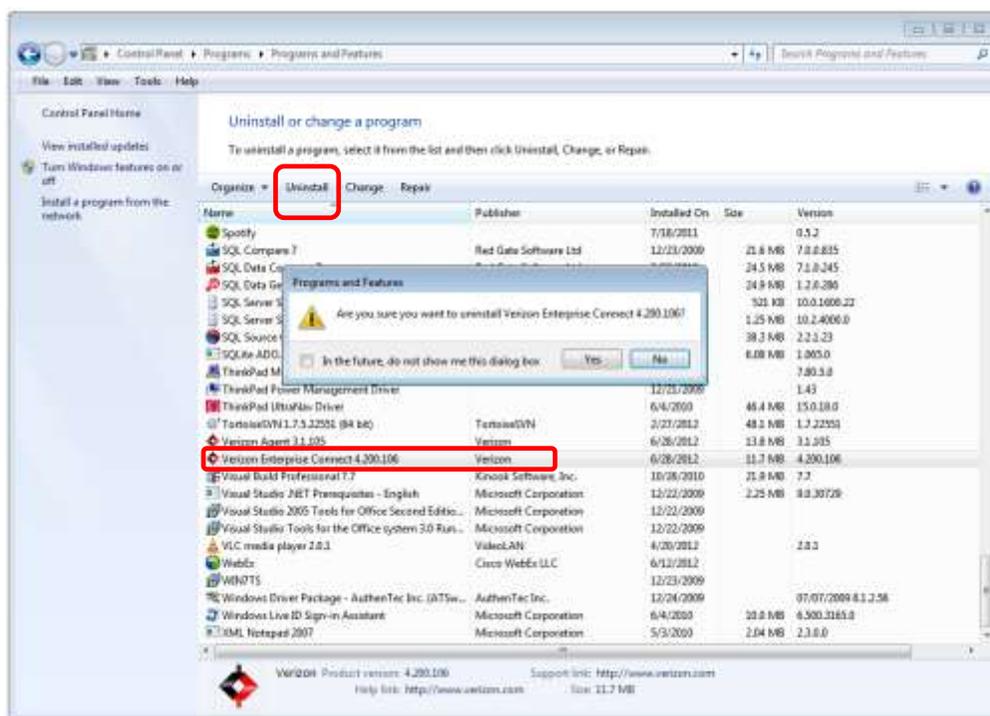


- Restart your computer
  - Click **OK** to restart your machine if the window displays



- If the window does not display, select **Restart** from your **Start** menu
- 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.

## Installation and Access for Dial-up Non-Windows Users

Commonwealth employees who use an Apple Mac or any other operating systems other than Microsoft Windows cannot access the Commonwealth VPN secure locations at this time. Please address your concerns to your agency POC for resolution.

# VPN Help and Management Tools

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## Assistance with Using Your VPN

Please use your agency guidelines and contacts to receive help with installing and using your VPN access.

## Verizon Enterprise Connect Connection Icons

The Enterprise Connect interface has 5 Connectivity symbols.

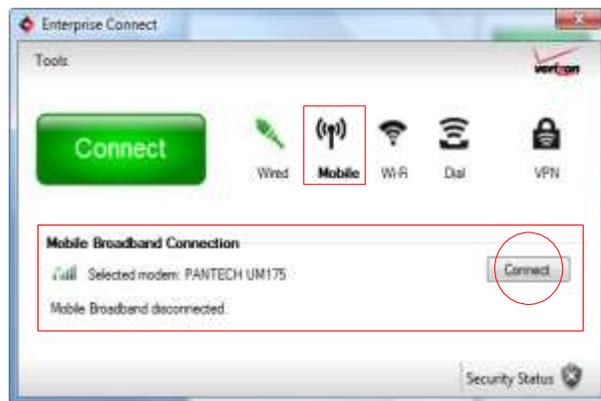
### Wired

A wired connection refers to a connection using Ethernet cables and network adapters. Press the **Wired** icon to show options.



### Mobile

A mobile broadband connection refers to high-speed wireless Internet connections through a portable modem, telephone or other device. These devices and services are designed to be used from arbitrary locations. Press the **Mobile** icon to show options. Press **Connect** to activate your mobile device.



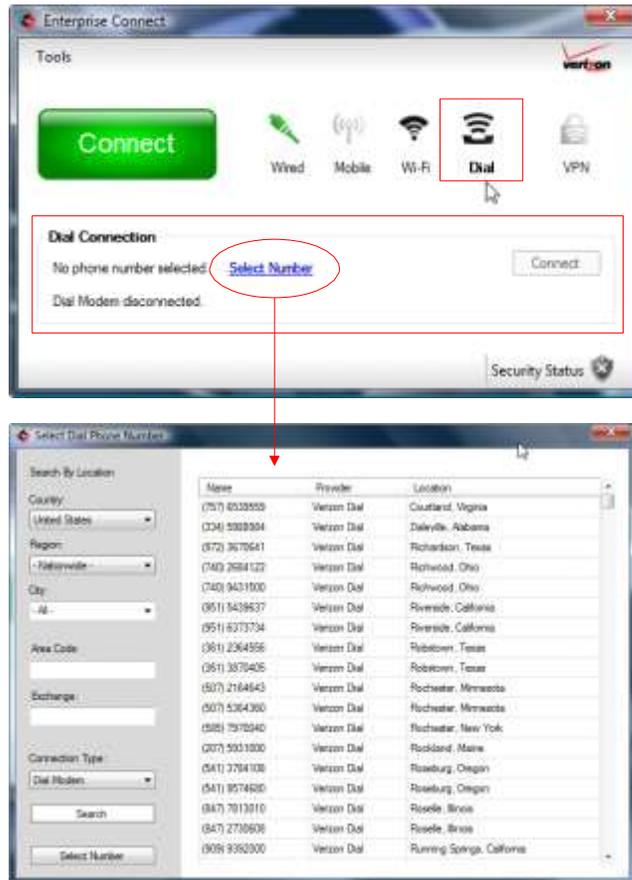
**Wi-Fi** 

Wi-Fi (wireless fidelity; also referred to as WLAN or wireless local area network) refers to a connection that uses radio waves to provide wireless high-speed Internet and network connections. Devices that are Wi-Fi capable can access the Internet without wires in Wi-Fi hotspots. These hotspots are certain locations (usually hotels, or restaurants or airports), where a router is installed. Click **Wi-Fi** to view the list of available Wi-Fi hotspots.



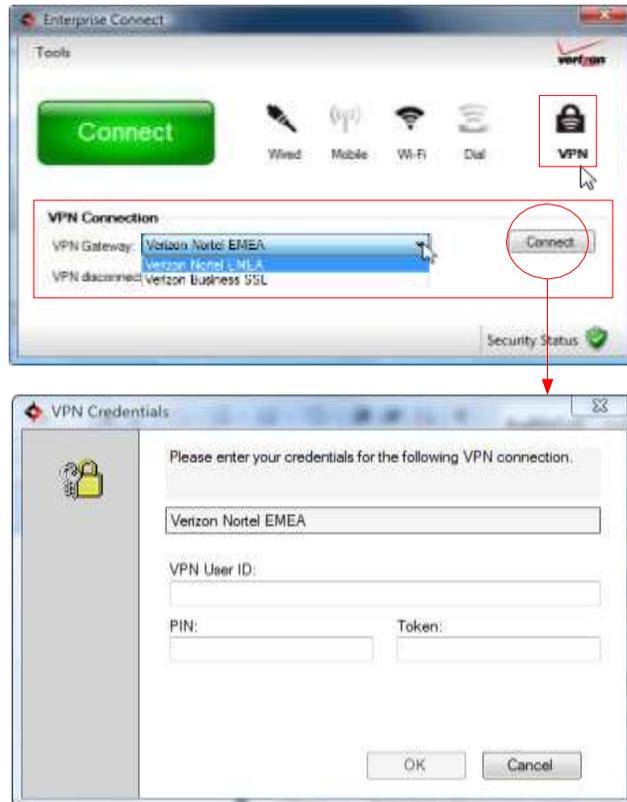
## Dial

Dial connection refers to the Internet access that uses a public switched telephone network (PSTN) to establish a dialed connection to an Internet service provider (ISP) via telephone lines. Click **Dial** to view search options.



## VPN

A Virtual Private Network (VPN) connection refers to a network that provides secure access for remote users or offices to a company or organization's network. Click **VPN** to view the options.



## Verizon Enterprise Connect Menu Choices - Tools

Enterprise Connect gives you a choice of the following menu items:

**Directory Search:** Search by location or connection type.

**Settings:** View your computer devices, previous Wi-Fi network, and Options for auto launch.

**Verizon User ID:** Window to enter your Verizon user ID and password.

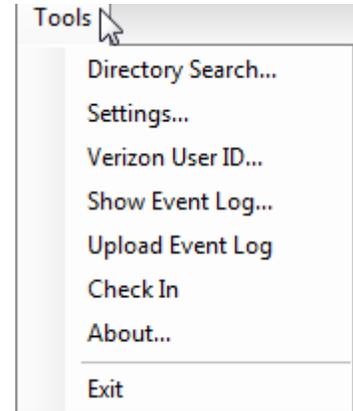
**Show Event Log:** Allows you to view the event log of current activity.

**Upload Event Log:** Upload your event log to your administrator.

**Check In:** Receive Enterprise Connect updates.

**About**

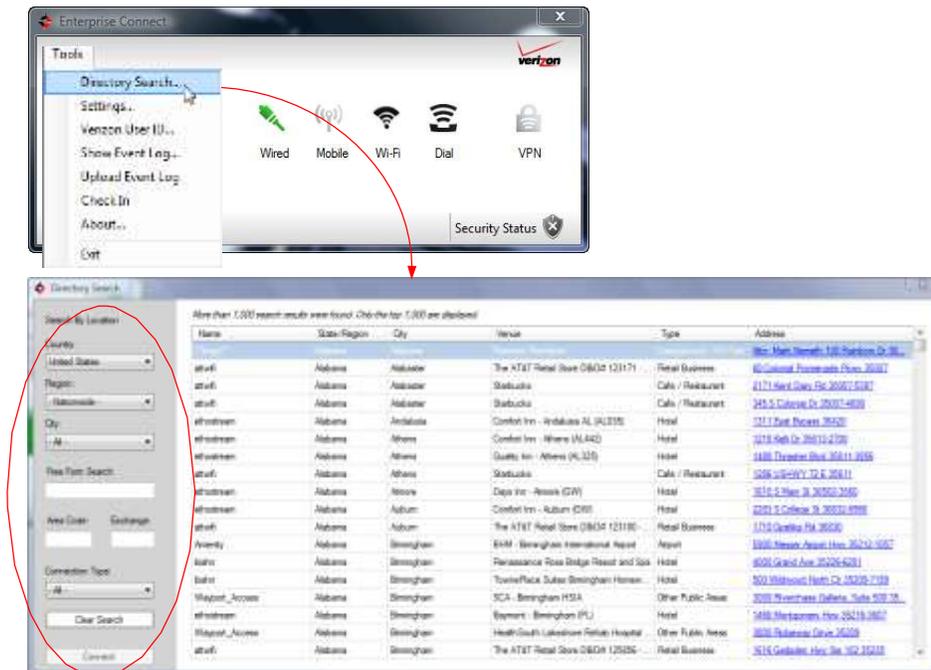
**Exit**



The following sections briefly describe the menu choices listed under Tools.

### Directory Search

After you selected **Directory Search**, the window below displays. From this window, you can find a connection type based on a variety of options. In the left frame of the *Directory Search* window, you will find search options by location; you can do a free form search, or search by connection type.



**Search by Location:** Clicking the drop-down arrow in either the country, region, or city field, allows you to scroll to the available choices in those fields. To search by location, click the drop-down arrow and scroll to specify the country, region, or city where you want to find a point of presence

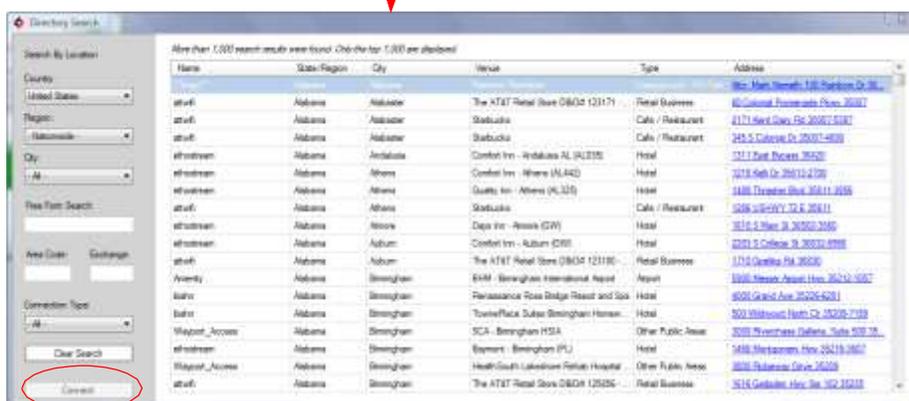
**Free Form Search:** If you are trying to search for a word, a string of characters, or a certain number (area code or full listing), you can use the free form box. Search by phone number, you can narrow your search by entering a specific area code or exchange.

**Search by Type:** You can further filter your search by selecting the **Connection Type** to search.

**Location Type:** You can further filter your search by selecting the type of **Location** to search.

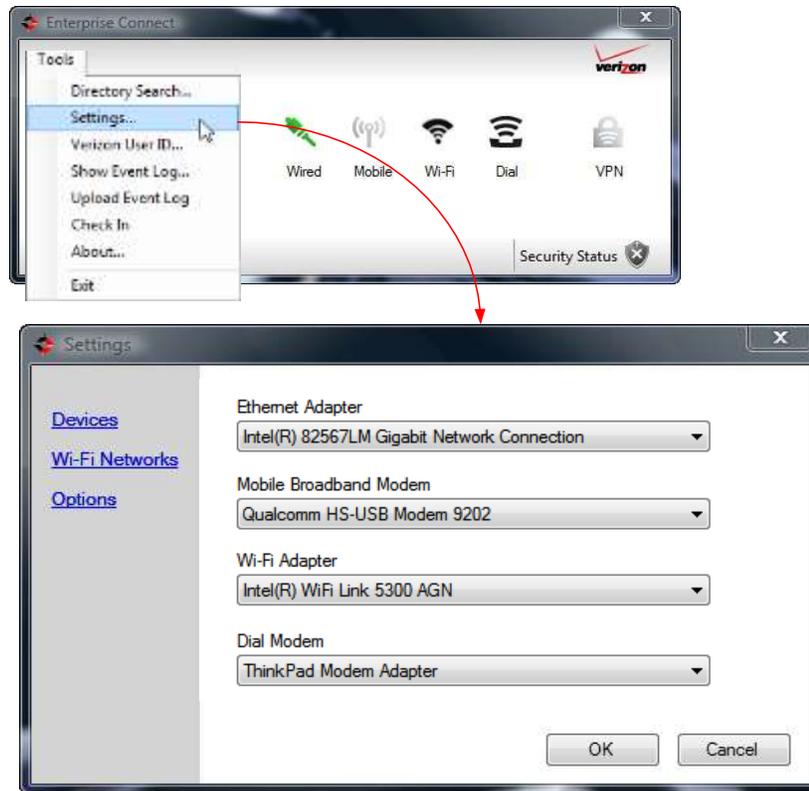
After you defined your search parameters, click **Search** to find available connection methods based on the criteria you specified. All the search results appear in the right frame. In the right frame, you will find the name, state/region, city, venue, type, and address. The **Connect** button is gray for Wi-Fi spots that are in your directory, but not in the 'air' at your location. For dial up numbers, since they can be called from anywhere, the **Connect** button should always be available.

**NOTE:** Addresses in the *Address* column are linked to the Internet. You can click the location and your browser loads with the map and location.



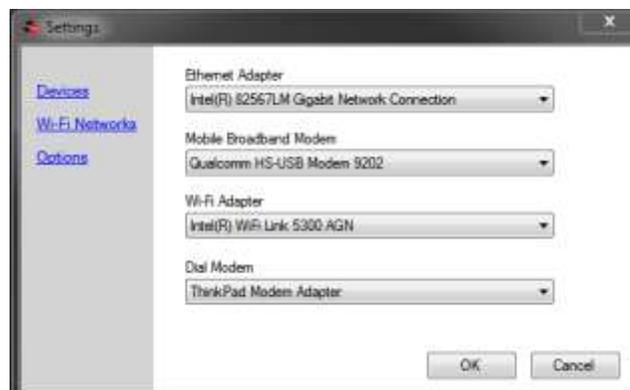
## Settings

Select **Settings**. This option allows you to view settings for devices, Wi-Fi networks, and options.



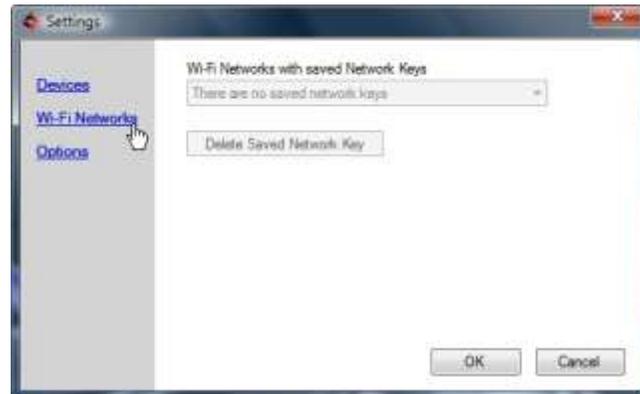
## Devices

When you select **Settings**, the default window is the list of devices. Otherwise, when you click **Devices**, you see a list of devices for your system. The drop-down arrow reveals any other listed options.



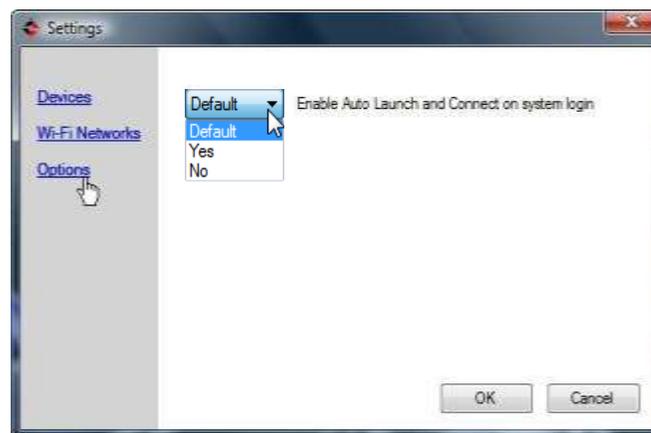
## Wi-Fi Networks

When you click **Wi-Fi Networks**, if available, you will see a list of Wi-Fi networks you may have used in the past. Enterprise Connect stores previous Wi-Fi connections along with their network keys. You can delete previously saved network keys by clicking **Delete Saved Network Key**.



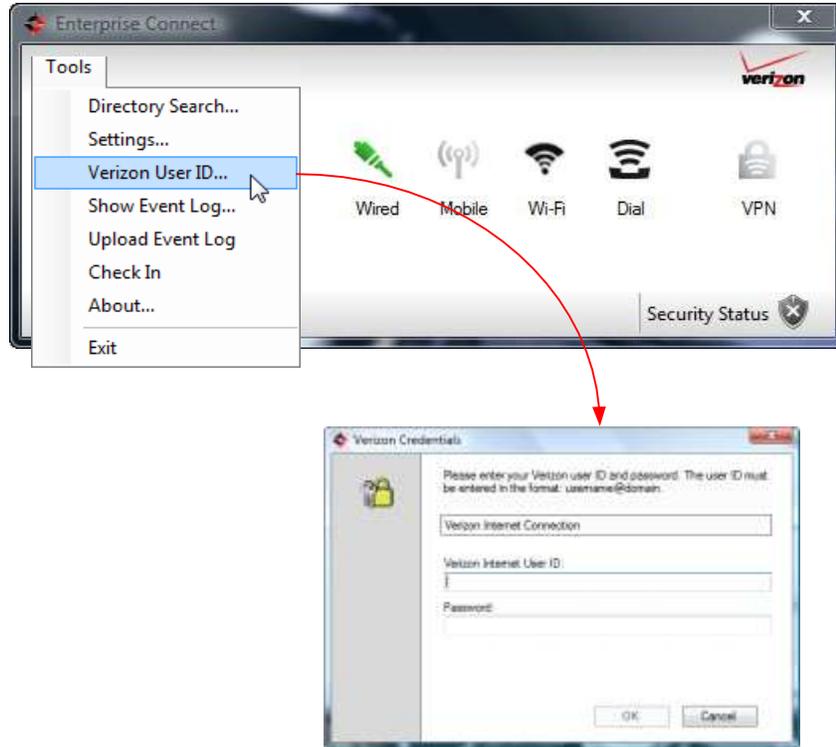
## Options

By clicking **Options**, you can disable or enable Enterprise Connect to launch when you log in to your system. When you set your option to **Default** or **Yes**, Enterprise Connect is set to launch when you log in to your system and connect to the Internet or your VPN. When you set your option to **No**, you will need to open Enterprise Connect to launch the program.



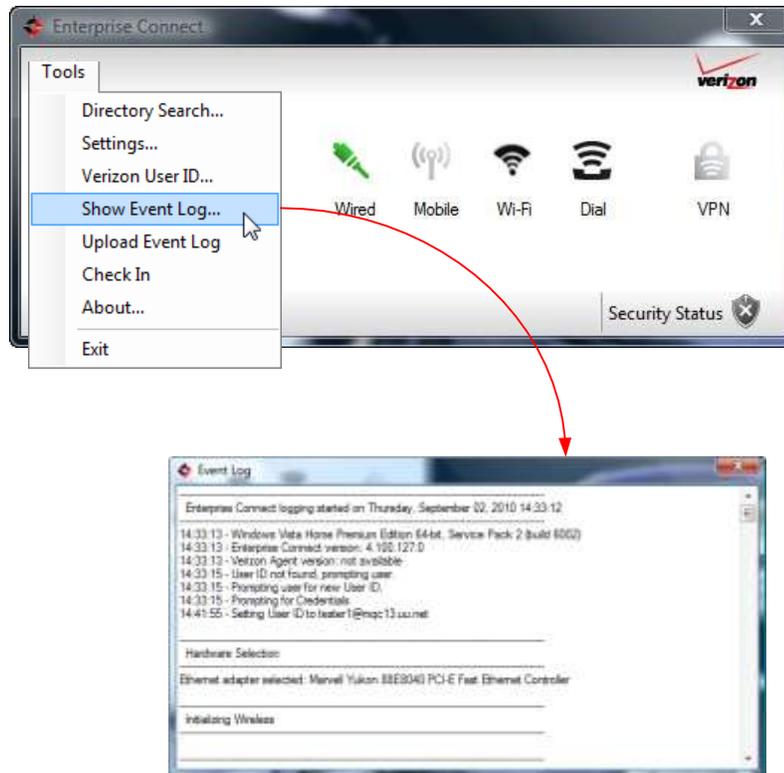
### Verizon User ID

Select **Verizon User ID**. This option shows your Verizon credentials.



## Show Event Log

Select **Show Event Log**. This option reveals the **Event Log** window.



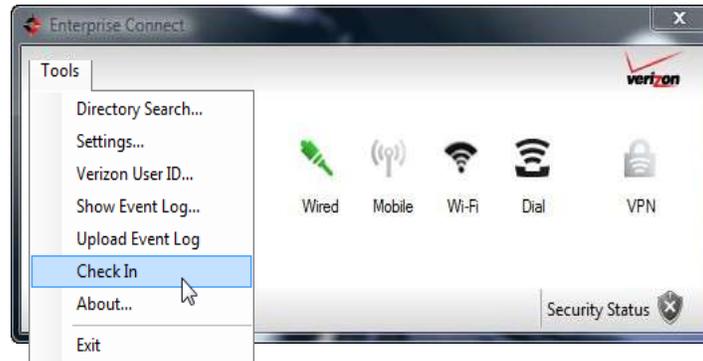
## Upload Event Log

Select **Upload Event Log** to upload the log. Uploading the event log allows your system administrator to view, monitor, and analyze events recorded in your security, system, and application logs. This is especially useful during trouble shooting sessions between you and your administrator.



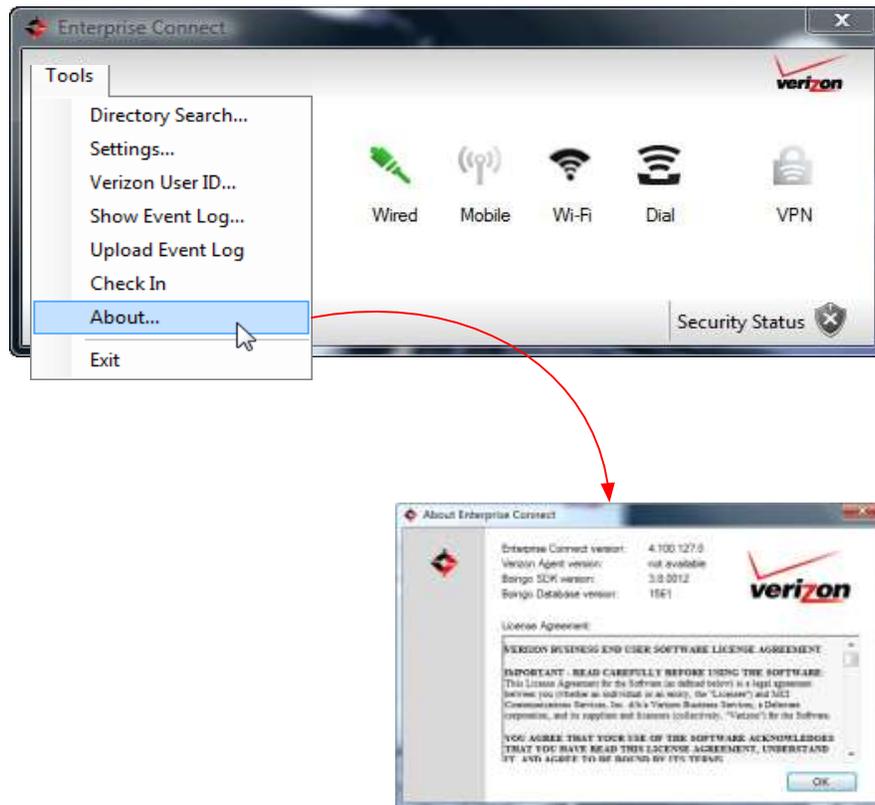
## Check In

When you select the **Check In** option, Enterprise Connect searches and downloads any available updates for the Enterprise Connect software.



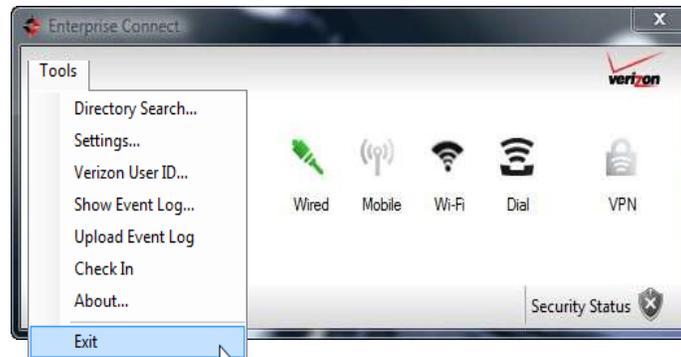
## About

Select **About**. This option reveals the **About Enterprise Connect** window.



## Exit

Select **Exit**. This option closes Enterprise Connect.



# Juniper Networks Installer Service

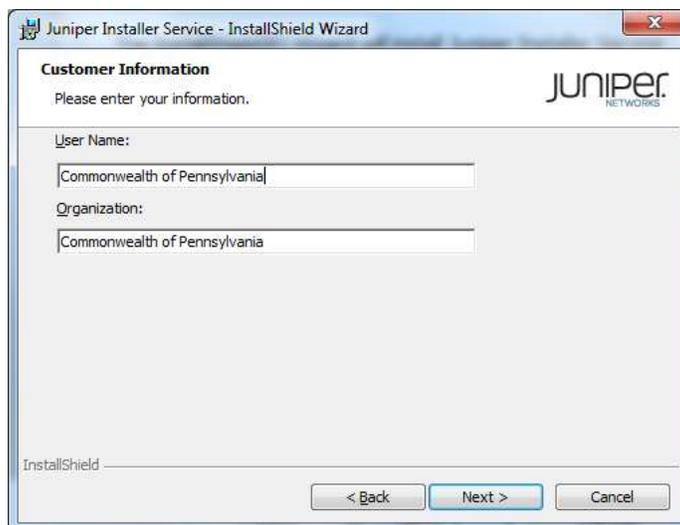
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To push the Juniper Networks Installer Service to end users, please follow the instructions below. Remember that administrator rights are needed to run this service. Please perform this install on the end user device **prior** to conducting the automatic installation and configuration of Network Connect.

1. Run **JuniperSetupInstaller.msi**
2. Click **Next**



3. Click **Next**



4. Click **Next**



5. Click **Install**



6. Click **Next** after the files were successfully copied



7. Click **Finish**



After you installed the Juniper Networks Installer Service on the machines, end users need to automatically install the Juniper Networks Network Connect Client. Please direct them to the [Automatic Installation and Configuration of Juniper Networks Network Connect](#) section of this guide.