

# Using Penn State's Virtual Private Network (VPN)

Access to personal files from non-Penn State networks is restricted. Users connecting to their PASS storage space, their "U" drive space, or any shared folders on college, departmental, or private office computers from an outside Internet Service Provider's (ISP) dial-up, cable modem, or DSL service, need to use a Virtual Private Network program to establish their connection. ***This will be required only in cases where the Internet Service Provider is a third party service. Connection attempts through Penn State dial-up networking will continue to not require the use of a VPN utility.*** (Members of the Behrend campus may use Penn State's VPN service in conjunction with the "P" drive web page when connecting to their local network storage space). In order to establish an initial VPN connection, users will need to perform the following:

## 1. Establish a network connection through your non-Penn State Internet Service Provider

### 2. Register to use the VPN network.

- Navigate to the following web site: <https://www.work.psu.edu/access/vpn/adduser/>
- When prompted, enter your Penn State Access Account User ID and Password and then click on "OK".
- You should receive the following message: "Thank you (your User ID). You have been added successfully to the VPN enrollment."

### 3. Download the VPN client software that will need to be installed on your computer.

- Navigate to the following web site: <https://www.work.psu.edu/access/vpn/>
- Download and install the VPN client that is available for your computer's operating system. ***Detailed instructions are available on the back of this page.***
- Upon completion of the VPN client installation, reestablish your network connection, then navigate from your desktop's "Start" button to "Programs", and look for the "Cisco VPN Client" submenu. Within that submenu, click on the "VPN Client" option.
- A new box will open that lists all the available Penn State VPN connections. The first line should read "ISPToPSU". Highlight this line with a single left click.
- Click on the "Connect" button found at the top left of the window. You'll be prompted for your Access Account User ID and Password. Enter your information and click on "OK".
- The VPN connection process will continue, and, when completed, a small, locked padlock icon will display at the bottom of your screen near the clock. This indicates that a VPN connection has been established and that connections to your University Park or Behrend hosted files can now be established using the same methods utilized before VPN connections were necessary.
- When your file transfer or access activities are completed, double click on the VPN connection padlock icon, and click the "Disconnect" icon. This will terminate the VPN connection session.

PENNSSTATE



Erie The Behrend  
College

#### **4. Steps to take each time the VPN service is needed in the future**

- Establish your non-Penn State network connection, then navigate from your desktop's "Start" button to "Programs", and look for the "Cisco VPN Client" submenu. Within that submenu, click on the "VPN Client" option.
- Ensure that the "ISPtoPSU" line is highlighted and click on the "Connect" icon. You'll be prompted for your Access Account User ID and Password. Enter your information and click on "OK".
- The VPN connection process will continue, and, when completed, a small, locked padlock icon will display at the bottom of your screen near the clock. This indicates that a VPN connection has been established and that connections to your University Park or Behrend hosted files can now be established using the same methods utilized before VPN connections were necessary.
- When your file transfer or access activities are completed, double click on the VPN connection padlock icon, and click the "Disconnect" icon. This will terminate the VPN connection session.

#### **5. Troubleshooting VPN connection problems**

- If a "Connection unavailable" message is displayed when attempting to establish a VPN connection, disable any personal firewall services that are active and try again.
- If a VPN connection attempt is unsuccessful due to an Access Account error, change your Access Account password at [www.work.psu.edu](http://www.work.psu.edu) and attempt to connect again.
- If you're uncertain if a connection attempt will require use of the VPN service, attempt to connect without using the VPN utility. If unsuccessful, try again using VPN.
- Your network connection success could vary. Please contact the Computer Center for support in these cases.

#### **Detailed VPN Client installation instructions**

- Navigate to the following web site: <https://www.work.psu.edu/access/vpn/>
- Find the link for your computer's operating system and click on it. (Windows will be used as an example here).
- When prompted, enter your Penn State Access Account User ID and Password and then click on "OK".
- A "File download" box will display. Choose to "Save" the file to your computer.
- Choose the location where the file should be saved. (If you're uncertain where, just choose "Desktop"). Click on the "Save" button.
- The file will begin to download to your chosen storage area. (This could take several minutes). Once complete, the file download box will close. Move back to your desktop and find the file labeled "vpnclient-win-is-4.0.3.D-k9". Double-click on this file.

***Note: If at any point beyond this step a Windows IPSec Policy Agent message box appears that asks to disable this service, answer "Yes". If a "Software Signing" message box appears, choose to continue the VPN client installation.***

- A "WinZip Self-Extractor" box will open. Click on the "Setup" button. The files needed to establish your VPN connection will begin to be installed upon your computer. At the "Cisco Systems VPN Client Setup" screen, click on the "Next" button.
- Accept the terms of the license agreement by clicking on the "Next" button.
- Choose where you would like to have the client software installed. (Typically, the default setting shown is used). Click on the "Next" button.
- A "Cisco Systems VPN Client" folder will ask to be created. Click on "Next".
- A "Cisco Systems VPN Client Setup" progress box will display.
- When the installation is complete, choose to "Reboot my computer now" and click "finish".

**PENNSSTATE**



**Erie The Behrend  
College**