



LSUHSC-S VPN Instructions

F5 APPLIANCE
LSU HSC SHV ITG

INTRODUCTION

The purpose of this document is to provide instructions for connecting to LSUHSC-S campus resources from off campus using a Virtual Private Network (VPN) connection.

A VPN extends the secure, private LSUHSC-S network across a public network, such as the Internet. It enables users to send and receive data as if their computer was directly connected to the private LSUHSC-S network, benefiting from LSUHSC-S functionality, resource access, and security/management policies.

LSUHSC-S has three types of VPN connections, and the steps to connect will vary based on your computer type and the nature of the connection you wish to establish.

1. The **Full VPN Client** is the preferred method of connection. This establishes a persistent and secure connection between your computer and the LSUHSC-S network and provides the most robust access to network resources. This method is the most secure VPN option and is recommended for computers that will connect to the VPN on a regular basis, such as LSUHSC-S issued laptops, personal laptops, and home computers. The VPN Client is downloaded and installed onto your computer and allows you to establish the connection from the client itself. Instructions for installing the VPN Client for various types of computer are found on pages 3-11.
2. The secondary method is the **SSL-VPN** connection. This connection is recommended for shared or public computers where you will only be connecting once or episodically, such as internet cafes, libraries or other access points that you may visit when traveling, where there is limited technical support, or when connecting via machines that you do not regularly control. The connection is established through a web-browser and only allows access to certain types of resources such as the Health Sciences Library and Outlook Web Access. Instructions for installing the SSL-VPN for various types of computers are found on pages 3-11.
3. The **Portal Desktop Connection**. The portal connection presents a “desktop of services” such as Outlook Web Access and the Library website. By logging into the LSUHSC-S portal page, you create a VPN connection that will allow you to access these specific resources without logging in again. This is the recommended connection for accessing these resources *on public computers*.

Contents

LSUHSC-S VPN Client (Full Client).....	4
Download & Configure VPN Client – Internet Explorer	4
Connect to LSUHSC-S VPN – Windows.....	6
Download & Configure VPN Client – Firefox	7
Connect to LSUHSC-S VPN – Windows.....	10
Uninstall VPN Client – Windows	11
Install VPN Client – MAC OS X.....	13
Connect to SSL VPN – Internet Explorer	18
Connect to SSL VPN – Firefox.....	20
Connect to SSL VPN – Safari.....	23
Connect to SSL VPN – Chrome	26
Connect to SSL VPN – Edge Browser (Spartan) (Windows 10 only).....	26
Remove SSL VPN Connection Details – Windows.....	26
Legacy Juniper VPN	27
Uninstall Juniper VPN client – Windows.....	27
Uninstall VPN Client – Mac OS X.....	30

NOTE:

- F5 VPN is not compatible with Chrome and Windows 10 (Edge Browser)
- Versions support:
 - Windows 32-bit and 64-bit versions Windows® Vista SP2, Windows® 7 SP1 and Windows 8 and 8.1 Update, Windows 10 running IE7, IE8, IE9, IE10, IE11, Firefox 34 or Chrome 40*. Only 32-bit browsers are supported
 - Apple® OS X® 10.10, Apple® OS X® 10.9, Apple® OS X® 10.8, and Apple® OS X® 10.7 devices running Firefox 34, Safari 6.x, Safari 7.x, Safari 8.x, or Chrome 40*. Only manual plugins installation is supported On Chrome versions 34 and above, there is limited feature support

Reference:

Support: <https://support.f5.com/kb/en-us/solutions/public/15000/300/sol15326.html>

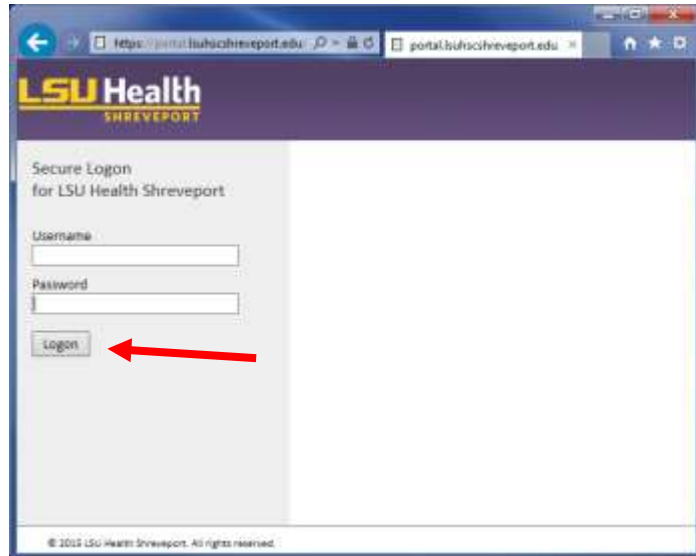
Compatibility: https://support.f5.com/kb/en-us/products/big-ip_apm/manuals/product/apm-clientcompatmatrix-11-6-0.html

LSUHSC-S VPN Client (Full Client)

Download & Configure VPN Client – Internet Explorer

1. Navigate to <https://portal.lsuhschshreveport.edu>

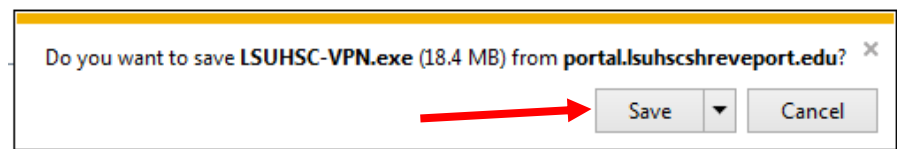
2. Enter LSUHSC user credentials and password and click **“Logon”**:



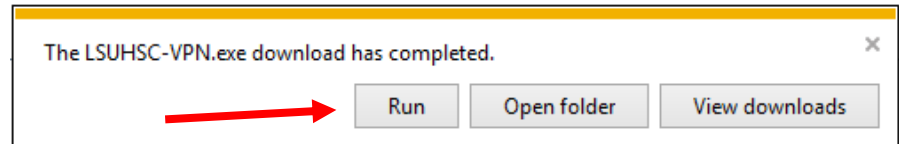
3. Click **“VPN Client Download”**:



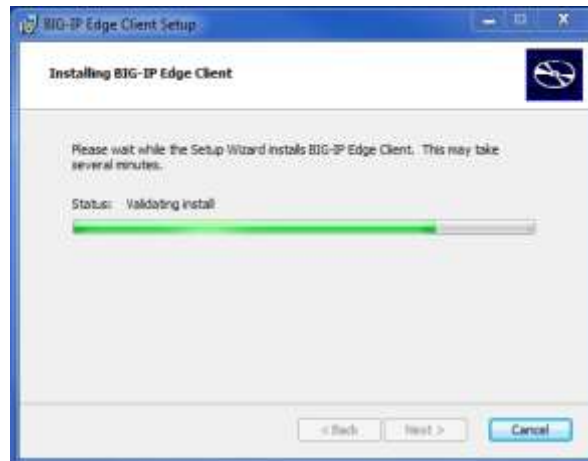
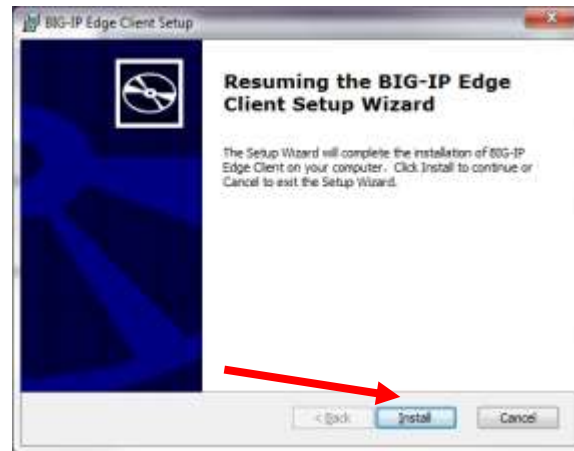
4. Inside the Internet Explorer window, click **“Save”** when prompted:



5. Once the download is complete, click **“Run”**:

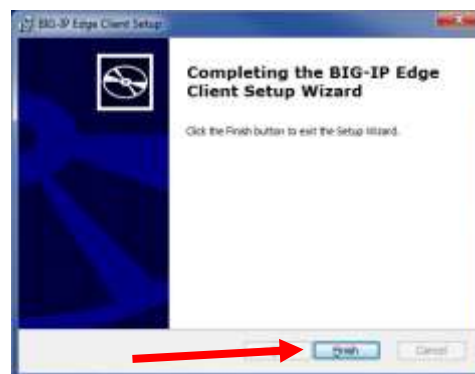


6. When the BIG-IP Edge Client Setup appears, choose **“Install”**:



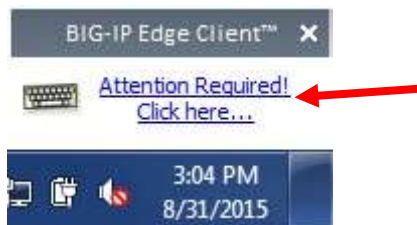
7. You may see a popup window asking for permission to install, click **“Accept”** to install as an administrator, then allow the install to run.

8. Allow the install to continue automatically until you see the **“Finish”** button... click **“Finish”**.

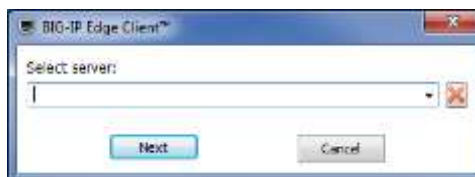


9. Once the install is complete, reboot your computer.

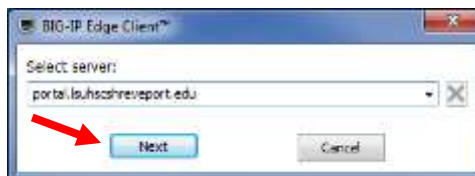
10. After you login, a window will appear in your system tray in the lower right hand corner of your screen. This window will inform you that the configuration information is missing. Click on the **“Attention Required!”** link.



11. This window will pop-up for you to provide missing server information.



12. Type: **“portal.lsuhschreveport.edu”** into the blank provided and click **“Next”**:

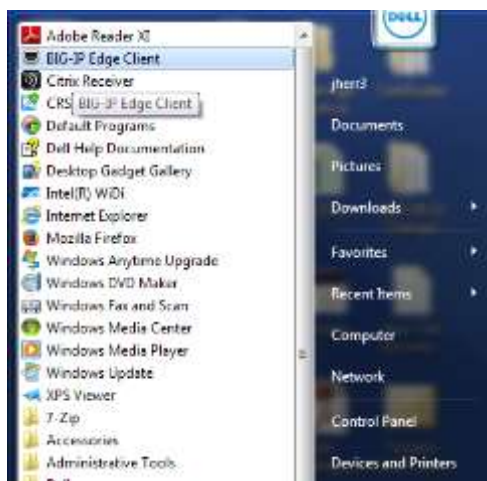


13. The configuration is now complete, proceed to Connecting to LSUHSC-S VPN - WINDOW

Connect to LSUHSC-S VPN – Windows

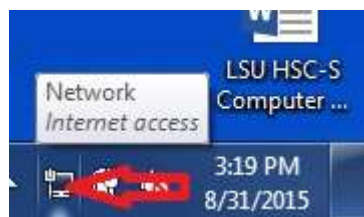
Method 1: Using the Start Menu

1. Click Start -> All Programs -> launch “BIG-IP Edge Client”



Method 2: Using the System Tray

1. Left-click the network icon



2. In the window that opens, left-click "LSUHSC-S SSL VPN" to expand it.



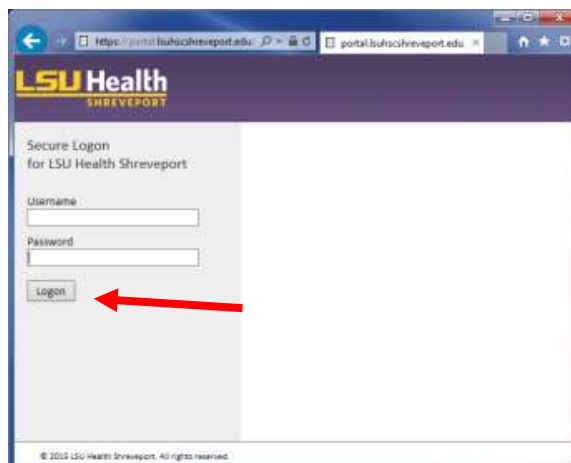
3. Click "Connect".



Download & Configure VPN Client – Firefox

1. Navigate to <https://portal.lsuhschshreveport.edu>

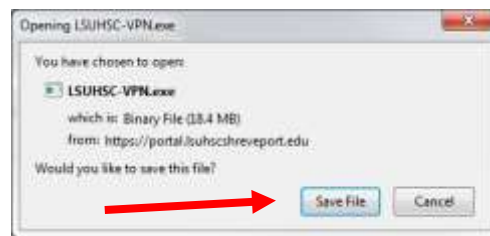
2. Enter LSUHSC user credentials and password and click "Logon":



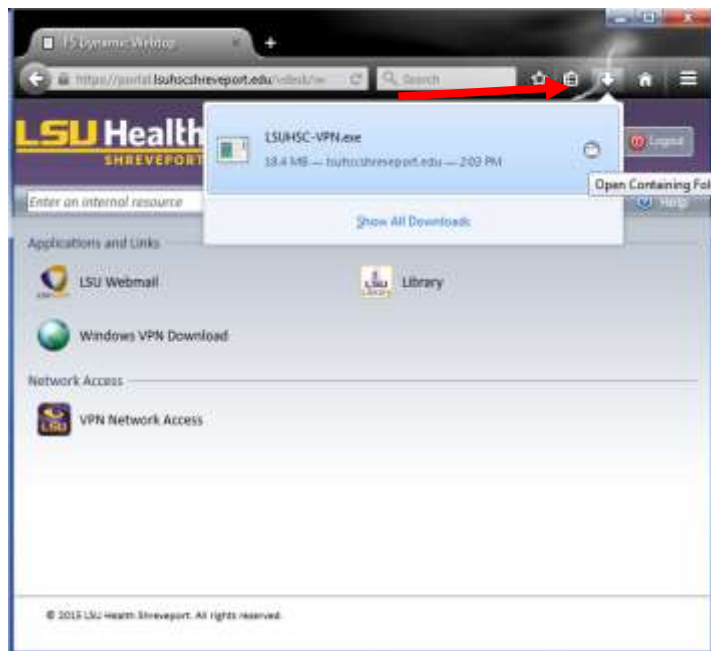
3. Click **“VPN Client Download”**:



4. Choose **“Save File”** and then choose your **“desktop”** as your download location, or save to the default **“Download”** folder.

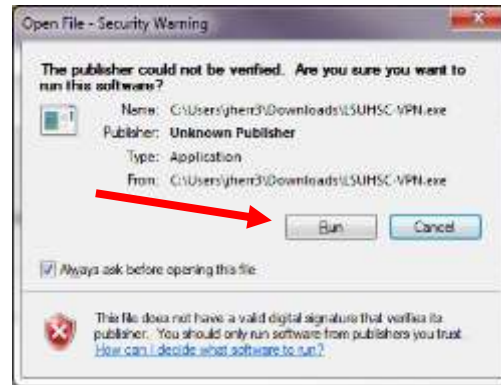


5. Alternatively, save to the default **“Download”** folder:



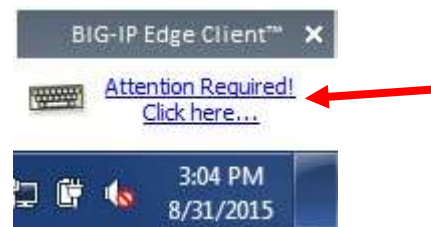
6. When the download completes, close your browser window and run LSUHSC-VPN.exe.

7. Choose “Run” to accept the Security Warning.

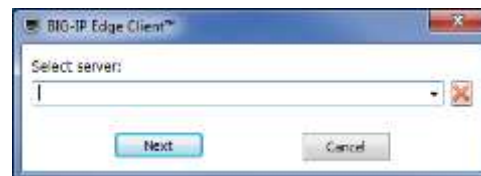


8. You may see a popup window asking for permission to install, click “Accept” to install as an administrator, then allow the install to run.
9. Once the install is complete, reboot your computer.

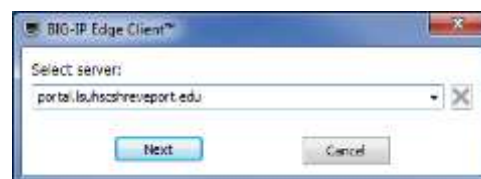
10. After you login, a window will appear in your system tray in the lower right hand corner of your screen. This window will inform you that the configuration information is missing. Click on the “Attention Required!” link.



11. This window will pop-up for you to provide missing server information.



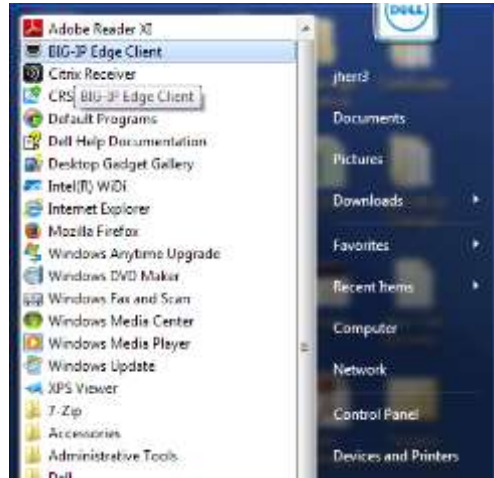
12. Type: “portal.lsuhschreveport.edu” into the blank provided and click “Next”:



13. The configuration is now complete, proceed to Connecting to LSUHSC-S VPN - WINDOW

Method 1: Using the Start Menu

1. Click Start -> All Programs -> launch “BIG-IP Edge Client”



Method 2: Using the System Tray

2. Left-click the network icon



3. In the window that opens, left-click “LSUHSC-S SSL VPN” to expand it.

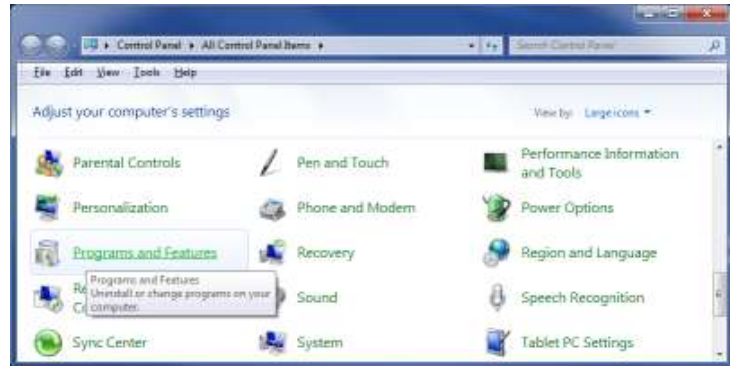


4. Click “Connect”.

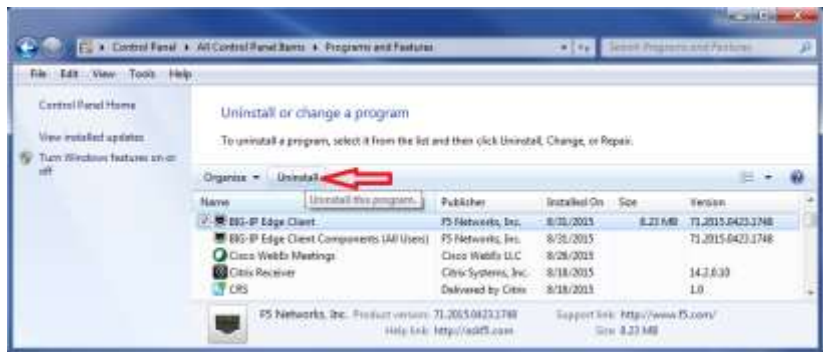


Uninstall VPN Client – Windows

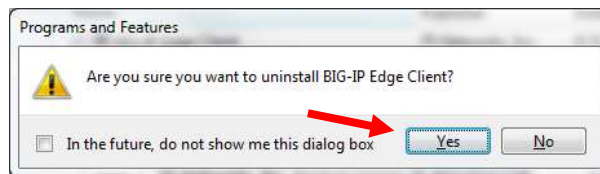
1. Open **Start -> Control Panel -> Programs and Features**



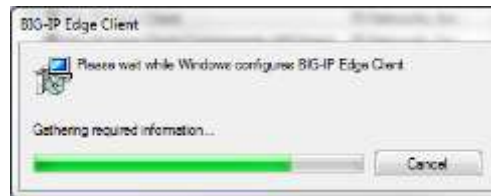
2. Highlight **“Big-IP Edge Client”** and the click the **“Uninstall”** button.



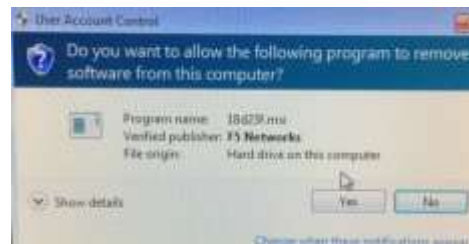
3. Click **“Yes”** that you are sure:



4. The windows Installer will remove the client software:

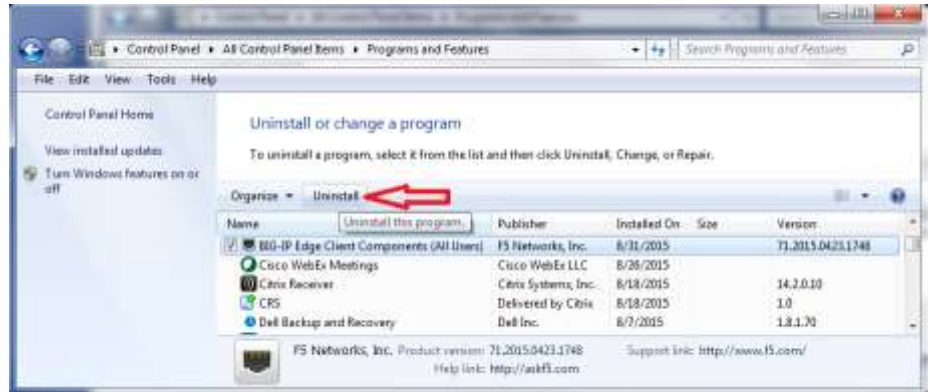


5. Click **“Yes”** to **“User Account Permissions”** to allow the administrative action.

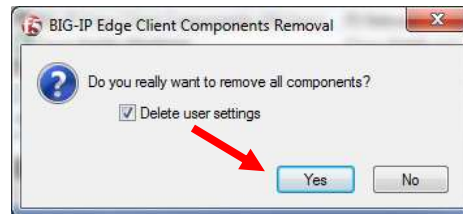


6. The window will close when finished and BIG-IP Edge Client will no longer be listed in the Add/Remove Programs window
7. Next, uninstall the “**BIG-IP Edge Client Components (All Users)**”.

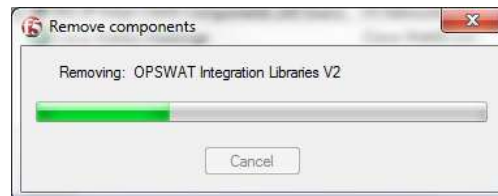
8. Highlight the program “**BIG-IP Edge Client Components (All Users)**”, then click “**Uninstall**”



9. Click “**Yes**” to remove all components and delete user settings:



10. Wait while the application uninstalls.

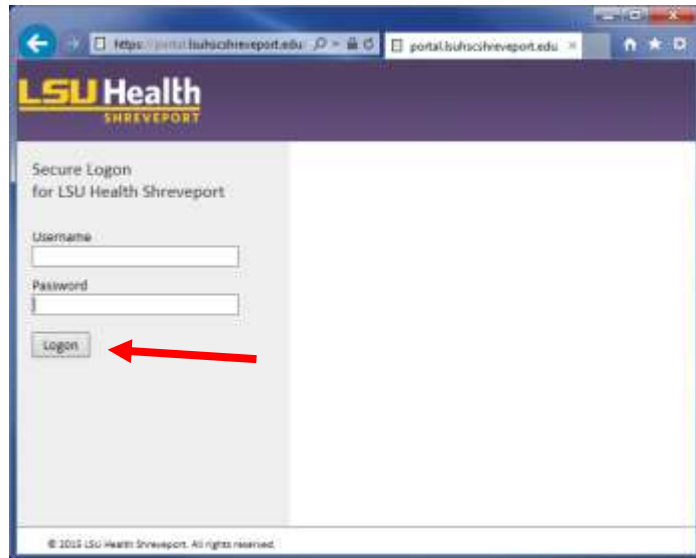


11. The window will close when finished and the “**BIG-IP Edge Client Components (All Users)**” will no longer be listed in the Add/Remove Programs window.

12. **Reboot your system.**

Install VPN Client – MAC OS X

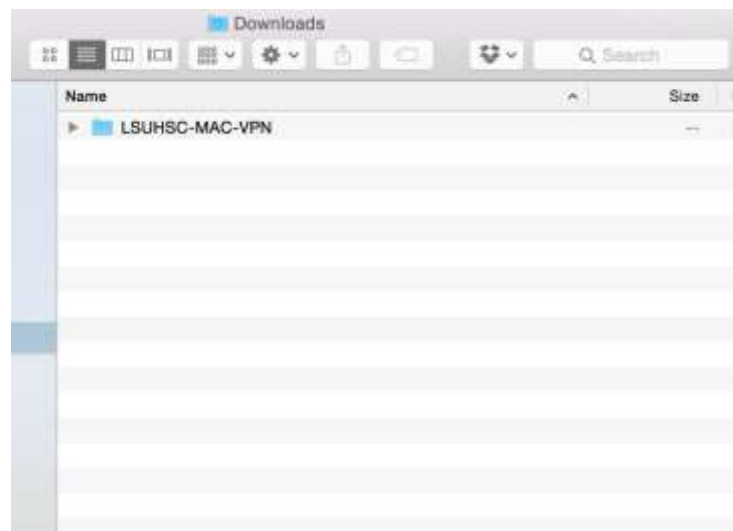
1. Navigate to <https://portal.lsuhschshreveport.edu>



2. Enter LSUHSC user credentials and password and click **"Logon"**:

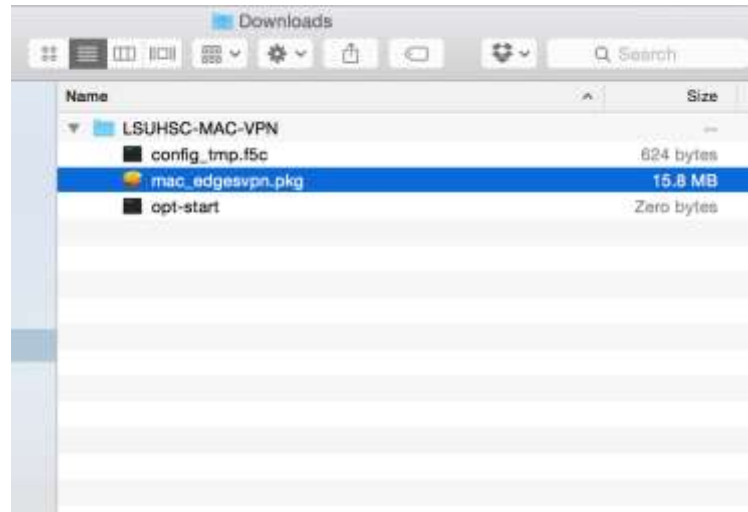


3. Click **"Mac VPN Download"**:

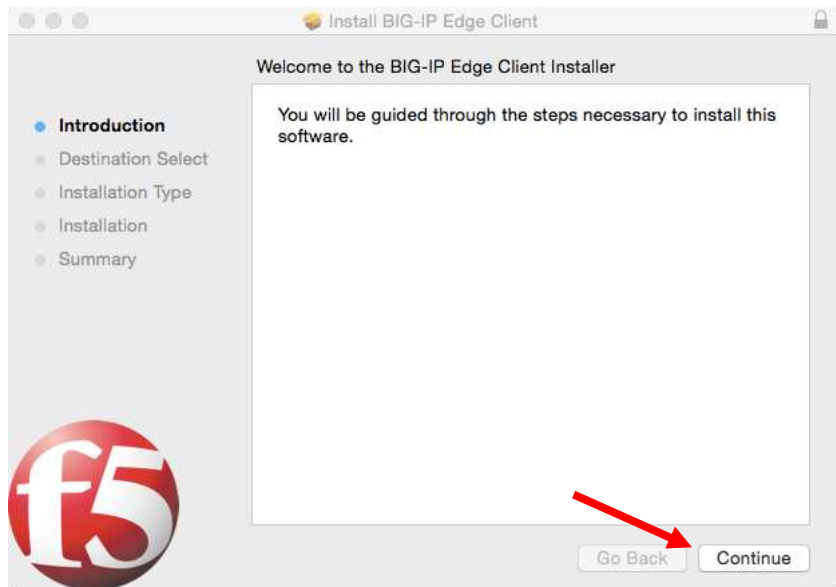


4. Once the download is complete, open your download location and open the folder "LSUHSC-MAC-VPN".

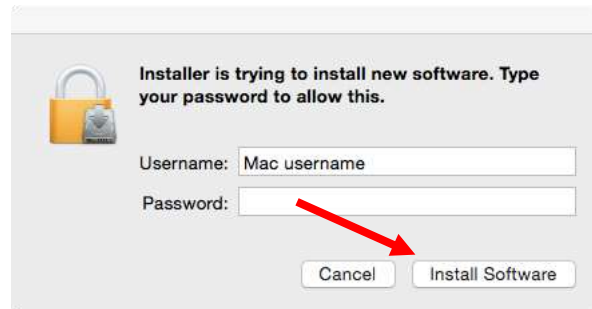
5. Double-click
“mac_edgesvpn.pkg”.



6. Choose **“Continue”**.

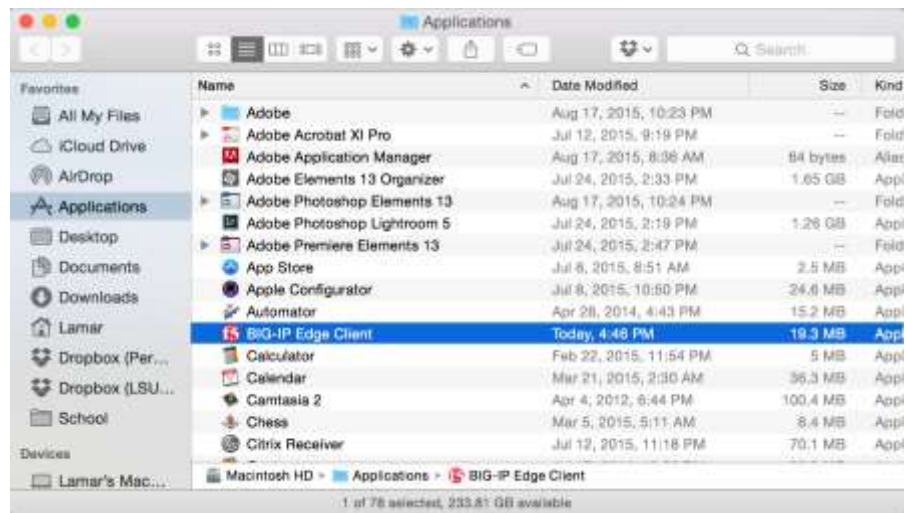


7. Enter your local Mac admin user credentials and choose **“Install Software”**





8. Next go to **Finder > Applications > Big-IP Edge Client**



9. Choose **“Add New Server”** from the dropdown



10. Type **“portal.lsuhscshreveport.edu”** for Select server and click **“Verify”**



11. Click “Add and Connect”



12. Enter your **LSUHSC-S User credentials**. And click Logon



13. This should connect you to the LSUHSC-Shreveport campus network.

14. To disconnect, simply click the “Disconnect” button:

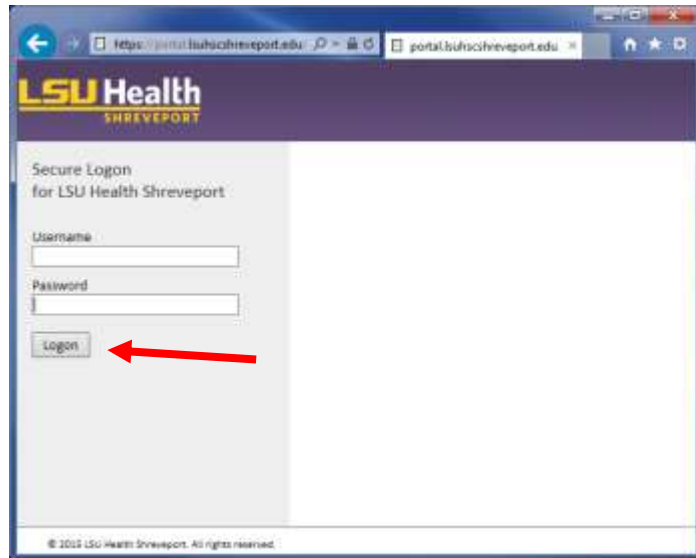


LSUHSC-S SSL VPN Connection Methods (Thin Client)

Connect to SSL VPN – Internet Explorer

1. Navigate to <https://portal.lsuhschshreveport.edu>

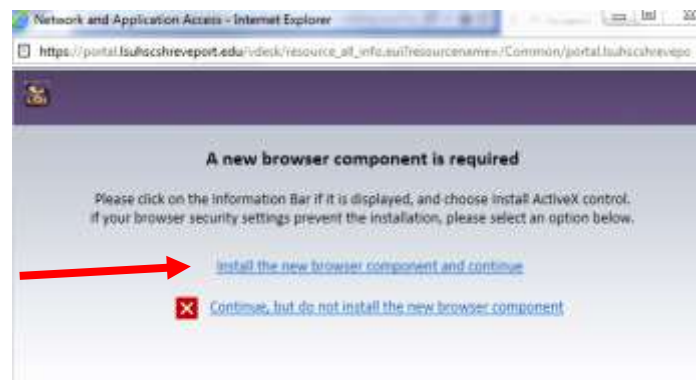
2. Enter LSUHSC user credentials and password and click **“Logon”**:



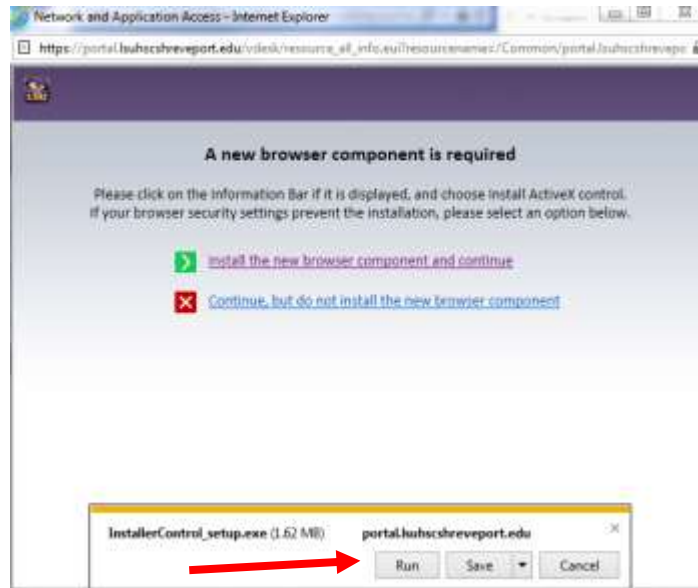
3. Choose **“SSL VPN Network Access”**:



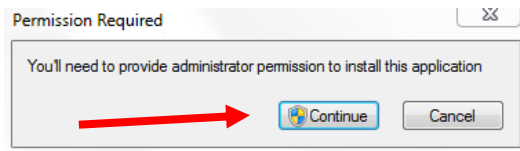
4. Click the **“Install the new browser component and continue”**



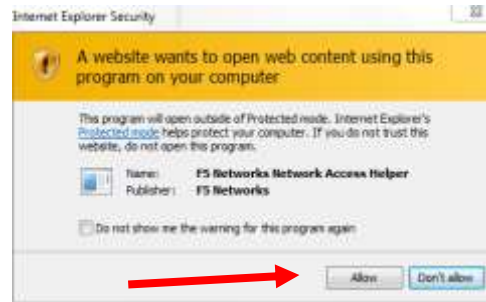
5. Click on the “Run” button



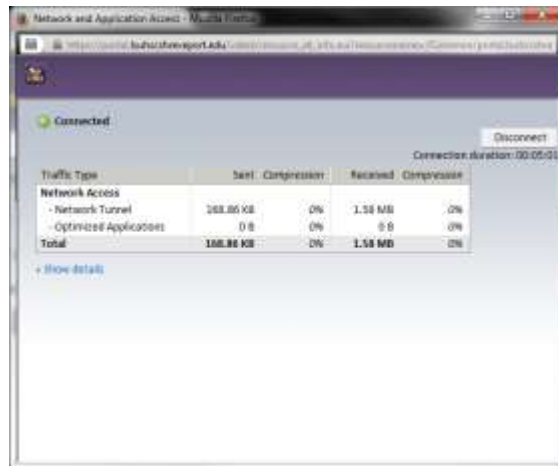
6. If you have administrator permission click “Continue” and proceed to step #8, if not Contact the LSU HSC Shreveport Service desk 318-675-6506



7. Click on the “Allow” button



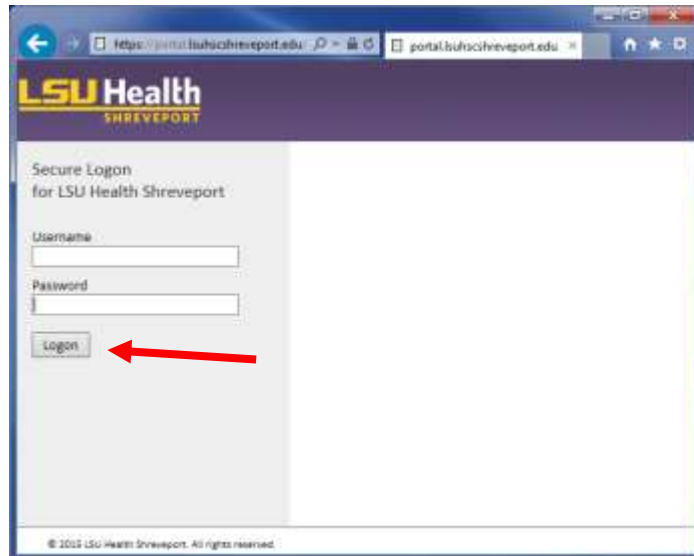
8. The Connected window should be visible:



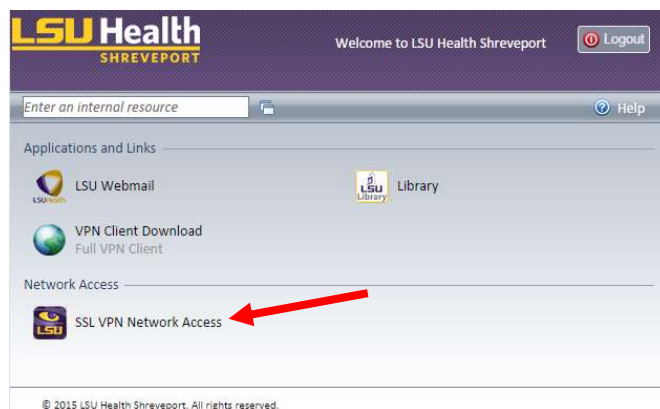
Connect to SSL VPN – Firefox

1. Navigate to <https://portal.lsuhschshreveport.edu>

2. Enter LSUHSC user credentials and password and click **“Logon”**:



3. Choose **“SSL VPN Network Access”**:



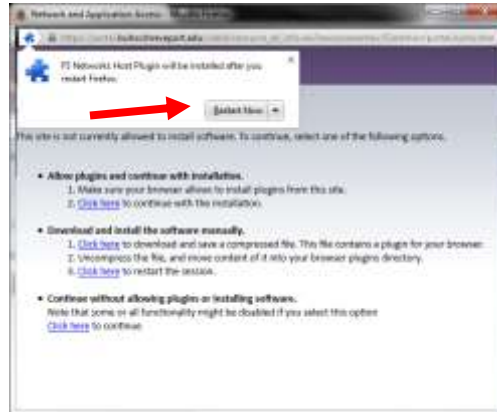
4. If **“Firefox prevented this site (portal.lsuhschshreveport.edu) from asking you to install software on your computer”**, click the **“Allow”** button.



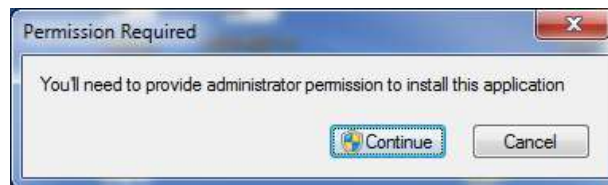
5. Click **“Install Now”** to trust the site plugin:



6. Click **“Restart Now”** to restart Firefox.



7. Provide permission by clicking **“Continue”**.

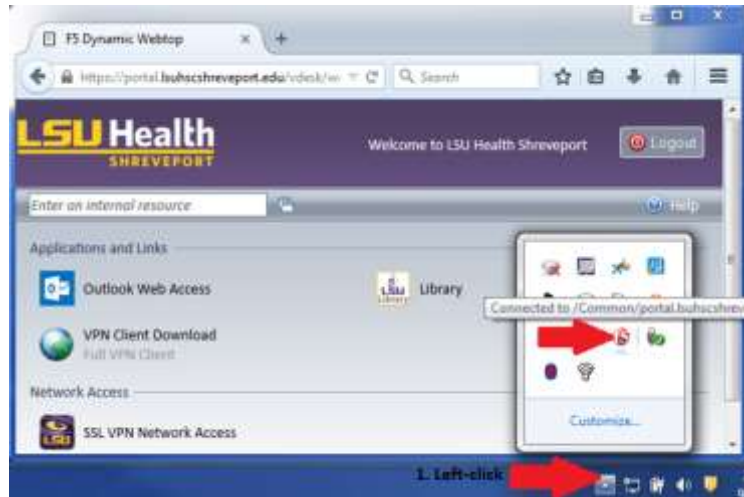


8. Firefox will download files



9. You will be prompted for permission up to **four (4)** times, once for each file that will be installed.

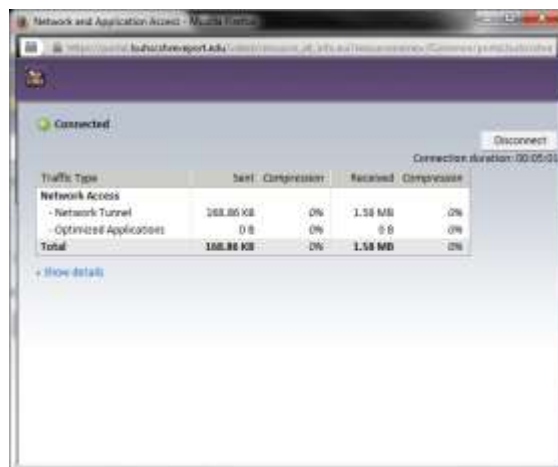
10. Upon completion, the SSL connection will be made and a browser window will be minimized to the system tray.



11. If you need to review the connection information, right-click the F5 icon in the system tray and left-click "Restore". You can review connection information in this window.

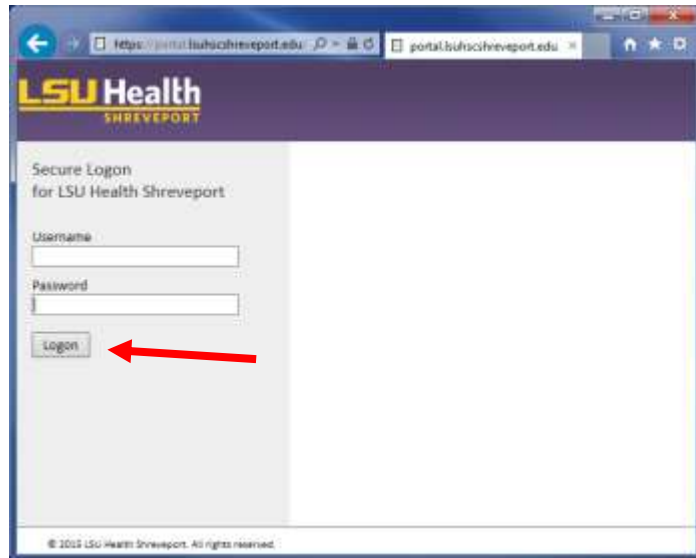


12. Once your VPN requirements are completed, click the disconnect button on the right side of that window.



Connect to SSL VPN – Safari

1. Navigate to <https://portal.lsuhschshreveport.edu>



2. Enter LSUHSC user credentials and password and click **“Logon”**:

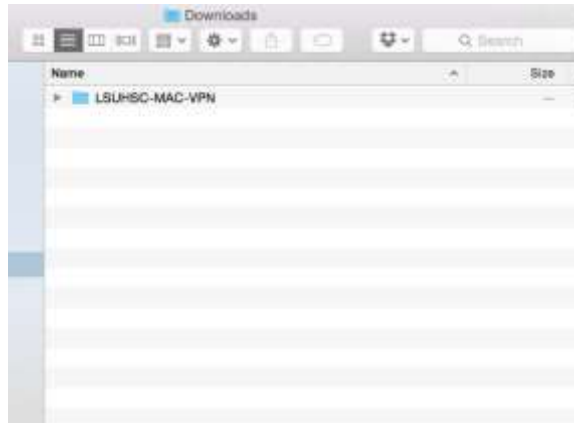
3. Choose **“SSL VPN Network Access”**:



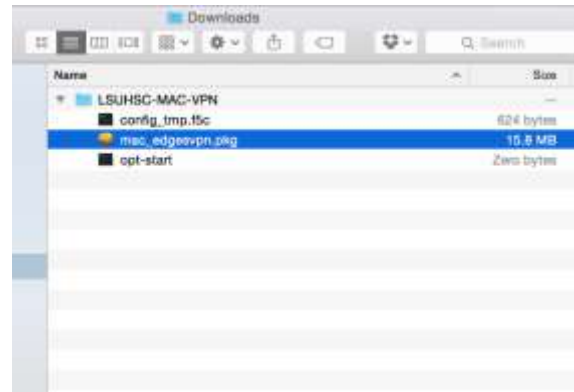
4. Choose **“Click here”** to download and save an installation package for your browser.



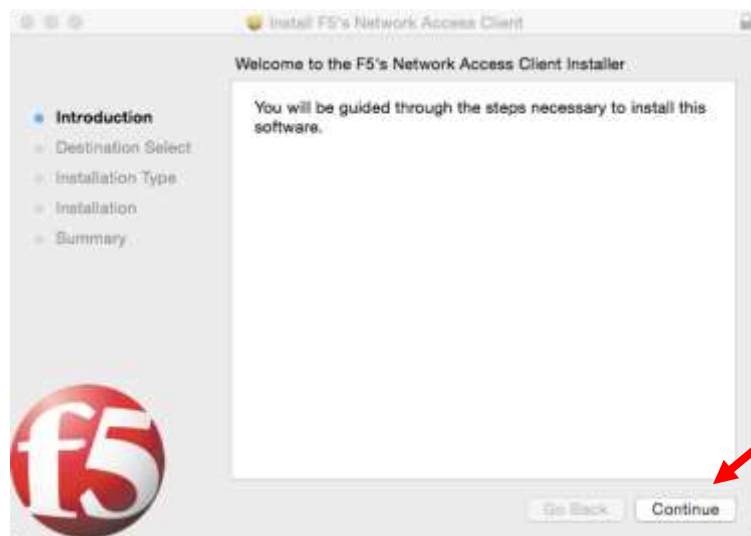
5. Navigate to your “Downloads” folder



6. Double-click on “mac_sslvpn.pkg”



7. Choose “Continue”.



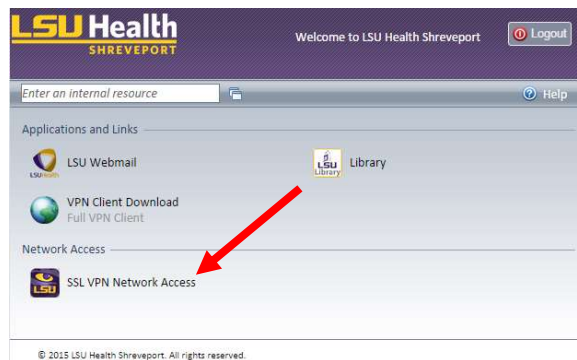
8. Choose **“Install”**.



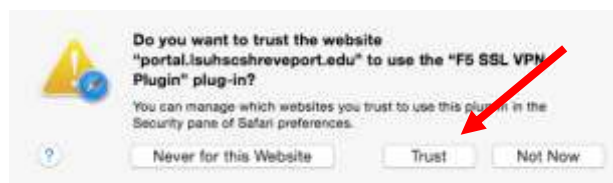
9. Enter your **local Mac OS** password.



10. Return to Safari and click on **“SSL VPN Network Access”**



11. Choose **“Trust”**.



12. The Connected window should look like this:



Connect to SSL VPN – Chrome

1. This Chrome browser is currently unsupported for SSL VPN.
2. This is a Chrome designer’s choice due to the handling of browser plugins.

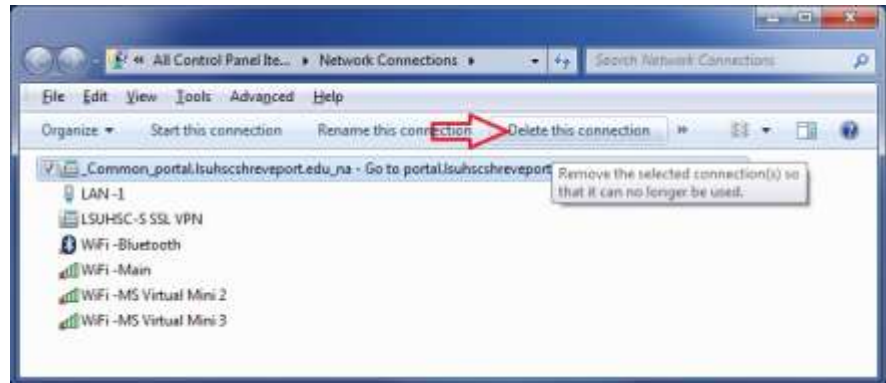
Connect to SSL VPN – Edge Browser (Spartan) (Windows 10 only)

1. This Windows 10 Edge Browser is currently unsupported for SSL VPN.
2. Internet Explorer 11 is included with Windows 10, use it instead of the Edge Browser.

Remove SSL VPN Connection Details – Windows

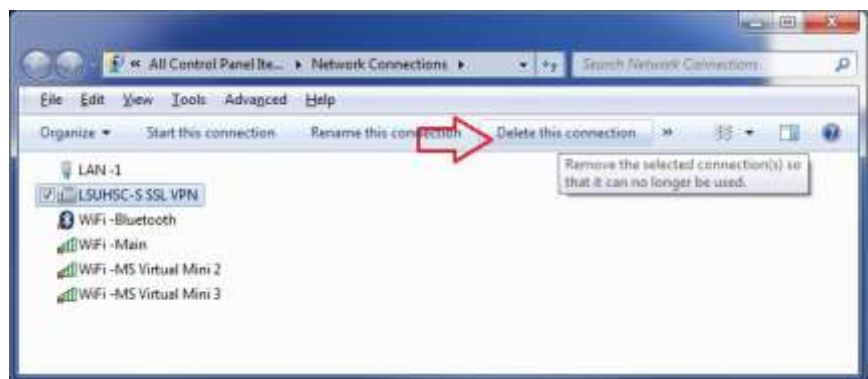
1. Navigate to “**Network Connections**” by selecting the Start button and in the run or search bar type “**ncpa.cpl**” and press enter.

2. In the “**Network Connections**” window that opens, if the entry exists, select “**_Common_portal.lsuhschre veport.edu_na – Go to portal.lsuhschre veport.edu na – Go to portal.lsuhschre veport.edu na instead of dialing directly**” and click “**Delete this connection**”



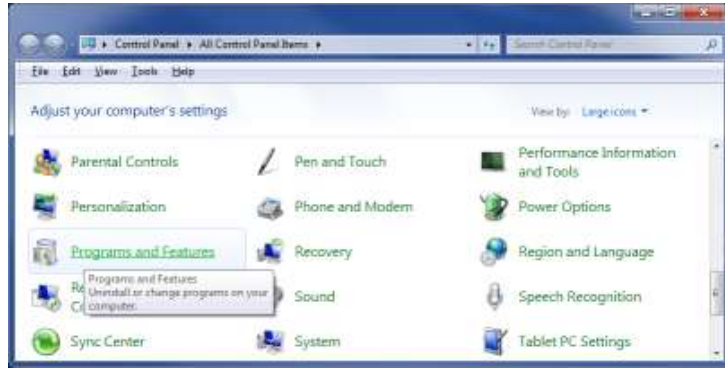
3. No confirmation other than the entry is removed from the “**Network Connections**” window.

4. If the entry exists, select “**LSUHSC-S SSL VPN**” and click “**Delete this connection**”.

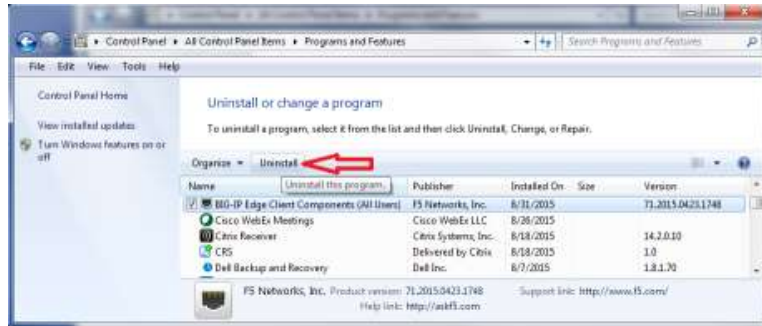


5. No confirmation other than the entry is removed from the “**Network Connections**” window.
6. Close the “**Network Connections**” window.

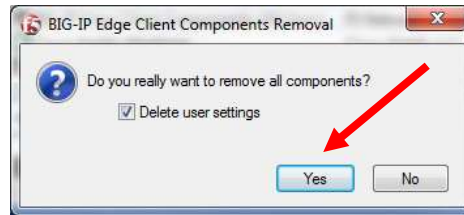
7. Select **Start -> Control Panel -> Programs and Features**



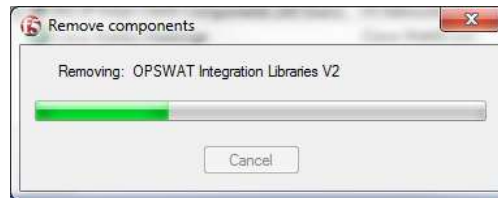
8. If it exists, highlight the program **“BIG-IP Edge Client Components (All Users)”**, then click **“Uninstall”**.



9. Click **“Yes”** to remove all components and delete user settings:



10. Wait while the application uninstalls.



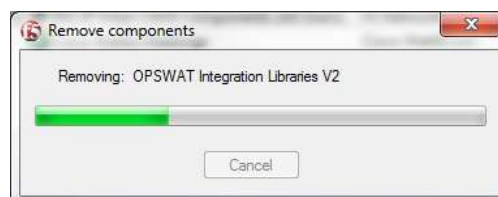
11. The window will close when finished and the **“BIG-IP Edge Client Components (All Users)”** will no longer be listed in the Programs and Features window.

12. A reboot of your system is **not** required.

Legacy Juniper VPN

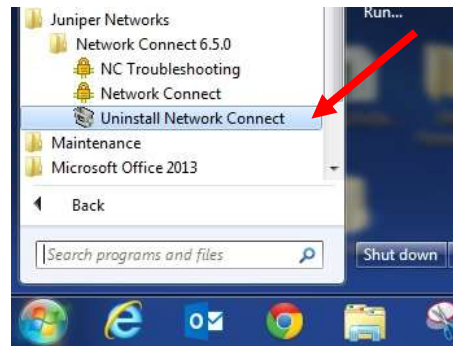
Uninstall Juniper VPN client – Windows

1. This client is currently used for legacy vpn access provided at <https://vpn.lsuhschshreveport.edu>.



2. If installed, removed the java based juniper client

3. Navigate to **Start -> All Programs -> Juniper Networks -> Network Connect 6.5.0**



4. Click **“Uninstall Network Connect”**.

5. There is no notification that this process completes.

6. After a short period navigate to **Start -> All Programs -> Juniper Networks -> Network Connect 6.5.0**, and the folder should be empty

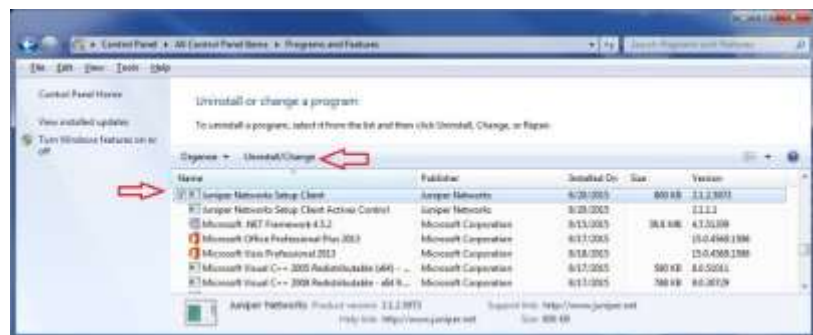
7. Right click the **“Juniper Networks”** folder and click delete.

8. If installed, remove the **full Juniper Networks client**

9. Open **Start -> Control Panel -> Programs and Features**



10. Select **“Juniper Network Setup Client”** and then click **“Uninstall/Change”**.

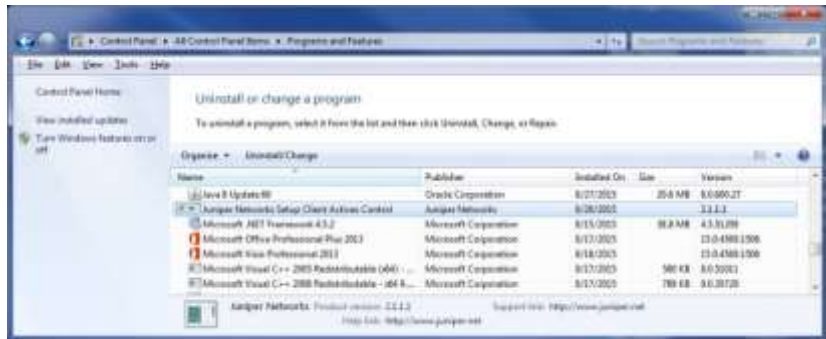


11. Complete the removal by clicking **“Close”**.



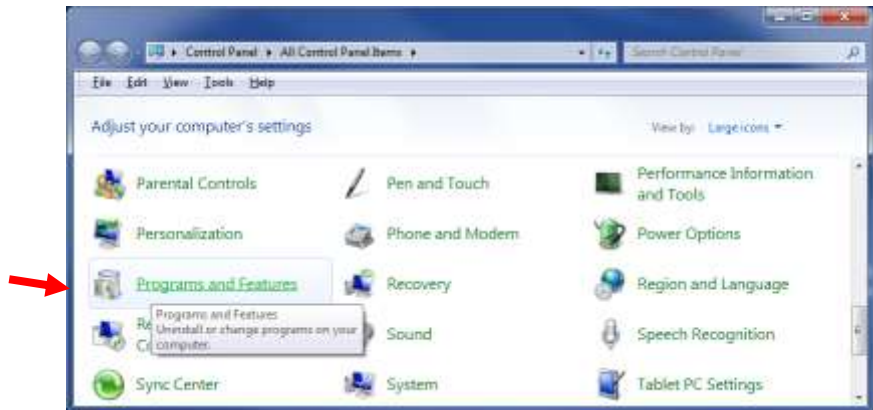
12. Confirm that **“Juniper Network Setup Client”** is no longer listed in the list of installed applications.

13. **“Juniper Network Setup Client”** removal is complete. Now remove the **“Juniper Network Setup Client Activex Control”** or reboot as necessary.

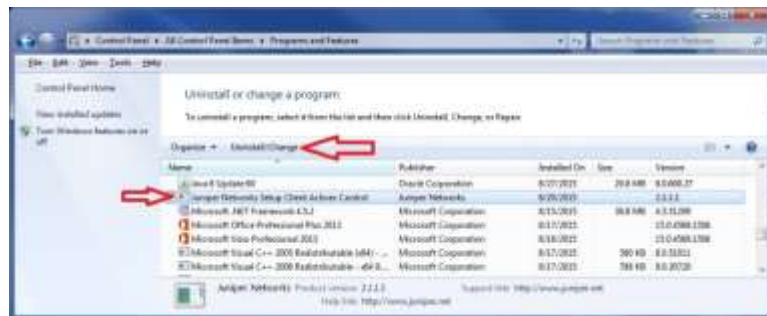


14. If installed, remove the **“Juniper Network Setup Client Activex Control”**.

15. Open **Start -> Control Panel -> Programs and Features**



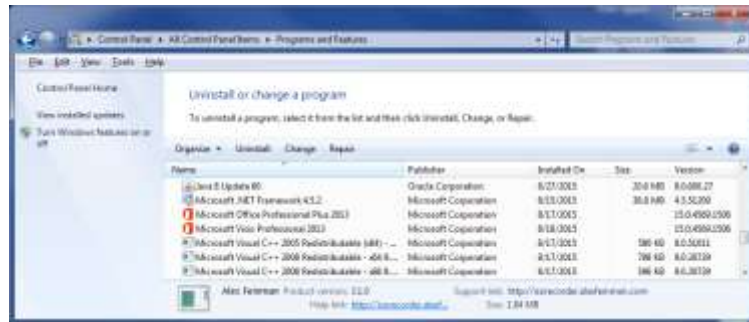
16. Select **“Juniper Network Setup Client Activex Control”** and then click **“Uninstall/Change”**.



- Complete the removal by clicking **“Close”**.



- Confirm that **“Juniper Network Setup Client Activex Control”** is no longer listed in the list of installed applications.



- “Juniper Network Setup Client Activex Control”** removal is complete

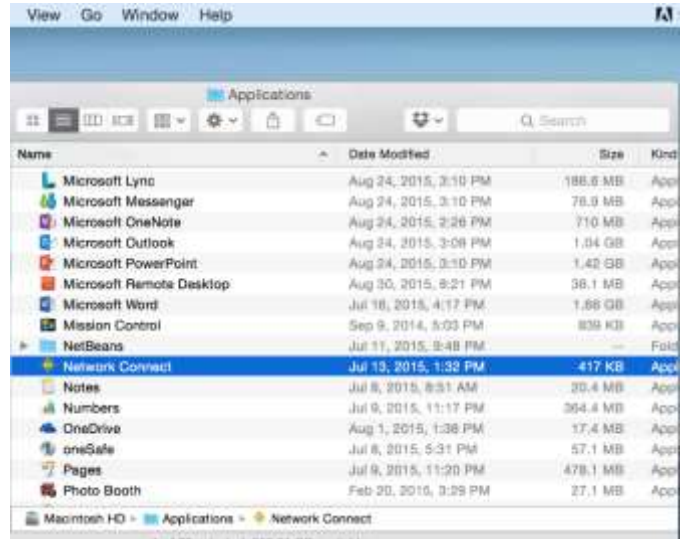
- Restart your Windows PC to complete the removal process.

Uninstall VPN Client – Mac OS X

- Click on Go -> Applications



2. Double-click Network Connect



3. Choose Network Connect -> Uninstall Network Connect



4. Choose Uninstall and Quit

