

# **LSUHSC-S VPN Instructions**

F5 APPLIANCE LSU HSC SHV ITG 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.

- The Full VPN Client is the <u>preferred</u> 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.

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#### NOTE:

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

Reference:

Support: <u>https://support.f5.com/kb/en-us/solutions/public/15000/300/sol15326.html</u> Compatibility: <u>https://support.f5.com/kb/en-us/products/big-ip\_apm/manuals/product/apm-clientcompatmatrix-11-6-0.html</u>

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## LSUHSC-S VPN Client (Full Client)

2.

3.

Download & Configure VPN Client – Internet Explorer

1. Navigate to https://portal.lsuhscshreveport.edu

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Enter LSUHSC user credentials and password and click <b>'Logon</b> ":	Secure Logon for LSU Health Shreveport Username Password I Logon	
	1015 LSG Harm Sweepon. All rights reserved	Logout
	Enter an internal resource	@ Help
	Applications and Links	
Click "VPN Client Download":	LSU Webmail	
	VPN Client Download Full VPN Client	
	Network Access	
	SSL VPN Network Access	
	© 2015 LSU Health Shreveport. All rights reserved.	

 Inside the Internet Explorer window, click "Save" when prompted:



- C X

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- Once the download is complete, click "Run":
- The LSUHSC-VPN.exe download has completed.



6. When the BIG-IP Edge Client Setup appears, choose "Install":

IIG-IP Edge Client Setup	(24m)
Installing BIG-IP Edge Client	e
Please wait while the Setup Wizard instals BIG	IP Edge Client. This may take
several montes.	
status: Vaidating Pistak	

- 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.
- Allow the install to continue automatically until you see the "Finish" button... click "Finish".



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- 9. Once the install is complete, reboot your computer.
- 10. After you login, a window will BIG-IP Edge Client™ appear in your system tray in the lower right hand corner of your Attention Required! Click here... screen. This window will inform you that the configuration 3:04 PM information is missing. Click on the (C 18 8/31/2015 "Attention Required!" link. BIG-IP Edge Client" × 11. This window will pop-up for you to Select server: provide missing server ī - × information. Next Cencel BIG-IP Edge Client\* × 12. Type: Select server: "portal.lsuhscshreveport.edu" portal lsubscshreveport edu - X into the blank provided and click
- 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

"Next":

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



Next

Cencel

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1. Left-click the network icon

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

3. Click "Connect".

#### Download & Configure VPN Client – Firefox

- 1. Navigate to <u>https://portal.lsuhscshreveport.edu</u>
- Enter LSUHSC user credentials and password and click "Logon":



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Currently connected to:	49
Network Internet access	
Dial-up and VPN	^
LSUHSC-S SSL VPN	
Name: LSUHSC-S	SSL VPN

Currently connected to: <b>Network</b> Internet access	*1
Dial-up and VPN	^
LSUHSC-S SSL VPN	چ <u>Connect</u>

LSU Health SHREVEPORT	Welcome to LSU Health Shreveport Octoor
Enter an internal resource	📀 Help
Applications and Links USU Webmail VPN Client Download Full VPN Client	Library
Network Access	

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

3. Click "VPN Client Download":

You have chosen to open	
E LSURSC-VPN.exe	
which is: Binary File (18.4	MB)
from: https://portal.lsuho	scshreveport.edu
Would you like to save this file	l
	Save File Cancel



5. Alternatively, save to the default "Download" folder:

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

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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.

BI	G-IP I	Edge Client™	×
	Atte	ntion Required	1
) (ř	4	3:04 PM	

BIG-IP Edge Client*		×
Select server:		
u	()	•
Next	Cencel	

12. Type: "portal.lsuhscshreveport.edu" into the blank provided and click "Next":

🕏 BIG-IP Edge Client*		×
Select server:		
portal.lsuhscshreveport.edu		- ×
Next	Cancel	

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

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#### 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



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





4. Click "Connect".

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#### Uninstall VPN Client – Windows

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





 Click "Yes" that you are sure:

2. Highlight "Big-IP Edge

"Uninstall" button.

**Client**" and the click the



4. The windows Installer will remove the client software:



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



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- 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)".
- Highlight the program "BIG-IP Edge Client Components (All Users)", then click "Uninstall"



 Click "Yes" to remove all components and delete user settings:

?	Do you really want to remove	all components?
	Delete user settings	
	-	Yes No

10. Wait while the application uninstalls.

Removing: 1	PSWAT Integration Libraries V2	
nemoving.	DESVIAT Integration Libraries v2	

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.

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#### Install VPN Client – MAC OS X

1. Navigate to https://portal.lsuhscshreveport.edu

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

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<b>SI Health</b>		
SHREVEPORT		
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for LSU Health Shreveport		
Usemame		
Password		
Logon		

Enter an Internal resource			-
Applications and Links			
Outlook Web Access	din Library	Mac VPN Download	
Network Azzana			

- Name A Size A LSUHSC-MAC-VPN - F
- Once the download is complete, open your download location and open the folder "LSUHSC-MAC-VPN".

3. Click "Mac VPN Download":

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11 (II) IIII - ☆ ∽ 0 Q., Q Search 曲 Size Name . \* LSUHSC-MAC-VPN 624 bytes config\_tmp.f5c 💣 mac\_edgesvpn.pkg 15.8 MB opt-start Zero bytes 5. Double-click "mac\_edgesvpn.pkg". Install BIG-IP Edge Client 000 Welcome to the BIG-IP Edge Client Installer You will be guided through the steps necessary to install this Introduction software. Destination Select Installation Type Installation Summary 6. Choose "Continue". Go Back Continue Installer is trying to install new software. Type your password to allow this. 7. Enter your local Mac admin Username: Mac username user credentials and choose Password: "Install Software"

Install Software

Cancel

Downloads

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

	Applications			
	========== € ⊂	<b>₽</b> .∘	Q. Swirth	
Favorites	Name	Date Modified	Size	Kind
All My Files	🕨 🚞 Adobe	Aug 17, 2015, 10:23 PM	-	Fold
Ch. IClinud Datus	Adobe Acrobat XI Pro	Jul 12, 2015, 9:19 PM		Epid
CO KUIDUO DIIVE	Adobe Application Manager	Aug 17, 2015, 8:38 AM	64 bytes	Alim
AirDrop	Adobe Elements 13 Organizer	Jul 24, 2015, 2:33 PM	1.65 GB	Appl
Applications	Adobe Photoshop Elements 13	Aug 17, 2015, 10:24 PM		Fold
The sectors	Adobe Photoshop Lightroom 5	Jul 24, 2015, 2:19 PM	1.26 GB	Appl
Uesktop	Adobe Premiere Elements 13	Jul 24, 2015, 2:47 PM	100	Fold
Documents	App Store	Jul 8, 2015, 8:51 AM	2.5 MB	Appl
O Downloads	Apple Configurator	Jul 8, 2015, 10:50 PM	24.0 MB	Appl
C DOMINIOUS	🚰 Automator	Apr 28, 2014, 4143 PM	15.2 MB	App
[i] Lamar	🚯 B/G-IP Edge Client	Today, 4:46 PM	19.3 MB	App
Dropbox (Per	Celculator	Feb 22, 2015, 11:54 PM	5 MB	Appl
22 Department (1 S) 1	💆 Celendar	Mar 21, 2015, 2:30 AM	36,3 MB	Appl
A. probpox (reo	Samtasia 2	Apr 4; 2012; 6:44 PM	100,4 MB	Appl
School	4 Chess	Mar 5, 2015, 5:11 AM	8.4 MB	Appl
Devices	Gitrix Receiver	Jul 12, 2015, 11:18 PM	70.1 MB	App
Lamar's Mac	Macintosh HD > Applications > 🔓 BIG-IP Edg	e Client		
	1 of 78 adjusted 952 85 (50 aug	district of		

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BIG-IP Edge Client	
ected	
ər	
Disconnected	
ection, select a server from t suto-Connect' or 'Connect' bi	he menu above then click utton below.
	BIG-IP Edge Client ected Disconnected ection, select a server from t uto-Connect' or 'Connect' b

0.0	BIG-IP Edge Client	
Conne Not config	ecting: Your attention is requ	uired.
Server: Add New 3	Server	0
	Add New Server	
	Specify server address:	
portal.lsuhscsh	reveport.edu	
Cancel		Verify
Auto-Connec	Connect	Disconnet
0 2004-2	ura na memoria intri, delute, masnington. Ali ngnis re	DELADO.

9. Choose "Add New Server" from the dropdown

10. Type

"portal.lsuhscshreveport.edu" for Select server and click "Verify"

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	BIG-IP Edge Client
	Connecting: Your attention is required.
	Server: Add New Server 0
	Add New Server
11 Click "Add and Connect"	Specify server address:
	https://portal.lsuhscshreveport.edu/
	Cancel Add and Connect Add
	Server (portal.isuhscshreveport.edu) successfully verified.
	Auto-Connect Connect Disconnect
	Bid-If Equilient  Connecting: Your attention is required.  Refer  tracticestilisesementation  Refer  tracticestilisesementation
	Secure Lagon for LSU Health Shreveport
12. Enter your <b>LSUHSC-S User</b> credentials. And click Logon	Assentante
	E 2010-2014 PE International International International

- credentials. And click
- 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)

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### Connect to SSL VPN – Internet Explorer

1. Navigate to https://portal.lsuhscshreveport.edu

 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"



Please click on the information Bar if it is displayed, and choose install ActiveX control. If your browser security settings prevent the installation, please select an option below.

Install the new browser component and continue

Continue, but do not install the new browser component

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 If you have administrator permission click "Continue" and proceed to step #8, if not Contact the LSU HSC Shreveport Service desk 318-

5. Click on the "Run" button

Permission Required

A website wants to open web content using this

This program will open outside of Protected mode. Internet Explorer's Protected mode helps protect your computer. If you do not trust this website, do not open this program.

F5 Betworks Network Access Helper

program on your computer

Rubisheri 15 Networks

7. Click on the "Allow" button

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8. The Connected window should be visible:

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#### Connect to SSL VPN – Firefox

1. Navigate to <u>https://portal.lsuhscshreveport.edu</u>

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



3. Choose "SSL VPN Network Access":



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



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5. Click "Install Now" to trust the site plugin:





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.

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

 If you need to review the connection information, rightclick 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.



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Network Access

SSL VPN Network Access

#### Connect to SSL VPN - Safari

1. Navigate to <u>https://portal.lsuhscshreveport.edu</u>

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

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SUBealth		
SHREVEPORT		
Secure Logon		
for LSU Health Shreveport		
Usemane		
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Logon		
an total con weares private but with faith reserved.		





 Choose "Click here" to download and save an installation package for your browser.



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5. Navigate to your "**Downloads**" folder



Downloads

 Double-click on "mac\_sslvpn.pkg"

7. Choose "Continue".

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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:



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#### 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.
- In the "Network Connections" window that opens, if the entry exists, select "\_Common\_portal.lsuhscshre veport.edu\_na – Go to portal.lsuhscshreveport.edu instead of dialing directly" and click "Delete this connection"



- 3. No confirmation other than the entry is removed from the "Network Connections" window.
- 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.

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- US + Control Panal + All Control Panal Items + Ein Edit View Isola Bei Adjust your computer's settings Veicty Large com -Performance Information Rental Controls Pen and Touch and Tools 7. Select Start -> Control Panel -> Phone and Modern Personalization Power Options **Programs and Features** Programs and Feat Region and Language 14 Recovery Programs and Feat Universital or shares Speech Recognition Sound System Tablet PC Settings Sync Center ens and Feat + ++ AP Co View Tools Held Uninstall or change a program 8. If it exists, highlight the To uninstall a program, select it from the list and then click Uninstall, Change, or Repair tallaid condition program "BIG-IP Edge Client Uninstal Components (All Users)", then Uninstall this program. Publisher Installed On Size BIG-IP Edge Client Components (AII II
   Cisco WebEx Meetings ent) 15 Networks, Inc. Cisco WebEx LLC Citrix Systems, Inc 8/31/2005 73.2015.0423.1748 click "Uninstall". 14.2.0.10 Citris Receiver 8/18/2019 CRS CRS Delivered by Citria 8/18/2015 10 O Dell Backup and Recover Del Inc. B/7/2015 PS Notworks, Inc. Product ormion: 71,200,000 Help link: http://auhfl.or 71,2015.0423.1748 22 BIG-IP Edge Client Components Removal Do you really want to remove all components? 9. Click "Yes" to remove all V Delete user settings components and delete user settings: Yes No 23 Remove components 10. Wait while the application Removing: OPSWAT Integration Libraries V2 uninstalls. Cancel
- 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 **<u>not</u>** required.

### Legacy Juniper VPN

Uninstall Juniper VPN client – Windows

 This client is currently used for legacy vpn access provided at <u>https://vpn.lsuhscshreveport.e</u> <u>du</u>.

Removing: OPS	WAT Integration Libraries V2	
	-	
	Concel	

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- 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



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11. Complete the removal by clicking "Close".



- 12. Confirm that "Juniper Network Setup Client" is no longer listed in the list of installed applications.
- "Juniper Network Setup Client" removal is complete. Now remove the "Juniper Network Setup Client Activex Control" or reboot as necessary.

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Control Facel Home Face Indefect up Stree Tare Workson Rations on or off	Uninstall or change a program To animial a program, which it have the for and then Organize + Uninstal/Change	chait Universitäli, Champie, ut Rep			н.	
	Nexes (c) Love V Update W (c) Love V Update V Update V Update V Update (c) Love V Update V Update V Update V Update (c) Love V Update V Update V Update V Update (c) Love V Update V Update V Update V Update (c) Love V Update V Update V Update V Update (c) Love V Update V Update V Update V Update (c) Love V Update V Update V Update V Update (c) Love V Update V Update V Update V Update (c) Love V Update V Update V Update V Update (c) Love V Update V Update V Update V Update (c) Love V Update V Update V Update V Update (c) Love V Update V Update V Update V Update (c) Love V Update V Upd	Publisher Oracle Corporation Annpast Matematics Microsoft Corporation Microsoft Corporation Microsoft Corporation Microsoft Corporation Microsoft Corporation	Instantine Col 8/20/2013 8/20/2013 8/13/2013 8/13/2013 8/13/2013 8/13/2013 8/12/2013 8/12/2013	50 MB	Yosan 8.6660.27 33.3.3 4.3.3(29) 10.64681.3506 10.64681.3506 8.0.5021 8.6.31728	

- 14. If installed, remove the "Juniper Network Setup Client Activex Control".
- 15. Open Start -> Control Panel -> Programs and Features







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17. Complete the removal by clicking "Close".



 Confirm that "Juniper Network Setup Client Activex Control" is no longer listed in the list of installed applications.

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Comolinations Ten reddol gann San Waller halan i'r a M	Uninstall or change a program To unistal a program, siled it has the lot and that	cick investet, Ounge, or N	-		
	New Output Charge New	Public	Installant De	- See	Ventre
	Alisen & Update W     Microarth ART Terremont K12     Microarth ART Terremont K12     Microarth Visio Performance Plaz 2021     Microarth Visio Performance 2023     Microarth Visio Performance 2023	Gracia Corporation Microsoft Corporation Microsoft Corporation Microsoft Corporation Microsoft Corporation Microsoft Corporation Microsoft Corporation	8-27-2025 8-25-2025 8-15-2025 8-15-2025 8-15-2025 8-15-2025 8-15-2025 8-15-2025	30.0 MB 30.0 MB 506 40 706 40 106 40	8.0086.27 4.5.5220 10.0.4989.2506 10.0.4989.2506 8.0.50811 8.0.38139 8.6.38139 8.6.38139

- 19. "Juniper Network Setup Client Activex Control" removal is complete
- 20. Restart your Windows PC to complete the removal process.

#### Uninstall VPN Client – Mac OS X

1. Click on Go -> Applications



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2. Double-click Network Connect

View	Go Window	Help				M
		Appica	tions	19970		
п	100 ACR 100 -	• · 0	0	<b>₽</b> ~	Q. Search	
Name				Date Modified	Size	Kine
L	Microsoft Lync			Aug 24, 2015, 2:10 PM	188.6 MB	Acc
66	Microsoft Messenge	ŕ.		Aug 24, 2015, 3:10 PM	76.0 MB	App
1	Microsoft OneNote			Aug 24, 2015, 2:26 PM	710 MB	Act
	Microsoft Outlook			Aug 24, 2015, 3:08 PM	1,04 GB	Acc
	Microsoft PowerPoin	nt:		Aug 24, 2015, 0.10 PM	1,42 GB	App
-	Microsoft Remote De	esklop		Aug 30, 2015; 8:21 PM	38.1 MB	App
	Microsoft Word			Jul 18, 2015, 4(17 PM	1.66 G8	App
100	Mission Control			Sep 9, 2014, 5:03 PM	8259 H38	Acc
+ 11	NetBeans			Jul 11, 2015, 9:48 PM		Fak
۲	Nefwork Connect			Jul 19, 2015, 1:32 PM	417 KB	App
10	Notes			Jul 8, 2015, 8:51 AM	20.4 MB	ADS
-14	Numbers			Jul 9, 2015, 11:17 PM	364.4 MB	App
	OneDrive			Aug 1, 2015, 1:38 PM	17,4 MB	100
1	oneSale			Jul 8, 2015, 5:31 PM	57.1 MB	App
-7	Pages			Jul 9, 2015, 11:20 PM	478.1 MB	400
15	Photo Booth			Feb 20, 2016, 3:29 PM	27.1 MB	Acc

🚔 Macintosh HD > 📰 Applications > 🤗 Network Connect

3. Choose Network Connect -> Uninstall Network Connect

Network Connect	File	Edit	W
About Network Co	nnect		
Preferences		ж,	
Uninstall Network	Conne	ect	
Services		)	
Hide Network Con Hide Others Show All	nect	1% 7%	+
Sign Out		030	0

4. Choose Uninstall and Quit



#### **Uninstall Network Connect?**

Uninstalling Network Connect will completely remove Network Connect from your computer.

Uninstall and Quit

Cancel

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