



DITO Technical Bulletin

Frequently Asked Questions about the New VPN

General

1. Why do we have to change from our current Cisco VPN?

The previous implementation for remote access via VPN to IHS networks and data came under scrutiny by the Office of Inspector General (OIG) in October of 2008, as part of its investigation of a cyber-attack on the IHS network. The investigation identified a number of vulnerabilities and shortfalls with the previous VPN system.

2. I wasn't notified to be migrated or sent a token. How do I get access to VPN?

Have your supervisor verify that you have approved VPN access via the online ITAC system. Your supervisor will then need to send a request to the IHS National Help Desk to have your account migrated.

Please be sure to include in the request which form of two-factor authentication you will need:

- If you will require the Entrust token, please provide a mailing address for us to ship the token to.
- If you require the PhoneFactor, please provide the phone number that you will need to be called back on to verify your account.

3. Where can I find more information on how to use the new Citrix VPN?

Please see the *IHS VPN User Guide*, which can be found at:

<http://www.ihs.gov/index.cfm?module=citrix>

4. What are the limitations to using Citrix Desktop through VPN?

See the appendix in the *IHS VPN User Guide*.

5. Who should I contact if I encounter a problem with the Citrix VPN?

If you have a problem, contact the IHS National Help Desk:

Phone: 1.888.830.7280

E-mail: support@ihs.gov

For after-hours support, contact the NOSC: nosc@ihs.gov

Authentication

6. Why do we have to use the Entrust token or Phone Factor authentication?

Two-factor authentication—something you have and something you know—is required in order to strengthen IHS security and user authentication.

7. How do I switch to the token from Phone Factor?

Discuss your needs with your supervisor to obtain approval. Your supervisor should then update your online ITAC form to change your two-factor authentication method. ITAC information can be found at:

<http://homedev.ihs.gov/ITSC-CIO/security/itac.cfm>

8. I lost my cell phone but need to use the VPN. How do I get access immediately?

Contact the IHS National Help Desk (see Question #5 above), and we will assist you with setting up an alternate phone number.

9. I lost my Entrust token but need to use VPN. How do I get access immediately?

Contact the IHS National Help Desk (see Question #5 above), and we will assist you with setting up the use of PhoneFactor.

You will also need to submit a request to the Help Desk for a replacement Entrust token.

10. I forgot my network password to get into VPN. What should I do?

Contact the IHS National Help Desk or the NOSC to have them reset your password.

11. I haven't used Citrix VPN in several months and when I tried to use it, it just took me back to the login page. What should I do?

All VPN use is monitored and logged on a daily basis. Any VPN user who has not utilized the Citrix VPN in over 60 days will be deactivated. Requests for reactivation must be made by the employee's ITAC supervisor, who should first verify that the employee's ITAC indicates approval for VPN use, and then should send a request to the IHS National Help Desk for reactivation.

12. When I try to log on at the Citrix VPN logon site using PhoneFactor, it does not let me in or give me an error.

This may be due to a mismatch between the phone number defined for you in PhoneFactor and the one you are using for authentication. Please contact the IHS National Help Desk to verify or change the phone number configured for you.

File Access

13. How do I find my network documents?

All of your files are located on the network share and network drives assigned to you as part of your network account and profile. (For assistance, contact your System Administrator.) These files can be accessed from the Start menu and select the Computer option to navigate to your files.

14. If I get disconnected from Citrix, will I lose any documents that I was working on?

No. Your session and all applications will continue to run in the background for 24 hours for you to reconnect. You will not lose any unsaved documents unless you reconnect after the 24 hours. Best practice is to make sure that you save any documents to your network share. After 15 minutes of inactivity, your session will be disconnected but maintained for the 24-hour period and you will need to re-authenticate to get back into your session.

15. What are the timeouts when connecting to Citrix VPN?

The timeout when connected to the Citrix VPN desktop is set for 15 minutes of inactivity. However, if you get disconnected while you have any applications open, they will remain active for up to 24 hours with your session.

16. I need to transfer files from my computer to a remote server. What should I do?

You will need to request access to the SecureFTP program through the IHS National Help Desk (see Question #5 above).

17. I can't see my entire screen when connected to the Citrix Desktop. What should I do?

You will need to use the Minimize option to change the size of the screen. Also, Citrix does not support the use of dual monitors when connected.

Applications

18. Can we have EHR installed?

Due to the large number of EHR site installations, this application as well as other RPMS GUI applications, cannot be supported within the Citrix environment at this time. VPN users need to obtain the location of your facility or Area terminal server or other location and use the Remote Desktop Protocol (RDP) to access that server/workstation for all RPMS GUI applications.

19. How do I get remote access to our facility EHR server (or any of the local RPMS GUI applications)?

Discuss your requirement with your facility/Area IT staff for the terminal server or workstation where you have approval for access to EHR for your facility. (Use of Remote Desktop Services would be required.)

20. I don't see a connection to my facility RPMS server in Van Dyke SecureCRT. How do I get it added?

Contact your local IT staff and request that they add a session file for the server. For more information, see the *IHS Deployment Guide for VanDyke Software*.

21. I tried to create a new SecureCRT connection within the Citrix desktop, but could not save it. Why?

If the required connection is not identified in the listing of sites, please submit a request to the IHS National Help Desk to add it. Include the Name of the site, the IP Address, and the type of server (AIX or Windows) in your request.

22. Why can't I install other applications that I need within Citrix?

Restrictions for application installations are configured for Administrative rights for all workstations and servers. For any additional application that is required to perform your duties, please contact the IHS National Help Desk (see Question #5 above) to request the application. If we cannot support the application within the Citrix environment, you will be notified that you will need to contact your facility/Area IT staff for an alternate location.

Connectivity Issues

23. I keep getting disconnected when using the Citrix VPN (from home, the airport, a library, etc.).

This may be due to a poor network connection from the location you are using. Please try to connect from an alternate location or contact your local ISP to verify your Internet connectivity.

24. The hotel I am staying in is offering the use of a "Public IP address". What is it and do I need it?

You will need to use the DHCP IP address that will be provided by the hotel/public location. You will need to make sure that your laptop is not configured with a "static IP address". Please contact your local IT office for more information.

25. I have a MAC laptop. What do I need to do to be able to use Citrix VPN?

The IHS National Help Desk (see Question #5 above) will be able to provide you with the MAC plugin that may be required for you to access the Citrix VPN.

26. I have Windows 7 64-bit and am getting an error with JAVA. What do I need to do?

To resolve this problem, you will need to uninstall the 64-bit version of both Internet Explorer and JAVA, and install the 32-bit versions of each.