

EOTSS Remote Access VPN BYOD Mac Client Install



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Getting Started

Before getting started with the Commonwealth VPN, you need to ensure that:

You are enrolled in Multi-Factor Authentication (MFA).

In order to use the new EOTSS VPN, you must be enrolled in MFA. Instructions on how to set up MFA can be found here: <https://www.mass.gov/guides/set-up-azure-ad-mfa>

You have local admin rights.

To install the Commonwealth VPN client you will need local administrator rights. If you are using a Commonwealth-issued computer, you will likely need to work with your IT support group to install the VPN client. If you are using your personal device, you likely already have local administrator rights.

You have the most up-to-date version of the Mac OS installed.

The Commonwealth VPN client is only compatible with the most current version of Mac OS.

You have been provisioned with a Commonwealth VPN account.

Once the requested VPN account has been provisioned, your agency will notify you that you have access to VPN. If you download the VPN client and are unable to log in, you may need to wait until a VPN account has been provisioned for you.

Downloading the Mac VPN client



The steps outlined below were verified using Mac OS 10.14 (Mojave) and 10.15 (Catalina), with Chrome as the browser.

Download the Pulse Secure Software

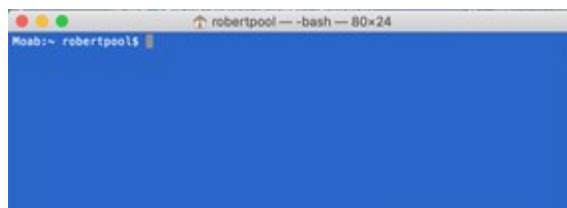
Commonwealth VPN for Mac requires two software components: the Pulse Secure Agent and the Pulse Secure App Launcher. Specific versions of the software are required and the instructions below describe the process to download the software.



NOTE: *Depending on the version, these files may be generically named “PulseSecureAppLauncherAppleSigned.dmg” and “PulseSecure.dmg”. Please

Step 1: Run the following command to manually download the Pulse Secure files. This command downloads the files to the users “Downloads” folder.

Step 2: Open a terminal from Applications / Utilities directory.



Step 3: Paste the command at the \$ prompt:

```
curl --output ~/Downloads/PulseSecure.dmg ftp://cjisftp.chs.state.ma.us/PulseSecure.dmg --output  
~/Downloads/PulseSecureAppLauncherAppleSigned.dmg  
ftp://cjisftp.chs.state.ma.us/PulseSecureAppLauncherAppleSigned.dmg --user  
eotssmacvpn:VPN@eotss
```

Step 4: The two Pulse Secure files will be downloaded to the Downloads directory;
PulseSecure.dmg and PulseSecureAppLauncherAppleSigned.dmg



Installing the Mac VPN client

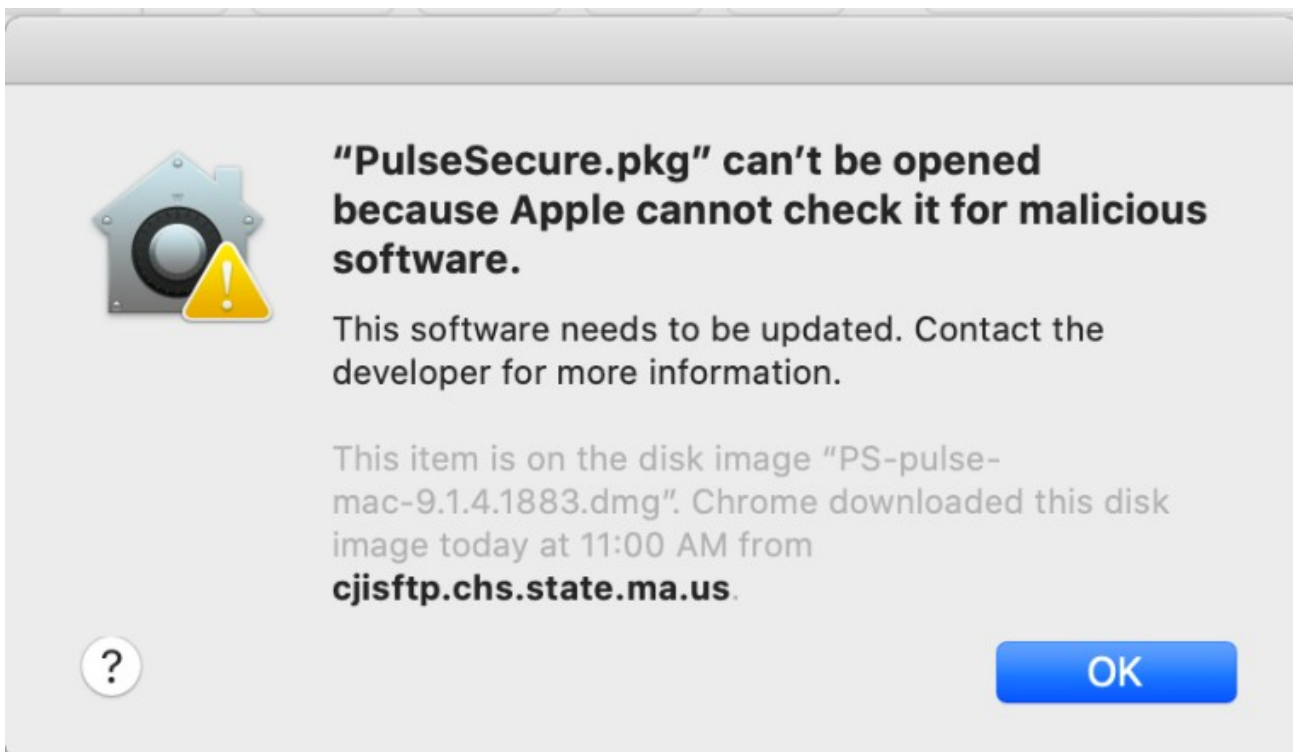
Install the Pulse Secure Agent Software

Step 1: Go to your downloads folder; you will see the two Pulse Secure files you just downloaded. Double-click **PulseSecure.dmg** to open the Pulse Secure Installer package

Step 2: Double-click the PulseSecure.pkg object to launch the installer



Step 3: You will be prompted with a Security message. Click the "OK" button.

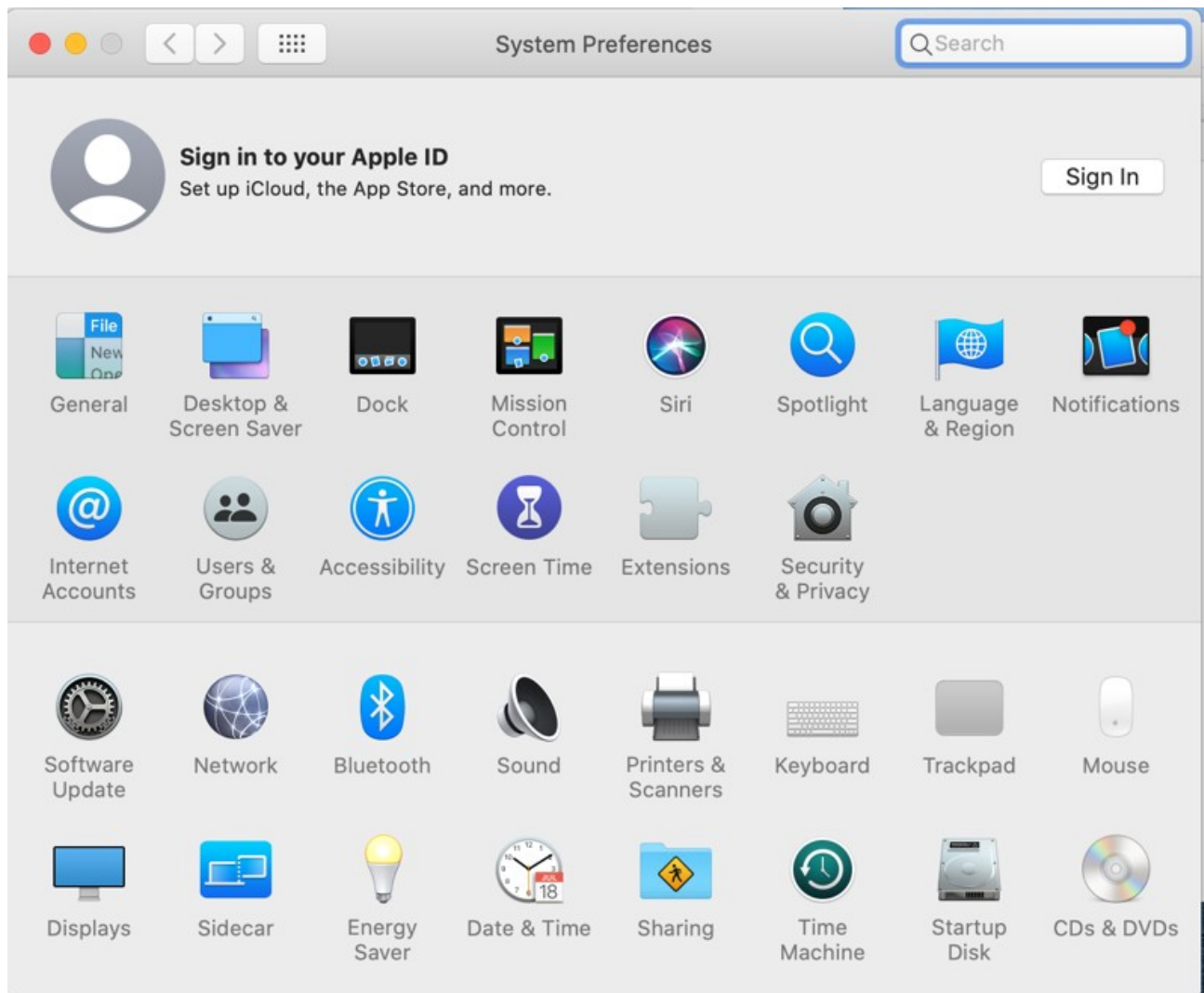


Step 4: Open "System Preferences" under the Apple menu in the top left of your Mac.



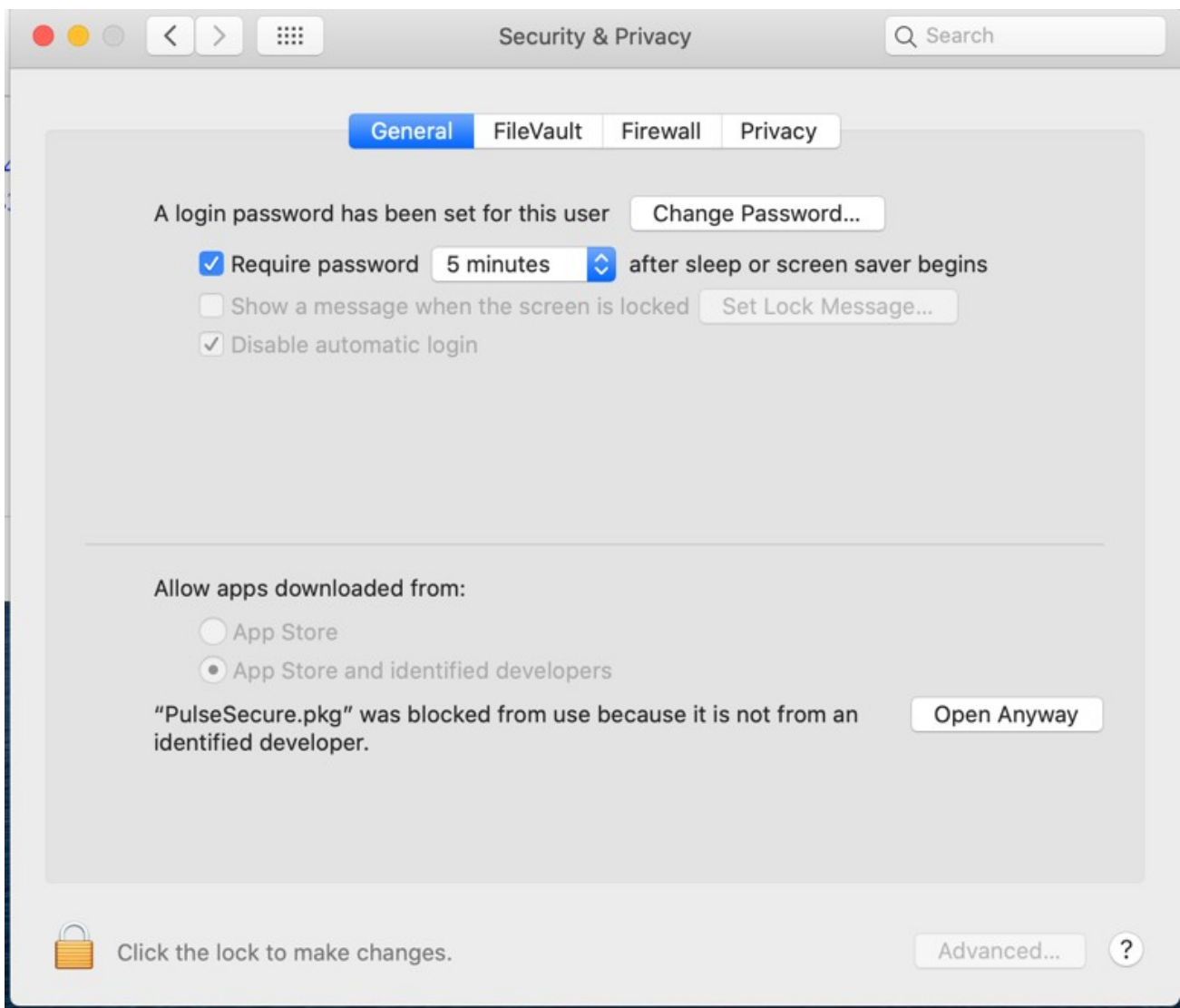
Image result for apple menu icon

Step 5: Select the “Security & Privacy” icon



Step 6: At the bottom of the "General" tab, there is an option to “Allow apps downloaded from.” You will see a message that PulseSecure.pkg was blocked from use.

Click ‘Open Anyway’ button



Step 7: If you get this message, just click the "OK" button



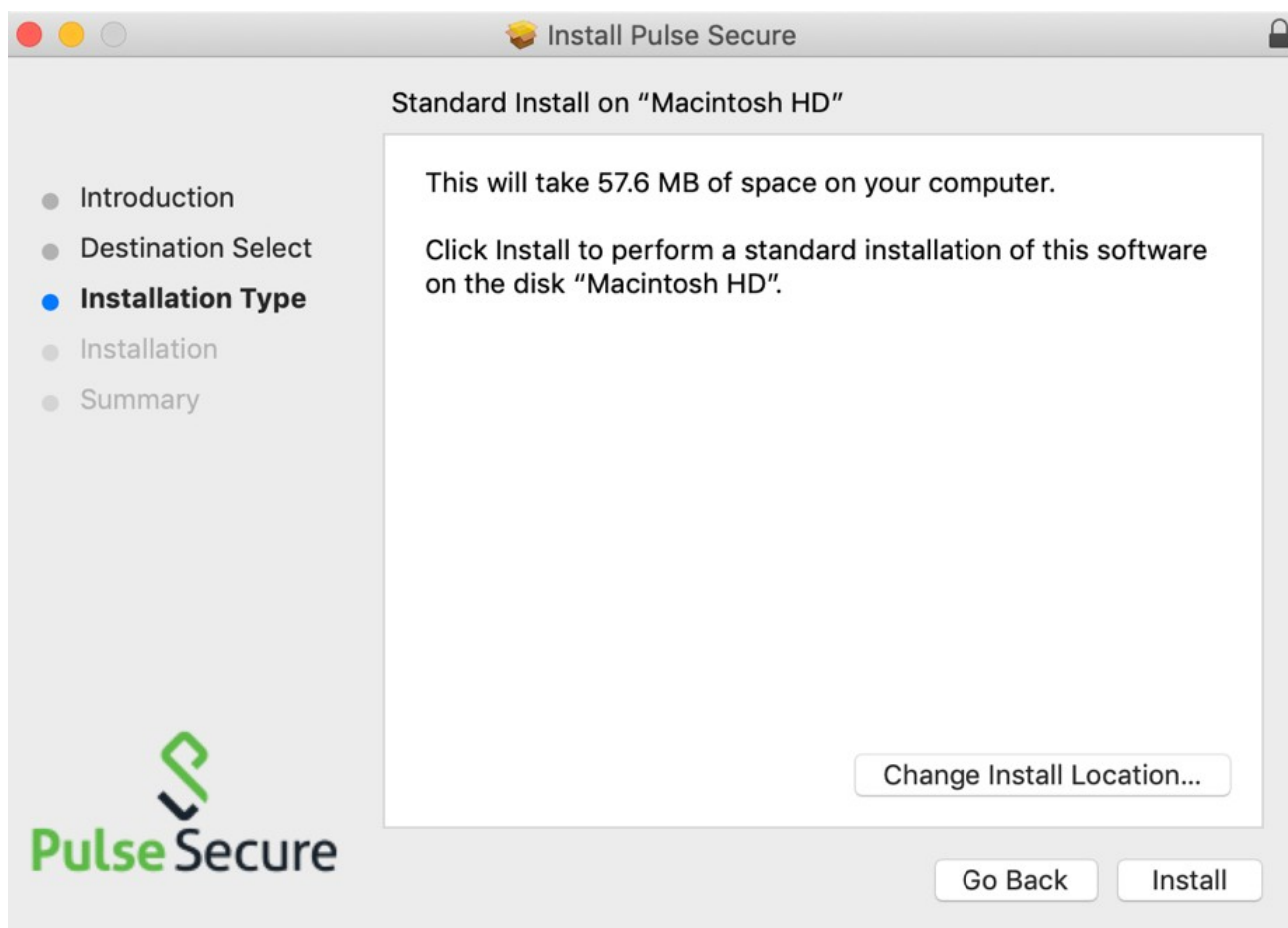
Step 8: Close the 'Systems Preferences' screen using the **red circle** in the top left corner.



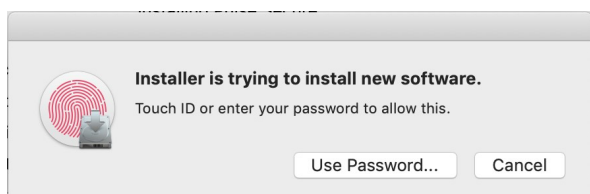
Step 9: The Pulse Secure Installer will launch and you will see the following page. Select the "Continue" button to start the installation process



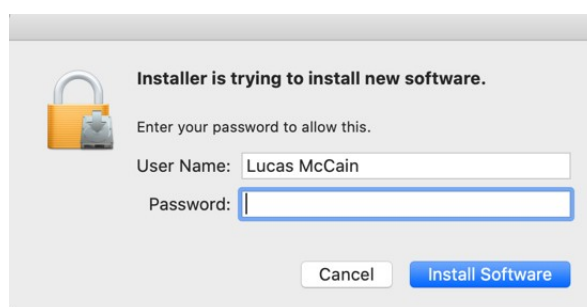
Step 10: Click the "Install" button



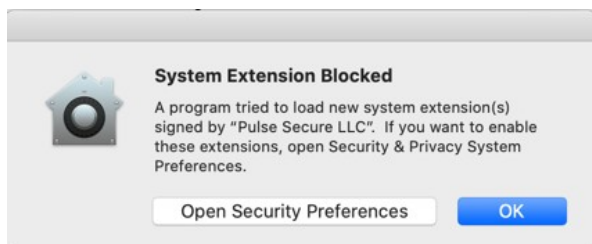
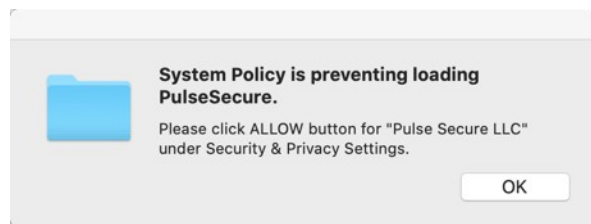
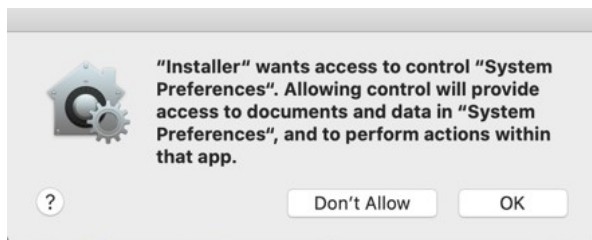
Step 11: You will be prompted to verify yourself by using Touch ID or entering the password of your Mac.



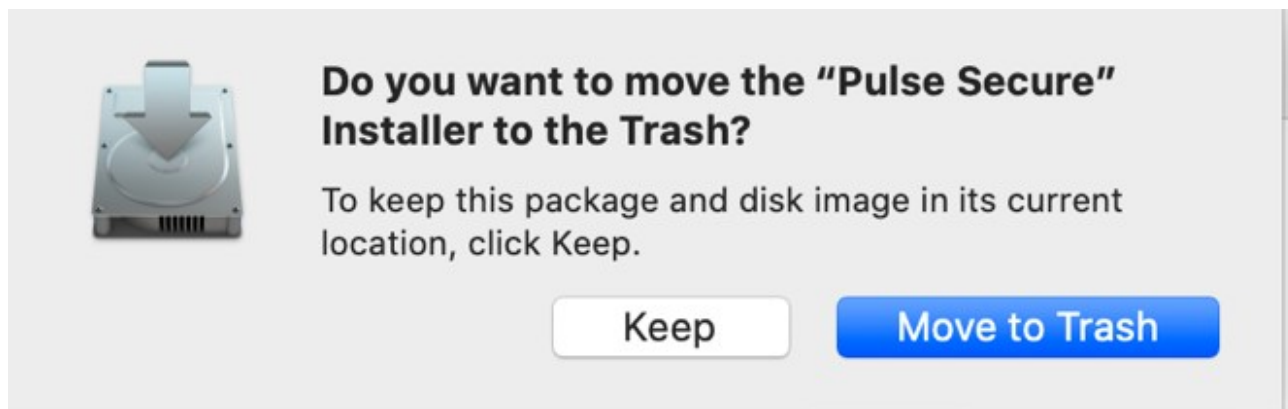
or



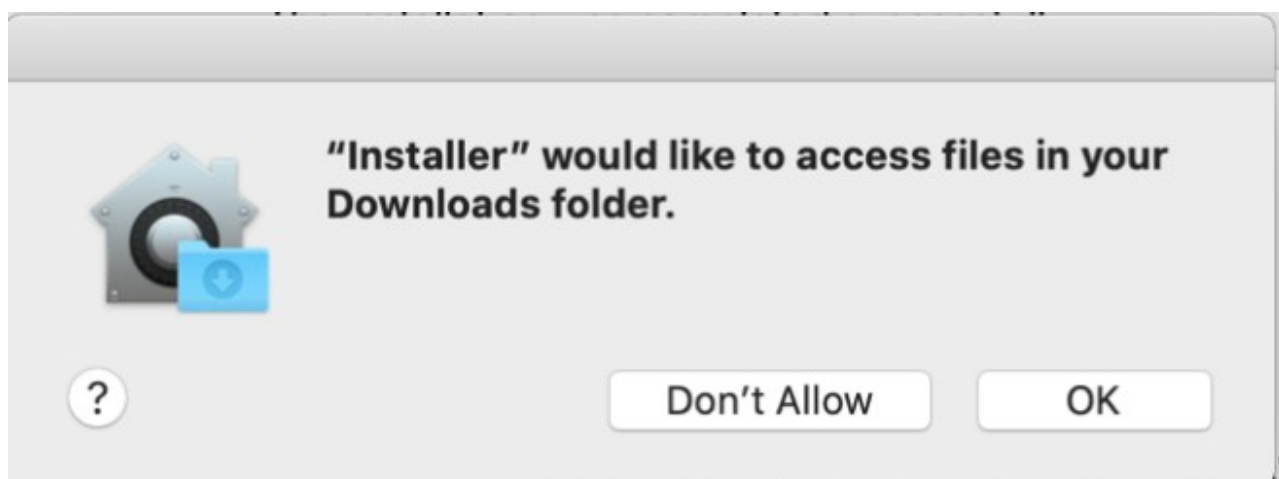
Step 12: You will be prompted with a series of popup dialogues requesting approval to proceed. Which windows you see depends on how your Mac security is configured. Click "OK" if the message is presented.



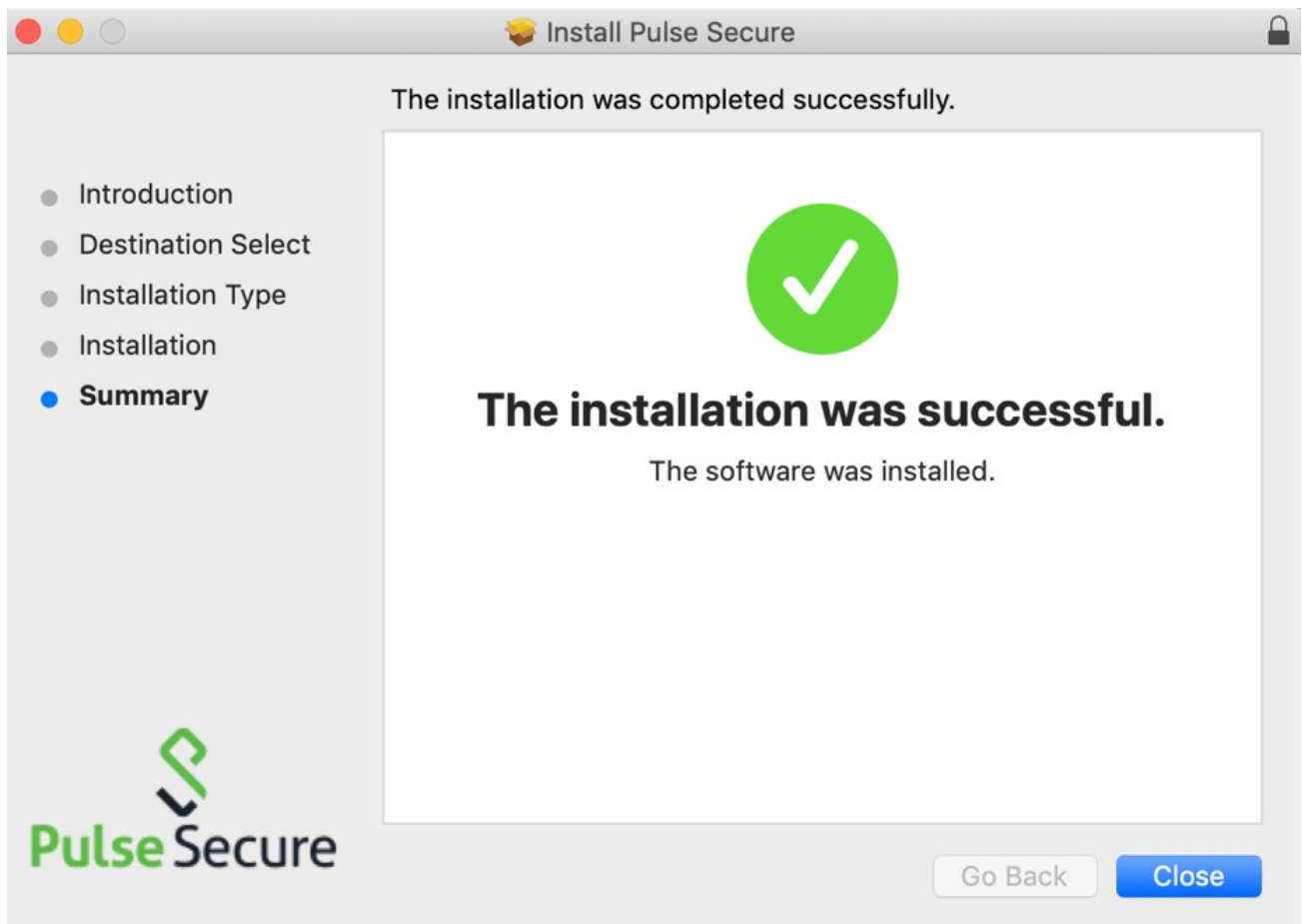
Step 13: Finally, the installation process will complete and you will be asked if you “want to move the Pulse Secure Installer to the trash?” Click the "Move to Trash" button.



Step 14: One final dialogue will ask if the “Installer” can access Downloads Folder. Click the ‘OK’ button

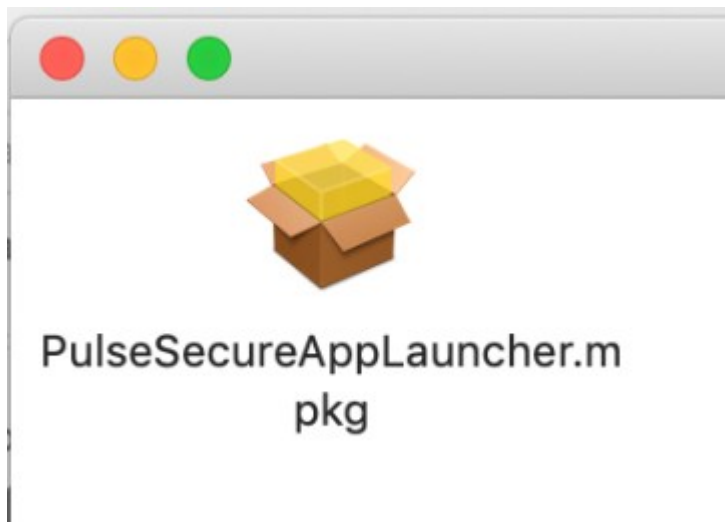


Step 15: Once installation is complete, you will receive a message stating “The installation was successful.” Click “Close.”



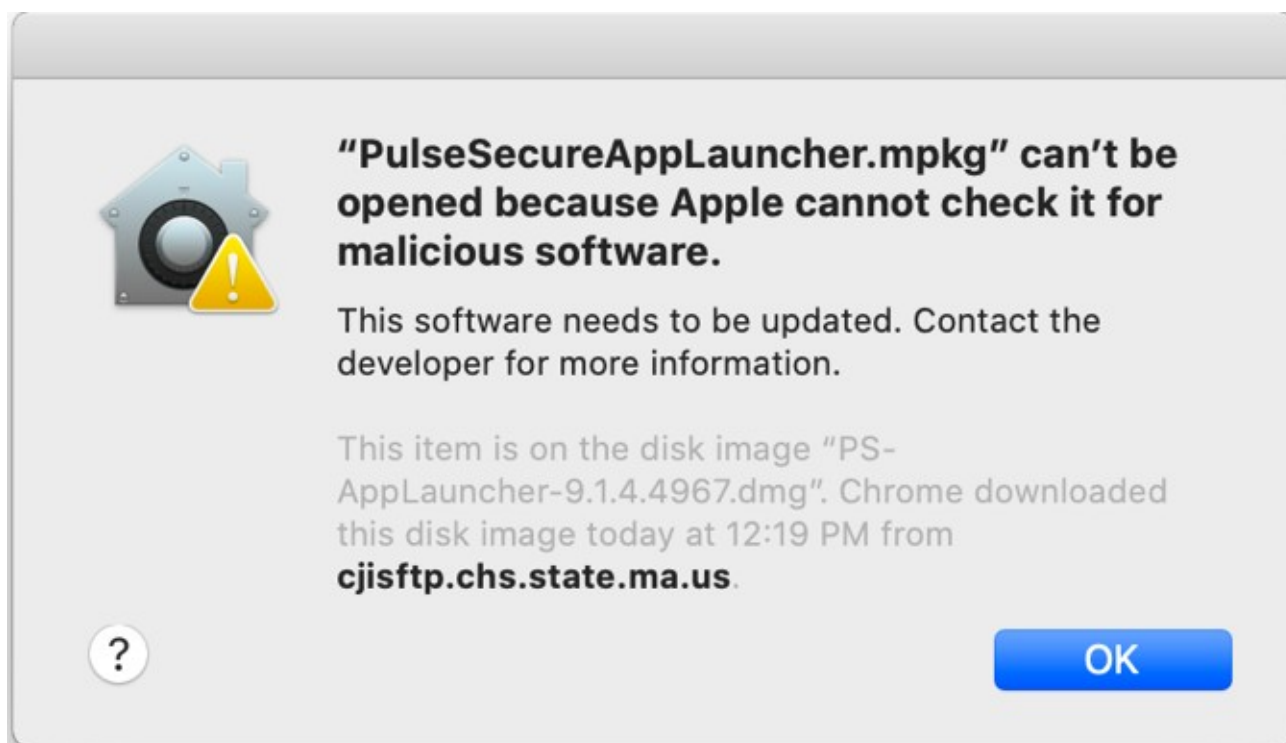
Install the Pulse Secure App Launcher

Step 1: Go back to your downloads folder, Double-Click **PulseSecureAppLauncherAppleSigned.dmg** to start the PulseSecureAppLauncher Installer.

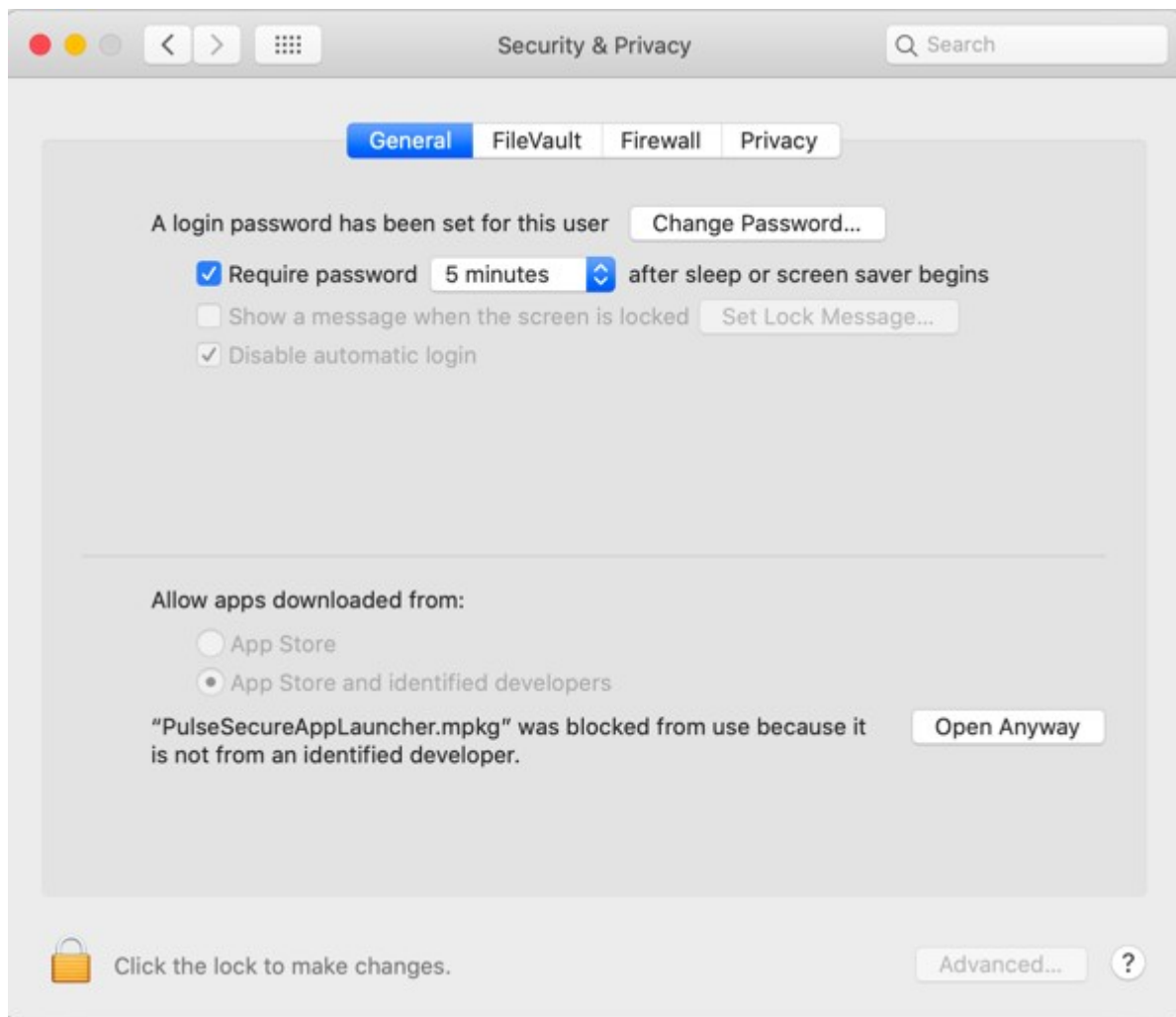


Step 2: Double click the PulseSecureAppLauncher.mpkg object to launch the installer

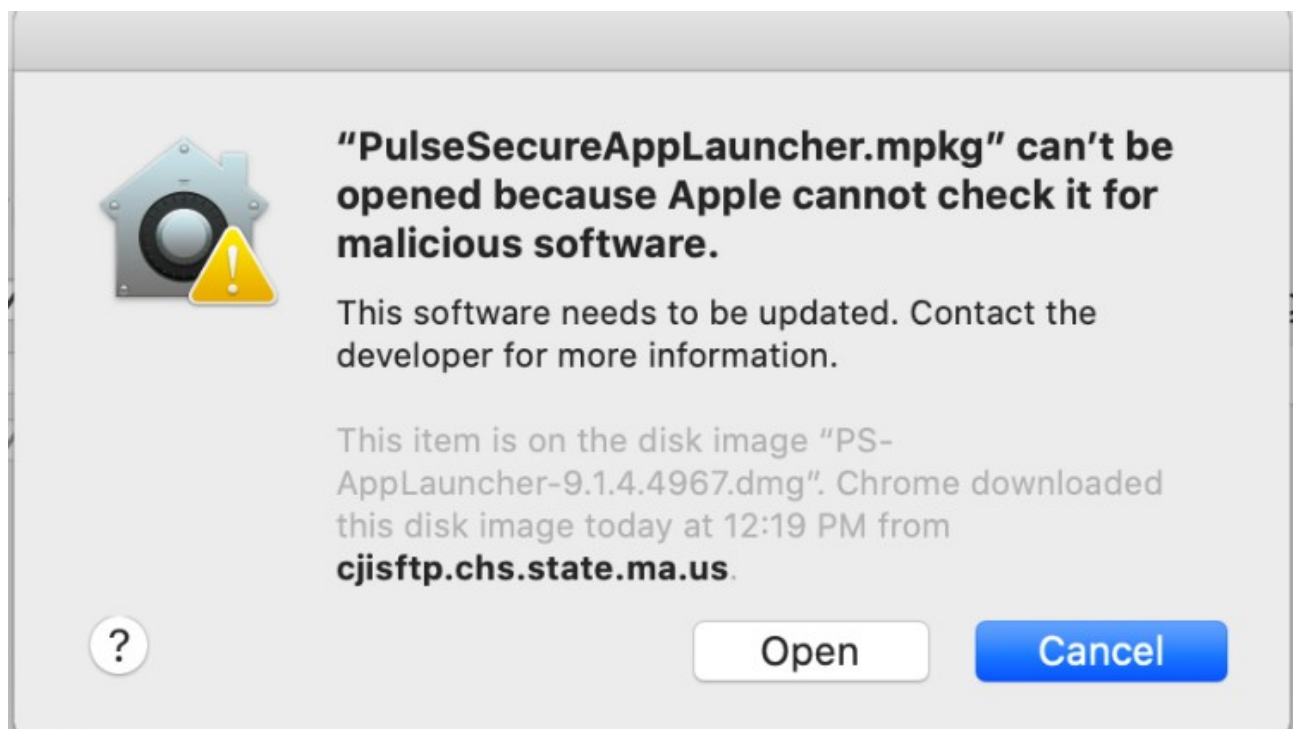
Step 3: Similar to the first install, you will receive a message warning you that "... **can't be opened because Apple cannot check it for malicious software.**" Click the "OK" button



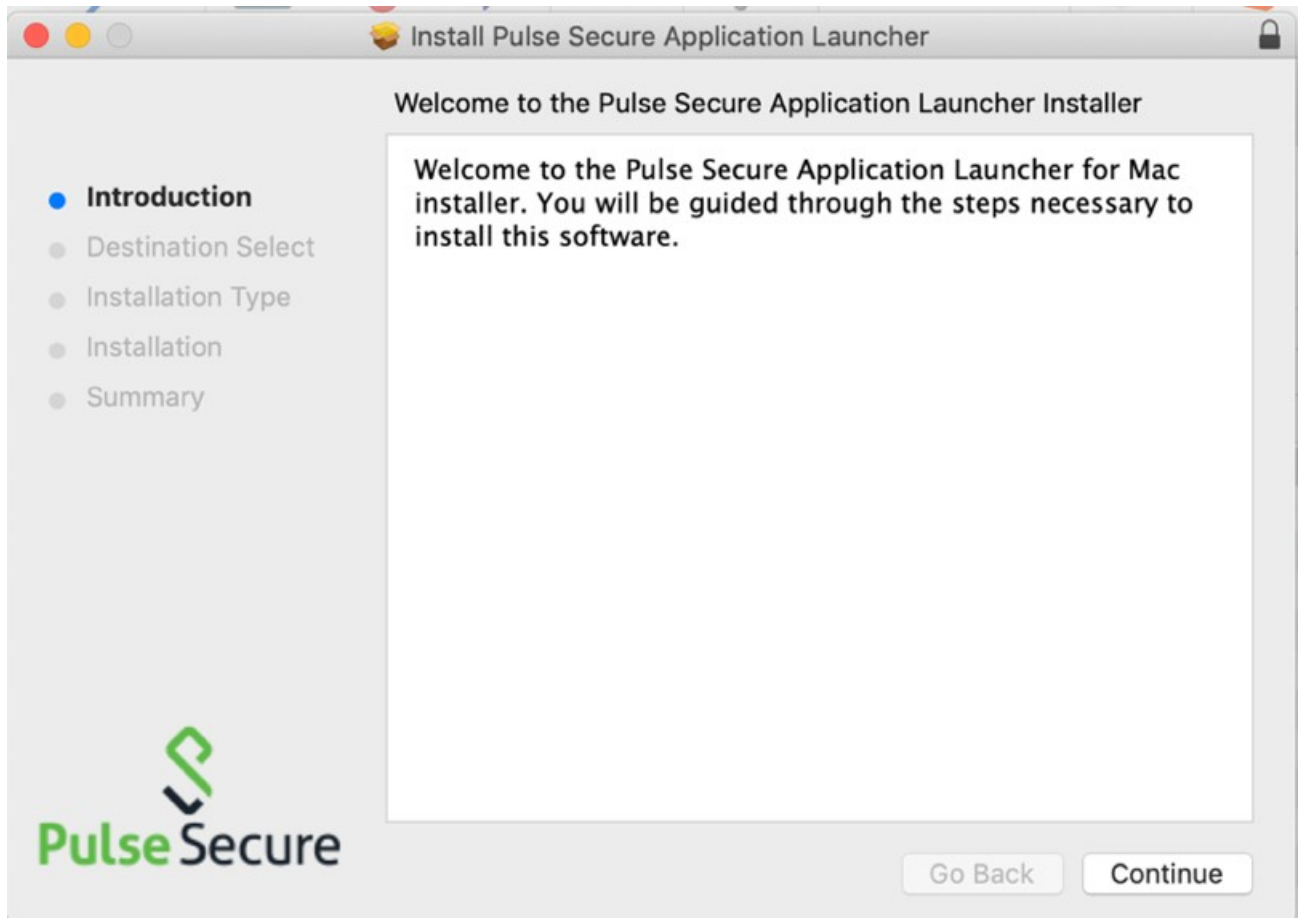
Step 4: Again, open "System Preferences" under the Apple menu in the top left of your Mac and click the "Open Anyway" button at the bottom half of window.



Step 5: Click the "Open" button



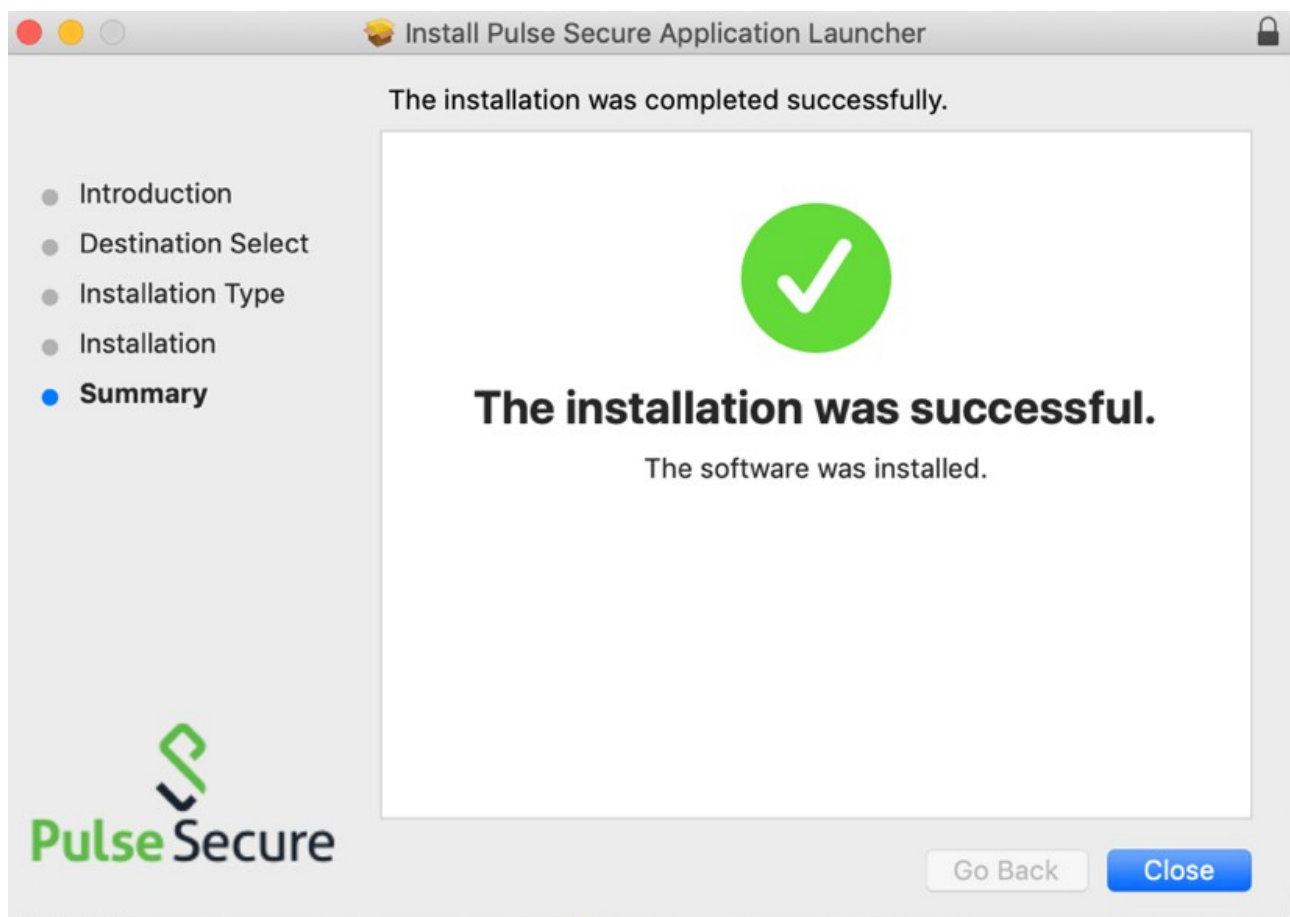
Step 6: Close any open windows till you get to the window below “**The Pulse Secure Application Installer**”. Click the "Continue" button to start the installation process



Step 7: Click the "Install" button

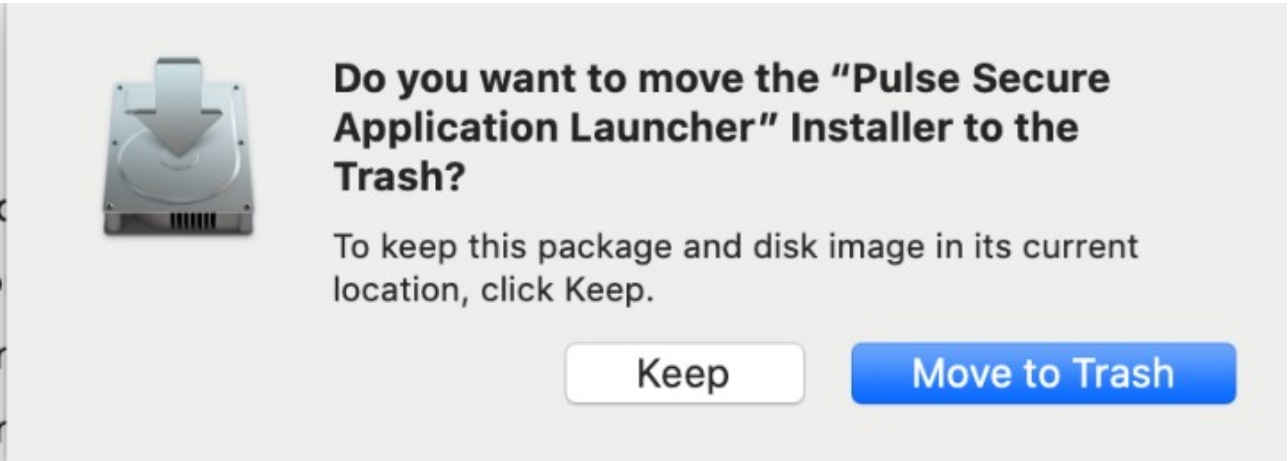


Step 8: Once installation is complete, you will receive a message stating "The installation was successful". Click "Close."

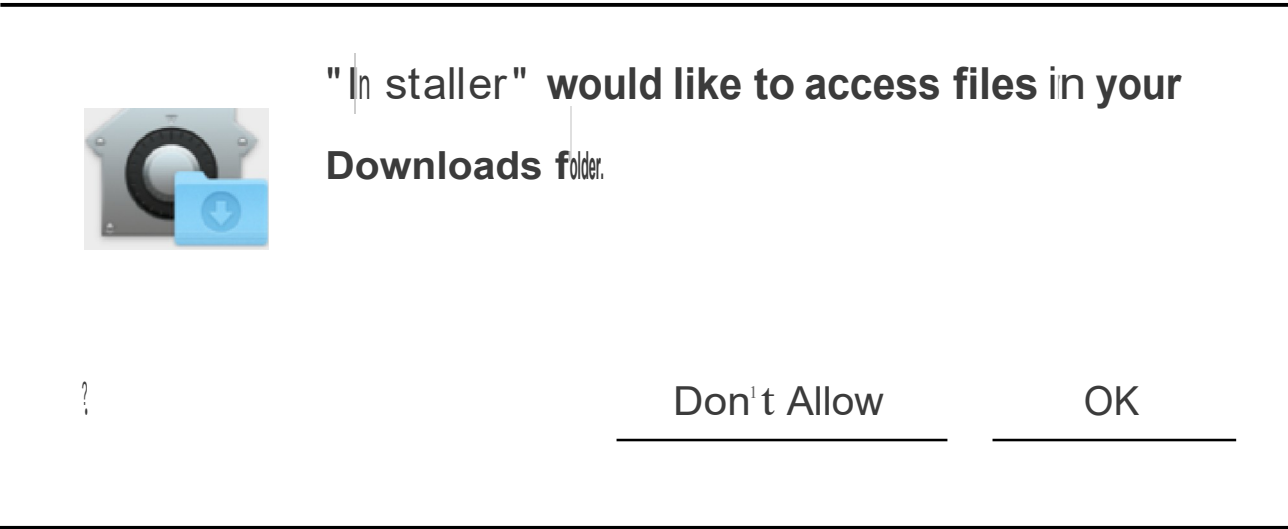


When you click the "Close" button, you will be prompted to with the following windows.

Step 10: Click the 'Move to Trash' button



Step 11: Click the "OK" button



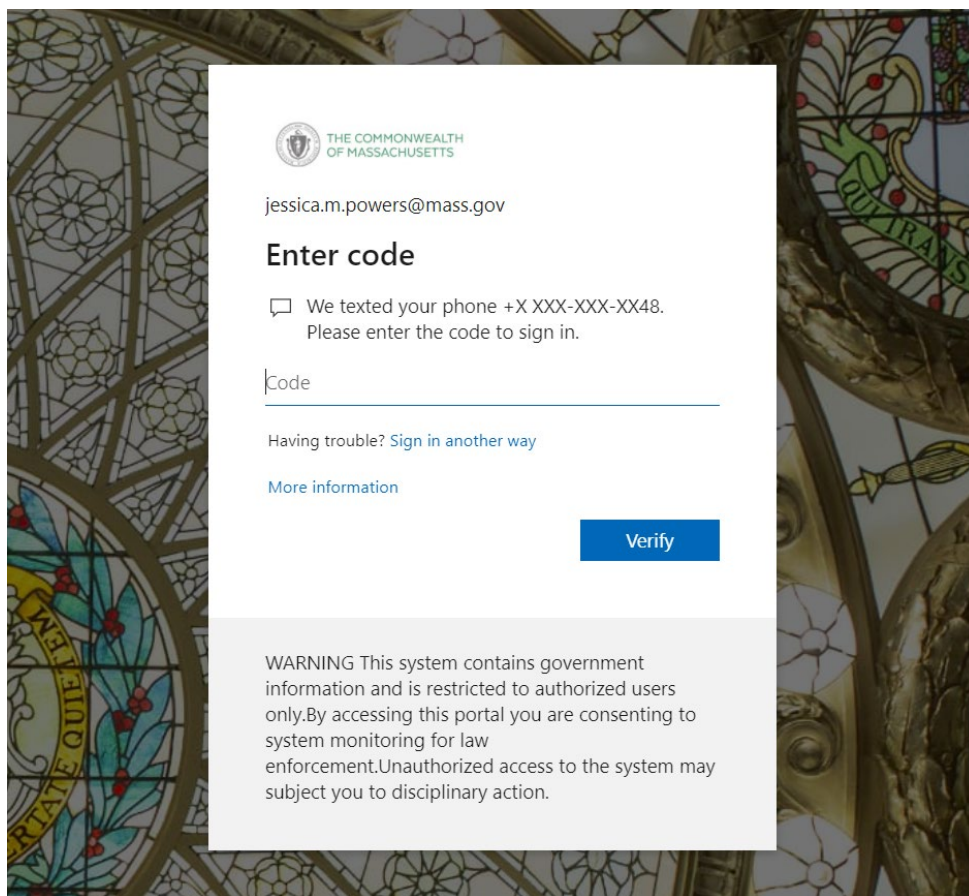
Configure VPN for Mac

Login to the Commonwealth VPN

Step 1: Open a new browser window and type in the address bar:

<https://mavpn.vpn.state.ma.us/azure/> then click enter.

Step 2: Your browser window will be redirected and you will be presented with the Commonwealth login page. Enter the PIN you received via Azure AD for MFA and click the "Verify" button.



The screenshot shows a login interface for the Commonwealth of Massachusetts. At the top left is the state seal. Below it, the email address 'jessica.m.powers@mass.gov' is displayed. The main heading is 'Enter code'. Below this, there is a checkbox and text: 'We texted your phone +X XXX-XXX-XX48. Please enter the code to sign in.' A text input field labeled 'Code' is provided. Below the input field are two links: 'Having trouble? Sign in another way' and 'More information'. A blue 'Verify' button is located at the bottom right of the form area. At the bottom of the page, there is a warning message: 'WARNING This system contains government information and is restricted to authorized users only. By accessing this portal you are consenting to system monitoring for law enforcement. Unauthorized access to the system may subject you to disciplinary action.'

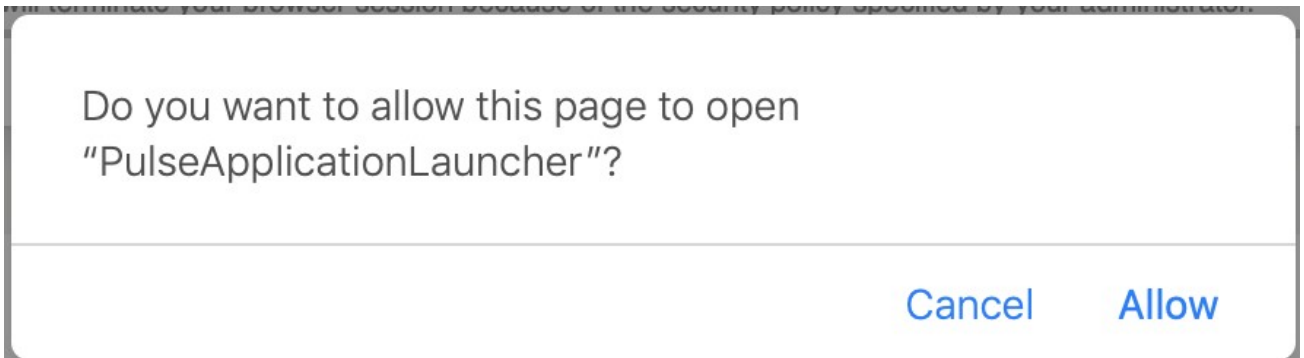
Start the Pulse Secure VPN Client

Once successfully authenticated, your browser will be redirected to the MA VPN home page.

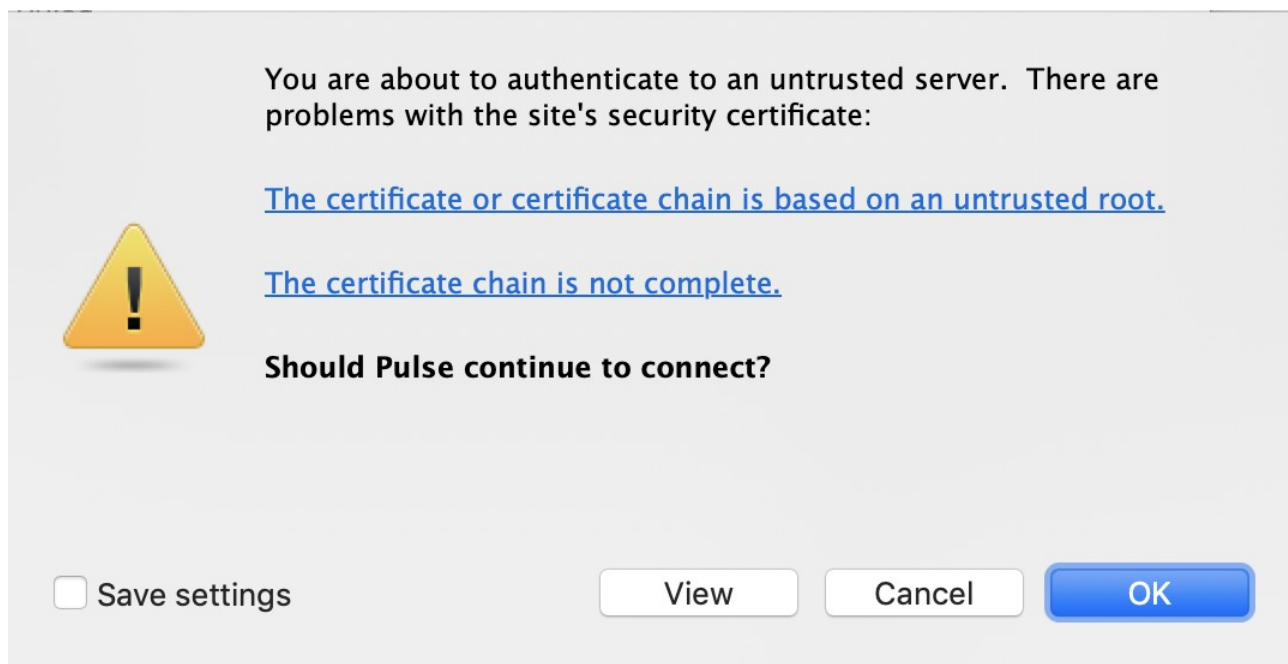
Step 1: Hit the **start** button to the right of the Pulse Secure.



Step 2: You will be prompted to open the “PulseApplicationLauncher”. Click "Allow" to start the download process.

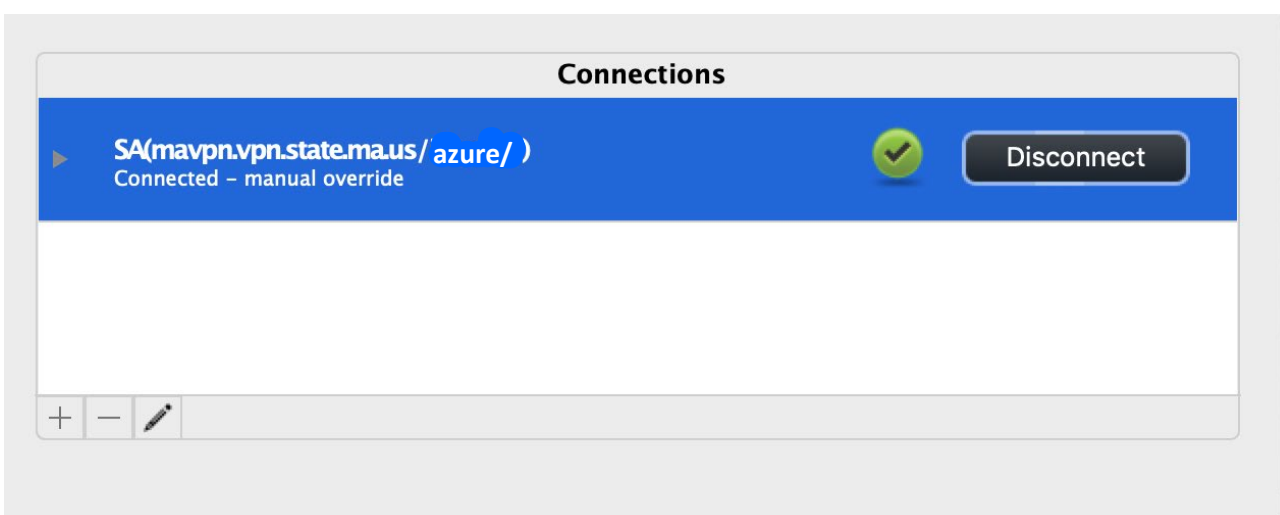


Step 3: You may be presented with the following message about an untrusted server. This message can be ignored and it is safe to click the "OK" button.



Step 4: Finally, the PulseSecure client will establish a VPN connection. Once connected, you will be able to login to your office desktop.

NOTE: If the connection displayed is incomplete, or if you have to manually enter the connection, please use the following: <https://mavpn.vpn.state.ma.us/azure/>



Step 5: When done with VPN, click the "Disconnect" button to terminate your connection to VPN.

Helpful Links

VPN

Commonwealth VPN Service

<https://www.mass.gov/commonwealth-vpn-service>

Commonwealth VPN FAQs

<https://www.mass.gov/info-details/commonwealth-vpn-faqs>

Commonwealth VPN Eligibility and Requirements

<https://www.mass.gov/info-details/commonwealth-vpn-eligibility-and-requirements>

How to use the Commonwealth VPN

<https://www.mass.gov/info-details/how-to-use-the-commonwealth-vpn>

MFA

Multi-factor Authentication service page

<https://www.mass.gov/multi-factor-authentication>

How to set up Multi-factor authentication

<https://www.mass.gov/guides/set-up-azure-ad-mfa>

Multi-factor authentication FAQs

<https://www.mass.gov/info-details/multi-factor-authentication-faqs>

Changing your Azure MFA security information and default options

<https://www.mass.gov/info-details/configuring-azure-mfa-security-options-and-changing-default-methods>