# EOTSS Remote Access VPN BYOD PC Client Install



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Prepared by the Massachusetts Executive Office of Technology Services and Security

Last Updated: March 14, 2025

## Ensure your computer is compatible

Before getting started, 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: <u>https://www.mass.gov/guides/set-up-azure-ad-mfa</u>

#### You have a Windows 10 or higher personal device.

EOTSS prohibits the use of Windows 7 or older personal devices because Microsoft no longer provides support or security patches for the older operating system.

If you are trying to install the Commonwealth VPN client on a <u>Commonwealth-issued device via SCCM</u> (<u>Software Center</u>) OR a <u>Mac</u>, please use the following instructions:

Instructions for VPN client install/uninstall for Secretariats/Agencies on EOTSS SCCM

Instructions for VPN client install BYOD Mac devices

#### 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.

#### You have Local Admin Rights.

To install the EOTSS VPN client or remove an old VPN client, you will need local administrator rights. If you are using your personal device, you likely already have local administrator rights.

# Remove an old VPN client before installing a new one (if necessary)

(i)

Check to ensure you do not already have a version of Pulse Secure installed. All previous versions *must* be removed before installing the latest version of Pulse.

Step 1: Click the Windows logo on the bottom left of the screen, then click "Settings."



**Step 2:** Select **"Apps"** on the Settings page and then **"Installed Apps"**. Search for *Pulse Secure* 

| ←    | Settings            |  | -          | 0    | ×   |
|------|---------------------|--|------------|------|-----|
|      |                     | Apps > Installed apps  |            |      |     |
| Fine | a setting Q         | Pulse Secure ×   | =          | 8 ⊞  |     |
| ♠    | Home                | 3 apps found   | Name (A to | Z) ~ |     |
|      | System              | Pulse Secure 9.1           9.113525         Pulse Secure, LLC         10/28/2024             |            |      |     |
| 8    | Bluetooth & devices | Pulse Secure Setup Client  |            |      | 5   |
| -    | Network & internet  | Pulse Secure Setup Cuent           9.1.14.13525         Pulse Secure, LLC         10/28/2024 | 6.48 MB    |      |     |
| _    | Personalization     | Pulse Secure Setup Client 64-bit Activex Control   |            |      |     |
|      | Apps                | anna I raine accont, acc I rejenjaner  |            |      | 24  |
| 3    | Time & language     | Related settings   |            |      |     |
|      | Gaming              | System components     Manage system components that are preinstalled on Windows              |            | >    |     |
| ×    | Accessibility       |  |            |      |     |
|      | Privacy & security  | Related support  |            |      | - ' |
| 8    | Windows Update      | Help from the web  |            | ^    |     |
|      |                     | Learn about Control panel options moving to Settings   |            |      |     |

Step 3: On the Apps page, uninstall all items starting with "Pulse Secure."

| Apps > Installed apps  | - 0 ×                 |
|--|-----------------------|
| pulse Q  | <u></u> ≈ 88 ⊞        |
| 3 apps found   | Filter by: All drives |
| Pulse Secure 9.1<br>9.1.13525   Pulse Secure, LLC   10/28/2024                               |                       |
| Pulse Secure Setup Client<br>9.1.14.13525   Pulse Secure, LLC   10/28/2024                   | Modify<br>Uninstall   |
| Pulse Secure Setup Client 64-bit Activex Control<br>3.1.1.1   Pulse Secure, LLC   10/28/2024 |                       |

Note: Select "No" to saving all current Pulse Secure configuration settings



**Step 4:** Once all old clients have been removed, please reboot the device and then start the tssrav3.exe installation a second time, following the instructions below on how to install the Commonwealth VPN client.

# **Download the Commonwealth VPN client**

(i)

For the purposes of these instructions, you MUST use a Commonwealth VPN account or an authorized guest account to access the SharePoint site. All guest accounts must have MFA: <u>EOTSS MFA instructions for Guest Users.pdf | Mass.gov</u>

**Step 1:** Visit the EOTSS Security Engineering File Pickup Current VPN Client SharePoint page here: <u>TSS - Security Engineering File Pickup-Dropoff - Current VPN Client - All Documents</u>

Step 2: In the SharePoint site, click "Download" in the navigation to download the files.

| Point  | Search this lit                                  | rary               |   |               |             |          |   |
|--------|--|--------------------|---|---------------|-------------|----------|---|
| rs     | rss - Security Engineering File Pick             | up-Dropof          | f   |               |             |          |   |
| Share  | 🗢 Copy link  Gync 🔋 Add shortcut to OneDrive     |                    | Export to Export Export to Export | Microsoft 365 |             |          | Search this library   |
| ckup > | Current VPN Client                               |                    |   | TS            | TSS - Seco  | urity En | ngineering File Pickup-Dropoff                              |
| D      | Name $ arsigma$                                  | Modified $^{\vee}$ | Modified  | 🙆 Share       | 👄 Copy link | 🤪 Sync   | 上 Download 🛛 🕼 Export to Excel 🛛 🕫 Automate 🗸 🕀 Integrate 🗸 |
|        | ps-pulse-linux-22.8r1-b31437-64bit-installer.deb | February 28        | Wentzel, Ja   |               |             |          |   |
| Ľ      | ps-pulse-linux-22.8r1-b31437-installer.rpm       | February 28        | Wentzel, Ja   |               |             |          |   |
| -      | ps-pulse-mac-22.8r1-b31437-installer.dmg         | February 28        | Wentzel, Ja   |               |             |          |   |
|        | tssrav-22.8.1.EXE                                | February 28        | Wentzel, Ja   |               |             |          |   |

Files will download via your browser into a zip file.



Step 3: Open your downloads folder to view the files

| Current VPN Client                    | × +                             |   |                   |          |                  |       |                   |
|---------------------------------------|---------------------------------|---|-------------------|----------|------------------|-------|-------------------|
| $\leftarrow$ $\rightarrow$ $\uparrow$ | C 🖵 > … Users > mo              | car > Downloads >   | OneDrive_2025-03- | ·14 > Cu | rrent VPN Client |       | Search Cu         |
| 🕀 New 🗸                               |                                 | ↑↓ Sort $\stackrel{_{\scriptstyle\checkmark}}{}$ $\equiv$ View $\stackrel{_{\scriptstyle\vee}}{}$ | Co Extract all    |          |                  |       |                   |
| A Home                                | Name ^                          | Туре  | Compressed size   | Password | Size             | Ratio | Date modified     |
| <br>Gallery                           | ps-pulse-linux-22.8r1-b31437-64 | DEB File  | 7,227 KB          | No       | 7,227 KB         | 0%    | 3/14/2025 6:28 PM |
| Gunciy                                | ps-pulse-linux-22.8r1-b31437-in |   | 12,242 KB         | No       | 12,242 KB        | 0%    | 3/14/2025 6:28 PM |
|                                       | ps-pulse-mac-22.8r1-b31437-in   | DMG File  | 115,996 KB        | No       | 115,996 KB       | 0%    | 3/14/2025 6:28 PM |
|                                       | tssrav-22.8.1                   | Application   | 65,728 KB         | No       | 65,728 KB        | 0%    | 3/14/2025 6:28 PM |

**Step 4:** Double click to open the zip folder **"Current VPN Client"** and double click on the **tssrav-22.8.1** file to begin download

| Current VPN Client                  | ×          | +                   |        |                   |                                 |          |                  |       |                      |
|-------------------------------------|------------|---------------------|--------|-------------------|---------------------------------|----------|------------------|-------|----------------------|
| $\leftarrow  \rightarrow  \uparrow$ | C D        | > ··· Users         | > mc   | car > Downloads   | > OneDrive_2025-03              | 14 > Cu  | rrent VPN Client |       | Search Current VPN C |
| + New -                             | <b>P</b> 🗋 | ă) 🖻                | ŵ      | ∿ Sort × 🛛 🗮 View | <ul> <li>Extract all</li> </ul> |          |                  |       |                      |
| 合 Home                              | Name       | ^                   |        | Туре              | Compressed size                 | Password | Size             | Ratio | Date modified        |
| Callery                             | 🗋 ps-pul   | se-linux-22.8r1-b31 | 437-64 | DEB File          | 7,227 KB                        | No       | 7,227 KB         | 0%    | 3/14/2025 6:28 PM    |
| Callery                             | 🗋 ps-pul   | se-linux-22.8r1-b31 | 437-in | RPM File          | 12,242 KB                       | No       | 12,242 KB        | 0%    | 3/14/2025 6:28 PM    |
|                                     | - Carrow   | 22.0.1 1.21         | 127 -  | DMC File          | 115,000 KD                      | N        | 115,000 KD       | 0%    | 2/14/2025 6 20 014   |
| >                                   | ssrav-     | 22.8.1              |        | Application       | 65,728 KB                       | No       | 65,728 KB        | 0%    | 3/14/2025 6:28 PM    |
|                                     |            |                     |        |                   |                                 |          |                  |       |                      |

STOP – Be sure to download the correct file. You MUST download the "tssrav 22.8.1.exe" file to install the most up-to-date version of the Commonwealth VPN client.

## Unpack and install the Commonwealth VPN client

Step 1: Once you double click on the tssrav-22.8.1 file, select "Run"



**Step 2:** If you receive the message below, click "**More info**" then click "**Run anyway**". *If you do not receive the message below, move to* **Step 3**.



**Step 3:** If prompted by Windows, click **"Yes"** to allow tssrav-22.8.1.exe or the temporary msi file to run.



**Step 4:** The Ivanti client will install on your device. You may see several windows open during the installation process:

| Ivanti Secure Access Client                                      |  |
|--|--|
| Please wait while Windows configures Ivanti Secure Access Client | ivanti   |
| Time remaining: 5 seconds  | Secure Access Client   |
| Cancel   |  |
|  | Vanti Secure Access Client 0 2010-2024 by Ivanti, Inc.<br>Version 22.7.3 All rights reserved |

**Step 5:** Your device will require a restart once installation is complete. Restart your device to access the **Ivanti Secure Access Client** 



Step 6: Search for "Ivanti Secure Access Client" and launch



| ivanti<br>Secure Access Client                     | - ×     |
|--|---------|
| File Help  |         |
| Connections  | + / ×   |
| Commonwealth_VPN<br>Disconnected                   | Connect |
|  |         |
|  |         |
|  |         |
|  |         |
|  |         |
|  |         |
|  |         |
| © 2010-2025 by Ivanti, Inc.<br>All rights reserved | Close   |
|  | .:      |



#### Common errors and how to troubleshoot

If you click "**This program ran correctly**" and a message like the one below appears telling you "**Client Already Installed**":

- 1. Follow the instructions above to Remove an old VPN client before installing a new one (if necessary).
- 2. Then, follow the instructions to **Download the Commonwealth VPN client** and **Unpack and install the Commonwealth VPN client**.



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

How to use the Commonwealth VPN <a href="https://www.mass.gov/info-details/how-to-use-the-commonwealth-vpn">https://www.mass.gov/info-details/how-to-use-the-commonwealth-vpn</a>

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-defaultmethods

## Support

Request IT support or services https://www.mass.gov/how-to/request-it-support-or-services

ServiceNow Portal https://massgov.service-now.com/sp