EOTSS Remote Access VPN BYOD PC Client Install

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Prepared by the Massachusetts Executive Office of Technology Services and Security

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

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 Commonwealth-issued device via SCCM (Software Center) OR a Mac, 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)

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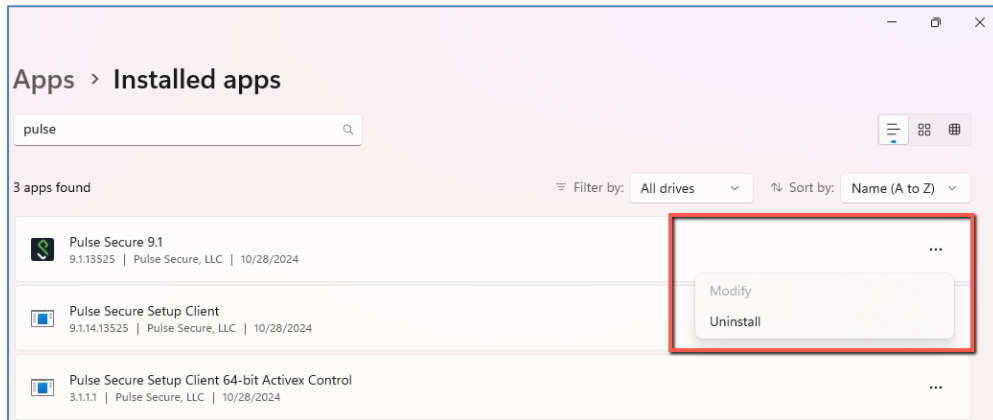
Step 1: Click the Windows logo on the bottom left of the screen, then click "**Settings**."
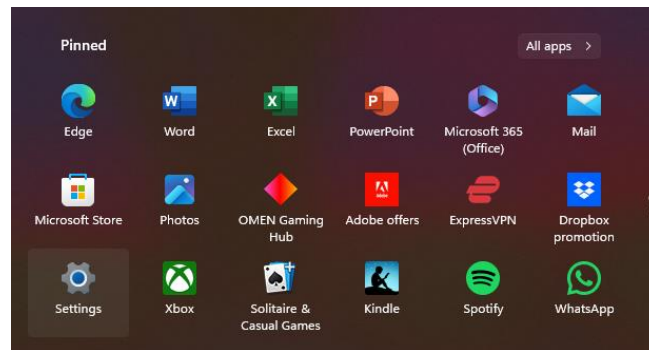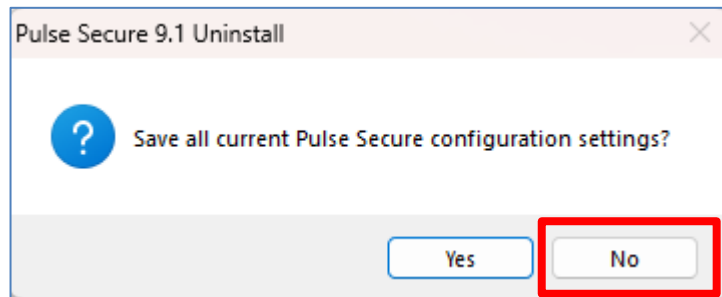

Step 2: Select "**Apps**" on the Settings page and then "**Installed Apps**". Search for *Pulse Secure*
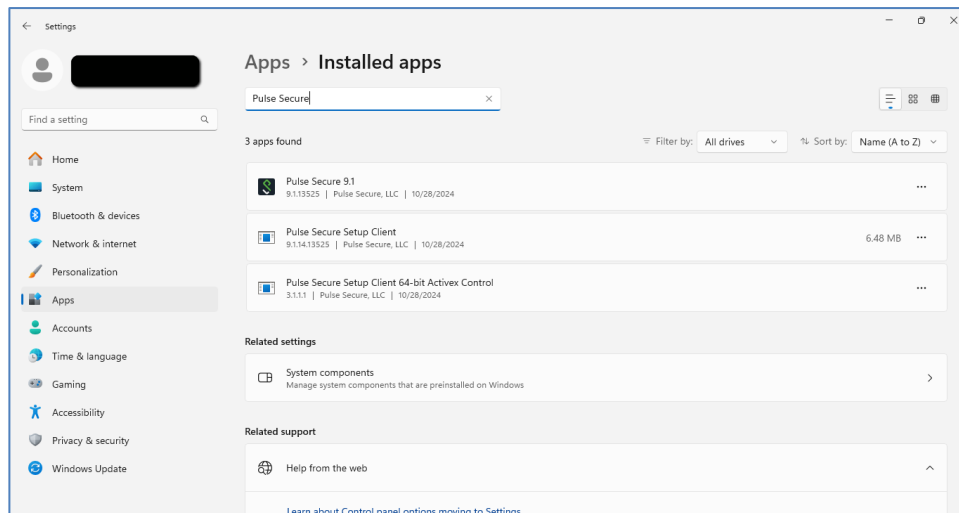
Step 3: On the Apps page, uninstall all items starting with **"Pulse Secure."**

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

ⓘ 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: EOTSS MFA instructions for Guest Users.pdf | Mass.gov

Step 1: Visit the EOTSS Security Engineering File Pickup Current VPN Client SharePoint page here: [TSS - Security Engineering File Pickup-Dropoff - Current VPN Client - All Documents](#)
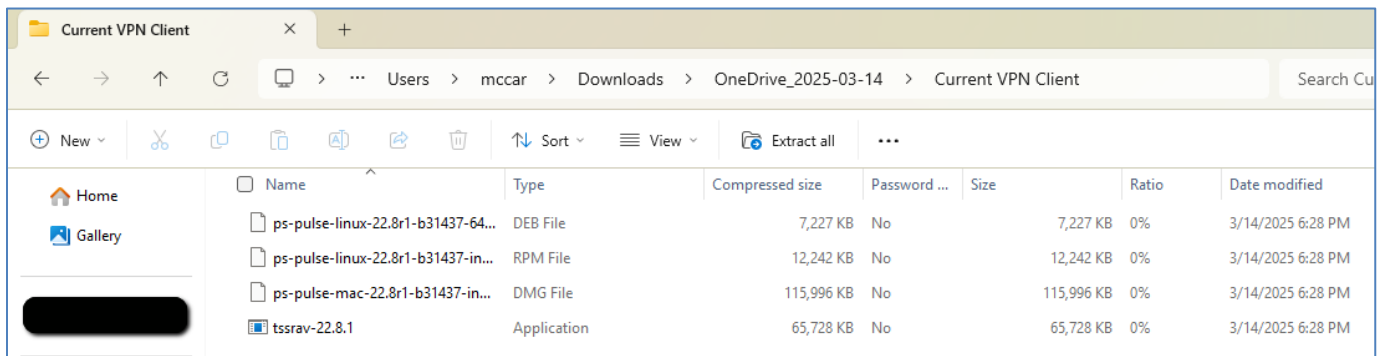
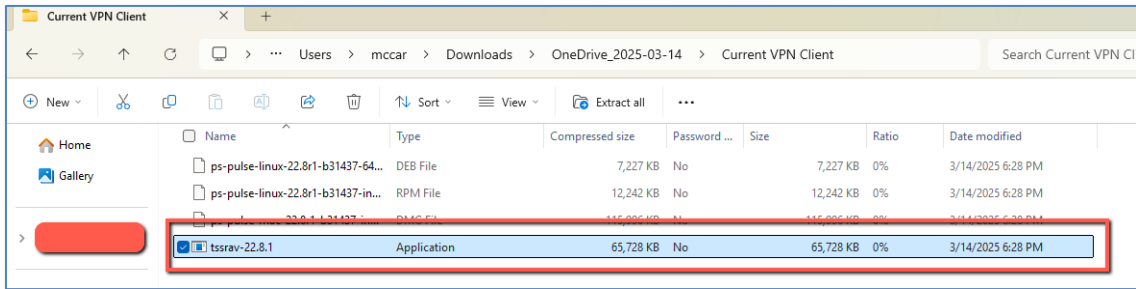**Step 2:** In the SharePoint site, click **"Download"** in the navigation to download the files.
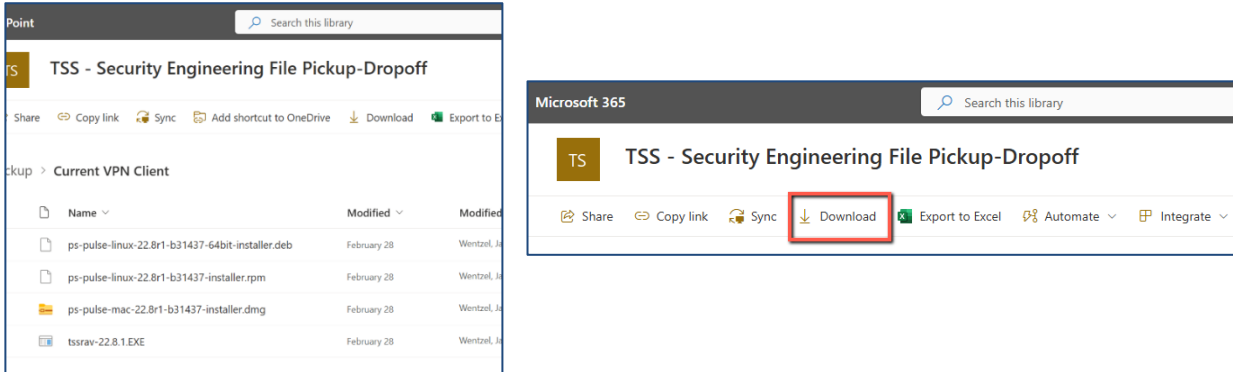
Files will download via your browser into a zip file.
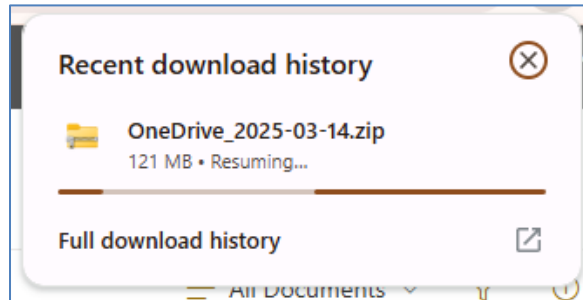
**Step 3**: Open your downloads folder to view the files

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


> ⓘ **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.**

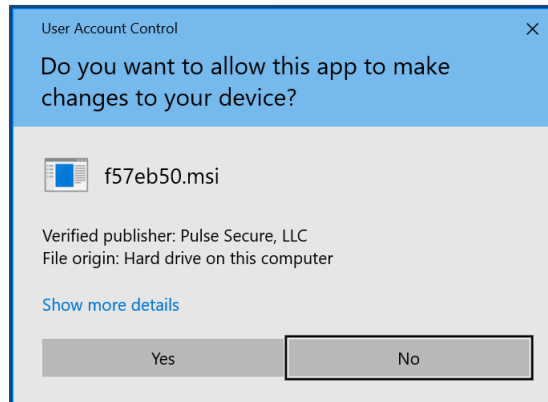## Unpack and install the Commonwealth VPN client

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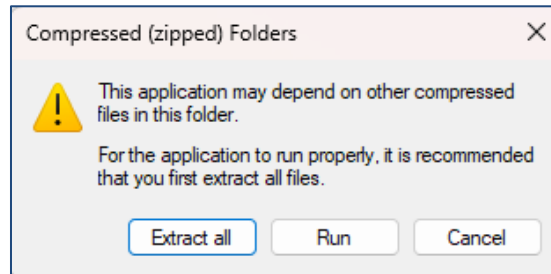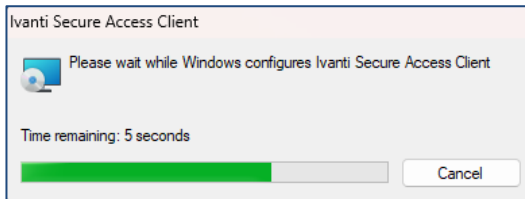

Step 2: If you receive the message below, click "**More info**" then click "**Run anyway**". *If you do not receive the message below, move to **Step 3**.*
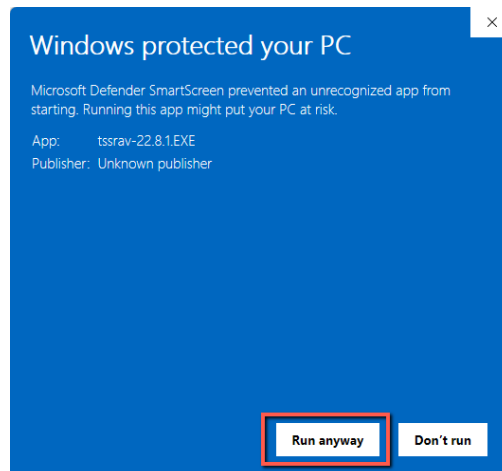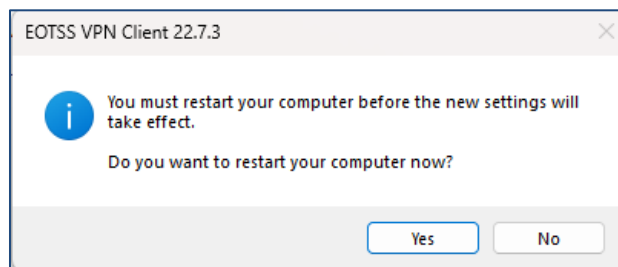
Step 3: If prompted by Windows, click **"Yes"** to allow tssrav-22.8.1.exe or the temporary msi file to run.
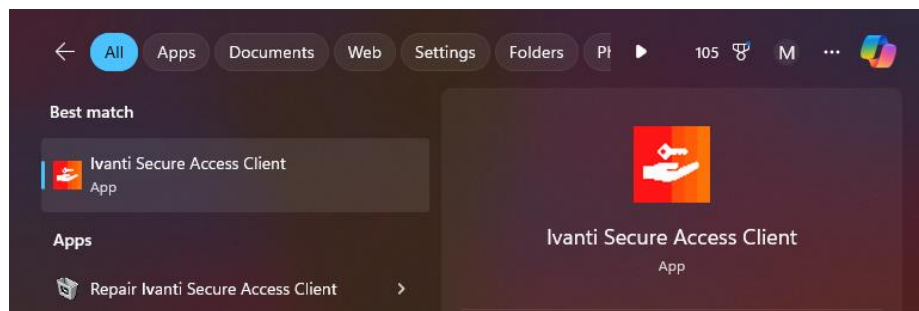

Step 4: The Ivanti client will install on your device. You may see several windows open during the installation process:
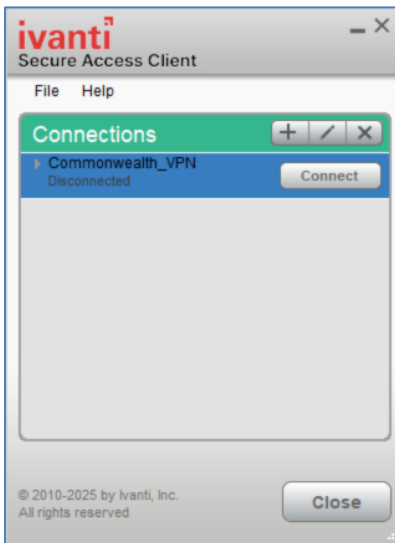

Step 5: Your device will require a restart once installation is complete. Restart your device to access the **Ivanti Secure Access Client**

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

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
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

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