EOTSS Remote Access VPN BYOD PC Client Install



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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: <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				5
-	Network & internet	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 rains accons, acc I rejenjaner			24
	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 X
pulse Q	= 88 ⊕
3 apps found	Filter by: All drives ✓
Pulse Secure 9.1 9.1.13525 Pulse Secure, LLC 10/28/2024	
Pulse Secure Setup Client 9.1.14.13525 Pulse Secure, LLC 10/28/2024	Modify Uninstall
Pulse Secure Setup Client 64-bit Activex Control 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 libra	ary					
rs	TSS - Security Enginee	ring File Picku	ıp-Dropof	F				
Share	👄 Copy link 🛛 🤪 Sync 🛛 😓 Add	shortcut to OneDrive	↓ Download	Export to Export Export to Export	Microsoft 365			O Search this library
ckup >	Current VPN Client				TS	TSS - Sec	urity En	gineering File Pickup-Dropoff
D) Name \vee		Modified ${}^{\vee}$	Modified	🖄 Share	👄 Copy link	🤪 Sync	上 Download 🛯 Export to Excel 🛛 🕫 Automate 🗸 🕒 Integrate 🗸
Ľ	ps-pulse-linux-22.8r1-b31437-64bit	-installer.deb	February 28	Wentzel, Ja				
Ľ	ps-pulse-linux-22.8r1-b31437-instal	ler.rpm	February 28	Wentzel, Ja				
-	ps-pulse-mac-22.8r1-b31437-install	er.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 > Do	wnloads >	OneDrive_2025-03-	-14 > Cu	rrent VPN Client		Search Cu
🕂 New - 📈	0	(4)	ø	Û	1↓ Sort ~	\equiv View $\scriptstyle{\scriptstyle imes}$	C Extract all				
A Home	🗌 Nan	1e			Туре		Compressed size	Password	Size	Ratio	Date modified
Gallen	bs-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		RPM File		12,242 KB	No 12,242 KB		0%	3/14/2025 6:28 PM		
	🗋 ps-	pulse-mac-2	22.8r1-b31	1437-in	DMG File		115,996 KB	No	115,996 KB	0%	3/14/2025 6:28 PM
	🔳 tss	av-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 🖵	> ··· Users > mo	car > Downloads >	OneDrive_2025-03-	·14 → Cui	rrent VPN Client		Search Current VI	2N CI
🕀 New 🗸	O	A) 🖻 🛈	\uparrow Sort \checkmark \equiv View \checkmark	Co Extract all					
A Home	Name	^	Туре	Compressed size	Password	Size	Ratio	Date modified	
	ps-puls	e-linux-22.8r1-b31437-64	DEB File	7,227 KB	No	7,227 KB	0%	3/14/2025 6:28 PM	
Gallery	ps-puls	e-linux-22.8r1-b31437-in	RPM File	12,242 KB	No	12,242 KB	0%	3/14/2025 6:28 PM	
	- Creeron	22.0.1 1.21/27 :	DMC File	115,000 KD	N	115,000 KD	016	2/14/2025 6:20 PM	
>	ssrav-2	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:

nti Secure Access Client
Please wait while Windows configures Ivanti Secure Access Client
me remaining: 5 seconds
Cancel

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 Secure Access Client	- ×
File Help	
Connections	+ / ×
Commonwealth_VPN Disconnected	Connect
© 2010-2025 by Ivanti, Inc. 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 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-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