EOTSS VPN Support: VPN Client install/uninstall for Secretariats and Agencies on EOTSS SCCM for Windows 10 Devices

Contents

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 Commonwealth-issued device.

These instructions are for Commonwealth-issued devices ONLY. If you are trying to install the Commonwealth VPN client on a personal computer, please use either the **Instructions for VPN client install/uninstall for BYOD PC devices** *or the* **Instructions for VPN client install BYOD Mac devices**.

Windows 10: These instructions are for **Windows 10 devices ONLY**. The Pulse Secure 9.1.11 client is not compatible with Windows 7 devices.

Windows 7: If you have a Windows 7 device, please follow these instructions:
https://www.mass.gov/doc/instructions-for-vpn-client-installuninstall-for-secretariatsagencies-on-eotss-sccm-win-7/download

If you are not sure if you have a Windows 10 or a Windows 7 device, please reach out to your IT help desk.

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.

Uninstall your current VPN client and install the latest version of the Commonwealth VPN client

The VPN Client install/uninstall package is available via Software Center for Secretariats/Agencies that are on the EOTSS SCCM. This package will *both* <u>uninstall</u> your current VPN client *and* <u>install</u> the latest version of the Commonwealth VPN client.

> ⓘ   **Before you begin, please be sure to close your VPN client if it is open.**

Step 1: Open Software Center.

You can find Software Center by clicking the "Type here to search" magnifying glass (on the task bar at the bottom of your screen) and entering "Software Center"; select "Software Center".
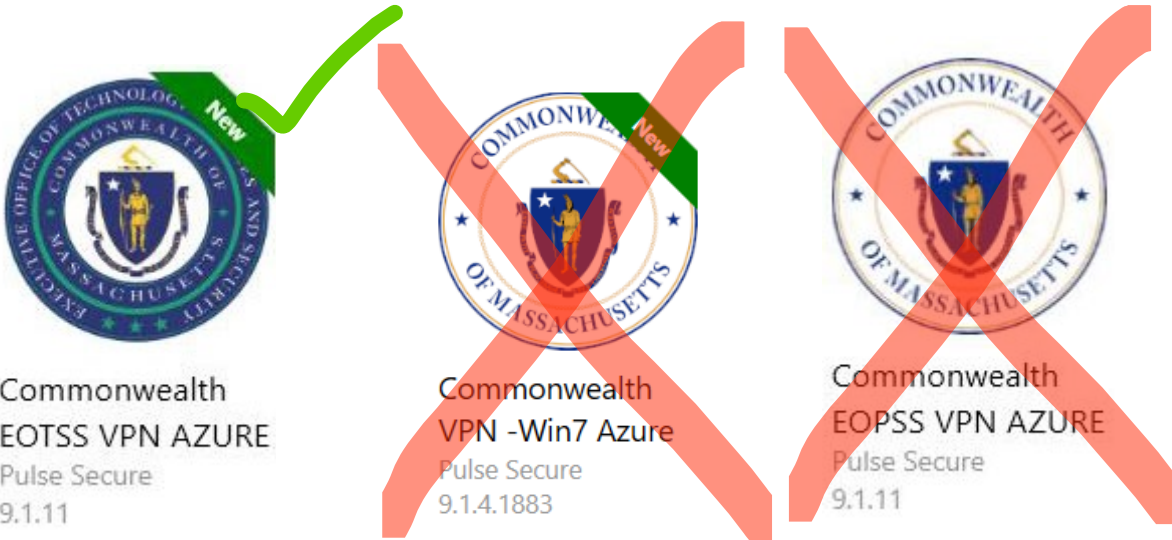
Step 2: Select "Applications" from the left-hand menu. Select "Commonwealth EOTSS VPN AZURE".
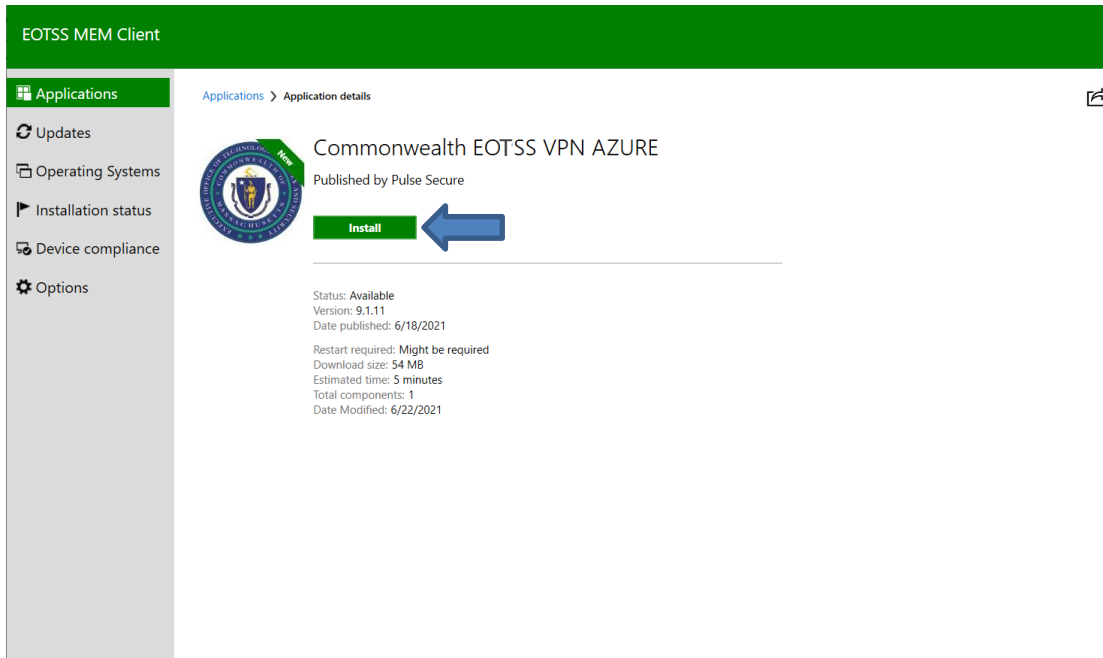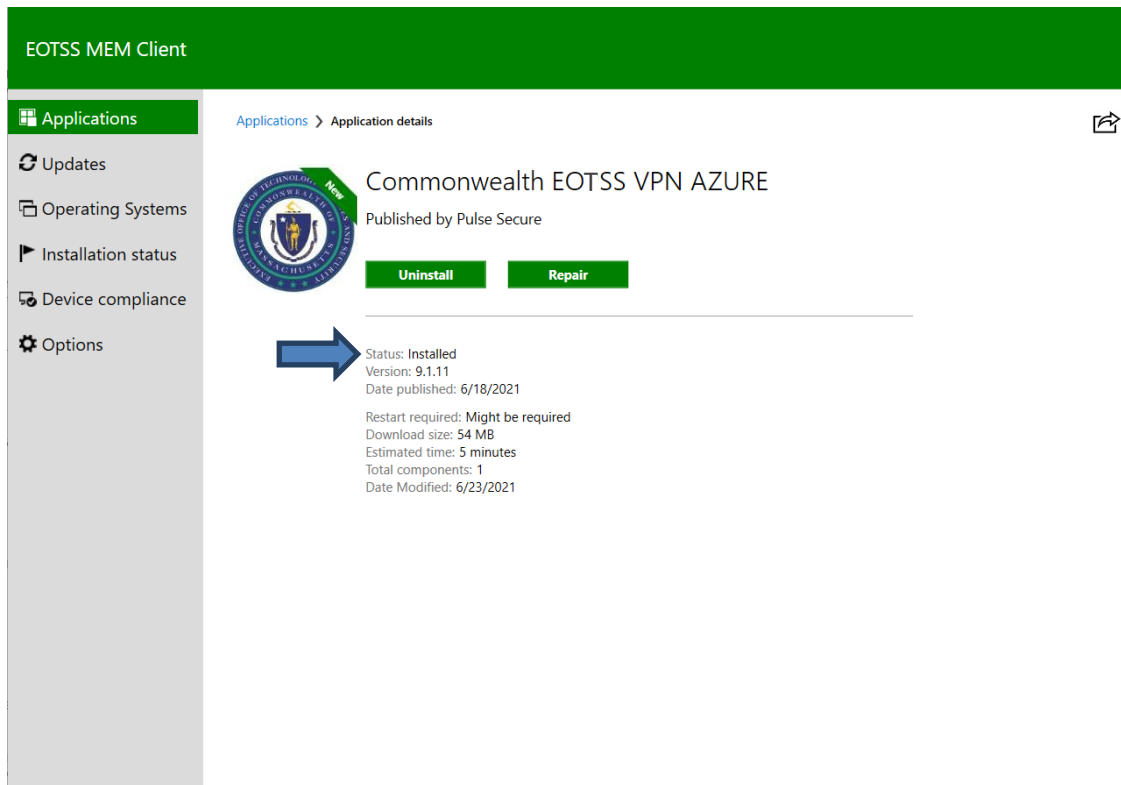
Commonwealth
EOTSS VPN AZURE
Pulse Secure
9.1.11

> ⓘ **If you see two (2) different VPN clients in Software Center, please be sure to pick the right one: Commonwealth EOTSS VPN Azure, _not_ Commonwealth VPN -Win7 Azure or Commonwealth EOPSS VPN Azure**

Step 3: The following screen will appear; click "Install".

Step 4: Once the installation is complete, you will see the below message, indicating that you have successfully uninstalled your old VPN client and installed the latest version of the Commonwealth VPN client! **Almost there…**

**LAST STEP:** Close all windows and reboot your PC.
If you do not reboot your PC before launching the VPN client, the client will not load and will hang at "connecting".

ⓘ **You are now ready to use the Commonwealth VPN!**

Common errors and how to troubleshoot

ERROR MESSAGE:

"Unable to launch application – You do not have access to this application or this application has been removed."
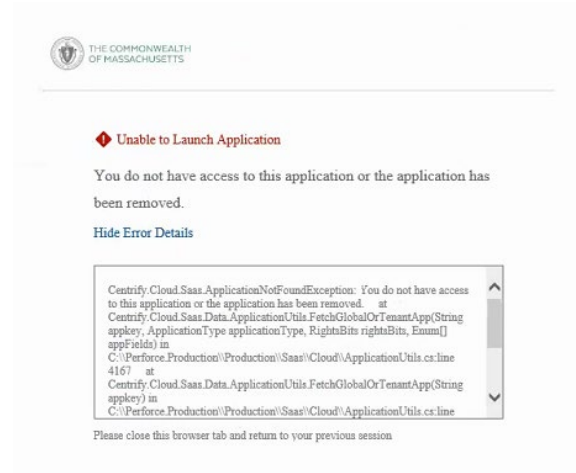

WHAT THIS MEANS:

This can mean one of two things:

1. Pulse is attempting to log in with bad stored credentials (when this happens, you are NOT prompted to enter log in information); or
2. You do not have the correct VPN Role assigned to your account in the Azure AD admin portal.

HOW TO RESOLVE:

1. *Open Internet Explorer. Note: if you do not see Internet Explorer on your desktop or taskbar, you can find it by typing "Internet Explorer" in the "Type here to search" magnifying glass (on the task bar at the bottom of your screen).*
2. Navigate to Tools -> Internet Options.
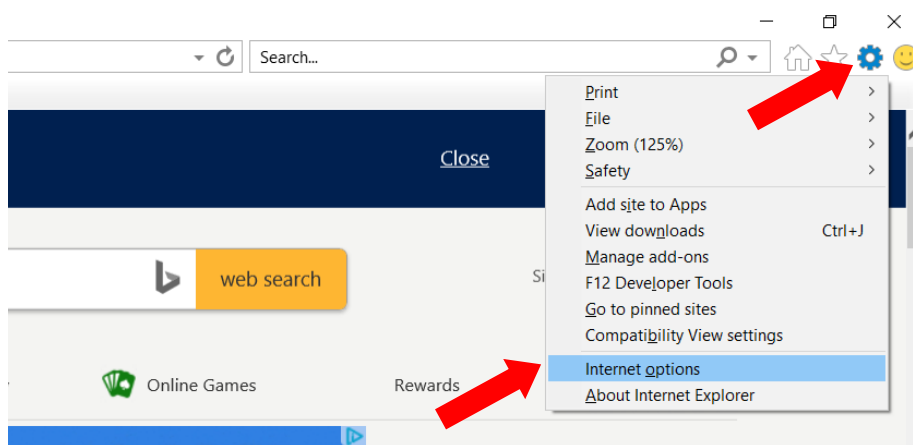
3. On the "General" tab under Browsing history, click "Delete". Uncheck "Preserve Favorites website data", then click "Delete".
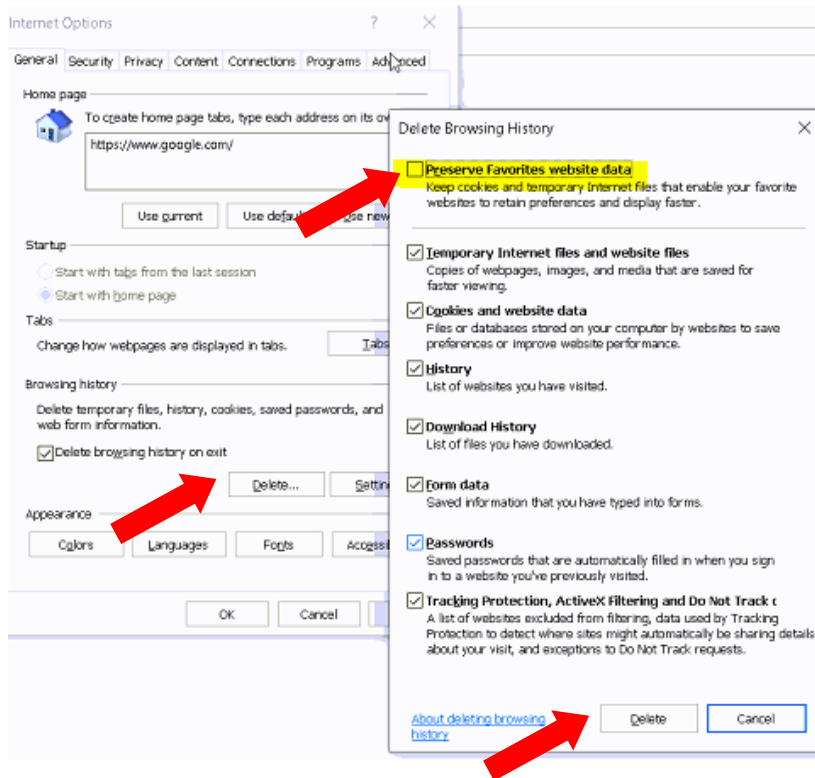
4. Close all open internet browsers.
5. Open the Pulse Secure Client and click "Connect" – this should now bring up the Azure AD log in window where you can log in using the correct credentials.

If clearing your browsing history does not work, the problem is most likely that you do not have the correct VPN Role assigned to your account in the Azure AD admin portal. Please reach out to the EOTSS End User Service Desk to resolve this issue.

The EOTSS End User Service Desk may be reached either by phone at 844-435-7629 or online by logging in to the ServiceNow portal.

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