UF VPN Systems Overview

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1 What is the UF VPN service?

Virtual Private Networks (VPNs) create a secure connection from a computing endpoint such as a laptop or phone to a remote network. This connection is secured throughout the various sub-networks and routers that the traffic takes between the secure network and the endpoint. In addition a VPN makes the remote node look like it is on the internal network. This allows access to many internal resources such as:

- Windows file shares

- Internal HPG computing resources (such as GUI sessions)

- Private IP addressed systems (10.x.x.x, 172.16.x.x)

- UF Library Journals

- Software licensing services

Both UF and UF Health use VPN technologies to connect user devices that are remotely located or mobile to their internal networks. The Gatorlink VPN service is based primarily on the Cisco Anyconnect VPN client and the UF Health system uses the Pulse VPN client. Both these clients support a wide range of operating systems including Windows, Mac, Linux, Apple IOS and Android.

The Gatorlink VPN service is provided by Network Services and supported by the UF Helpdesk. The UF Health Pulse VPN is provided by UF Health IT and is supported by the UF Health Helpdesk.

2 UF AnyConnect VPN

This section will cover the download, installation, and use of the UF AnyConnect VPN. For more information and details on this service please visit: `https://connect.ufl.edu/it/wiki/Pages/glvpn.aspx`

2.1   Prerequisite downloads:

To start, please download the AnyConnect client for your operating system or device. For client downloads, please visit:

- https://net-services.ufl.edu/provided-services/vpn/clients

Figure 1: UF client download page
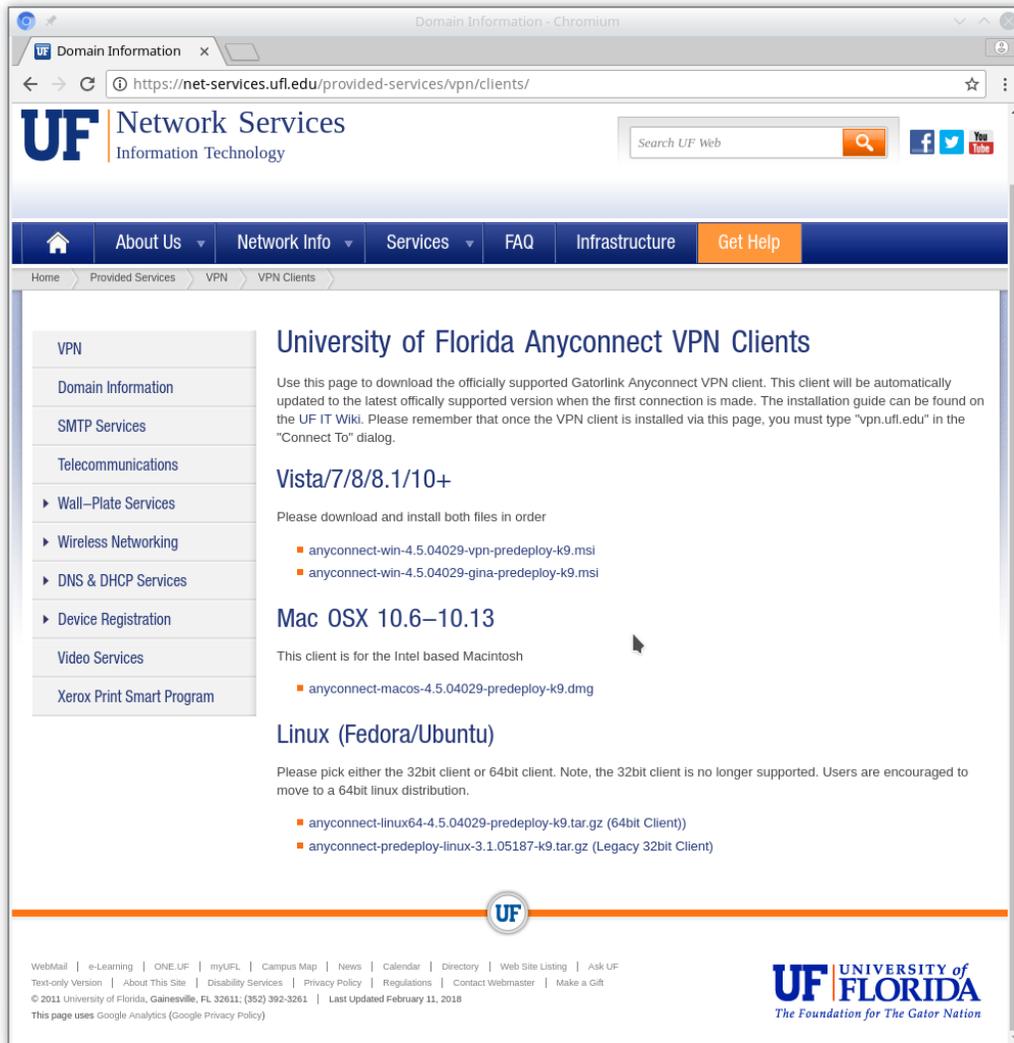
2.2   Installing VPN

For installation and connection instructions for the UF VPN, please visit the following page:
   https://connect.ufl.edu/it/wiki/Pages/glvpn-anyconnect-install.aspx

2.3   2FA considerations

Please note, if connecting to the VPN after enrolling in the 2FA program. By default the VPN will send a push to your mobile app after entering your password. If you do not have the mobile app or your phone's data connection is not available, you can enter a code after your password, separated by a comma, to

complete the 2FA login. For example:

Username: `GatorLink Username`

Password: `GatorLink Password,123456`

Where 123456 is the six digit code generated by the cell phone app or the hardware token.

3   UF Health Pulse VPN

UF Health uses the Pulse VPN client to provide VPN services to both Shands and UF Health colleges. The client can be either browser or application based. Since the application version behaves in the same way as the UF VPN client application, these instructions will follow that method. For more information please visit:

https://ufhealth.org/virtual-private-network-vpn

3.1   Prerequisite downloads

If access is needed to UF Health resources from the wireless connection, the UF Health VPN will be needed. Follow the steps below to get the VPN setup on your machine.

1. Please direct your browser to: https://ufhealth.org/vpn

2. From the right side of the page under the heading "UF Health / Shands VPN", download the PulseSecure client for various OS options.

Figure 2: UF Health download page

3. Install this client for your operating system

4. Some OS systems require a reboot after installation of the Pulse client

3.2 Installing the UFHealth VPN

To install the UF Health Pulse VPN client for Windows, simply run the downloaded installer and follow the on-screen instructions. For MacOS, the process is similar. Simply run the installer and follow the instructions. You may be prompted to restart your computer to enable all the correct drivers.

For Linux, the process is more complicated and outlined for Ubuntu 16.04 below. Please note for other distributions the process will be similar but the needed libraries and package manager commands may differ.

1. Extract the installer downloaded from Section 3.1
   ```
   unzip ps-pulse-linux-5.3r1.1-b755-ubuntu-debian-installer.deb_.zip
   ```

2. Install the deb file using the dpkg command
   ```
   sudo dpkg -i ps-pulse-linux-5.3r1.1-b755-ubuntu-debian-installer.deb
   ```

3. Install the Ubuntu 16.04 dependencies
   ```
   sudo apt-get install lib32z1 libc6-i386 libwebkitgtk-1.0-0:i386 libproxy1v5:i386
   libproxy1-plugin-gsettings:i386 libproxy1-plugin-webkit:i386 libdconf1:i386
   libgnome-keyring0:i386 dconf-gsettings-backend:i386
   ```

4. Add the following line to the /home/$USER/.bashrc file
   ```
   export LD_LIBRARY_PATH=$LD_LIBRARY_PATH:/usr/local/pulse
   ```

3.3   Connecting to the UF Health Pulse VPN

Once the VPN client is started please note that you will need to configure the server connection the first time.

1. Click the plus sign to the right of the "Connections" heading on the Pulse Secure GUI (Figure 3):

Figure 3: Pulse Secure Client Application
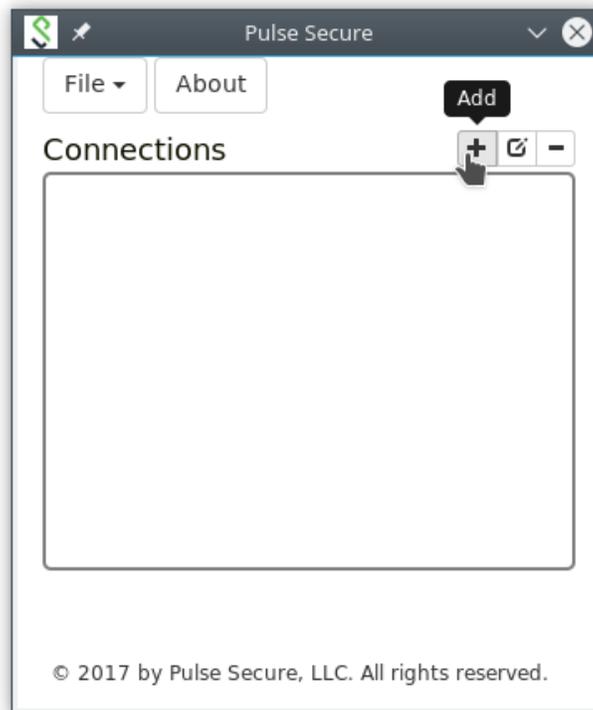
2. Enter the following information in the add-connection dialog and click save:
   Name: `UF Health VPN` URL: `vpn.ufhealth.org`

Figure 4: Pulse Add-Connection dialog

Once your connection is configured, then select the connect button to the right of the new UF Health VPN connection (Figure 5).

Figure 5: Pulse Secure Client Application-configured
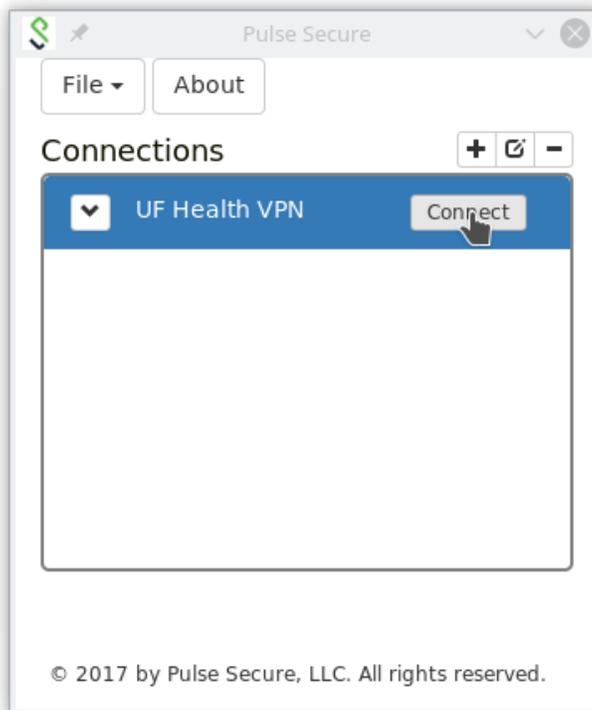
Select a domain that matches your account. If you are using a GatorLink account, please select "UFAD" and if you are using a Shands account, please select "Shands". Then enter your Gator-

Link/Shands Username and Password and click "Sign In" (Figure 6).

Figure 6: Pulse Secure Client Login
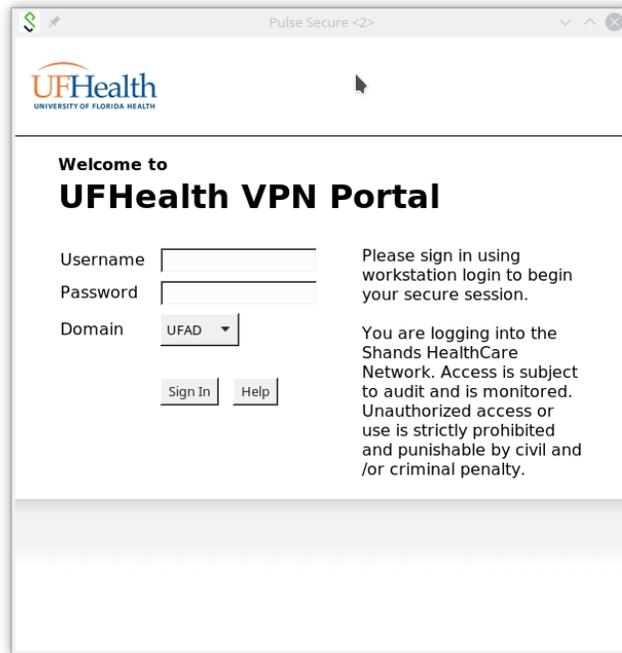
If you have any issues setting up the client or connecting, please see
https://ufhealth.org/uf-health-vpn-installation-help for more information.