

# Los Angeles County - Department of Health Services

## **DHS Security Operations**

**RSA Soft-Token SecurID** 

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**DHS SSL VPN Instructions** 





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**Technical Assistance** 

HSA Service Desk – (213) 240-8443





## I. RSA SecurID Software Installation

- 1. RSA SecurID 4.1 Software supported platforms:
  - Windows XP Professional SP3
  - Windows 7 Enterprise 32-bit and 64-bit
  - Windows 7 Professional 32-bit and 64-bit
  - Windows Vista Business SP1 and SP2 32-bit and 64-bit
  - Windows Vista Enterprise SP1 and SP2 32-bit and 64-bit
- 2. Copy the *username.sdtid* file from the email to your local PC, you will need this file later to import the soft token
- 3. Download RSA Soft Token software from RSA server
  - ftp://ftp.rsasecurity.com/pub/agents/RSASecurIDToken410.zip
- 4. Extract/Unzip RSASecurIDToken410.zip file to your local PC
- 5. Run/Execute RSASecurIDToken410.msi to start the installation wizard



🙀 RSA SecurID Token for Windows De	sktops- Install Wizard 🛛 🛛 🔀
Place of Origin Select the country from which you ordered	the software. The Security Division of EMC
Select Region:	
You ordered this RSA produc America, or People's Republic Kong).	: from North America, South of China (excluding Hong
You ordered this RSA produc Pacific (including Hong Kong, the People's Republic of Chin	t from Europe, Africa, or Asia but excluding the remainder of a).
InstallShield	< <u>B</u> ack <u>N</u> ext > <u>C</u> ancel

6. Once the installation begins, click Next

7. Accept the default settings and click Next





8. Select "I accept the terms in the license agreement" and click **Next** 

9. Click on Typical and click Next

🛃 RSA SecurID Token for Windows Desktops - Install Wizard License Agreement RS/ Read the following license agreement carefully. The Security Division of EMC RSA SECURITY INC. ^ LICENSE AGREEMENT IMPORTANT \* \* \* \* \* \* PLEASE READ THIS AGREEMENT CAREFULLY BEFORE INSTALLING, DOWNLOADING, COPYING OR OTHERWISE USING THE RSA SOFTWARE. ¥ TE NOR ADD UTDUTNIC TUTC ACDDDMDNT TH COMMECTION NITU A • I accept the terms in the license agreement Print O I do not accept the terms in the license agreement Cancel < <u>B</u>ack <u>N</u>ext >

🙀 RSA SecuriD	Token for Windows Desktops- Install Wizard 🛛 🛛 🕅
Setup Type Choose the set	up type that best suits your needs.
Please select a	setup type. RSA SecurID Token application will be installed. The Browser Plug-in for Internet Explorer will not be installed.
Custom	Choose which program features you want installed and where they will be installed. Recommended for advanced users.
InstallShield	< <u>B</u> ack <u>N</u> ext > Cancel

🐻 RSA SecurID Token for Windows Desktops- Install Wizard	
Ready to Install the Program The wizard is ready to begin installation.	The Security Division of EMC
Click Install to begin the installation. If you want to review or change any of your installation settings, click Ba exit the wizard.	ack. Click Cancel to
InstallShield	Cancel

10. Click Install, this will begin the installation







11. Click Finish to complete installation





## II. Import RSA SecurID Token

1. Click on Start →All Programs →RSA → RSA SecurID Token, then click on RSA SecurID Token shortcut to launch the application

🛛 Import Token	
Import from File Import from Web	Select token import method: Import from File - Browse to a file saved on your computer (.sdtid extension). Import from Web - Enter an activation code and URL (if required). Need to view device information? Token Storage Device Need help importing a token? Cancel

🛤 Import Token	$\mathbf{X}$
	Import from File
Import from File	Enter token file path or click Browse:
Import from	Browse Need help importing from file?
Web	OK Cancel

Import Token	X
	Import from File
	Enter token file path or click Browse:
File	C:\rsatest.sdtid
<b>9</b>	Need help importing from file?
Import from Web	OK Cancel

 Next, you will be asked to import the *username.sdtid* file that was sent to you by email, click on "Import from file"

3. Click on **Browse** and locate the file you previously saved on your PC

4. Click **OK** to import file into RSA Soft token





- Before the token file can be imported, you will need to provide a password. This password should have been provided to you by phone or via email Note: This password will ONLY be used to import the token
- 6. Type the password and click **OK**

8. Click **OK** to change the name

token software on your PC.

Enter File Pas	sword	×	
To complete import of HCox.sdtid file enter a password.			
Enter Password:	•••••		
	OK Cancel		

Click on <b>Change Name</b> and input your VPN username that was provided to you. (This is optional but is recommended if you are going to import more than one soft token.)	Token named rsatest successfully imported to Local Hard Drive (RSA).
	ОК

**BEA RSA SecuriD Token** 

🌇 Change Token Name 🛛 🔀	
Change Name: rsatest	
Need help changing token name?	
OK Cancel	

rsatest 🔹	Options 💙 📼 🔀
Enter PIN:	
RSA SecuriD	

9. This concludes the installation of the RSA SecurID soft





## III. Access DHS VPN Services

- 1. VPN supported browsers:
  - Internet Browser (IE 7 and above)
  - Firefox (3.x+)
  - Other browsers may work but will not be supported
- 2. Cisco VPN "AnyConnect" Client supported platforms:
  - Windows 7 (32-bit and 64-bit)
  - Windows Vista (32-bit and 64-bit)—SP2 or Vista Service Pack 1 with KB952876.
  - Windows XP SP2 and SP3.
- 3. If you're using Internet Explorer (IE) browser, follow the steps below; otherwise skip to Step #4
  - Internet Explorer -> Tools -> Internet Options
  - Select Security tab, select Trusted Sites
  - Click on Sites
  - Add <u>https://omg.dhs.lacounty.gov</u> as trusted site



Trusted sites	×		
You can add and remove websites from this zon this zone will use the zone's security settings.	e. All websites in		
Add this website to the zone:			
https://omg.dhs.lacounty.gov/	Add		
Websites:			
	Remove		
Require server verification (https:) for all sites in this zone			
	Qlose		

- Enter: <u>https://omg.dhs.lacounty.gov</u>, click Add
- Click Close, then click OK





- 4. Open a supported browser and navigate to <u>https://omg.dhs.lacounty.gov</u>
  - Click Yes to run Cisco Secure Desktop when prompted



- 5. Login to DHS VPN Services
  - 5.1. FIRST TIME customers ONLY or customers that have their PIN reset

NOTE: If you already have a PIN, please skip to Step 5.2 on page 12

- Launch the RSA ID Software
- To generate a TOKENCODE, click on the arrow button on the RSA SecurID application.
   (NOTE: DO NOT enter anything on the Enter PIN)



 At the login Window, enter your VPN username & TOKENCODE as the password – this will take you through the process of creating a new PIN

SSL VPN Service		🏠 🔻 🖾 👻 🚍 🖶 👻 Page 🕶 Safety 🕶 Tools 🕶 🔞 🕶		
Health Services	Los Angeles County Department of Health Services SSL VPN Services			
Warning:				
This system is for authorized use only. Users have no explicit or implicit expectation of privacy. All users of this system may have files intercepted, recorded, copied, audited and/or inspected by the System Administrator, as well as by authorized officials from other agencies. Please refer to Board of Supervisors Policy 6.104 'Use of Electronic Mail (e-mail) by County Employees' and DHS Policy 935.20 'Acceptable Use Policy for County Information Technology Resources' for applicable County policy. Unauthorized or improper use of this system may result in disciplinary action and civil and criminal penalties. By continuing to use this system, you indicate your awareness of and consent to these terms and conditions of use				
	Please enter your username and password. USERNAME: PASSWORD: Login	restest  Options  Contempode  State  Re-enter PIN Copy  Securito		
	DHS requires current Antivirus definition update within the last 3 days.			

- You will then be prompted to create a new **PIN.**
- Your PIN can only consist of numbers and not letter or symbols. For example, you can create a pin using 1234 or 865482



**DHS Security Operations** 

### Web SSL VPN



Compartment of Health Services		🖄 🔻 🖾 👻 🖃 🖶 🔻 Page 🔻 Safety 🕶 Tools 🕶 🕢
Health Services	Los Angeles County Department of Health Services SSL VPN Services	
Warning: This system is for authorized use only. Users have no Administrator, as well as by authorized officials fror 'Acceptable Use Policy for County Information Techno Unauthorized or improper use of this system may to these terms and conditions of use	e explicit or implicit expectation of privacy. All users of this system may have files in m other agencies. Please refer to Board of Supervisors Policy 6:104 'Use of Elec ology Resources' for applicable County policy. y result in disciplinary action and civil and criminal penalties. By continuing 	ntercepted, recorded, copied, audited and/or inspected by the System ctronic Mail (e-mail) by County Employees' and DHS Policy 935.20 to use this system, you indicate your awareness of and consent

• Re-enter the same **PIN** in previous step

C Department of Health Services		🔄 🔻 🔝 👻 🖃 🗮 👻 <u>P</u> age 👻 Safety 🕶 T <u>o</u> ols 🕶 🔞 🕶
Health Services	Los Angeles County Department of Health Services SSL VPN Services	
Warning:		
This system is for authorized use only. Users have no Administrator, as well as by authorized officials from 'Acceptable Use Policy for County Information Techno Unauthorized or improper use of this system may to these terms and conditions of use	explicit or implicit expectation of privacy. All users of this system may have files intercepted, reco o other agencies. Please refer to Board of Supervisors Policy 6.104 'Use of Electronic Mail (e- logy Resources' for applicable County policy. result in disciplinary action and civil and criminal penalties. By continuing to use this sys	rded, copied, audited and/or inspected by the System mail) by County Employees' and DHS Policy 935.20 tem, you indicate your awareness of and consent
	Elever en anten pour Elle	
	More information is required to log in	
	Response Continue Cancel	



### Web SSL VPN



### • The page below confirms that your **PIN** has been created successfully

C Department of Health Services		🐴 🔻 🔝 👻 🔚 👻 Page 👻 Safety 👻 Tools 👻 🔞 👻
Health Services	Los Angeles County Department of Health Services SSL VPN Services	
Warning: This system is for authorized use only. Users have no Administrator, as well as by authorized officials from 'Acceptable Use Policy for County Information Techno Unauthorized or improper use of this system may to these terms and conditions of use	explicit or implicit expectation of privacy. All users of this system may have files intercepted, n other agencies. Please refer to Board of Supervisors Policy 6.104 'Use of Electronic Mail logy Resources' for applicable County policy. result in disciplinary action and civil and criminal penalties. By continuing to use this	recorded, copied, audited and/or inspected by the System I (e-mail) by County Employees' and DHS Policy 935.20 s system, you indicate your awareness of and consent
	PIN AcceptedWait for the token code to change,then enter the new passcode:. More information is required to log in. Response Continue Cancel	

#### Next, wait for the TOKENCODE to change to different numbers

- To generate a **PASSCODE**
- o click on "Re-enter PIN" on RSA SecurID application
- o Enter your PIN (in this example, is the PIN that you created previously)
- $\circ$  Click on the  $\operatorname{\textit{arrow}}$  button
- o This Number will be your Passcode



 $\circ$  Type the <code>PASSCODE</code> in the <code>Response</code> field on the web browser and click <code>Continue</code>



**DHS Security Operations** 





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Health Services	Los Angeles County Department of Health Services SSL VPN Services			
Warning:				
This system is for authorized use only. Users have no explicit or implicit expectation of privacy. All users of this system may have files intercepted, recorded, copied, audited and/or inspected by the System Administrator, as well as by authorized officials from other agencies. Please refer to Board of Supervisors Policy 6.104 'Use of Electronic Mail (e-mail) by County Employees' and DHS Policy 935.20 'Acceptable Use Policy for County Information Technology Resources' for applicable County policy. Unauthorized or improper use of this system may result in disciplinary action and civil and criminal penalties. By continuing to use this system, you indicate your awareness of and consent to these terms and conditions of use				
	PIN AcceptedWait for the token code to change, then enter the new passcoder. More information is required to log in. Response ••••••• Continue Cancel	rsatest V Options V 22 Passcode: 3210 5186 Re-enter PIN Copy RESA Securit		

• Once this dialog box appeared, you have logged in successfully, read the disclaimer and click Continue



• Continue on to <u>Step #6 on page 13</u>





### 5.2 Customers that already have a RSA PIN

- Launch RSA SecurID software from **Start** → **All Program** → **RSA** → **RSA** SecurID Token
- Enter your **PIN**
- Click on the **arrow** button to generate the **PASSCODE**

rsatest V Options C C C	Passcode: 6869 9691
RSA SecuriD'	Re-enter PIN Copy

- At the login window, enter your VPN username & **PASSCODE** in the password field
- Click Login

Health Services	Los Angeles County Department of Health Services SSL VPN Services	
Warning: This system is for authorized use only. Users have no exp Administrator, as well as by authorized officials from oth 'Acceptable Use Policy for County Information Technology Unauthorized or improper use of this system may result to these terms and conditions of use	licit or implicit expectation of privacy. All users of this system may have files interc er agencies. Please refer to Board of Supervisors Policy 6.104 'Use of Electror Resources' for applicable County policy. ult in disciplinary action and civil and criminal penalties. By continuing to u	epted, recorded, copied, audited and/or inspected by the System ic Mail (e-mail) by County Employees' and DHS Policy 935.20 ise this system, you indicate your awareness of and consent
	Please enter your username and password. USERNAME: rsatest PASSWORD: ••••••• Login DHS requires current Antivirus definition update within the last 3 days	rsatest ♥ Options ♥ ■ 52 Passcode 0869 9691 Re-enter PIN Copy ISIN Securito

• Once this dialog box appeared, you have logged in successfully, read the disclaimer and click Continue

Unauthorized or improper use of this system may result in disciplinary action and civil and criminal penalties. By continuing to use this system, you indicate your awareness of and consent to these terms and conditions of use.	
Cancel Continue	





6. Start the VPN Connection by clicking on Start AnyConnect Link



 VPN Client Downloader will attempt to install AnyConnect client on the local computer (NOTE: Depends on your Internet Connection speed, this process may take a few minute)

VPN Client Downloader			
	Downloading AnyConnect VPN Client 2.4.1012. Please wait Time Left: 16 secs (144.0 KB of 1.63 MB copied)	* *	
	Ca	ncel	

Click Yes when prompted

😗 Use	r Account Control	<b></b>	
	Do you want to allow the following program from an unknown publisher to make changes to this computer?		
	Program name: Publisher: File origin:	C:\Users\vlam\\WinSetup-Release-web-deploy.msi <b>Unknown</b> Hard drive on this computer	
🕑 s	how <u>d</u> etails	Yes No	
		Change when these notifications appear	

 Cisco AnyConnect VPN Client will go through the installation process, select all default settings and click next if prompted





Cisco AnyConnect VPN Client	
Please wait while Windows configures Cisco AnyConnect VPN Client	
Gathering required information	

VPN AnyConnect will attempt to establish a VPN connection



Once connected, you will notice a connected icon a displayed on your system tray as indicated in the picture below:

Cisco	AnyConnect VPN Client
<ul> <li>WebLaunch</li> <li>Platform Detection</li> <li>- ActiveX</li> <li>- Java Detection</li> <li>- Sun Java</li> <li>- Download</li> <li>- Connected</li> </ul>	Connection Established The Cisco AnyConnect VPN Client has successfully connected. The connection can be controlled from the tray icon, circled in the image below:
5	Help Download

- Now you're fully connected to DHS VPN services. You can close the browser and access DHS resources.
- 7. To terminate your VPN session
  - Right-click on the icon and select disconnect/quit
  - Upon disconnecting your VPN session, the VPN client will close the browser application to erase any cached content.
  - Please be advised to complete and/or save your work on all browser sessions before disconnect.

NOTES: Please note that once you have the AnyConnect Client installed on your computer, you can initialize the VPN connection by going to

- Start -> All Program -> Cisco -> Cisco AnyConnect Client -> Cisco AnyConnect Client
- And login with your VPN user name and PASSCODE





### **IV.** System Requirements & Troubleshooting

- 1. RSA SecurID Software supported platforms:
  - Windows 7 Enterprise 32-bit and 64-bit
  - Windows 7 Professional 32-bit and 64-bit
  - Windows Vista Business SP1 and SP2 32-bit and 64-bit
  - Windows Vista Enterprise SP1 and SP2 32-bit and 64-bit
  - Windows XP Professional SP3
- 2. Cisco VPN AnyConnect supported platforms:
  - Windows 7 (32-bit and 64-bit)
    - AnyConnect requires a clean install if you upgrade from Windows XP to Windows 7.
    - If you upgrade from Windows Vista to Windows 7, manually uninstall AnyConnect first, then after the upgrade, reinstall it manually or by establishing a web-based connection to a security appliance configured to install it. Uninstalling before the upgrade and reinstalling AnyConnect afterwards is necessary because the upgrade does not preserve the Cisco AnyConnect Virtual Adapter.
    - o AnyConnect requires a clean install if you upgrade from Windows XP to Windows Vista
  - Windows Vista (32-bit and 64-bit)—SP2 or Vista Service Pack 1 with KB952876.
     AnyConnect requires a clean install if you upgrade from Windows XP to Windows Vista
  - Windows XP SP2 and SP3.
- 2. If there is terminal services or multiple users logged on to the machine (ie switch user features), SSLVPN AnyConnect client may not work until the second terminal session is logged off.

User will receive the following error message:



3. Unable to login with the following login failures screenshot

Login failed.
Please enter your username and password.
USERNAME:
PASSWORD:
Login

• Ensure that you enter the correct **PIN** to that generates the **PASSCODE**.

Please note: that you can only use a **PASSCODE** <u>once</u>. If you need to retry, wait for the code to change to a different number and then "Re-Enter" PIN to generate a new **PASSCODE**. If login problem persists, contact HSA Service Desk for further assistance.





4. If the client machine does not have antivirus application installed and/or antivirus definition is out-ofdate, access to DHS VPN will be denied with the following error message.

<ul> <li>DHS VPN Service requires cu</li> </ul>	rrent Antivirus definition	update within the last 3 day	/S
---	----------------------------	------------------------------	----

Le	ogin denied.	
Q	More Info	
Please enter you	r username and password.	
USERNAME:		
PASSWORD:		
	Login	

• Click on "More Info" link to identify the specific error message.

e following information to help understand
n update within the last 3 days.
<u>Cla</u>
ogin

 For technical assistance, please contact the HSA Service Desk by calling 213-240-8443 or Send an Email to: <u>HSASERVICEDESK@DHS.lacounty.gov</u> and describe your issue. HSA Service Desk technical personnel will contact you to assist with the issue.