HPACK Migration to Microsoft Remote Service VPN Solution

HPACK is requiring everyone who connects to HPACK via any current Windows-based Virtual Private Network (VPN) tunneling solution to migrate to a new solution, HPACK Microsoft Remote Access (MSRA).

This guide is a streamlined guide to help SDI personnel to migrate their PCs and notebooks to the MSRA VPN solution. You will also find several helpful tips that go beyond what is presented in the HPACK MSRA User Guide. These instructions assume that you are installing the MSRA VPN solution on a non-PC COE computer.

HPACK is providing the first level of support for problems with the migration process. Help is available from HPACK websites (see the section on Related Web Sites) or from the MSRA Help Desk.

Contact Michael Frascinella if you need help with the MSRA installation procedure. Call 603-882-7781 x16 or send mail to mfrascinella@sdicorp.corp.

This guide is organized into the following sections:

- Prerequisites

- Pre-installation steps

- MSRA installation procedure

- Technical Tips

- Changes in operating conditions

- Related web sites

Prerequisites

Before attempting to migrate to MSRA, you need to satisfy the following requirements.

ActivKey

Once HPACK has notified you to migrate, you should request an ActivKey (a special USB flash drive) as explained in the mail from HPACK. You use the ActivKey to store your digital certificate and assign a PIN number.

When ordering the ActivKey, you need to either (1) "register for the required onsite training" or (2) "request a do-it-yourself migration" (file for an exception). SDI recommends that you file for an exception. Contact Michael Frascinella (above) if you have any questions about this.

Operating System

The only operating systems supported are the English versions of Windows 2000 and Windows XP Pro. You must upgrade to either Windows 2000 Service Pack 4 (aka Windows v5.0) or Windows XP Pro Service Pack 1 or higher. Next, you must use Windows Update to apply all the latest software updates and security patches.

It has been reported that it is possible to upgrade from Windows XP Home to Windows XP Pro, so that might make for a less expensive and less time-consuming upgrade than the complete Windows XP Pro. It has also been reported that MSRA works with Windows XP Home. This is not recommended since HPACK will not provide technical support for Windows XP Home.

The SDI User's Guide to Installing Microsoft Remote Access

Pre-Installation Steps

Before you begin the MSRA installation procedure, connect to HPACK and download the following software kits. Downloading them ahead of time will make the installation process flow more smoothly. Also verify your phone number in HPACK People Finder.

Downloading ActivCard Gold Software

During the migration procedure, this is the first software you need to download from HPACK as a new installation or upgrade. When connecting to the HPACK network, this software accesses your ActivKey to authenticate the VPN (tunnel). The required version is v2.3.1 or higher.

1. Create a folder on your C drive for storing downloads, for example, temp-downloads.

2. Connect to HPACK using your current VPN solution.

3. In a web browser, go to the ActivCard page: http://activcard.HPack.com/software.html.
   Locate the non-COE users heading and click on "ActivCard Gold 2.3.1 Package" to download the file (about 10 MB) to the temp-downloads folder you created.

Downloading MSRA Connection Manager

This software (a download from HPACK) is the new remote access client that manages the connection to the HPACK network. The latest version is v4.

1. In a web browser, go to the MSRA – Self-Guided Installation page. This page contains a link to the user guide and a series of steps for reference.
   (http://remoteaccess.corp.HPack.com/1sw/MSRA/Migration/complete_steps.htm)

2. In the Single Steps section, click on "Download MSRA CMv4 client." At the next page, click on the "Click here" link download the file (about 4 MB) to the temp-downloads folder you created.

Downloading the PAL Client

If you also need to use a **dialup connection** occasionally, go to the MSRA – self-guided installation page (http://remoteaccess.corp.HPack.com/1sw/MSRA/Migration/complete_steps.htm), find the Single Steps section, and click on "Download PAL client" to download that file into the temp-downloads folder you created.

Verifying Your Phone Number in HPACK People Finder

Before you can download and install the digital certificate onto your ActivKey, you need to obtain an 8-digit pickup code, either during a training session, by requesting delivery via voicemail, or from your HPACK manager.

SDI recommends the voicemail method. First, go to HPACK People Finder and make sure that your entry contains a direct phone number with voicemail or an answering machine that you can access. This can be the number for your home office if that is where you will be installing MSRA. During MSRA installation an HPACK application will transmit the pickup code to the phone number in People Finder.

To change your People Finder phone number, follow these steps:

1. Go to http://atHPack.HPack.com and log on.

2. Go to https://directory.HPack.com/rfu/

3. Edit your telephone number and save your edits.

4. After obtaining your pickup code and installing the certificate on your ActivKey, you can reset your phone number in People Finder if needed.

MSRA Installation Procedure

Use this procedure to install MSRA on your computer. Read and complete each step carefully. At the end, you will have a working VPN connection.

1. **Disable** any firewall (including the Windows built-in firewall), anti-spyware, and popup blockers that may be running (for example, via a Google or Yahoo toolbar in Internet Explorer). Close all programs except Windows Explorer and Internet Explorer.

Downloading Software

2. **Verify** that you have downloaded the software as explained in the Pre-Installation Steps. Make sure you have also set up your phone number properly.

Installing ActivCard Gold Software

3. Go to the temp-downloads folder you created, locate the ActivCard Gold file (2.3.1.0038_noncoe.exe), and double click on it. Take care to **unzip the ActivCard Gold files** into the temp-downloads folder.

4. Locate the gold_install.bat file in the subfolder called 2.3.1.0038.1_noncoe. **Double click on gold_install.bat** to install ActivCard Gold. This DOS batch program closes once the installation is done.

5. After the DOS window closes, **reboot** (restart) your machine. During reboot, ignore the prompt to insert your ActivCard. After reboot, you will see an ActivKey icon in the system tray.

6. On your desktop, **delete the new icon, "**ActivCard Dynamic Passcode." This feature is not used.

Initializing the ActivKey

7. **Plug the ActivKey** into a USB port and wait for the indicator light to change from red to steady green.

8. **Run ActivCard Gold Utilities** as follows.

   a. From the Start button, go to Programs, ActivCard, and select ActivCard Gold Utilities.

   b. At the prompt to initialize the card, answer Yes.

   c. Enter a name (any text), think up a PIN number (4-8 alphanumeric characters), and enter it twice. **CAUTION**: If you lose the PIN, you can reset it, but you will also erase the digital certificate and have to repeat the time-consuming process of downloading a new one.

   d. Click on Initialize and wait for the process to end.

   e. Click on Close to end the Utilities program.

Downloading a Digital Certificate

9. Verify that your popup blockers, internal firewall, Sygate or other firewall, and anti-spyware programs are still disabled.

10. In your browser go to **HPACK Digital Badge Services** at https://digitalbadge.external.HPack.com/ and click on Click Here. **NOTE**: Read the statement about non-COE users on Windows XP Pro SP2. If applicable, follow the instructions for adding certain HPACK web sites to your list of Trusted Sites.

11. **Fill in the form** with the following information:

    • Your HPACK e-mail address

    • Your eight-digit employee number (with leading zeros if needed)

    • Your Windows username (NT username)

    • The domain name (Americas)

    • Your Windows password (NT password)

    • Language of English

    • Cryptographic Service Provider Name

    Click on Login to **submit the web form**.

12. **Select No**, you do not have a pickup code and click on Continue. The code will be delivered to the phone number listed in HPACK People Finder. Watch the call in progress. *Do not answer the phone* until you receive a **confirmation message** on screen that the one-time pickup code has been sent to your phone's voicemail.

13. Check your voicemail and **obtain the pickup code**. Read the web page, click on Continue, enter the pickup code, and click on Continue. Click on Generate Key Pair. Answer Yes at the prompt to install software. Accept any security warnings that display. When done, close the Congratulations window.

Installing MSRA Connection Manager

14. **Remove the RASPAQ or PAL NT client** if installed. Go to Control Panel and start Add/ Remove Programs. If RASPAQ is listed, click on it, and then click on Remove to delete it.

15. Go to the temp-downloads folder containing the MSRA downloads and **install the Connection Manager** by double clicking the setup-v4.09.2.exe file. Make sure only the Americas domain is selected. The installation program also deletes any old Compaq connection manager software.
    Wait for a completion message, leave the ActivKey in place, and **reboot** the system.

Testing the MSRA Connection

16. **Double click on "shortcut to HPACKQ VPN"** to open the connection window. Click on Properties, select the VPN tab, select a VPN destination (Littleton or Houston are best), and click on OK.

17. Verify that the ActivKey is inserted and green, and then **click on Connect**. At the log in box, verify that your user name is your HPACK e-mail address, enter your PIN (from step 11c), and click on OK. This step could take up to two minutes to complete. Ignore the error about SVChost for now. A connection icon in the system tray (lower right) indicates a successful connection.

18. If you get **anti-virus warnings about VBS scripts**, they are coming from HPACK. You can allow them or block them. They currently do not appear to affect the VPN connection.

19. If you get an SVChost.exe error, **fix the SVChost error** as explained in the Technical Tips section.

20. **Check for a local machine certificate** as explained in the Technical Tips section.

21. **Re-enable** your firewall, popup blocker, and anti-spyware programs.

Congratulations, you are done!

Technical Tips

These sections deal with unexpected problems that occur during the process. We don't expect them to happen all the time but, as we figure out how to fix them, we add them to this section.

Fixing the SVChost Error

The first time that you connect to HPACK, you may see an error box reporting a problem with SVChost.exe. Cancel the error box and remedy the problem with these steps:

1. **Open Window Explorer** and make sure that hidden files and folders are visible. If not, go to Tools, Folder Options, View tab, and select "Show hidden files and folders."

2. On the C: drive, go to the Windows folder, then to the System32 folder. Find and **copy the svchost.exe file**.

3. **Go to the Documents and Settings folder** and expand these folders: All Users, Application Data, Microsoft, Network, Connections, CM, Mv4AM. The actual path may vary slightly.

4. **Rename the svchost.exe file** to svchost.exe.old. Paste the file copied from the system32 folder.

The next time you connect to HPACK, you should not see the SVChost error.

Getting a Local Machine Certificate

For increased security, HPACK requires you to have a local machine certificate so that Internet Protocol Security (IPSec) can work with your digital certificate and ActivKey. To check for this certificate, do the following:

1. With your HPACK connection still running, click on the connection icon in the system tray to **open the Connection box**. Click on the Details tab and determine whether IPSec Encryption is a property. If Encryption is MPPE 128, close the Connection window and go to step 2.

2. Open Windows Explorer, expand Program Files, then Remote Tools, and **double click on getcert-am.cmd**. This MSRA-installed command verifies the presence of a local certificate. Click on Yes to request a certificate. **CAUTION:** *Do not touch* the box that states "Hit OK…"

3. At the Connection box, ignore the label for the first field, **enter your domain and username** together (for example, Americas\gunshy), enter your NT password, and click on OK.

4. At the Certificate Issue window, click on the "**Install this certificate**" link. Accept any security warnings that appear. After receiving a Certificate Installed message, close the remaining windows.

5. **Disconnect** the connection and **reconnect** it.

6. Double click on the connection icon in the system tray to **open the Connection box.** Click on the Details tab and verify that IPSec Encryption is a property.

Installing MSRA on Another PC

If you need to install MSRA on another machine, you do not need to set up the ActivKey again. The key can be used on any machine that is running ActivCard Gold and MSRA Connection Manager. Follow these steps.

1. **Download** the ActivCard Gold and MSRA Connection Manager software to a temp-downloads folder on the other PC, as explained in the Pre-Installation Steps. If the first PC has a CD burner, you can transfer the files via a CD.

2. **Disable** any firewall (including the Windows built-in firewall), anti-spyware, and popup blockers that may be running (for example, via a Google or Yahoo toolbar in Internet Explorer). Close all programs except Windows Explorer and Internet Explorer.

3. Go to the MSRA Installation Procedure and follow the steps under **Installing ActivCard Gold Software**.

4. Follow the steps under **Installing MSRA Connection Manager**.

5. Follow the steps under **Testing the MSRA Connection**.

Creating a New Network Connection to HPACK on a Windows XP Machine

For a new Windows XP Pro system that does not have any defined connections to HPACK, first contact the HPACK Help Desk and request a remote connection account. Once you receive a username and password, follow these steps:

1. Go to Control Panel and **start Network Connections**.

2. Click on "**Create a new connection**" to start the New Connection Wizard. Click on Next.

3. Select the option to "**Connect to the network at my workplace**" and click on Next.

4. Select **"Virtual Private Network connection"** and click on Next.

5. **Enter a name** for the connection, in this case, tunnel-taylor.compaq.com. Click on Next.

6. Select "**Do not dial the initial connection**" and click on Next.

7. For **hostname**, use tunnel-taylor.compaq.com or this IP address: 161.114.64.90. Click on Next.

8. Select "Do not use smart card" and click on Next.

9. Select "**My use only**" and click on Next.

10. Click on Finish. The Connect window opens and asks for a user name and password. This allows you to test the connection.

11. If you return to the Network Connections window, you will see the new connection name.

Creating a New Network Connection to HPACK on a Windows 2000 Machine

For a Windows 2000 system that does not have any defined connections to HPACK, first contact the HPACK Help Desk and request a remote connection account. Once you receive a username and password, follow these steps:

1. Go to Control Panel and start Network and Dial-up Connections.

2. Select the option to "Connect to a private network through the Internet" and click on Next.

3. Select the entry, "Do not dial the initial connection" and click on Next.

4. Enter the hostname or IP address, in this case, tunnel-taylor.compaq.com, and click on Next.

5. Select "Only for myself" and click on Next.

6. Enter a name for this connection, for example, tunnel-taylor.compaq.com and click on Finish. The Connect window opens and asks for a user name and password. This allows you to test the connection.

7. If you return to the Network and Dial-up Connections window, you will see the new connection name.

Changes in Operating Conditions

After connecting to HPACK using MSRA, you may have to log into certain applications like mail because of additional security restrictions. The following sections describe known operational changes.

Connecting to Your HPACK Mail Account

When connecting to your HPACK mail account, you may have to complete a login form. If the form contains three fields, enter Americas as the domain, and then enter your HPACK username and password. If the login form presents only two fields, enter the domain and user name together in the username field, for example, Americas\gunshy, and then enter your NT password.

Mapping a Network Drive

When you need to map a network drive, you cannot simply select a drive and a folder. You must click on "Connect using a different name."

At the Connect As box, enter your domain and username together, for example, Americas\gunshy and then enter your NT password.

Related Web Sites

HPACK is providing the first level of support for the migration process. Help is available from several HPACK web sites or from the MSRA Help Desk.

- **Order your ActivKey** in one of two ways. SDI recommends the do-it-yourself migration. Both methods require you to first connect to HPACK and then to log in via your NT username and password.

    o   Register for onsite training at http://remoteaccess.corp.HPack.com/1sw/msra/Forms/site_migration.htm and receive your ActivKey at the training site.

    o   Request a do-it-yourself migration from http://remoteaccess.corp.HPack.com/1sw/MSRA/Forms/exception.htm and receive your ActivKey in the mail.

- **Review the steps** for the migration at http://remoteaccess.corp.HPack.com/1sw/MSRA/Migration/complete_steps.htm.

- **Download the user guide** (in ZIP format) from http://remoteaccess.corp.HPack.com/1sw/MSRA/Migration/user_ref_guide/MSRA%20User%20Guide.zip. The user guide includes a checklist and procedures for the entire migration process.

- Read **Frequently Asked Questions** at this MSRA web site: http://remoteaccess.corp.HPack.com/1sw/msra/migration/faq.htm

- **Send questions** by e-mail to remoteaccess@HPack.com. Expect a one-day or longer turnaround time.

- **Call the MSRA Help Desk** for assistance with technical problems only. In the U.S., call 1-877-123-4567. Select option 2 (Remote Access Client) then option 1 (MSRA users).

    For the **MSRA Help Desk** outside the U.S., go to this site: http://remoteaccess.corp.HPack.com/1sw/msra/migration/support.htm