

APSCN VPN SETUP

F5 VPN access for eSchool and TAC

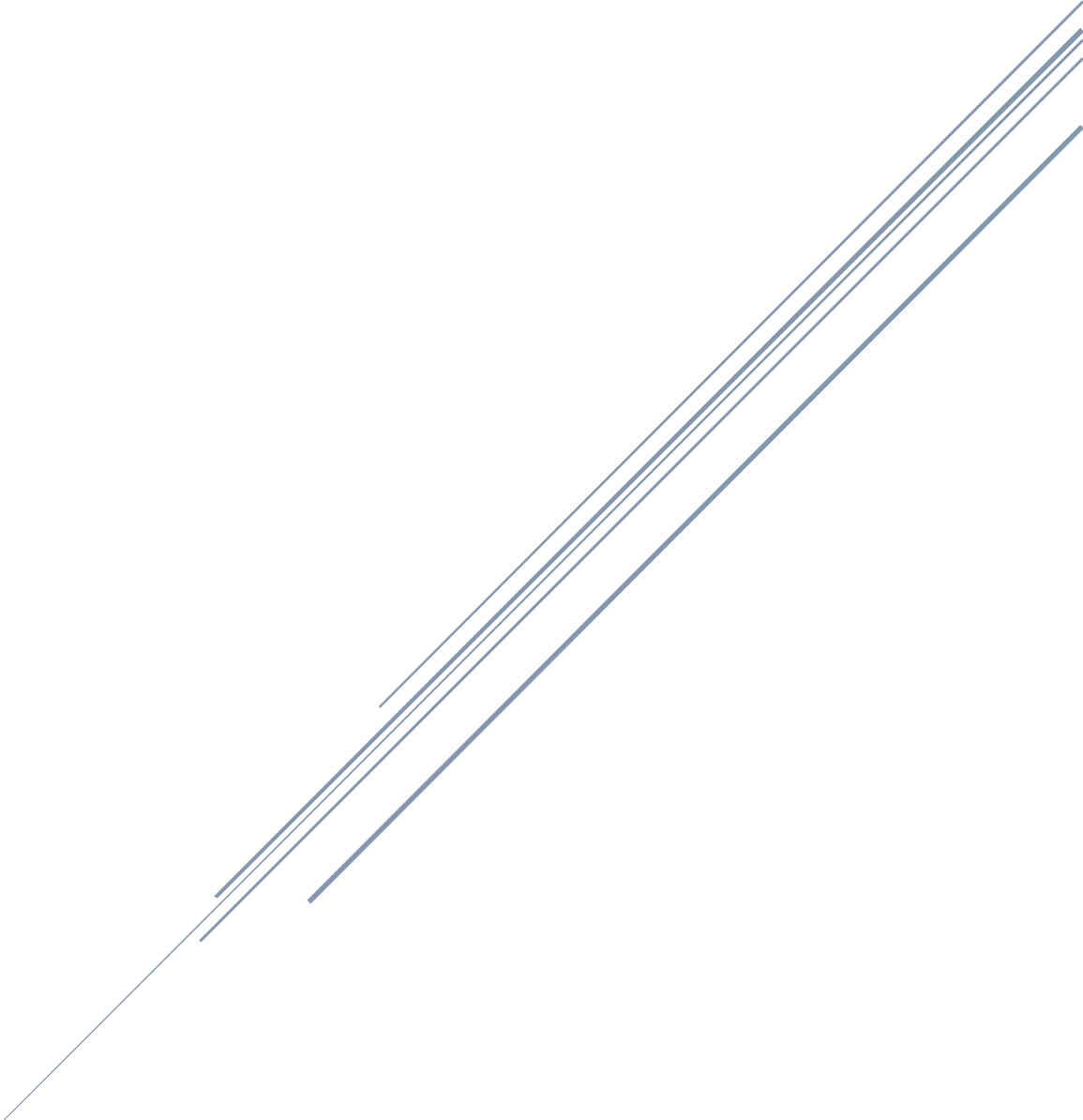


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Before accessing the VPN make sure the following prerequisites are met:

1. Your account has the ability to access the VPN. In SSO, the setting for VPN, “AD Attribute Network Access Permission” needs to set to **Allow**. This allows you access to the VPN.
2. You will need to have an Anti-Virus installed on the computer and the Anti-Virus software cannot be **60 Days** past due on updates or scans. This is for security purposes.
3. Browser and OS support will match SunGard’s requirements for eSchool access. Please refer to the “eSchoolPlus Client Requirements” documentation to verify support for your browser and OS.

Windows 10 Update

New features in Windows 10 presented a few roadblocks for our current VPN solution. Although there is a workable solution to provide to the customer, it is not ideal and will require a few more steps. As support for Windows 10 increase for 3rd party products, the steps for accessing the APSCN VPN through Windows 10 will reduce and require less steps.

As of now, the only working and “supported” browser through the F5 VPN in Windows 10 is Firefox.

APSCN VPN for Internet Explorer

Go to <https://apscnvpn.k12.ar.us>

You will see a Secure Logon for APSCN and an AUP

Secure Logon
for APSCN Networks

Domain\Username
apscn\0000username

Password
●●●●●●●●

Logon

----- NOTICE -----
STATE OF ARKANSAS
OFFICIAL BUSINESS USE ONLY - UNAUTHORIZED USE OR ACCESS IS PROHIBITED
WARNING ! WARNING ! WARNING ! WARNING ! WARNING !
THIS SYSTEM CONTAINS STATE AND FEDERAL GOVERNMENT INFORMATION. ONLY AUTHORIZED USERS MAY ACCESS THIS SYSTEM, AND ANY AUTHORIZED USE OF THE SYSTEM, NETWORK OR INFORMATION CONTAINED THEREIN MUST BE RELATED TO THE PERFORMANCE OF OFFICIAL GOVERNMENT FUNCTIONS OR BUSINESS. BY ACCESSING AND USING THIS SYSTEM, YOU ARE CONSENTING TO SYSTEM MONITORING FOR LAW ENFORCEMENT AND OTHER PURPOSES. UNAUTHORIZED USE OF, OR ACCESS TO, THIS COMPUTER SYSTEM MAY SUBJECT YOU TO STATE AND FEDERAL CRIMINAL PROSECUTION AND PENALTIES, AS WELL AS CIVIL PENALTIES, OR BOTH.

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In the window enter your domain, username, and password. Click **Logon**

Eg. **APSCN\0000username**

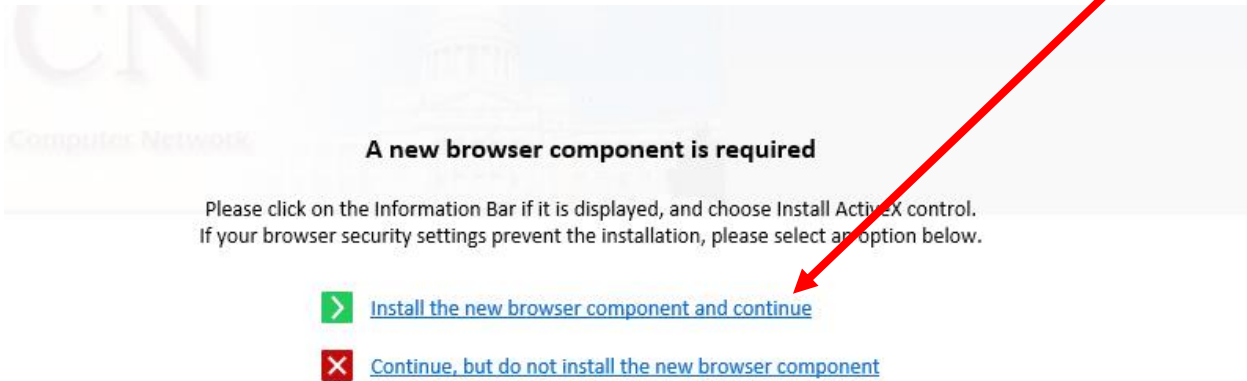
Secure Logon
for APSCN Networks

Domain\Username
apscn\0000username

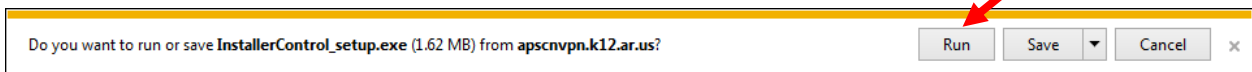
Password
●●●●●●●●

Logon

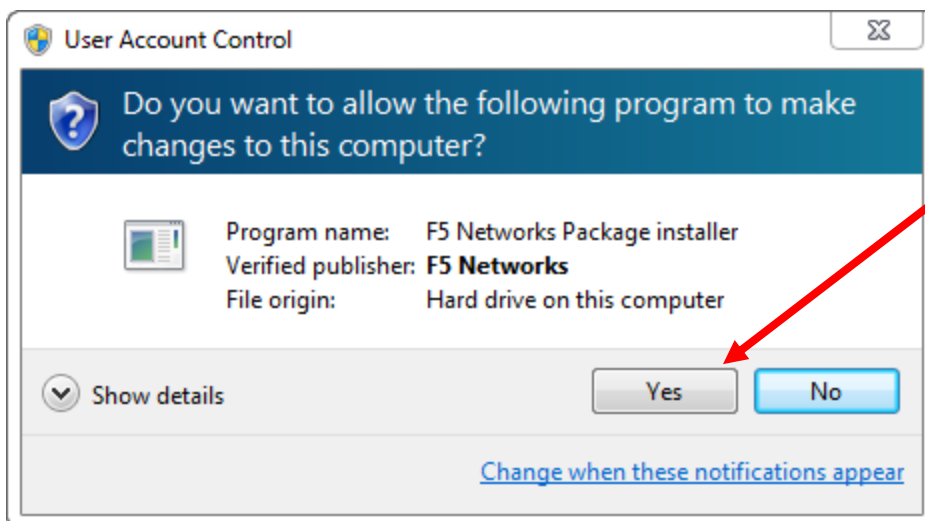
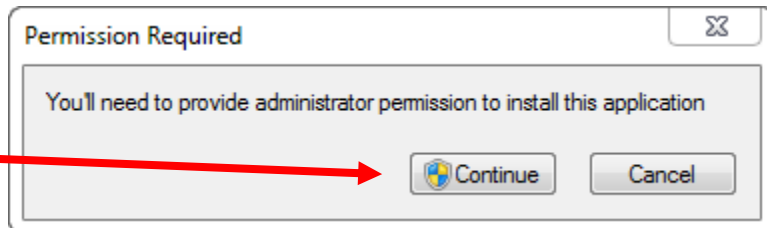
The first time you login, you will be prompted to install a new browser component. Click **Install** to install the new component.



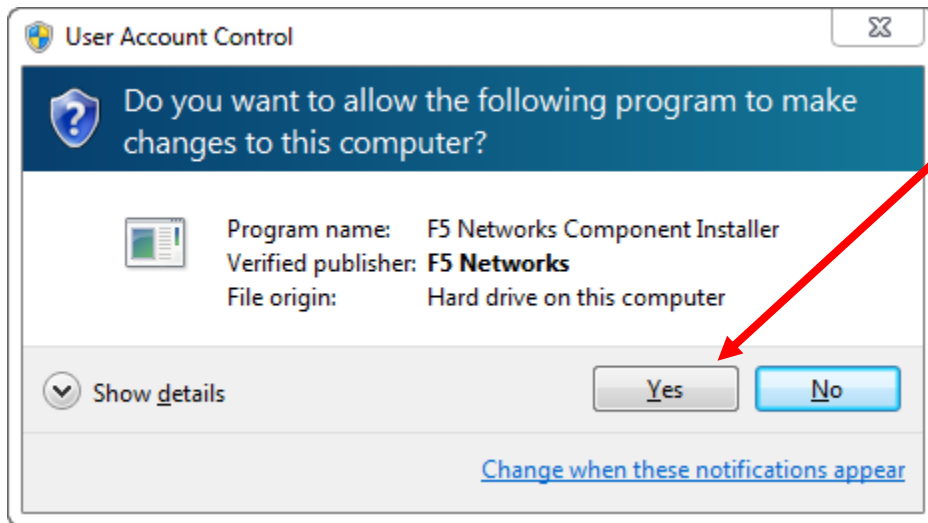
After you click install, you will be prompted with a box to run the Installer. Click **Run**.



If prompted for administrative privileges. Click **Continue** to install the application

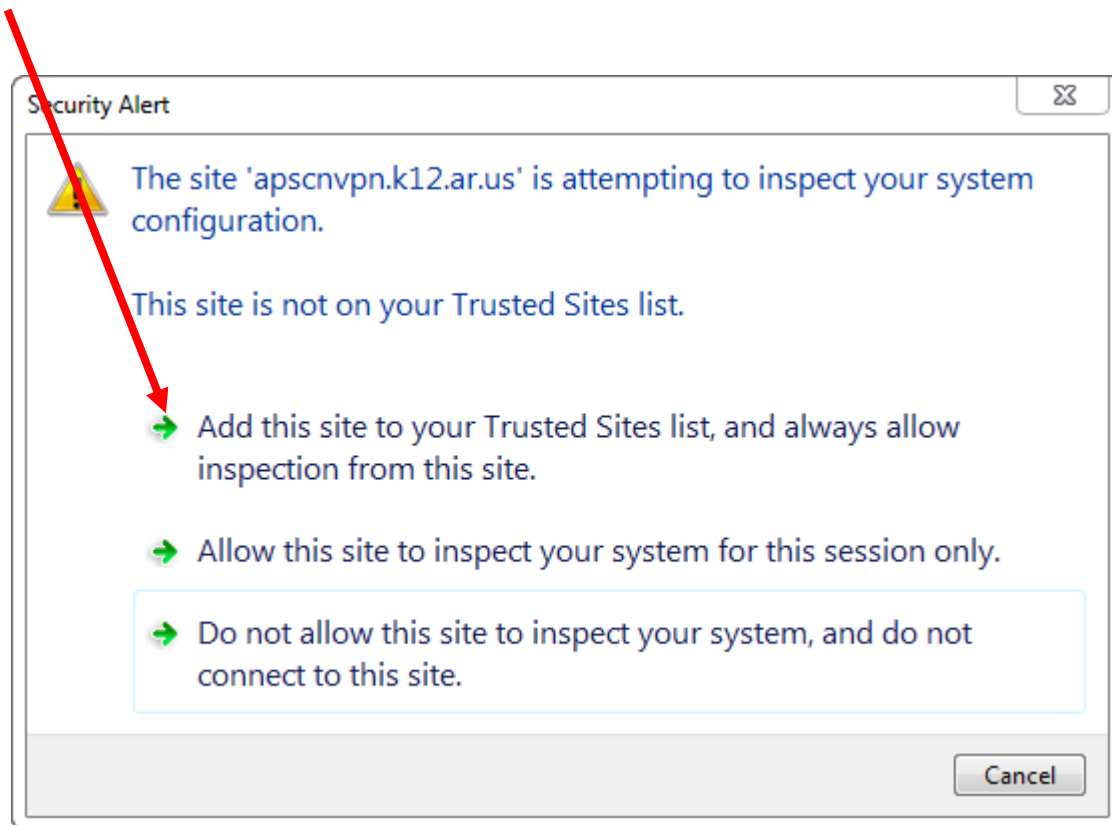


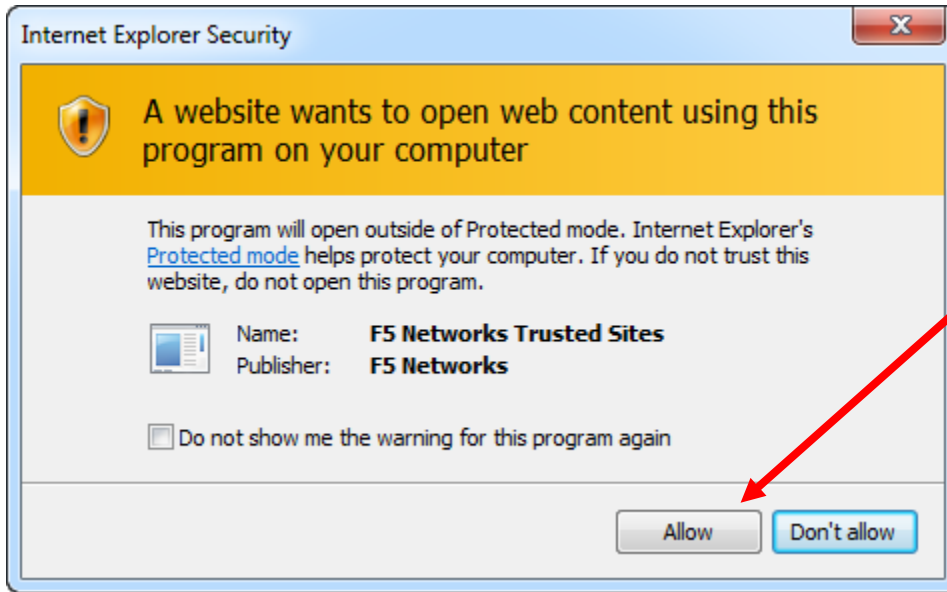
If prompted with a UAC for the F5 **Package Installer**. Click **Yes**



If prompted with a UAC for the F5 **Component Installer**. Click **Yes**

A Security Alert will pop up warning you that the site is not on your Trusted Sites list. Click on **Add this site to your Trusted Sites list, and always allow inspection from this site.**





A security warning will display for Internet Explorer. Click **Allow**

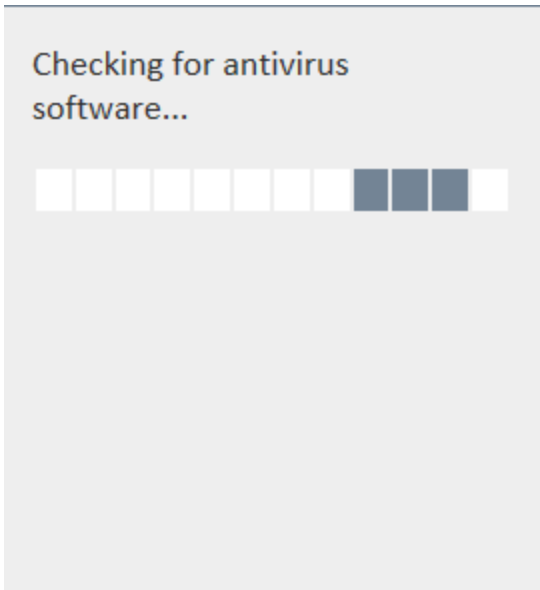
After installing everything for the first time, you will be prompted to restart the session. Click on **to continue, please, click here** to continue. Your browser will open up a new instance and the website will prompt you to login again.



After you are brought back to the main screen, in the window enter your domain, username, and password. Click Logon

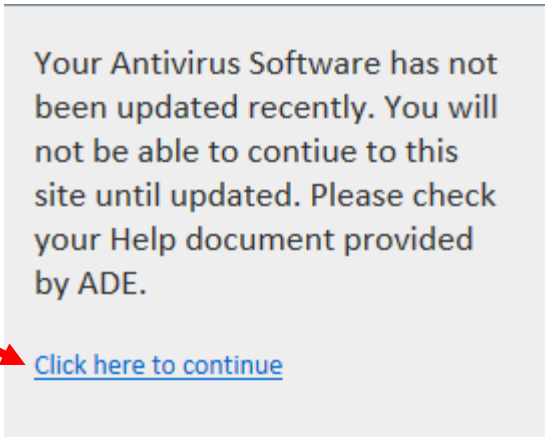
Eg. APSCN\0000username

A "Secure Logon for APSCN Networks" form. It has a title "Secure Logon for APSCN Networks". Below the title, there is a label "Domain\Username" and a text input field containing "apscn\0000username". Below that is a label "Password" and a text input field containing ".....". At the bottom, there is a "Logon" button. A red arrow points from the example text "Eg. APSCN\0000username" to the "Domain\Username" input field.

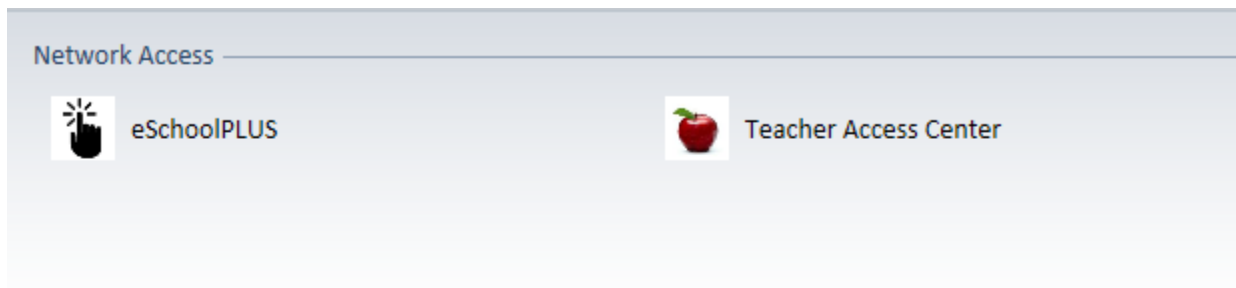


The VPN tunnel will check the status of the minimum requirements for **OS**, **Browser**, and **Antivirus** recommendations to access eSchool.

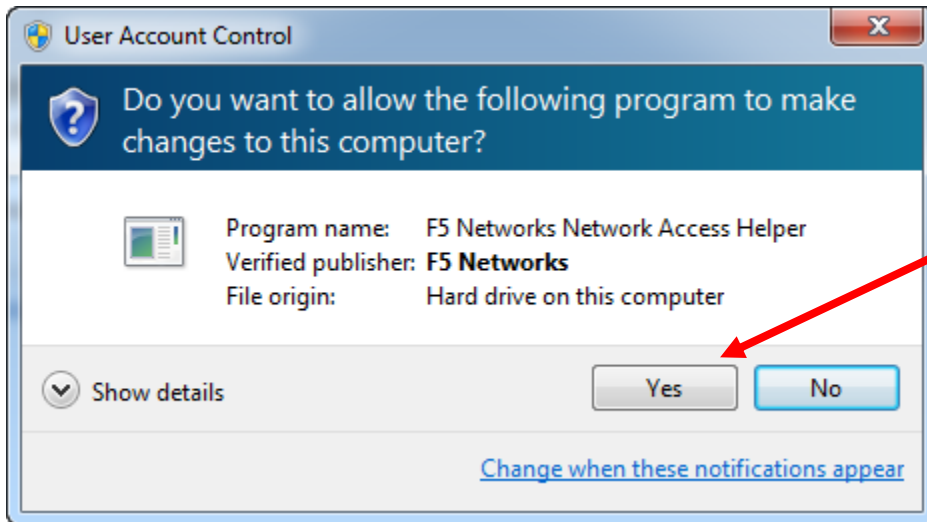
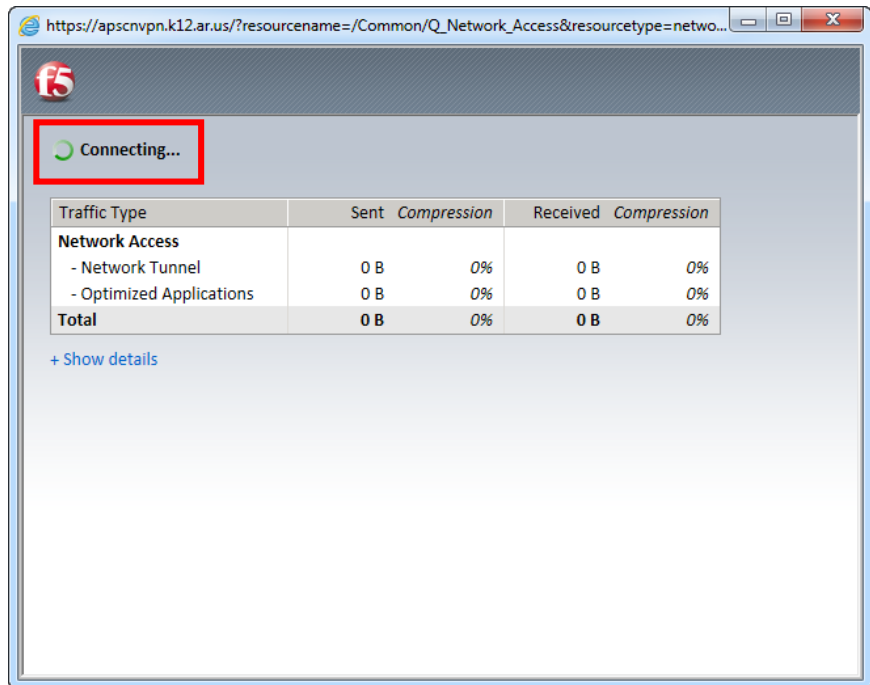
If the minimum requirements are not met, this message displays. Please verify the minimum requirements are met to access the eSchool environment and click on **Click here to continue**



If the minimum checks are successful, this page will be presented with two links. One for **eSchoolPlus** and one for **Teacher Access Center**. Click on the appropriate link that you will need to access. ***NOTE*** Teacher Access Center (**TAC**) is accessed by teachers/faculty

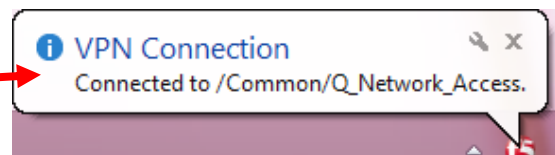


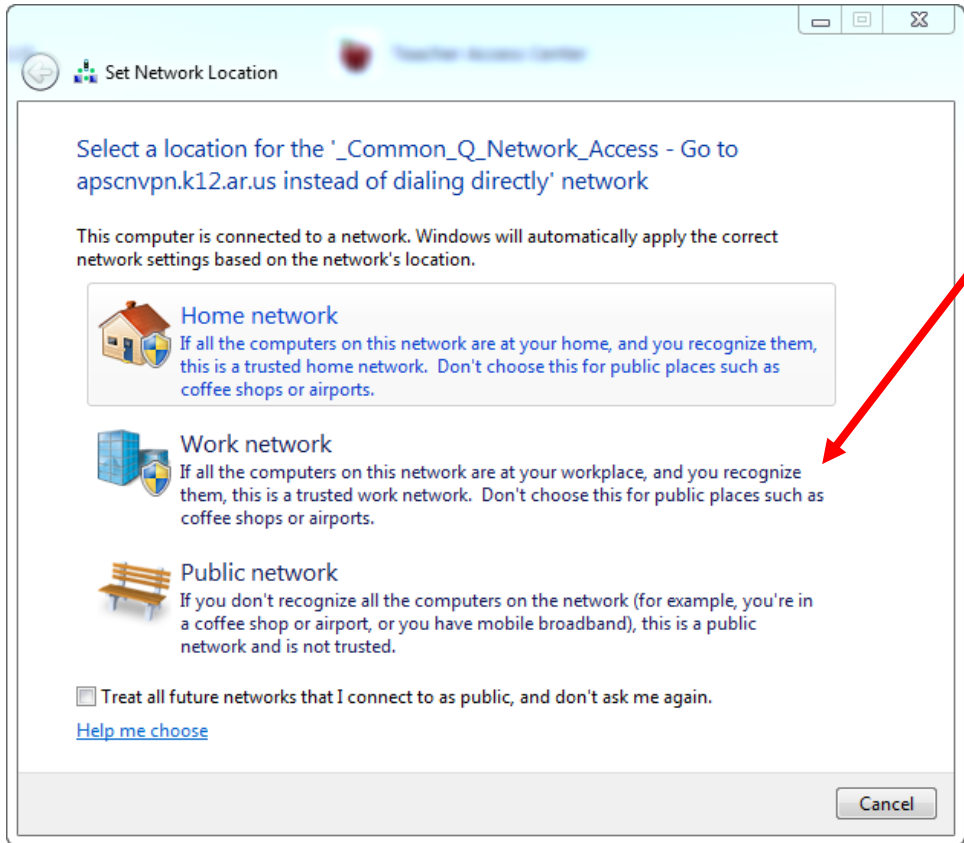
A pop up box appears that connects to the VPN tunnel. It shows the status as you connect to the APSCN VPN.



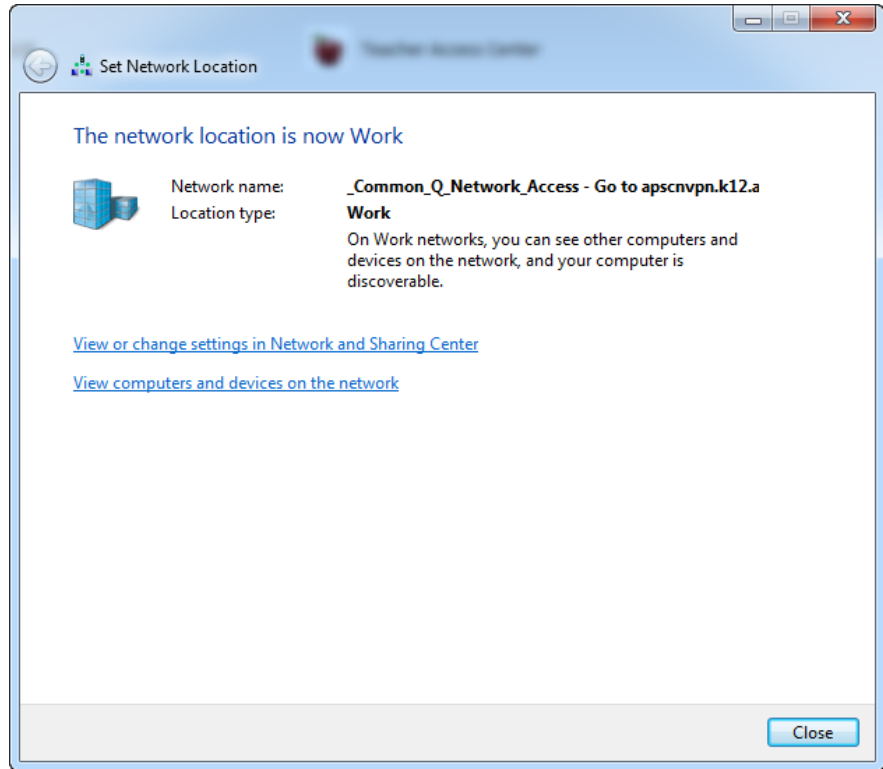
After connecting to the tunnel, the system will display a prompt for User Access Control for the F5 Component Installer. Click **Yes**

A new icon will appear on your taskbar showing you have established a VPN Connection.

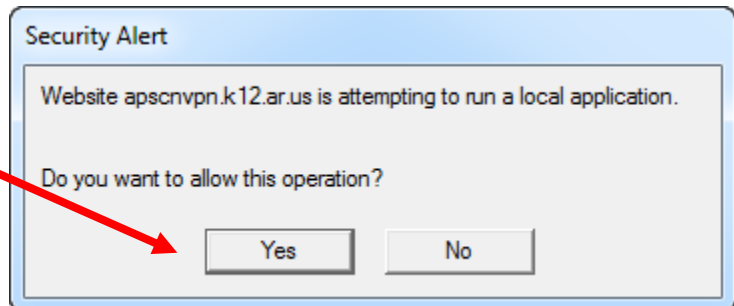




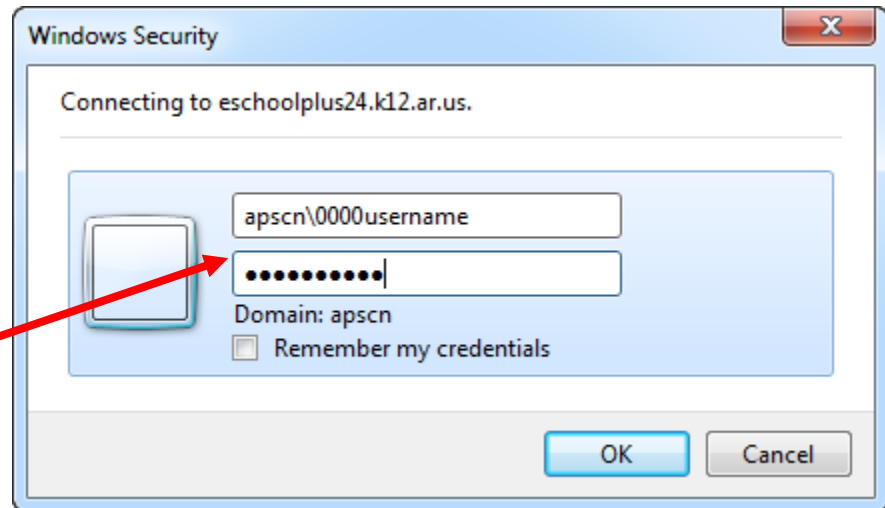
NOTE If this is your first time connecting through the APSCN VPN tunnel select **Work Network option**



A security alert will prompt you to run a local application. Click **Yes**



NOTE The VPN will bring up the eSchool environment using your DEFAULT BROWSER. If the eSchoolPlus link was selected, it will prompt you for your credentials (in the window enter your domain, username, and password). Click **OK**



NOTE: If still connected to VPN, use the recommended browser for the eSchool environment chosen.

APSCN VPN for Firefox

Go to <https://apscnvpn.k12.ar.us>

A warning will display “**This Connection is Untrusted**”.
Expand “**I Understand the Risks**”

Click **Add Exception**

This Connection is Untrusted

You have asked Firefox to connect securely to **apscnvpn.k12.ar.us**, but we can't confirm that your connection is secure.

Normally, when you try to connect securely, sites will present trusted identification to prove that you are going to the right place. However, this site's identity can't be verified.

What Should I Do?

If you usually connect to this site without problems, this error could mean that someone is trying to impersonate the site, and you shouldn't continue.

▶ **Technical Details**

▼ **I Understand the Risks**

If you understand what's going on, you can tell Firefox to start trusting this site's identification. **Even if you trust the site, this error could mean that someone is tampering with your connection.**

Don't add an exception unless you know there's a good reason why this site doesn't use trusted identification.

Add Security Exception

You are about to override how Firefox identifies this site.
Legitimate banks, stores, and other public sites will not ask you to do this.

Server

Location:

Certificate Status

This site attempts to identify itself with invalid information.

Unknown Identity

The certificate is not trusted because it hasn't been verified as issued by a trusted authority using a secure signature.

Permanently store this exception

Click on “**Confirm Security Exception**” when the security exception prompts you.

The Secure Logon for APSCN and an AUP will display

Secure Logon
for APSCN Networks

Domain\Username
apscn\0000username X

Password
●●●●●●●●

Logon

----- NOTICE -----
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In the window enter your domain, username, and password. Click **Logon** Eg. **APSCN\0000username**

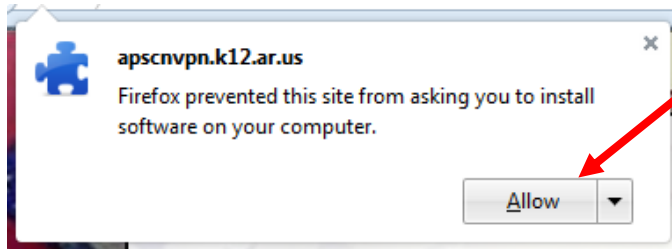
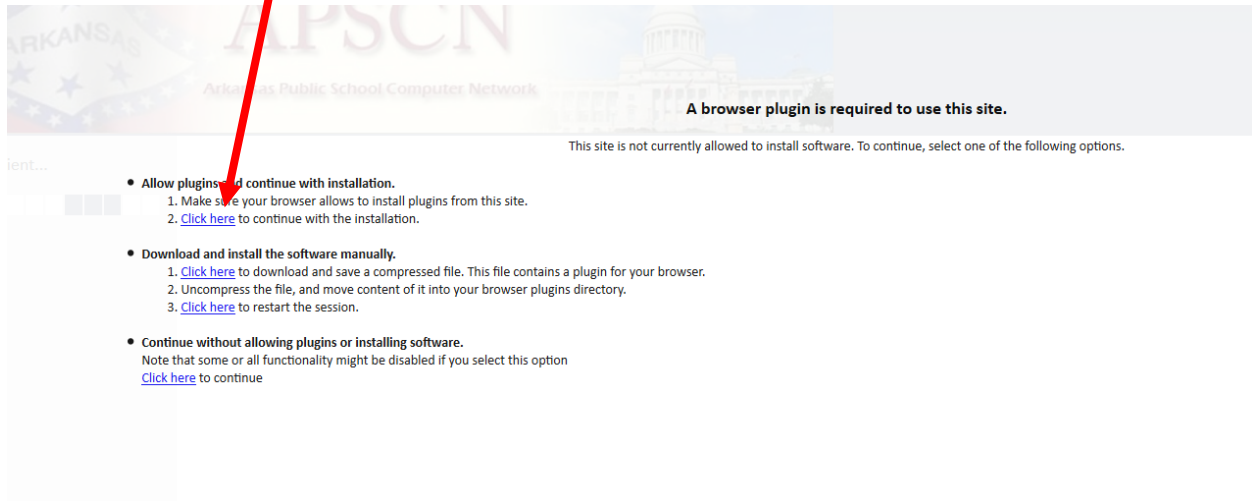
Secure Logon
for APSCN Networks

Domain\Username
apscn\0000username

Password
●●●●●●●●

Logon

The first time logging in, you will be prompted to install a new browser component. Click on the “**Click here**” hyperlink under “**Allow plugin and continue with installation**” to install the browser plugin



Firefox will prompt you to install the software on your computer. Click on **Allow**

You will be prompted to install an unverified add-on. Click **Install**



apscnvpn.k12.ar.us

Caution: This site would like to install an unverified add-on in Firefox. Proceed at your own risk.

F5 Networks Host Plugin

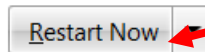
[Learn more...](#)



apscnvpn.k12.ar.us

F5 Networks Host Plugin will be installed after you restart Firefox.

After the plugin is installed, you will need to restart your browser. Click on **Restart Now**



Note If you get the message “**The add on could not be downloaded because of a connection failure**” you will need to add the **Java Plugin** to Firefox



apscnvpn.k12.ar.us

The add-on could not be downloaded because of a connection failure.

You will be presented with the login screen again

Secure Logon
for APSCN Networks

Domain\Username
apscn\0000username

Password
●●●●●●●●

Logon

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In the window enter your domain, username, and password. Click **Logon**

Eg. **APSCN\0000username**

Secure Logon
for APSCN Networks

Domain\Username
apscn\0000username

Password
●●●●●●●●

Logon

Checking for antivirus software...



The VPN tunnel will check the status of the minimum requirements for **OS**, **Browser**, and **Antivirus** recommendations to access eSchool.

If you do not meet the minimum requirements, you will be prompted with the following message. Please verify you meet the minimum requirements to access the eSchool environment and click on **Click here to continue**

Your Antivirus Software has not been updated recently. You will not be able to continue to this site until updated. Please check your Help document provided by ADE.

[Click here to continue](#)

If the minimum checks are successful, you will be presented with two links. One for **eSchoolPlus** and one for **Teacher Access Center**. Click on the appropriate link that you will need to access. ***NOTE*** Teacher Access Center (**TAC**) is accessed by teachers/faculty

Network Access

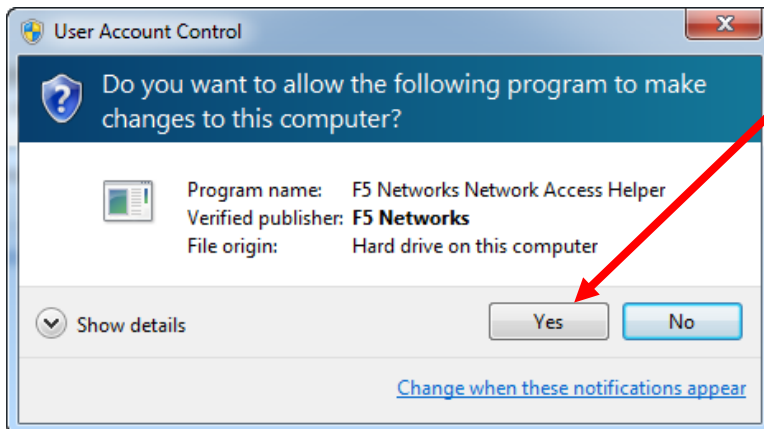
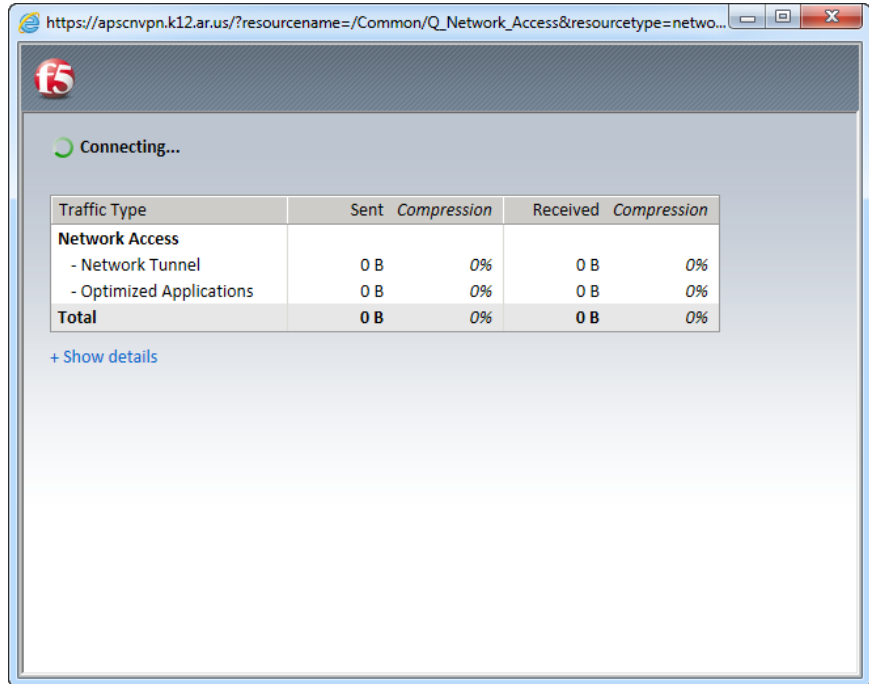


eSchoolPLUS



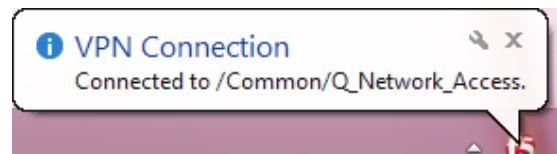
Teacher Access Center

A pop up box that will connect you to the VPN tunnel will appear showing you the status as you connect to the APSCN VPN.



You will be prompted with a UAC for the F5 Component Installer. Click **Yes**

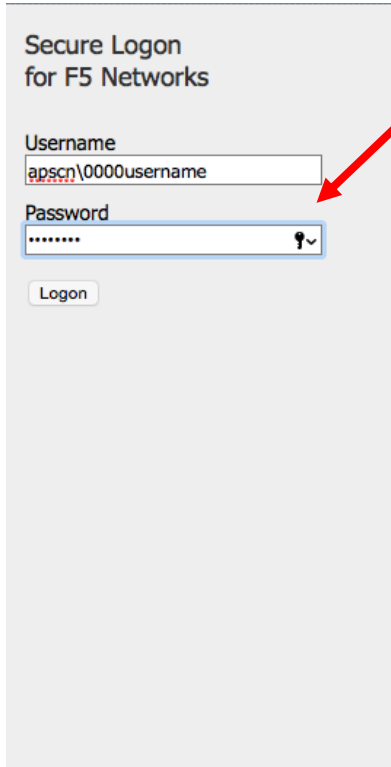
You will see a new icon on your taskbar showing you have established a VPN Connection.



APSCN VPN for Safari (MAC)

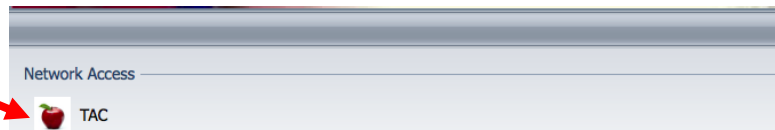
Go to <https://apscnvpn.k12.ar.us>

The Secure Logon for APSCN and an AUP will display



In the window enter your domain, username, and password. Click **Logon** Eg. **APSCN\0000username**

Once you login, the link for **Teacher Access Center** displays. Click on the link



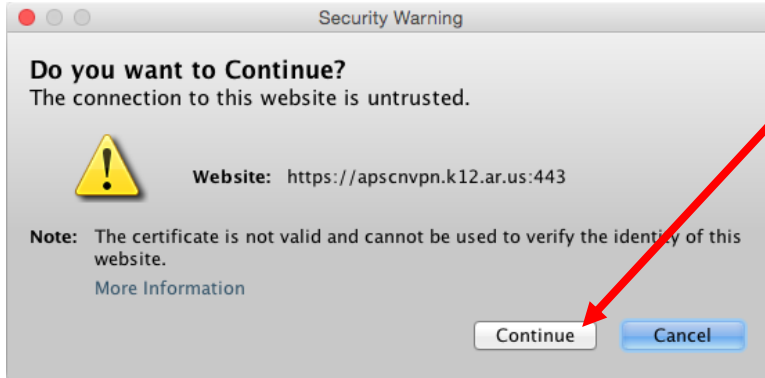
Note MAC is NOT listed as a viable tool for eSchoolPlus

Installing browser plugin...

Please wait for the installation wizard to appear, then follow the instructions.

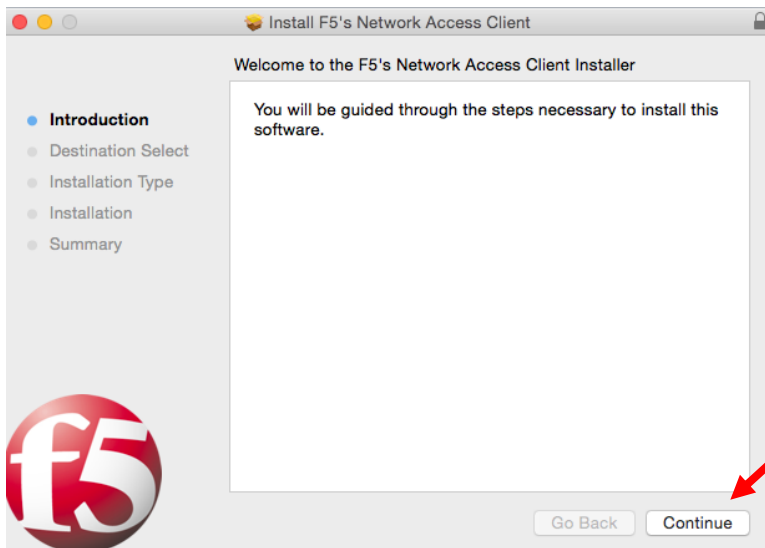
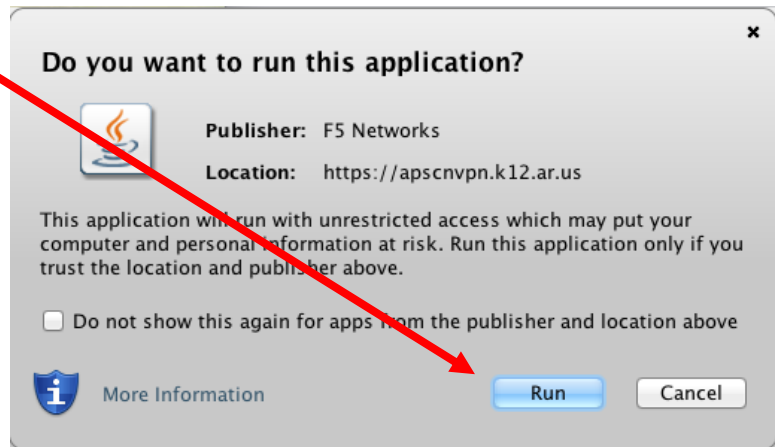
When the installation is complete, or if the installation wizard does not appear, [click here](#) to continue.

The first time you access TAC, you will be prompted to install a new browser plugin



A security warning will display for an untrusted website. Click **Continue**

A Java prompt will display, Click **Run**

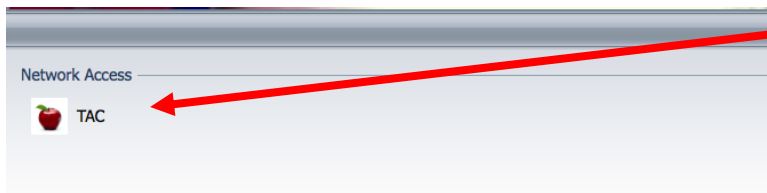
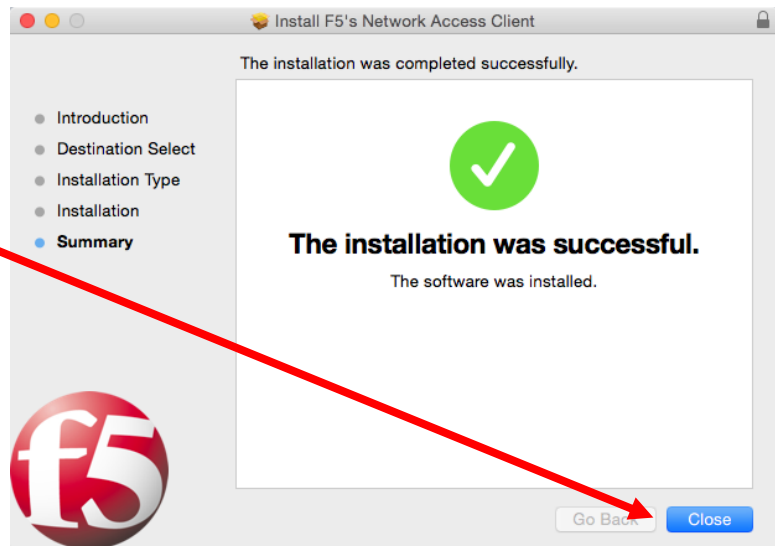


After the program runs, the **F5's Network Access Client** Installation Wizard window displays. On the Introduction page Click **Continue**

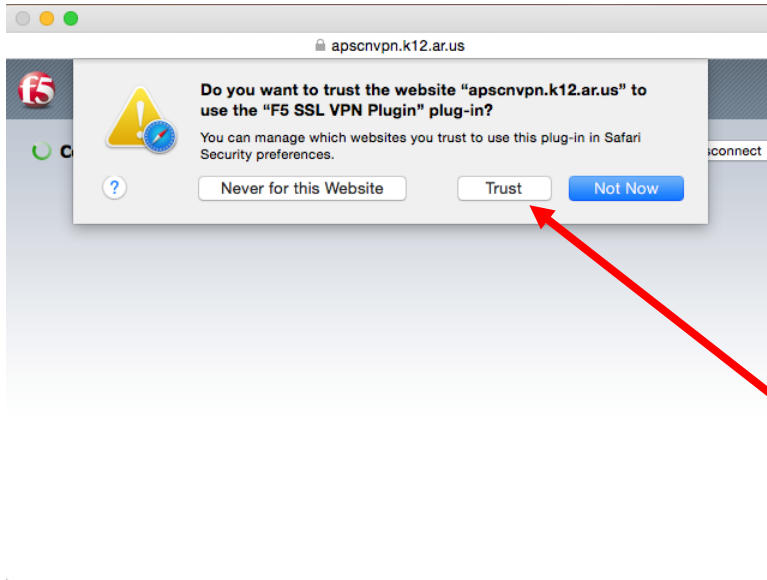


On the **Installation Type** page, Click **Install**

Once the installation is complete, click **Close**



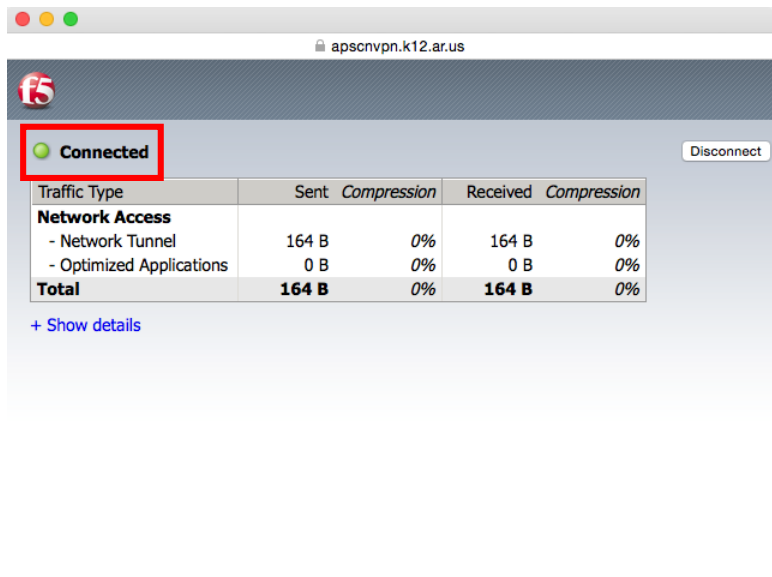
Click on the **TAC** link again



A pop up box that will connect you to the VPN tunnel will appear showing you the status as you connect to the APSCN VPN.

If this is your first time connecting through the tunnel, you will be prompted to trust the website "apscnvpn.k12.ar.us" to use the "F5 SSL VPN Plugin". Click **Trust**

Once connected, you can access TAC from your browser.



APSCN VPN for Windows 10

Windows 10 Update

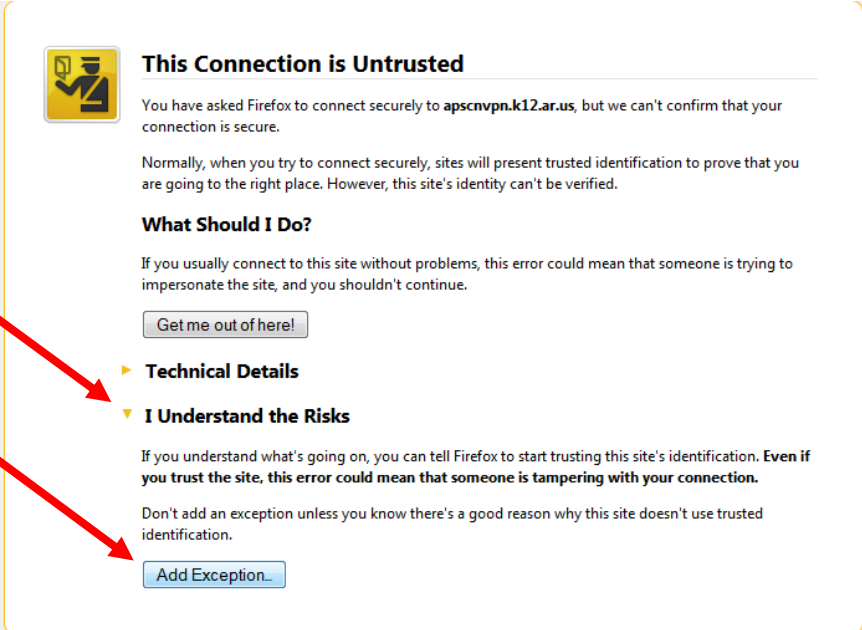
New features in Windows 10 have presented a few roadblocks for our current VPN solution. Although there is a workable solution to provide to the customer, it is not ideal and will require a few more steps. As support for Windows 10 increase for 3rd party products, the steps for accessing the APSCN VPN through Windows 10 will reduce and require less steps.

As of now, the only working and “supported” browser through the F5 VPN in Windows 10 is Firefox.

Go to <https://apscnvpn.k12.ar.us>

You will be presented with a warning that **“This Connection is Untrusted”**. Expand **“I Understand the Risks”**

Click **Add Exception**



This Connection is Untrusted

You have asked Firefox to connect securely to **apscnvpn.k12.ar.us**, but we can't confirm that your connection is secure.

Normally, when you try to connect securely, sites will present trusted identification to prove that you are going to the right place. However, this site's identity can't be verified.

What Should I Do?

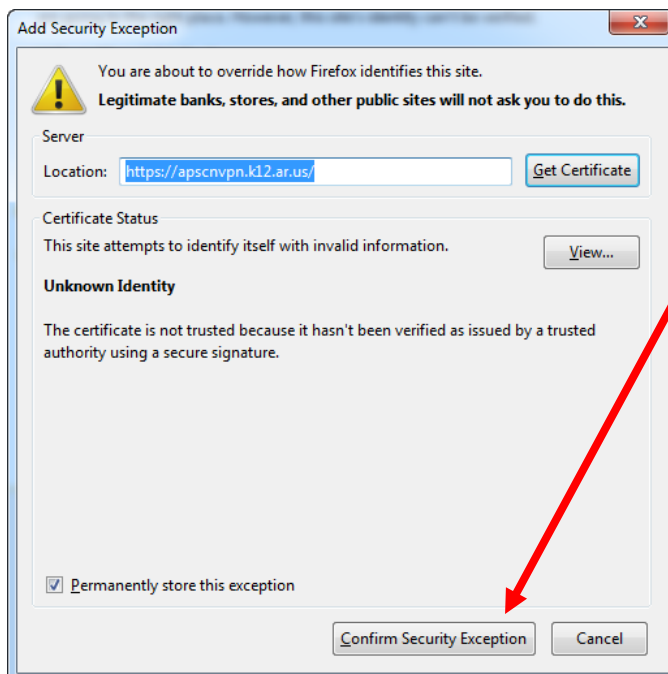
If you usually connect to this site without problems, this error could mean that someone is trying to impersonate the site, and you shouldn't continue.

▶ **Technical Details**

▼ **I Understand the Risks**

If you understand what's going on, you can tell Firefox to start trusting this site's identification. **Even if you trust the site, this error could mean that someone is tampering with your connection.**

Don't add an exception unless you know there's a good reason why this site doesn't use trusted identification.



Add Security Exception

You are about to override how Firefox identifies this site.
Legitimate banks, stores, and other public sites will not ask you to do this.

Server
Location:

Certificate Status
This site attempts to identify itself with invalid information.

Unknown Identity
The certificate is not trusted because it hasn't been verified as issued by a trusted authority using a secure signature.

Permanently store this exception

Click on **“Confirm Security Exception”** when the security exception prompts you

You will see a Secure Logon for APSCN and an AUP

Secure Logon
for APSCN Networks

Domain\Username
apscn\0000username x

Password
.....

Logon

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In the window enter your domain, username, and password. Click **Logon** Eg. **APSCN\0000username**

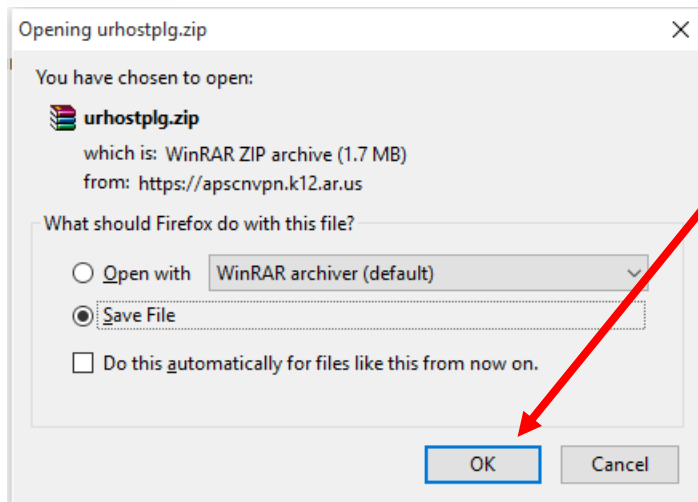
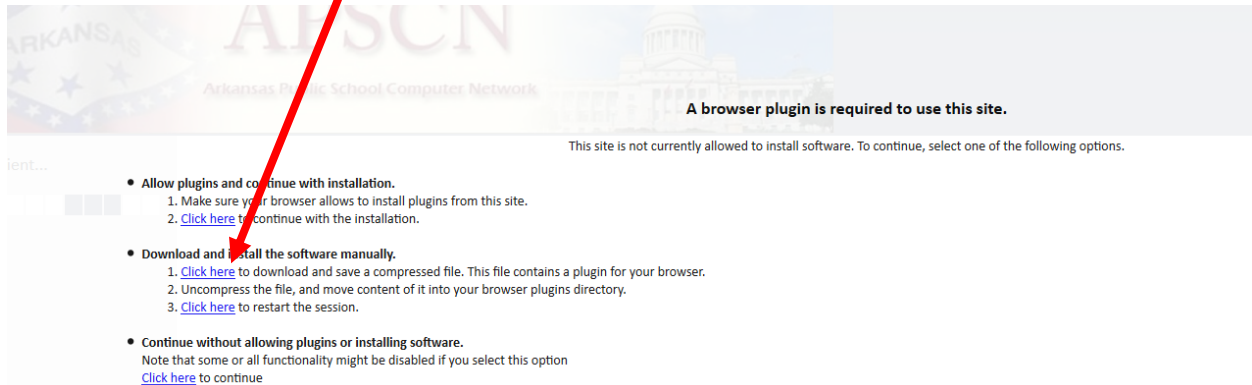
Secure Logon
for APSCN Networks

Domain\Username
apscn\0000username

Password
.....

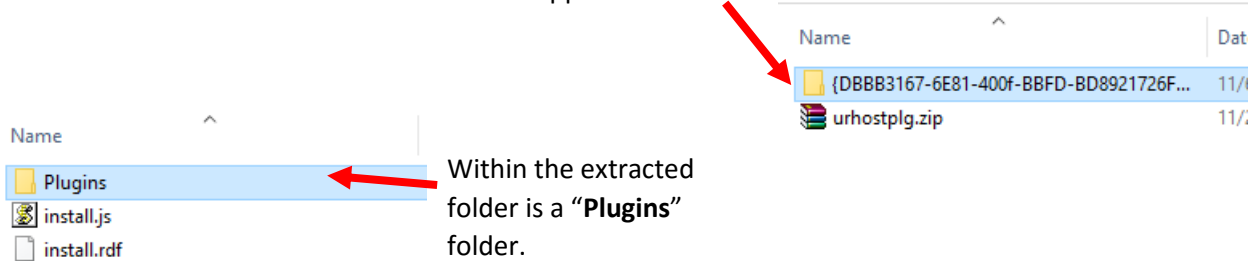
Logon

The first time you login, you will be prompted to install a new browser component. Click on the “**Click here**” hyperlink under “**Download and install the software manually**” to download the browser plugin



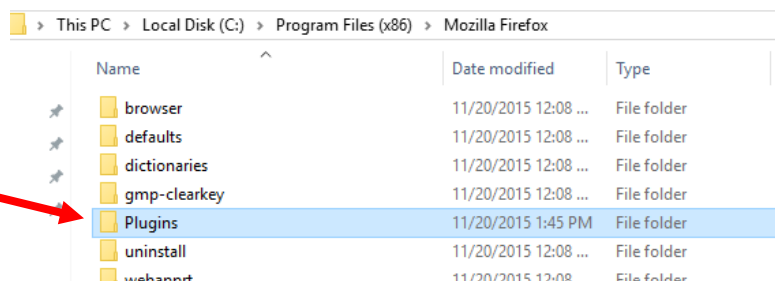
Save the file and click **OK**

Extract the zipped archive file.



Within the extracted folder is a “**Plugins**” folder.

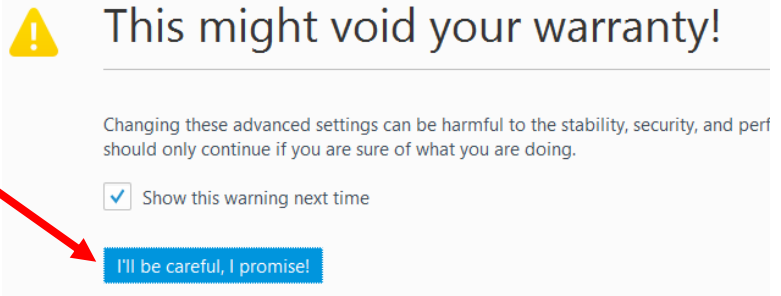
Copy or move the Plugins folder to “**C:\Program Files (x86) Mozilla Firefox**”



Open a new tab in Firefox browser and type **about:config**



If necessary, confirm the Firefox warning about making changes to the browser configuration by clicking on **"I'll be careful, I promise!"**

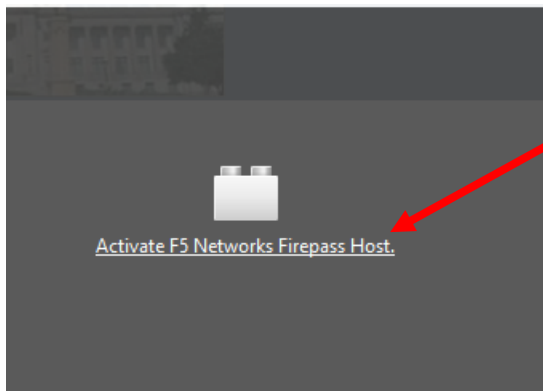


In the **Search** box, search for the Preference name **plugins.load**



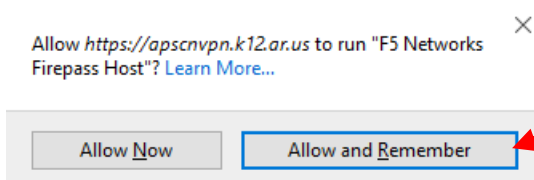
To the right of the plugins Preference **plugins.load_appdir_plugins**, change the value from false to **true**

Preference Name	Status	Type	Value
plugins.load_appdir_plugins	user set	boolean	true



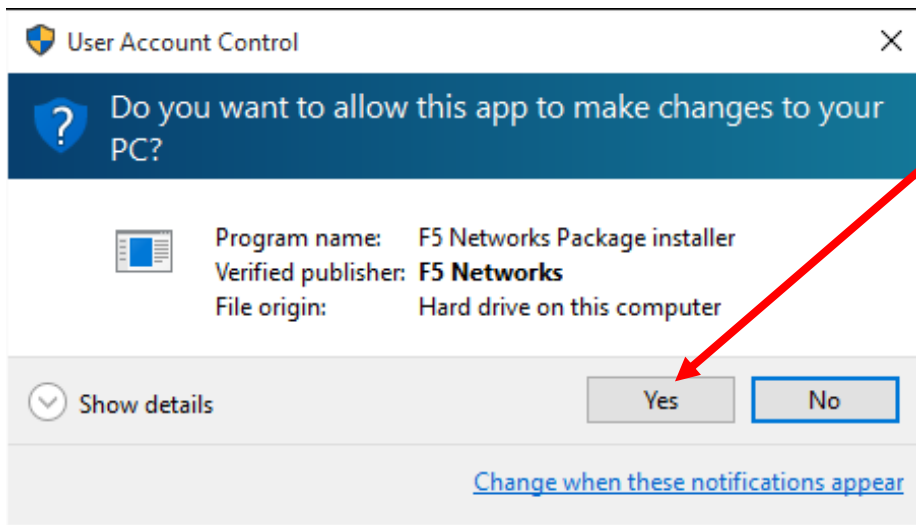
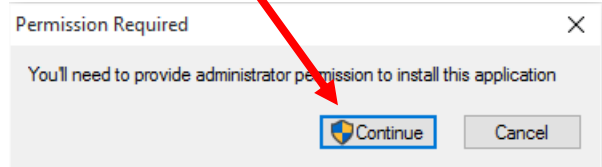
Close all instances of the Firefox browser, and start the session again.

After you login, click to **Active the plugin**

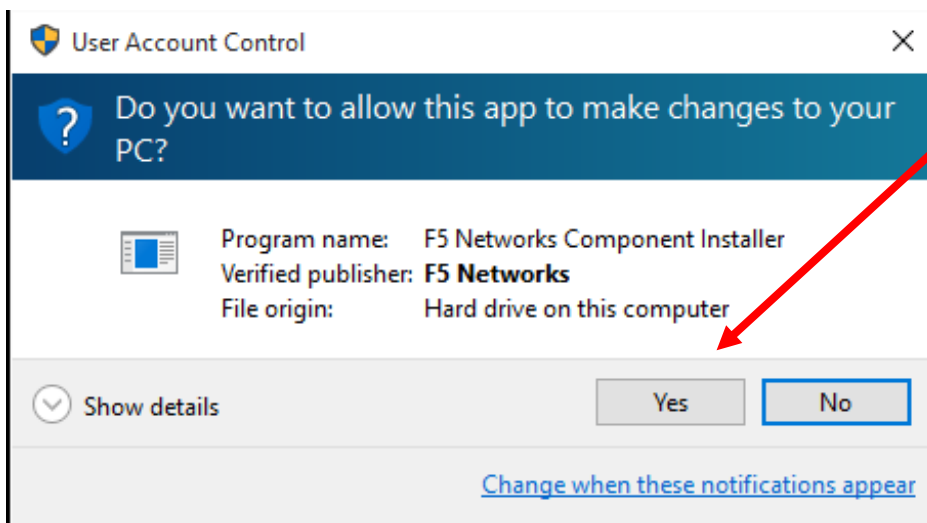


Click **Allow and Remember** when prompted

You will be prompted for administrative privileges. Click **Continue** to install the application

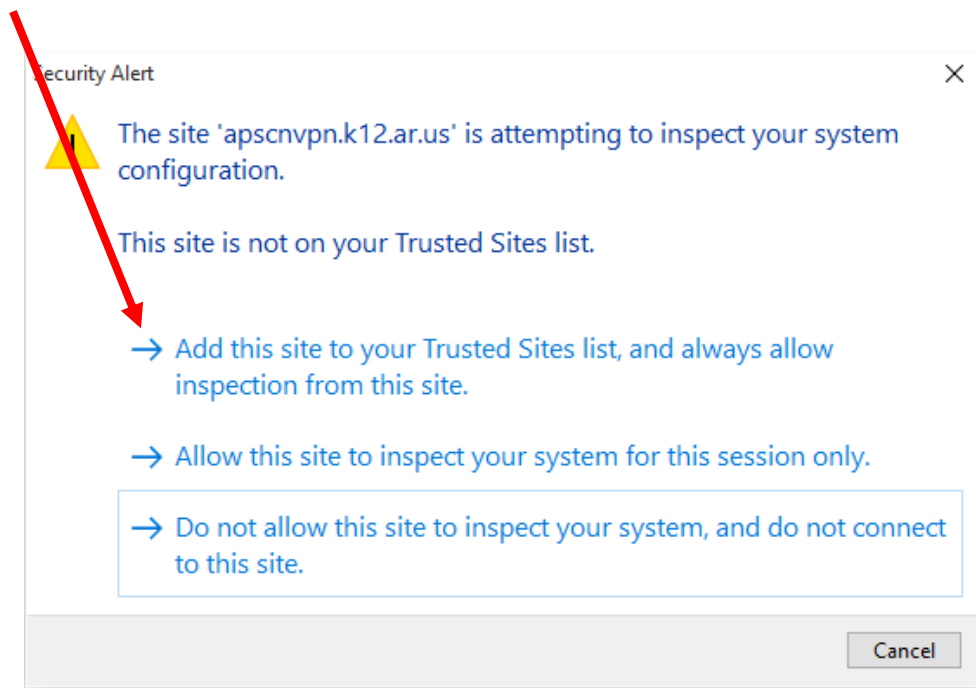


If prompted with a UAC for the **F5 Package Installer**, Click **Yes**

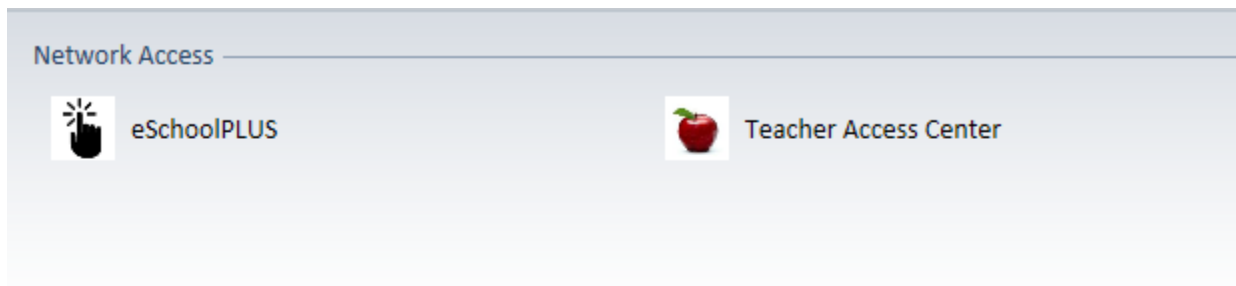


If prompted with a UAC for the **F5 Component Installer**, Click **Yes**

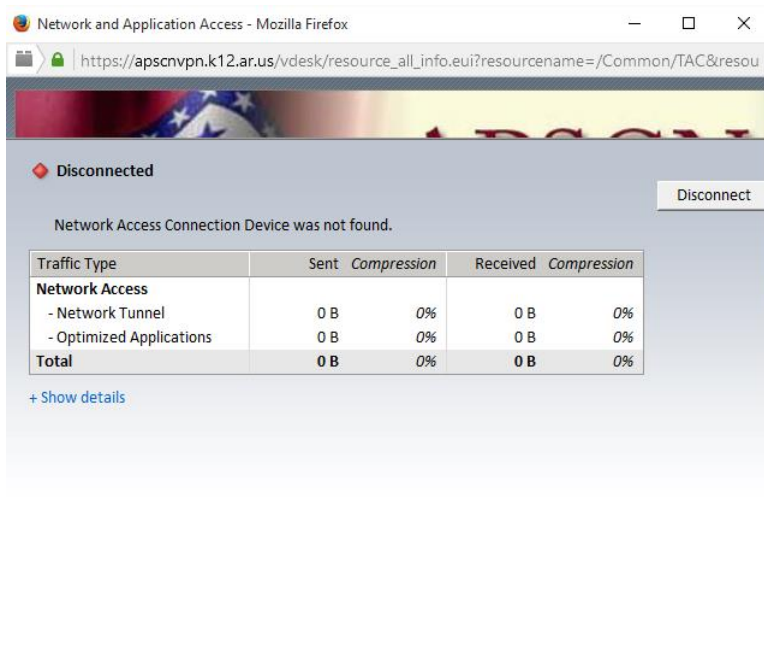
A Security Alert will pop up warning you that the site is not on your Trusted Sites list. Click on **Add this site to your Trusted Sites list, and always allow inspection from this site.**



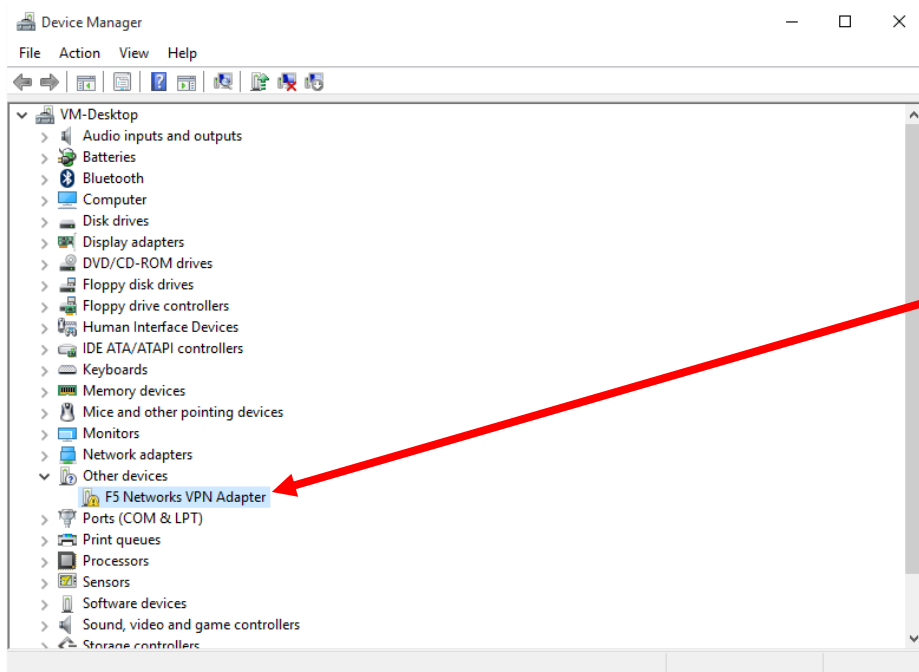
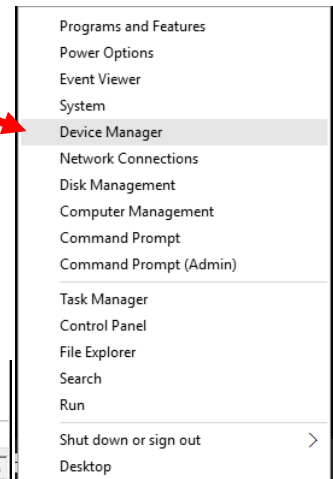
If the minimum checks are successful, you will be presented with two links. One for **eSchoolPlus** and one for **Teacher Access Center**. Click on the appropriate link that you will need to access. ***NOTE*** Teacher Access Center (**TAC**) is accessed by teachers/faculty



In Windows 10, the device driver needs to be manually added the first time you attempt to connect.

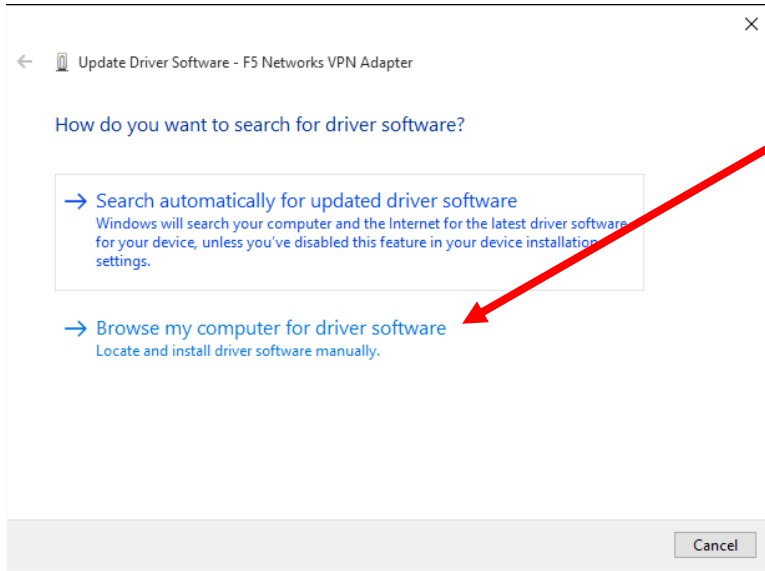


Right click on the Windows Start Menu and select **Device Manager**

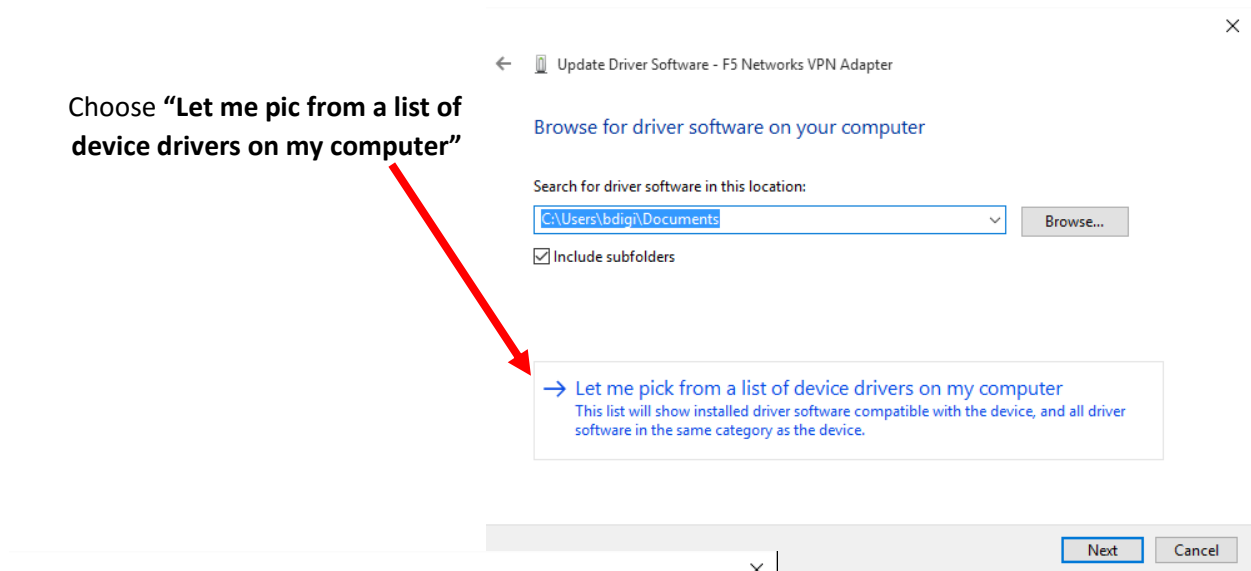


Under "Other Devices" you will see "**F5 Networks VPN Adapter**" with a warning triangle icon.

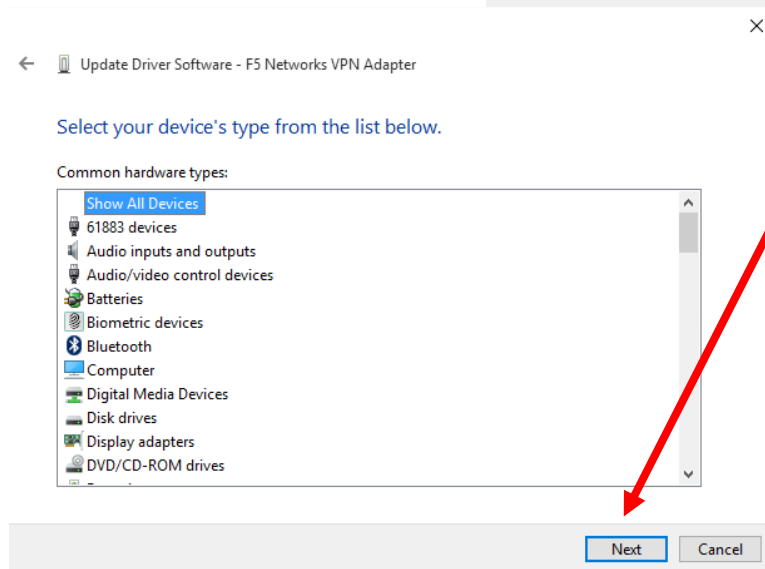
Right click and choose **Properties**



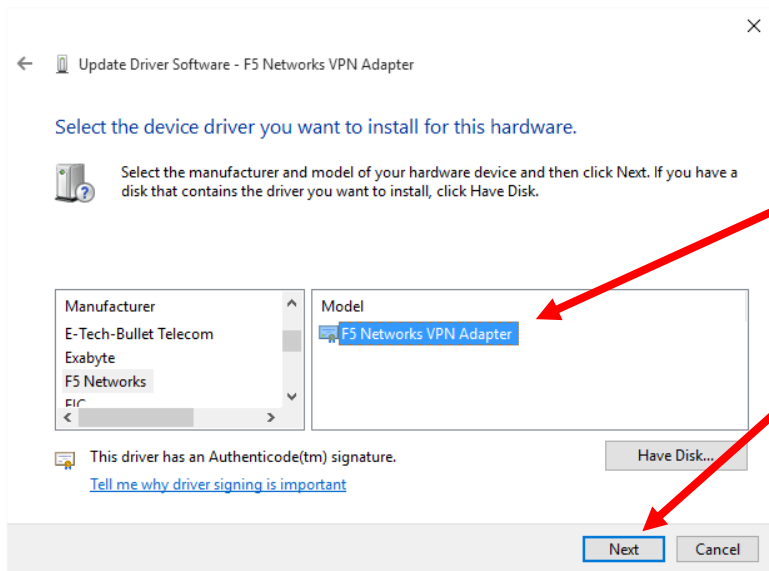
Choose **“Browse my computer for driver software”**



Choose **“Let me pick from a list of device drivers on my computer”**

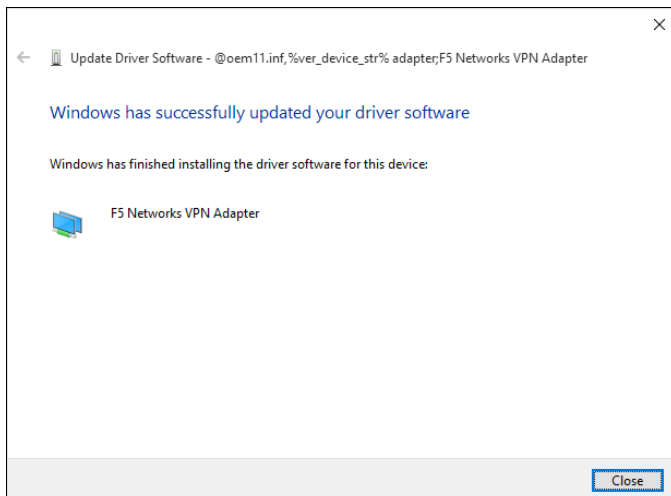
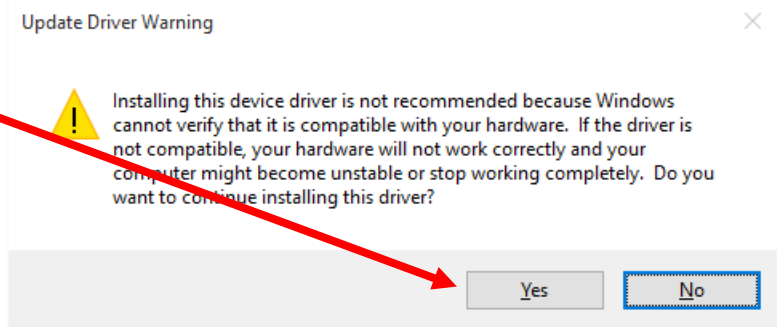


Select **“Show All Devices”** and click **Next**



Locate **"F5 Networks"** under **"Manufacturer"**, and then **"F5 Networks VPN Adapter"** under **"Model"**. Click **Next**

When prompted with the **"Update Driver Warning"** message, click **Yes**

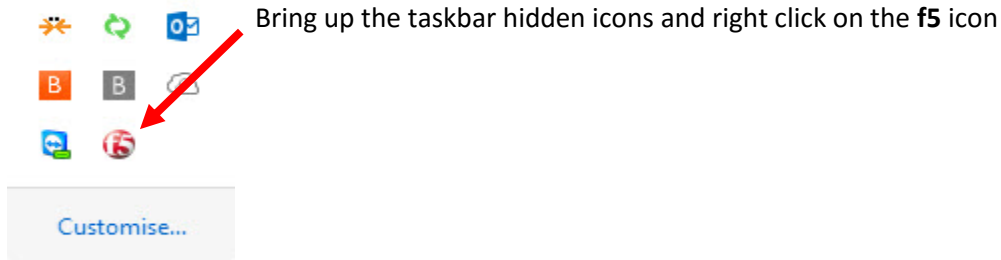


Click **Close**

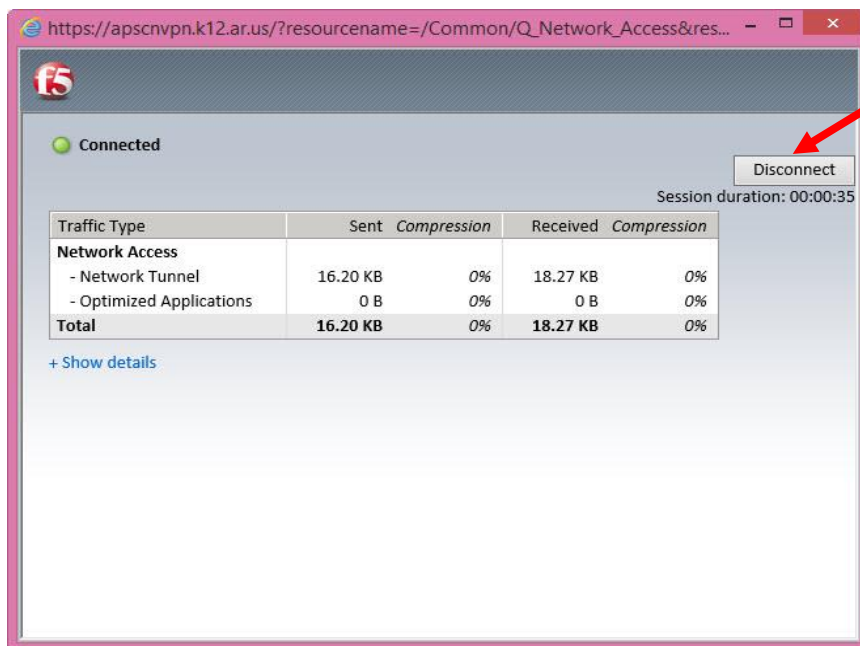
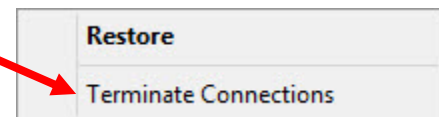
Click on one of the **eSchool** or **TAC** link again and you should be connected to the APSCN VPN with **Windows 10**

Disconnecting the VPN

Although there is an Auto Timeout feature enabled, it is important to disconnect after no longer needing the VPN.



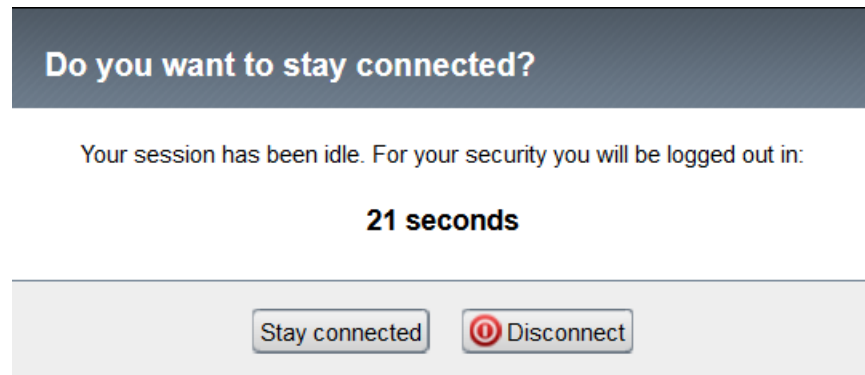
Right click on the **f5** icon and click on “**Terminate Connections**”



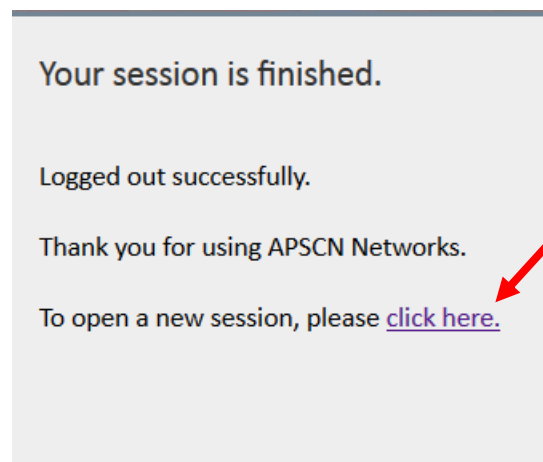
If you have the Network Connection still up, you can click “**Disconnect**” and it will disconnect you from your VPN as well.

Reconnecting after (Auto) Disconnecting the VPN

The **Auto Timeout** has been enabled for security purposes. This feature will automatically disconnect you from the APSCN VPN if your session has been idle for longer than **15 minutes**.



The system will prompt to stay connected or disconnect. If you do not make a selection within the allotted time, you will automatically be disconnected from the APSCN VPN.



You will be logged out and can open a new session.

To open a new session, click on the "**Click Here**" hyperlink