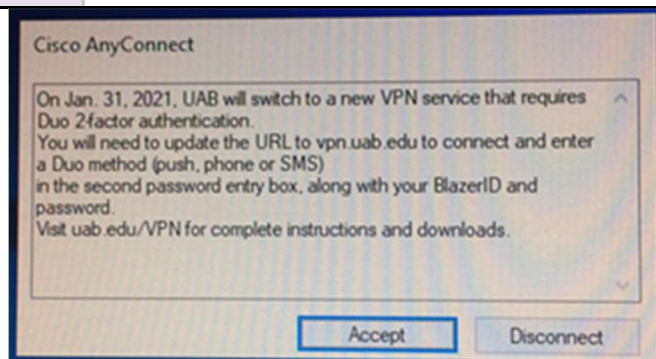| Reminder to Change your VPN, this month (January), incl. Tips for Mac users	Brought to you by **Lisa Schwaiger** - DOPM HelpDesk Triage and Computer Tech, currently working from home

SITUATION:

It's now 2021 and I keep seeing this message when I connect my VPN. Why? How to respond?

Cisco AnyConnect

On Jan. 31, 2021, UAB will switch to a new VPN service that requires Duo 2-factor authentication.
You will need to update the URL to vpn.uab.edu to connect and enter a Duo method (push, phone or SMS)
in the second password entry box, along with your BlazerID and password.
Visit uab.edu/VPN for complete instructions and downloads.

    Accept   Disconnect

BACKGROUND:

VPN stands for Virtual Private Network. Think of it as a "safe tunnel" that lets your information travels from your home to the UAB campus (and back again), without fear that "the bad guys" can penetrate it and steal your data.

Think of "Cisco" and "AnyConnect" as brand names for VPN.

In general, you need UAB's VPN to remote into any UAB resource (computer) from a "off UAB-campus" location.

SOLUTION:

In order to use UAB's VPN, the process has been (up until now) that you have had to provide the following phrases/selections: vpndpo.dpo.uab.edu and UABSecureAccess

But now (starting anytime in January), you will need to change those two things to:
vpn.uab.edu and **UAB2FAVPN**

Suggestion: We do NOT suggest that you wait until the last day of January to do this. Go ahead and do this now (at your earliest convenience), in case there are any issues.

Here is how:
1. Confirm your VPN is in the state of "disconnected"; if not, disconnect it
2. Where you see UABSecureAccess, type **vpn.uab.edu** over it.

3. **UAB2FAVPN** is probably already in the "group" field. If not, choose it from the dropdown.

Username	Your BlazerID
password	Your Blazer password

second password	either "**push**" or "**phone**" or "**sms**" depending on how you want to DUO authenticate.
	 In other words: type one of those 3 above words: all lower case, and without quote marks
	
	 Thoughts on what is best:
	 • Best practice is to make sure DUO is loaded on your phone and use the '**push**' method.
	 • If you'd rather use the more basic method of getting an automated phone call, then choose the '**phone**' method.
	 • If you'd rather get a text message, then choose the '**sms**' option.
	   ○ Note: This will appear to fail initially, but you will just need to do it again, and put the code (that was texted to you) into the "second password" field.
	   ○ (And you'll be required to enter your Blazer password again)
	
	 (If interested, see more detailed discussion about that in email snippet further below.)

Tips for Mac users:

Your favorite VPN method is going to stop working soon.
You need to install the Cisco VPN software as indicated in the message and begin using that.

Go ahead and install, following the guides/instructions:

For Mac Laptop:
You need the Cisco VPN client located here:
https://uab.app.box.com/s/4u84fs228d6zigg0wbl2rxp1i7xxjgwz

For MacBook:
https://uab.app.box.com/s/qo2tlhjtmdmxlqy23iwwqpb639w7qwth

Important Note re Printing:

According to DOPM's initial testing of this 'new' VPN, once you activate it, you will NO LONGER be able to print to a wireless or hardwired network printer in your Remote Workplace Location. If your printer is USB, i.e. a cable between your computer and printer, you will be able to continue printing as you have been.

Note re speed:

With this change, each user will now have a certain (finite) bandwidth limitation, instead of everyone sharing a common pool of bandwidth.

This may cause what appears to be slow response-times.

The way to alleviate that slowness is to be aware of what you are running on your remote computer (i.e., the amount of data that is running through your VPN connection).

In other words avoid heavy data users, like videos, moving images on many news sites, etc, and anything else that uses lots of "bandwidth".

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And of course we at dopmHelp will be available to assist you with making this change as needed.

From: The Info. Management Group <TIMGROUP@LISTSERV.UAB.EDU> **On Behalf Of**
Wolford, David L
Sent: Tuesday, December 22, 2020 11:32 AM
To: TIMGROUP@LISTSERV.UAB.EDU
Subject: UAB Campus VPN

In late January 2021, UAB will switch to a new, more stable VPN service, which requires use of Duo two-factor authentication for extra security.

VPN users can begin using the new service at any time, but the old VPN service, UABSecureAccess, will cease on Jan. 31st, 2021.

When you are logged into the new VPN, all internet traffic will flow through UAB — meaning some local devices, such as printers, may not connect.

To use the new VPN, please follow the steps below:

- In the AnyConnect client, enter "vpn.uab.edu" in the connect window and click "Connect"
- You should get a new window with the group "UAB2FAVPN" and a place for Username, Password, and Second Password.
- Enter the following:
  - Username: Your BlazerID
  - Password: Your BlazerID password
  - Second Password: Enter the word "push," "phone" or "sms," depending on the method you use in your Duo mobile app.
- You should receive a prompt from the Duo app on your mobile device. Accept the prompt.
- You should then get a banner welcoming you to the VPN group. Click "OK."

If you encounter problems, please contact AskIT at 205-996-5555, or enter a ticket at uab.edu/techhelp.

Visit uab.edu/VPN for details and downloads.