

**IT Service Desk Guide:** Follow this guide to set up your Virtual Private Network (VPN) connection to the BPA network.

[helpdesk@bpa.gov](mailto:helpdesk@bpa.gov)

x.HELP (503-230-4357)

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## PIV VPN

The personal identity verification virtual private network or PIV VPN utilizes the certificates on your PIV card (DOE Security Badge) for authentication. Follow these instructions to set up your Virtual Private Network (VPN) connection to the BPA network using your DOE Security Badge also known as a personal identity verification (PIV) card.

BPA PIV VPN is only available for use on BPA laptops and tablets.

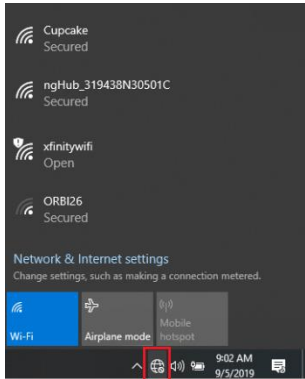
### Logon with your DOE Security Badge or PIV card

1. Make sure your DOE Security Badge or PIV card is inserted into the card reader for your computer or device.
2. Log on to your BPA laptop as you would at work.
3. Verify you have an internet connection. If this is the first time connecting to the wireless network, follow the steps, [Connecting a BPA-owned laptop to a non-BPA wireless network](#). If not needed, skip to the next section.

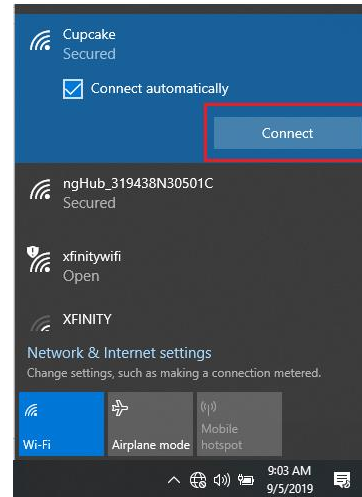




## Connecting a BPA-owned laptop to a non-BPA wireless network

1. Click on the icon  in the notification area located in the bottom right of your screen.

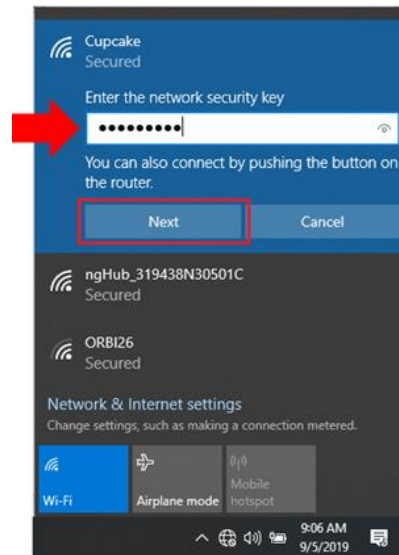


2. Select your network from the list of available networks, select the checkbox to **Connect automatically** and click on **Connect**.



If you do not see your Wi-Fi network listed, click on  >  > **Network & Internet** and scroll down to **Network and Sharing Center** where you can setup a new connection from there.

3. Enter your security key.  
This is the password or PIN you use to connect to your home Wi-Fi network.
4. Click on **Next**.
5. Once your internet connection has been established you may connect using Cisco AnyConnect/VPN.




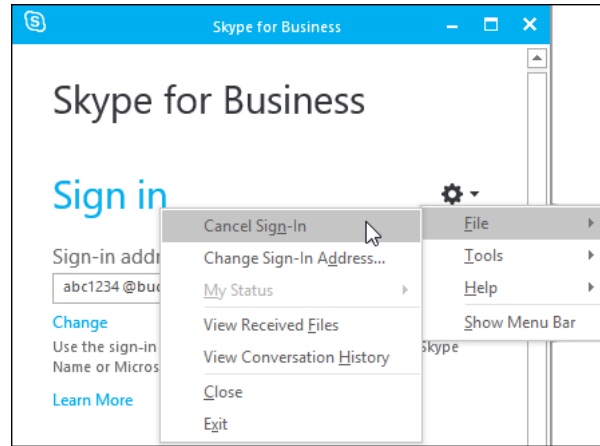
## Software load order and Skype for Business

Most software you have set up to automatically load when you log on to your computer will not work until after you make your VPN connection.

Follow the steps on the next page for Skype for Business.



- Do not attempt to use software that requires a network connection such as Outlook or Skype for Business until after you have made your VPN connection.
- Close or minimize the software if needed.

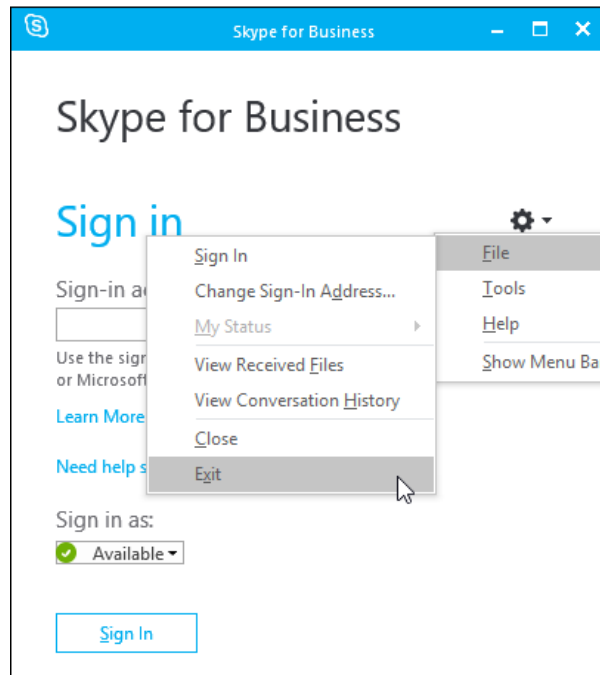
1. Click on the gear  > **File** > **Cancel Sign-In**.
2. After you have made your VPN connection, click on the **Sign In** button and wait for it to sign in for you automatically.





## OR

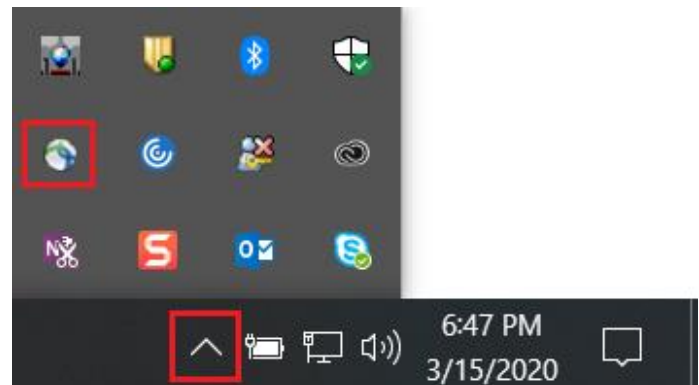
If continuing to have issues with Skype for Business not signing in...

1. Click on the gear  > **File** > **Exit**.
2. After you have made your VPN connection, click on  > **Skype for Business**.
3. Wait for Skype for Business to open and sign in for you automatically.



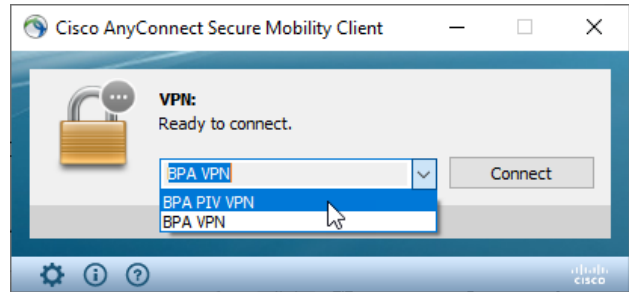
## Make your VPN connection

1. Open Cisco AnyConnect  from the taskbar in the lower right of your screen or by clicking on  > **Cisco** > **Cisco AnyConnect Secure Mobility Client**.

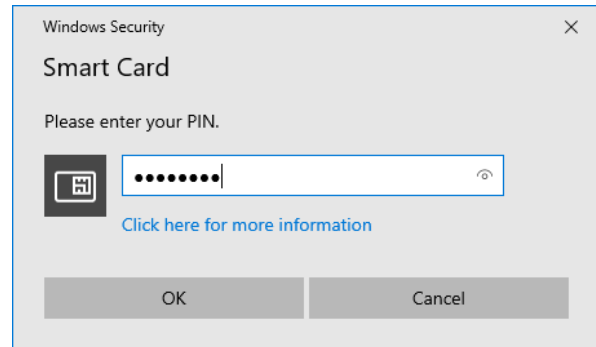


2. Verify the **BPA PIV VPN** option is selected and click on the **Connect** button

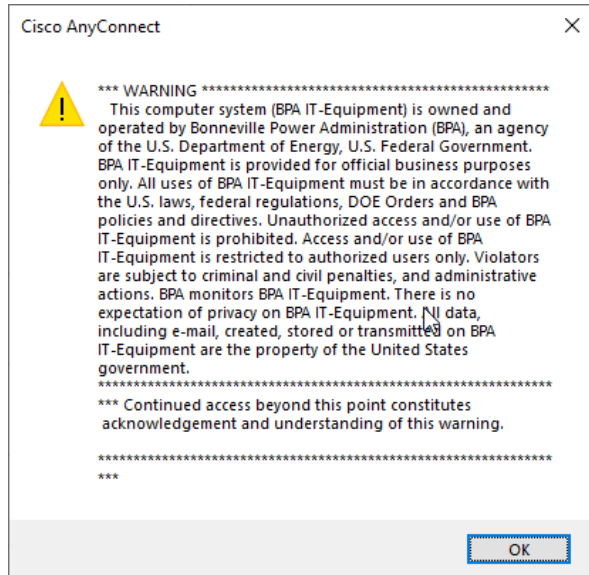
Only select **BPA VPN** if you are using an RSA token.



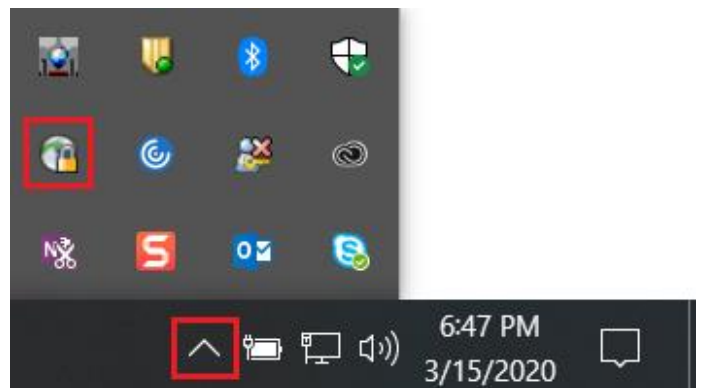
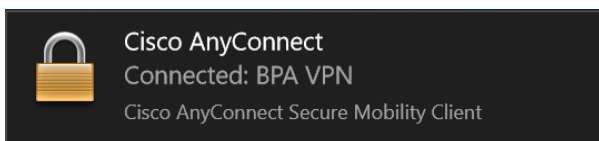
3. If prompted, enter the PIN code associated with your DOE Security Badge (the one you usually use to logon at work).



4. Click on **OK** at the BPA warning banner.



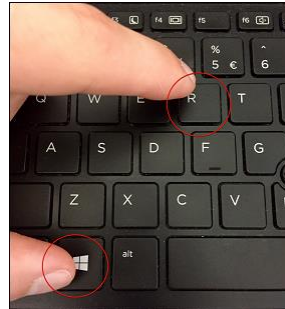
5. You have successfully connected to BPA PIV VPN when you see the notification similar to example below.



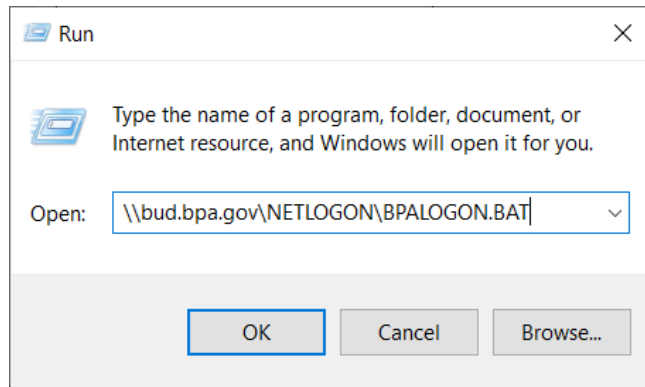
## Connect to your network drives

Network drives will not automatically connect on your BPA VPN connection. Follow these steps.

1. Press the Windows + [R] keys to bring up the **Run** window.

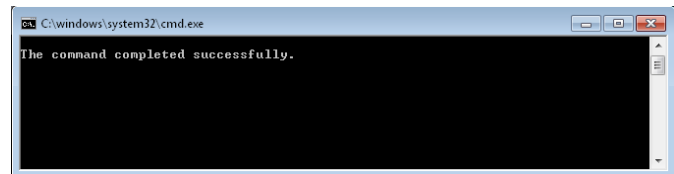


2. Enter `\\bud.bpa.gov\NETLOGON\BPALOGON.BAT` and click on **OK**.



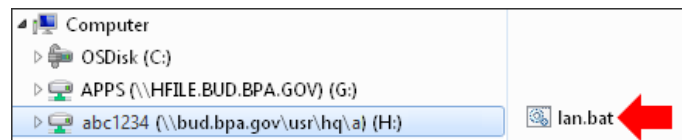
3. Wait for a **Windows Command Prompt** window to automatically open, complete your network connections and close.

You should now be able to access your network drives.



4. Consider copying your lan.bat file to your computer desktop for your convenience.

Double-click on it to run it and make your network connections after making your VPN connection.



## Troubleshooting

### Missing Network Drives

If you are missing your home (H:) or other network drives, follow these instructions: [Connecting to your network drives using VPN](#). (This link available once you are logged in to the BPA network.)

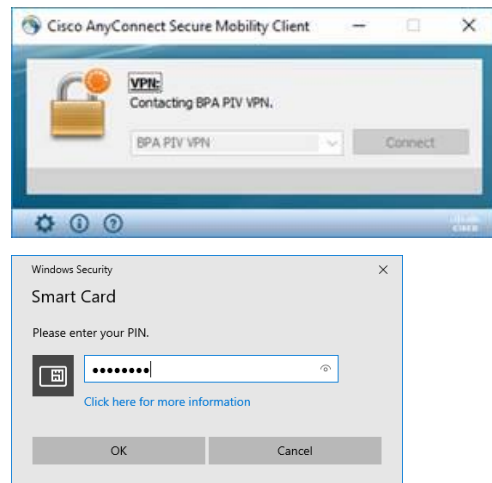
### Issues logging into Skype for Business

See the [Skype for Business Connections](#) guide for more troubleshooting steps once you are logged in.

## Error message containing “No Valid Certificates...”

Verify the DOE Security Badge or PIV card is correctly inserted in the reader by removing and re-inserting the card.

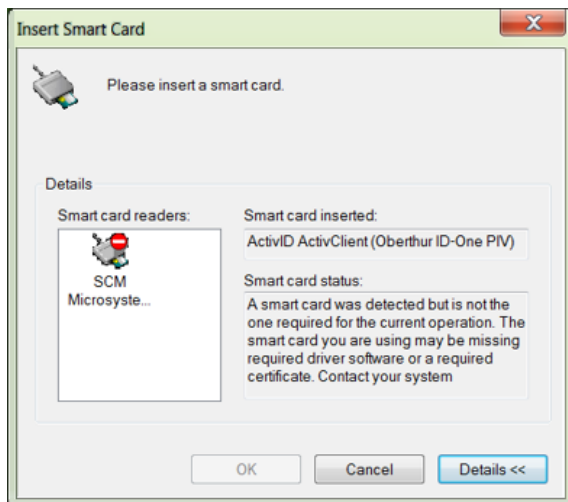
## Cisco AnyConnect says it’s connecting, but never connects



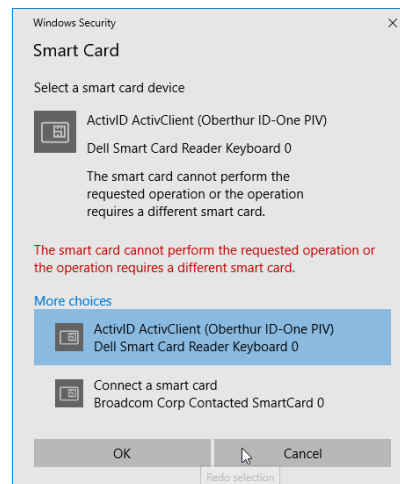
If AnyConnect says it’s connecting, but never connects, the prompt to enter the DOE Security Badge PIN may be behind another window. Try these steps.

1. Press the [Alt]+[Tab] keys to check for other open windows that might be prompting for a PIN.
2. If you find a prompt to enter your PIN, enter the PIN associated with your DOE Security Badge smart card and click on **OK**.

## Error message “Insert Smart Card: Please insert a smart card.” – OR – “The smart card cannot perform the requested operation or the operation requires a different smart card.”



This indicates you have an old/bad certificate or registry settings that need to be corrected by IT technical support.



- Please contact the [IT Service Desk – Help Desk](#) at 503-230-HELP (x4357) for assistance.
- Critical Business System users, contact the [CBS Support Desk](#) at 503-230-4161.

## AnyConnect fails to connect (returns to “Ready to connect” state) – OR – AnyConnect says anything other than “Ready to connect”

Please contact the [IT Service Desk – Help Desk](#) at 503-230-HELP (x4357).

Critical Business Services users, contact the [CBS Support Desk](#) at 503-230-4161.