State of Nevada VPN Service FAQs:

What is VPN and what can the service do for me? VPN is the acronym for Virtual Private Network. VPNs are created by encrypting the data between two points to create a "tunnel" between them. When these two devices or their dependent devices share data, that data is encrypted between the pair of VPN servers, so that it cannot be intercepted and interpreted.

- A VPN system allows a user or group of users to interact with a private network through the public Internet as if they were part of the private network.
- You must have a connection to the Internet to run the VPN client. The VPN client runs over an existing Internet connection.
- If you have a work PC, EITS recommends using a remote desktop type application while using VPN (e.g., Microsoft Remote Desktop) to remote control your work PC.

Where VPN is extremely powerful is when you use it to leverage your broadband connection speed to interact with sites within the statewide private network. If you have DSL, cable, or wireless connection to the Internet, you can use the VPN client to 'join' the private network and interact with the servers and services you require access to. A VPN client should not be considered a permanent connection. There is a 30-minute inactivity timeout on the system so that only those who are actively using it share the bandwidth. Additionally, there is a 12-hour session timeout; any VPN session will be disconnected after 12 hours regardless of activity.

If you are not IT savvy, you should seek assistance from your IT staff.

Who is eligible for the VPN service? This service is available to all State of Nevada Employees, contractors or official designees according to need and availability.

How much does it cost? There is currently no cost associated with the VPN service.

What do I do if I believe the software is causing my machine to continually fault or fail? Contact your local network administrator or designated technical support for assistance with your PC. If EITS supplies your technical support at work, then please call the EITS helpdesk at (775) 684-4333 or email eitshelp@admin.nv.gov.

What applications can I use? Virtually every IP-enabled application. The following applications have been tested and functioned normally (according to the speed of your connection) through the VPN:

- ✓Hummingbird Host Explorer
- ✓Internet Browsers (Internet Explorer, Firefox, Chrome, Opera, etc.)
- ✓Outlook and Outlook Express
- ✓Office 365
- ✓FTP Clients
- ✓Media Players

✓Remote Desktop (recommended for remote control) (see caveats at bottom)
✓Other Remote Control Products (PCAnywhere, VNC, etc.)

Is service guaranteed 24 X 7? Service is provided 24 hours a day, 7 days a week. Any planned disruptions in service will be announced via the Silvernet maintenance list server.

Can I use my personal firewall? Yes. Although you may require some additional configuration, we have tested most personal firewalls and they will work through the VPN (**see caveats**). Any additional configuration is the responsibility of the user. EITS requires use of a personal firewall for all VPN users as well as ***current*** virus protection software.

Can I use the client behind my corporate firewall? Yes, however, your firewall administrator may need to add certain permissions to permit protocols, depending upon your local configuration. Our service is based on TLS, using TCP and UDP port 443.

I use Internet connection sharing at home. Can I share my VPN connection? No. The client does not support Internet connection sharing.

Can I give the software to a fellow employee to use? No. The software or login information is not transferable to any other individual, party, or group.

Do I need a username and password? Yes. Username / password combinations will be assigned by EITS after the signed Software Instructions and Conditions form is received, unless you elect to use your EITS e-mail account for authentication. Additionally, you must use a multi-factor authentication software token, applied to a separate mobile device (a cellphone). After logging in with your username and password, you will be required to accept the login via the second factor request to your phone before the login will be complete and the session is created.

Are there any special requirements for my device? The supported operating systems are:

- Windows
- Linux
- Macintosh
- Apple iPad
- Android tablets
- Chromebook

Can I login to my Microsoft Domain or Novell NDS from home and see my drives? Yes, network connectivity is established; however, client workstation and server options will need to be configured by your agency network administrators for rights and access. This type of access is not recommended, as shares and trees require more bandwidth than remote control products and if session connectivity is lost due to any problem on the Internet or your local PC or our system, you could lose work.

Can I stay logged into the VPN all day? Yes, but there are session timeouts for inactivity. If your connection is inactive for more than 30 minutes (no data transferred) the system will log you out. Additionally, any session older than 12 hours, regardless of activity, will be logged out.

How do I log in? FIRST, you ENSURE your connection to the Internet is ACTIVE. The VPN works across your normal connection to the Internet whether via DSL, cable modem, wireless, or other. The Helpdesk will send you information on how to log into your VPN account once your account has been created.

Can I surf the Internet while the VPN is working? Only State employees may be permitted this this access (contractors are not). **HOWEVER**, When connected to the VPN, **ALL** of your traffic will be directed through the State system. You must disconnect the VPN session if you wish to surf non-work related sites.

While logged on, can I use my local network printers while connected to the VPN? NO. When you connect to the VPN, you will lose your Local Area Network (LAN) connection, which means you won't be able to access your server or printers (unless you have a directly connected printer, via a printer cable). We do not permit split tunneling of your VPN connection.

What if I enter my password wrong? You have only three chances to enter your password. If you are using your EITS e-mail account for authentication to VPN, you can reset your password online at https://passadmin.state.nv.us If you do not elect to use your EITS email account for authentication or do not have one, you will need to call the EITS helpdesk to reset your password at (775) 684-4333.

What else should I know to use this service? You must read and understand the Nevada Revised Statutes that govern unlawful acts regarding computers and information services. These statutes (NRS 205.473 through 205.513) are available online at http://leg.state.nv.us/NRS/NRS205.html#NRS205Sec473. You must also agree to and sign our user agreement.

Cisco AnyConnect Client Export Restrictions: Under US export and re-export controls, Cisco's unrestricted and Mass Market encryption solutions may be exported or re-exported to most government end users located in all territories except the embargoed destinations and countries designated as supporting terrorist activities. Countries listed in Part 746 of the EAR as embargoed destinations requiring a license are Cuba, Iran, North Korea, Sudan, Syria and the Crimea Region.

OPEN CLIENT ISSUES

1. **Microsoft's Internet Connection Sharing (ICS) is not possible with the VPN client.**
2. **Networking clients change the environment of your PC. Most clients are designed for an uninterrupted physical connection. Please consult your network administrators prior to loading any networking clients on your home PC.**

3. **You will have problems at home if you have bridging setup in Microsoft networking. That is, you have allowed a computer to use another computer as a gateway to the Internet. The VPN client will NOT work on a computer with bridging enabled.**
4. **For mobile devices, the only authorized client is the Cisco AnyConnect Secure Mobility client found in your app store or online market.**