

Connecting to the VPN – A Troubleshooting Guide

The VPN Service may be used to connect to NASA internet resources that otherwise may only be accessible from within the IV&V network. In addition, the VPN may be used to establish a secure connection so that a Remote Desktop Connection can be utilized for customers who have a workstation onsite or for customers who are accessing the Terminal Server.

To connect to the VPN, go to: <https://remote.ivv.nasa.gov>.

If you are having problems connecting to the VPN, the best way to troubleshoot the problem is to understand at which point your connection is failing and how to properly interpret the system messages you are receiving.

Step 1: Authentication

The VPN uses the Agency User ID to authenticate. The password consists of an 8-character PIN (exactly 8 characters) that you have set, followed by the numbers generated from your NASA-issued RSA token.

Repeated failure to authenticate may result in a locked account, in which case you will need to contact the IT Help Desk (help@ivv.nasa.gov) for assistance. For after-hours support, you can contact the ESD (<https://esd.nasa.gov>) for token-related issues, including locked token, PIN resets, and PIN changes.

Error Message: A failure to authenticate will always return an “Invalid username or password. Please re-enter your user information.” message. Any other error is not a result of incorrectly typing your username and password.

Step 2: Software Installation

The second step in successfully connecting to the VPN involves loading the necessary software to complete the connection. If this software has not previously been installed on your client computer the following three (3) software packages will install during this step.

- Juniper Networks Setup Client
- Juniper Networks Host Checker
- Juniper Networks Network Connect

A failure during this step may be an indication of an invalid installation of the above products. If you suspect that the software did not install properly, uninstall the products above from the control panel and try again. The software will reinstall the next time you connect to the VPN. **Important:** Administrative access is required. If you do not have administrative access to your machine we can provide the Juniper installer service to your company’s IT staff to resolve this. You also might try using a different internet browser for this step. Internet Explorer and Firefox are the only supported browsers. If you are having issues installing the Junos Pulse Client, you will need to work directly with your company’s IT staff to resolve these issues, as installation requires administrative access.

During the software installation process several security prompts will be required to allow the Juniper software to run properly. Be sure to click “ok”, “yes”, and/or “continue” when presented with these prompts.

Step 3: Host Checker Validation (Up-to-Date Anti-Virus)

This step includes the validation of the Host Checker on the client computer. The host checker software checks your computer to be sure it meets the necessary security requirements to connect to our network. Host checker messages will be fairly specific in describing what criteria are not satisfactory about your computer. Typically problems include the following.

- Antivirus vendors will occasionally release versions of their software prior to Juniper Networks being able to include support. Be conscious about version updates to your antivirus software, and hold off installing them until you are certain the version is supported by Juniper Networks. A list of supported AV Software can be found on our [Compliant AV Products for Windows OS \(ESAP\)](#) and [Compliant AV Products for Mac OS X \(ESAP\)](#)
- If the host checker is indicating that your virus definitions are out of date, attempt a manual update of virus definitions being sure they are dated within the past 24 hours.
- Try a different internet browser, only Firefox and Internet Explorer are supported by the VPN.
- In the event your antivirus solution is unsatisfactory, you may find success in switching to a different antivirus package as an immediate solution. Many free antivirus solutions are supported by Juniper Networks.

Error Message: The following error message: “You are not allowed to sign in. Please contact your administrator.” indicates an undetermined issue with your computer.

This often indicates an issue with JAVA. To eliminate your JAVA install as a source of the issue, launch Internet Explorer, go to <https://129.164.100.92> (instead of remote.ivv.nasa.gov) and login to the VPN. If you are prompted to accept a security certificate, please do so. This will force the use of ActiveX components and allow you to login.

Using an unsupported browser such as Google Chrome can also produce this error.

In the event that you are unable to connect to the full VPN, an alternative solution that can give you access to ECM and email, is to use the Web only client. The Web only client is available at <https://remote.ivv.nasa.gov/web>. From here, you can also access the WebRDP solution, which allows for remote desktop through a web browser.

Refer to the following guides for connecting to the NASA IV&V VPN:

[Getting Started with SSLVPN for Windows \(Network Connect\)](#)

[Getting Started with SSLVPN for Windows \(Junos Pulse\)](#)

[Getting Started with SSLVPN for Mac OSX](#)

[Getting Started with SSLVPN for Android Devices](#)

[Getting Started with SSLVPN for iOS Devices](#)

For onsite customers, the IT Services Department offers Remote Desktop connectivity. The following guides will assist you in establishing a remote desktop connection after you have connected to the NASA IV&V SSLVPN service.

[Getting Started with Remote Desktop Connection for Windows](#)

[Getting Started with Remote Desktop Connection for Mac OSX](#)

[Getting Started with Remote Desktop Connection for Android Devices](#)

[Getting Started with Remote Desktop Connection for iOS Devices](#)

A list of supported AV Software can be found on our [Compliant AV Products for Windows OS \(ESAP\)](#) and [Compliant AV Products for Mac OS X \(ESAP\)](#). These guides are available from our internal ITS Website and will require a VPN connection to access.

Contact the IT Help Desk for additional support on connecting to the VPN or if you have any questions when connecting to the VPN at help@ivv.nasa.gov or 304-367-8237.