COE-Net Pulse Secure VPN guide for Linux OS

The College of Engineering is pleased to announce the implementation of the Pulse Secure VPN. This service provides a FIPS and NIST 800-171 compliant solution for access to the COE network, projects, and systems from remote locations, as well as enhanced functionality for all users.

Installing the Pulse VPN Client

Download the Pulse Secure Linux Client installer from the Engineering Wiki site:

College of Engineering Ivanti (formerly Pulse) Secure VPN

If you are prompted to login, simply use your OSU ID and password, after that you may receive a BuckeyePass (DUO) notification for 2-factor authentication – which may not show any prompts on screen.

To install the new client after downloading the installer, run the following commands:

- Ubuntu: "dpkg -i ./ps-pulse-linux-64-bit-installer.deb" in the downloaded folder location.
- Fedora/RHEL/CentOS: "yum install ./ps-pulse-linux-64bit.rpm" in the downloaded folder location.
- RHEL7: "yum install ./ps-pulse-linux-rhel7.rpm" in the downloaded folder location.

To configure and Connect using the Pulse Secure Client

Open ‘Pulse Secure’ by either searching for it in the Start/Activity/etc. Menu, or clicking on the ‘S’ logon in the system tray:

In the empty list of connections, click on the “+” button to create a new connection.

Provide a preferred name for the connection, and enter the College VPN server URL: vpn.coeit.osu.edu

Then click on the “Connect” button to save changes and start connecting to the VPN.

Read and accept the sign-in agreement by clicking “Proceed”
Select the ‘CoE-Net’ realm and click “Connect”

Enter your OSU login credentials (i.e. your name.number and password) and click “Connect”

The BuckeyePass authentication prompt is next. This ‘Secondary Password’ is to indicate what method you have selected for the DUO Security 2-factor authentication. Depending on which method you have chosen, you should type in one of these options (all lowercase letters):

- push = to use the DUO app to get a push notification for approving 2FA;
- sms = to get a new set of SMS passcodes. Your login attempt will fail — simply log in again with one of your new passcodes. This is also handy if you are traveling and aren’t sure about reliable Internet or Cellular connectivity.
• Or you can enter the six-digit passcode from the DUO mobile application (click on the little arrow to the right of “Ohio State University” list entry in your DUO app to reveal the passcode).

Click on the “Connect” button.

Beginning on October 14, 2021, customers will see a second prompt depending on the type of device being used to make the connection:

Customers should choose the Default connection when prompted and click on the “Connect” button. The “-SSL” version can provide higher compatibility at a slight performance penalty on home or other business networks outside of OSU whose configuration may be unique.

The VPN status should now show ‘Connected’, and the little icon in your system tray should have a green arrow beside the Pulse Secure ‘S’ icon:

Note:
The Pulse Secure for Linux Client will not prompt for updates. Please check the “IT News You Can Use” or the Wiki page for updates. Upgrades help ensure communication between your client and our servers are stable, and may resolve errors. Please note that it will likely disconnect your VPN session during installation, so you may need to re-connect manually after the upgrade’s installation is done.
If the connection is denied or encounters problems connecting for any reason, Pulse Secure should provide a verbose explanation of any missing requirements or issues during the login process. Please take note or screen capture the error message, and send it to ETShelp@osu.edu for further assistance.

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