

Overview

If you need to access DCRI/Duke network resources, but are remote from a DCRI facility, the recommended remote access option in the DCRIconnect family is **AnyConnect** from Cisco Systems, also known as *Duke Health VPN* or just *VPN*. This quick reference card (QRC) summarizes how to use AnyConnect on an Apple desktop or MacBook running OS X that you own.

This QRC assumes you have the Cisco AnyConnect software already installed. For details, refer to the *Cisco AnyConnect: Installing on a Non-DCRI OS X Computer QRC*.

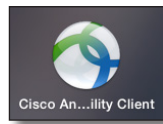
Technical Requirements

To access this service, you must have:

- A high-speed Internet connection (wired or wireless).
- A valid NetID (*Username*) and working password.
- Multi-Factor Authentication (MFA) enabled. For more information, see the MFA QRC at <http://library.dcri.duke.edu/dtmi/IT/Remote/Q/MFA.pdf>.

Starting a Session

1 Start up the **Cisco AnyConnect Secure Mobility Client** on your computer. This application can be found:



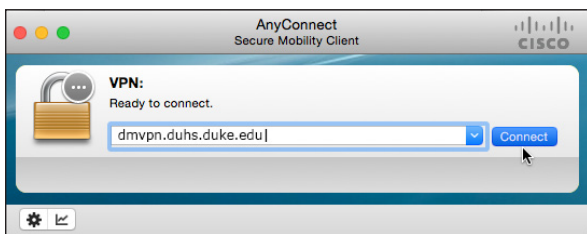
- In the **Launchpad**.
- Under **Finder>Go>Applications>Cisco>Cisco AnyConnect Secure Mobility Client**.



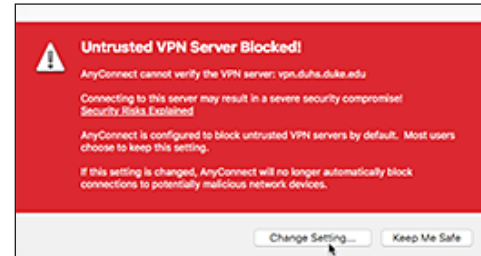
- On the **Dock**, if you placed it there.
- With an **Alias**, if you created one.

The AnyConnect Secure Mobility Client dialog opens.

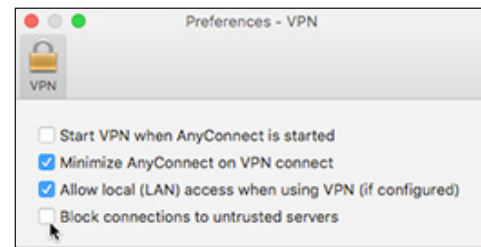
2 Ensure the address in the combo box is: **dmvpn.duhs.duke.edu**



- 3 Click **Connect**.
- 4 If a red **Untrusted VPN Server Blocked** message appears, complete the following.

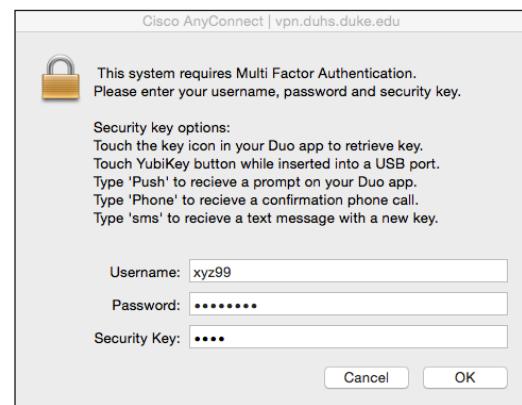


- a Click **Change Setting**.
The Preferences - VPN dialog appears.
- b Clear the **Block connections to untrusted servers** checkbox.



- c Close the dialog.
The Logon dialog appears.

5 In the logon dialog, enter your **Username** (NetID) and network **Password**.



6 In the **Security Key** field (sometimes this field appears as **Second Password**), enter the method you want to use for Multi-Factor Authentication (MFA):



Enter into this field a **Duo Mobile** app code (by tapping the app's key icon), YubiKey code, or an

unused SMS (Short Message Service) code. Otherwise, you are expected to enter one of the following *words*:

- Enter **phone** to have the system call the top phone you listed on the Duke Office of Information Technology (OIT) MFA website. You can enter **phone2** or **phone3** to have the system call the second or third phone on your list.
- Enter **push** to have the system push notification to the Duo Mobile app on the top smartphone or tablet you listed in the OIT website. You can enter **push2** or **push3** to send to the second or third device on your list.
- Enter **sms** to have the system send you a batch of passcodes. You can enter one of the codes into this field to authenticate this session (always select a code you never used before).


7 Click **OK**.

After you complete your MFA verification, the dialog closes, while its secure icon appears on the Dock.



Your computer now has Virtual Private Network (VPN) access into the Duke/DCRI network.

Using AnyConnect

Important! This application works “behind the scenes”—there are no VPN-specific screens or other controls to “operate” this application. The only visual indicators are: the secure icon on the Dock and a smaller version of the icon () on the Menu bar.

► **Accessing DCRI Intranet resources and secure SharePoint sites**

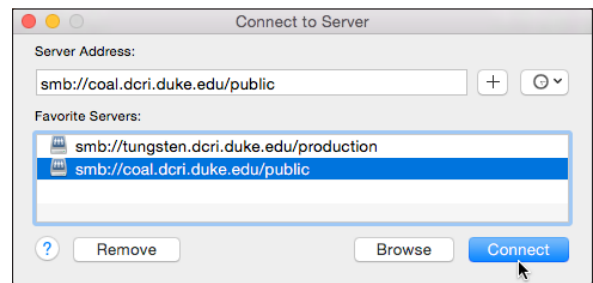
You can use Safari or other modern browser to reach resources on the DCRI Intranet and secure SharePoint sites.

Here are a few frequently visited addresses:

DCRI Intranet (Pulse) Home Page	https://dcrihome.dcri.org
Duke LMS (Learning Management System)	https://lms.duhs.duke.edu/Saba/Web/Cloud
Duke@Work Portal	hr.duke.edu/selfservice
Duke-wide phone directory	https://directory.duke.edu/directory/search

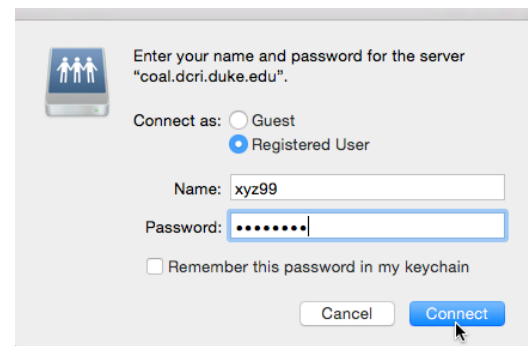
► **Accessing folders/files on DCRI shared network drives**

You can browse to folders on network drives (that you have permission to access) by selecting **Finder>Go>Connect to Server**. The Connect to Server dialog opens.



- If you have a DCRI server already listed under **Favorite Servers**, select it, and then click **Connect**.

The first server you open in a session might prompt you to log on with your network credentials. Select **Registered User**, replace the text in **Name** with your NetID, enter your network **Password**, and then click **Connect**.



A new window appears, listing the server’s folders.

- If the drive you want is not currently on the **Connect to Server** list, enter the **Server Address** (refer to the following table), and then click **Connect**. To save a location for later, click the **Plus** icon in the upper right.

Drive	Server Address
Personal	cifs://duhsnas-pri.dhe.duke.edu/MacUser
Outcomes	smb://plutonium.dcri.duke.net/Outcomes
Public	smb://coal.dcri.duke.edu/public
Production	smb://tungsten.dcri.duke.edu/production

Notes:

- The address for the MacUser drive (that contains your own files) must have a capital M and a capital U. Your Username (NetID) tells the system who you are and automatically connects you to the space assigned to you.
- You must have permission to access specific folders on all drives. If you are denied access to a folder that is required for your work, contact the DCRI Service Desk (see “Getting Help”) to request permission.

Accessing a VM or the Desktop of a DCRI-issued Windows Computer at Work

If you have access to a Windows Virtual Machine (VM) or have a DCRI-issued Windows computer (desktop or laptop) currently running at your desk in a DCRI facility, you can use AnyConnect along with a remote Desktop application to access the VM or the Desktop of your Windows computer from any remote location.

For this feature to work, the following must be in place.

- To access a VM, you must have its address available to complete Step 5.
- To access a DCRI-issued Windows computer, you must have:
 - ◊ The DCRI computer’s name (the number that begins with “DCRI-” on the asset tag) available to complete Step 5.
 - ◊ The DCRI computer powered *on* and connected to the wired network, with you logged *off*. External monitors, if used, can be powered *off*.
- You must install a Windows remote desktop utility for use on OS X. We recommend you download the free **Microsoft Remote Desktop** application, available from the Apple store.

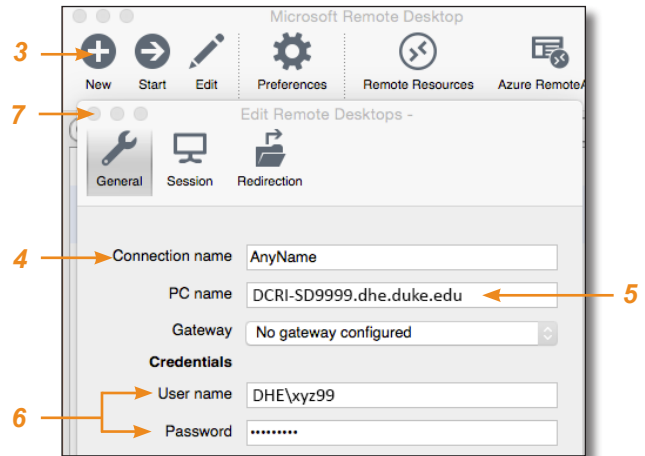


- 1 Start up and log on to Cisco AnyConnect.
- 2 Open a remote desktop application. (The following steps demonstrate the use of **Microsoft Remote Desktop**).

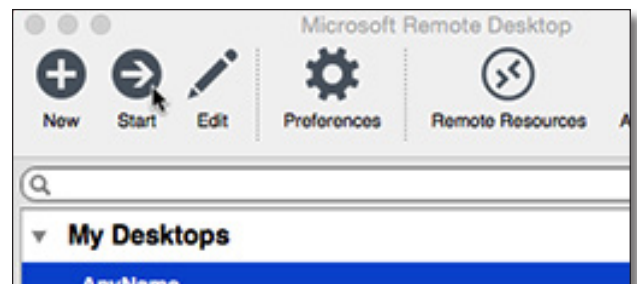
The application’s main page appears.

If this is the first time you are using the application, proceed to Step 3. If you have previously used the app and have entered the connection information, jump to Step 8.

- 3 In the menu bar, click **New**.
The Edit Remote Desktops window appears.



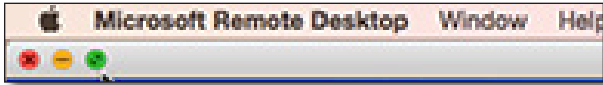
- 4 On the **General** tab, enter any name in the **Connection name** field to identify this connection.
- 5 In the **PC name** field, enter the VM address or the DCRI computer name. What you enter must end in **.dhe.duke.edu** (example: DCRI-SD9999.dhe.duke.edu).
Note: You have the option of entering your work computer’s IP address instead, if known.
- 6 In **User name**, enter dhe\, followed immediately by your NetID (e.g., dhe\xyz99). Then enter your network **Password**.
- 7 Close the **Edit Remote Desktops** window.
The My Desktops list appears.



- 8 In the **My Desktops** list, highlight the connection name, and then click **Start** in the menu bar.
Some progress messages appear.
- 9 If the **Verify Certificate** message appears, click **Continue**.
After establishing a connection, a full-page blue screen appears.
- 10 Click the **OK** button.
In time, a full screen view of your Windows Desktop on your work computer appears. Use your keyboard and mouse as if you were seated right at your desk at work.


11 To resize the remote desktop window so you can access your Mac's Dock:

- a** Move the cursor to the top of the screen.
Your Mac's menu bar and the remote Desktop window's title bar drop down together.




- b** On the left, click the green resize button.

12 To end the remote desktop session:

- a** Move the cursor to the top of the screen.
Your Mac's menu bar and the remote Desktop window's title bar drop down together.
- b** Click the red close button .
- The remote Desktop window closes.
- c** Close the Microsoft Remote Desktop application.

Ending Your Session

Whenever you are not actively using Cisco AnyConnect, please **end your session** to free up network resources for the benefit of other users.

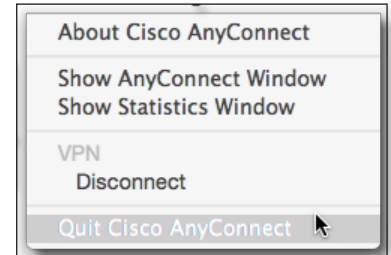
- 1** Click the small AnyConnect icon () on the right side of the Menu bar.

A drop-down menu appears.

- 2** Select **Quit Cisco AnyConnect**.

Several changes occur:

- The remote connection drops.
- The AnyConnect application closes completely.
- The AnyConnect secure icon disappears from the Dock.
- The small AnyConnect icon disappears from the Menu bar.



Getting Help

If you have questions or comments about the content of this QRC, please email [IT Training \[dcrittrain@dm.duke.edu\]](mailto:dcrittrain@dm.duke.edu). If you experience any technical problems working with Cisco AnyConnect that you are unable to resolve, email the [DCRI Service Desk \[dcriservicedesk@dm.duke.edu\]](mailto:dcriservicedesk@dm.duke.edu) or, for time-sensitive issues, call them Monday through Friday (6 a.m. to midnight, Eastern time, except holidays) at 919.668.8916.