

Overview

If you are away from a DCRI facility and you need to access DCRI/Duke network resources, the recommended remote access option on your DCRI-owned MacBook is **AnyConnect** from Cisco Systems, a Desktop application in the DCRIconnect family. This quick reference card (QRC) summarizes how to install Cisco AnyConnect on a *DCRI-issued* MacBook running OS X.

About AnyConnect

With this VPN (Virtual Private Network) application, you can use a DCRI-issued MacBook computer to access from any remote location (that has access to the Internet):

- Resources on the DCRI Intranet and protected web applications and websites, and secure SharePoint sites.
- Folders and files (you have permission to access) on shared network drives.
- (if applicable) A Virtual Machine (VM) or a DCRI-issued Windows computer running at your desk in a DCRI facility.

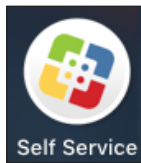
Requirements

To access this service, you must have:

- OS X version 10.10 (Yosemite) or later.
- A high-speed Internet connection (wired or wireless).
- A valid NetID 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>.

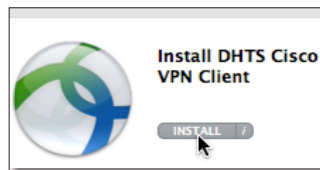
Installing the Client Software

The following assumes you have the Self-Service application installed and operational on your MacBook. Otherwise, follow the instructions in the *Cisco AnyConnect: Installing on a Non-DCRI OS X Computer* quick reference guide.



1 Open the **Self-Service** application.

2 Find **Install DHTS Cisco VPN Client**, and then click its **Install** button.



An install message appears.

3 Click **Install**.

A bar at the top center area shows the progress of the installation.



When done, a warning appears alerting you that your computer requires a restart.



4 Click **OK**, and then restart your MacBook.

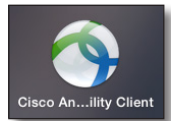
5 After your Mac boots up, verify that Cisco AnyConnect is available on your computer [check the **Launchpad** or use **Finder > Go > Applications > Cisco** (folder)].



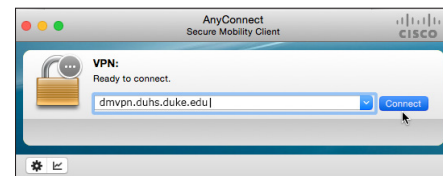
Depending on a number of factors, AnyConnect can fail to install properly (it does not open or does not open applications). If this happens, uninstall this version, and then follow the instructions in the *Cisco AnyConnect: Installing on a Non-DCRI OS X Computer* quick reference guide.

Starting a Session

1 Look in Launchpad or Applications to start up the **Cisco AnyConnect Secure Mobility Client** on your computer.



The AnyConnect Secure Mobility Client dialog opens.

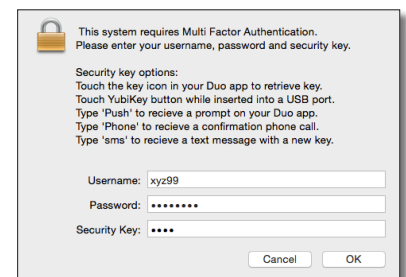


Tip: If you will be using AnyConnect regularly, consider placing it on your Dock or creating an Alias.

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

Then, click **Connect**. A login dialog opens.

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



4 In the **Security Key** field (this field might also appear 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 text you a batch of passcodes. Enter one of them into this field to authenticate this session.

5 Click **OK**.

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



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.

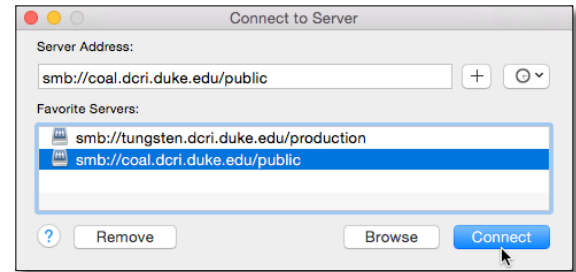
► Accessing DCRI Intranet resources

You can use a modern browser of your choice to reach resources on the DCRI Intranet. Here are a few frequently visited addresses:

DCRI Intranet 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
DCRI Service Desk (FootPrints)	servicedesk.dcri.duke.edu
DCRI phone directory	https://directory.duke.edu/directory/search
EPM Time Card	timecard.dcri.duke.edu

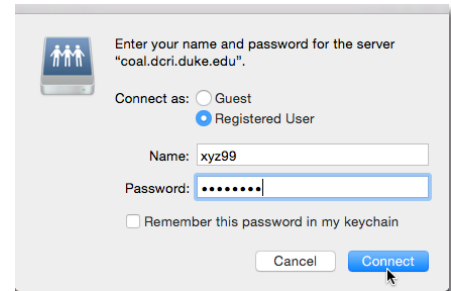
► Accessing folders/files on DCRI shared network drives

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 shared network 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.

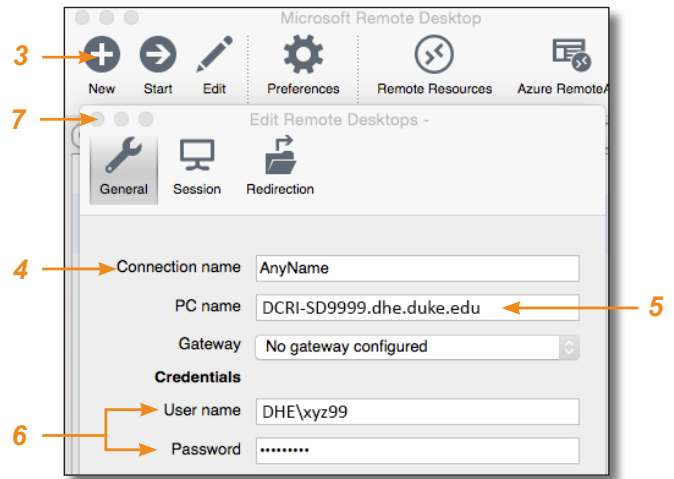
For this feature to work, the following must be in place.

- 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. 
- 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*.

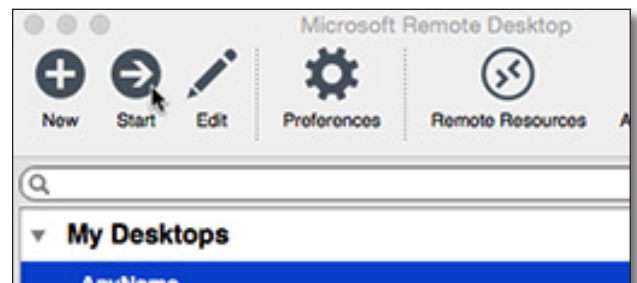
- 1 Start up and log on to Cisco AnyConnect.
- 2 Open a remote desktop application. (The following steps demonstrate the use of **Microsoft Remote Desktop**).
The application’s main page appears.

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.



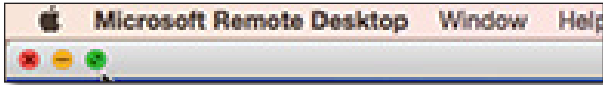
- 4 On the **General** tab, enter any name in the **Connection name** field to identify this connection.
- 5 In the **PC name** field, enter the VM address or the DCRI computer name. What you enter must end in **.dhe.duke.edu** (example: DCRI-SD9999.dhe.duke.edu).
Note: You have the option of entering 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 **OK**.


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

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




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

12 To end the Remote Desktop session:

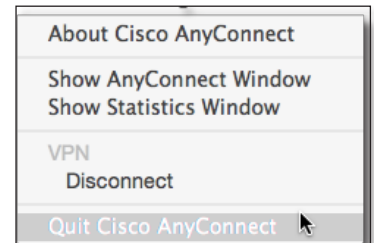
- a** Move the cursor to the top of the screen.
Your MacBook's menu bar and the remote window's title bar drop down together.
- b** Click the red close button .
- The remote Desktop window closes.
- c** Close the Microsoft Remote Desktop application.

Ending Your AnyConnect 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 Menu bar.

A drop-down menu appears.



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

Several changes occur:

- The remote connection drops.
- The 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). For time-sensitive issues, call them Monday through Friday (6 a.m. to midnight, Eastern time, except holidays) at 919.668.8916.