ASUVPN Vendor Certificate Renewal Process
ASUVPN Vendor Certificate Renewal

Once your ASUVPN Vendor certificate has expired, you will need to follow the instructions below. Your certificate and account will not be automatically renewed at the time of expiration. You (“the vendor”) will have to contact your Appalachian State University liaison/representative to have your account reactivated and a new certificate created.

1. Contact your Appalachian State University liaison/representative and have them request ITS/NICS to renew your account. Please provide them the following URL: http://www.nics.appstate.edu/support/asuvpn-faqs/asuvpn-vendor-account-renewal.

Note: Your Appalachian State University liaison/representative will have to login with their Appalachian State University username and password to active and complete the form.

2. While your certificate and account is being renewed, we need to uninstall the expired certificate from your system.

Microsoft Windows

a. Launch “Internet Explorer”

b. Click “Tools” from the menu bar of “Internet Explorer”

c. Click “Internet Options” for the “Tools” menu

d. Select the "Content" from the tab menu on the “Internet Options” window

e. Click “Certificates” from the “Content” tab.

f. In the “Certificates” windows select the “Personal” tab and then select your “NICS’s” issued certificate and click “Remove”

g. Click “Yes” when asked the following “You cannot decrypt data encrypted using the certificates. Do you want to delete the certificates?”
Mac OS X

a. Launch the “Finder” application
b. Navigate to the “Applications” folder
c. Navigate to the “Utilities” folder
d. Launch the “Keychain Access” application
e. Be sure that “login” is highlighted under “Keychains” in the top left hand corner of the application and then select “My Certificates” from the bottom left hand corner of the application.
f. Located your certificate and click to highlight the certificate. Your certificate will be named liked the following: “company_name-your_username”.
g. With the your certificate selected, click “Edit” and select “Delete” from the drop down menu. You will then be prompted to confirm the request to delete the certificate.

3. Download the new certificate from the email on the machine that will connect to ASUVPN

4. Install the certificate

Microsoft Windows

a. Double-click the certificate to open the "Certificate Import Wizard"
b. Navigate through the screens and accept the default locations settings. Typically will be stored in "Personal Folder"
c. Enter the password. The password for the certificate will be the password provided in the email with the certificate. This password will not change until a new certificate is issued to you.
d. When prompted that you are about to install a certificate from an untrusted CA. The issuer will be “NICS (issued by: NICS)”. Verify this certificate and are you sure you want to install, click "yes"

Mac OS X

a. Double-click the certificate to open the "Keychain Access" application
b. Enter the password provided to you by the NCIS Administrator to install the certificate.

c. The certificate when then be installed in your “login” keychain in the “My Certificates” section. The Keychain Access program will display the certificate once installation has completed.

d. Close the Keychain Access program.

5. Launch a web browser. Microsoft Windows user should launch either Internet Explorer (IE) or Mozilla Firefox. Mac OS X users should launch Safari.

   Note: We recommend Internet Explorer (IE) for Microsoft Windows users as it supports active x, if using Mozilla Firefox java is required to be installed on your system.

6. Navigate to “https://asuvpn1.appstate.edu/vendor”. Please review the Operating Systems requirements at the bottom of the page. You (as a vendor) are not required to comply with the antivirus requirements shown.

   Note: You will be presented with an invalid certificate warning. This warning can be disregarded. The certificate was issued for asuvpn.appstate.edu and you (“the vendor”) are connecting directly to a specific node in the ASUVPN cluster.

7. Login with the username and password provided to you by the Network Infrastructure and Controls Systems (NICS) member.

   Please Note: If you will be required to change your password as soon as you login to ASUVPN.

8. When prompted to choose a digital certificate, please select the certificate you just imported, which will be issued to “your company name – your name” and “issued by NICS”.

9. Change your password

   Requirements:
   Minimum Characters: 10
   Maximum Characters: 20
   Must have/contain:
   at least 1 number
   at least 1 upper case letter
   at least 1 lower case letter

   Special Characters are allowed. Passwords expire every 90 days. If your password expires, please contact a Network Infrastructure and Control Systems member and they will reset/provide you a temporary password.
10. Re-login to ASUVPN :: Vendor using your new password.

11. Read /Review the ASUVPN Vendor Policy and either "proceed" - agree or "decline".

12. Once logged in you will see a welcome page with a section called: "Client Application Sessions". In the section you should see "Junos Pulse". Click "Start" to start the download and installation of the application and configuration.

   Please be patient, as it may take several minutes for the application to download and install on your system.

   Please Note: If you are running Windows Vista or Windows 7, you may be asked to allow installation access for the Junos Pulse application. The application is written by Juniper Networks Inc. and should be allowed to install.

13. With installation complete you may now close your web browser, as it is no longer required. You may login and out via the pulse application in the system tray area or applications folder/menu.

*IMPORTANT*
The certificate issued to you and your organization expires in 365 days (1 year). Your certification will NOT be renewed unless you contact your Appalachian State University liaison/representative and have them complete the following form: http://www.nics.appstate.edu/support/asuvpn-faqs/asuvpn-vendor-account-renewal.