

SVPN 5.0 SSL Service User Guide

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The *SVPN 5.0 SSL Service User Guide* is intended to provide users with the information needed to connect to their intranet.

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1. Introduction

1.1 What is SVPN

To conduct business outside the office, SVPN constructs virtual private network between PC and intranet. SVPN service offers accessing intranet to only authenticated users.



1.2. In case you need SVPN

Telecommuting

· Work can be done in your home with the convenient access to the intranet

Overseas / out of the office business

• During your buniness trips, you could have an access to the intranet

Branch office / agency

• The convenient work between the Headquarter and branch office or agency can be done easily through the intranet.



2. Application and approval

2.1. Prerequisite

- Confirmation of Service Availability
- SVPN service contract should be established between your company and SDS.
- Contact service desk(+82-1644-0300). The service desk will let you know service avilability

and an administrator of your company.

• Confirmation of [Customer number] and [Authentication number]

- If service is under contract, the administrator will inform you of [Customer number] and [Authentication number].

2.2. Applying for SVPN

※ If your company has its own application process, please follow the procedure.

To apply for SVPN, perform the following steps.

Step 1) Connect to SVPN New Web Portal and click 'Customer Support'









Step 3) Enter [Customer number], [Authentication number] on the next page.

	You need to verify your Custome These are unique numbers assig	er and Authentication numbers finder in the second se	rst to sign up for SVPN service.	
	Customer No.	Customer No.		
	Authentication No.	Authentication No.		
				ОК
If you don't know [Customer No.] or [Authentication Also if you don't know your SVPN administrator, pleas & In Korea: 1644-0300 & Outside Korea: 82-70 -70	n No.], please contact your SVPN e call the helpdesk below. 110-3000	administrator.		

Customer Number and Authentication Number

The [Customer Number] and [Authentication Number] are the unique numbers given to customer's company after the completion of the contract.

When signing up for SVPN Service, the procedure that your company is verified

by entering the [Customer Number] and [Authentication Number] is needed.

The [Customer Number] and [Authentication Number] format are as follows.

Customer Number : DXXXXXXXX(10-digit) or DXXXXXXXXXXX(13-digit) Authentication Number : AXXXXX(7-digit) or AXXXXXX(8-digit)

Step 4) Please fill out an application form as much as possible. And Click 'Register'.

If you share your SVPN ID with another person Also, it will be automatically expired when no	n, you may be subject to penalty related to security polic used for 1 month.	у.				
			* Display required to enter items except (Option) item			
DetailNo	1.8.19.1.00687	PayerNo	A057680			
Company	22:22:42 세 세	Department	Samsung			
SVPN ID	Martin Martin State	Check User ID				
User Verification Question	What is your pet's name?					
User Verification Answer (Option)	quitary					
	Special letters and symbols codeded, Enter a word without blank.					
New Password	*******	Confirm Password	•••••			
•	(Peasword) must be $\delta \sim 12$ characters and contain english letters, numbers and special characters.					
Name	Rim Samserig	Preferred Language	English			
Office Phone (Option)	0212040070	Mobile (Option)	01012345678			
Knox Portal E-Mail	sypa 🥴 servicing com sam	sung.co				
External E-Mail	sepa 🥙 gauluum gau	il.com 💌				
External E-Mail(Secondary) (Option)	sypa 🕑 hotivali som hoti	hall.con 🖌				
Service Life	2017-05-19 ~ 2017-11-19	1month 3month 6month 12	month			
			Regist			

* Inputting office phone, mobile and external e-mail(Secondary) is optional.



Step 5) If the application is submitted, the service will be available after the administrator approves it. The guide of "How to use" will be sent to the E-Mail used on the application.

Step 6) After a customer completes the application, click "OK" button to go to the main page.

Company			SVPN ID	srpr0.600(Reansurg.com		
Name			Use Type	VPN		
Department						
Office Phone	14440 17071					
Mobile						
E-Mail						
External E-Mail	nim human					
External E-Mail(Secondary)	2 1 1 1					
Manager name	11 W 1		Manager mobilephone number	070-7015-8598		
Manager E-Mail	dilation					
Administrator approves your application, you will be able to use the SVPN service. Once the administrator approves your application, (SVPN service guide) will be sent through your e-mail.						

Thank you. Your [application] has been completed.

2.3. Approval status

When the administrator of customer's company approves the application, you may take a confirm mail. It may take more or less some time to approve the application because your SVPN administrator must check it.

If an approval mail doesn't arrive by the next day afternoon of the approval date, contact the administrator of your company.

• If you want detailed information, make a call to CS center.

CS center : [Worldwide] 82-70-7010-0300 (English) [Korea] 1644-0300(Korean)



3. How to Use

3.1. PC Configuration for SVPN

Step 1) Internet Browser

- Internet Explorer \rightarrow tools \rightarrow Internet Options \rightarrow Security tab

- Internet \rightarrow security level: normal \rightarrow check off enable protected mode
- Trusted sites \rightarrow Security level : low \rightarrow Check the enable protected mode off



Step 2) User Account Control (Windows7, 8)

-Control Panel \rightarrow user accounts \rightarrow change user account control settings \rightarrow never notify

Control Panel Home Manage your credentials Create a password nest disk Link online IDs Manage your file encryption certificates Configure advanced user profile properties Change my environment variables	Make changes to your user account Create a password for your account Change your picture © Change your account name © Change your account type © Manage another account © Change User Account Control settings	nt bigbridge bigbridg
See also		becruse they do not support User Account Control. Never notify



3.2. Program install

Step 1) Access SVPN portal and log in.

Step 2) After sign in, programs related to SVPN will be installed automatically.

SVPN SERVICE			≗ 박성범 C+ Logout
Connect VPN Servi	ice Info Personal Info Customer Support		
Install Software			Total Installation
The program list for the connection and installation	n or not.		
Program Name	Program Description	Program Install Status	
BIGIPEdgeClient	SSL Client for F5 Connecting	×	
웹 페이지 메시지	X		
The program installation The rebooting and login The installation / update button.	n/update proceeds. n can be necessary by the pc environment. e starts if you click the following confirm 확인 취소		
		J	

3.3.PC registration

• Every users that have SVPN accounts may register only 1 designated PC in the SVPN authentication system.

- While users try to access SVPN service, the system checks the PC's MAC addresses If it is identified, the system will allow users to access SVPN service.
- ▶ How to register
- At the first connection, PC Information is registered automatically. The process operates only one time.

You do not need to re-register after initial registration.



3.4 SVPN Log-in

Step 1) Enter the SVPN ID / Password and click the 'Sign in' button





B		Security Reminder for SVPN I will use Samsung's resources and systems for work-related purposes only. I will not use Samsung's resources and systems for my own personal benefit . I will not disclose business, financial, strategic, customer, employee or any other confidential or proprietary information, including trade secrets. I will not allow any other person to use my SVPN Service to access Samsung systems.			
		Let's access	SVPN.		
Announcement	[more]				
Win 10 User Guide		After selecting the locat	ion, Click access button to access	SVPN.	
Do not share your SVPN accou	int	_			
Guide for new password issue		Access			SVPN Access Helper
WWW Notice Test(en)					

Step 3) Select one of methods to receive secondary authentication code

Korea : SMS/E-mail/Knox Messenger Choose your second-authentication indicator. Alter selecting the secondary authentication method, dick the Next button to proceed with authentication.			Outside Korea : E-mail/Knox Messenger Choose your second-authentication indicator. After whetefung the secondary authentication method, click the Next button to proceed with authentication.		
Ō	\bowtie		\boxtimes	$\left(\cdot \cdot \right)$	
 Mobile 	O External E-Mail	🔿 Knox Messenger	External E-Mail	C Knox Messenger	
		Next Cancel			Next Cancel
Step 4) After in	nputting the re	eceived code, o	click 'OK'		
L-mail authentication					
auth value					
time		2:48			
Authentication retry cou	unt	0 / 5			
					OK Close

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4. Confirmation of Service Info

You can request extension and check information of your account..



STEP 2) You can confirm admin's information, expiration date and connection history. Service Status

Company	삼성SDS	Admin	$d \in (\{i,j\}_{i=1}^{k}, j\}_{i=1}^{k}, \dots, j\}_{j=1}^{k} \in \{i,j\}_{i=1}^{k}, j \in \{i,j\}_{i=1}^{k},$
Status	Approved	Days Available	u en daga hoñ
Approval Date	2017-04-12	Expiration Date	2016-04-00
Registered PC Info (MAC)	98 88 M M C4 52 04-00-70-700-20		
Connection History	2017-05-22 ~ 2017-05-22 Search		



4.2 Extend period of use

※ If your company has its own application process, please follow the procedure.
 Step 1) Go to the 'Service Info' > 'Extend use Period'

SVPN						👤 박성범	C → Logout
	Connect VPN	Service Info	Personal Info	O Customer Support			
Connect SVPN		Service Status Extend Use Pe	riod				
ß		Securi I will u I will n I will n I will n	ty Reminder for se Samsung's re: ot use Samsung' ot disclose busir ot allow any oth	r SVPN esources and systems for work-related y's resources and systems for my own p ness, financial, strategic, customer, emy ner person to use my SVPN Service to	purposes only. personal benefit . ployee or any other confide access Samsung systems.	itial or proprietary information, including trade secrets.	
		Le	t's acce	ss SVPN.			
Announcement	[more]	Loc	ation	Korea	\checkmark		
Win 10 User Guide		Afte	er selecting the l	location, Click access button to access	SVPN.		
Do not share your SVPN a	account	_					
Guide for new password is	ssue	Ac	cess			SVPN Access H	lelper
WWW Notice Test(en)							

Step 2) Set subscription term for use and click 'Extend Use Period'

Please progress along a procedure of exte Now, the use of service expiration date of	ending period of SVPN Service. f you 2018-04-10 [Korean Standard Time(GMT+09)], P	lease, fill out the below form to extend	your service period.	
Name	1975	Department	+×11⊑ V	12
Office Phone	N 1 2 4 4	Mobile	00.04254	(A)
E-Mail	to 29 and 6 means and			
External E-Mail	a shaket we have use			
Extend Service Period	2018-04-10 ~ 2018-04-10	1month 3month	6month 12month	
				Extend Use Period Close



5. Changing Personal Info

You can modify your personal information and password.

5.1 Modifying personal information

Step 1) Go to the 'Personal Info' > 'Personal Information modify'

SVPN					👤 박성범 🗲 Logout
Connect	VPN Service In	fo Personal Info	Customer Support		
Connect SVPN		Personal Inform Modify Passwo	nation Modify ord		
	Si I I I I I	ecurity Reminder for S ¹ will use Samsung's reso will not use Samsung's r will not disclose busines will not allow any other	VPN urces and systems for work-related pu resources and systems for my own per s, financial, strategic, customer, emplo person to use my SVPN Service to ac	irposes only. rsonal benefit . yee or any other confidential or pro cess Samsung systems.	oprietary information, including trade secrets.
		Let's access	s SVPN.		
Announcement	[more]	Location	Korea	V	
Win 10 User Guide		After selecting the loc	ation, Click access button to access SV	/PN.	
Do not share your SVPN account Guide for new password issue		Access			SVPN Access Helper

Step 2) Select one of methods to receive the authentication code and click 'Next'

Korea : SMS,	/E-mail/Knox	« Messenger	Outside Korea	: E-mail/Knox M	lessenger
Choose your second-author fter selecting the secondary authentication method, cl	entication indicator. ick the Next button to proceed with authent	ication	Choose your second-au After selecting the secondary authentication meth	thentication indicator.	
		Knox Messenaer			
		Net			Next Cancel
tep 3) After inp	outting the r	eceived code, o	click 'OK'		
auth value					
time		2:48			
time Authentication retry count		2:48			

Step 4) After modifying personal information, click 'Modification'.



5.2 Modifying password

Step 1) Go to the '	Personal Info' > '	'Modify Passwo	ord'	
SVPN				👤 박성범 🗲 Logout
Connect VPN	Service Info Personal Info	Customer Support		
Connect SVPN	Personal Informat Modify Password	tion Modify		
	Security Reminder for SVP I will use Samsung's resourd I will not use Samsung's res I will not disclose business, I will not allow any other per Let's access	N res and systems for work-related p iources and systems for my own p financial, strategic, customer, emp erson to use my SVPN Service to a SVPN.	purposes only. ersonal benefit . Joyee or any other confidential or propri cccess Samsung systems.	etary information, including trade secrets.
Announcement [more]	Location	Korea	V	
Win 10 User Guide	After selecting the location	on, Click access button to access §	SVPN.	
Do not share your SVPN account	Access			SV/INLAccess Halper
Guide for new password issue	Access			- SVPN Access Helper

Step 2) After confirming password policies, create new password in accordance

with the policies.

Modify Password

password provided must not be the same as the existing word provided must not be the same as the ID. 2 alphanumeric characters, including both upper and lower case a character cannot be repeated for more than 3 times. 3 or more numbers cannot be used. I must be a combination of english letters, numbers and special sluding the ID in the password.

6. Security initialization and Exception procedure

6.1 If you need permission

- 1) Initialization of registered PC
- When you want to change registered PC, you have to initialize PC designation.

6.2 Permission procedure

Step 1) Go to SVPN Website

- Step 2) After log in, go to the 'Customer Support' > 'Announcement'
- Step 3) Click '[Notice] Notice for security exception' in the notice.
- Step 4) Click the link in the posting, and then download
- Step 5) Please fill out the application form and get the permission

This progress is 'Get approval from your group leader >Get agreement from Samsung Security Center > Notice to SVPN admin'.

Go to the Customer support > my account
 You can get the information regarding the manager of Samsung

Security center, and SVPN administrator.

Step 6) After the permission is complete, SVPN Administrator will process.

[FAQ]

- PC Setting check-list for unable SVPN client connection
 - A. Proxy disable
 - 1) Internet options \rightarrow Click 'Connections' Tab \rightarrow Click 'LAN settings'
 - 2) Turn off 'Proxy server' and 'Use automatic configuration script'

General Security Privacy Content Connections Pro	Setup	Automatic configuration Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.
	Add	Automatically detect settings
Choose Settings if you need to configure a proxy server for a connection.	Settings	Address http://70.10.5.20/sds.pac Proxy server Proxy server for your LAN (These settings will not apply to
Local Area Network (LAN) settings LAN Settings do not apply to dial-up connections. Choose Settings above for dial-up settings.	LAN settings	dial-up or VPN connections). Address: 127.0.0.1 Port: 8080 Advanced
OK Can	cel Apply	OK Cancel

- B. Use TLS Function
 - 1) Internet options \rightarrow Check 'advanced' Tab \rightarrow 'Security' Use TLS 1.0 / 1.1 / 1.2

eneral	Security	Privacy	Content	Connections	Programs	Advanced
Setting	s					
	Do not Empty Enable Enable Enable Enable Enable Send D Use SS Use SS Use TL Use TL Use TL Use TL	save end Tempora DOM Sto Enhance Integrate native XI SmartSc Strict P3 o Not Tri- L 2.0 S 1.0 S 1.1 S 1.2	rrypted pa ny Interne orage d Protecte ed Window MLHTTP s Treen Filte P Validatii ack reque	ges to disk t Files folder v ed Mode [®] vs Authenticati upport r on [®] sts to sites you	vhen brows on* I visit in Inte	er is d
4	v vvarn c	bout cer	III	dress mismato	n-	+
Reset I Rese conc You	Internet Ex ets Internet lition. should only	plorer se t Explorei y use this	ttings r's setting s if your bi	s to their defau	re advanced ult Re unusable s	settings eset

- C. Add 'Trusted sites'
 - 1) Internet options \rightarrow Click 'Security' Tab \rightarrow Click 'Trusted sites' \rightarrow Click 'Sites'



General Security Privacy Content Connections Programs Advanced Select a zone to view or change security settings. Internet Image: Select a content Image: Select a conten	Trusted sites You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.
Trusted sites This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone. Security level for this zone	Add this website to the zone: *.samsungvpn.com Add Websites: Add
Custom Custom settings. - To change the settings, click Custom level. - To use the recommended settings, click Default level.	https://*.samsung.net Remove https://*.samsungvpn.com Image: Comparison of the second
Custom level Default level Reset all zones to default level OK Cancel Apply	Require server verification (https:) for all sites in this zone

2) Click 'Add' button after typing '*.samsungvpn.com' in 'Add this website to the zone'

D. Services Function Setting

1) Go to 'Start menu' \rightarrow 'Search programs and files' \rightarrow Type "services.msc" \rightarrow Run 'services'

rograms (1)		
🤹 services		
See more results		

2) Right click 'Telephony' → Click 'Properties'

Services (Loca	Services (Local)						
	Telephony	Name	Description	Status	Startup Type	Log On As	
	Stop the service Pause the service	Tablet PC Inpu	Enables Tab Enables a u Start Provides su Start		Manual Automatic Automatic	Local Syst Local Syst Local Servi	
	Restart the service	C Telephony	Provides Tel		Automatic	Network S.	
	Description: Provides Telephony API (TAPI) support for programs that control telephony devices on the local computer and, through the LAN, on servers that are also running the service.	C Telnet Thread Orde UPAP Device User Profile Virtual Disk Volume Shar VPDAgent Windrows Arti-	Start Stop Pause Resume Restart All Tasks Refresh Properties Help	ed ed ed ed ed ed	Disabled Automatic Manual Automatic Manual Automatic Manual Automatic Manual Manual	Local Servi- Local Syst Local Servi- Local Servi- Local Syst Local Syst Local Syst Local Syst Local Syst Local Syst Local Syst Local Servi- Local Servi-	

3) Go to 'General' Tab \rightarrow 'Startup type' \rightarrow Select 'Automatic' and Apply



Seneral	Log On	Recovery	Dependenci	es			
Service	e name:	TapiSrv					
Display	rame:	Telepho	ony				
Descrip	otion:	Provide that con	s Telephony / trol telephony	API (TAPI) suppor devices on the lo	t for programs		
Path to	executab	le:					
C:₩W	indows₩	System32₩	svchostexe -	k NetworkService			
Startup	type:	Automa	Automatic				
		Automa	tic (Delayed S	itad).			
Help m	e configu	re s Automa	tic				
Service	e status:	Disable	d				
	Start	5	itop	Pause	Resume		
You ca here.	n specify arameters	the start par	ameters that a	pply when you sta	art the service from		

4) Restart the service and other servies related with it

Services (Loca	Services (Lo	ocal)	2			
	Telephony		Name	Description	Status	Startup Type
			🔩 Tablet PC Inpu	Enables Tab		Manual
	Stop the service		Cask Scheduler	Enables a u	Started	Automatic
	Pause the servic	e	CP/IP NetBIO	me Description Status Startup Type Tablet PC Inpu Enables Tab Manual Task Scheduler Enables a u Started Automatic TCP/IP NetBIO Provides su Started Automatic TcPephony Provides Tel Started Automatic Telephony Provides Tel Started Automatic mese other services will also		
	Ces (Loca) Services (Local) Telephony Stop the service Pause the service Restart the service Restart Other Services When Telephony restarts, these other services will also restart. Remote Access Auto Connection Manager					
	Restart Other Ser	rvices Felephony re	starts, these other service	es will also		
	Restart Other Ser	vices 'elephony re e Access Au e Access Co	starts, these other servic ato Connection Manager onnection Manager	es will also		
	Restart Other Ser	vices Telephony re Re Access Au e Access Co	istarts, these other servic ito Connection Manager nnnection Manager	es will also		

5) Setting 'Automatic' and Restart these services for same process '1)~3)'

Remote Access Auto Connection Manager / Remote Access Connection Manager

File Action Vie	ew Help				
** 🗇 🗇 A 🗗	4 U = 4 III + 4 III				
Services (Loca	Services (Local)	(
	Select an item to view its	Name	Description	Status	Startup Typ
	description.	Remote Access Auto Connection Manager	Creates a c	Started	Automatic
	COLUMN THE PROPERTY OF	Remote Access Connection Manager	Manages di	Started	Automatic

E. Check to use 'Telnet' function



Control Panel → Uninstall a program → 'Turn Windows Features on or off' Click
 Turn on 'Telnet Client', 'Telnet Server'

Windows Features	
Turn Windows features on or off	6
To turn a feature on, select its check box. To turn a feature box. A filled box means that only part of the feature is turn	off, clear its check ed on.
Microsoft .NET Framework 3.5.1	
🗄 🛄 📙 Microsoft Message Queue (MSMQ) Server	
Image: Imag	
Remote Differential Compression	-
RIP Listener	
E Ervices for NFS	
E Simple Network Management Protocol (SNMP)	÷
Simple TCPIP services (i.e. echo, daytime etc)	
Subsystem for UNIX-based Applications	
Tablet PC Components	
Telnet Client	
Telnet Server	
TFTP Client	-
OK	Cancel

3) 'Start menu' → Run 'cmd' → Command 'telnet ssl2.samsungvpn.com 443'

licrosoft Copyright	Windo (c) 2	ws [Version 6.1.7601] DO9 Microsoft Corporation	. All	rights reserv
				7

- ※ Please refer The URL address by SVPN location
 - Korea : ssl2.samsungvpn.com, pssl2.samsungvpn.com
 - Eurasia : eussl2.samsungvpn.com, eupssl2.samsungvpn.com
 - America : usssl2.samsungvpn.com, uspssl2.samsungvpn.com
 - Southeast Asia : asssl2.samsungvpn.com, aspssl2.samsungvpn.com
 - China : cnssl2.samsungvpn.com, cnpssl2.samsungvpn.com
 - Southwest Asia : inssl2.samsungvpn.com
- ※ If PC already have been opened port 443, the cursor will blink with black screen



F. Turn off 'Windows Firewall'



1) Control Panel \rightarrow System and Security \rightarrow Windows Firewall \rightarrow

Click 'Turn Windows Firewall on or off'

2) Select Turn off options and click 'OK' button

Control Panel + !	System and Security + Windows Firewall		Control Panel - System and Security - Windows Firewall - Customize Settings - + + Storch Control Panel
Control Panel Home Allow a program of feature through Windows Firewall Change notification settings of the settings of the settings Advanced settings Troubleshoot my network	Help protect your computer with W Wordows firmuli can help prevent hadres or mough the literate or a network. How does a firevall help protect ny computer Voltat are network loadshift? Update your Firevall settings Windows firevall in out using the recommended settings to protect your computer.	Indows Firewall malicous software from gaining access to your computer 7	Customize settings for each type of network Vou can modify the firewall settings for each type of network location that you use: What an entenox location settings Them or work (minite network location settings Them or work (minite network location settings The one Windows Firewall blocks a new program With the when Windows Firewall blocks a new program Packs remeans location settings The one Windows Firewall blocks a new program Packs remeans location settings With the Windows Firewall blocks a new program Packs remeans location settings With the Windows Firewall blocks a new program Packs remeans location settings
	Home or work (private) net Networks at home or work where you know a	works Connected kd trust the people and devices on the network	Block all incoming connections, including these in the list of allowed programs Notify me when Windows Fisewall blocks a new program Windows Fisewall (not recommended)
	Windows Firewall state: Incoming connections:	Off Block all connections to programs that are not on the list of allowed programs	
See also Action Center	Active home or work (private) networks: Notification state:	🦆 গ্রেন্ড মূর্র 19 Do not notify me when Windows Firewall blocks a new program	
Network and Sharing Center	Public networks	Not Connected 🛞	OK Cancel

