

CUSTOMER ACTION REQUIRED:	YES	<input checked="" type="checkbox"/>
	NO	<input type="checkbox"/>
CONTAINS SECURE INFORMATION:	YES	<input checked="" type="checkbox"/>
	NO	<input type="checkbox"/>

CUSTOMER BULLETIN — CUSTOMER NETWORKING SOLUTIONS

NUMBER: 11-CNS-03

TITLE: CIO/OFT SSLVPN AND CLIENT VPN SERVICE HOSTNAME CHANGES

DATE ISSUED: April 20, 2011

Overview

In accordance with CIO/OFT Enterprise IT Policy NYS-P08-003, CIO/OFT is changing the hostnames for SSLVPN and Client VPN access. These changes will enable customers to more readily recognize an official New York State government entity. For more information about IT Policy NYS-P08-003, please visit CIO/OFT's website at:

<http://www.cio.ny.gov/policy/NYS-P08-003.pdf>

Services Impacted

CIO/OFT-provided SSLVPN and Client VPN services.

Audience

Human Services Enterprise Network (HSEN) LAN Administrators with SSLVPN and Client VPN customers.

Assistance

If you have any questions relating to this notification, please contact the CIO/OFT Customer Care Center at 1-800-697-1323.

Customer Action Required: Yes

Users may be presented with a banner when the old URL is disabled. For more information, please review the instructions in the *Details* section of this notification.

Details

CIO/OFT is replacing the original hostnames with new hostnames. See table below.

Original Hostname	New Hostname for Client VPN (Network Connect)	New Hostname for SSLVPN
rc1.oft.state.ny.us	nc1.cio.ny.gov	rc1.cio.ny.gov
rc3.oft.state.ny.us	rc3.cio.ny.gov	

The original and new hostnames are currently accessible; **however, the original hostnames will be disabled on April 26, 2011.**

SSLVPN

Users should follow the instructions in the banner presented when logging in through the original URL. This banner will direct users to the new URL.

CLIENT VPN (NETWORK CONNECT)

Most Client VPN users will have their configuration file automatically updated and will not need to do anything to begin using the new URL. However, if the user is presented with a banner, they should follow the directions for updating their configuration.

Below is an example of the banner received by end users.

