

Authenticating VPN with a non-NIH PIV Card

When a user submits a ticket to enable their NIH account to authenticate VPN with their non-NIH PIV Card, the Service Desk will need one specific piece of information that can be found in the properties of their Client Authentication Certificate stored on the PIV Card, namely **“Subject Alternative Name/Other Name: Principal Name.”**

This information can be found using ActivClient or the Certificate Manager on Windows, or Keychain Access on a Mac. The steps for finding this information with each scenario are presented below:

The steps for a computer Windows with ActivClient installed:

1. Insert the smart card
2. From the Start Menu/All Programs/ActivIdentity/ActivClient, launch the ActivClient User Console application
3. Double Click on “My Certificates”
4. Find the certificate labeled U.S. Government PIV Authentication Key (usually has “-A” immediately after the person’s name), and double-click it.
5. Click the Advanced tab
6. Click on the Subject Alternative Name field
7. Find in the field properties “Other Name: Principal Name=...”
8. The part immediately after the equal sign (=) is the part we need. For NIH users it will look like “Principal Name=username@nih.gov”. For many HHS users it looks like “Principal Name=First.Last@itsc.hhs-itsc.local”. We need it exactly as it’s displayed on the certificate, including capitalization.

The steps for users with a Windows computer but no ActivClient:

1. Insert the smart card
2. Open Internet Explorer
3. Select Tools->Internet Options
4. Click on the “Content” tab, then click the “Certificates” button
5. From the “Intended purpose” dropdown, select Client Authentication
6. Find the certificate Issued To the user and Issue By HHS-SSP-CA-B7 with the latest expiration date, and double-click it
7. Click on the Details tab. Scroll down and click on the “Subject Alternative Name” field.
8. Find the Principal Name= property as in steps 7 and 8 above.

The steps for users with a Mac OS X workstation:

1. Insert the smart card
2. Open the Keychain Access application (either via the ~/Applications/Utilities folder, or use the Spotlight Search to find it)
3. From the list of Keychains in the top-left, click on the PIV keychain
4. Double-click on the Certificate shown with the user’s name and “-A” in its name (if there is none with a “-A” I’d recommend the user call the NIH IT Service Desk for help figuring out which certificate is correct)
5. If the Details are hidden, click the triangle next to Details to expand
6. Find the Extension labeled Subject Alternative Name
7. The data next to “NT Principal Name” is the information we need

HHS ID Badge holders (PIV card holders) may wish to call the NIH IT Service Desk directly rather than submitting a ticket. After dialing 301-496-4359, the individual should select the “Accounts and System Access” or “PIV” option from the main menu. The caller should mention that they have an NIH VPN Account and a non-NIH (HHS-issued) PIV Card, and need to associate the two.