



# SVPN User Manual

Support Chrome, Edge Browser



2022.05.19



# Agenda

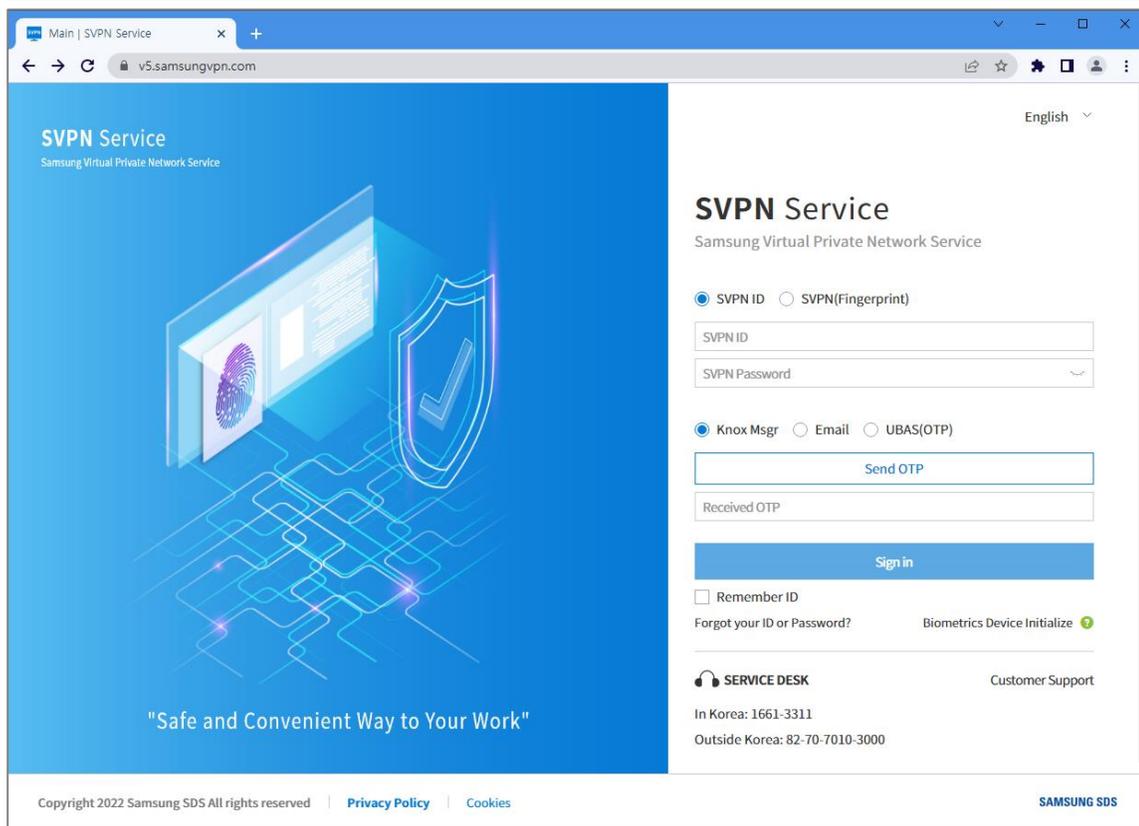


- I. SVPN User Portal
- II. SVPN Client Program Installation
- III. SVPN User Portal Sing in
- IV. SVPN Connection
- V. Attachment

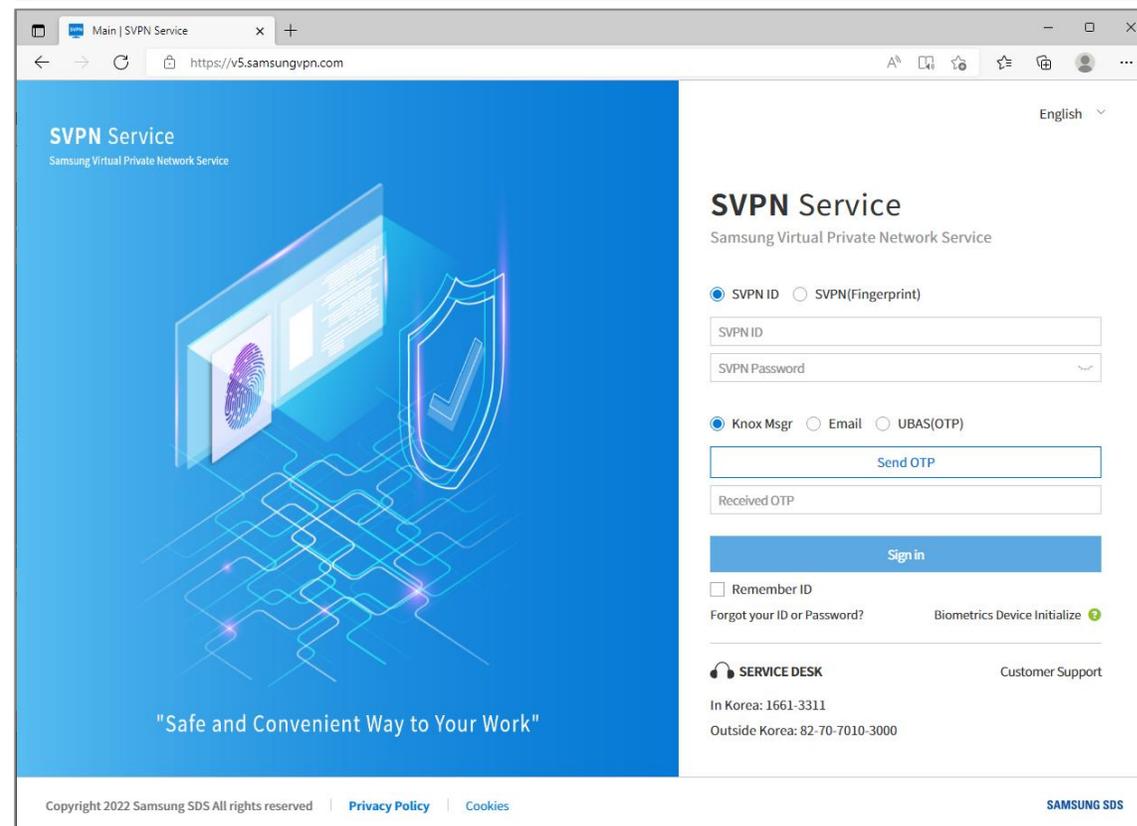
# SVPN User Portal

- 1 Access to SVPN User Portal through **Chrome, Microsoft Edge** Browser
  - 2 Automatically run the **SVPNManager** program
- ※ Users who initial access or do not install the program, are required install program with reference to "II.SVPN Client program installation (4-6 pages)"

## Chrome Browser

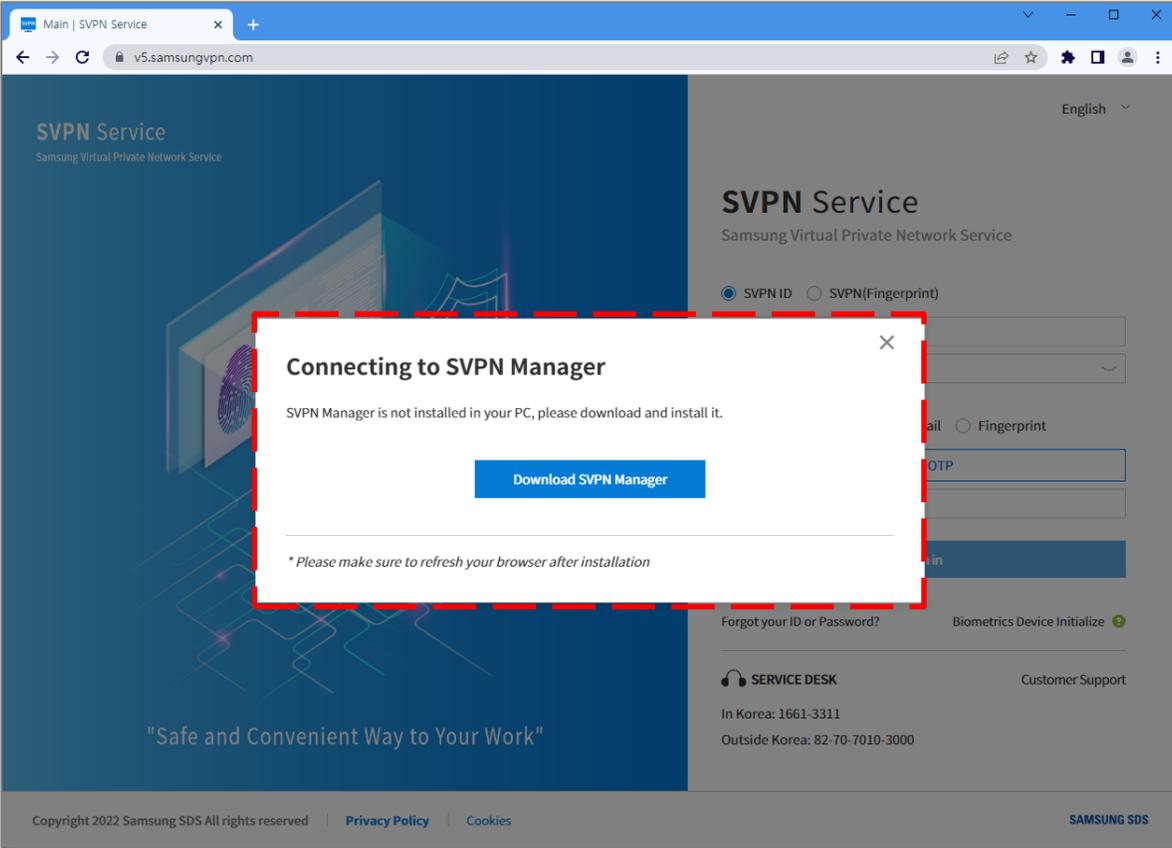


## Microsoft Edge Browser



# SVPN Client Program Installation

- 1 Download **SVPNManager** Installation file (Initial access or do not install the program user)
  - Program download pop-up(automatically) ➤ "Download SVPN Manager" Click ➤ Program download



- Program download pop-up (automatically)
  - Click "Download SVPN Manager" button

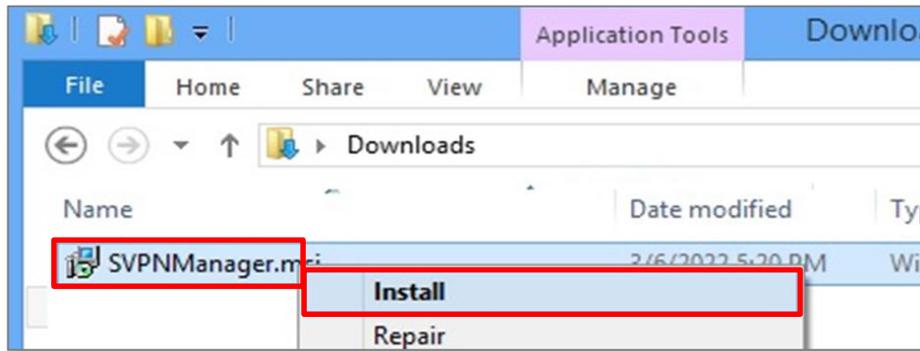
- Download SVPN Client Program
  - Program download (SVPNManager.msi)
    - ※ Download Folder Location : Check in Browser Options



# SVPN Client Program Installation

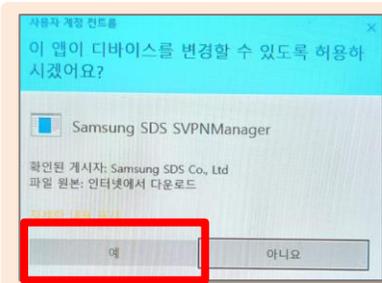
## 2 SVPNManager Client Program Installation

➤ SVPN user install the downloaded file by oneself (SVPNManager.msi)

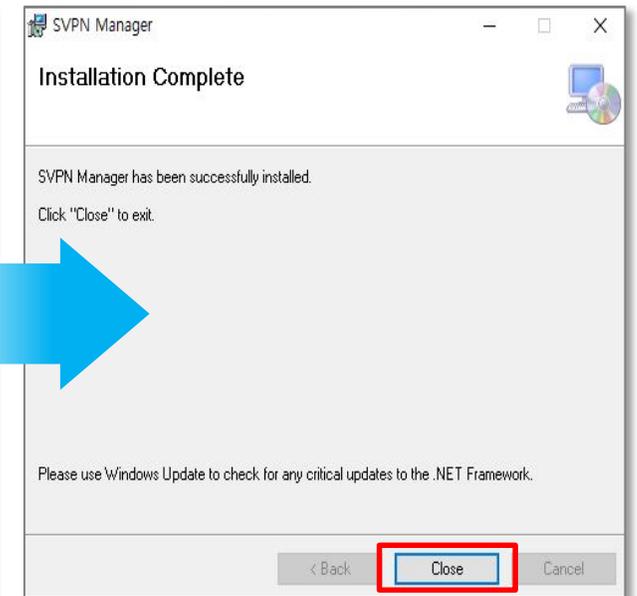
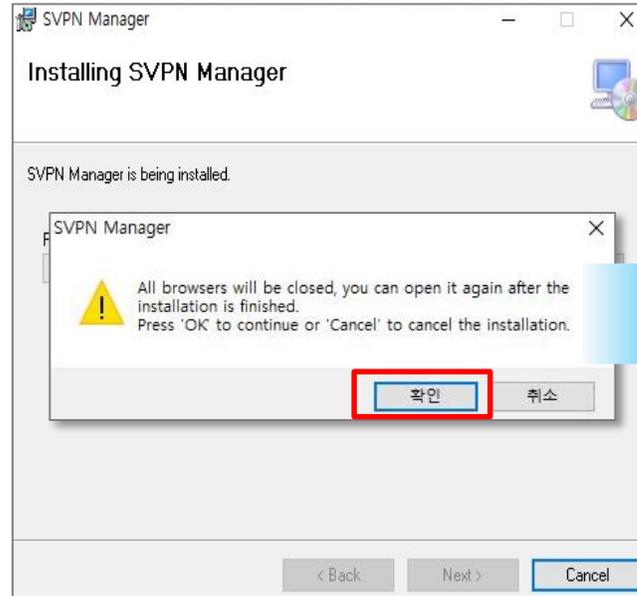


### ➤ Install SVPNManager.msi

- Right-click "SVPNManager.msi" File
- Click "Install"



Click [YES] when a user account control (UAC) notification window occurs during installation (Samsung SDS SVPNManager)

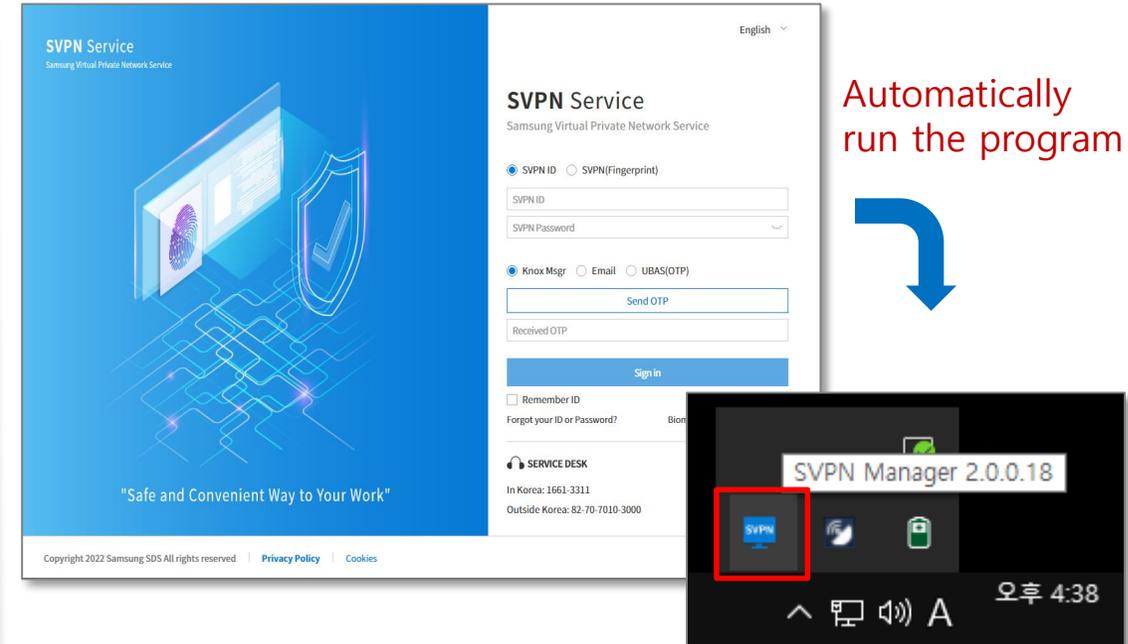


### ➤ SVPNManager Client program Installation

- In order to install the program, click[Yes] on the pop-up to shut down all browsers
- After the program installation, click "Close" to exit

# SVPN Client Program Installation

- 3 Check installation of the **SVPNManager** program and run the program
  - Automatically run the program and display on the tray, when access to the SVPN user portal



- Check installation of the SVPNManager
  - Windows Control Panel → Programs and Features
  - Check the "SVPNManager" in the program list

- Run the SVPNManager program
  - Automatically run the program when access to the SVPN user portal
  - Automatically display on the lower right tray

# SVPN User Portal Sign in [SVPN ID + Knox Messenger]

- Sign in with SVPN ID and SVPN password
  - ▶ Sign in with SVPN ID and SVPN password, send OTP Knox Messenger to the registered Knox ID

## Sign in : SVPN ID/Password

The screenshot shows the SVPN Service sign-in page. On the left is a blue banner with the text 'SVPN Service Samsung Virtual Private Network Service' and 'Safe and Convenient Way to Your Work'. On the right is the sign-in form. A red box highlights the following elements:

1. The radio button for 'SVPN ID' (selected) and 'SVPN(Fingerprint)'. Below it are input fields for 'SVPN ID' and 'SVPN Password'.
2. The radio button for 'Knox Msgr' (selected) and 'Email' and 'UBAS(OTP)'. Below it is a 'Send OTP' button.
3. The 'Received OTP' input field.
4. The 'Sign in' button.

Below the highlighted area, there are links for 'Remember ID', 'Forgot your ID or Password?', and 'Biometrics Device Initialize'. At the bottom, there is a 'SERVICE DESK' section with contact information for Korea and outside Korea, and a 'Customer Support' link. The footer contains copyright information and links for 'Privacy Policy' and 'Cookies'.

## OTP : Received via Knox Messenger

- 1 Select **[SVPN ID]** check box
  - Select [SVPN ID] to sign in with SVPN ID/Password
- 2 Enter user's SVPN ID and Password
  - SVPN ID is in e-mail format (ex. svpn@samsung.com)
- 3 Select **[Knox Msgr]** then Click [Send OTP]
  - Send OTP to the Knox Messenger
    - ※ Knox ID must be registered in advance in user account info.
- 4 Enter OTP then Click [Sign in]
  - Enter the OTP received by the Knox Messenger and click Sign in
  - Sign in after checking account and OTP

# SVPN User Portal Sign in [SVPN ID + E-mail] ①

■ Sign in with SVPN ID and SVPN password (**Users who access from a designated PC**)

▣ Sign in with SVPN ID and SVPN password, send OTP to the registered External E-mail

※ Block and logout when connecting from a PC different from the designated PC

## Sign in : SVPN ID/Password

The screenshot shows the SVPN Service sign-in interface. On the left is a blue banner with the text "SVPN Service Samsung Virtual Private Network Service" and "Safe and Convenient Way to Your Work". On the right is the sign-in form. The form includes a language selector (English), the service name, and two radio buttons: "SVPN ID" (selected) and "SVPN(Fingerprint)". Below these are input fields for "SVPN ID" and "SVPN Password". There are three radio buttons for authentication methods: "Knox Msgr", "Email" (selected), and "UBAS(OTP)". A "Send OTP" button is below the radio buttons. A "Received OTP" input field is below the "Send OTP" button. A "Sign in" button is at the bottom of the form. Below the form are links for "Remember ID", "Forgot your ID or Password?", and "Biometrics Device Initialize". At the bottom, there is a "SERVICE DESK" section with contact information for Korea and outside Korea.

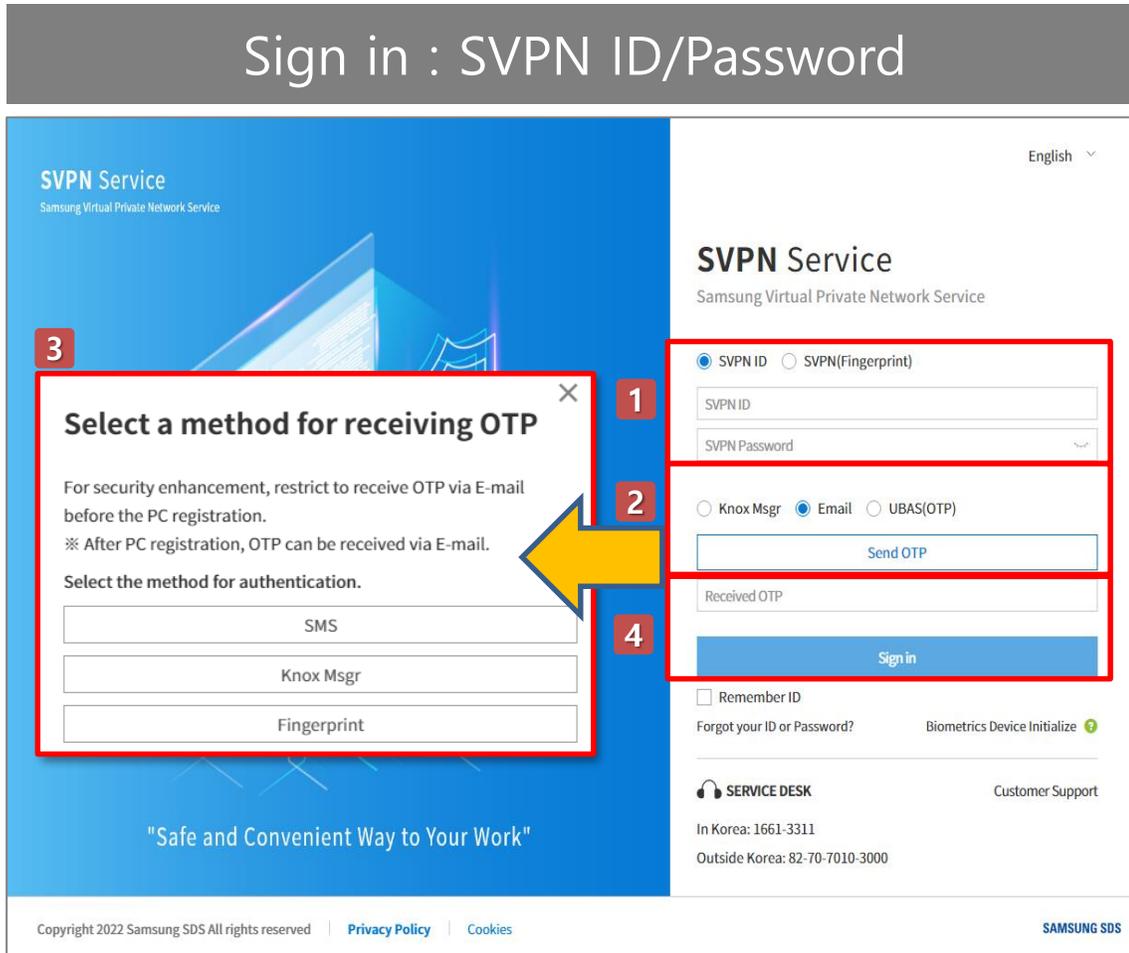
- 1 Select **[SVPN ID]** check box
- 2 Enter user's SVPN ID and Password
- 3 Select **[E-mail]** then Click [Send OTP]
- 4 Enter OTP then Click [Sign in]

## OTP : Received via external e-mail

- 1 Select **[SVPN ID]** check box
  - Select [SVPN ID] to sign in with SVPN ID/Password
- 2 Enter user's SVPN ID and Password
  - SVPN ID is in e-mail format (ex. svpn@samsung.com)
  - ※ Forgot your ID or Password?  
→ Find user's SVPN ID and reset password
- 3 Select **[E-mail]** then Click [Send OTP]
  - Send OTP to the External E-mail
  - ※ Only users who access from the designated PC can use e-mail
  - ※ External e-mail address registration is required in advance (up to 2)
- 4 Enter OTP then Click [Sign in]
  - Enter the OTP received by the E-mail and click Sign in
  - Sign in after checking account and OTP

# SVPN User Portal Sign in [SVPN ID + E-mail] ②

- Sign in with SVPN ID and SVPN password (**Initial access or do not register PC**)
  - Provide a pop-up for selecting other OTP receive methods except external e-mail



## OTP : Received via external e-mail

- 1 Select **[SVPN ID]**, Enter SVPN ID/Password
- 2 Select **[E-mail]** then Click [Send OTP]
  - Send OTP to the External E-mail
- 3 Pop-up select OTP method except **[E-mail]**
  - Send OTP to the selected method in the pop-up
  - ※ Only users who access from the designated PC can use e-mail
  - ※ Pop-up is displayed only to users who do not register PC
- 4 Enter OTP then Click [Sign in]
  - Enter the OTP and click Sign in
  - Sign in after checking account and OTP

# SVPN User Portal Sign in [SVPN ID + UBAS(OTP)]

- Sign in with SVPN ID and SVPN password
  - Authentication by entering the OTP issued on the web screen into the UBAS APP

### Sign in : SVPN ID/Password

1  SVPN ID  SVPN(Fingerprint)

2 SVPN ID  
SVPN Password

3  Knox Msgr  Email  UBAS(OTP)  
Send PUSH

**3** Login with UBAS  
A push message has been sent to your phone. After verifying your identity in the mobile app, click the Complete button. After verifying your identity, automatically login  
D69D5B  
Cancel Complete

※ Enter the OTP issued on the screen into the UBAS APP

### OTP : UBAS APP

- 1** Select **[SVPN ID]** check box
  - Select [SVPN ID] to sign in with SVPN ID/Password
- 2** Enter user's SVPN ID and Password
  - SVPN ID is in e-mail format (ex. svpn@samsung.com)
- 3** Select **[Fingerprint]** then Click [Send PUSH]
  - Enter the OTP issued on the screen into the UBAS APP and sign in
  - ※ UBAS must be installed and registered in advance (Attachment #3)

#### UBAS APP

Authentication with OTP  
Enter OTP Code on PC screen  
Remaining time 2:33  
1 2 3 4  
5 6 7 8  
9 0 A B  
C D E

Authentication Succeeded  
Click "Complete" button to log in  
Go Home CLOSE

# SVPN User Portal Sign in [SVPN(Fingerprint)]

## ■ Sign in with SVPN ID and Fingerprint

- For using the Fingerprint (SVPN), UBAS registration is required in advance (**Attachment #3**)

※ UBAS(Unified Business Authentication System) : The SDS mobile authentication solution provides biometric authentication (fingerprint), OTP, and touch certification through mobile app



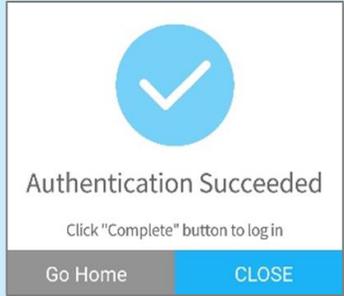
### Sign in using UBAS APP

- 1 Select [SVPN(Fingerprint)]**
  - Select [SVPN (Fingerprint)] to sign in with fingerprint
  - ※ UBAS must be installed and registered in advance
- 2 Enter SVPN ID then Click [Send PUSH]**
  - Send PUSH to mobile, authentication in UBAS APP with fingerprint
- 3 Waiting to Finish authentication by UBAS APP**
  - Automatically sign in after authentication

UBAS APP



APP PUSH Message

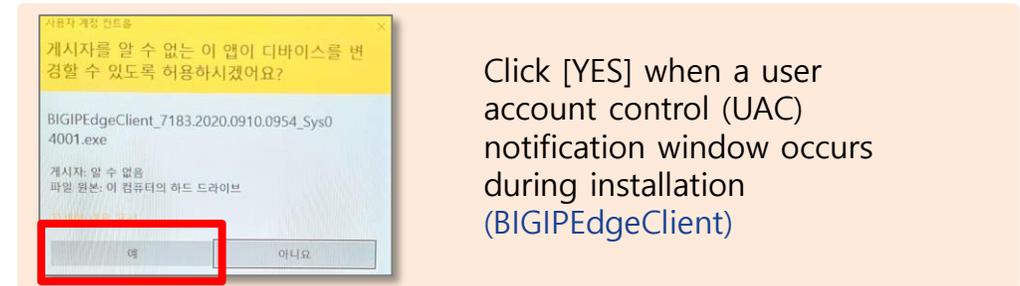
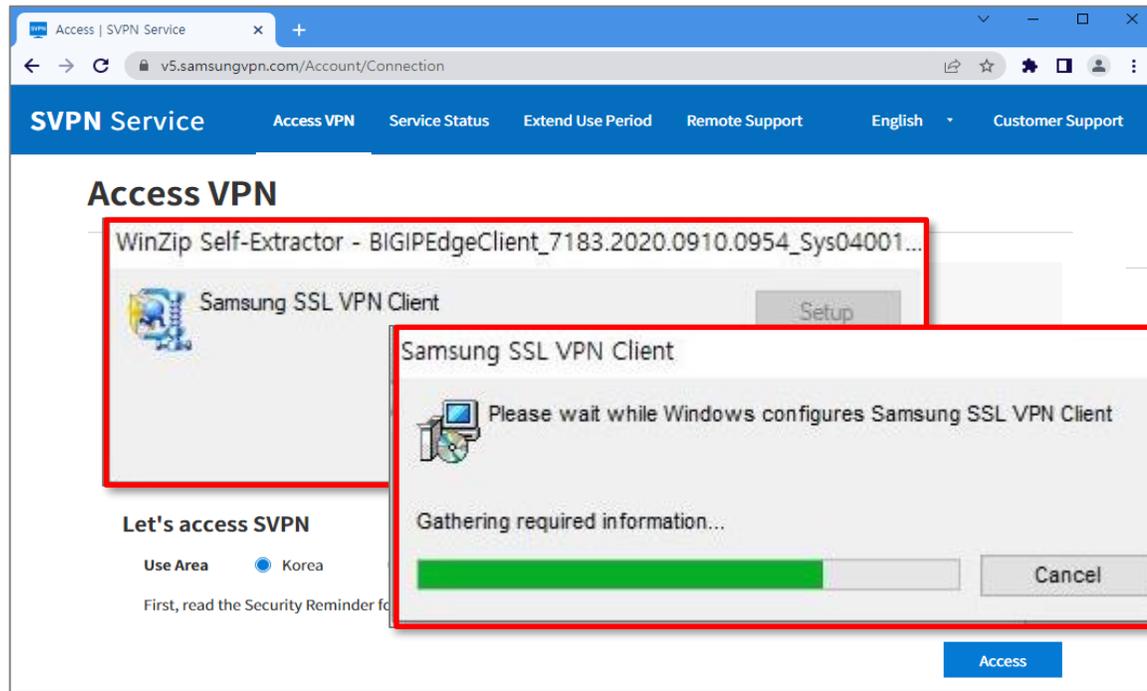


# SVPN Connection

## ■ Automatically SSL VPN Client Program installation

▶ After sign in, the program for SVPN connection is automatically installed

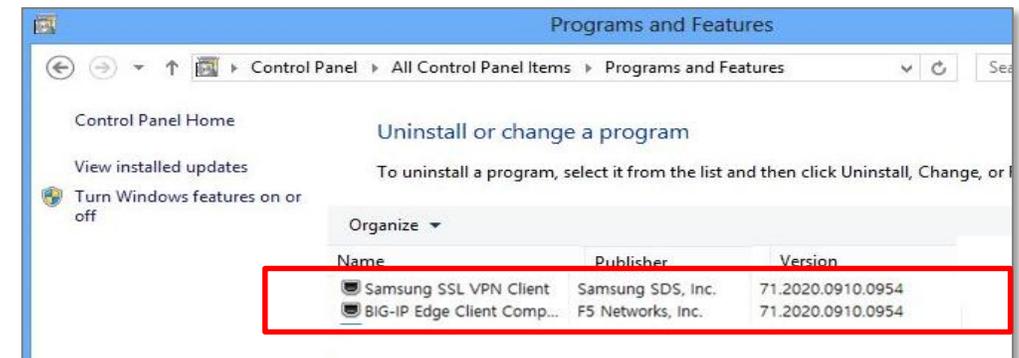
※ Automatically installation of users who do not install program.



Click [YES] when a user account control (UAC) notification window occurs during installation (BIGIPEdgeClient)

## ▶ Check installation of the programs

- Windows Control Panel → Programs and Features
- Check the 2 programs below in the program list



## ▶ Automatically Installing SVPN Access Program

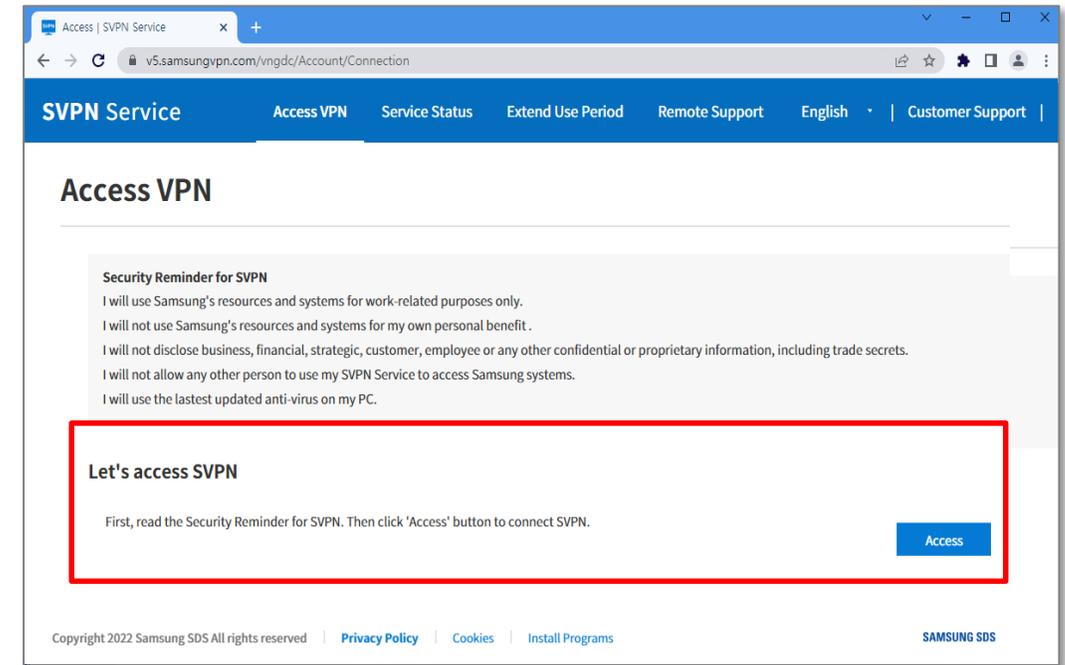
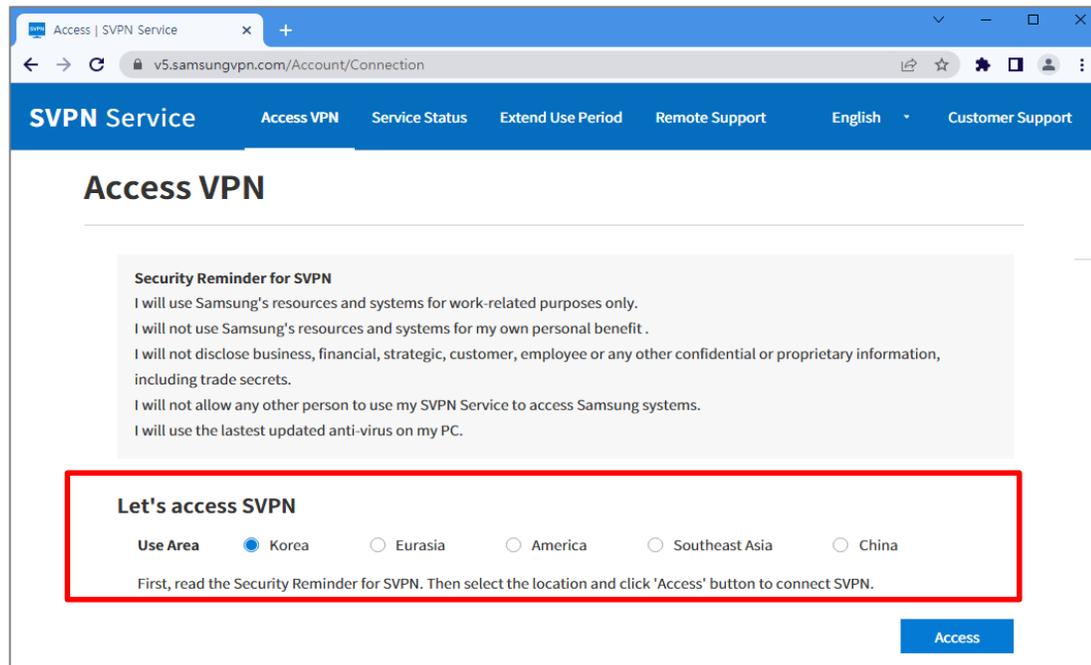
- SSL VPN Client, BIGIPEdgeClient program installation

# SVPN Connection

■ Select the access location

- ▶ For users who can access G/W in multiple location, select an access location

※ If there is only one accessible location, there is no selection



▶ Select the SVPN access location

- For users who can access G/W in multiple location
- Select the location from the list and Click "Access" button

▶ If there is only one accessible location

- There's no list to select access location
- Click "Access" button and access SVPN

# SVPN Connection

## SVPN Connection

- Click [Access] button to access SVPN

**Access VPN**

**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.  
I will use the latest updated anti-virus on my PC.

**Let's access SVPN**

Use Area  Korea  Eurasia  America  Southeast Asia  China

First, read the Security Reminder for SVPN. Then select the location and click 'Access' button to connect SVPN.

**Access**

**Accessing...**

**Connected.**

Current	2022-03-30 15:54:32	GMT+09	203.244.197.11
Last	2022-03-29 15:31:49	GMT+09	203.244.197.11
Contact	권건희   070-7015-6393   dsbj.kang@samsung.com		

**Connection success**

Click [YES] when a user account control (UAC) notification window occurs during installation (F5 Networks Network Access Helper)

**예**

## Access SVPN

- Select the location from the list and Click "Access" button

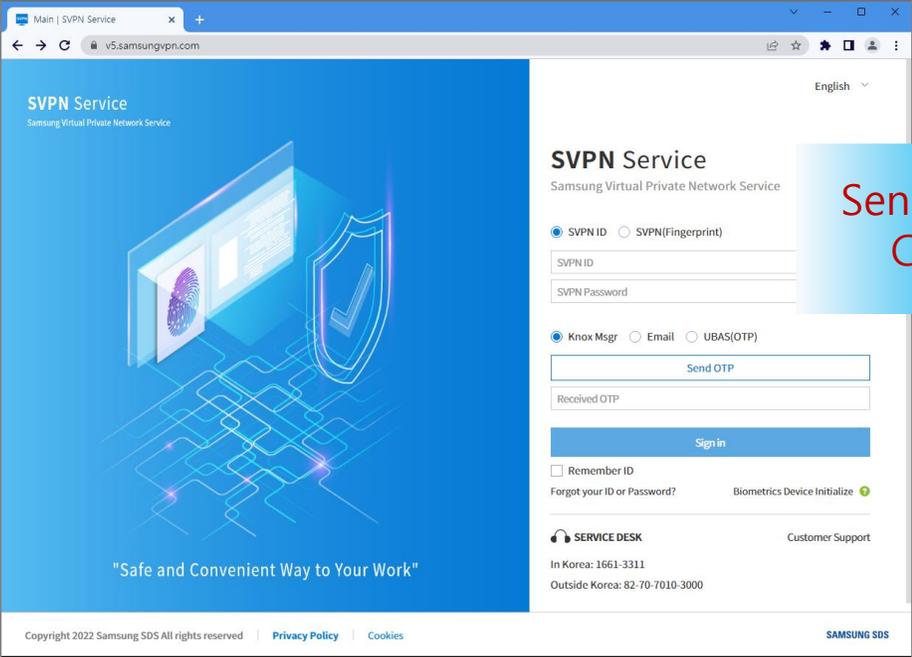
※ Users who do not have SSL VPN client installed need to install manually (Attachment #2)

# #1. PC Designation

## ■ Designate PC to access

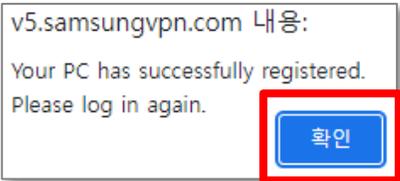
- ▶ Compare user's connecting PC and designated PC info when click Send OTP after enter ID/PWD

※ SVPN service can only be accessed on one registered and designated PC



**Send OTP Click**

- ▶ Block unregistered PC (logout)
  - PC Registration dialog box:
    - Text: "You have tried to access the SVPN from a not designated PC. ※ This history will be notified to the security department. Click the OK button, go to the information page."
    - Red text: "※ If the designated PC needs to be initialized Request to the SVPN administrator"
    - Red box around the OK button.
- ▶ PC designation process
  - If PC is not registered, register the current connecting PC information
    - Red text: "※ refer to 9 Page 3"

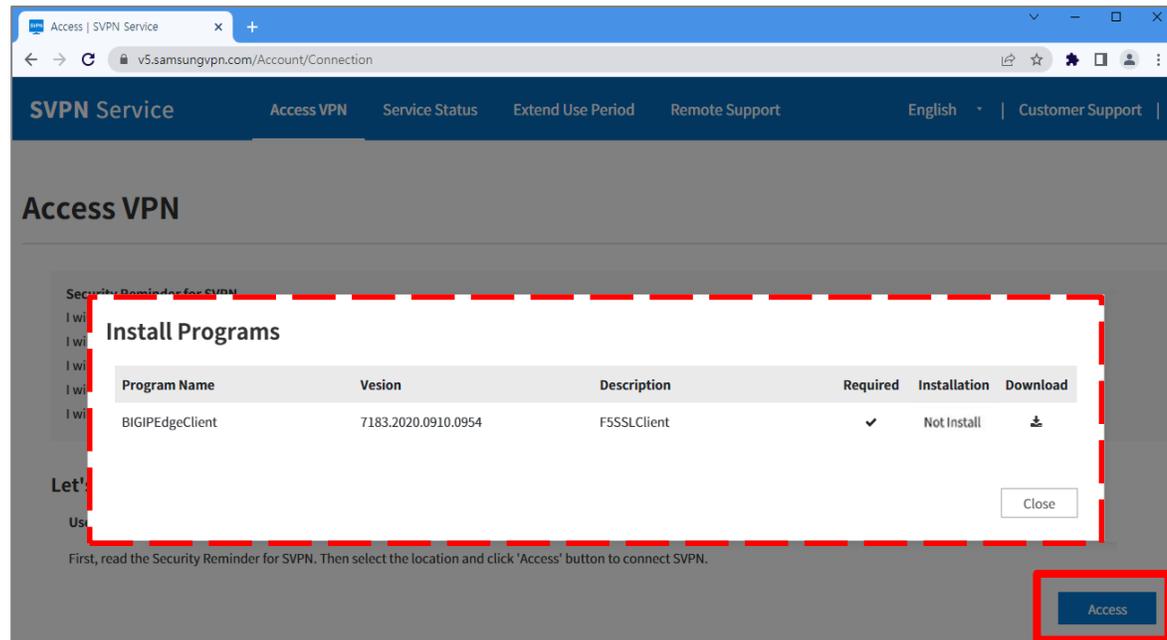


## ▶ Sing in from SVPN User Portal

- Click Send OTP after enter ID/PWD
- Compare user's connecting PC and designated PC

# 별첨#2. SSL VPN Client Installation Manually

- Download and install SSL VPN Client program manually
  - ▶ If the SSL VPN Client program is not installed, need to install manually



- ▶ Check SSL VPN Client program installation
  - Click [Access] to check whether the program is installed.
  - Download popup occurs when program is not installed

- ▶ Program download pop-up (automatically)
  - Click Download Image button

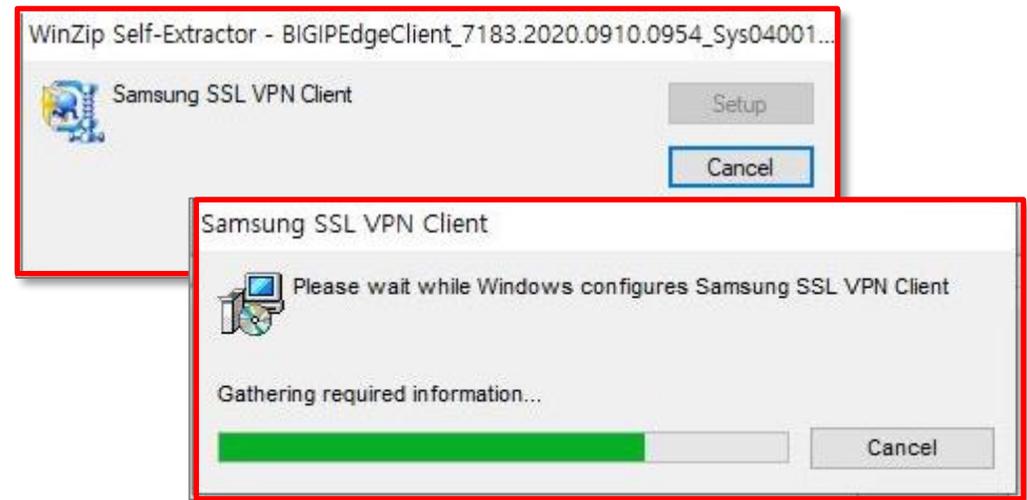
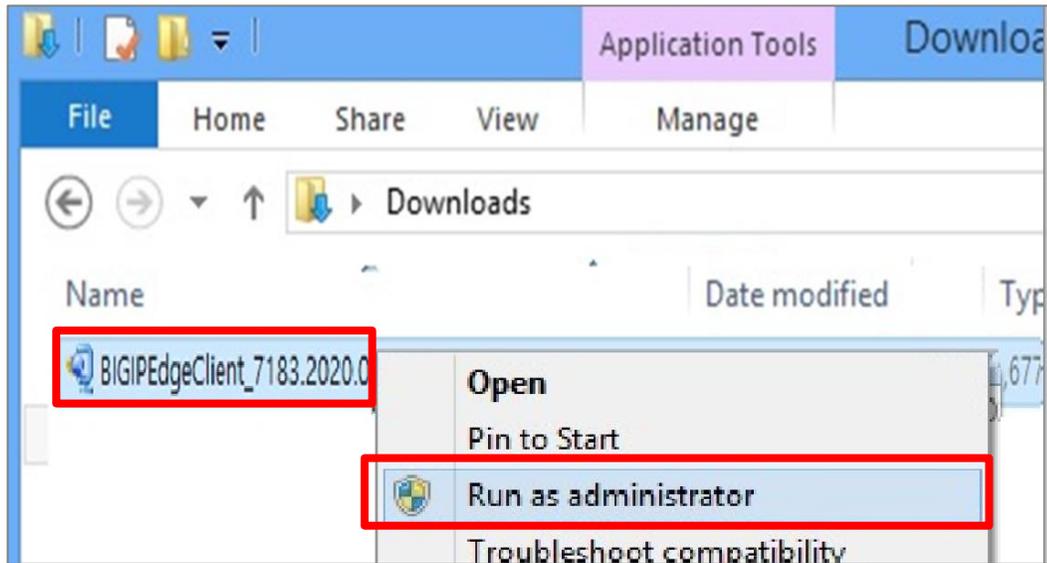


- ▶ Download SSL VPN Client program
  - Program download (BIGIPEdgeClient\_xxx.exe)
    - ※ Download Folder Location : Check in Browser Options



# 별첨#2. SSL VPN Client Installation Manually

- Download and install SSL VPN Client program manually
  - ▶ If the SSL VPN Client program is not installed, need to install manually



- ▶ VPN Client program Installation
  - Program : SSL VPN Client, BIGIPEdgeClient
  - Windows Control Panel → Programs and Features
    - ※ Check the 2 programs above in the program list

# #3. How to install and use UBAS ① installation and Registration

- SVPN user authentication and UBAS APP download
  - ▶ SVPN ID/Password authentication and access UBAS APP download URL for UBAS user registration

The image shows a web browser window displaying the SVPN Service portal and a mobile dialog box for UBAS user registration. The web portal has a blue header and a white content area. On the left, there's a graphic with a fingerprint and a shield. On the right, there's a login form with radio buttons for 'SVPN ID' and 'SVPN(Fingerprint)'. A red box highlights the 'SVPN(Fingerprint)' option and the 'SVPN ID' input field. Below the input field is a 'Send PUSH' button. A large grey arrow points from the web portal to the dialog box. The dialog box is titled 'UBAS User registration' and contains three steps: Step 1: Enter SVPN Password and click 'Authenticate'. Step 2: Install UBAS (if already installed, skip this procedure) with a URL and buttons to 'Send URL to External Email' or 'Send URL to Knox Messenger'. Step 3: Use a PIN code to initialize UBAS. A note at the bottom says '※ Users without fingerprinting feature on the phone must use different method of authentication.' There are 'Cancel' and 'OK' buttons at the bottom right.

**1** Select **[SVPN(Fingerprint)]**

**2** Enter SVPN ID then Click [Send PUSH]

**3** Enter Password then Click [Authenticate]

**4** Access UBAS download URL from mobile

# #3. How to install and use UBAS ① installation and Registration

- UBAS APP download and install
  - Download and install UBAS APP from mobile



# #3. How to install and use UBAS ① installation and Registration

■ Registration of biometric authentication (fingerprint) information

※ Biometric information is not stored in SVPN server.

▶ Run UBAS APP to enter PIN code and register fingerprint information

**8** Run UBAS APP, then enter "PIN code" of the web screen

**9** Registration

# #3. How to install and use UBAS ② Initialization and re-registration(mobile)

- Initialization and re-registration of registered authentication information
  - After initializing, re-registration with reference to Attachment #3-①

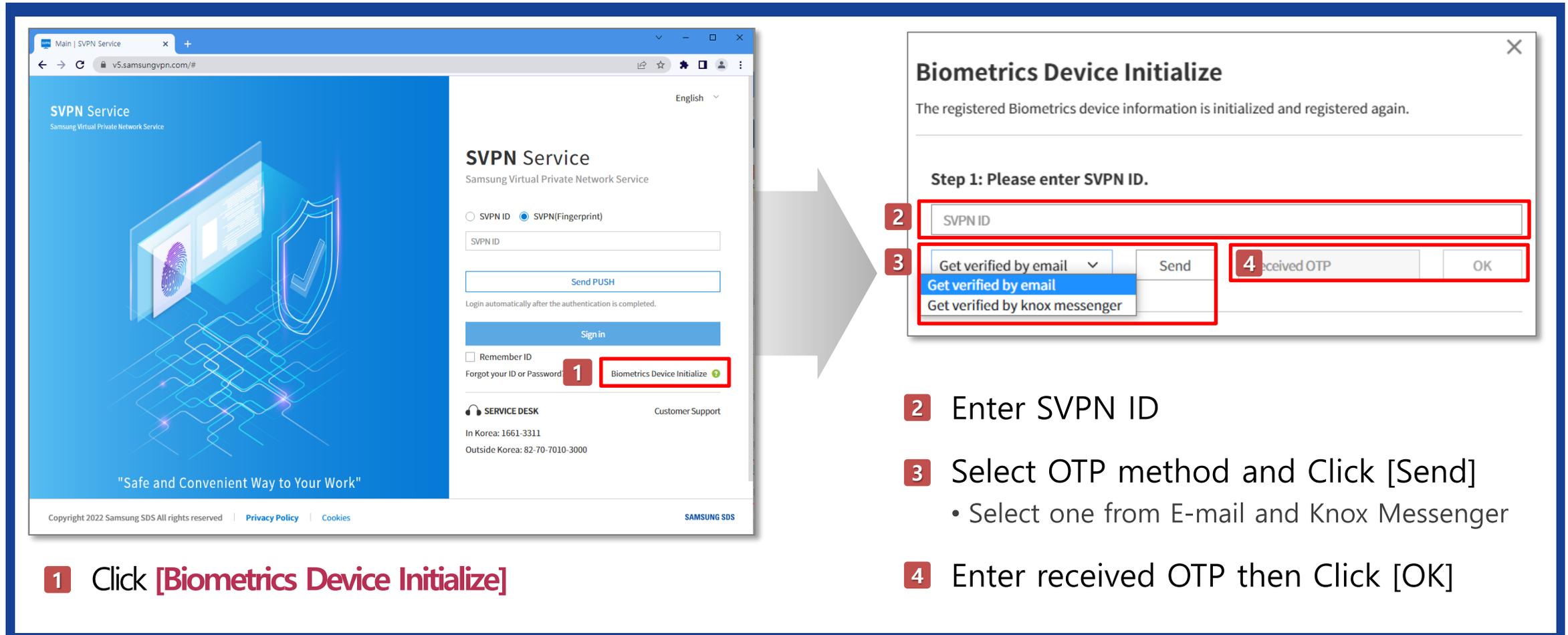
**1** Run UBAS APP → Upper-right menu → Click "initialize Authentication data"

**2** Click "INITIALIZE" then Fingerprint authentication

**3** Initialize Complete

# #3. How to install and use UBAS ② Initialization and re-registration(Web Portal)

- Initialize biometric authentication information from SVPN User Portal
  - ▶ Initialization after authentication with SVPN ID and OTP in the [Biometrics Device Initialize] menu



The image shows a screenshot of the SVPN Service web portal on the left and a modal window titled "Biometrics Device Initialize" on the right. The portal has a navigation menu with "Biometrics Device Initialize" highlighted. The modal window contains a form with the following steps:

1. Click [Biometrics Device Initialize]
2. Enter SVPN ID
3. Select OTP method and Click [Send]
  - Select one from E-mail and Knox Messenger
4. Enter received OTP then Click [OK]

# #3. How to install and use UBAS ② Initialization and re-registration(Web Portal)

## ■ Re-registration from SVPN User Portal

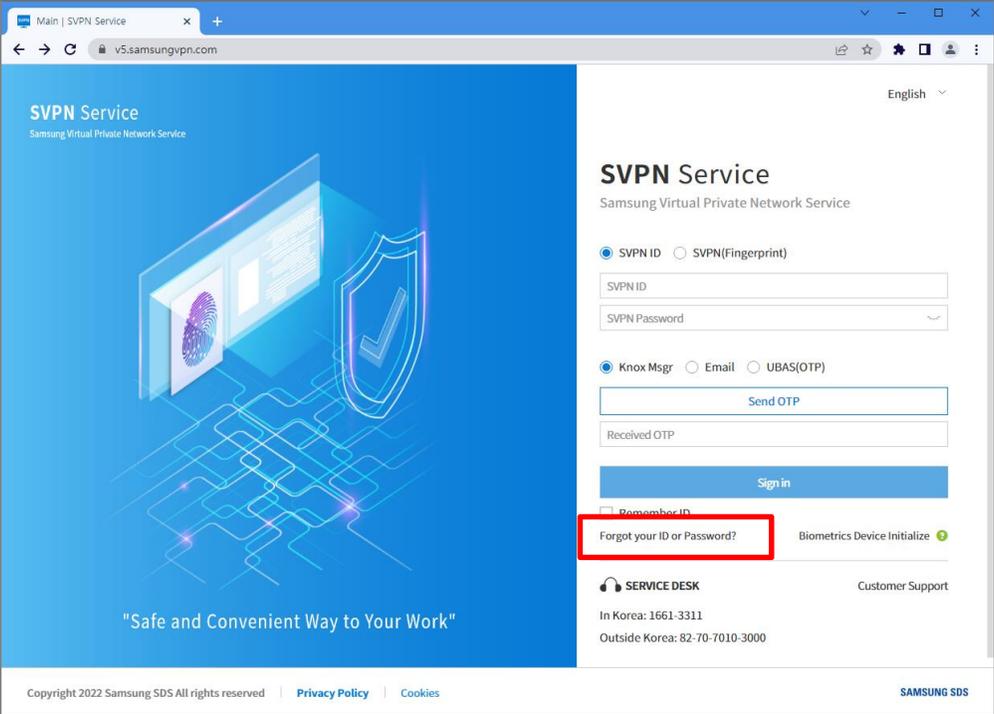
- Run UBAS APP to enter PIN code and register fingerprint information ※ UBAS APP need to be installed in advance

**5** Run UBAS APP, then enter "PIN code" of the web screen

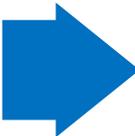
**6** Registration

# #4. Find ID/Password ① Find ID

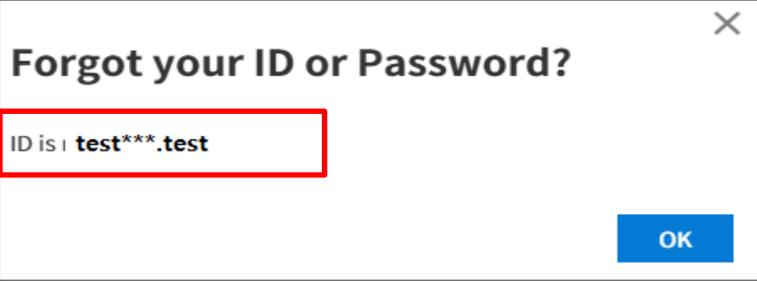
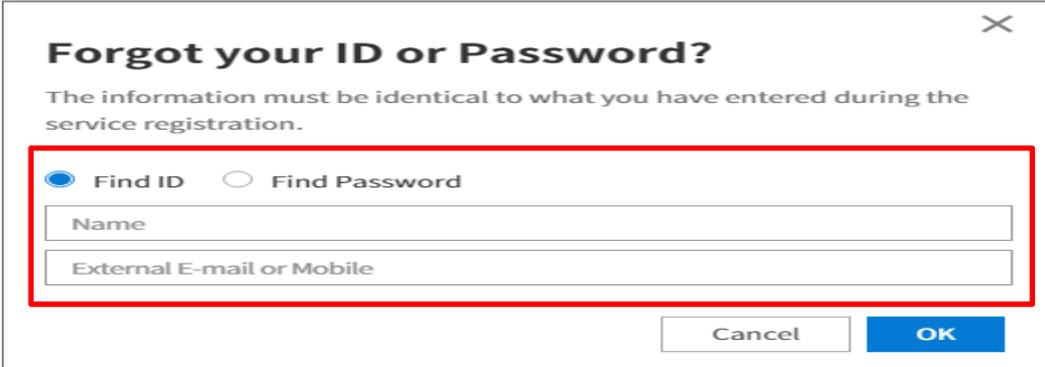
- Find ID function is provided using user's name and registration information
  - Enter user's name + registered phone number or external E-mail



**1** Click "Find your ID or Password?"



**2** Enter name and registered information



# #4. Find ID/Password ② Reset Password

※ Only users who access from the designated PC can use e-mail

- Reset Password function is provided using user's name and registration information
  - ▶ Issue a temporary password and reset password, after enter ID/name and 2nd authentication.

① Undesignated, Non registered  
② Different between the designated PC and the connecting PC

② Enter ID/name

③ Same between the designated PC and the connecting PC

※ Disable "External E-mail Auth"

※ Enable "External E-mail Auth"

1 Click "Find your ID or Password?"

**SAMSUNG SDS**