KBA00008505 GBL/GBL - Certificate validation failure

If User is not able to connect VPN. Receives "Certificate Validation Failure" error, Please follow the below steps:

- 1. Go to **Start > Programs > Symantec PKI Client** and check if the **HON Private Identity** certificate is available
- 2. Open Internet Explorer > Settings > Internet options >Content > and check if the HON Private Identity certificate is present
- 3. On opening the Symantec PKI Client, if the Certificate Store is corrupted , click **Reset Corrupted Device.** The certificates will be deleted on reset



- 4. Re-enroll for the PKI certificates from **https://pki.honeywell.com** and follow the below steps
 - 1. Configure Secure Remote Access > from the PDF loaded, click **HON Private Identity.**The Symantec PKI Certificate Service enrollment wizard starts

Confirm y	our identity				
Before your cert	dicate can be resurd.	you must confirm you ide	ntity by entering identitying	information	
1. Cick Conti	nue -				
2. Enter the re-	amphod information.				

- 5. Click Continue
- 6. Complete the Username and Password fields using your EID and LDAP password

Confirm your identity	
Errolment information	
Usemane:	
E123458	
Password:	
••••••	
	Continue

- 7. Click Continue
- 8. Verify your information. If the information is valid, continue with the next steps. If it is not, contact the service desk
- 9. Verify that HON Private Identity is listed in the Certificate nickname field

Verify your information	tion	
Verify that the information assoc	iated with your certificate is correct, and complete any required fields.	
* Required information		
Company	Honeywell International Inc	
Common name	Smith, PKI	
Email address	PKI.Smth@honeywell.com	
Other Name (UPN)	PKI.Smith@honeywell.com	
Certificate nickname	HON Private Identity X	0
If your information is incorrect, c	ontact PKladmin.	
PKladmin@Honeywell.com	Cont	-

10. Click Continue

11. The Install Certificate screen displays. Review the installation steps

tovie	ow these installation steps, and then click Install certificate to begin the process.
0	Either create a PIN or enter your existing PIN to protect your certificate.
	 If this is the first certificate you are installing, create and confirm your PIN. You need to enter this PIN each time you use your certificate.
	Remember this PINI If you forget this PIN, you will not be able to use your certificate, and you will need to repeat the enrollment process to install another certificate.
	If you have previously installed a certificate on your computer or smart card, enter your existing PIN.
2	Wait for the certificate to be installed on your computer or smart card.

- 12. Click Install Certificate
- 13. At the Enter the PIN popup window, enter your **Symantec PKI PIN**. If you have forgotten your PKI PIN, click the Forgot your PIN link and follow the instructions to create a new PKI PIN

Note: If installing the first certificate on the laptop, you must create and confirm the PIN that will be used to access the PKI certificate

- 14. Click OK. The Installing your certificate window opens, displaying the progress of the certificate installation. The PKI certificate will take approximately 30 to 90 seconds to install
- 15. When the installation is completed, a message displays indicating the certificate enrollment is complete and the certificate was installed successfully
- 16. Close your browser window
- 17. Configure the HRA VPN Cisco AnyConnect Client
- 18. Before attempting the initial VPN connection with your new certificate, follow the instructions below to configure the HRA VPN Cisco Any Connect client to utilize the new PKI 2 certificate
- 19. Connect to the network using your legacy PKI2.0 certificate
- 20. Once connected to the Honeywell network, select the **Cisco AnyConnect Client** icon to navigate to the AnyConnect Secure Mobility Client



21. Select the **Advanced** option near the bottom of the **AnyConnect Secure Mobility Client** popup window

Secure Mobility Cli	t ent
VPN: Automatically selected s	erver: honeywell-u
Automatic Selection *	Connect
	50,211,220)
Network: Connected (137.1	and a second

- 22. Select the **VPN** option on the left navigation menu
- 23. Select the **Preferences** tab in the right side of the window

Status Overview	Virtual Private Network (VPN)
VPN >	Preferences Statistics Route Details Prevail Message History
- 19 (19 (19 (19 (19 (19 (19 (19 (19 (19	Use Start Before Logon
Networks	Autometic certificate selection
	Connect on start-up
	Minimute on connect
	Enable local LAN access (F configured)
	Clear shart card PDI
	Enable Optimal Gateway Selection

- 24. Deselect the **Automatic certificate selection** option. Leave all other options as shown above
- 25. Navigate to the AnyConnect Secure Mobility Client popup window

		AnyCo Secure Mo	nnect bility Clien	t.	
	VPN: Con	nected to h	ioneywell-us	west.	
Au	tomatic Sele	ction	- (Disconnect	
	Network	Connecte	d (137.160.	211.220)	
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26. Click Disconnect and close the HRA AnyConnect client

27. Reopen your AnyConnect Secure Mobility Client and click Connect

AnyCon Secure Mobil	inect -
VPN: Automatically sel	ected server: honeywell-u
Automatic Selection	~ Connect
Network Connected	(137.160.211.220)
Metwork connected	

- 28. At the Cisco AnyConnect Certificate Selection screen, select the most recent **HON Private Identity c**ertificate
- 29. Click **OK**
- 30. At the Enter the PIN popup window, enter your Symantec PKI PIN
- 31. Click **OK**. The HRA AnyConnect client connects to the Honeywell network
- 32. Select the **Advanced...** option near the bottom of the AnyConnect Secure Mobility Client popup window

Secure I	Mobility Clien	t
VPN: Automatical	y selected serv	ver: honeywell-u
Automatic Selection	~	Connect
Network: Connec	cted (137.160.	211.220)
		-

33. Select the VPN option on the left navigation menu

AnyConne	ect Secure Mobility Client
Status Overview	Virtual Private Network (VPN)
VPN >	Preferences Statistics Route Details Finewall Message History
Networks	Automatic certificate selection Connect on start-up Winimize on connect Brable local LAN access (if configured) Clear smart card PIN Erable Optimal Gateway Selection

34. Select the **Preferences tab** in the right side of the window

- 35. Select the Automatic certificate selection option
- 36. Disconnect from the AnyConnect Secure Mobility Client to save the configuration setting
- 37. To continue working, reopen the AnyConnect Secure Mobility Client and reconnect

If the PKI client is not opening and it kept loading/ revolving on clicking on my computer icon in the Symantec PKI client software, follow the below steps to fix the issue:

For external (non-Honeywell) provisioned PC's or Honeywell provisioned PC's that do NOT have access to the Software Center store for install / uninstall of the Symantec PKI client

- 1. Uninstall PKI client from **Programs and Features**
- 2. Open RUN command and then type %appdata% and hit enter
- 3. You can see three files Local, LocalLow and Roaming under AppData
- 4. Delete PKI Client from Local, LocalLow and Roaming folders
- 5. If you receive an error that VPN file is running, **Start Task Manager**, go to **Processes tab**. End all processes with VPN and PKI in them
- 6. Now open Google Chrome
- 7. Start PKI enrollment process
- 8. Download PKI Client and enable extension
- 9. Enroll user in Remote Access Certificate

10. Connect to VPN

For Honeywell provisioned PC's please direct users to the Software Center store for both, Uninstalling (if present on PC) or Installing on break / fix scenarios

Replace HRA regional profile (Manual HRA Profile Installation)

- 1. Go to <u>http://honeywell.com/sites/hra/Pages/downloads.aspx</u>
- 2. Click on the regional profile link and save it to the Desktop. Unzip/extract the file to your desktop

HR	A Regional Profiles e: Please read the Manual HRA Profile Installation Instruction below before downloading the regional profile
Ψ	US, CANLA Anyconnect Profile
\downarrow	Asia-Pacific Anyconnect Profile
4	EMEA Anyconnect Profile
$\mathbf{\Psi}$	Australia Anyconnect Profile

- 3. Copy the below mentioned path in the Click Start Run Window (Click Start> Run)and paste it in the Run window and Click Ok
- 4. Windows 7 C:\ProgramData\Cisco\Cisco AnyConnect Secure Mobility Client\Profile

n: C:\ProgramData\Cisco\Cisco AnyConnect Secure Mo	resource	and Windows wil	l open it for you.	nenç or mierne
	k:\Prog	amData\Cisco\Ci	isco AnyConnect	t Secure Mobil

- Copy the extracted file and paste it on the above said location Note: Please do not overwrite the file (Delete the existing file and then paste the extracted file)
- 6. Reboot the machine
- 7. Launch Cisco Anyconnect and Click connect to establish VPN connection

AnyConnect Secure Mobility Client	
VPN: Automatically s Automatic Selection	elected server: honeywell-ap
Network: Connecte	d (199.63.247.132)

For any questions or concerns – Please send an email to https://www.href.com Please send an email to https://www.href.com Please send an email to https://www.hreflex.com Please send an email to <a hreflex.com Please send an email to https://www.hreflex.com Please send an email to https://wwww.hreflex.com Please send an email to <a hreflex.com Please send an email to https://wwww.hreflex.com Please send an email to <a hreflex.com Please send an email to <a href="https://www.h

If the user still gets the Certificate Validation Failure Error, then please assign the ticket to US-GBL-PKI Remedy queue