

KBA00008505 GBL/GBL – Certificate validation failure

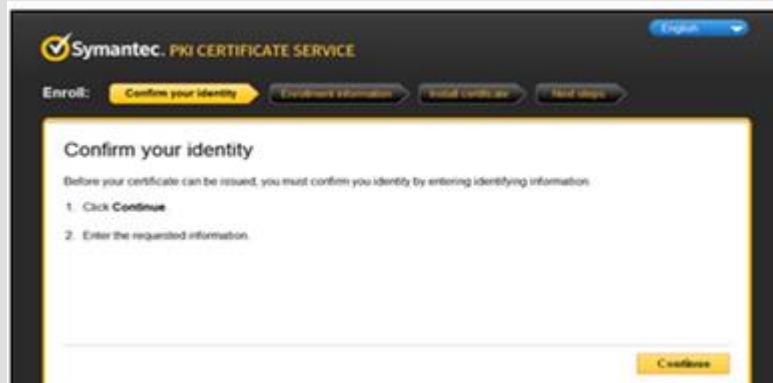
If User is not able to connect VPN. Receives "Certificate Validation Failure" error, Please follow the below steps:

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

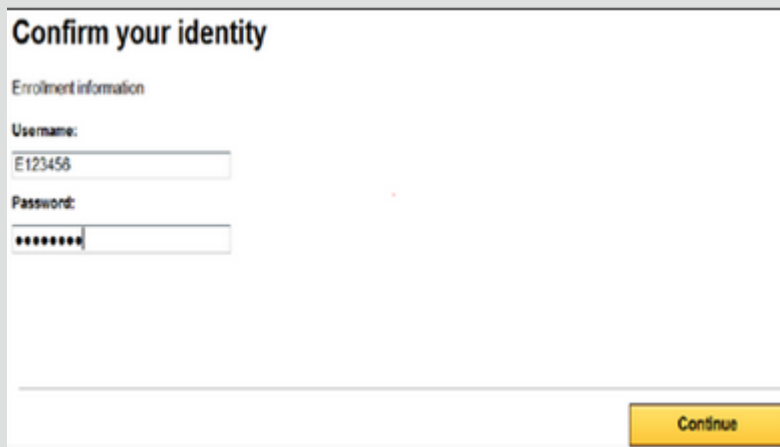


4. Re-enroll for the PKI certificates from <https://pki.honeywell.com> and follow the below steps

1. Configure Secure Remote Access > from the PDF loaded, click **HON Private Identity**. The Symantec PKI Certificate Service enrollment wizard starts



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



Confirm your identity

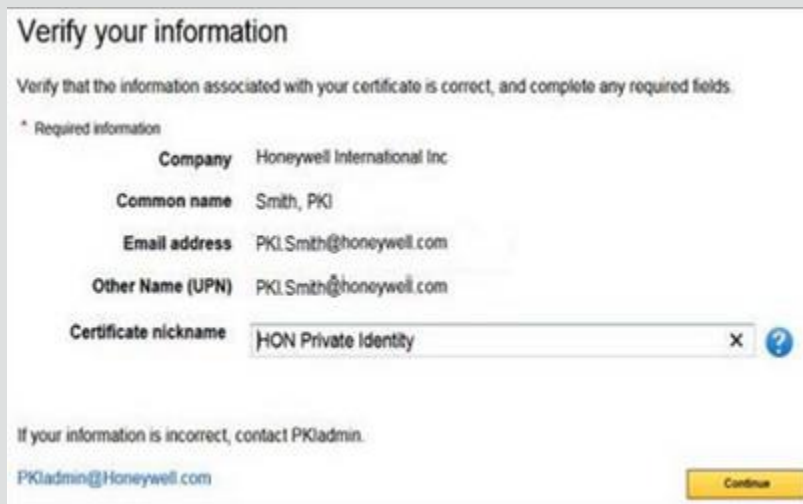
Enrollment information

Username:
E123456

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

Verify that the information associated with your certificate is correct, and complete any required fields.

* Required information

Company	Honeywell International Inc
Common name	Smith, PKI
Email address	PKI.Smith@honeywell.com
Other Name (UPN)	PKI.Smith@honeywell.com
Certificate nickname	HON Private Identity

If your information is incorrect, contact PKIadmin.
PKIadmin@Honeywell.com

Continue

10. Click Continue

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



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

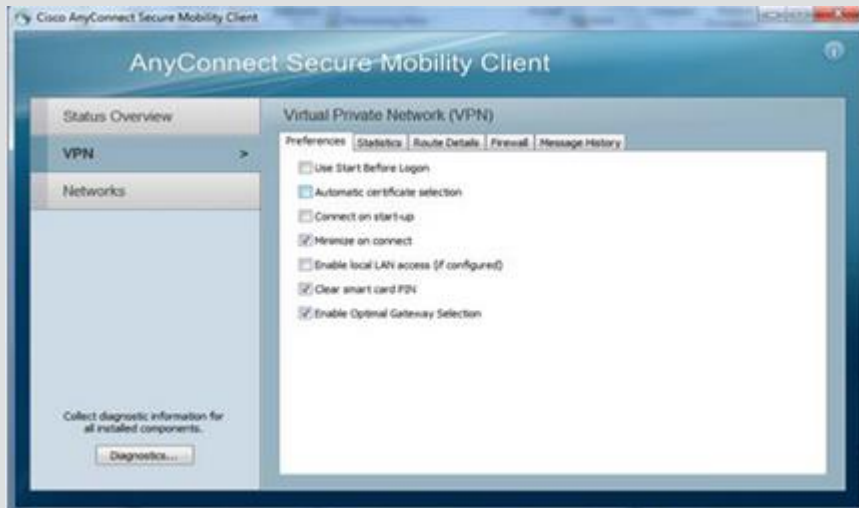
14. Click OK. The Installing your certificate window opens, displaying the progress of the certificate installation. The PKI certificate will take approximately 30 to 90 seconds to install
15. When the installation is completed, a message displays indicating the certificate enrollment is complete and 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



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



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



26. Click Disconnect and close the HRA AnyConnect client

27. Reopen your AnyConnect Secure Mobility Client and click Connect



28. At the Cisco AnyConnect – Certificate Selection screen, select the most recent **HON Private Identity** certificate
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



33. Select the VPN option on the left navigation menu

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

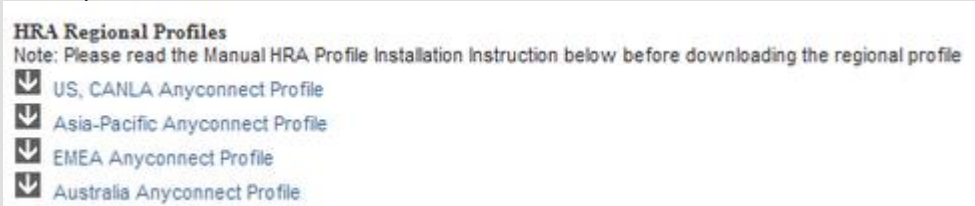
1. Uninstall PKI client from **Programs and Features**
2. Open **RUN** command and then type **%appdata%** and hit enter
3. You can see three files **Local, LocalLow and Roaming under AppData**
4. Delete **PKI Client** from Local, LocalLow and Roaming folders
5. If you receive an error that VPN file 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

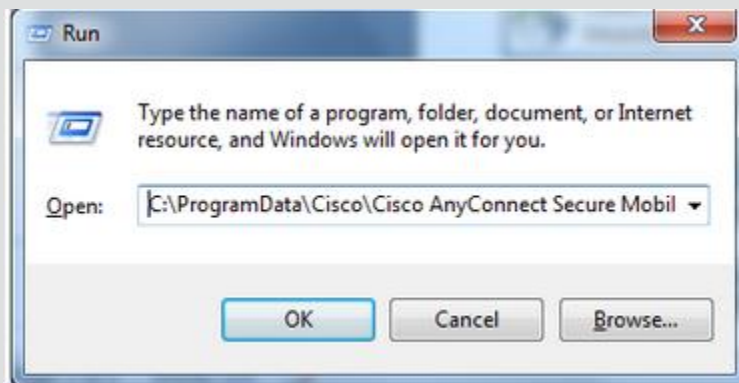
For Honeywell provisioned PC's please direct users to the Software Center store for both, Uninstalling (if present on PC) or Installing on break / fix scenarios

Replace HRA regional profile (Manual HRA Profile Installation)

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



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**



5. 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



For any questions or concerns – Please send an email to hrasupport@honeywell.com

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