Troubleshooting VPN and SSH

If you are unable to access Yale SOM resources through Secure SHell (SSH) when using VPN.

Step-by-step guide

Anyone accessing system via SSH (Secure Shell) is a UNIX-based command interface getting access to a remote computer) to connect to VPN first. Ensure anyone using SSH to access University resources has VPN installed an working prior to the change. If they are unable to access, escalate to Systems for instructions on remoting into the singular SOM Whitelisted machine.

1. Ping the machine the user is trying to connect to
2. Confirm SSH is loading on the client machine
3. Uninstall/reinstall VPN
4. Confirm NetID is not locked
5. Escalate to Systems if unable to resolve

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