

Zscaler Client Connector VPN frequently asked questions

Overview

OMES has moved to Zscaler's VPN solution, the Client Connector, for the state's standard for virtual private network connectivity. For more Client Connector resources, [visit Zscaler's resource page](#).

Remember, you may not need to use VPN to do your work. If the majority of your work can be done using the various tools in Office 365, we encourage you to use those cloud resources as much as possible.

If you have additional questions, please contact the OMES Service Desk by LIVE CHAT on omes.ok.gov or by calling 405-521-HELP.

FAQs

Q: How much will Zscaler cost my agency?

A: Zscaler is being offered to existing Pulse Secure VPN users for no additional cost at this time.

Q: Can I install it on my personal device?

A: The Zscaler client application is not authorized for use on personal devices at this time.

Q: What is currently out of scope for Zscaler?

A: The following use cases are currently out of scope for Zscaler. Please continue to use Pulse Secure VPN while this solution is rolled out to cover the scenarios below.

Out of scope:

- Customers who use Macs.
- Contractors.
- Customers who use virtual machines.
- Machines using Remote Desktop Protocol and RDP for servers.
- Personal devices.
- Mobile devices.
- Agencies using VPN platforms that are not managed by OMES.
- Customers who do cross-domain administrative tasks.

Q: Should I still use Pulse Secure VPN?

A: Once you are migrated to the new Zscaler VPN product, you will no longer need to use Pulse Secure. If Zscaler does not meet your needs because you are out of scope, continue to use Pulse Secure.

Q: Why are we changing to a new VPN?

A: After weeks of issues with Pulse Secure VPN, we have decided to incorporate a new VPN solution, which is a critical tool for many who work from home.

Zscaler is a cybersecurity industry leader and this is the first of many products on which we are partnering with Zscaler in a concentrated effort to modernize our technology to meet the needs of our remote workforce and better align us with the state's cloud-first strategy.

Q: How will this impact me if I use RDP to connect to my office desktop?

A: Customers currently connecting to an office desktop through the vpn.ok.gov website will continue to connect through that website at this time.

Q: My custom mapped drives will not reconnect. What do I do?

A: Restart your computer and check your internet connection. You may need to remap your drives manually. If you continue to experience trouble, [submit a case](#) to the OMES Service Desk or try the digital assistant/LIVE CHAT features available on the [OMES website](#). Please be as detailed as possible and include the network path, server name, folder name, etc.

Q: I appeared to authenticate, but I'm seeing an "authentication error." What do I do?

A: Restart your computer and check your internet connection. If you continue to experience trouble, [submit a case](#) to the OMES Service Desk or try the digital assistant/LIVE CHAT features available on the [OMES website](#).

Q: After connecting to Zscaler, Outlook won't open properly and I receive an error. What do I do?

A: Restart your computer and check your internet connection. If you continue to experience trouble, [submit a case](#) to the OMES Service Desk or try the digital assistant/LIVE CHAT features available on the [OMES website](#).

Q: Is my data/network secure?

A: Zscaler is a security industry leader, which we are confident will offer a more reliable, secure and positive customer experience. One of the benefits of Zscaler is that once you have completed the initial login, you should not have to log in again unless prompted, so you will not have to remember whether you are on or off VPN – you will be using the state's secure network at all times.

Q: I use several agency-specific applications. Will this work for all of them?

A: Zscaler should work with most agency applications. As with any large-scale deployment, there will be growing pains until the solution is fully implemented. If you experience trouble, [submit a case](#) to the OMES Service Desk or try the digital assistant/LIVE CHAT features available on the [OMES website](#).

Q: Some of my files/applications are stored on an internal file server. Can I still access them?

A: Yes, Zscaler supports network folder/mapped drive access.

Q: How do I change my password?

A: Zscaler uses Office 365 for authentication. When you update your Office 365 password, your Zscaler password is automatically updated.

Q: Will the Outlook client work with Zscaler?

A: Yes. Additionally, if you are accessing Outlook through the Office 365 web portal at portal.office.com, you do not have to be on VPN or Zscaler to connect.

Q: When will agencies not on the agency domain get this?

A: The schedule is still being determined and we will share additional communication as agencies are scheduled to migrate.

Q: Which services that normally require VPN will work on Zscaler and which will not?

A: All apps and network folders that currently require Pulse Secure VPN access should work with Zscaler.

Q: How long will a session last? (How often will Zscaler prompt me to reauthenticate?)

A: After you have logged into Zscaler for the first time, you should not have to reauthenticate unless you clear your cache, at which point you will be prompted to log in again.

Q: The email I received stated "Pulse Secure will still be accessible for customers, but only on an as-needed basis." How long before that is no longer an option?

A: At the moment, Pulse Secure will continue to be available to customers. OMES will continue to evaluate performance and usage of Pulse Secure in order to provide customers a stable and reliable VPN solution.

Q: My agency is 70% RDP. How will Zscaler affect that functionality?

A: Zscaler supports Remote Desktop Protocol services. While this is currently out of scope for the initial rollout, we will quickly circle back with agencies that use services like RDP to determine the most seamless way to move them to Zscaler.

Q: What should I do if I use NetMotion?

A: NetMotion will eventually be replaced by Zscaler. We will send additional communication to customers that use NetMotion in the near future.

Q: Will Zscaler have to be installed on a personal computer to allow for RDP access to office computer?

A: Customers currently connecting to an office desktop through the vpn.ok.gov website from a personal computer will continue to connect through the website at this time.

Q: Will Zscaler need to be active to access Office 365 products?

A: If you are accessing Office 365 through the web portal at portal.office.com, you do not have to be on VPN to connect.

Q: I rebooted and Zscaler automatically connected and authenticated on its own. Is that normal?

A: Yes, Zscaler is configured to provide customers a seamless and user-friendly experience for accessing agency systems by not requiring additional logins once you have completed the initial set up.

Q: How often will I need to authenticate?

A: You will need to complete the initial authentication the first time you log in to Zscaler. After that, you will remain logged in. However, if you clear your cache, you will need to complete the initial setup again.