

white paper



delfort

# CHECKPOINT MOBILE ACCESS ENDUSER MANUAL

VPN Software

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## 1 Introduction

Check Point Mobile Access allows you to use resources from the corporate network from outside as well as from your home device.

In order to get access to this VPN solution please request login credentials and permissions from your delfort contact.

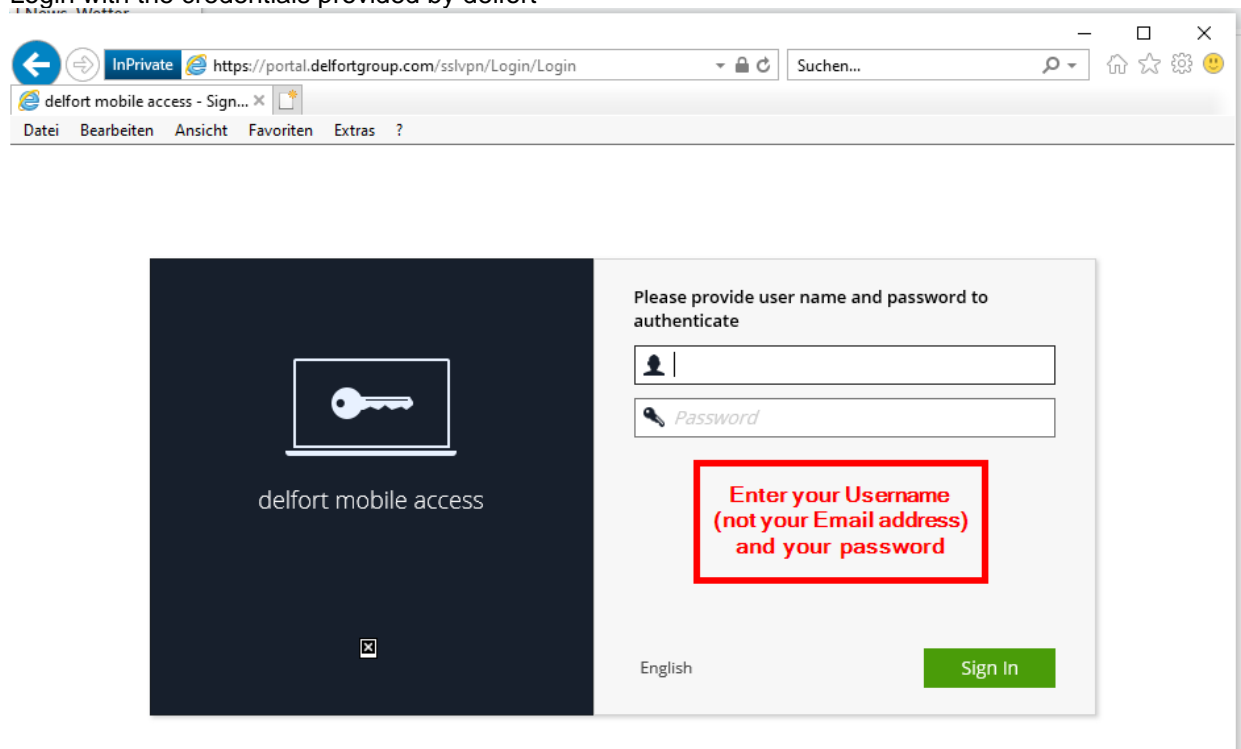
To keep our level of security high, you need to provide an email address or a mobile number to receive one time access codes for the authentication.

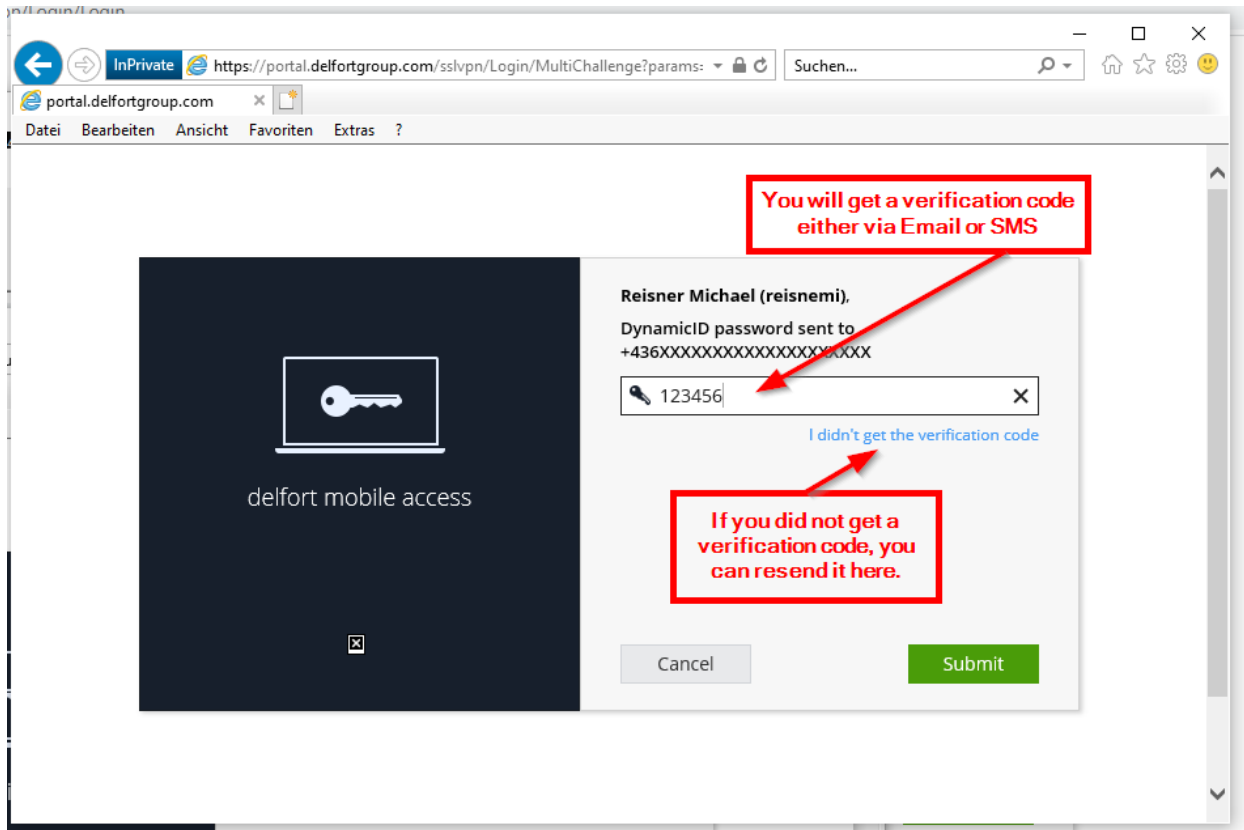
## 2 Mobile Access portal

### 2.1 Internet Explorer

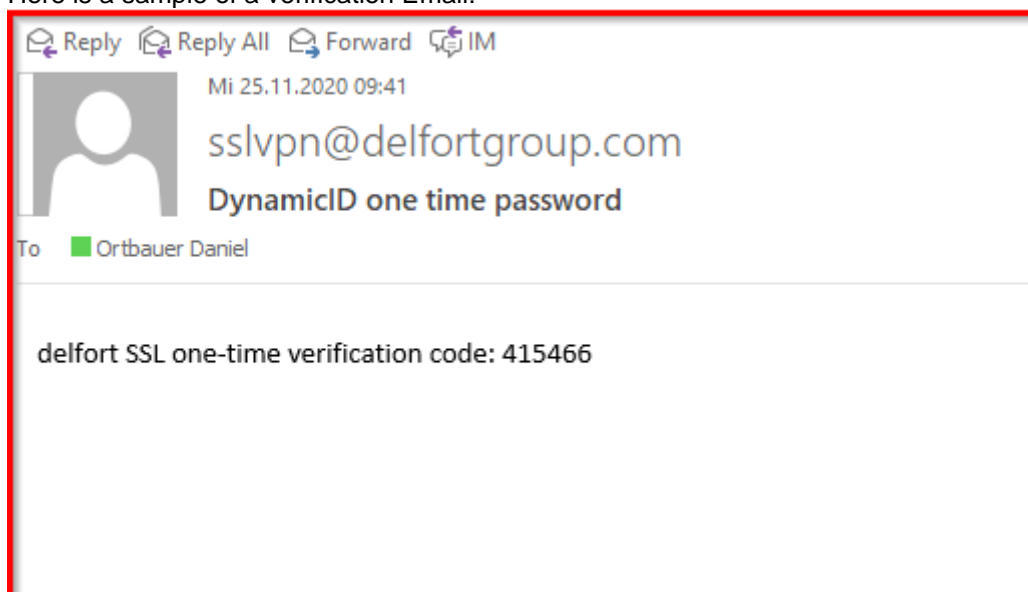
Open <https://portal.delfortgroup.com/>

Login with the credentials provided by delfort

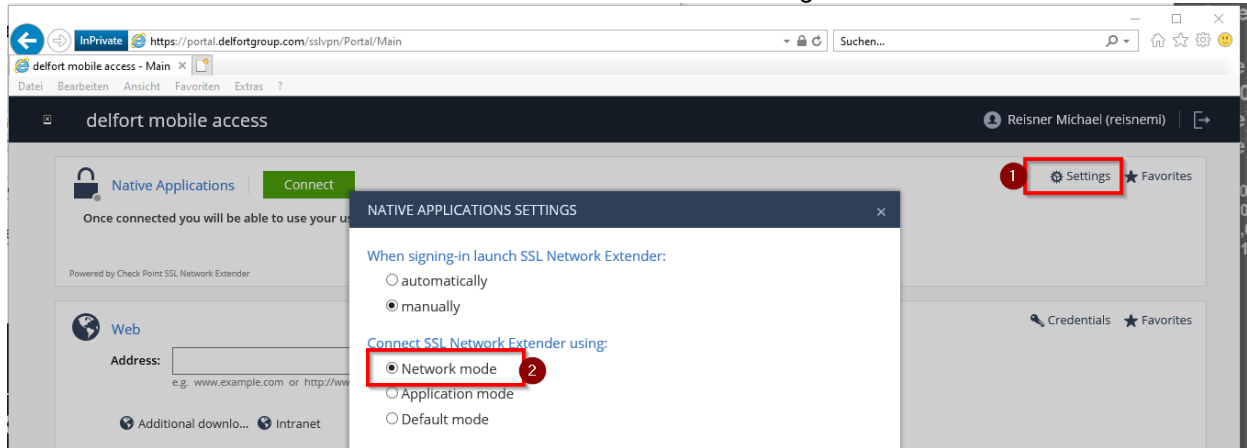




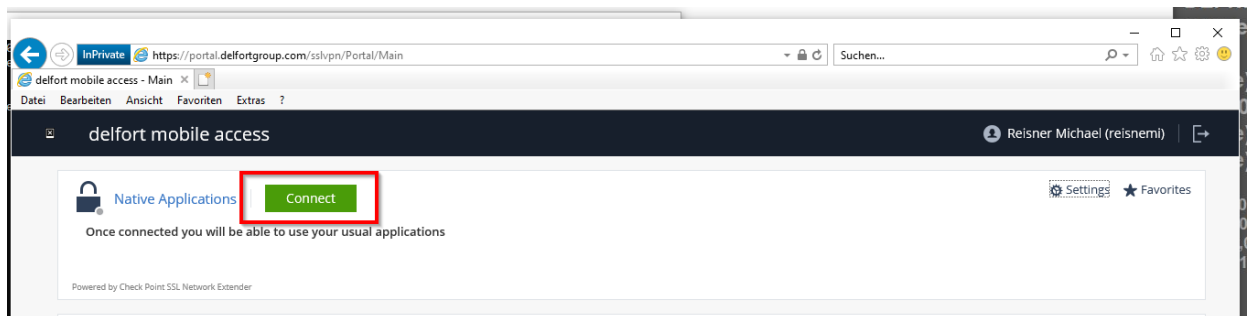
Here is a sample of a verification Email:



Make sure to set the connection mode to “Network mode” in “Settings”

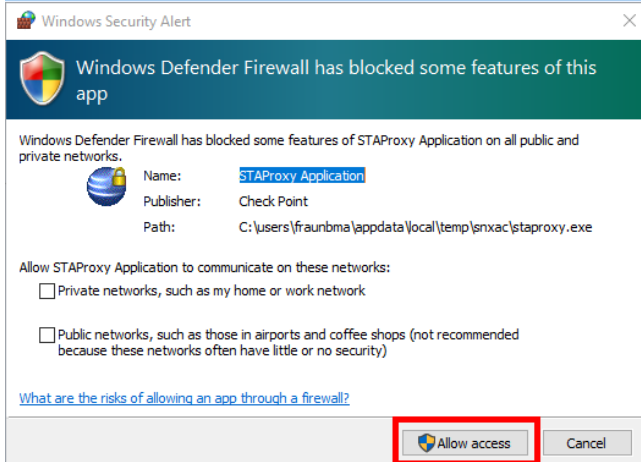
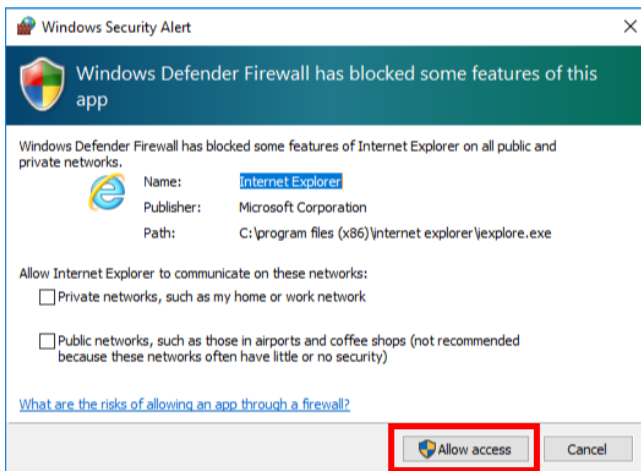
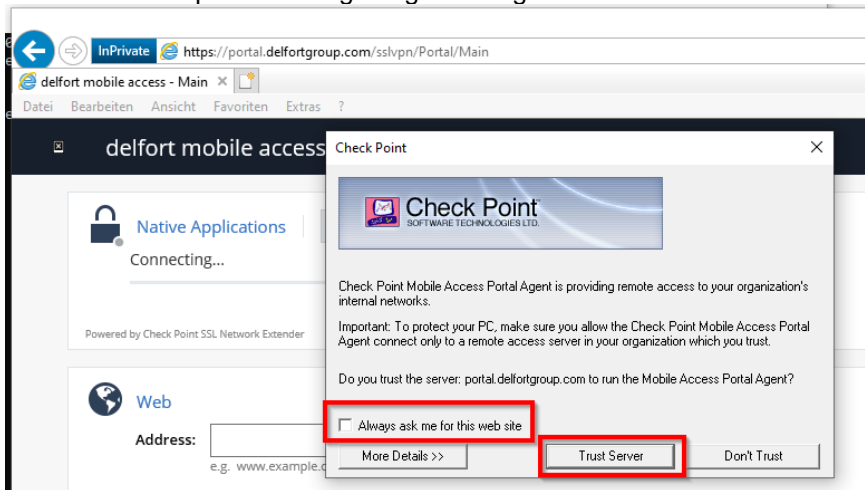


After the login, you can click on “Connect” to establish a VPN connection:



Please note: To establish a VPN connection you must install an Add-On (Check Point SSL Network Extender). During the first connection attempt this Add-On will be installed on your device. Please take a look on the following screenshots how to install it. (Important: your must have local administrator permission for the installation)

You must accept a few things to get this agent installed:



## 2.2 Google Chrome

**You need to have Java installed to use remote access with Google Chrome.**

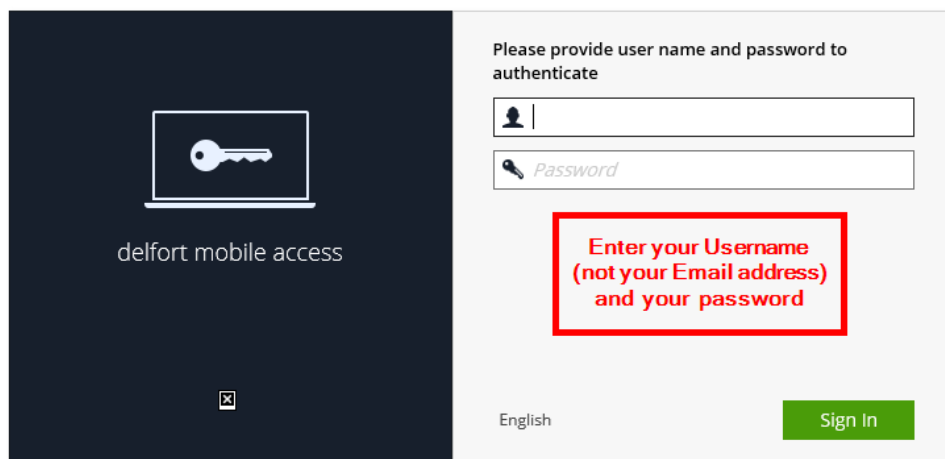
Java is not needed for the Chrome integration (after all, this is not supported any longer)

It is required for the internal functionality of the Checkpoint Agent.

OpenJDK is a free alternative to Oracle Java and mobile access is possible with OpenJDK.

Open <https://portal.delfortgroup.com/>

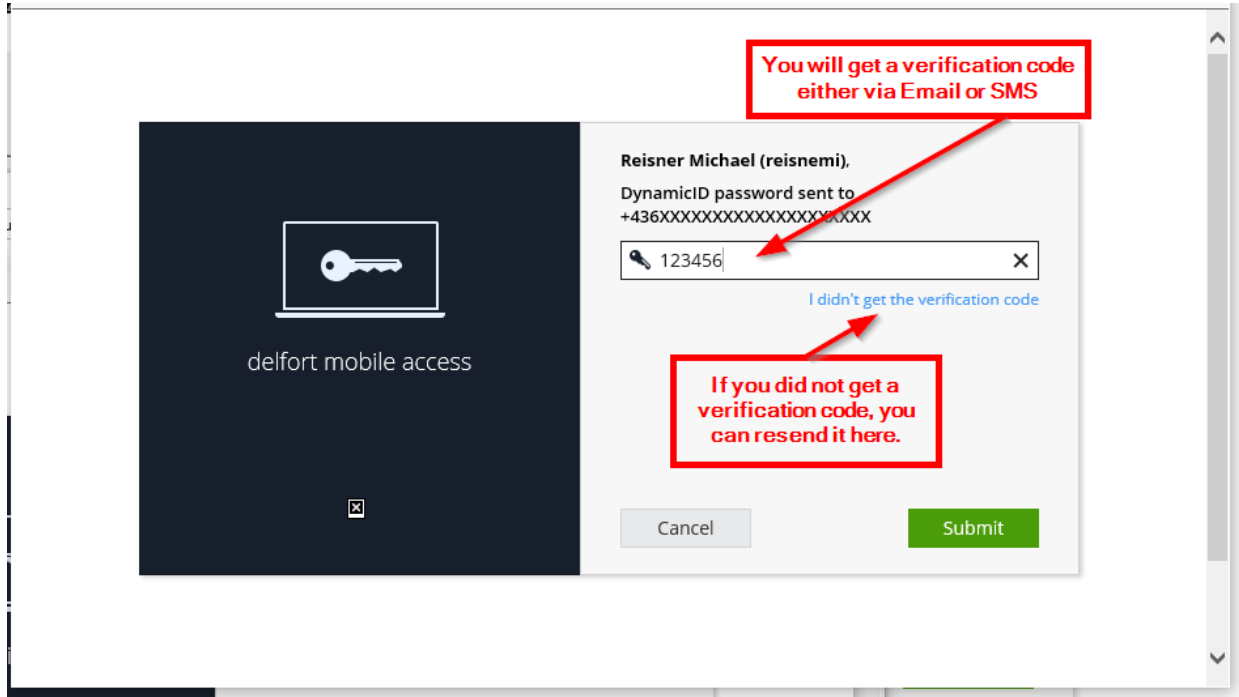
Login with the credentials provided by delfort



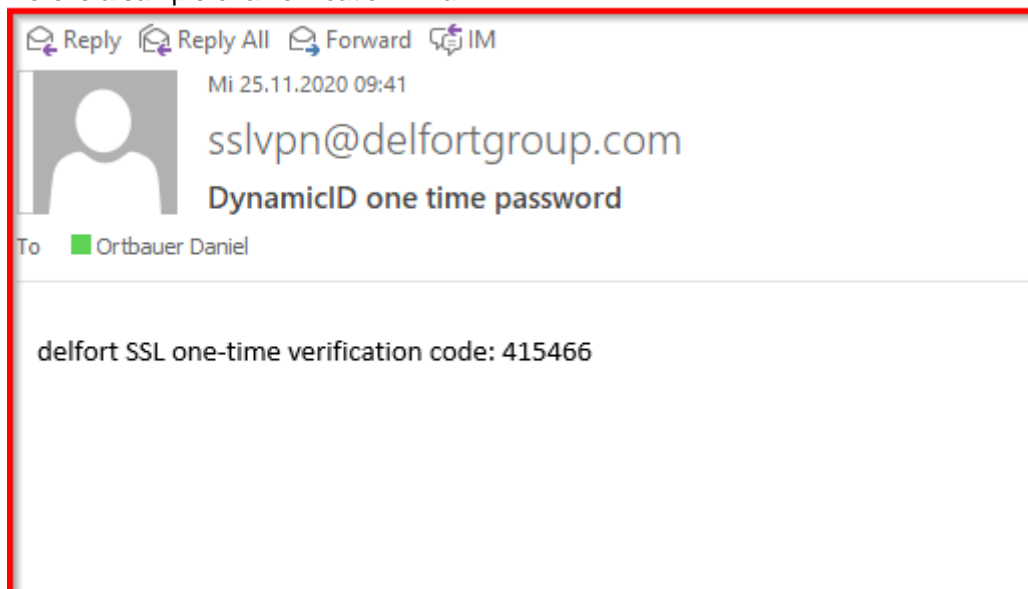
Please provide user name and password to authenticate

**Enter your Username  
(not your Email address)  
and your password**

English

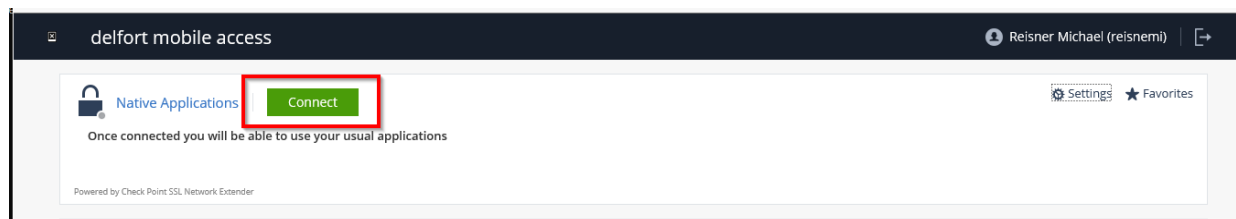


Here is a sample of a verification Email:



After the login, you can click on “Connect” to establish a VPN connection:





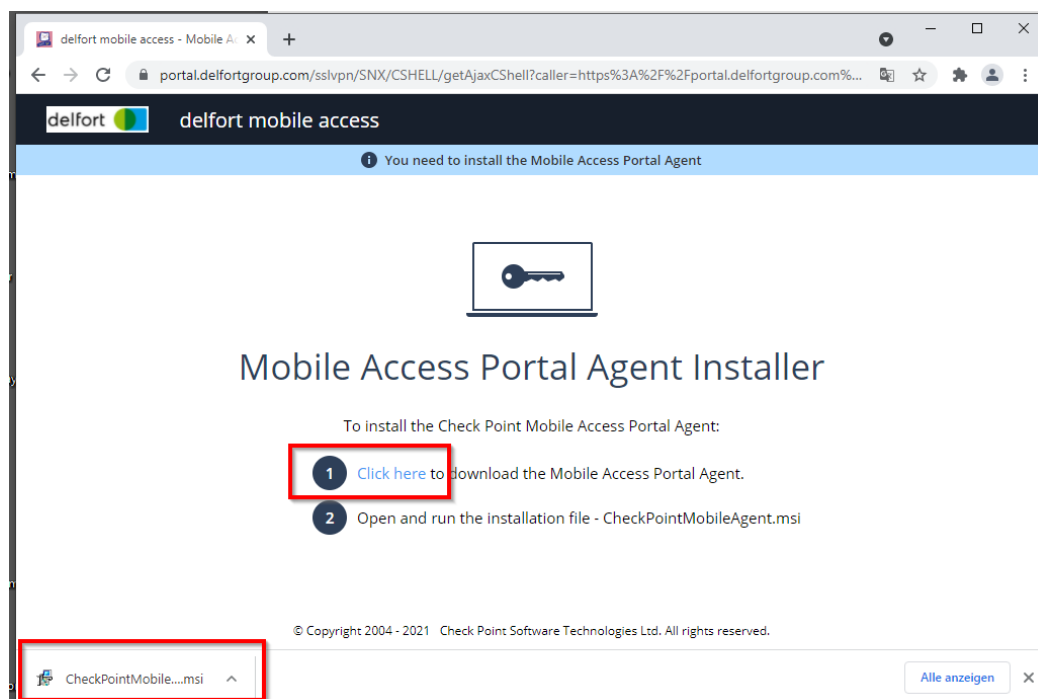
Please note: To establish a VPN connection you must install an Add-On (Mobile Access Portal Agent). During the first connection attempt this Add-On will be installed on your device.

Please take a look on the following screenshots how to install it. (Important: you must have local administrator permission for the installation)

Depending on your configuration it might also be necessary to install Java - OpenJRE is sufficient. If you do not want to or cannot install Java then please use Internet Explorer.

You can download a free version of java here:

<https://docs.microsoft.com/en-us/java/openjdk/download>




Please note:

The installation is automatic, but there might be a “hidden” Popup in your Taskbar from the installation. This Popup is from UAC and requests Administrator credentials. Please click it and click “yes” or enter your administrator credentials if required.



You need to install the Mobile Access Portal Agent



## Mobile Access

To install the Check Point Mobile Access Portal Agent, you need to follow these steps:

- 1 Click here to download the Mobile Access Portal Agent
- 2 Open and run the Mobile Access Portal Agent

Sicherheitswarnung

! Sie sind im Begriff, ein Zertifikat von einer Zertifizierungsstelle zu installieren, die sich wie folgt darstellt:

Check Point Mobile

Es wird nicht bestätigt, dass das Zertifikat wirklich von "Check Point Mobile" stammt. Wenden Sie sich an "Check Point Mobile", um die Herkunft zu bestätigen. Die folgende Zahl hilft Ihnen bei diesem Prozess weiter:

Fingerabdruck (sha1): 0D1EF30F 14363DE6 BA718350 C8B861E6 787B85E1

Warnung:  
Wenn Sie dieses Stammzertifikat installieren, wird automatisch allen Zertifikaten vertraut, die von dieser Zertifizierungsstelle ausgestellt werden. Die Installation mit einem unbestätigten Fingerabdruck stellt ein Sicherheitsrisiko dar. Falls Sie auf "Ja" klicken, nehmen Sie dieses Risiko in Kauf.

Möchten Sie dieses Zertifikat installieren?


Ja Nein

Check Point Mobile Access Portal Agent 800.007.039

Please wait while Windows configures Check Point Mobile Access Portal Agent 800.007.039

Cancel

Check Point Mobile Access Portal Agent



The Mobile Access Portal Agent is used to connect to the Mobile Access Gateway in order to download and invoke the various on-demand client technologies, including SSL Network Extender, Compliance Scan and Secure Workspace.

**Important:** To protect your PC, make sure you allow the Mobile Access Portal Agent connect only to a remote access server in your organization which you trust.

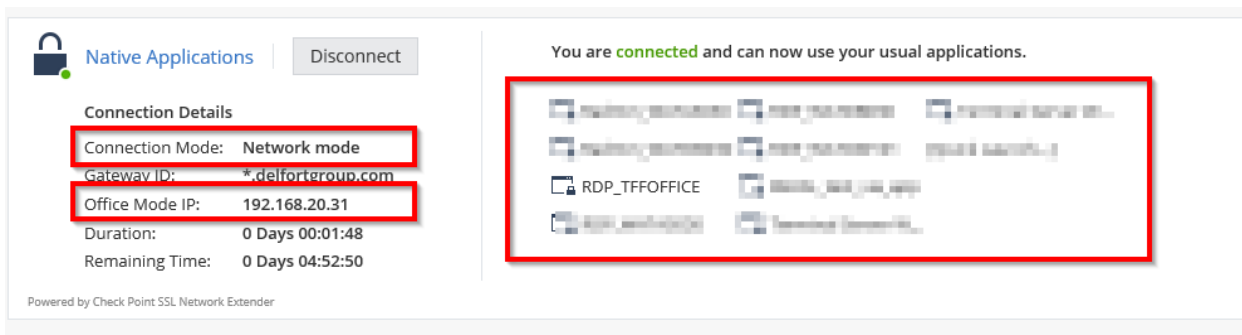
Do you trust the server: **portal.delfortgroup.com** to run the Mobile Access Portal Agent?

Always ask me for this web site!

More Details >> Trust server Don't Trust

A restart is recommended

After the initial installation, you should see the connection windows with you IP Adress, Status “Connected” and the provided Applications below.



The screenshot displays the 'Native Applications' interface. On the left, under 'Connection Details', the following information is shown:

- Connection Mode: Network mode
- Gateway ID: \*.delfortgroup.com
- Office Mode IP: 192.168.20.31
- Duration: 0 Days 00:01:48
- Remaining Time: 0 Days 04:52:50

On the right, a message states 'You are **connected** and can now use your usual applications.' Below this, a list of applications is displayed, including:

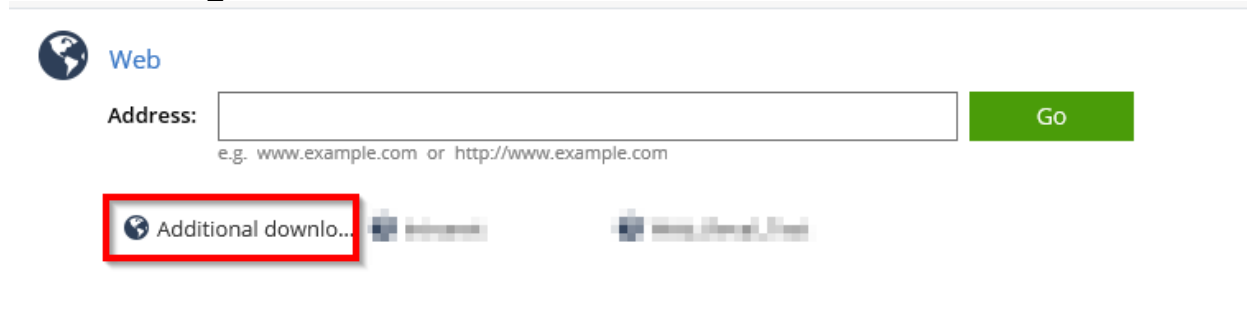
- Terminal Server RDP
- Terminal Server RDP
- Terminal Server RDP
- RDP\_TFFOFFICE
- Terminal Server RDP

At the bottom left, it is noted: 'Powered by Check Point SSL Network Extender'.

## 2.3 Problems with automatic installation

If you are having problems with the automatic installation of the SSL Network extender please use the following procedure.

Go to “Additional\_downloads”



Web

Address:

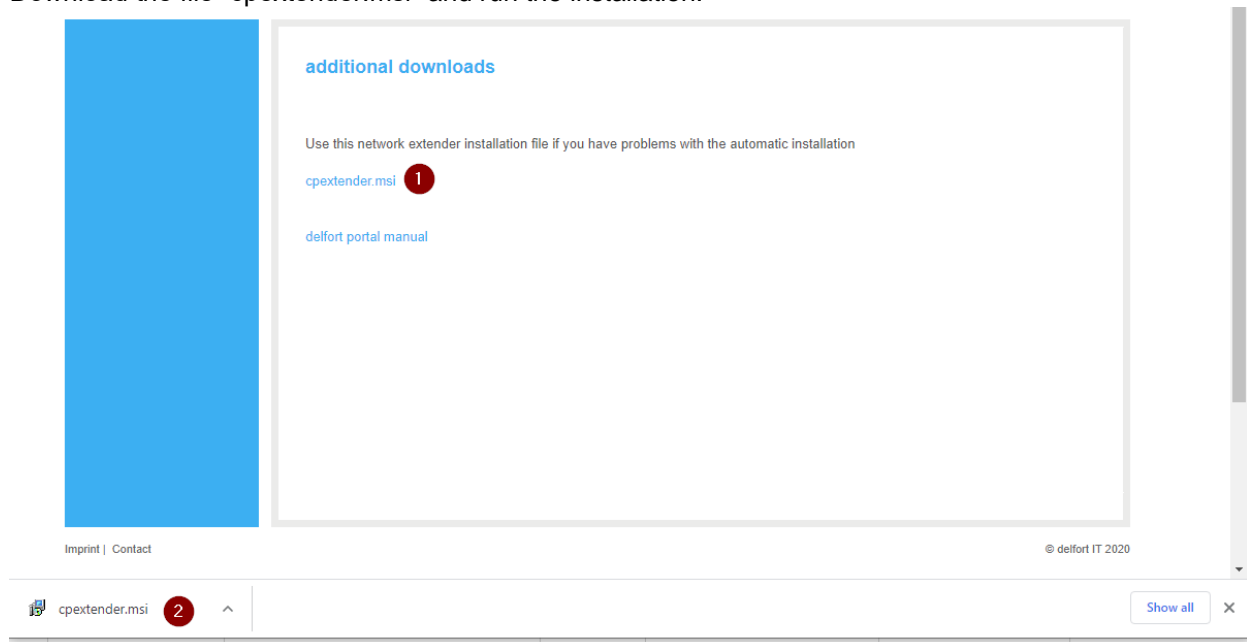
e.g. www.example.com or http://www.example.com

Go

Additional downlo...

(you can open this page directly with the following link: [https://static.delfortgroup.com/portal\\_downloads](https://static.delfortgroup.com/portal_downloads))

Download the file “cpextender.msi” and run the installation.



additional downloads

Use this network extender installation file if you have problems with the automatic installation

[cpextender.msi](#) 1

[delfort portal manual](#)

Imprint | Contact

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cpextender.msi 2

Show all

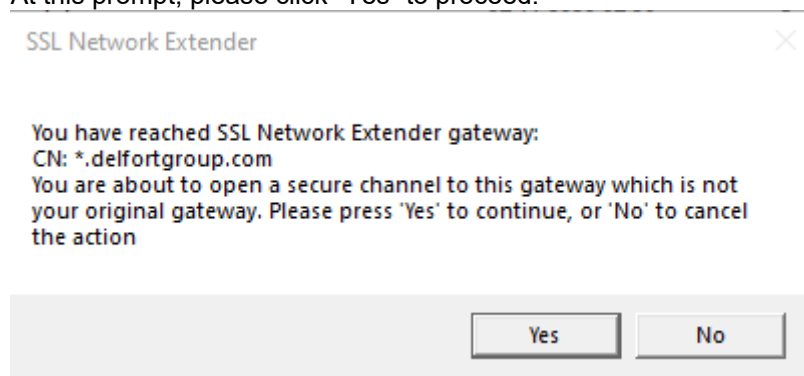
Please do not change any settings and install it normally. Administrator permissions are required to install Check Point Network Extender.

You can download a free version of java here:  
<https://docs.microsoft.com/en-us/java/openjdk/download>

After the successful installation proceed as described in Chapter 2 Mobile Access portal.  
The installation should finish successfully.

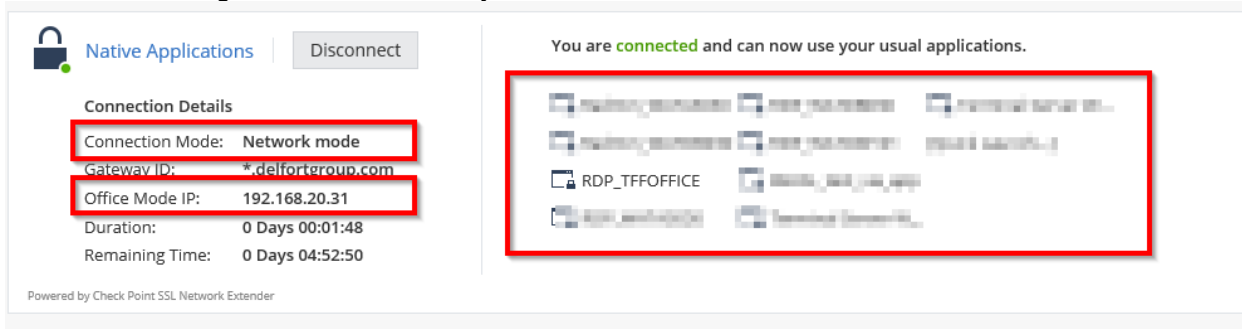
Please note that an additional security prompt has to be confirmed.

At this prompt, please click “Yes” to proceed.



### 3 Terminal Server (Remote desktop) Access

As soon as you are connected and to access company resources like Terminal Servers please click on the connection, e.g. „Terminal Server in your location“:



The screenshot shows the 'Native Applications' interface. On the left, under 'Connection Details', the following information is displayed and highlighted with red boxes:

- Connection Mode: Network mode
- Gateway ID: \*.delfortgroup.com
- Office Mode IP: 192.168.20.31

Other details include Duration: 0 Days 00:01:48 and Remaining Time: 0 Days 04:52:50. A 'Disconnect' button is visible. On the right, a message states 'You are connected and can now use your usual applications.' Below this, a list of applications is shown, with a red box highlighting the 'Terminal Server in your location' entry.

In some circumstances the remote desktop client is opened in the background. If nothing happens when you click the link please look at your taskbar if the Remote Desktop client can be found there.

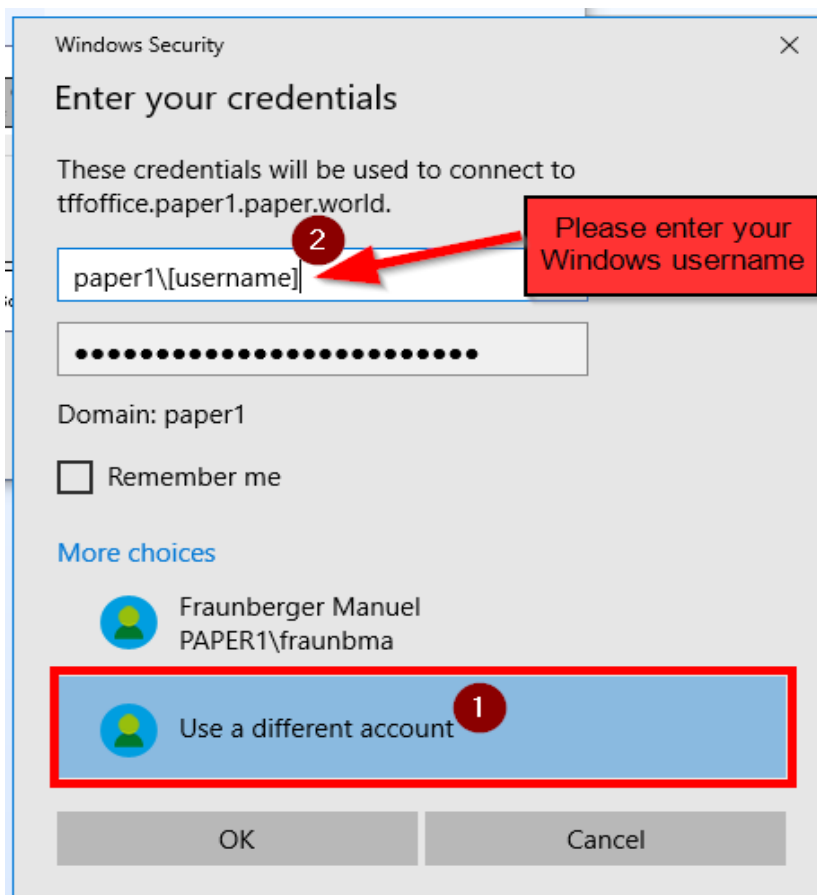


Please click the Remote Desktop Client icon in the Taskbar to proceed.

Please enter your credentials in the following format: paper1\username

Example: **paper1**\[your username]

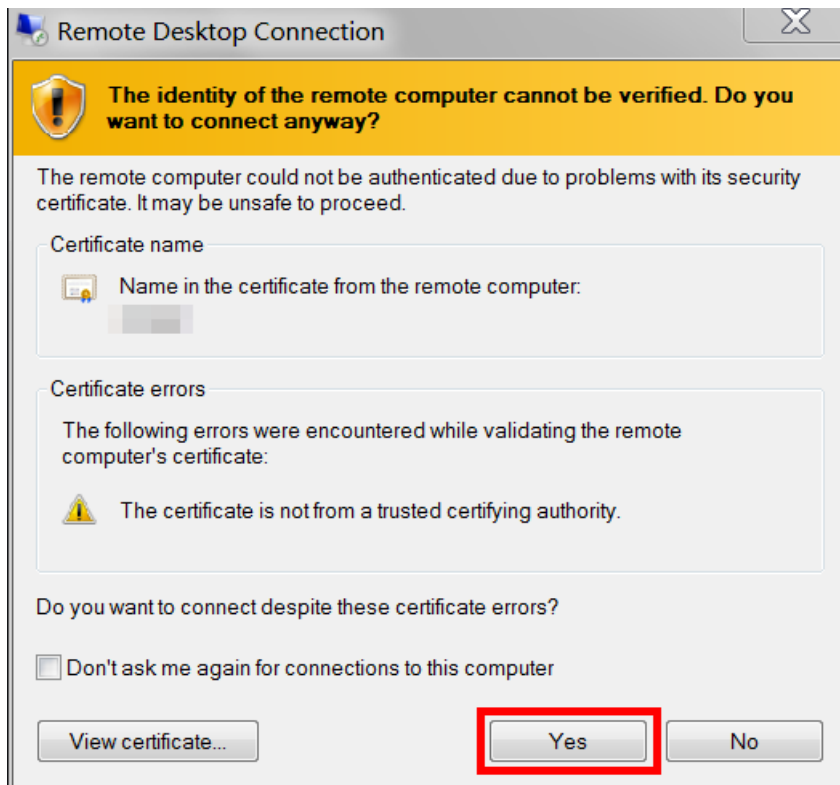
**Please do not forget the paper1 part of the username.**



Connection will be established: (this might take a while)



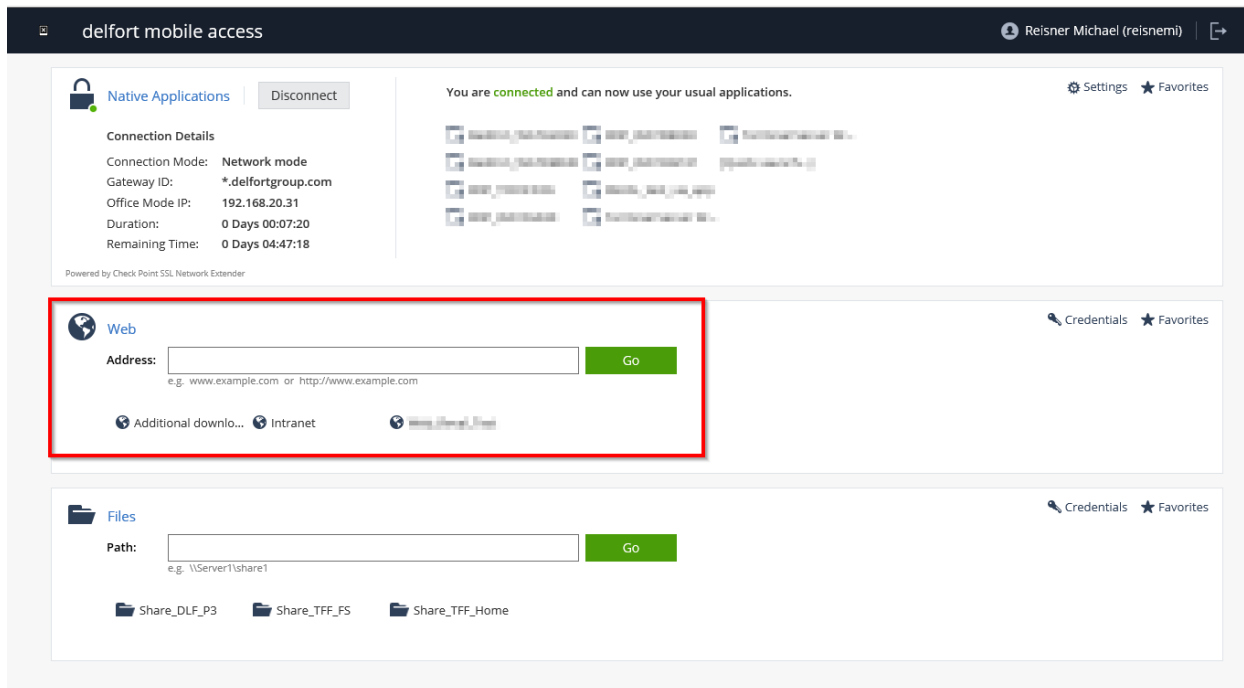
Accept certificate warning: (if required)





## 4 Web share Access

Just click on the Web share you would like to open within the section “Web”:

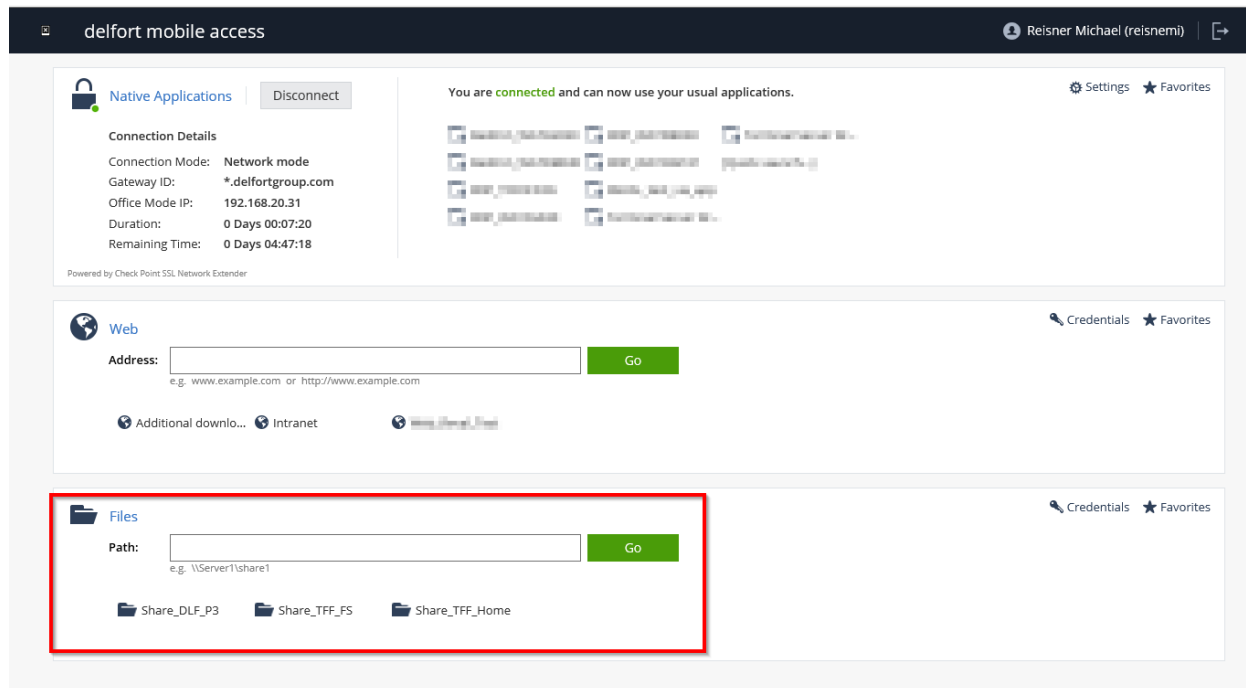


The screenshot displays the 'delfort mobile access' interface. At the top, it shows the user 'Reisner Michael (reisnemi)'. The main area is divided into sections:

- Native Applications:** Includes a 'Disconnect' button and 'Connection Details' such as Connection Mode (Network mode), Gateway ID (\*.delfortgroup.com), Office Mode IP (192.168.20.31), Duration (0 Days 00:07:20), and Remaining Time (0 Days 04:47:18). It is powered by Check Point SSL Network Extender.
- Web:** A section highlighted with a red box, featuring an 'Address' input field with a 'Go' button. Below the input field are options for 'Additional downlo...', 'Intranet', and 'www.delfort.com'.
- Files:** A section with a 'Path' input field and a 'Go' button. Below the input field are folder icons for 'Share\_DLF\_P3', 'Share\_TFF\_FS', and 'Share\_TFF\_Home'.

## 5 Network Share / File Access

Just click on the Fileshare you would like to open within the section “Files”:



The screenshot displays the 'delfort mobile access' interface. At the top, it shows the user 'Reisner Michael (reisnemi)'. The interface is divided into three main sections:

- Native Applications:** Shows connection details such as 'Connection Mode: Network mode', 'Gateway ID: \*delfortgroup.com', 'Office Mode IP: 192.168.20.31', 'Duration: 0 Days 00:07:20', and 'Remaining Time: 0 Days 04:47:18'. It also includes a 'Disconnect' button and a status message: 'You are **connected** and can now use your usual applications.'
- Web:** Features an 'Address' input field with a 'Go' button. Below it are options for 'Additional downlo...', 'Intranet', and 'www.delfort.com'.
- Files:** This section is highlighted with a red box. It contains a 'Path' input field with a 'Go' button. Below the input field are three folder icons labeled 'Share\_DLF\_P3', 'Share\_TFF\_FS', and 'Share\_TFF\_Home'.

## 6 Troubleshooting / FAQ

### 6.1 I do not get a verification Email or SMS

Please check your Inbox as well as your Spam folder.  
You might also check with delfort contact if your email address or phone number is correctly entered within the delfort systems.

### 6.2 I do not have Administrator permissions on my device

Please contact your local IT department or IT responsible to install the portal agent

### 6.3 Remote Desktop Client does not start

Please look at your taskbar if the Remote Desktop Client is there. It might have been started in the background. Look for this icon:



### 6.4 Network Extender installation fails

See Chapter 2.3 *Problems with automatic installation* how to install the SSL network extender manually.

### 6.5 Connection unsuccessful

“Connect” button initiate a connection attempt which is unsuccessful.  
Please uninstall “Check Point Mobile Access Portal Agent” and “Check Point SSL Network Extender Service” from your computer and try again.

### 6.6 Username is incorrect when connecting to RDP

Please do not forget to add paper1\ in front of the username.

### 6.7 Java is not supported in Chrome / Edge

Java is not needed for the Chrome integration. After all, this is not supported any longer.  
It is required for the internal functionality of the Checkpoint Agent.

You can download a free version of java here:  
<https://docs.microsoft.com/en-us/java/openjdk/download>