

Updated: VPN available again from abroad / Restrictions on the use of online services due to network security risks

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Update 15.12.2021 klo 9.00: Cisco AnyConnect VPN service is available again from abroad. [You can use Metropolia's email from abroad via the VPN connection.](#)

The media has reported a serious, global security vulnerability called log4shell. You can read more about this on the [National Cyber Security Centre's website](#).

The vulnerability also affects Metropolia. Unfortunately, Metropolia's IT Services had to temporarily restrict the use of some of its online services until the effects of the vulnerability have been fixed.

Use of the Services will be restricted according to the table below until security vulnerabilities have been fixed for each system. The removal of restrictions will be announced separately. We may have to restrict the use of services other than those listed in this announcement.

Due to another vulnerability in the Microsoft Exchange server, [since March 2021, Metropolia's e-mail has only been able to be accessed from abroad via a VPN connection](#). Due to this recently discovered vulnerability, the use of VPN has now had to be temporarily blocked from abroad, so unfortunately *Metropolia's e-mail service cannot currently be used from outside Finland by any means*. However, this does not mean that emails from foreign senders do not reach Metropolia or that emails from Metropolia do not go abroad.

Service	Network address	How to use?
VMWare View virtual desktops	securedesktop.metropolia.fi	Works only on computers maintained by Metropolia via the staff's VPN connection from Finland.
Key card self-registration	Registration devices on the campuses	We'll announce, when available again.
Electronic signature		We'll announce, when available again.
Cisco AnyConnect VPN	vpn.metropolia.fi	Available again also from abroad.
Email (already closed in March due to the other vulnerability)	mail.metropolia.fi, sync.metropolia.fi	Available again also from abroad with VPN.

Metropolia IT Services is working hard to fix the vulnerabilities in the services as quickly as possible so that the services can be safely restored to normal use. We will announce separately as restrictions are lifted.

Kind regards,
Helpdesk

Telephone service: **09 7424 6777**

Service requests <https://hd.metropolia.fi> / helpdesk@metropolia.fi

Information and instructions: <https://itservices.metropolia.fi>