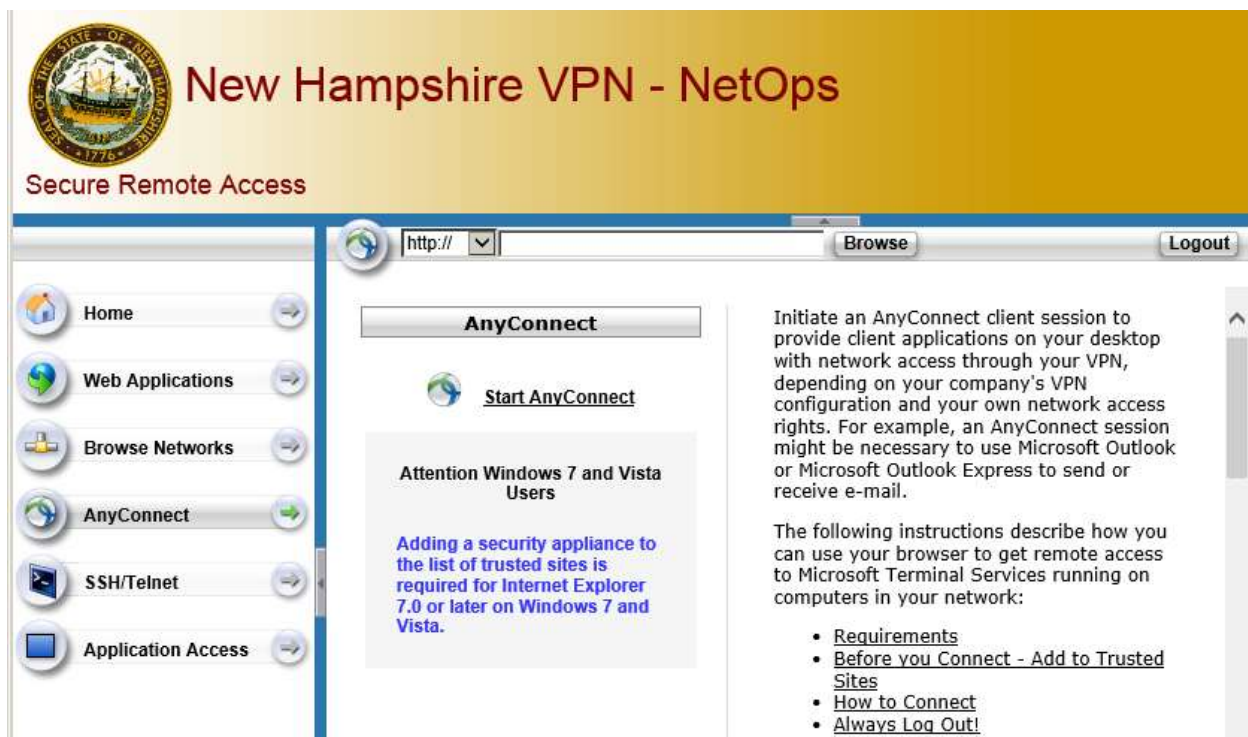


INSTALLING ANYCONNECT

The Cisco AnyConnect Secure Mobility Client is installed through one of two methods. Most users will have the client installed via a “push” from DOIT Active Directory Services.

The other option, for those users unable to receive the DoIT data push, is to download it from the clientless web page (using the instructions provided above). Users authorized to connect via the AnyConnect client will see the button on the left hand side labelled AnyConnect. Clicking on this button will bring up a screen where the user can “start” AnyConnect—in effect downloading both the client program and the profile associated with the user’s domain group.

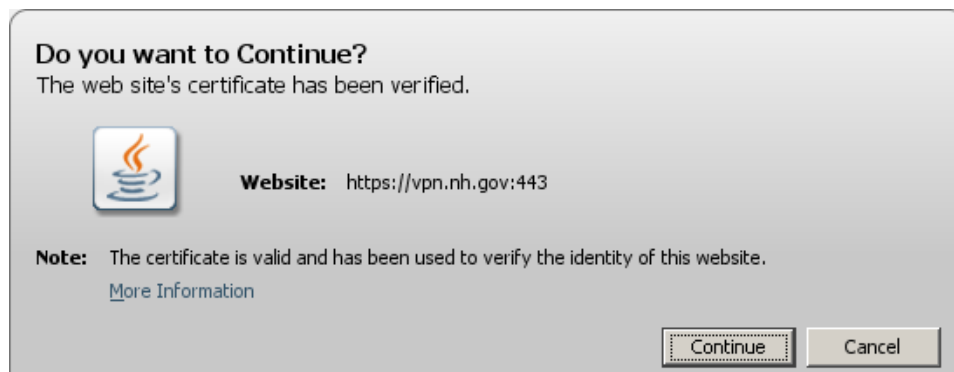
AnyConnect profiles are transparent to the VPN users. Each domain group has its own profile which tells AnyConnect what address to use to login, what domain the account is associated with, and other network VPN specific information the system needs to know to deliver services. A user needs to have the correct AnyConnect profile (and enrollment certificate) for each domain they need to use VPN for access. Those employees with VPN accounts in more than one domain (granite, dhhs, nhes, dot, etc), need to log in to the clientless VPN page using the appropriate domain username and password and Start AnyConnect, even if they already have the AnyConnect client installed. This action will download the latest client program and domain profile to the PC.



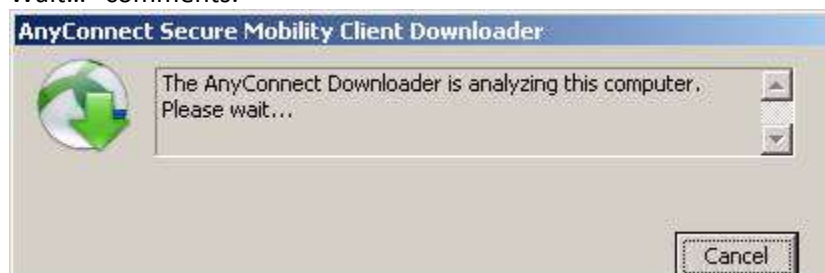
After clicking the Start AnyConnect link above, watch the screen and follow the directions for what actions to take. Be patient, depending on your PC and your connection, this may take a short time.



Watch for pop-up screens with questions or notifications. Depending on your PC's settings, you may or may not have any. Below are some screens you MAY see. Click "Continue" or "OK" as appropriate.



Some notifications, such as below, do not require any action other than being patient (note the "Please Wait..." comments).

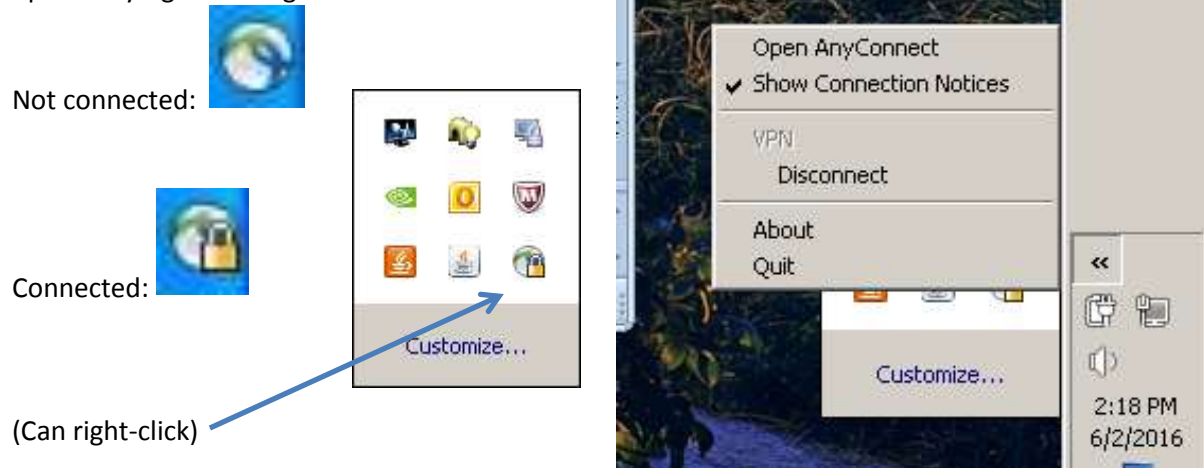




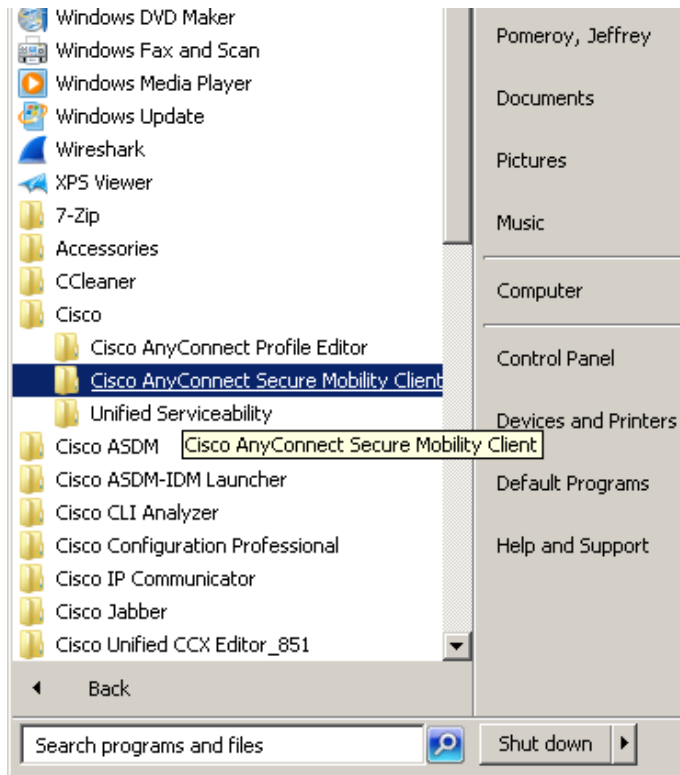
In most cases users should eventually see the screen below. If not, please check the FAQ first or notify the Help Desk if the installation continues to fail.



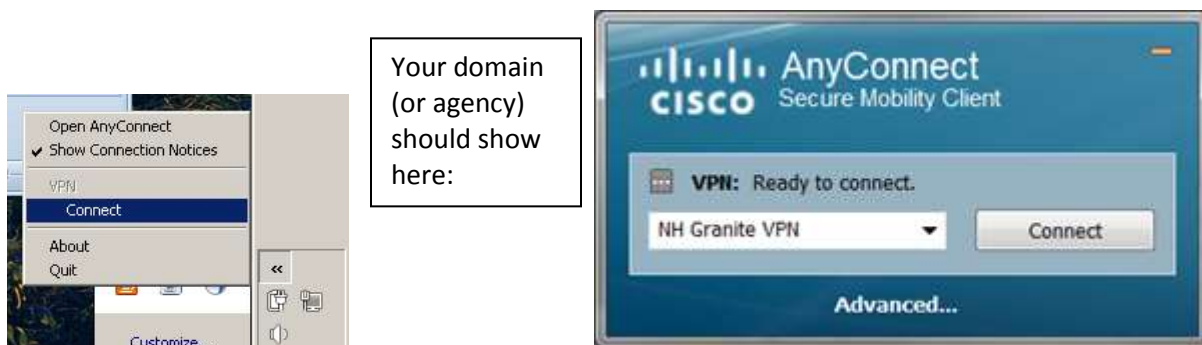
The AnyConnect client can now be accessed through the icon in the lower right corner of your screen. Look for the globe with a gold padlock on it—the padlock will be unlocked if you are not connected, and locked if you have a valid AnyConnect client VPN session. You can see the various commands and options by right-clicking on the icon.



Remember, before you can use AnyConnect or the clientless VPN, you must be enrolled and have a valid certificate. At this point, AnyConnect users can now bypass the clientless VPN process (except to periodically renew their certificate—at least every 90 days—which must be done by the clientless process described earlier) and can right-click on the AnyConnect icon directly to connect to VPN. Alternatively, users can also find the AnyConnect using the Start Menu, All Programs, and finding the program under the Cisco folder.



Regardless of how AnyConnect is started, the login process is the same.



After selecting “connect”, the certificate selection window will pop up. Review the certificate and select the correct one if more than one is present. Note the valid from and to dates and the username on the certificate. There is also a link to click if you wish to view the certificate. This link is useful especially for some troubleshooting events.



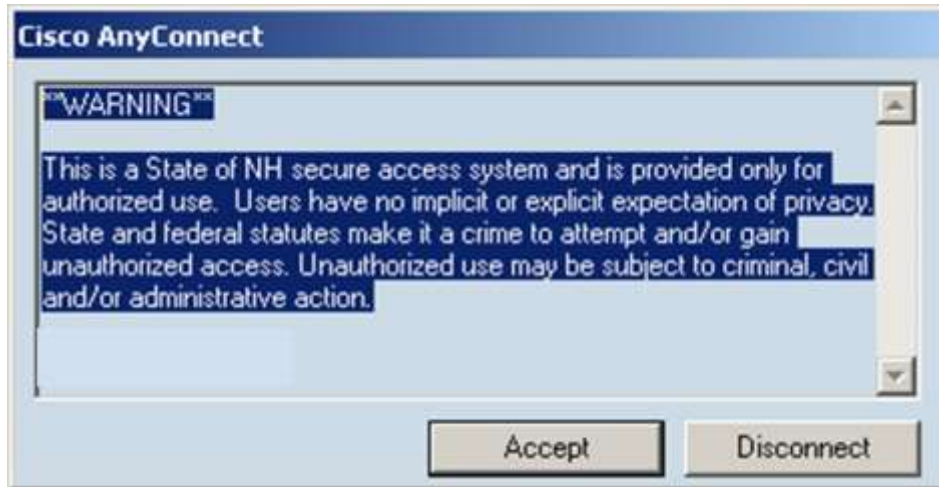
NOTE: The drop-down arrow on the AnyConnect window may or may not be present in your version. It is only there if you have more than one VPN domain profile loaded on your PC, which will generally only apply to some DOIT users. If you have a drop down menu arrow, click on the arrow to manually select the profile you want to use. If you believe you should have additional domain profiles, and you do not see it/them available, you must go back to the Clientless VPN page for the domain profile you want and download the profile following the earlier instructions.

Click “OK” after selecting the correct certificate.

Notice the username is already filled in. If it is not, your connection will not work. Usually it means you need to re-enroll to get a new identity certificate. Review the FAQ for options and if still no resolution, contact the help desk.



After submitting your password and clicking “OK” the warning notice should pop up.



Read it and select Accept as appropriate, and you are now connected via the AnyConnect client. You won't receive a blaring notification, but if you look at the AnyConnect icon in the lower right corner of your screen again, you will see the padlock on the globe is now locked, and hovering your mouse over the icon will tell you it is connected.

Open your folders and programs as you normally would at the office. Note that it may take a few seconds as the network links and services sync up with the new connection. This is normal as the AnyConnect VPN client sends network traffic from a different source than your PC at the office.

Check the FAQ if you are unable to access services you normally should be able to access.



NOTE: For security reasons the AnyConnect client (and the clientless VPN portal) have a time-out mechanism enabled which will automatically disconnect a user after 30 minutes of VPN idle time. If you do not use the VPN for over 30 minutes it will automatically drop the connection. Just using your PC does not count, for example writing a word document on your local PC is not using the VPN. Everything is local to that PC and after 30 minutes of this your VPN will time out. Editing a word document that is stored on the network at the office is requiring use of the VPN, so in this case your connection is not idle.