

Common Access Errors

Common AnyConnect Error Solution

AnyConnect uses a special profile on your PC that tells it what settings to use to connect. Usually this file is automatically updated each time you log on. Sometimes, especially if it has been a long time since you last used AnyConnect, you may need to manually refresh the file. The procedure is the same as installing AnyConnect and will solve many AnyConnect errors. Detailed instructions: <http://www.app-support.nh.gov/vpn-guide/documents/using-anyconnect.pdf>

For your convenience here is a brief overview.

UPDATING THE ANYCONNECT PROFILE

1. Open Internet Explorer and go to the same VPN location you normally go to for enrollment:
<https://vpn.nh.gov/agency> such as /granite or /doc or /dhhs etc
2. Select your valid certificate when the pop up window displays. If you have a certificate, and it does not pop up to select it, you can hit "F5" or "refresh" on your browser until you get the select certificate pop up. If you do NOT have a valid certificate you must first go through the enrollment process to get one and then start over at step 1.
3. Type in your password, your username is already filled in from the certificate.
4. click login
5. you should see a warning notification that you are logging into a State of NH resource. If you are a valid user of VPN for the State of NH, click ok and continue.
6. You are now at the State of NH VPN Web Portal, also referred to as Clientless Access or Smart Tunnel page
7. On the left side of your browser, you should see a button labelled "AnyConnect". Click this button.
8. In the middle of your browser you should see a button "Start AnyConnect". Click this button and go through the process. Select ok or yes for any questions that may pop up. The VPN page is performing the following tasks:
 - checking which version of AnyConnect you have. If it is an older version than what it should be, a newer version of AnyConnect will be downloaded and installed on your PC. If you already have a newer version it will tell you.
 - locating and updating your AnyConnect profile page. This will reset your AnyConnection profile and should resolve most AnyConnect connections errors such as not recognizing a valid certificate, failing to find a default gateway and more.

Error: User is having difficulty logging in/cannot log in

- The page title is New Hampshire VPN without a specific name, such as New Hampshire Vendor VPN
- The username is not filled in. The user should only have to fill this block in when they enroll, re-enroll or are missing a certificate. Selecting a valid certificate automatically fills in the grayed-out name.



When Passwords are not enough.



Solution: The user is starting with an incorrect URL. Ensure they are using <https://vpn.nh.gov/agency> and this will fix the issue. Have them manually type the url into the address bar if they still have trouble to be sure they are not using some shortcut/favorite icon with an incorrect URL.

Error Message: Account Disabled

Solution: Call help desk, request password reset or new password as appropriate

Alternate solution: wait at least one hour from last attempted log in and account will reset.

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AND/OR

Error Message: Account locked

Solution: Call help desk, request password reset or new password as appropriate

Alternate solution: wait at least one hour from last attempted log in and account will reset.



When Passwords are not enough.



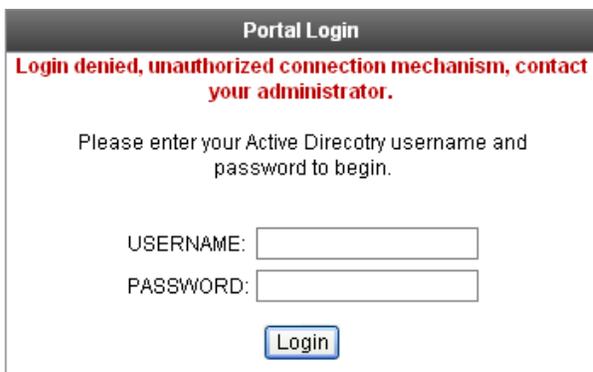
Error Message: Account Expired

Solution: State-employed supervisor of the contract needs to contact the help desk and request a new expiration date according to contract and security rules, no longer than one year from current date.

Problem/Error: User enters the enrollment PIN and gets a blank error message of a big red X



Solution: The user didn't have <https://vpn.nh.gov> or *.nh.gov as a trusted site in Internet Explorer. Or, user didn't close all IE browsers as directed in Step 1 of the Enrollment Instructions. If this is the case, user must close all IE browsers and go back to Step 1 to begin again. (Refer to separate document "VPN Enrollment and Access Instructions.")



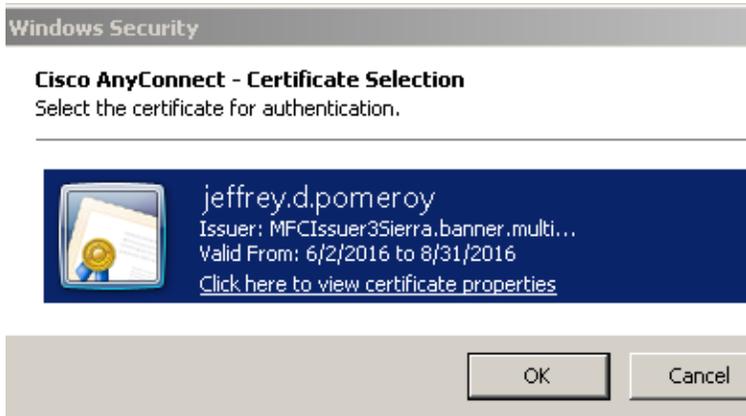
Problem/Error: When attempting to Enroll user gets error "Login denied, unauthorized connection mechanism, contact your administrator."

Solution: User is typing the wrong URL. See the first entry in the FAQ section.

Problem/Error: I am trying to use AnyConnect but it says my certificate is invalid or expired. But my certificate dates clearly show it is still valid.

Solution: This issue appears infrequently and randomly. We have not been able to manually reproduce it yet to have an explanation of why it happens. It is easy enough to fix. After starting AnyConnect and being presented with your (otherwise valid) certificate, left-click on the link that says [Click here to view certificate properties.](#)

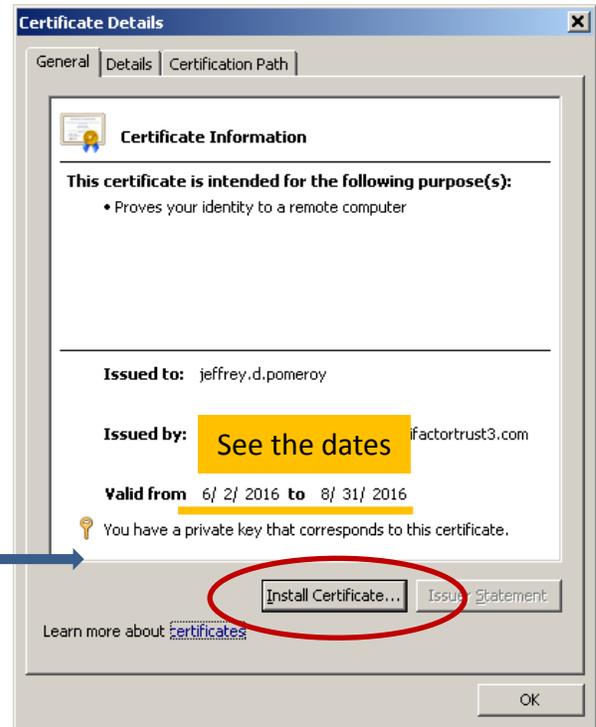
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The certificate window to the right will pop up. Click on the Install Certificate ... button.

The Certificate Import Wizard window will open, click Next and follow the instructions.

Leave all settings on their default selections, as shown in the next windows. Keep clicking Next.



And at the end click Finish.

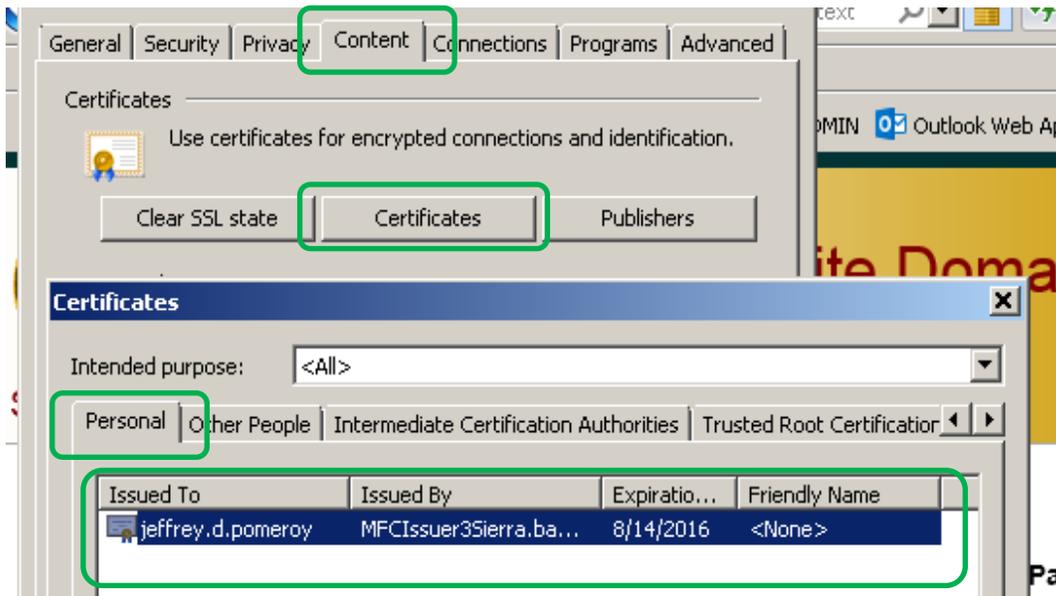
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Once you see this message, AnyConnect should again recognize your certificate. Click OK.



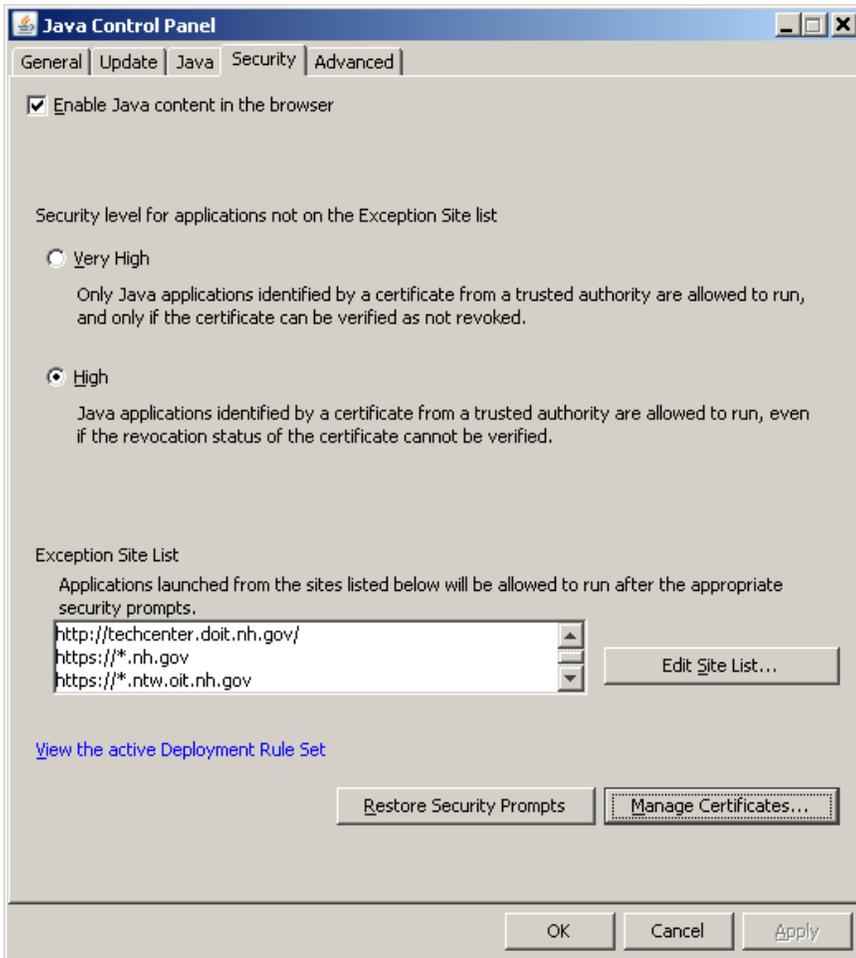
Verify the certificate is in the Certificate store in IE by going to Internet tools > Internet Options > Content > Certificates > and Personal tab and the certificate should be there. See below for an example. If it is not, quit all your browsers and re-enroll. Otherwise, contact the help desk and request desktop support.



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Problem/Error: User receives message of successfully downloading a certificate, but is stuck in an enrollment loop. IE tells the user to enroll after they have already just enrolled. A check of the Certificate store in windows Internet Explorer does not show any personal certificate for VPN. Usually can find a message in the process that JAVA has blocked the program from running because of a security issue.

Solution: Using the JAVA control panel add the `https://*.nh.gov` to the Exception Site List. The issue is generally caused by different JAVA versions, sometimes updating to the latest version of JAVA will also solve the problem, but the exception site list should take care of it.



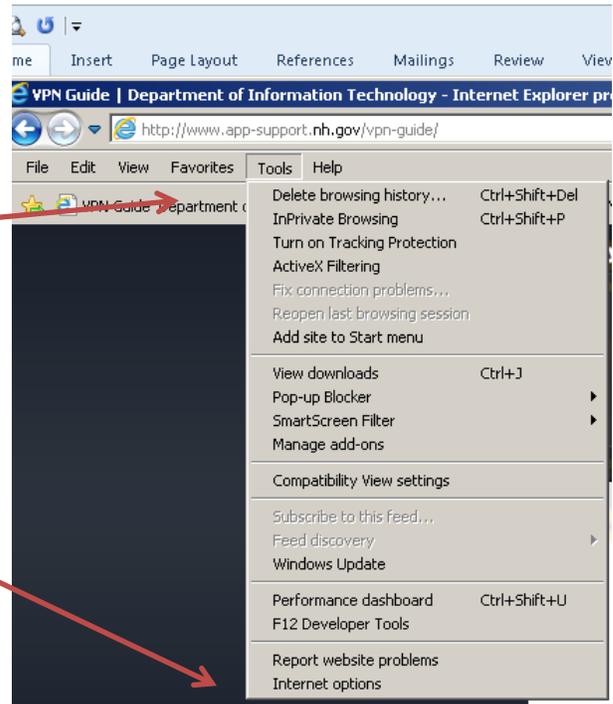
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Removing an old certificate:

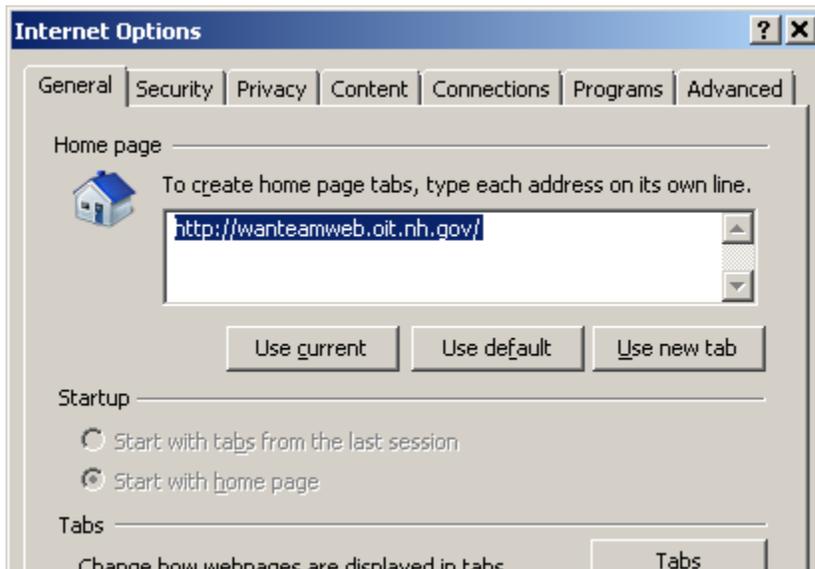
Sometimes an old certificate may interfere with acquiring a new certificate.

Open Internet Explorer.
Go to the Tools menu:

Select Internet Options



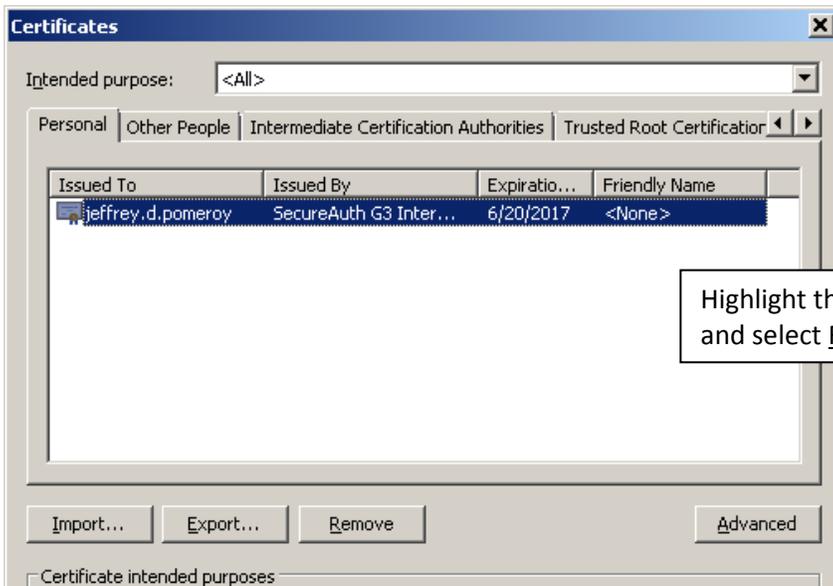
Select Content



Select Certificates



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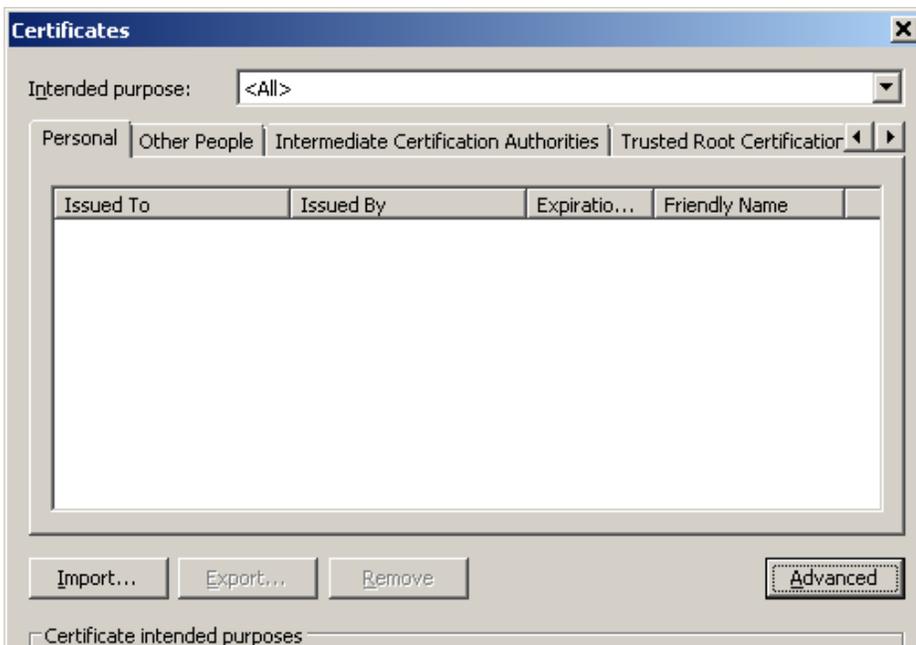
Highlight the certificate you wish to remove, and select Remove

A warning message will usually pop up



Select Yes

You have successfully removed your certificate.



For best results, close IE and reopen a fresh instance and start the enroll process over.