

Cisco Clientless VPN Installation and Troubleshooting Tips

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Instructions for updating the Cisco Systems VPN Client connection

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Karmanos Cancer Institute Helpdesk cannot provide support on home computers. Installation and setup of VPN and remote desktop does not imply support. The Helpdesk support of VPN/Remote Desktop is strictly limited to confirming that the VPN systems are up and running. Questions regarding VPN are supported during business hours only M - F 7am – 6pm.

The Helpdesk does not offer installation assistance on home computers; installation support is limited to the contents of this document.

The Cisco VPN Client software enables users to securely access the Karmanos network protected by the Cisco Firewall.

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REQUIREMENTS

- High Speed internet (DSL, or cable)
- At Home - Windows XP SP1 or above, Vista, Windows 7, or Windows 8
- At Work - Windows XP, or Windows 7 (is required no other operating systems are supported)
- Supported Browsers – Internet Explorer
- Required Additional Software - Java
- Active and up to date anti-virus software on your home computer

INSTALLATION PROCEDURE

1. Open Internet Explorer.
NOTE: Windows 8 users open Internet Explorer from the desktop not the Start button.
2. Enter the following into the browser address bar: <https://vpn.karmanos.org>.
3. Press Enter. The following window appears:



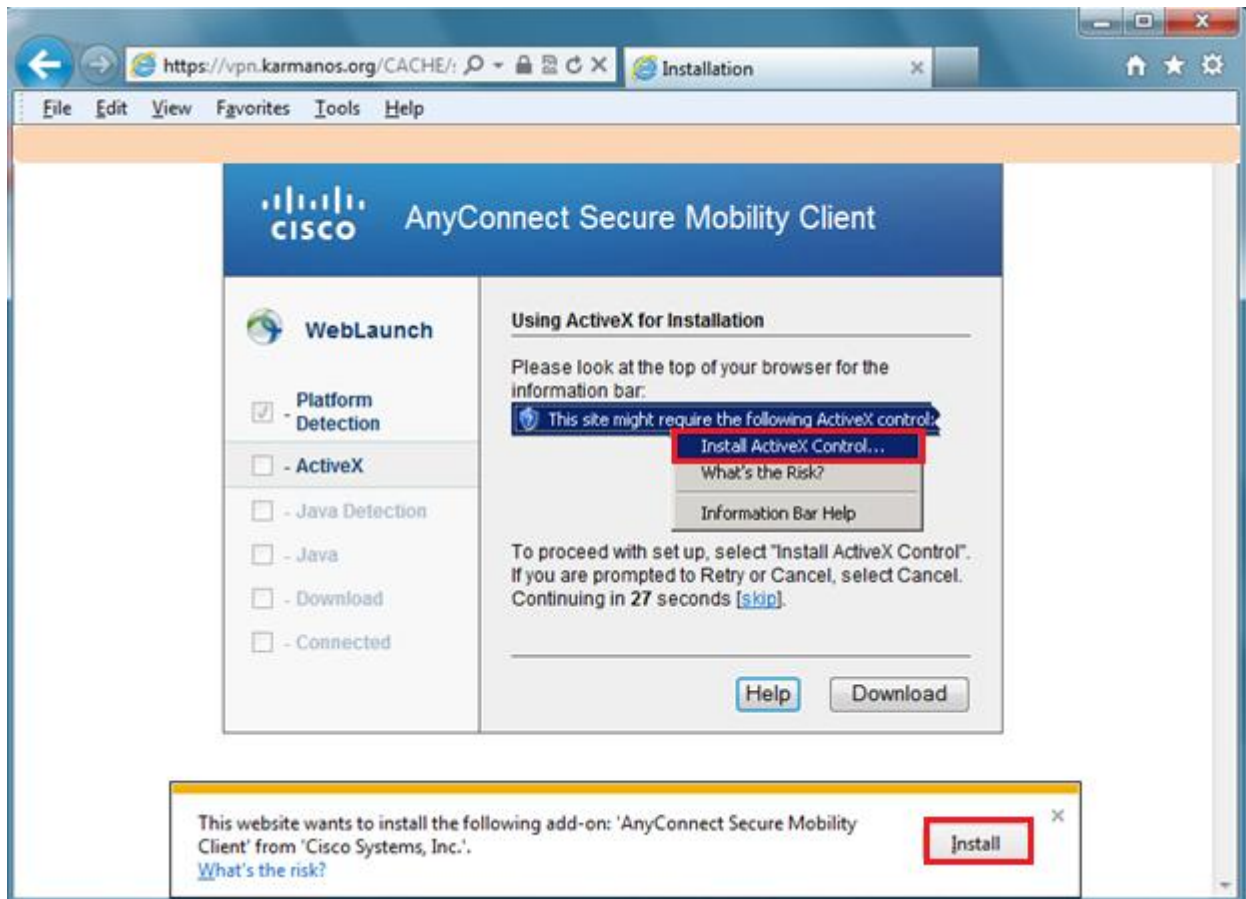
4. Enter your Karmanos username and password into the appropriate fields.
NOTE: This is the same Username and Password used to login to Karmanos webmail.



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5. Press Enter or click the Login button.

NOTE: If this is the first time logging in, the following screen appears:



6. Click Install to start the installation of the Karmanos VPN connection application

NOTE: Depending on browser settings, more recent versions of Internet Explorer 8 and higher will display the Install button in one of two locations. See examples above in red boxes.

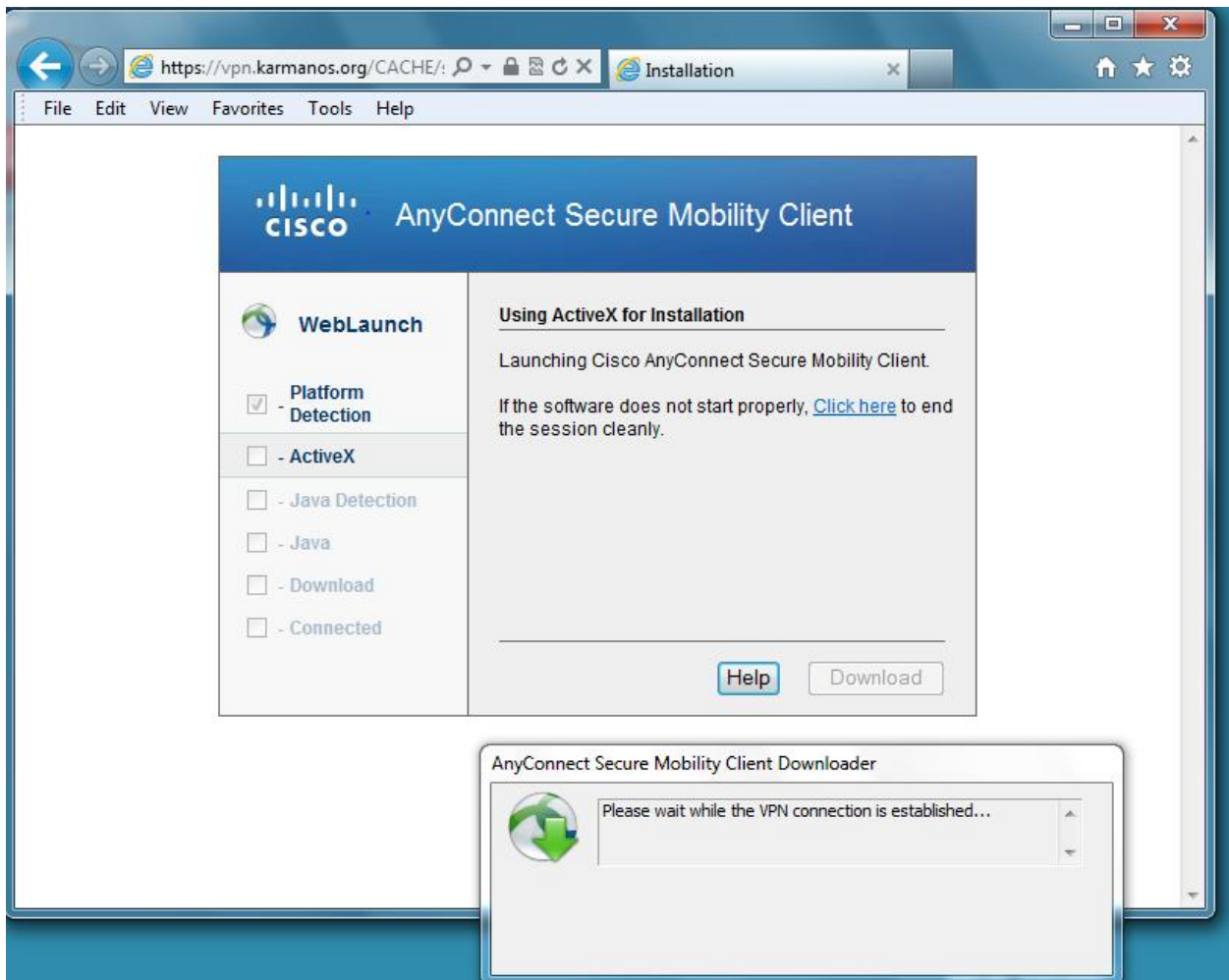
NOTE: In early versions of Internet Explorer 6 or 7 the box with the gold bar could be displayed as a gold bar, directly below the Menu bar.

7. The website performs system checks on the computer after the installation of the VPN software has completed. During the system check the following window appears:



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8. Click Install. Once the installation is completed the following screens appears:



9. After the installation and connection is complete a new icon (white circle) appears in the system tray.

NOTE: When connected to VPN the AnyConnect icon has a gold lock attached.



NOTE: When not connected to VPN the AnyConnect icon appears like this in the system tray



10. After a successful connection thru VPN the Karmanos Intrasource page pens in your browser. You may now use Windows Remote Desktop Connection to connect to your desktop in the office.

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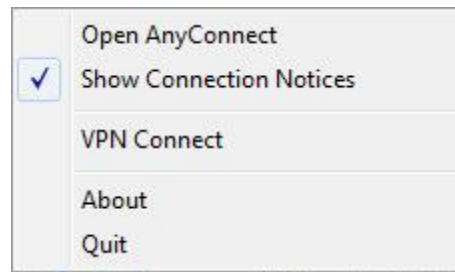
Reconnecting to VPN after initial installation is complete:

For users working with Internet 8, complete the following steps to launch the VPN software.

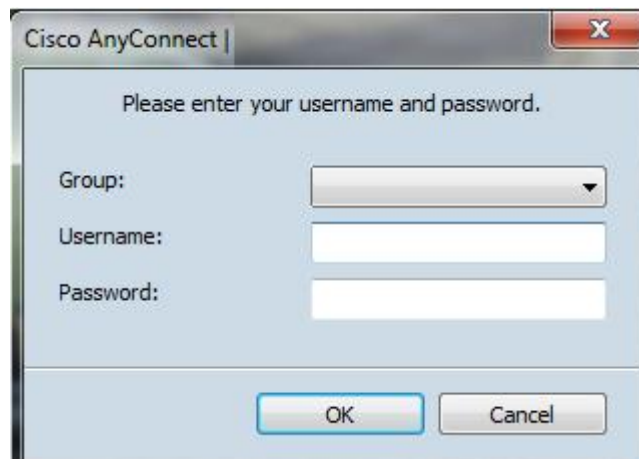
1. Open Internet Explorer and enter <https://vpn.karmanos.org> into the address bar.
2. Enter the Username and Password in the appropriate fields, then click the Login button.

For users working with Internet 7 and earlier versions, complete the following steps to launch the VPN software.

1. Click the AnyConnect icon in the menu and then click VPN Connect.



The Cisco AnyConnect VPN window appears:



2. Enter your Username and Password in the appropriate fields and then click OK.

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Known Issues and Resolutions

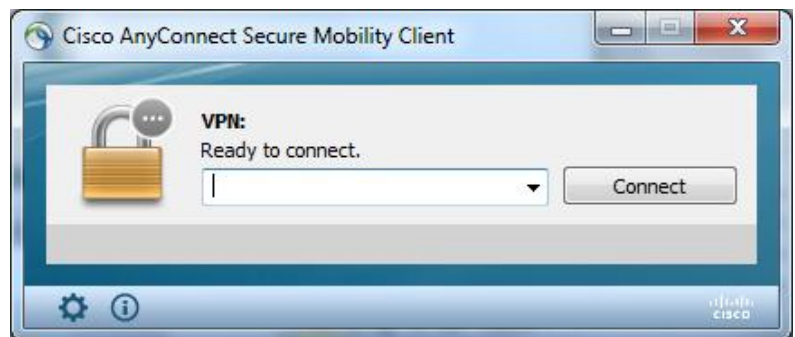
Known Issue 1 - The software loads on the computer but the vpn.karmanos.org site does appear within the window:

When properly loaded, the VPN client login box displays as the example seen here:



If the software fails to add the proper site (vpn.karmanos.org) to the VPN client login box it will display as the example seen here:

To fix the issue, enter vpn.karmanos.org into the available field, then click Connect.



Known Issue 2 – You are connecting to the correct site but the connection is failing

This is an issue either with the home computer, home network, or the network you are connecting to.

NOTE: The following suggestions come with no support guarantees and are to be used at your own risk. These suggestions are based on experience.

- a. Home computer issues – empty temporary internet files, reset internet explorer, use Internet Explorer to browse vpn.karmanos.org
- b. Home Network issues – Shutdown and restart all home network hardware (DSL or Cable modems and Wireless routers) restarting in the proper order
- c. Other “outside” Network - If you are not at home and using a free wireless connection (for example: Panera Bread’s wireless, McDonald’s) many if not all free WIFIs require you to accept a usage agreement. This must be done before attempting to connect to VPN.

Known Issue 3 - You have successfully connected and see the Intrasource Page but are unable to connect to the office computer using Remote Desktop.

- a. You are using the incorrect IP or Computer name
- b. The computer at the office is turned off or off the network
- c. Someone else is currently logged into the computer using it