

VPN CONNECTIVITY TROUBLESHOOTING

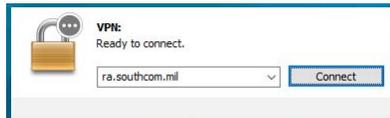
Purpose: This guide will assist in the correct way of logging in to your VPN Laptop. The reason for this, is to ensure you have the way of connecting your laptop to your Wi-Fi network and the VPN client as well as maintaining the patches that your Laptop needs to stay on the Network.

1) Initially, you must login with a patched profile (this should have been accomplished at the Help Desk when the laptop was picked up) to join your home Wi-Fi network, after that you should always login to the VPN client first before logging into the computer.

- a. Log into your Laptop and connect to your home Wi-Fi. (you can verify you are connected by opening a browser and doing a search with Google)
- b. Next, log out of your laptop.
- c. On the home screen press the ctrl key, press ok on the security warning banner. Next you will see screen where you would normally log in. If you look in the lower right corner you will see an icon that resembles two monitors. (this is the icon to connect to the VPN client)



d. Once you click the above icon, it will launch the Cisco AnyConnect Secure Mobility Client(CASM)



- i. Click the connect button. This will launch a pin prompt. (If it fails this means the wrong certificate was presented.)
- ii. Please reboot. The next time you launch the CASM click the X on the first pin prompt. A new pin prompt will appear, enter your pin; If the correct certificate was presented, an “accept the terms window will pop open” select the I agree and you will be connected to the VPN client. (If you receive another Authentication failed repeat the above process again and this time X out the first pin prompt as well as the second one).
- iii. Once you get a successful connection to the VPN the correct certificate will be cached and then the next time you connect you will only need to enter your pin on the first pin prompt.
- iv. You now can log in to the laptop.