

Cisco AnyConnect VPN Trouble Shooting Guide

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Unable to access the VPN website

1. If you cannot access the VPN website <https://vpn.aznet.gov> add it to your trusted sites.

At the top of the page, select the “Tools” drop down list.

Select “Internet Options”

Click on the “Security” tab at the top of the menu box.

Select the “Trusted sites” icon at the top.

Click on the “Sites” button on the middle right.

Type: <https://vpn.aznet.gov> in the box under “Add this Web site to the zone:”

Click the “Add” button to the right.

Make sure that the check box at the bottom left is **NOT** checked.

Click “OK” to close the “Trusted sites” box

Click “OK” to close the “Internet Options” box and apply the changes.

Unable to login on the website

1. Make sure that you are typing in the correct Internet address.

The Cisco VPN web address is: <https://vpn.aznet.gov>

2. Turn off the pop-up blocker.

At the top of the page, select the “Tools” drop down list.

Select “**Internet Options**”

Click on the “**Privacy**” tab at the top of the menu box.

Make sure that the box to the left of “**Block pop-ups**” is **NOT** checked.

If the box is checked, have the user click on it to deselect the option.

Click “**OK**” to apply any changes.

3. Add the VPN website to the trusted sites list.

At the top of the page, select the “Tools” drop down list.

Select “**Internet Options**”

Click on the “**Security**” tab at the top of the menu box.

Select the “**Trusted sites**” icon at the top.

Click on the “**Sites**” button on the middle right.

Type: <https://vpn.aznet.gov> in the box under “**Add this Web site to the zone:**”

Click the “**Add**” button to the right.

Make sure that the check box at the bottom left is **NOT** checked.

Click “**OK**” to close the “**Trusted sites**” box

Click “**OK**” to close the “**Internet Options**” box and apply the changes.

Can login but cannot download the client.

1. Turn off the Internet Explorer pop-up blocker.

At the top of the page, select the “**Tools**” drop down list.

Select “**Internet Options**”

Click on the “**Privacy**” tab at the top of the menu box.

Make sure that the box to the left of “**Block pop-ups**” is **NOT** checked.

If the box is checked, have the user click on it to deselect the option.

Click “**OK**” to apply any changes.

2. Add the VPN website to the trusted sites list.

At the top of the page, select the “**Tools**” drop down list.

Select “**Internet Options**”

Click on the “**Security**” tab at the top of the menu box.

Select the “**Trusted sites**” icon at the top.

Click on the “**Sites**” button on the middle right.

Type: <https://vpn.aznet.gov> in the box under “**Add this Web site to the zone:**”

Click the “**Add**” button to the right.

Make sure that the check box at the bottom left is **NOT** checked.

Click “**OK**” to close the “**Trusted sites**” box

Click “**OK**” to close the “**Internet Options**” box and apply the changes.

Able to download the client, but cannot connect.

1. Check to see if the Windows Firewall is on.

Click on the “**Start**” button.

Select “**Control Panel**”

Click on the “**Windows Firewall**” icon.

If their computer is not showing the “**Windows Firewall**” icon have them select the “**Switch to Classic View**” on the left side of the window and then select the “**Windows Firewall**” icon.

If the firewall is on, proceed to step 2. If it is off, jump to step 3.

2. Add the Cisco AnyConnect client to the Windows Firewall exceptions.

Select the “**Exceptions**” tab at the top of the window.

Click the “**Add Program**” button.

Scroll through the list to find “**AnyConnect VPN Client**” and select program by left clicking on it once.

Now click “**OK**” to apply the change.

This should bring the user back to the “**Windows Firewall**” window.

Check to make sure that the “**AnyConnect VPN Client**” has been added to the “**Programs and Service**” list and that the box to the left has a check mark in it.

3. Add the VPN website to the trusted sites list.

At the top of the page, select the “**Tools**” drop down list.

Select “**Internet Options**”

Click on the “**Security**” tab at the top of the menu box.

Select the “**Trusted sites**” icon at the top.

Click on the “**Sites**” button on the middle right.

Type: <https://vpn.aznet.gov> in the box under “**Add this Web site to the zone:**”

Click the “**Add**” button to the right.

Make sure that the check box at the bottom left is **NOT** checked.

Click “**OK**” to close the “**Trusted sites**” box

Click “**OK**” to close the “**Internet Options**” box and apply the changes.

AnyConnect Client “Connect to” field is blank.

1. Type the correct address in the “Connect to” box.

Type “**vpn.aznet.gov**” in the “**Connect to**” box and hit “**Enter**”.

After your first successful login, you will not have to type this in again. You will only have to input your password.



Terminal Services Connection

1. Unable to connect to the Terminal Server.

Make sure that you are connected to the Cisco VPN **before** attempting a Remote Desktop Connection.

If you are connecting to the ADOA Terminal Server, check the address you are inputting.

The correct address is: tsremote.azdoa.gov

Sometimes it will take 2 consecutive attempts before a connection is established.

Look at the system tray located in the bottom right of the screen. There should be a lock icon with 2 blue balls.

If the icon is present, you are connected to the VPN.

If the icon is not present, log back into the VPN.

2. Can connect to the Terminal Server, but cannot log in.

Are you sure you have a Terminal Server account? Just because you have a VPN account does not mean that you were issued a Terminal Server account.

What login are you attempting to use? The Terminal Server account username and password will be the same as your Novell account at work.

3. Can connect to Terminal Server, but after entering your username and password you get a box indicating “Change your Windows password to match your NetWare password after a successful login.”

At this point, you will need to enter the Novell password that you were using at the time of their last successful login to the Terminal Server, or if you are a new user you need to enter the temporary password that was assigned to you.

If you cannot remember your old password or your new password, please call the ADOA Help Desk at 602-364-4444 option 3 and a Help desk representative will create a Remedy ticket for a Terminal Server password reset and assign it to MSD LAN for processing.

Remote Desktop Connection

1. Unable to connect to a Desktop remotely.

Make sure that you are connected to the Cisco VPN **before** attempting a Remote Desktop Connection.

If you are having trouble connecting to a desktop PC, check the address you are inputting. Make sure the address you are inputting matches the IP address of the desktop. Sometimes it will take 2 consecutive attempts before a connection is established.

Look at the system tray located in the bottom right of the screen. There should be a lock icon with 2 blue balls.

If the icon is present, you are connected to the VPN.

If the icon is not present, log back into the VPN.

2. Still unable to connect to the remote computer.

If you have followed all the steps above, please contact your local System Administrator. The System Administrator will need to verify that the PC you are trying to access has the ability to accept a remote connection.