

These instructions are for VPN users who have been authorized to use the VPN with a SecurID key fob.

The first time you login:

Open Internet Explorer and go to the following URL:

<https://vpn.cityoftacoma.org>

Please notice the URL begins with httpS. Launching the VPN requires the 's' to be included in the URL.

You will be required to install Secure Desktop software prior to logging in. For most computers this process will be automatic, but if you are having problems please see the troubleshooting section below.

After the Secure Desktop install, you will be prompted to enter your username and password. Your username is the one assigned to you when you were issued your key fob, and your password is your PIN followed by the numbers on the key fob. For example if your PIN is 1234 and the key fob reads 567890, then your password would be 1234567890.

After you successfully login and your computer passes the Anti-Virus check, you will be taken to the AnyConnect installation page. The AnyConnect installation will kick off automatically. The installation process will try three different ways to download and install the software. You may be required to approve an ActiveX, Java, or AnyConnect.exe file installation. This will vary by computer and you will be given on-screen prompts for completing the installation.

Once the AnyConnect installation is complete your VPN session will automatically switch over to the AnyConnect VPN Client and you can close the installation window.

You will now find two new icons in your system tray (the set of icons next to the clock in the lower right corner of your screen). The first one to notice is the AnyConnect icon. It is two small computers with a lock over the top of them. Double-click on it to view the status of your VPN session. You will find the "Disconnect" button on the Connection tab. When you disconnect, your computer will automatically contact the ASA to complete the portion of the VPN setup prior to logging in. You may get a pop-up window stating that software is being downloaded. Click the "Disconnect" button on the pop-up window to stop that process, or click "accept" to continue to the VPN login. You can also disconnect or quit the VPN by right-clicking on the AnyConnect icon and clicking on the appropriate item from the menu.

The second new icon to notice in your system tray is for the Cache Cleaner software. It is a yellow padlock icon. After you terminate your VPN session (or the session times out) the Cache Cleaner software will clean all traces of the VPN session off of your computer.

For logging in after AnyConnect is installed:

During the initial AnyConnect installation an icon named AnyConnect VPN client will be created on your Start menu. You can bypass the web login process by using this icon. The first time you run AnyConnect from the Start Menu you will need to type in "vpn.cityoftacoma.org" (without the quotes) in the **Connect to:** field. You may be required to click the "Select" button before the username and password fields appear. Prior to the username and password fields appearing, you may receive a pop-up window stating that software needs to download and launch. This is the pre-login check for the VPN. Click Accept to continue or Disconnect to stop the login process.

You can also launch the VPN by clicking on the Start button, pointing to "All Programs", then pointing to the "Cisco" folder, followed by the "AnyConnect" item, then clicking on the second "AnyConnect" item.

Once the username and password fields appear, type in your Secure ID username and your password (your PIN followed by the numbers on the fob) and click Connect. After being connected you can manage your VPN session from the AnyConnect icon in the system tray just like before.

Troubleshooting:

There may be issues with the pre-loading of software prior to login. This is usually caused by the site not being trusted. Please add the following URL's to the trusted sites in your Internet Explorer (see explanation below):

<https://vpn.cityoftacoma.org>

<https://vpn1.cityoftacoma.org>

<https://vpn2.cityoftacoma.org>

1. Open Internet Explorer.
2. Click on the "Tools" menu at the top of the window, then scroll down and click on "Internet Options".
3. In the window that appears, click on the "Security" tab.
4. Click on the "Trusted Sites" icon.
5. Click on the "Sites..." button. Another window will open.
6. Add the first URL listed above to the "Add this Web site to the zone:" slot (remember the 's' in https), then click the "Add" button.
7. Do the same for the other 2 URLs.
8. All 3 sites should appear in the "Web sites:" window when finished. Click the OK button twice and try to launch the VPN URL again.

If you have issues with running the AnyConnect installation here is a detailed look at what is happening.

The installer first tries to launch an ActiveX install. Many times you can catch the yellow bar across the top of the screen and allow the ActiveX session, but the installer may move past it quickly. Next the installer will try to push the AnyConnect software via Java. If this happens you should be challenged to accept some Java files. Finally the installer will attempt to download and run a file named similar to AnyConnect.exe (it will probably contain a version number somewhere in the file name). Accept the download and accept the security warning for running an un-trusted file.

If all of these fail you need to check your Internet Explorer security settings. If you have not already done so, add the above sites to the Trusted sites. If the install still fails, click the "Custom Level..." button after clicking the "Trusted Sites" icon on the "Security" tab of the Internet Options. Make sure either ActiveX, JavaVM, or Downloads are enabled.