TE Connectivity – Cisco AnyConnect – Client Access Portal Instructions

*** Note: These instructions are only valid for fully managed TE computers. For home/unmanaged computers please see the WebAccessPortal instructions at http://access.te.com/WebAccessPortal.aspx ***

- Windows XP/Vista/7
- Mac OSX
- Profile Management
- Preferences
- Tips & Tricks

Windows XP/Vista/7

On Network - Software Library / Software Mall

The Cisco AnyConnect VPN Client can be obtained through the standard installation procedure for the Software Library / Software Mall. For additional assistance on installation, please contact the TE Helpdesk at +1-717-810-2255.

Off Network – Automated Install (Java/ActiveX)

Ensure Java and/or ActiveX is installed and enabled. Connect to the VPN gateway in a web browser (IE preferred): https://vpn-amer-001.te.com/CAP. Login with your Network UserID, Network Password, and SecurID Passcode. Allow the installation of the Cisco AnyConnect VPN Client. Once installation completes you will automatically be connected. *Note: Do not click the "Download" button. If installation fails, please use the *Off Network – Manual Install* method described below.

Off Network – Manual Install

Download and install the "Cisco AnyConnect for Microsoft Windows" executable from: http://access.te.com/CAP_Support.aspx. If this is a fully managed PC, the proper profiles will install automatically. Further information on the VPN profiles is provided in the *Profile Management* section of this document. For additional assistance on installation, please contact the TE Helpdesk at +1-717-810-2255.

Mac OSX

On Network – Apple Repository
The Cisco AnyConnect VPN Client can be obtained through the standard installation procedure for the Apple Repository. For additional assistance on installation, please contact the TE Helpdesk at +1-717-810-2255.

Off Network – Automated Install (Java)
Ensure Java is installed and enabled (Java must be allowed to execute in Safari on OSX 10.8). Connect to the VPN gateway in a web browser (IE preferred): https://vpn-amer-001.te.com/CAP. Login with your Network UserID, Network Password, and SecurID Passcode. Allow the installation of the Cisco AnyConnect VPN Client. Once installation completes you will automatically be connected. *Note: Do not click the "Download" button. If installation fails, please use the Off Network – Manual Install method described below.

Off Network – Manual Install
Download and install the "Cisco AnyConnect for Mac OSX" DMG from: http://access.te.com/CAP_Support.aspx. Download the *Cisco AnyConnect Profile* from the CAP Support website. Extract the *te_clientprofile.xml* file to your Mac's directory: */opt/cisco/anyconnect/profile* Further information on the VPN profiles is provided in the Profile Management section of this document. For additional assistance on installation, please contact the TE Helpdesk at +1-717-810-2255.

Profile Management
The Cisco AnyConnect Profile provides the AnyConnect client information on how to connect to the TE VPN infrastructure for managed TE devices. This file may become corrupt and as such may need to be reinstalled. The current version of the TE Client Profile can be obtained from: http://access.te.com/CAP_Support.aspx. Download, extract, and copy the XML file to the following Operating System dependent folder and restart the client:

- Windows XP:
    - C:\Documents and Settings\All Users\Application Data\Cisco\Cisco AnyConnect Secure Mobility Client\Profile
- Windows 7:
    - C:\ProgramData\Cisco\Cisco AnyConnect Secure Mobility Client\Profile
- MAC OS X:
    - /opt/cisco/anyconnect/profile

Preferences

The AnyConnect Preferences file saves user specific settings for the AnyConnect client. There are times when this file can become corrupt. If this occurs, the easiest thing to do is to exit the AnyConnect client, delete the preferences file and then restart the AnyConnect client.

Preferences File Locations by OS:

- Windows XP (User):
    - C:\Documents and Settings\username\Local Settings\Application Data\Cisco\Cisco AnyConnect Secure Mobility Client\preferences.xml
- Windows XP (Global):
    - C:\Documents and Settings\AllUsers\Application Data\Cisco\Cisco AnyConnect Secure Mobility Client\preferences_global.xml

- Windows 7 (User):
    - C:\Users\username\AppData\Local\Cisco\Cisco AnyConnect Secure Mobility Client\preferences.xml
- Windows 7 (Global):
    - C:\ProgramData\Cisco\Cisco AnyConnect Secure Mobility Client\preferences_global.xml

- MAC OS X (User):
    - /home/username/.anyconnect
- MAC OS X (Global):
    - /opt/cisco/anyconnect/.anyconnect_global

Tips & Tricks

Optimal Gateway Selection (OGS)

Optimal Gateway Selection is enabled by default. It is a method of automatically selecting the best available VPN gateway to connect to based on a variety of factors. There are times, however, when this may not be in your best interest. To disable OGS and manually select your VPN gateway, uncheck "Enable automatic VPN server selection" from the Settings in the Cisco AnyConnect VPN Client. You may need to exit the Cisco AnyConnect VPN Client and reopen for the settings to take effect.