

'AnyConnect' VPN FAQs

Q: What level of desktop rights is required to install the AnyConnect client?

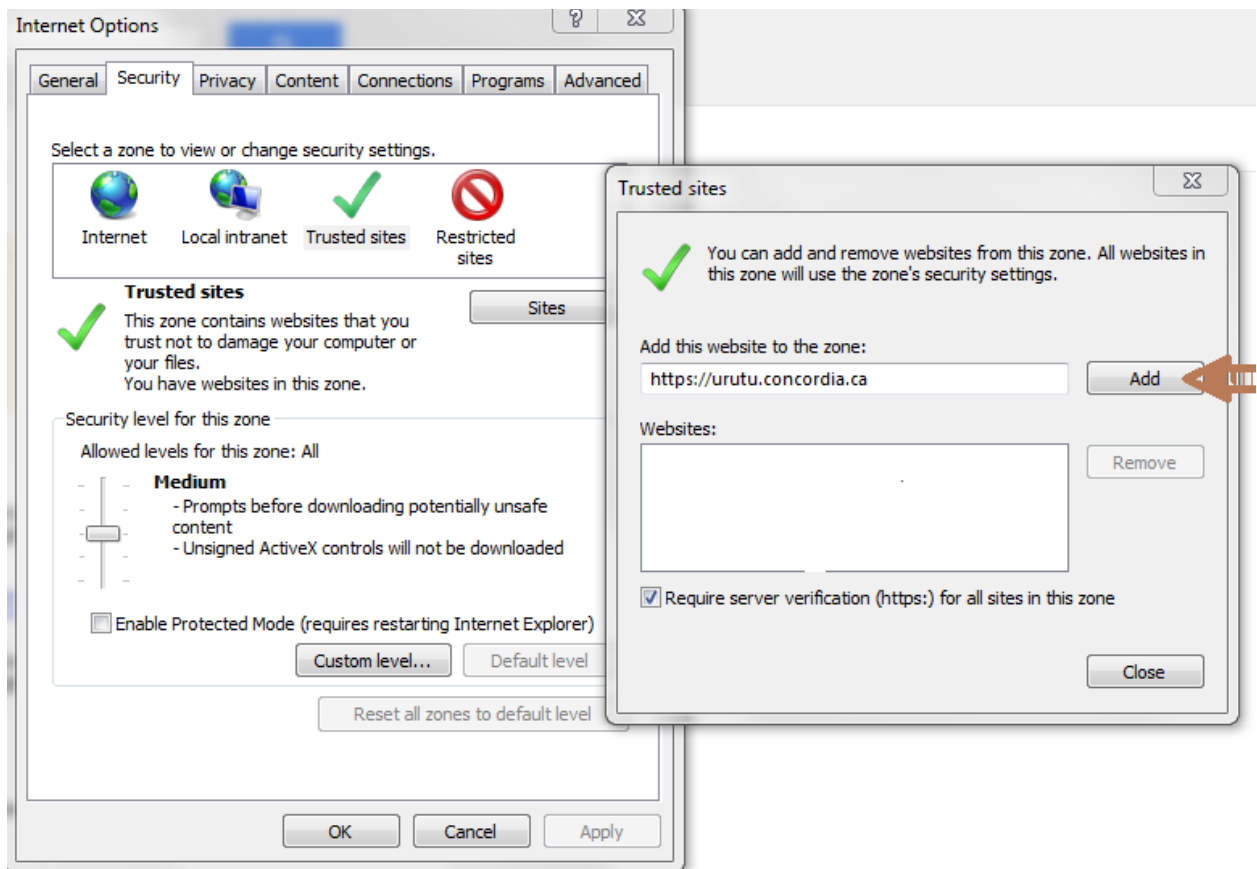
A: For the first installation, you need administrative privileges on your desktop to complete the installation. Subsequent upgrades do not require the admin privileges.

Q: Do I need any programs on my computer in order to install the AnyConnect client?

A: Either ActiveX or Java Runtime Environment must be installed on your computer.

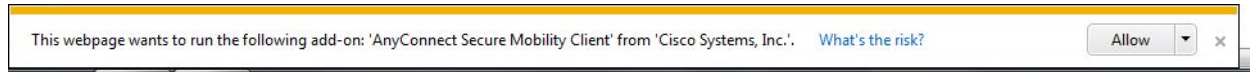
Q: My web browser is not displaying <https://urutu.concordia.ca>. What can I do?

A: You will need to add <https://urutu.concordia.ca> as a trusted site in your browser. In addition, make sure that the security level of your browser is set up to medium for the trusted sites. This can be done via your internet browser's 'options'.

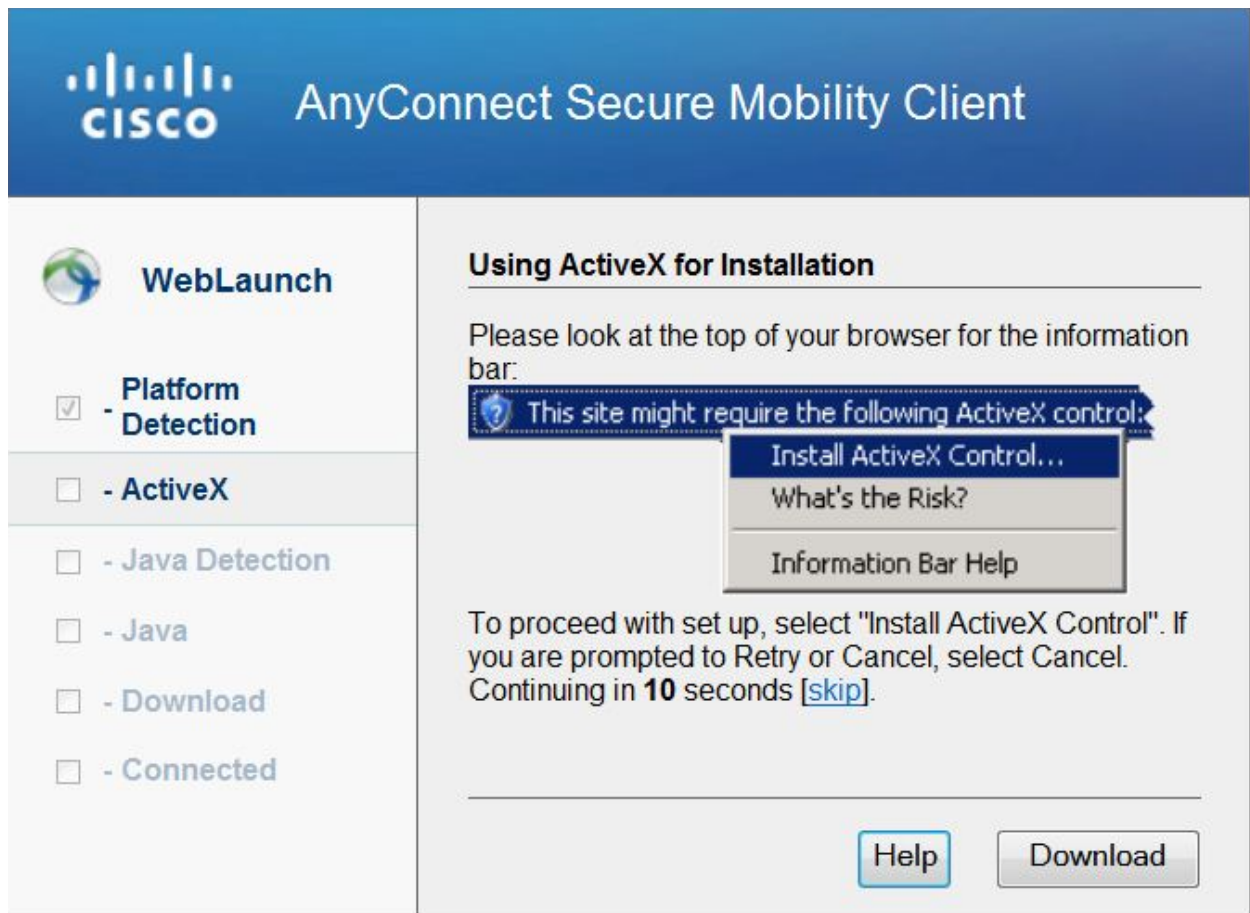


Q: I am receiving a message that the installation was blocked by my browser. What can I do?

A: Allow the add-on by clicking on the "Allow" button.



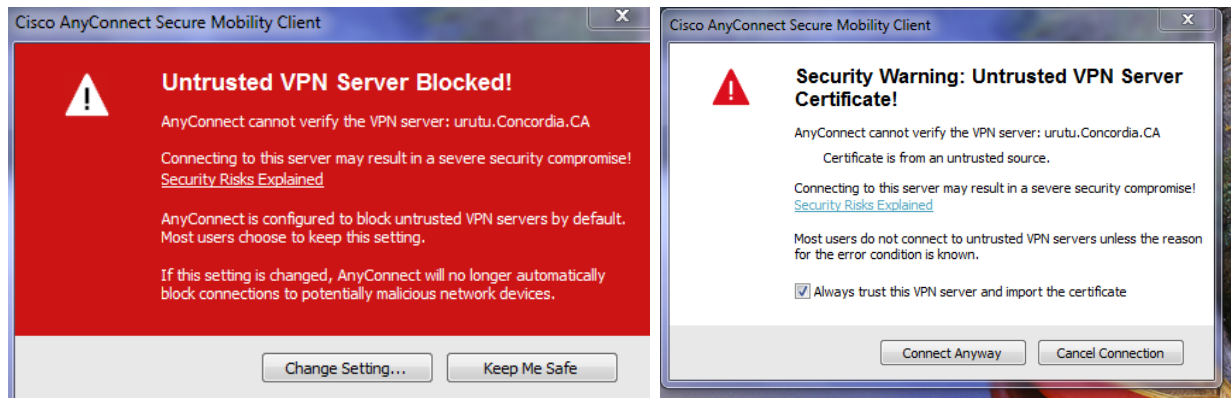
If installation doesn't run automatically, click 'download' to download the software and run the installation manually.



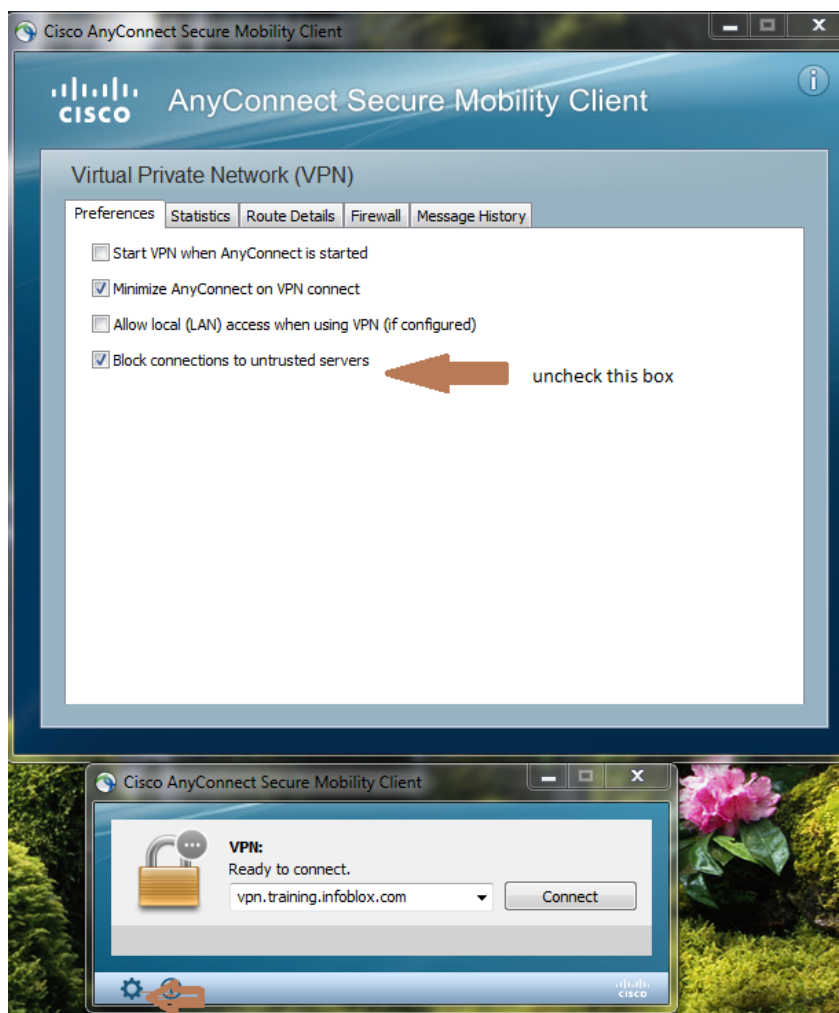
Q: When I attempt to connect with the AnyConnect VPN Client using IE 7, I receive this error message: *Revocation information for the security certificate for this site is not available. Do you want to proceed?* What can I do?

A: Click yes to proceed. This error is usually due to a problem with the certificate you are using, or the browser trying the connection. In order to resolve this issue, verify that the *Check for server certificate revocation* option is unchecked in your browser. This option is located under Tools > Internet Options > Advanced Tab > Check for server certificate revocation. Changing this feature requires a restart of your browser.

Q: I am receiving an error that the AnyConnect client is blocked by my antivirus software or firewall. How can I fix this?



A: First, check your antivirus or firewall settings to verify that the connection to urutu.concordia.ca is allowed. Second, modify the AnyConnect VPN client settings to allow the connection to untrusted server.



Q: How can I check to see if the AnyConnect client is connected from the Windows command prompt?

A: On the Windows machine click Start>Run, type cmd

Go to:

```
C:\Program Files\Cisco\Cisco AnyConnect VPN Client> vpncli.exe state

Cisco AnyConnect VPN Client (version 2.5.0193) beta.

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>> state: Connected
>> state: Connected
>> registered with local VPN subsystem.
>> state: Connected

>> state: Connected
```