UNIVERSITY of HOUSTON

UNIVERSITY INFORMATION TECHNOLOGY

VPN INSTALLATION INSTRUCTIONS

FOR WINDOWS AND MAC USERS

Table of Contents

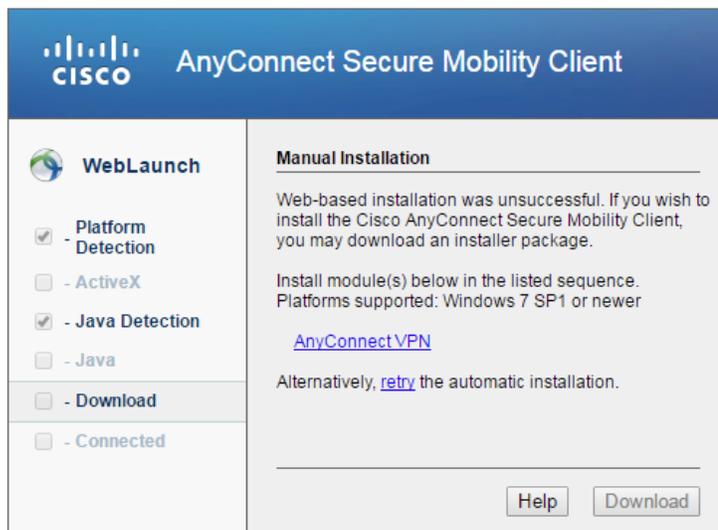# Installation Instructions

For Windows Users

Installing the VPN Client

1. Download the Cisco AnyConnect VPN for Windows installer from: **vpn.uh.edu**.
2. Enter the **Cougarnet** credentials.

3. Click the **AnyConnect VPN** link to download the software.

4. Double-click the **AnyConnect.exe** file. (Note: You may encounter a Security Warning screen and have to click Run to proceed.)
5. Click **Next**.
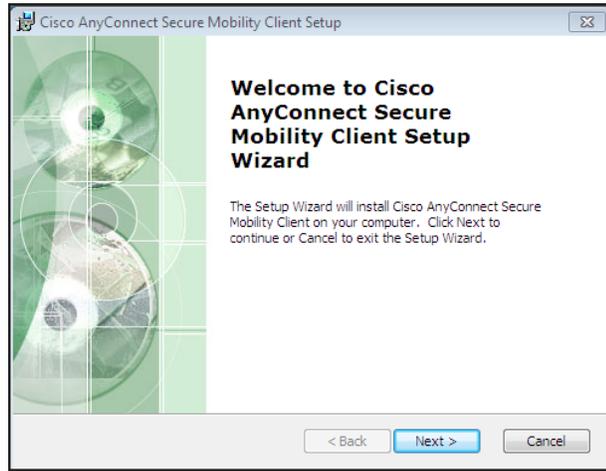
6. **Accept** the terms of the License Agreement.
7. Click **Next**.

8. Click **Install**.

9. Install the VPN client and, when a message appears saying the Cisco AnyConnect client has been installed, click **Finish**.
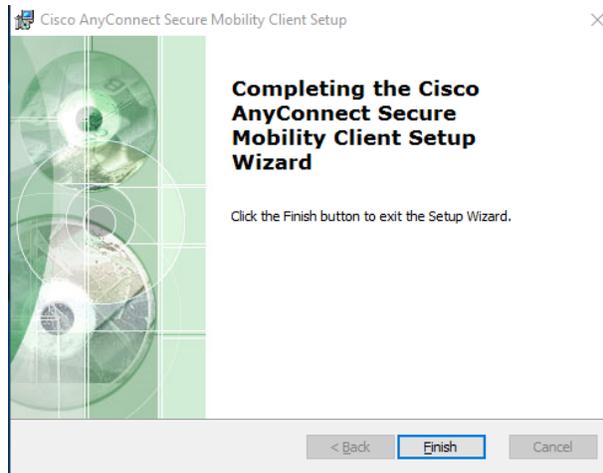
Note: If you get a User Account Control screen asking if you want to allow the following program from an unknown publisher to make changes to your computer click **Allow** or **Accept**.
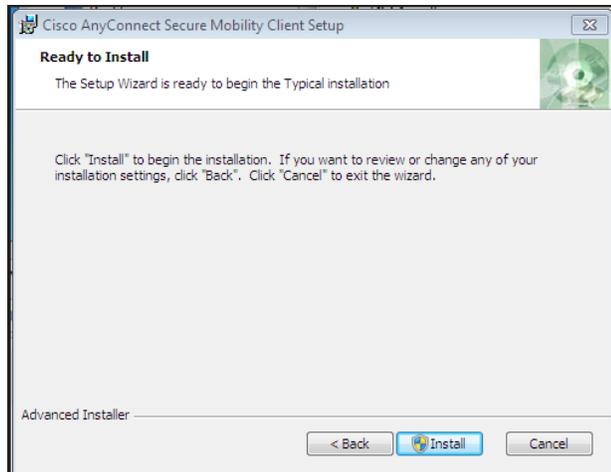
Connecting to the UH VPN

1. Launch the **Cisco AnyConnect Secure Mobility Client**.
   If you don't see **Cisco AnyConnect Secure Mobility Client** in the list of programs, navigate to **Cisco > Cisco AnyConnect Secure Mobility Client.**
2. When prompted for a VPN, enter vpn.uh.edu and then click **Connect**.

3. Enter the following information and then click **OK**:
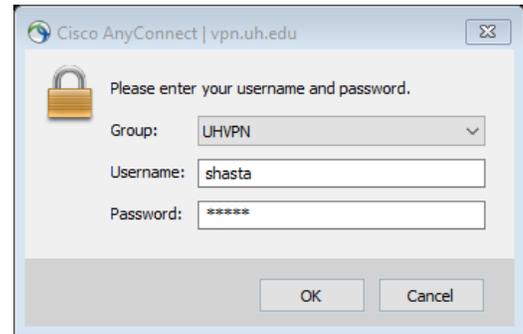   - **Group**: select **UHVPN** (this is a split- tunnel service i.e. non-UH traffic flows normally on an unencrypted internet connection) or **Full Traffic non-split-tunnel** (all internet traffic flows through the VPN connection) if available.
   - **Username**: your COUGARNET ID
   - **Password**: your COUGARNET ID password

4. Once the VPN connection is established, a message displays in the lower-right corner of your screen, informing you that you are now connected to the VPN.

Disconnect from the UH VPN

1. In the notification area, click the Cisco AnyConnect icon 🌐 if it is displayed. Otherwise, go to your list of programs and click **Cisco AnyConnect Secure Mobility Client**.
2. At the prompt, click **Disconnect.**
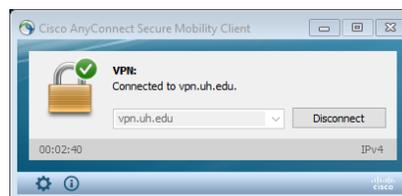
Note: If you disconnect from UH VPN you will be required to re-enter your password for reconnections.

For Mac Users

Note: ONLY Mac OS 10.9.x and newer versions are supported by the CISCO AnyConnect software.

Installing the VPN Client

1. Download the Cisco AnyConnect installer for Mac from: **vpn.uh.edu**.
2. Enter the **Cougarnet** credentials.
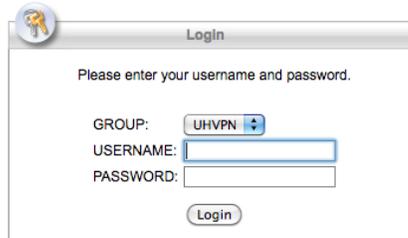
3. Click the **AnyConnect VPN** link to download the software.
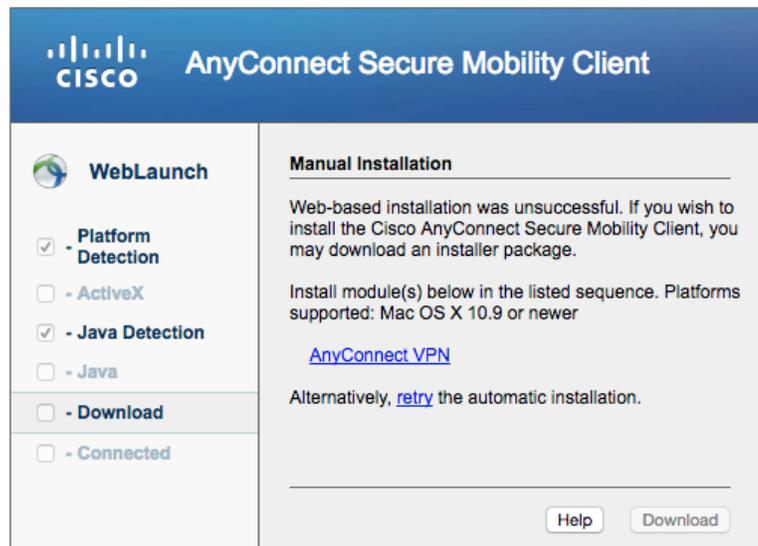
4. If you get a **DMG** file double click the file.
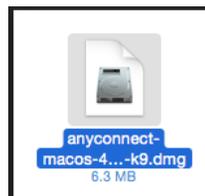
5. Double-click the **AnyConnect.pkg** file to start the Cisco AnyConnect Installer wizard.

6. Click **Continue**.
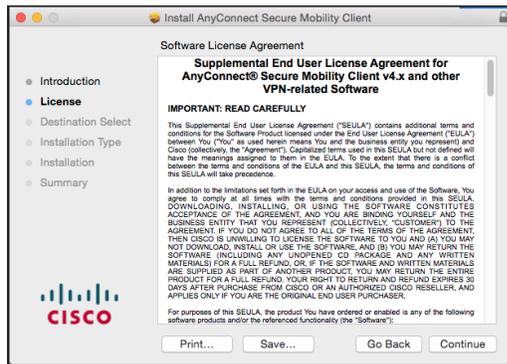
7. Click **Agree**.
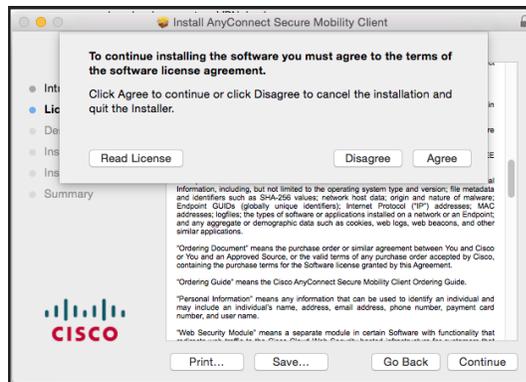
8. When the Welcome window displays, click **Continue**.
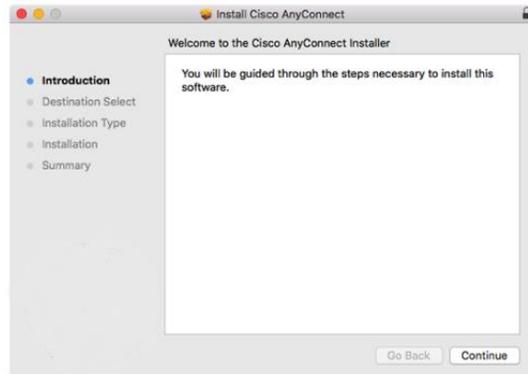
9. Select your hard drive as the destination where you want to install Cisco AnyConnect and then click **Continue** if you receive this screen.

10. Click **Install** to perform a standard installation of the software.
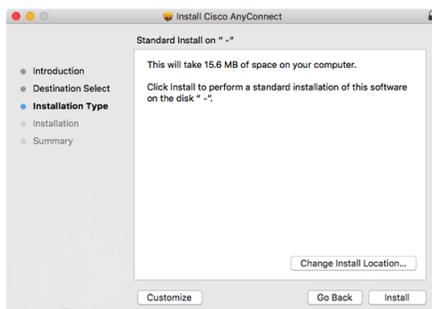
11. At the prompt, enter your administrator account password for the Mac and click **Install Software.**

12. When the software has finished installing, click **Close**.
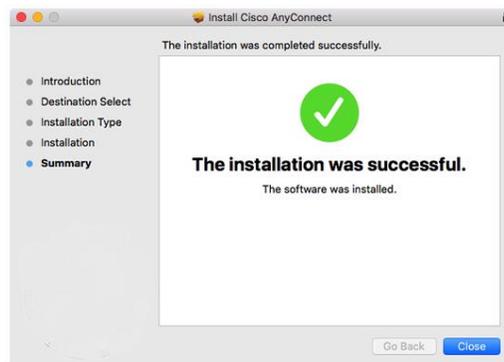
Connecting to the UH VPN

1. To launch the VPN client, open your **Applications** folder and navigate to **Cisco** > **Cisco AnyConnect Secure Mobility Client**.

2. When prompted for a VPN, enter **vpn.uh.edu** and then click **Connect**.
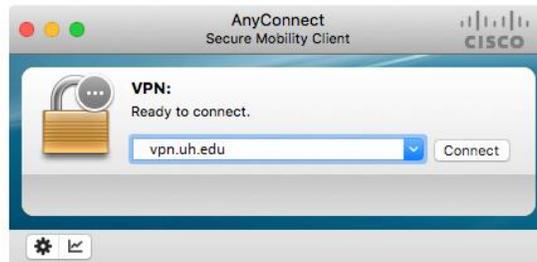
3. Enter the following information and then click **OK**:
   - **Group**: select **UHVPN** (this is a split- tunnel service i.e. non-UH traffic flows normally on an unencrypted internet connection) or **Full Traffic non-split-tunnel** (all internet traffic flows through the VPN connection) if available.
   - **Username**: your COUGARNET ID
   - **Password**: your COUGARNET ID password
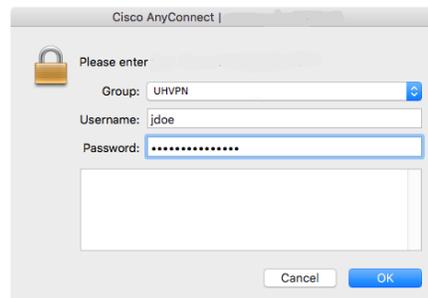
Note: You should now be connected to UH VPN.

4. Once the VPN connection is established, the Cisco AnyConnect icon with a small lock appears in the dock.

Disconnect from the UH VPN

1. Click the Cisco AnyConnect icon with a small lock.

2. At the prompt, click **Disconnect**.
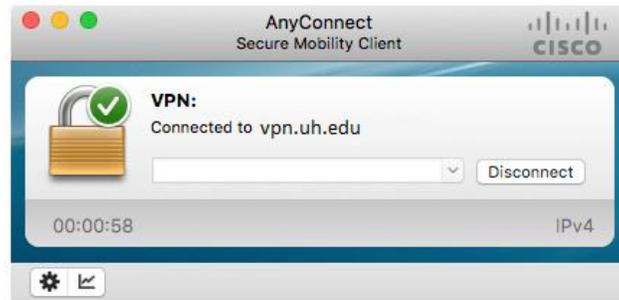
Note: If you disconnect from UH VPN you will be required to re-enter your password for reconnections.

Linux (Ubuntu)

Note: If you disconnect from VPN you will be required to re-enter your password for reconnections.

Install and configure AnyConnect

1. Download the Cisco AnyConnect VPN for Linux installer from: **vpn.uh.edu**. Enter the **Cougarnet** credentials. Copy the file to your desktop.

2. Open Terminal. Drag the file into Terminal. Remove the quotes and type sudo in front of the file location. Press Enter

3. Type your password and installation should begin.

4. Installation is done when you see the following.

Connecting to the UH VPN

1. Open the search bar and search for Cisco. You should see the Cisco icon. Click to open.
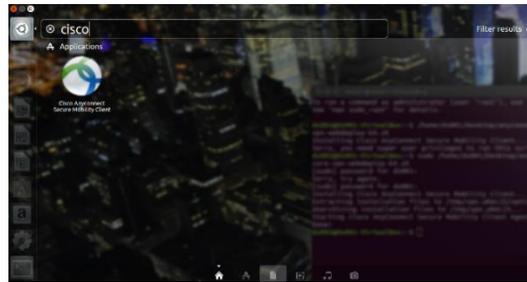
2. Type in **vpn.uh.edu** in the Connect to address bar. Press **Connect**.

3. Make sure Group is set to UHVPN. Insert your Cougarnet ID credentials. Press Connect.

Note: You should now be connected to UH VPN.

Disconnect from the UH VPN

1. Click on the Cisco icon to open the connection box.

2. The connection box will open. Press Disconnect.
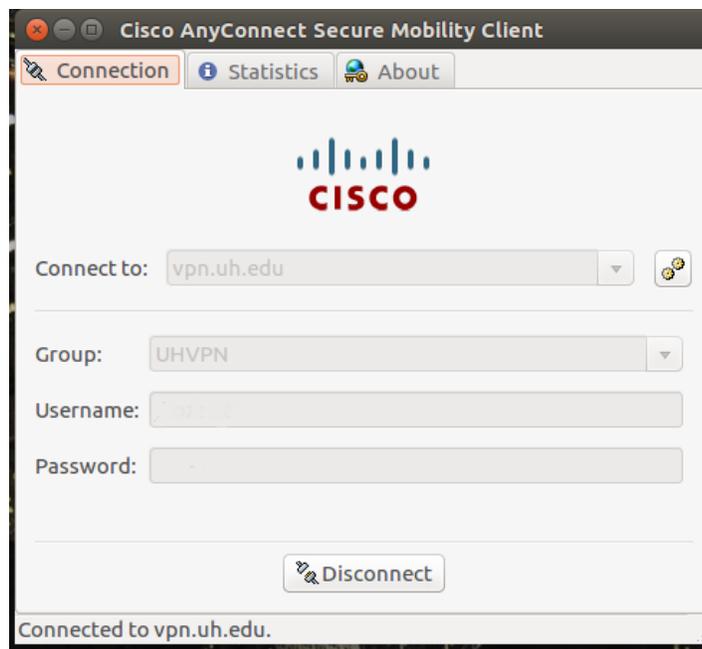
Note: You are now disconnected from UH VPN and will be required to re-enter your password to reconnect.

Android

Install and configure AnyConnect

1. Go to the Google Play Store and search for Cisco AnyConnect.
2. Choose the **AnyConnect** app and tap **Install**.
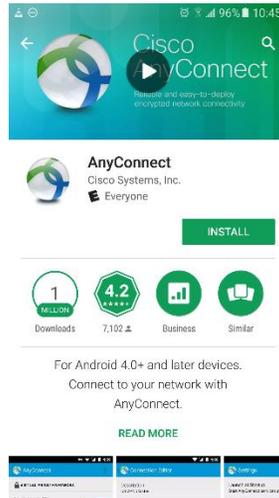
3. If prompted, tap **Accept** to give AnyConnect permission to access other apps.
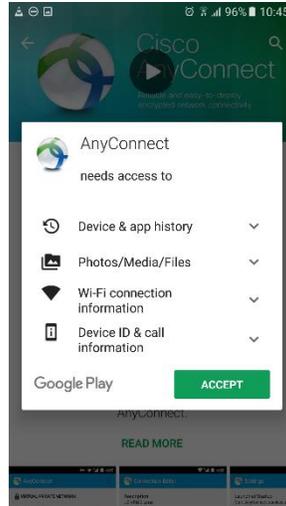
4. Tap **Open** and accept the license agreement if one is presented.
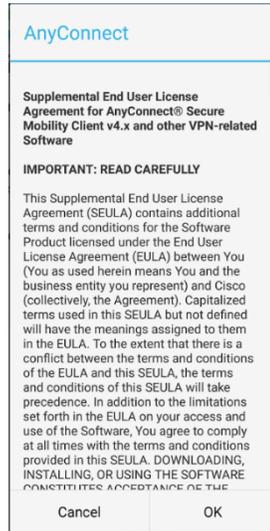
5. Choose to add a new VPN connection by tapping **Connections**.

6. If the Advanced Preferences screen displays, tap **Add a New VPN Connection.**
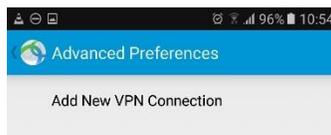
7. Enter the following information:
   - **Description**: label the configuration with a unique identifier (for example, UHVPN)
   - **Server Address**: vpn.uh.edu

8. Tap **Done**.

Connect to UH VPN

1. Open the AnyConnect app.

2. Tap the AnyConnect VPN **Off** button.

3. When prompted for your username and password, enter the following and then tap **Connect**:
   - **Group**: select **UHVPN** (this is a split- tunnel service i.e. non-UH traffic flows normally on an unencrypted internet connection) or **Full Traffic non-split-tunnel** (all internet traffic flows through the VPN connection) if available.
   - **Username**: your COUGARNET ID
   - **Password**: your COUGARNET ID password

AnyConnect

Please enter your username and password.
Group:

UHVPN

Username:

shasta

Password:

|·····

☐ Show password(s).

Cancel   Connect

4. If you see a message seeking your attention, tap **OK**.

Allow connection

AnyConnect is requesting permission to set up a VPN connection that will allow it to monitor network traffic. Only allow this if you trust the source.

An icon will be shown at the top of your screen while the VPN is in use. Allow?

CANCEL   OK

5. When you are connected to VPN, the AnyConnect app shows the VPN as turned on.

Disconnect from UH VPN

To disconnect from the UH VPN, open the AnyConnect app and tap the **On** button. It toggles to **Off**, disconnecting your device from the UH VPN Service.

Note: If you disconnect from UH VPN you will be required to re-enter your password for reconnections.

iOS

Install and configure AnyConnect
1. Go to the Apple App Store and search for Cisco AnyConnect.
2. Choose the **AnyConnect** app and tap **get** to install.
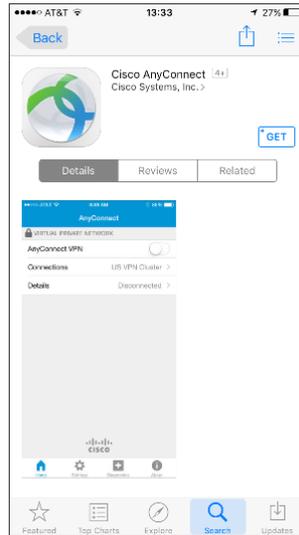
3. Tap **Open** and accept the license agreement if one is presented.
4. Click **Allow**.
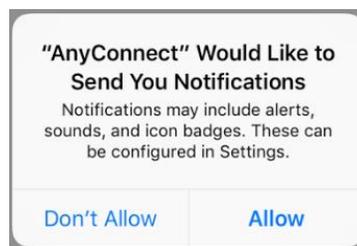
Note: AnyConnect will now be sending you notifications.

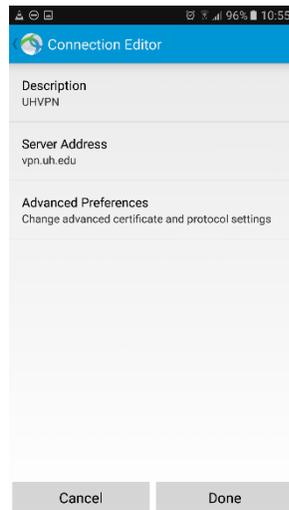5. Choose to add a new VPN connection by tapping **Connections**.
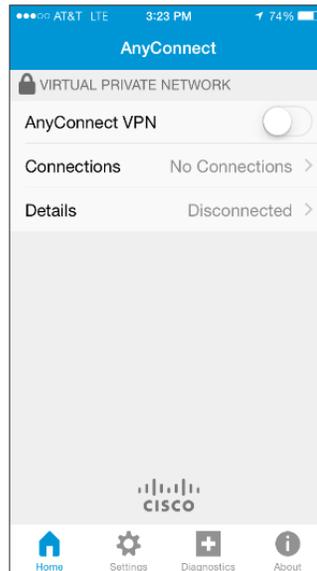
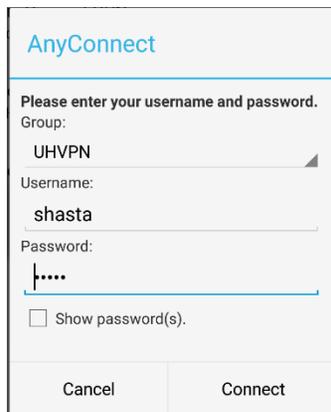6. If the Advanced Preferences screen displays, tap **Add a New VPN Connection.**

7. Enter the following information:
   - **Description**: label the configuration with a unique identifier (for example, UHVPN)
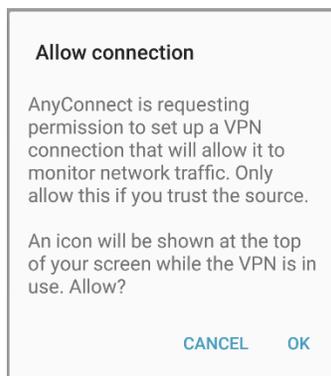   - **Server Address**: vpn.uh.edu
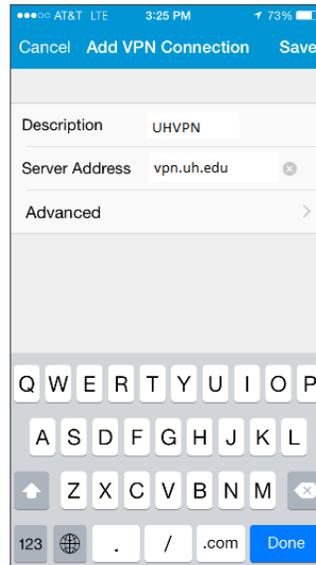
8. Tap **Done**.

9. Tap **Save**.
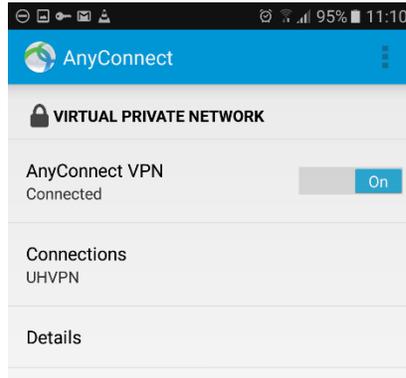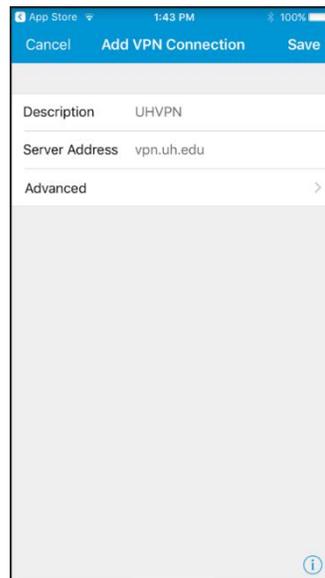
10. Tap **Allow**.
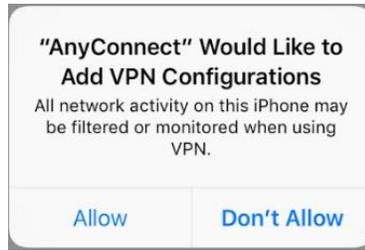
Connect to UH VPN

1. Open the **AnyConnect** app.

2. Tap the AnyConnect VPN **Off** button.

3. When prompted for your username and password, enter the following and then tap **Connect**:
   - **Group**: select **UHVPN** (this is a split- tunnel service i.e. non-UH traffic flows normally on an unencrypted internet connection) or **Full Traffic non-split-tunnel** (all internet traffic flows through the VPN connection) if available.
   - **Username**: your COUGARNET ID
   - **Password**: your COUGARNET ID password
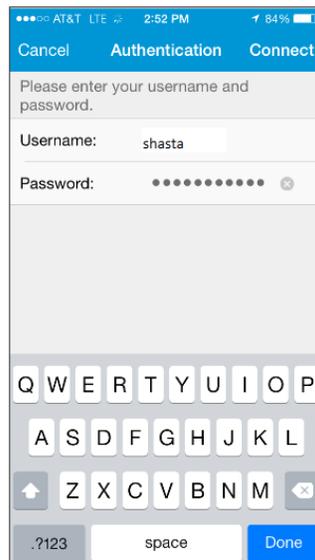
4.   When you are connected to VPN, the AnyConnect app shows the VPN as turned on.
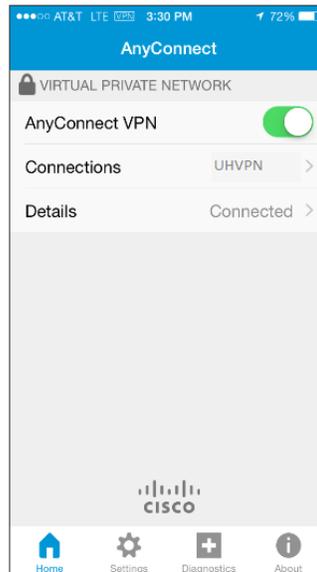

Disconnect from UH VPN

To disconnect from the UH VPN, open the AnyConnect app and tap the **On** button. It toggles to **Off**, disconnecting your device from the UH VPN Service.

**Note:** If you disconnect from UH VPN you will be required to re-enter your password for reconnections.

Troubleshooting

First, check that you have installed the correct client for your computer and you meet all the dependencies. If you still have problems connecting, please continue reading.

1. Connect to the internet
> To connect to the VPN server, you must be connected to the internet first.

2. Try again later
> If your VPN connection was working recently and has suddenly stopped, the server may be down temporarily, unavailable or too many users are connected. Try again later.

3. Error message
- There are several error messages that can appear when a VPN connection is unsuccessful.
- They usually have a number like 'Error 721'. By searching for this error message and number online, you can often find what it means and why it has appeared. Also, you can often find out how other people have dealt with the problem themselves. Try Google.
- Quite often, it a configuration or software version incompatibility on your home computer that you should update.
- Built-in PPTP clients on all OS's aren't supported on the new VPNs.

4. Check VPN settings
> Verify your VPN configuration settings OR delete and reinstall the client from this page.

5. At what stage does it fail?
- If you are sure all your settings are correct, think about the error message you have received (if any) and see if it relates to any of the issues listed below.
- The number of possible problems can be reduced by watching how and when the connection attempt fails.
- If it fails as it is trying to connect (i.e. before the 'verifying username and password' stage) then see the 'Failing to connect?' section below.
- If you can connect but cannot login successfully, then see the 'Failing to verify username and password?' section below.

6. Failing to connect?
- Firewall settings
  - Some software firewalls have been known to stop users connecting to our VPN server, especially if the settings are too 'restrictive'.
  - You can usually tell if it is your firewall causing the problem by turning it off and trying again.
  - Versions of Microsoft Windows XP service pack 2 and above have a built-in firewall already turned on. However, its default settings have not been known to interfere with University VPN connections.
- Router / Firewall firmware version
  - Out-of-date 'firmware' versions on ADSL routers are one of the most frequent causes of VPN problems.

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- If you are using an ADSL Router or Firewall device to connect to broadband at home, and are getting the error message 'Error 800 - Unable to establish the VPN connection' when you try to connect, then you should check that the router's software or firmware version is up to date.
- The manufacturers of these devices often develop the latest firmware versions and make them available for download from their own websites. Download and install the latest available firmware code for your model of Router and try to connect again. (Note: this does not usually apply standard ADSL modem devices.)
- Often some older versions of router firmware are not programmed to cope with running multiple VPN connections at the same time. If you have more than one computer connecting to VPN behind your router, check that the router firmware is capable of this and try upgrading it to the latest firmware version.
- ISP's VPN availability
  - Some Internet Service Providers (ISP) restrict certain traffic or network ports over their service.
  - If protocols are not supported, or VPN is blocked by your ISP, you will not be able to connect.
- Using NAT
  - If you are using an ADSL router and have Network Address Translation (NAT) set up, this can cause problems if two people try to connect at once.
  - Some routers can still detect which computer to send the two separate sets of traffic to and some can't. Firmware updates may improve this.

7. Failing to verify username and password
- CougarNet Account: To log into any University system or computer your account must already be registered and active.
- Username: Log in with your username and password.

8. Unexpected disconnections
- Automatic timeouts: We do not have any timeouts from the VPN server side, but your VPN connection will terminate if your internet connection stops or your computer powers off.
- Server busy: The server can only support a limited number of concurrent users and can occasionally get too busy. This may cause your connection to stall or disconnect unexpectedly. If you suspect this is happening too frequently or for days at a time, report the problem to the IT Service Desk.

9. Contact the IT Staff Service Center
Call Us: 713-743-1411
Fax Us: 713-743-1410
Email Us: support@uh.edu
Mail Code: TSS 2002e