



# **City of South Bend AnyConnect VPN Service**

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### 1.0 What is AnyConnect VPN Service

The City of South Bend has implemented a Virtual Private Network (VPN) technology that allows authorized users gain access to City's Network resources over the Internet by creating a secure, encrypted tunnel. Once a VPN connection has been established, users will access the City's private network using a Terminal Services Server. This server has been configured with the most commonly used applications used on the City's network, i.e. GroupWise, Microsoft Office, AS/400 (all applications will not be available).

Requests for additional applications to be installed on the Terminal Services Server will be considered based on complexity of installation, licensing requirements, performance overhead, and the benefit of the application to be installed on the server).

### 2.0 Prerequisites

Users wanting to take advantage of this technology must submit a request to their Department Heads. Department Heads are required to send a letter of remote access request to the Controller identifying the employee, reason for remote access, specific access requested, and the time period involved.

Upon approval of the Controller, Information Technologies will be directed to establish the approved remote access capabilities. [AF Policy 5.6 - IT Remote Access Policy](#)

Information Technologies will supply a username and password to make the connection to the AnyConnect VPN Service. **The AnyConnect VPN Service password is case-sensitive and does not expire.** This password does not change unless you request a change to the Information Technologies Department.

### 3.0 Workstation Requirements

- Workstation must have an internet connection
- Microsoft Windows
  - Windows XP with Service Pack 2 or Service Pack 3
  - Windows Vista (32-bit and 64-bit)
  - Windows 7 (32-bit and 64-bit)
- Apple
  - Mac OS 10.5
  - Mac OS 1.6.x (32-bit and 64-bit)
- Linux
  - Red Hat Enterprise Linux 5 Desktop
  - Ubuntu 9.x and 10.x
  - Other Linux distributions may work but are not fully supported or tested
- Remote Desktop Connection installed on the workstation (installed by default with Windows XP or later)
- Up to date Virus Protection
- If the computer you are using does not meet these requirements, the City's VPN service will not be available to you.

#### 4.0 Install the AnyConnect VPN Service

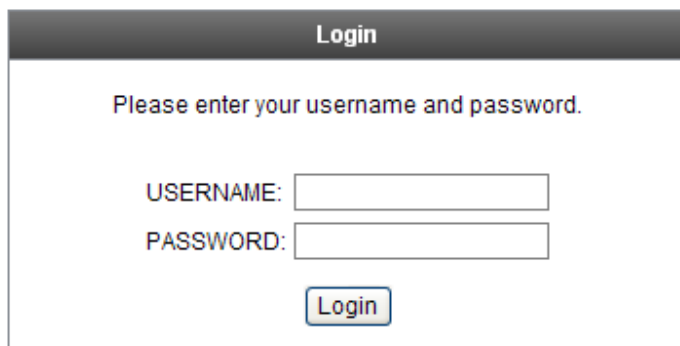
You will only need to install the program on your computer once. Once the program is installed you can skip to section 5.0 to start the AnyConnect VPN Service

4.1 Using a web browser, connect to the City of South Bend AnyConnect VPN webpage located at [www.southbendin.gov/sslvpn](http://www.southbendin.gov/sslvpn) or <https://sslvpn.southbendin.gov>

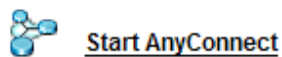
4.2 You will be prompted to accept the self-signed Certificate, choose:



4.3 Login using the credentials that were supplied by Information Technologies. This is your VPN password. **This password is case-sensitive, does not expire and does not change.**



4.4 Choose Start AnyConnect



4.5 Accept the security warning – check the Always trust content from this publisher

4.6 Answer Yes to the prompt below



4.7 Once you are connected to the VPN, you will have the circled icon in your Notification Tray



- 4.8 To Disconnect from the AnyConnect VPN Service, right-click the AnyConnect VPN Services icon and choose Quit or Disconnect
- Choosing Disconnect will disconnect your VPN session and leaves the program running
  - Choosing Quit (recommended) disconnects the VPN session and exits the program



**Note:** You only need to install the AnyConnect VPN Service on your computer once

### 5.0 Run the AnyConnect VPN Service

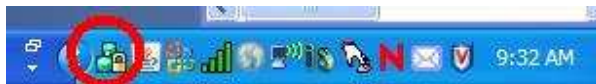
Once the AnyConnect VPN Service is installed, it will display in your list of Applications. For Windows XP you can access it by clicking Start > All Programs > Cisco > Cisco AnyConnect VPN Client > Cisco AnyConnect VPN Client. Enter your VPN user name and password (supplied by Information Technologies)



Answer Yes to the security alert (you will get this every time you connect)



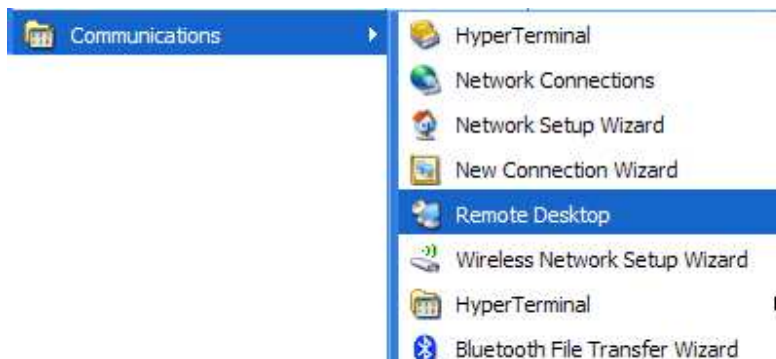
Confirm you have the icon in the System Tray



### 6.0 Instructions to start the Remote Desktop Connection

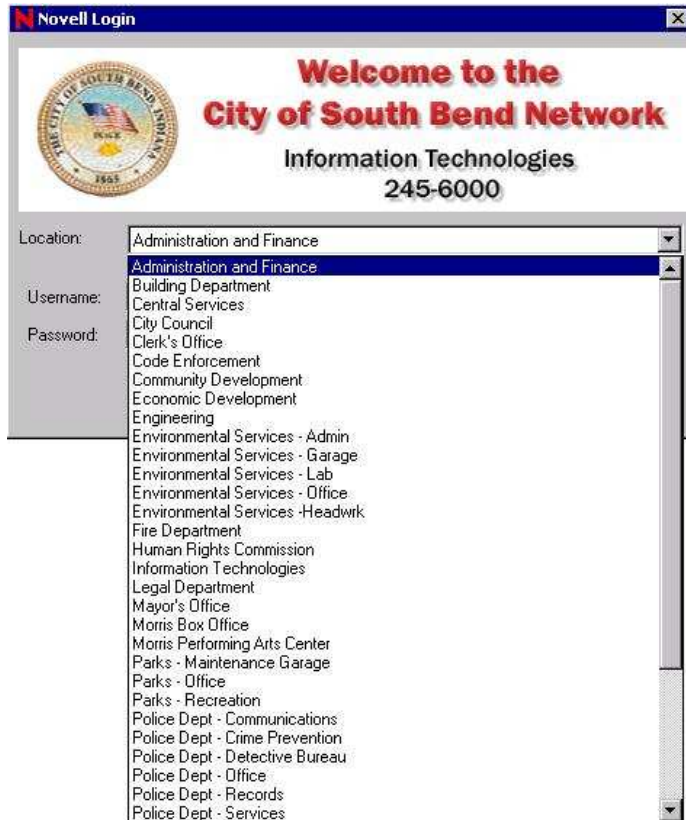
After successfully connecting to the AnyConnect VPN service, click Start > All Programs > Accessories > Communications > Remote Desktop Connection  
For the computer name type: **vpn**

**NOTE: The procedure to get to Remote Desktop Connection varies depending on the version of Windows**



## 7.0 Instructions to log into the City’s Network

7.1 To login to the City’s network, you must select your department from the drop down menu on the top of the Novell Login box



7.2 In most cases your Novell User ID is your first initial and the first 7 letters of your last name.

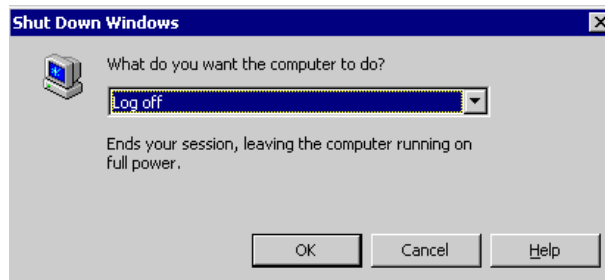
**Example: The user name for John Thompson would be JTHOMPSON**

7.3 Enter your Novell password

If you need assistance determining your User ID, contact Information Technologies at 245-6000 during normal business hours (8:00-4:30 M-F).

### 8.0 Instructions to log out of the City's Network and close Remote Desktop Connection

Once you have completed your work, click Start > Log off (notice you will not have the option of restarting or shutting down the computer). This will disconnect your Remote Desktop Connection into the VPN server. You will still be connected to the AnyConnect VPN Service until you disconnect your session. Described in Section 9.0



### 9.0 Instructions to disconnect from the AnyConnect VPN Service

Right-click the VPN connection symbol in the Notification Tray

- Select Disconnect to disconnect your AnyConnect VPN service and leave the program open
- Select Quit (recommended) to disconnect your AnyConnect VPN service and close the program



### 10.0 Access to resources allowed

#### 10.1 Files

Once you have logged into the VPN and made the Remote Desktop Connection to the VPN Terminal Service Server, you will have access to all of the files that are located on the network (If you have saved files to the hard drive of your assigned workstation, these files will not be available.) Using Windows Explorer you will have the same F: and H: drive that you have on your office workstation.

## 10.2 Applications

List of applications that are currently installed on the VPN Terminal Services Server:

Adobe Reader 7.07	Internet Explorer (You will have the same access as you do from your office workstation)
Arc Reader 9.2	Microsoft Office 2003 Professional Suite
Arc GIS 9.2	SBEND Employee Intranet
H.T.E. (Naviline)	Word Perfect 9 (for Legal Department Only)

**NOTE:** Requests for additional applications to be installed on the Terminal Services Server will be considered based on complexity of installation, licensing requirements, performance overhead on the server, and the benefit of the application to be installed on the server.

## 11.0 Reporting problems

Contact Information Technologies @ 245-6000 during normal business hours (8:00-4:30 M-F). When reporting problems with the City's VPN system, it is best to include as much information about the problem as possible. Please be sure to include the following in all problem reports. At no time should you volunteer your password to anyone.

1. Your name, daytime and evening phone numbers and email address.
2. Operating System of the computer you are using.
3. Version of Web Browser you are using.
4. A brief, specific description of the nature of the problem, include all error messages.
5. Some indication as to when problems first began. Indicate if you have successfully connected in the past, did anything change?

## 12.0 AnyConnect VPN Service Quick Start

This Quick Start will help you with the high level steps to successfully connect and use the AnyConnect VPN Service. In the event of an issue, please use this page to as a tool to report to Information Technologies where the issue occurs.

### 12.1 Is the AnyConnect VPN Service Installed on the computer?

- No – Go to Step 4, Install AnyConnect VPN Service
- Yes – Launch AnyConnect VPN Service, click Start > All Programs > Cisco > Cisco AnyConnect VPN Client > Cisco AnyConnect VPN Client.
- Enter your VPN user name and password (supplied by Information Technologies). **This password is case-sensitive and does not expire or change unless you request a change from the Information Technologies Department.**
- Confirm you have made the connection to the AnyConnect VPN Service



### 12.2 Launch Remote Desktop Connection

- After successfully connecting to the AnyConnect VPN service, click Start > All Programs > Accessories > Communications > Remote Desktop Connection
- For the computer name type: vpn

### 12.3 Login to the City of South Bend's Network

- Choose your department from the Location drop down box
- Login using your normal username and password

### 12.4 Disconnect from the Remote Desktop Connection

- Once you have completed your work, click Start > Log off. This will disconnect your Remote Desktop Connection into the VPN server.

### 12.5 Disconnect from the AnyConnect VPN Service

- Right-click the VPN connection symbol in the Notification Tray
  - Select Disconnect to disconnect your AnyConnect VPN service and leave the program open
  - Select Quit to disconnect your AnyConnect VPN service and close the program

## 13.0 Number to call for Help

- During Normal Business Hours (M-F 8:00 am – 4:30 pm) contact Information Technologies at 574-245-6000
- During After Hours, leave a detailed message on the After Hours Emergency Voicemail at 574-235-7638.