

VPN Connectivity Issues

Different types of error message shown while connecting to Cisco VPN:

1. If the Error message says “Login failed” while connecting to VPN, it could be due to password issue, or user’s account may have been locked out. The user may have to reset their Prodapt password or setup FortiToken or unlock the account to connect to VPN.
2. If the error message says “The VPN connection failed due to unsuccessful domain name resolution” then the user needs to enter the IP Address "202.52.128.200" instead of the domain name "secure.prodapt.com" in the Cisco VPN application and then to connect to the VPN.
3. If the error message says, “Login denied your environment does not meet the access criteria defined by your administrator” then the user needs to contact the IT Team at it.support@prodapt.com to verify if device’s requirements are met.

How to connect VPN

- Navigate and open Cisco AnyConnect VPN application in your Prodapt Device (Note: VPN cannot be accessed from your personal device)
- Enter the Server name as “secure.prodapt.com” and click connect.
- The credential window should open. Select the group as “CORP-VPN”
- Then enter your Username and Password.
- In the FortiToken field you need to enter the 6-digit token code displayed on your Forti token mobile app. (Note: FortiToken code changes every 30 seconds)

Guide for FortiToken Mobile App installation and activation

Installation of FortiToken mobile application:

- **Download the application**
For Android device, go to the Google Play store to download the FortiToken Mobile application.
For iOS device, go to the Apple App Store to download the FortiToken Mobile application.
- After successful installation of mobile app, please send email to it.support@prodapt.com with subject: Enable Fortitoken Mobile.
- You will receive a notification via email with an activation code and an expiration window. (Note: If you do not activate your token by the indicated expiration date, please contact it.support@prodapt.com to have your token reassigned for activation)

Activation for FortiToken Mobile Token

- On your mobile, open the FortiToken App.
- In the top right corner, tap the add icon. This will open the activation wizard. There will be two options given to add a new token: Scan Barcode and Enter Manually.
For Option 1: Scan Barcode
 - Inside the activation email received, there will be an attachment with a QR Barcode. Open the attachment.
 - Next, select the Scan Barcode option in the application and scan the displayed QR Code.
- **For Option 2: Enter Manually**
 - Inside the email provided, there should be a 16-digit code in quotation marks. Have this ready. Next, select the “enter manually” option in the application. Then select the Fortinet account option at the top. Fill in the requested fields with your email address the activation code was sent to and then enter the 16-digit code.
 - Tap done to add account.