

User Guide for AnyConnect™ Secure Mobility Client



What's new? Quick Summary

How to launch AnyConnect?

Go to **Start** → **All Programs** → **Cisco** → **Cisco AnyConnect Secure Mobility Client** → **Cisco AnyConnect Secure Mobility Client**

(Win8.1/10 click Windows key and type *Cisco AnyConnect Secure Mobility Client*)

Useful tips:

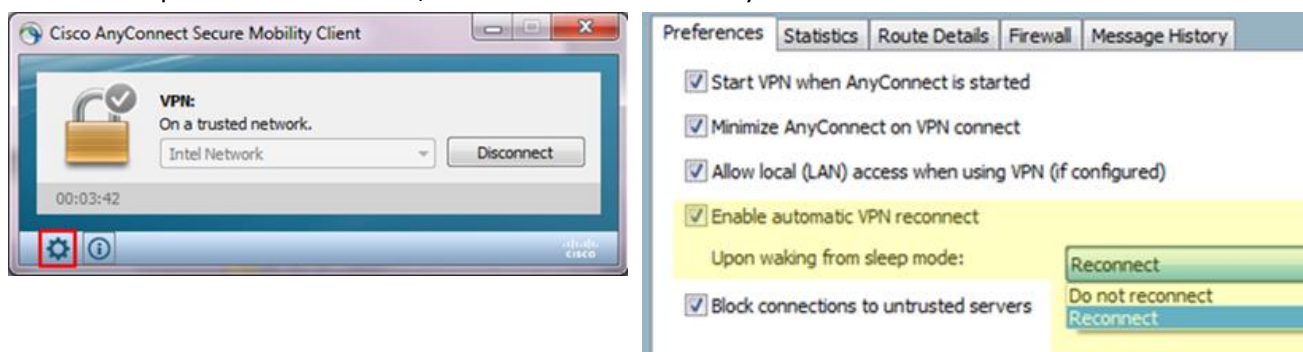
- **How to make the AnyConnect icon appear in the system tray:**



In the system tray click **Customize...**, find the **Cisco AnyConnect User Interface** and choose from the drop down box: "Show icon and notification".

- **How to Enable/Disable automatic AnyConnect reconnection from sleep mode:**

Open AnyConnect window, in the bottom-left, left click on Choose "**Preferences**" book mark, "**Enable automatic VPN reconnect**" should be checked → Choose from the drop box "Reconnect" / "Do not reconnect" as you wish.



- **Try AnyConnect VPN Health Check tool**



If AnyConnect VPN fails to connect, use the **AnyConnect Health Check** tool to troubleshoot.

- To activate the tool go to: **Start** → **All Programs** → **Cisco** → **AnyConnect VPN Health Check**
- A helpful user guide is also located in the same Cisco folder. Select **AnyConnect Health Check User Guide**



How to use AnyConnect™ VPN

The AnyConnect VPN Secure Mobility Client™ product consists of two building blocks:

- 1) Cisco AnyConnect VPN client
- 2) Certificate-based user authentication with Remote Access password

The AnyConnect VPN client and certificate-based user authentication will work only from the public Internet (not from inside Intel campus or from Intel guest Internet access) and only after a valid IP is acquired by the LAN\WLAN network adapters.

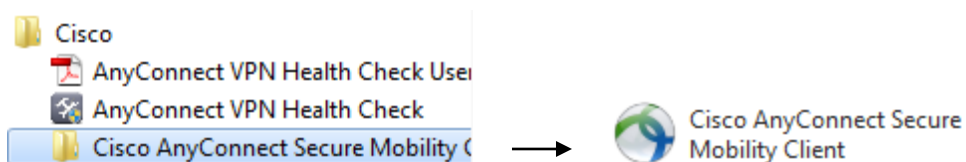
Launch AnyConnect VPN

Double-click the **Cisco AnyConnect Secure Mobility Client** icon on your desktop

OR:

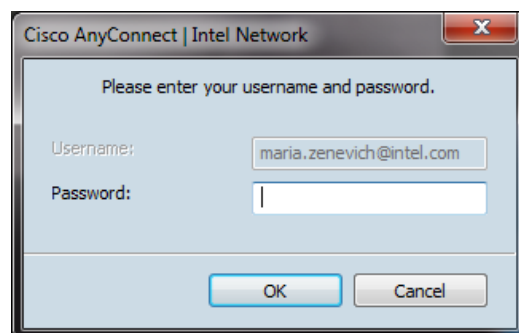
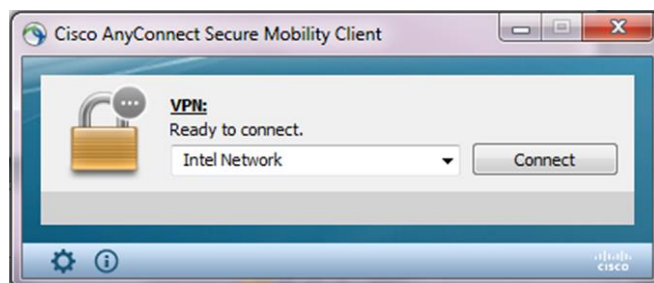
For **Windows 7**:

select from Start → All programs → Cisco → Cisco AnyConnect Secure Mobility Client



How to connect

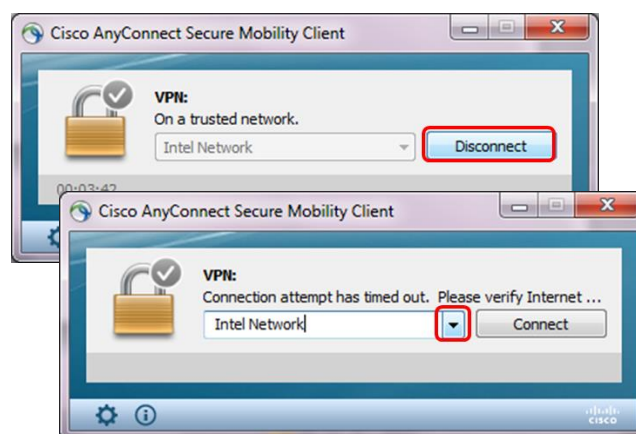
- After launching, AnyConnect will try to connect to the same tunnel as the last successful connection. (After installation the default tunnel is **Intel Network**).
- IT recommends always using the default **Intel Network** tunnel because it load balances and connect you to the best tunnel location available from your location.
- When prompted for your remote access password, type it in the password field. Make sure your full Intel email address is listed in the Username field and click **OK**.



- To manually connect to a specific location:

Disconnect by clicking the **Disconnect** button.

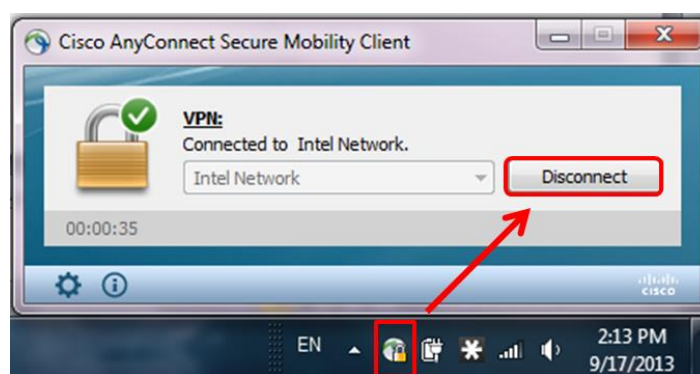
- Wait a couple of seconds for a proper tunnel closure.
- Select the location you want to connect from in the drop-down box.
- Click **Connect**.



- While connecting, AnyConnect™ VPN will check for any updates. If new VPN client software or profiles are released, they will be installed automatically to keep your PC up to date.

How to disconnect

- To disconnect, right-click on the AnyConnect icon on your system tray and select **Disconnect**.



- AnyConnect switches to auto-reconnect mode when an abrupt disconnect occurs. For example, the PC enters suspend mode while the VPN is connected. Auto-reconnect allows you to reconnect automatically to Intel once a public IP is identified. Once a public IP is identified, the VPN connection will be resumed.

Icon states

Not connected to VPN	Connecting to VPN	Connected to VPN	Attention required	Something critically wrong with AnyConnect



Troubleshooting



AnyConnect VPN Health Check tool

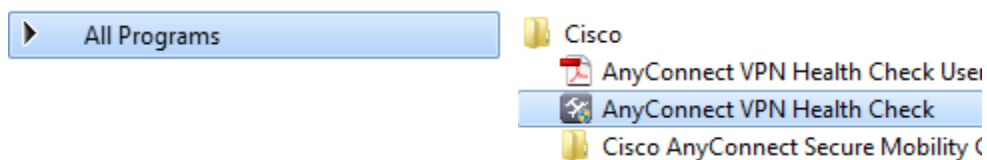
The tool helps you troubleshoot various VPN-related issues.

Use it in these situations:

1. You experience problems connecting with AnyConnect VPN.
2. You want to test your AnyConnect VPN password.
3. You want to test AnyConnect at the office.

To activate the tool go to

Start → All Programs → Cisco → AnyConnect VPN Health Check



To view the User Guide for this tool go to:

Start → All Programs → Cisco → AnyConnect VPN Health Check User Guide

Error messages:

**"Connection attempt has failed (timeout)" or
"Connection attempt has failed: Host is unreachable"**

Important: AnyConnect* VPN will not work from within an Intel campus (LAN or WLAN) or on the Guest Internet Access (GIA) network. Only use AnyConnect* VPN from a public Internet.

Connections will fail, and you'll receive one of the following errors:

"Connection attempt has failed (timeout)" or

"Connection attempt has failed: Host is unreachable"

"Couldn't connect to the server. Please verify connectivity and server address"

in the following situations:

- Failure to connect the internet from public Internet (home, hotel, cafe, etc.)
- Trying to connect from within an Intel campus
- Trying to connect from Intel guest network

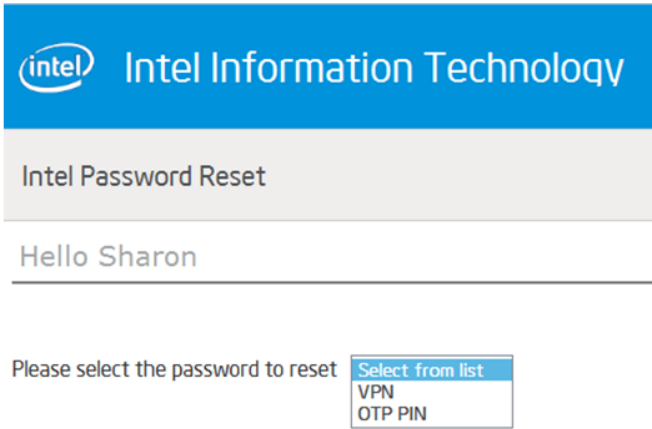
- Follow the steps below to resolve connectivity issues:

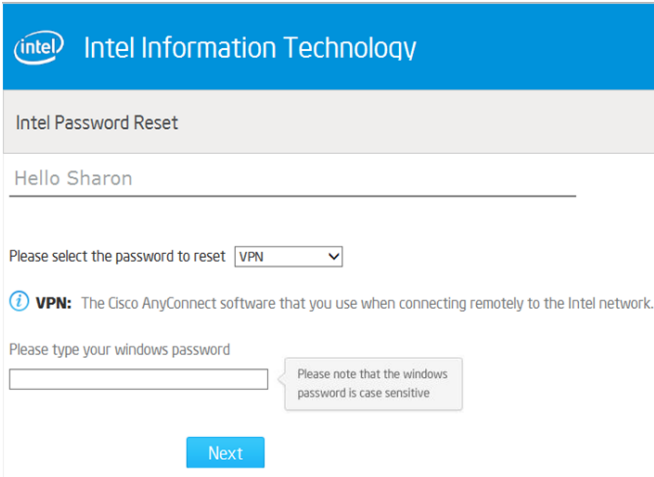

Step	Task
1	Activate the VPN Health Check Tool as described above. If the tool doesn't solve the issue, go to step 2.
2	Validate that you are not connected from within Intel campus (including the Guest network) and that you have Internet connectivity. Do this by opening a web browser and trying to reach http://www.intel.com .
3	While connected to the Internet, validate that you are able to resolve DNS names. 1. Click Start -> Run -> type cmd -> press Enter . 2. Type nslookup scsfm.intel.com -> press Enter . 3. Validate that you are getting the following resolution 192.55.54.19
4	If Step 3 fails, you may not have a valid Internet connection. If you have a valid Internet connection: Manually choose the closest Intel site to where you are located (e.g. - AMR Folsom CA) from the Connect List and don't use the Intel Network tunnel.

How to change your password

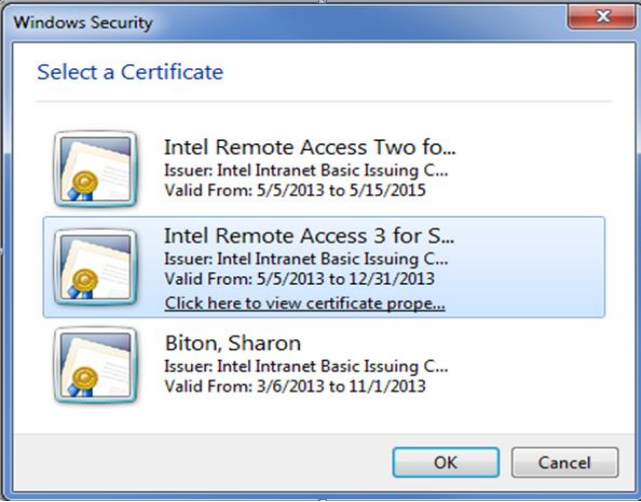
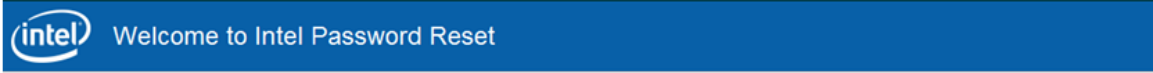
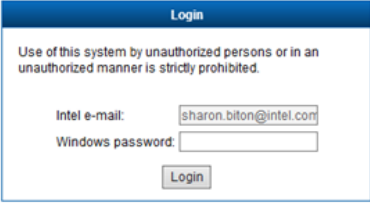
You can change your remote access password while you are at an Intel campus or connected remotely over VPN. The new password will be valid from your next connection.


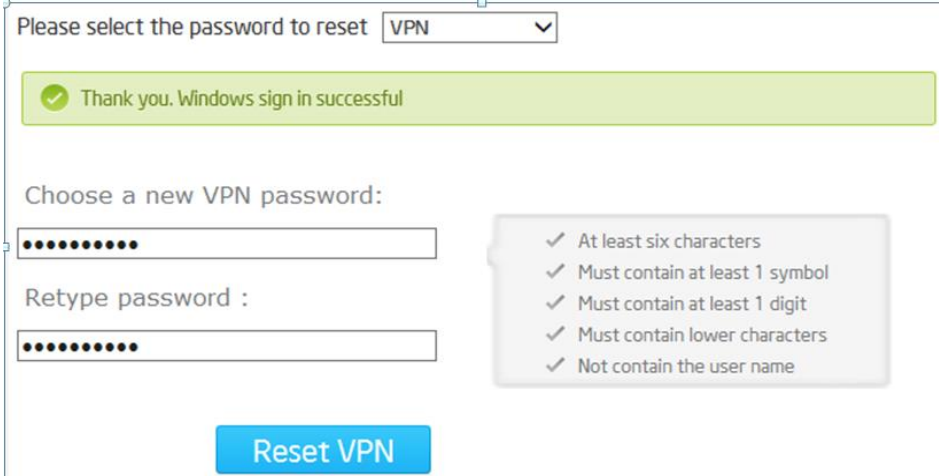
How to change your password while on Intel campus

Step	Task
1	Go to https://passreset.intel.com
2	<p>You will see this screen, where you select the password that you would like to reset:</p> 

3	<p>Once "VPN" is selected, you will be requested to provide your Windows password. Type the password in and click next:</p> 
4	<p>You will see a message telling you that the authentication is successful.</p>
5	<p>Then you will need to provide your desired new VPN password (twice), while following the list of password rules shown on the right (the list you see might be different than the list captured below):</p> 
6	<p>Click "Reset VPN" to complete the process</p>
7	<p>You will get an automated email notifying you that this change occurred, and to report back to our Information Security department in case you did not ask for this changes</p>

How to change your password remotely - While away from an Intel campus

Step	Task
1	Go to https://passreset.intel.com
2	<p>You will get a pop up asking you to select a certificate. Please select one of the remote access certificates (Intel Remote Access two or Intel Remote Access 3) and click 'OK':</p>  <p>Note that if you only have one certificate, depending on the browser, it might select it automatically and pass you through to the next step</p>
3	<p>Next you will see a screen similar to this:</p>   <p>Make sure your Intel e-mail appears on the left. If not, reopen the internet browser and select the "Intel Remote Access" ce Password Reset service does not support Firefox.</p>

4	<p>Note that your email address (which is your VPN username) is automatically filled. Then enter your Windows (domain) password and click 'Login':</p> 
5	<p>Next you will be prompted that you were authenticated successfully and you will need to select the service, so for our case, select VPN:</p> 
6	Click "Reset VPN" to complete the process
7	You will get an automated email notifying you that this change occurred, and to report back to our Information Security department in case you did not ask for this change

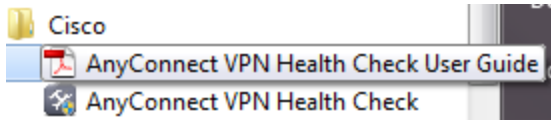
How to resolve remote access issues while away from an Intel campus

Certificate corrupted

Step	Task
1	Activate the VPN Health Check tool. If the tool didn't solve the issue, proceed to step 2.
2	Call TAC and identify yourself by answering the BIO questions.
3	TAC grants you remote access remediation permissions. You'll need to wait ~10min for full replication.
4	Login to remediation tunnel with AnyConnect client.
5	Browse to http://pki.intel.com .

6	Download a certificate by selecting Request a certificate → Intel Remote Access 3 .
7	TAC removes your remote access remediation permissions.
8	Connect to Intel network tunnel.

VPN client corrupted

Step	Task
1	<p>Activate the AnyConnect VPN Health Check Tool: Once activated go to Advanced mode → Repair → Misc → Repair AnyConnect.</p> <p>To view Health Check user guide go to: Start → All Programs → Cisco → AnyConnect VPN Health Check User Guide.</p>  <p>If the tool didn't solve the issue, proceed to step 2.</p>
2	Browse to http://www.intel.com/emergency/it/VPN.htm and download AnyConnect VPN client that fits client OS you have – Win7 or Win8
3	Connect to the Intel Network tunnel.