Remote Tools - Cisco AnyConnect ARUP

Troubleshooting Guide for Shanghai VPN

How to connect to the Arup Network using Cisco AnyConnect

1. Connect to the Arup Network

To connect to the Arup network, right click on the <u>AnyConnect</u> Icon \bigcirc on the task bar and open the program. Click on the <u>Connect</u> button to login. The first time you login you will be prompted to enter your username and password.



Cisco AnyConnect

2. Troubleshooting

• Login denied

Major reason: Symantec Endpoint Protection need update to the latest version definitions *within 2 days*.



(If windows 10 OS, you will be prompted to enter your username and password)

Step2: Check Item 1, 2, 3,.

Item 1, Display Green Icon

Item 2, Date need update to the latest version definitions within 2 days.

Item 3, click *LiveUpdate...* button to update, finished click close.

If Item 3, not active, System Automatic background updating now. Please wait 3 - 10 minutes.

If fail to connect Symantec server, please check your network or ISP.

Left screenshot denied.

Right screenshot, Cisco Connect can connect successful.

Login denied. Your environment does not meet the access criteria

defined by your administrator.

Status - Symantec Endpoint Protection		- 🗆 🗙	🔑 Status - Symantec Enclosint Protection		- 🗆 🗙
	Next scan scheduled for 12:15	Help		Next sean scheduled for 12:15	Help
Status Scan for Threats Change Settings	There is one warning. Vius and Spyware Protection definitions are out of date.		Status Scan for Threats Change Settings View Quarantine	Your computer is protected. No problem set acted Protestic definitions set access	
View Quarantine View Logs	The following Symantec security components are installed on your computer:		View Logs	The following Symantec security components are installed on your computer:	
3 LiveUpdate	Virus and Spyware Protection Protects against viruses, malware, and spyware Defnators: 2012/#10/E02/E1 r23	Options	B LiveUpdate	Virus and Spyware Protection Protects against viruses, malware, and spyware Definition: 2017年10月30日72	Options
	Proactive Threat Protection Provides advanced behavioral protection against unknown threats Definitions: 2017#1#月23日	Options		Proactive Threat Protection Provides advanced behavioral protection against unknown threats Definitions: 2017/410/H23El vt.	Options
	Network and Host Exploit Mitigation Protects against Web, network threats, and zero-day exploits outmitter: 2017年10月27日	Options		Network and Host Exploit Mitigation Protects against Web, network threats, and zero-day exploits Defension: 2017年10月39日121	Options
Symantec.	Wetwork Access Control Monitors and enforces compliance with security settings Definitors: 2016年6月3日 ra	Options	Symantec.	Network Access Control Monitors and enforces compliance with security settings Enforces: 2015年8月日日	Options

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