


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 AnyConnect Icon  on the task bar and open the program. Click on the Connect button to login. The first time you login you will be prompted to enter your username and password.



The system will check your computer is up-to-date with security patches and **antivirus software (SEP)**.


Once have connected you will receive a connection notification message on the task bar and your network drives will be mapped on your computer and access Intranet/Internet.

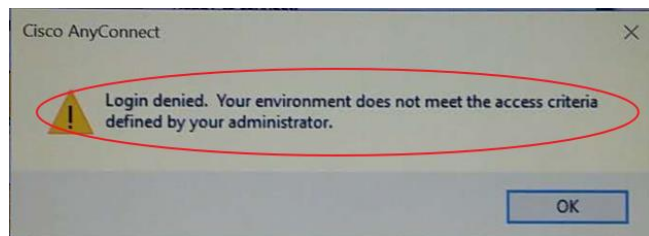


2. Troubleshooting

• Login denied

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

Step1: Double click SEP Icon , Open Symantec Endpoint Protection Program.
(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.

