

Cisco VPN Client v4.9.x for Mac OS X 10.4-10.5.x: Installation and Usage Guide

Revised July 2009 by UTHSCSA IMS Departments of
Client Support Services and Systems & Network Operations

INTRODUCTION

If you are using the internet from your home Mac, or if you are using the on-campus wireless network, you will find that there are certain UTHSCSA campus resources that you will not be able to access directly because of the “firewall” and other access controls that guard against unauthorized access to the campus network. In order to access resources that are normally available only to on-campus computers connected by Ethernet network cables (computers “inside” the firewall) you must install and use software that creates a “**virtual private network**” (VPN) for remote and wireless computers used by bonafide HSC faculty, staff, and students. Think of a VPN connection as a secure communication channel for authorized UTHSCSA computer users.

**This guide is designed to help you install and use the free
Cisco VPN Client v4.9.x on your home Mac or on-campus wireless networked
Mac running Mac OS X (v10.4-10.5.x).**

This VPN Client is a “Universal” application that runs on both Intel and Power PC Mac models.

[NOTE -- If your Mac is running Mac OS X 10.2-10.3.9 you need to install Cisco VPN Client v4.6.x.]

From your home Mac you must already be able to get onto the Internet by having an account with an Internet Service Provider (ISP) that provides you with dial-in modem, cable modem (RoadRunner), or DSL modem service.

NOTE: If your Mac is running Mac OS X 10.4.-10.5.x, and you already have an earlier version of the Cisco VPN Client installed (v4.0-4.8.x), upgrading to v4.9.x is as simple as following these instructions. There is no need to first uninstall the older version -- v4.9.x will install right over it and upgrade your Mac OS X VPN software seamlessly.

ACQUIRING THE CISCO VPN CLIENT v4.9.x INSTALLER

The VPN Client installer program is available for download from the IMS-Systems & Network Operations (SNO) web site -- <http://ims.uthscsa.edu/communications/vpn.aspx> -- but to get it you **must** use either Apple's **Safari** or the **Mozilla Firefox** browser. You will be prompted to provide your UTHSCSA network username (format = "UTHSCSA\username") and password in order to log onto this page.

If you only have slow, dial-in modem speed at home, you can instead borrow an installer **CD-ROM** from the **Triage** Service Desk in IMS-Client Support Services (phone 567-7777). Be sure to bring your **UTHSCSA photo ID badge** if you come to sign out one of these discs.

Here's a description of both methods of acquiring the installer file ...

• DOWNLOADING THE VPN CLIENT FROM SNO

[Note: the exact names of these files may vary slightly over time as newer versions are posted.]

The icon of the downloaded, compressed file -- ".zip" format -- will look like this:



The downloaded file may begin to decompress automatically depending on how your Mac is configured. If automated decompression doesn't occur, just double-click the ".zip" icon to manually initiate the process, ultimately taking it to the final disk image (.dmg) format. The icon of the disk image (.dmg) file will look like this:

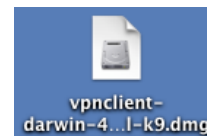


Double-click the .dmg icon to mount the VPN virtual drive to your Desktop:



• INSTALLING THE VPN CLIENT FROM A TRIAGE CD-ROM

On the CD-ROM you'll find the icon of the disk image (.dmg) file:



Double-click the .dmg icon to mount the VPN virtual drive to your Desktop:



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Now you need to Quit all applications and then double-click the CiscoVPNClient virtual drive icon. This will open the next window shown below.

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RUNNING THE VPN v4.9.x INSTALLER (Examples from Mac OS X 10.4.8)

This window shows the contents of the CiscoVPNClient virtual drive.

Double-click the Cisco VPN Client.mpkg icon to launch the installer.

You will be guided through the installation process, which takes approximately 1-3 minutes depending on your Mac's processor (G3-G5 or Intel) and CPU clock speed. The Cisco VPN Client v4.9x works with the built-in Installer utility that is part of Mac OS X, so the following sequence of slides may well be familiar to you.

Simply accept the defaults, click the Continue buttons and the Agree button in the license agreement and other windows.

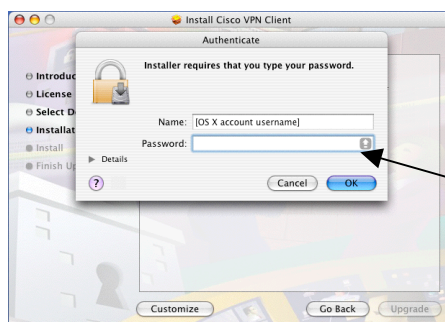
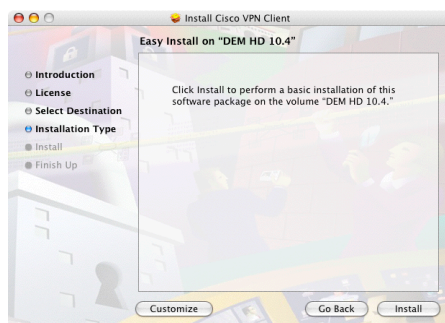
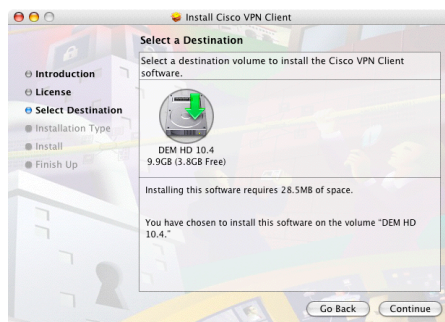
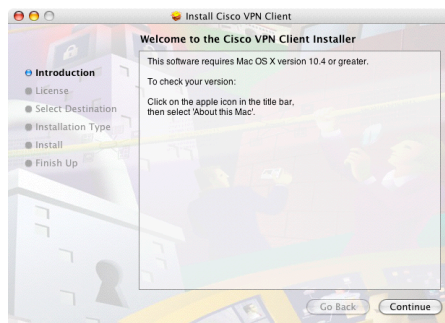
[NOTE: Not all of the installer screens are shown here.]

Click the icon of your Mac's hard drive (the one on which Mac OS X is installed). The Cisco VPN Client application will be installed in the Applications folder of this drive.

Click the Install button at the bottom right of this window to initiate the automated remainder of the installation process.

NOTE: If you already have an older version of the VPN Client installed on your Mac, this button will instead read Upgrade.

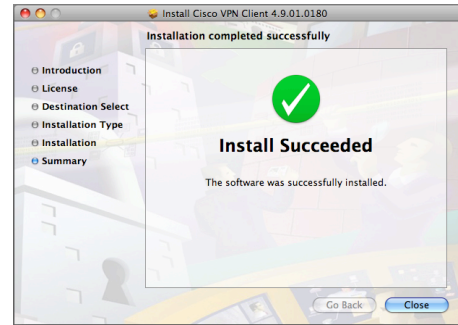
As with nearly all application installations under Mac OS X you will be prompted to provide an OS X user account Name and Password or phrase in order to install the VPN Client. The user account must have Administrative privileges; if your Mac has only a single user account, then that is an Admin account. (Note that this window will notify you if the Caps Lock key is on. You may or may not want it on -- remember that Mac OS X account names and passwords ARE case-sensitive!)



(Caps Lock key is ON.)

(Over the next few minutes you'll see a series of automated-installation windows. There is no need for you to respond to any of these -- just sit back and watch the progress bar while the installation and optimization steps take place.)

You'll see the window shown at right when the automated process has finished. Click the Close button to quit the Installer.

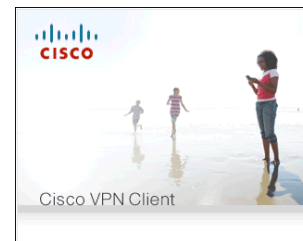


NOW RESTART YOUR COMPUTER

After you've restarted your Mac, open your Applications folder, where you'll find the installed program, named VPNClient. Drag and drop the icon (show at right) into your Dock for easy access. Launch the application by clicking this Dock icon.



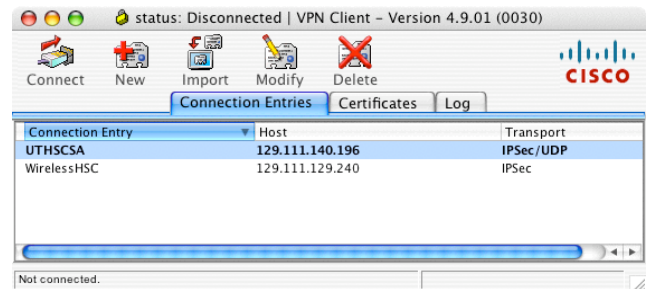
At right is the "splash screen" that appears as VPNClient is launching.



When VPNClient's launch has completed you'll see a window like the one at right. Now select a **connection profile**:

- Click on the UTHSCSA line if you are connecting from a home Mac.
- Click on WirelessHSC if you are on-campus and on the wireless network.

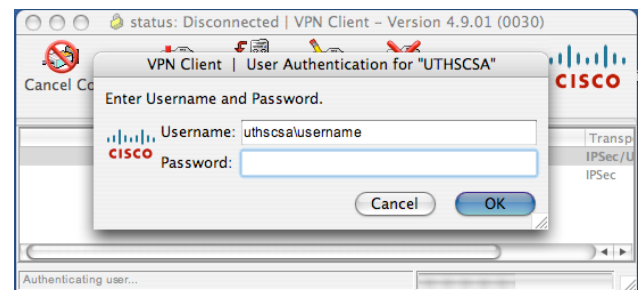
(NOTE: If you are upgrading from an earlier VPNClient version, you should delete any other profiles it left behind: select an old profile, then go to Delete in the Connection Entries menu.)



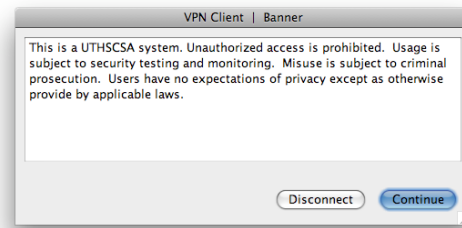
Note that the present connection status ("Disconnected") is shown at the top of the window, and also at lower left ("Not connected").

Now click the large Connect button in the Toolbar row to initiate a secure login to the campus network.

When the authentication pane appears, type in your UTHSCSA network user name (preceded by "uthscsa") and your UTHSCSA network password, and then click the OK button.



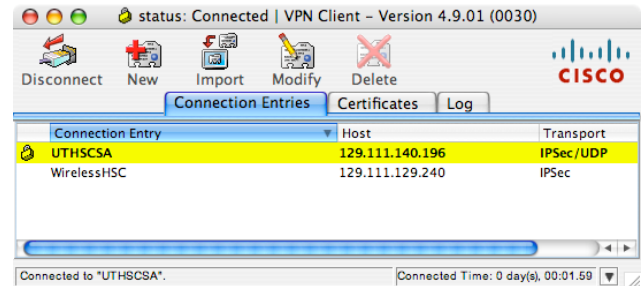
When your login has been authenticated by the VPN server, the UTHSCSA network connects you and displays the message shown at right.



Now click the Continue button.

(Here's a home Mac connection using the UTHSCSA profile.) Now that you've logged in to the campus network, note the new small icon to the left of the connection profile. The status (lower left) is now "Connected to "UTHSCSA".", and the Connect button has become Disconnect.

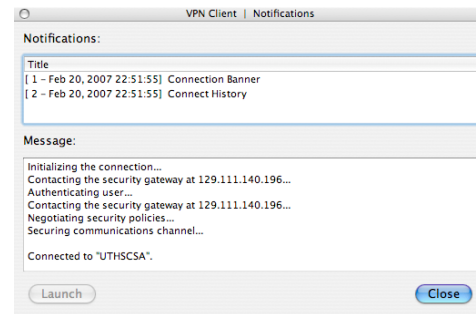
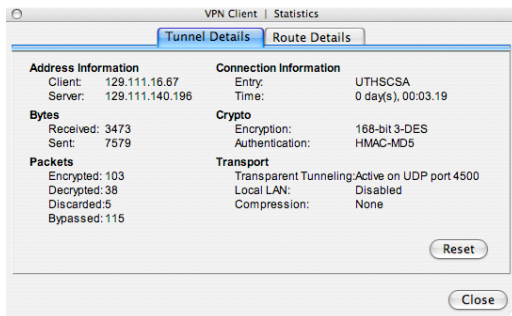
When you've finished using the campus resources you need, just click this Disconnect button to log out of VPN. (Remember: you can still use the rest of the internet without a VPN connection -- you only need VPN if you want to connect to protected HSC network resources.)



Also, note that the duration of a "live" connection is shown in the lower right corner of the connection window.)

During a live VPN session you can monitor the network activity related to your connection:

- Go to the Client's Status menu and select Statistics... to open a window like the one shown below.
- Go to the Client's Status menu and select Notifications... to open a window like the one shown below.



COMMENTS

CLEANING UP YOUR DESKTOP -- After the VPN Client is installed you can delete all installer files from your Desktop by dragging their icons to the Trash and doing Empty Trash. (Installer file examples include the ".zip" file, and the ".dmg" file.)

TIMING OUT -- If you establish a VPN connection and leave it idle for a length of time (several minutes), the UTHSCSA network will disconnect you.

GLITCHES & WORKAROUNDS -- Occasionally, just after you've established a VPN connection (approximately 5 seconds), it will spontaneously disconnect and you'll see an error message. Our experience to date suggests that you try these workarounds (in this order, escalating as needed):

1. Quit the VPN Client, relaunch it, and try to connect again.
2. Quit the VPN Client and all other applications, and then attempt a stable VPN connection. Once you're connected, then re-launch the applications and resume work. Alternatively, you may only need to quit the Classic environment (if it is running) and restart it; or (in the more extreme case) you may need to quit all applications and also Relaunch Finder (via the Force Quit command from the Apple menu).
3. Restart your Mac. (Not often necessary.)
4. Shut Down your Mac, and then start it up again. (Rarely necessary.)