



VPN Tracker 365

VPN Configuration Guide

Cisco AnyConnect SSL VPN

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Task One - Configuring Your Cisco Gateway

This guide assumes you have already configured a Cisco gateway for AnyConnect SSL access. If you need more information on that setup, please refer to your device handbook or [Cisco's website](#).

Task Two - VPN Tracker 365 setup

Step One: Add a connection

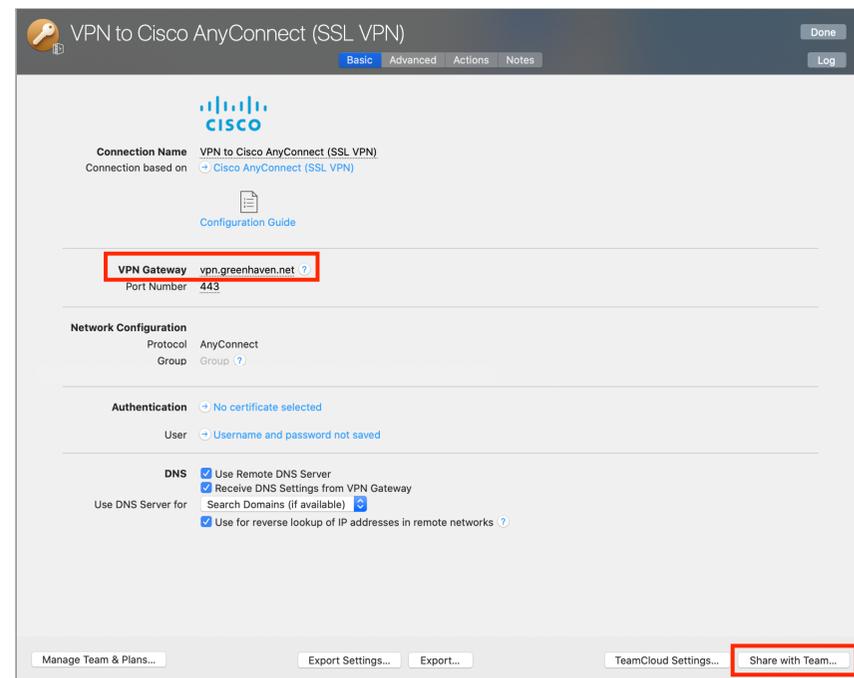
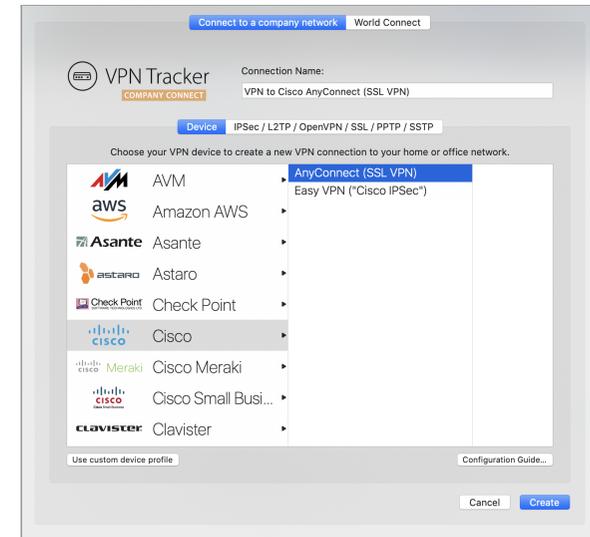
- Open VPN Tracker 365.
- Click on **Create a connection**, or click on the + in the bottom left corner of the app window.
- Go to **Cisco** and select **AnyConnect**
- Click **Create** and give your connection a name

Step Two: Configure the VPN connection for your device

- Under **VPN Gateway**, enter your gateway's **remote server address**
- Click **Done** to save your settings

Tip: Rolling out your connection to other students or staff members? Click **Share** to TeamCloud to share your pre-configured Cisco AnyConnect VPN connection with everyone in your team.

[Learn more](#)



Task Three - Testing the VPN connection

In order to test your connection, you will need to connect from a different location.

Authentication for your connection

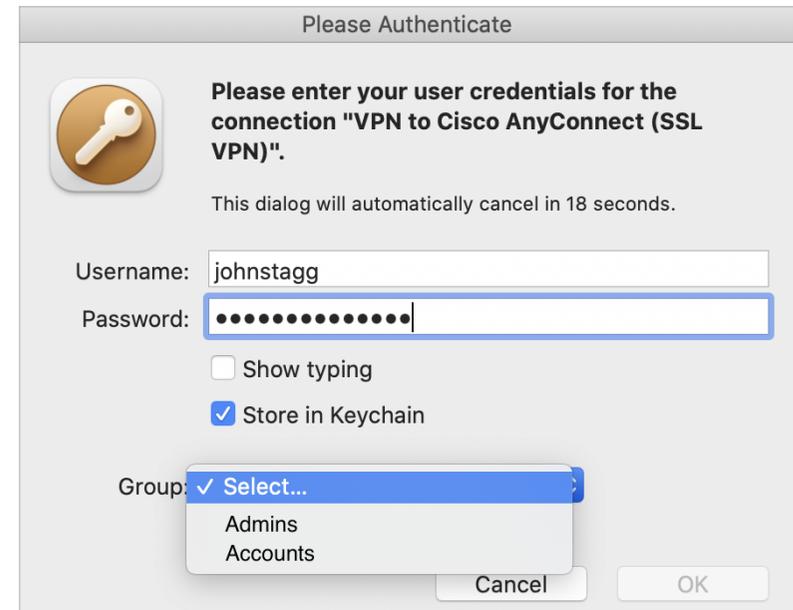
- Click the **On/Off slider** in the sidebar to launch your VPN connection
- You will then be prompted to enter your **user credentials**. These will have been provided to you by your organization or institution (e.g. your employee login or university username and password)
- VPN Tracker 365 will also automatically detect any **user groups** set up on your Cisco device. Select the appropriate group from the dropdown list (e.g. Admins) to access your chosen network.
- Click **Ok** when you are done to connect to the VPN

IMPORTANT:

If you are using VPN Tracker 365 for the first time with your current Internet connection, it will test your connection. Wait for the test to complete.

Connected!

Connecting may take a couple of seconds. If the On/Off button turns blue that's great – you're connected! Now is a great time to take a look at the [VPN Tracker 365 Manual](#). It shows you how to use your VPN and how to get the most out of it.



Troubleshooting

In case there's a problem connecting, a yellow warning triangle will show up. Click the yellow warning triangle to be taken to the log. The log will explain exactly what the problem is. Follow the steps listed in the log.

TIP: Press Cmd-L to open the log in a new window. That way, you can have the log side-by-side with your VPN configuration while making changes to troubleshoot a problem.

VPN Tracker Manual

The [VPN Tracker 365 Manual](http://www.vpntracker.com/support) contains detailed troubleshooting advice. Answers to frequently asked questions (FAQs) can be found at: <http://www.vpntracker.com/support>

Technical Support

If you're stuck, the technical support team at equinix is here to help. Contact us via <http://www.vpntracker.com/support>

Please include the following information with any request for support:

- A description of the problem and any troubleshooting steps that you have already taken.
- A VPN Tracker 365 Technical Support Report (Log > Technical Support Report).
- Device model and the firmware version running on it.
- Screenshots of the VPN settings on your VPN gateway.

IMPORTANT: A Technical Support Report contains the settings and logs necessary for resolving technical problems. Confidential information (e.g. passwords, private keys for certificates) is not included in a Technical Support Report.