

# Royal Russell

— S C H O O L —

## **Installing the Cisco VPN Client & Desktop icons**

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# Requirements

Thank you for downloading the necessary files to get connected to the Royal Russell School network. Just as a check list, let's make sure you have what you need before commencing.

## Requirements for Windows Users

- Intel Pentium processor or greater
- Microsoft Windows 2000, XP, or Vista, Windows 7. Both 32 and 64 bit editions of the Cisco software are available for Windows users
- 50Mb free Hard Disk space
- 256Mb minimum memory for Windows 7, Vista and XP
- 128Mb minimum memory for Windows 2000
- Microsoft TCP/IP protocol installed

## Requirements for Apple Users

- Power PC or Intel Processor
- Mac OS X v10.4 or greater

## Other Requirements

1. An Internet connection! – preferably broadband or ISDN, but dial up will work
2. Up to date Anti Virus software
3. A healthy computer (If you are experiencing problems with your computer, we recommend getting those problems resolved before installing the Cisco VPN client due to the extensive networking modifications it makes to your operating system)

For advice or clarity on any requirements, please feel free to contact our IT Support department at the school. Contact details are at the end of this document.

If you have not yet downloaded the necessary software, please visit [www.royalrussell.co.uk/ict](http://www.royalrussell.co.uk/ict) to obtain the latest downloads and tips. There is also help and support available at the same location.

## Checklist before proceeding

We recommend a few basic house-keeping steps before installing any new software on a computer.

Always keep your computers operating system (Windows or OS X) up to date with the manufacturer security and system updates. Doing this regularly :

- Keeps your computer more secure from viruses (but is no substitute for Anti Virus)
- Makes it harder for spyware, trojans and other annoyances from the internet to get on your computer (again, a comprehensive anti virus provides the protection you need)
- Keeps other applications provided by the same manufacturer up to date with reliability updates

Microsoft and Apple tend to provide updates on a weekly basis. They also provide automatic updating mechanisms in the operating systems, but it is worthwhile running a manual update on a monthly basis. This is how to do it:

- For **Windows**, visit the Microsoft update web site and perform a Custom update. This is accessible at <http://update.microsoft.com> in Windows XP or via the Windows Update application in Windows Vista and 7
- For **OS X**, go to the System Preferences application, and then click on Software Update

Another software system to keep up to date is your Anti Virus software. Most companies provide an automatic updating system as part of their software. However, it is recommended that you run manual updates periodically to pick up non-critical updates to the software. Again, monthly is a good time scale. As an example, Norton Anti Virus includes LiveUpdate. Run LiveUpdate by clicking the LiveUpdate button from within Norton Anti Virus.

Finally, some other types of software are known to cause problems, and introduce viruses on computers, especially Windows based systems. We recommend removing software of this type from on your computer before installing our Remote Access software. Some of the applications, or types of applications are as follows:

- P2P (Peer to Peer) file sharing software (Limewire, Kazaa, eMule, Morpheus, BitTorrent etc..)
- Advert systems (Gator etc..)
- Unwanted web browser Toolbars
- Fake Anti Spyware software

After performing your house-keeping, it is recommended you restart your computer before installing our Remote Access software.

# Upgrading /Removing the Cisco VPN Client for Windows

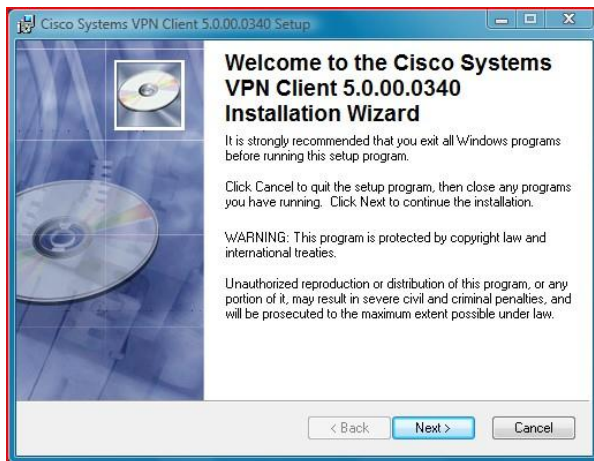
If you have already been successfully using the Cisco VPN Client, there is no need to upgrade to a newer version. However, if the school are requesting your upgrade or if you have been having problems getting connected, please follow the simple steps below to upgrade your installation to a more recent version :

1. First we need to uninstall the Cisco VPN Client software as a straight upgrade is not supported.
2. Click Start, then Control Panel. Note, these instructions are based on Control Panel in Classic View mode.
3. Double click on Add / Remove Programs in XP, or Programs and Features in Vista or Windows 7
4. Find Cisco Systems VPN Client or the Cisco Systems AnyConnect client in the list of installed software, click on it once, then in XP click the **Remove** button or in Vista click **Uninstall/Change** on the toolbar.
5. Once un-installation is complete, restart your computer.
6. Once restarted, delete the old shortcuts on your desktop (RRS VPN Client and RRS Terminal Services)
7. Now proceed with the next step, performing a clean install of the Cisco VPN Client for Windows, and follow that up with Installing the Desktop Shortcuts for Windows.

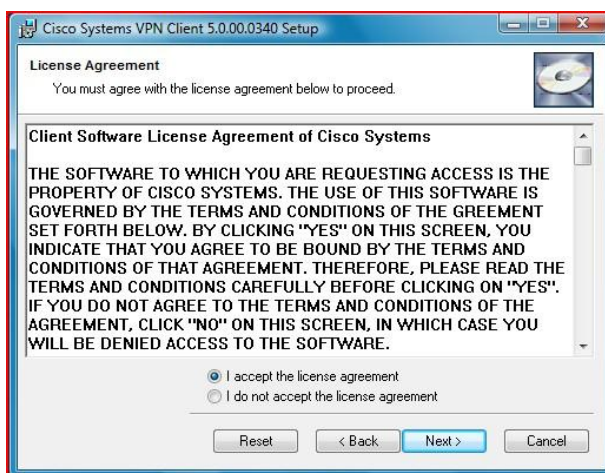
# Performing a clean install of the Cisco VPN Client for Windows

Once you have downloaded the latest Cisco VPN Client (This is a pre-configured program to connect your computer securely to our network), you can install it using the following steps:

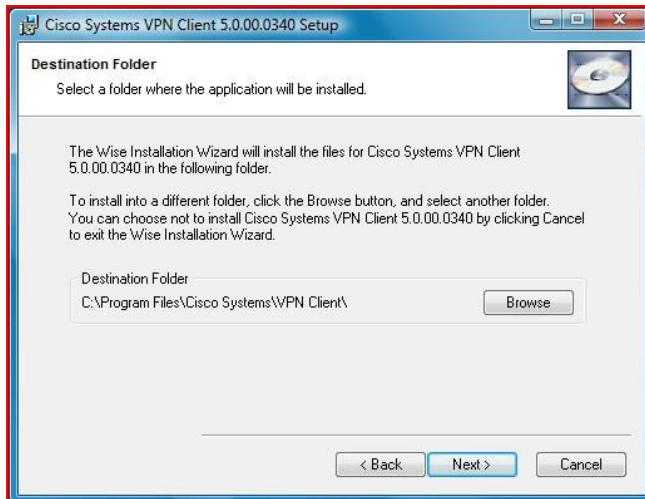
1. Locate the downloaded application in your computer. We recommend you store your download on the desktop. When you downloaded the client from our web site, you chose where to store it then. Browse to that folder, and double click on the icon for it
2. Once the installer starts, you will be presented with a welcome screen



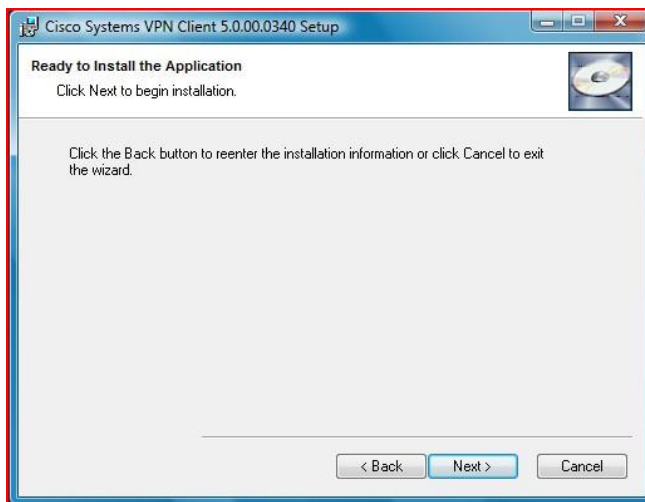
3. Click the Next button to proceed
4. Accept the license agreement by clicking on the selector "I Accept the license agreement", and then click next



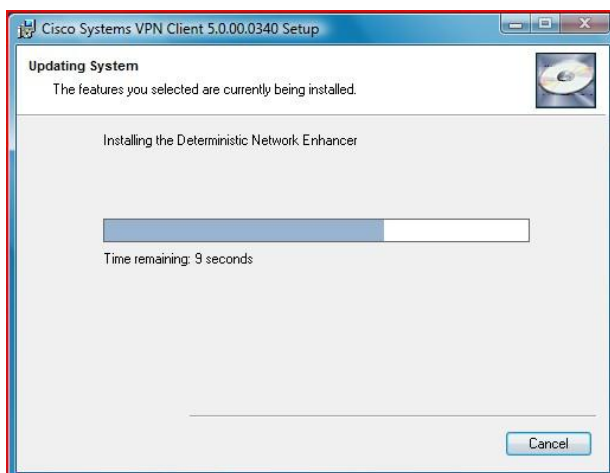
5. Accept the default installation location for the Cisco VPN Client by just clicking Next



6. This is your chance to abort the installation if you so wish, otherwise, just click Next



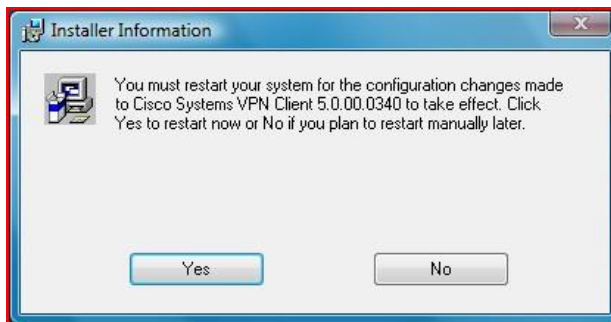
7. The installation will now commence. Even on a modern fast computer, this will take a few minutes. Be patient and let it complete



8. Once installation is complete, the installer will inform you that the installation was successful. Click Finish



9. Finally, for this step, you need to restart your computer. Click the Yes button

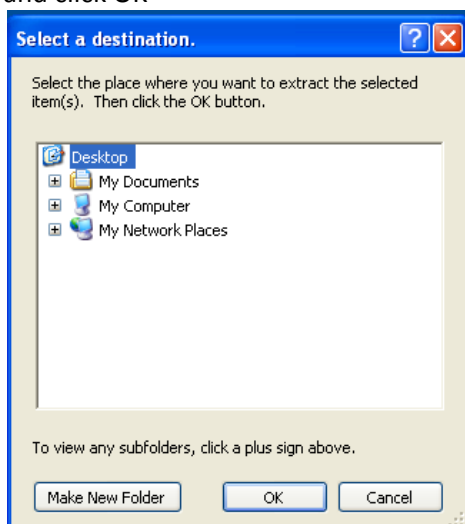


10. Once your computer has successfully restarted, you need to install the Desktop Shortcuts necessary for you to be able to connect to the school.

# Installing the Desktop shortcuts for Windows

Once you have downloaded the Desktop Shortcuts for Windows (is a zip file containing 2 files), you can install them using the following guidelines:

1. Locate the downloaded zip file on your computer. When you downloaded the file from our web site, you chose where to store it then. Browse to that folder, and double click on the icon for it.
2. Depending on whether or not you have installed on your computer a program for managing zip files, this document will assume you are using Windows Compressed Zip Folders, the default zip management software with provided Windows.
3. You should see 2 files within the zip file. Click the File menu, then choose Extract All
4. The Extraction Wizard windows should open. Click Next
5. Click the Browse button, and then browse to your desktop (normally the top item in the list) and click OK



6. Click Next
7. On the Extraction complete screen, un-tick Show extracted files and then click Finish
8. 2 new icons should have appeared on your desktop. They should look like this:



9. Proceed to page 12 and How to get connected

# Performing a clean install of the Cisco VPN Client for Apple Mac OS X

Once you have downloaded the latest Cisco VPN Client (This is a pre-configured program to connect your computer securely to our network), you can install it using the following steps:

1. Locate the downloaded VPN Client DMG file on your computer. We recommend you store your download on the desktop. When you downloaded the client from our web site, you chose where to store it then. Browse to that folder, and double click on the DMG file



2. You will now need to open the new Drive that has appeared on the desktop by double clicking on it. It is called CiscoVPNClient



3. The Cisco VPN Client installer will now open. Double click on the larger Cisco VPN Client.mpkg icon in the installer window to launch the installer



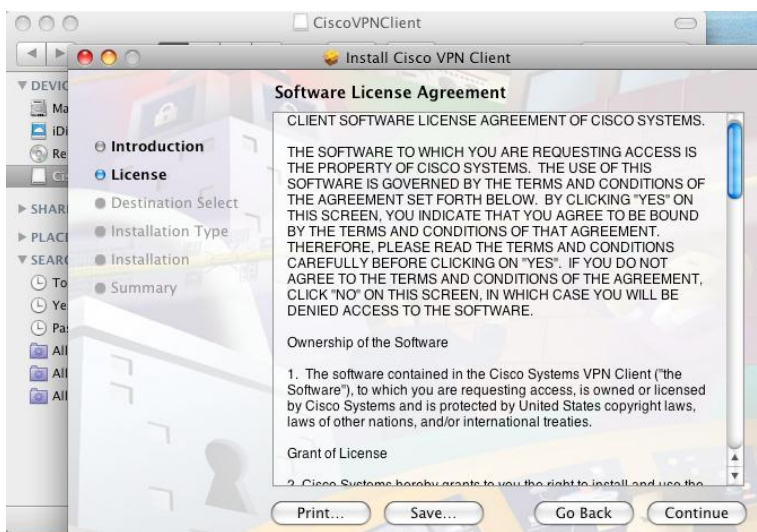
4. Click Continue to confirm you want to continue



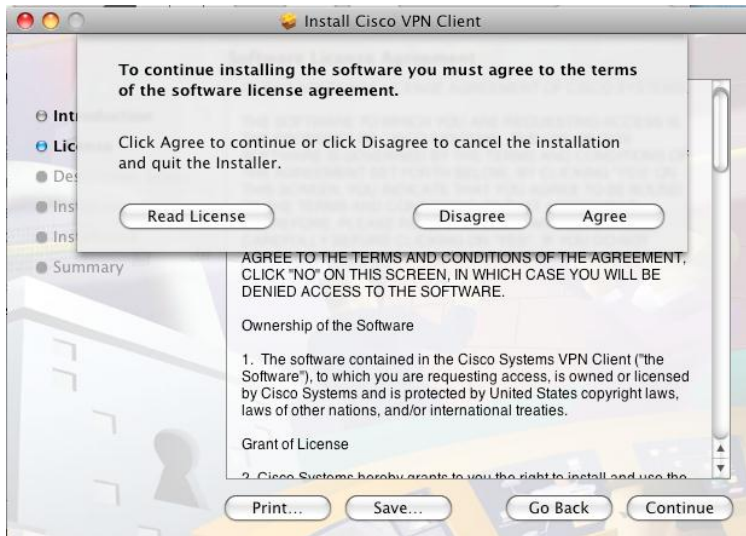
5. Click continue on the Welcome screen



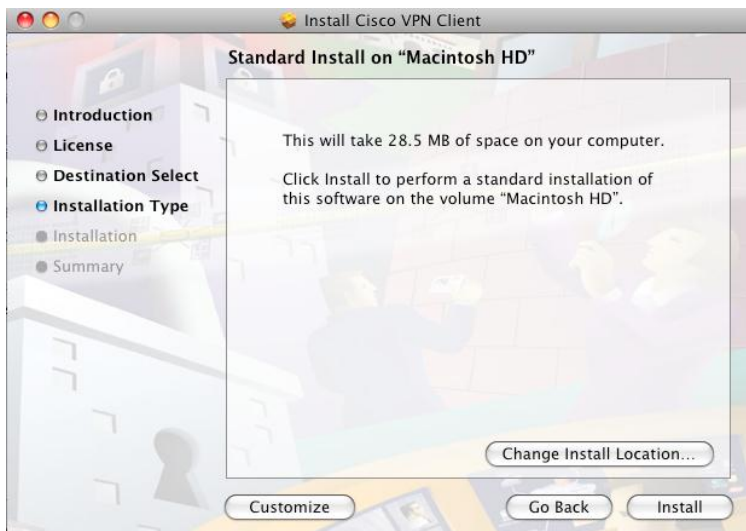
6. Click Continue again to accept the license agreement



7. Now click Agree to proceed



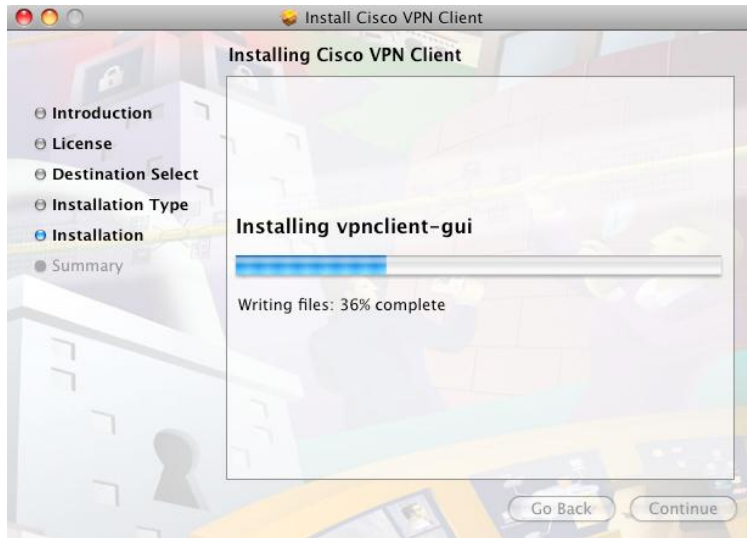
8. Click Install to accept the default installation location



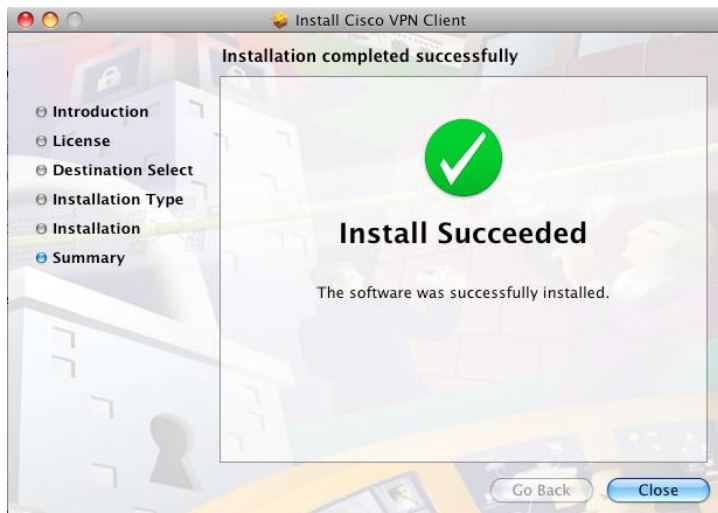
9. Enter your Apple username and password to allow the installer to proceed



10. The software will now install itself



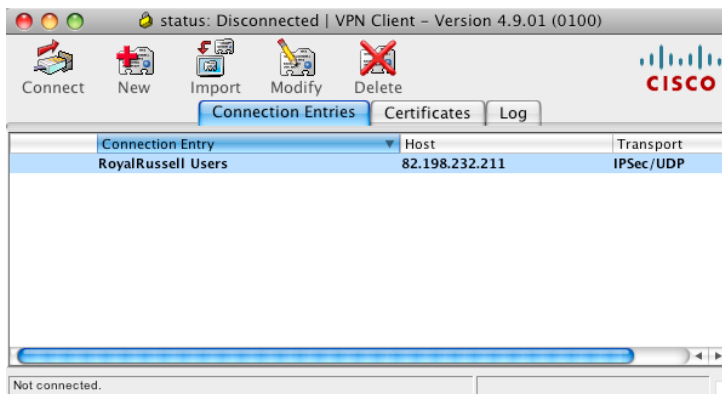
11. Once complete, you will see this success screen



12. The icon/shortcut for the Cisco VPN client is in the Applications folder. You may want to drag this icon to the Dock for easy access



13. Launching the application will show a screen almost identical to the Windows version. Now proceed to installing the Microsoft Remote Desktop Client



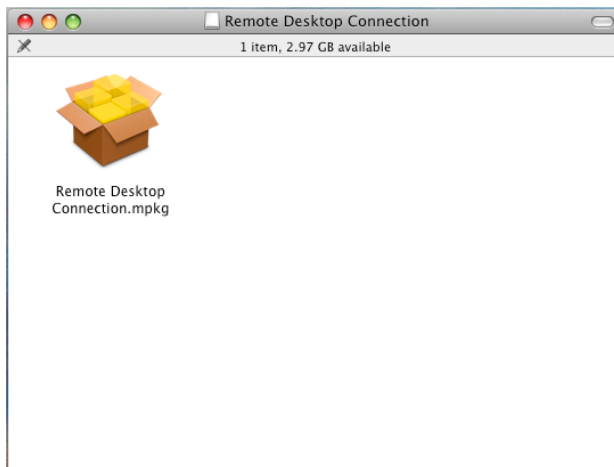
14. Locate the downloaded Microsoft Remote Desktop Client DMG file on your computer. We recommend you store your download on the desktop. When you downloaded the client from our web site, you chose where to store it then. Browse to that folder, and double click on the DMG file



15. You will now need to open the new Drive that has appeared on the desktop by double clicking on it. It is called Remote Desktop Connection



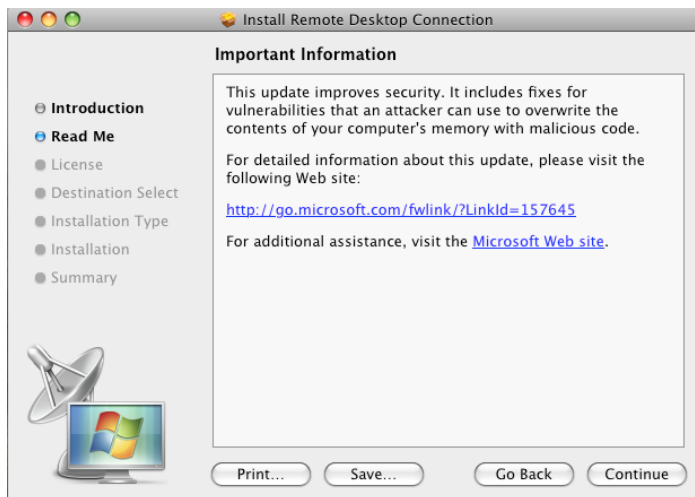
16. The Remote Desktop Connection package will now open. Double click on the larger Remote Desktop Connection.mpkg icon in the package window to launch the installer



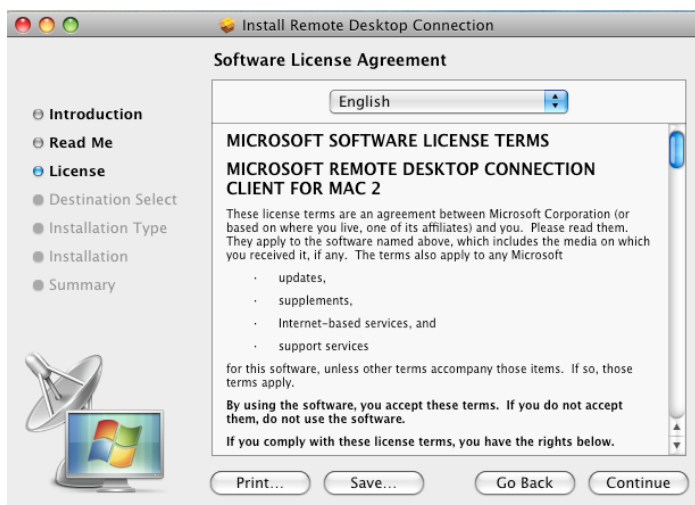
17. The Remote Desktop Connection Installer will now open. Click the Continue button to proceed



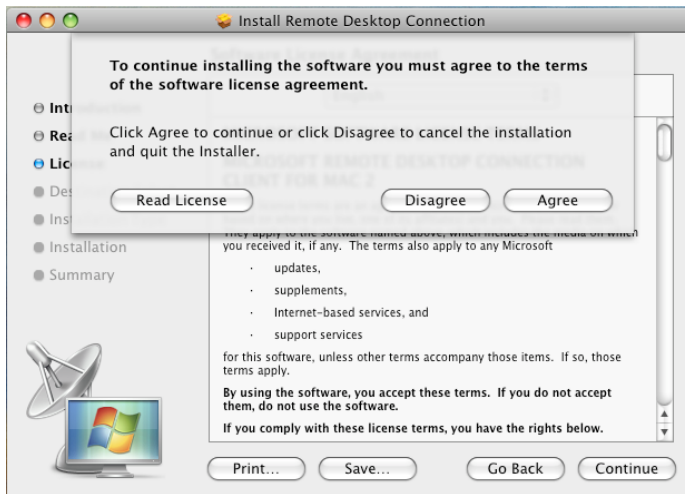
18. At the Important Information screen, click Continue



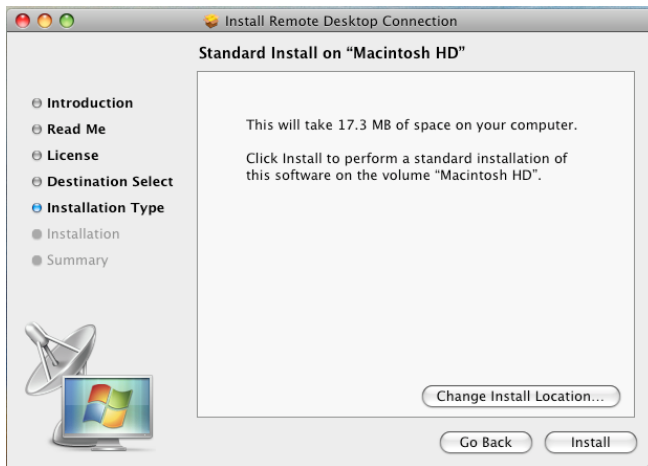
19. At the Software License Agreement screen, click Continue



20. You will need to click Agree to continue installing the software



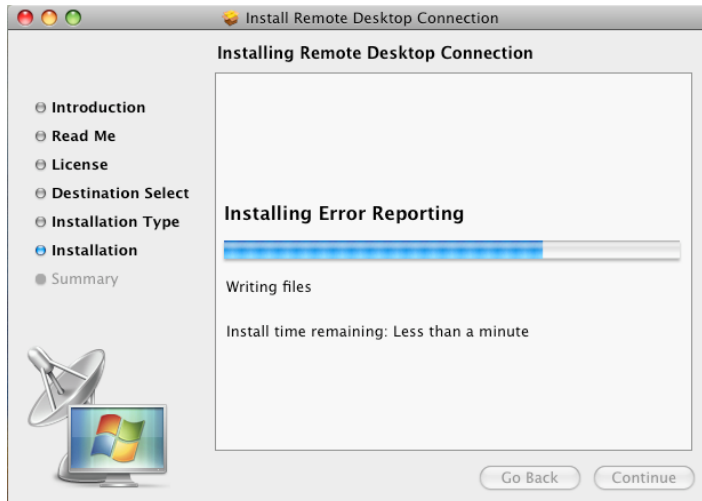
21. Click Install to accept the default installation location



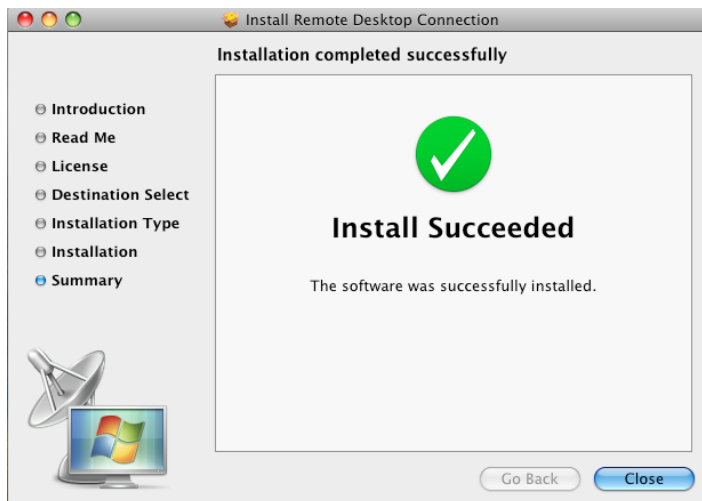
22. Enter your Apple username and password to allow the installer to proceed



23. The software will now install itself



24. Once complete, you will see this success screen



25. You now need to download the Desktop Shortcuts package if you have not done already. Please proceed to the next chapter

# Creating the Desktop shortcuts for Mac OS X

Once you have downloaded the Desktop Shortcuts package, you just need to extract the contents to your Apple Mac OS X desktop. This is currently a single file.

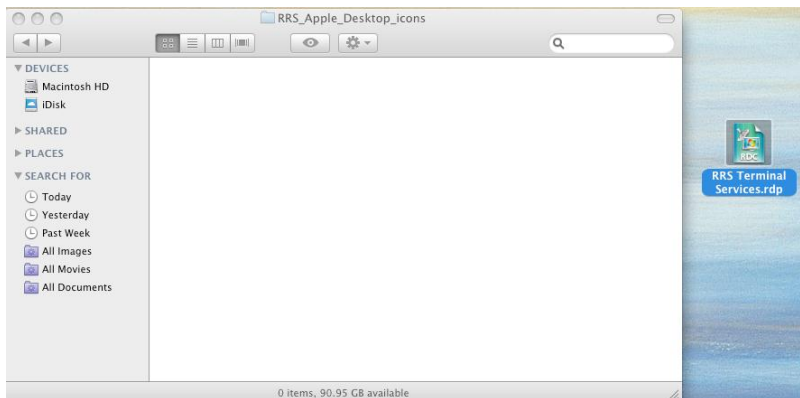
1. Locate the downloaded Mac Desktop Shortcuts ZIP file on your computer. We recommend you store your download on the desktop. When you downloaded the client from our web site, you chose where to store it then. Browse to that folder, and double click on the ZIP file



2. The ZIP file will open and extract a single folder to your desktop called RRS\_Apple\_Desktop\_icons



3. Double click on the new folder. You will see a single file within the folder. Drag that file to the desktop as shown here:



4. You can now close the empty icons folder and send the folder and ZIP file to the trash
5. Move onto the next chapter to Get Connected

# How to get connected

Now you have installed the required software, you can try and connect. This is a simple process:

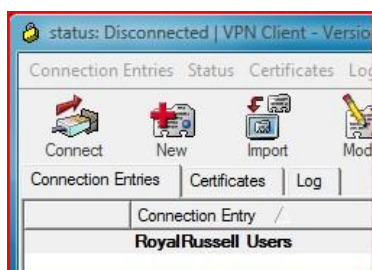
1. Double click on the RRS VPN Client icon on your computers desktop (Windows) or the Cisco VPN application (OS X)



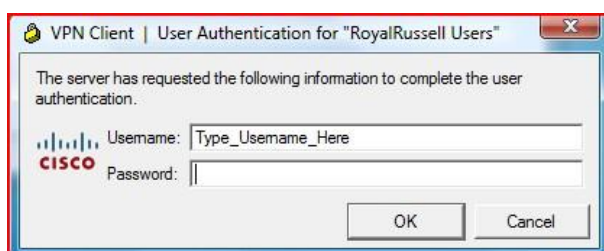
2. You will now see the Cisco VPN Client open onto your computer screen



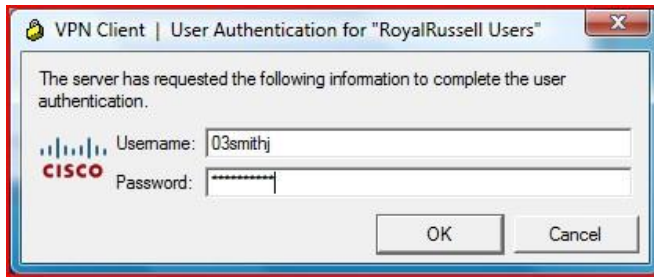
3. Make sure you are connected to the internet and then click the Connect button on the toolbar



4. You will now be prompted for a username and password. This screen only appears once the VPN client successfully connects to our firewall, so being connected to the internet is important



5. Enter your network logon username and password into the respective boxes and click OK



6. The VPN client will now try to establish a connection to our firewall. This may take a few seconds
7. In Windows a successful connection results in the client software minimising down the icon area of your taskbar near the clock. You can see a yellow, locked padlock symbol



8. Now you need to connect to a Terminal Server. Just double click on the second of your 2 new icons, RRS Terminal Services



Windows



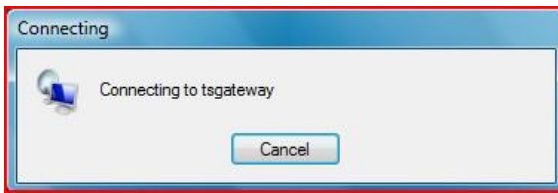
Apple Mac

9. Again, you will be prompted for a username and password. Just enter your network logon username, and do not fill in your password yet



10. Click OK to connect to a Terminal Server

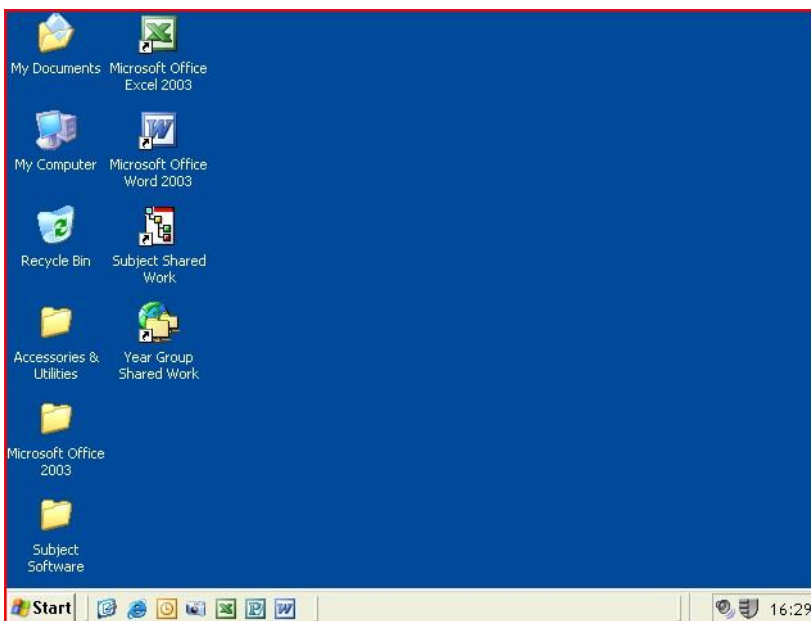
11. You will now see a brief pop up indicating that your computer is attempting to connect to one of our Terminal Servers



12. Once a connection is established, your screen will change to a Windows Server 2003 logon screen. Your password should be pre-filled in for you. Just enter your network logon password, and click OK to logon



13. Once logged on, you will see a desktop just like what you see when logging on at school



14. Once you have finished using the Remote Access System, all that is left is to log off from the Terminal Server, and then to disconnect your VPN connection. To log off from the Terminal Server, click Start, then Log off in the bottom right of the Start menu



15. Now confirm you want to log off, by clicking the second log off confirmation button



16. Once the Terminal Server connection window has closed, and you have returned to your local computer desktop, double click on the yellow padlock on the task bar



17. In the Cisco VPN client window, click on the Disconnect button on the toolbar



18. The VPN client software will disconnect from our firewall.

19. You can now safely close the VPN client, and resume using your computer normally

## Additional Support

If you are having difficulties with any aspect of installing or using the RRS Remote Access system, please contact IT Support at the school. Below is a list of the provisions in place to support you:

1. Email : [itsupport@royalrussell.croydon.sch.uk](mailto:itsupport@royalrussell.croydon.sch.uk)
2. Phone : 020 8657 9738 (8am to 5pm only)
3. Skype : [rrs.it.support](https://www.skype.com/join/rrs.it.support)
4. Wednesdays and Fridays we offer a “drop-in” facility. If you are having problems stopping you using your home computer (laptop or desktop) for school work, or connecting to the school, please feel free to bring your computer in for us to look at for you. Don't forget...
  - a. If your computer is a desktop, just bring the main base unit, no cables, monitor or keyboard and mouse required
  - b. If your computer is a laptop, bring the charger (power adaptor)
5. By prior arrangement, we can connect to your computer at home to aid you with problems and software installation. Please contact us if you need this level of support. This requires no software and we just use your web browser to connect securely

## Document Revisions

1.0	Initial document	23 September 2007
1.1	Added upgrade and removal instructions, plus revisions to Windows Desktop icons installation	25 November 2008
2.0	Added Apple Mac instructions, and revised download page at <a href="http://www.royalrussell.co.uk/ict">www.royalrussell.co.uk/ict</a>	23 November 2009
2.1	Added Skype details and references to MS Windows 7 32 and 64 bit	23 September 2010