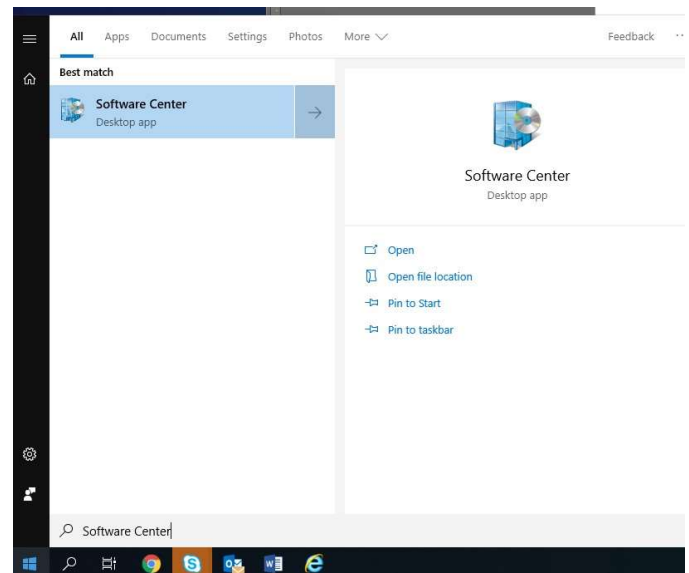# How to enable CGVPN Connection

A Coast Guard Standard Workstation (CGSW) Laptop is able to connect to the Coast Guard Virtual Private Network (CGVPN) through the use of the Cisco AnyConnect Secure Mobility Client.

Setup prior to CGVPN

1. Before utilizing CGVPN and while connected to CGOne, logon to the target CGSW Laptop with your CGOne Standard User account.
2. Under the Start Menu, open "Software Center" by typing in the search bar.
3. Once "Software Center" opens, click the "Updates" on the left hand side.
4. On the right hand side, click "Install all." This will ensure your computer is up to date and will have all the available software for it.
5. Reboot Laptop by going to Start and selecting Restart.
6. To ensure files and folders are available Offline, see the following tech tip BEFORE disconnecting from the CG network: Working with Offline Folders and Files:
https://cg.portal.uscg.mil/units/c4itsc/reference/Library/Job%20Aids_Tech%20Tips/C4ITSC_FSD_TechTip_Win10_WorkingOffline.pdf

This TechTip contains two methods to connect the laptop to the VPN. One before login and one after login. Each VPN connection technique has different advantages.

* If you have used the laptop to connect to Wifi those networks will need to be "Forgotten." See best practices section below for instructions.

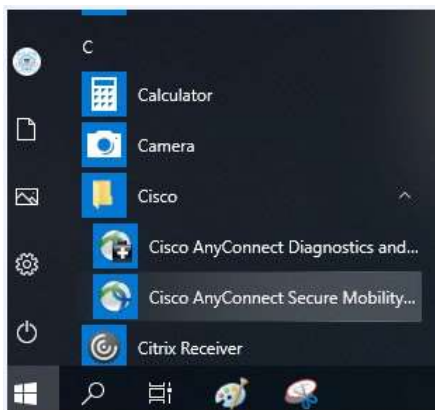** You may need to connect after login one time to enable your laptop.

Enabling CGVPN from External Network (After Login)

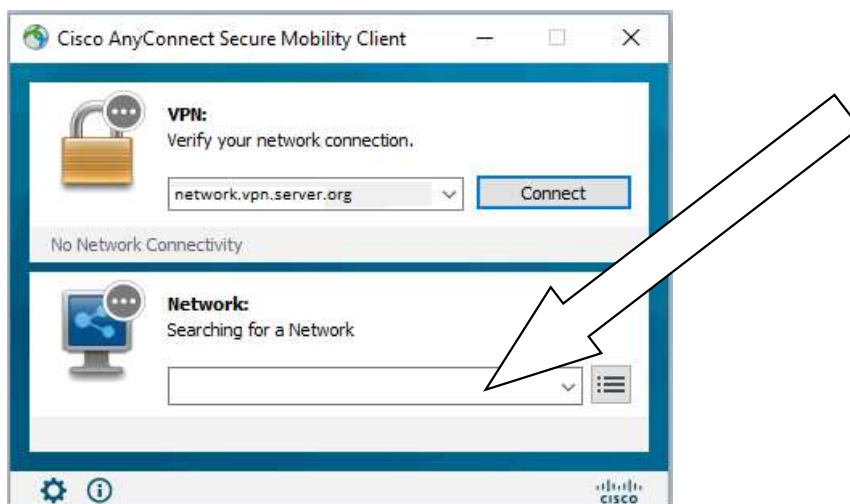There are 2 ways to access the CGVPN after you login to the laptop.

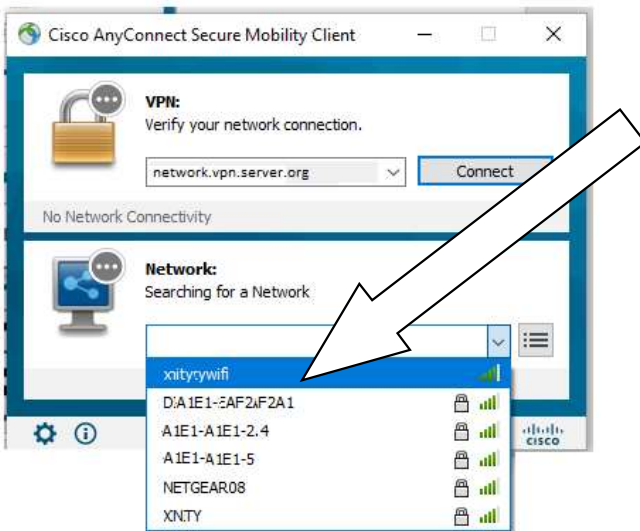a. Double click the Cisco AnyConnect icon in your task bar

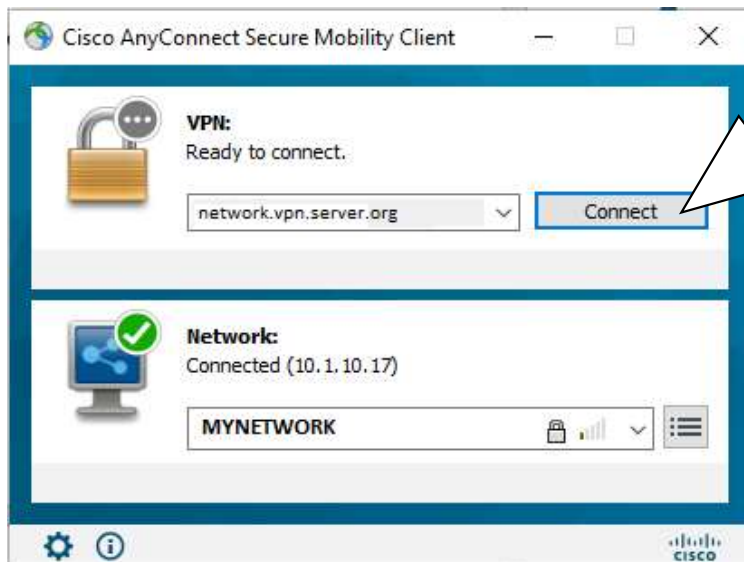b. Under the Start Menu, open the CISCO folder and select Cisco AnyConnect Secure Mobility

2. On start-up of the application, you will be prompted to connect:

3. Connect to your network by clicking the blank area and selecting the network from the dropdown list:

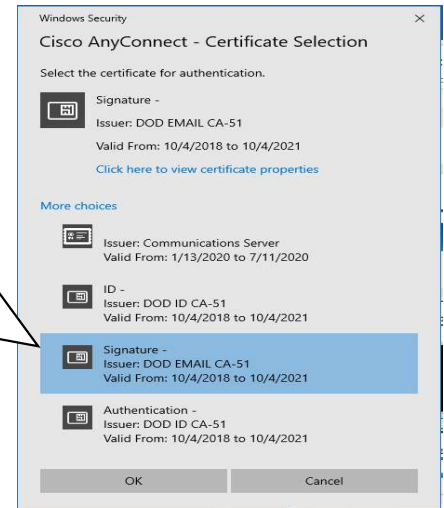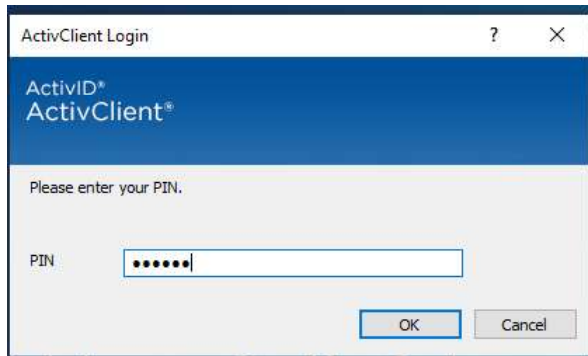1. A green check will appear in the network section. Select the VPN server and click the Connect button:

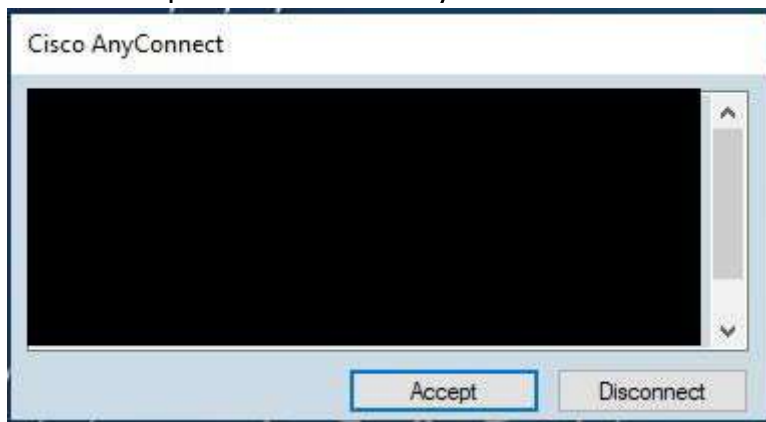2. Connection will begin the lock icon in the dialog will spin:

3. Select your DOD Email cert when prompted and select OK
   NOTE: If your DOD Email cert is not displayed, select More Choices

4. Enter your PIN and select OK

5. Select Accept at the CISCO AnyConnect banner

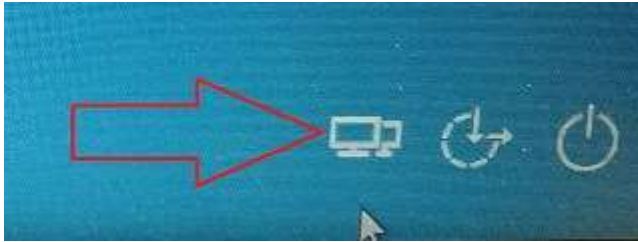6. Connection will continue to be established:

7. There will be a series of activities displayed in the window, finally profile updates will be applied and the windows will close.

8. When the connection is established the CISCO icon will have lock over it. If you hover over the icon it will show VPN: Connected
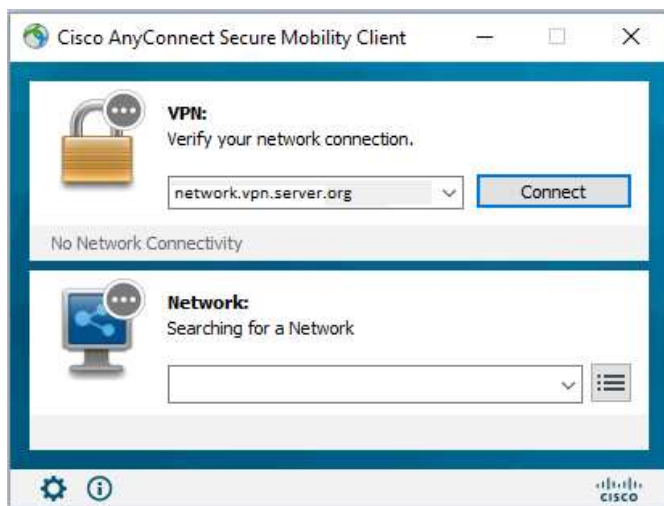
CGVPN Login from External Network – New Start Before Login (SBL) Method

To connect the computer to the network before logging on.
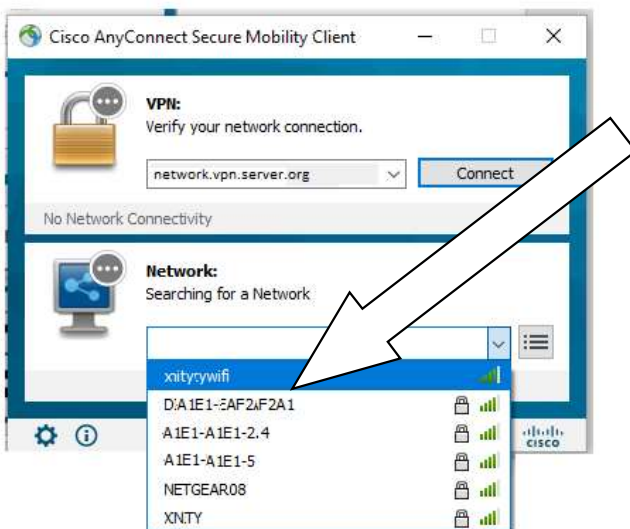
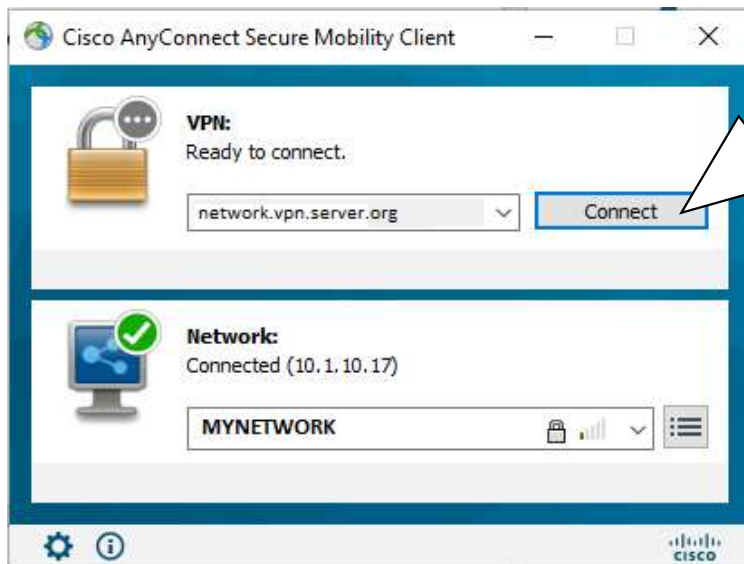1. On the login screen click the Network sign-in icon in the bottom right

2. The Anyconnect logo will be presented then a window will appear:

3. Connect to your network by clicking the blank area and selecting the network from the dropdown list:
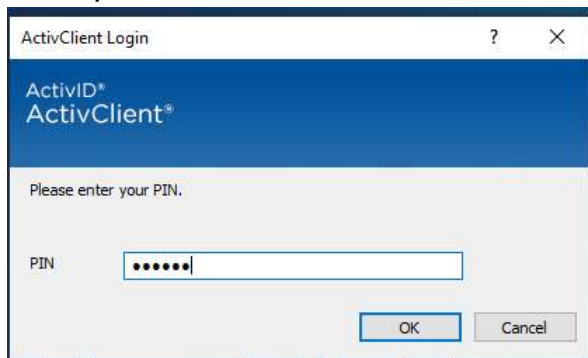
9. A green check will appear in the network section. Select the VPN server and click the Connect button:
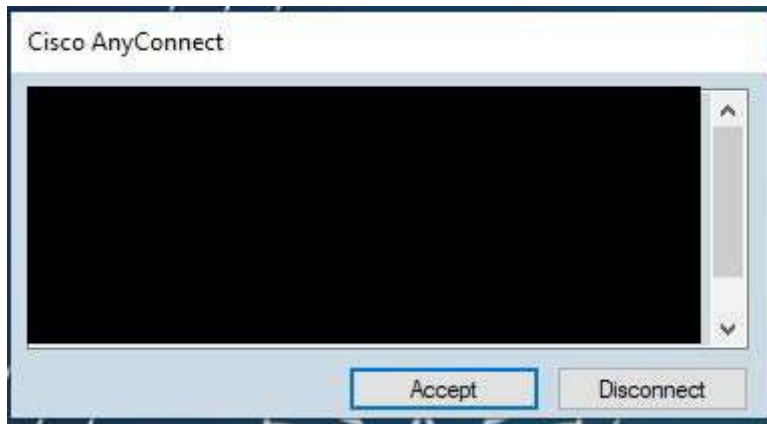

10. Connection will begin the lock icon in the dialog will spin:

11. Enter your PIN and select OK

12. Select Accept at the CISCO AnyConnect banner

13. Connection will continue to be established:

14. There will be a series of activities displayed in the window, finally profile updates will be applied and the windows will close.
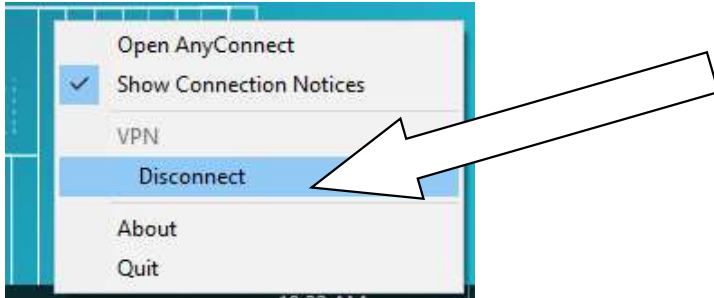
15. When the connection is established there will be an additional icon at the bottom of the page.

16. Login as usual.

CGVPN DISCONNECT

To disconnect from the CGVPN, please follow the steps below:

1. Right click on the Cisco AnyConnect icon in the taskbar and select Disconnect

2. Once the connection is disconnected, the lock over the Cisco AnyConnect icon is removed

Common Issues

There are a number of issues that may arise as you use the VPN here are some examples and their resolution:

If the Anyconnect network icon shows a connection but there is an alert icon there may be a problem with your network configuration. AnyConnect may also show that it is attempting to connect. Rebooting your router may help resolve this or it could be your network carrier. Use other devices on the network you are using to verify this is the problem.

Anyconnect will be managing your wired and wireless connections. This may be a different experience if you have been using your laptop for VDI connections. Follow the guidance above but select the wired profile. The check mark just means that there is a connection not that data is flowing.

Best Practices

Disconnect Previously Used Wifi: It is required that the Anyconnect application manage the Wifi networks. To remove "remembered" connections click Windows Start button [icon], then click the "Settings" gear icon [icon], click the Wifi Settings [icon] Wi-Fi , click "Managed known networks" link, For each network that is displayed you must left click then click the "Forget" button [Forget]. Do this for each network until there are none left. If you started using Anyconnect to add a wireless connection be sure to remove any wireless networks from the profile. Do not delete wired that can stay in place.
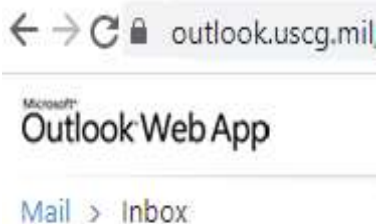
Use Webmail: When network use is high please use https://outlook.uscg.mil with CGVPN as your primary mail client. This ensures that more people will be able to use the resources that are needed.

Using outlook.uscg.mil is much faster than traditional Internet based OWA because you are already on the network and don't have to route through older infrastructure.

Access your files: If your files have a grey 'X' on them this means you are not connected. To access files, you can connect by clicking 'Easy Access' in the top of the Windows Explorer in the 'home' view. Once found click it and select "Work offline." Windows Explorer is located on the taskbar.
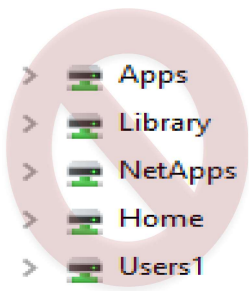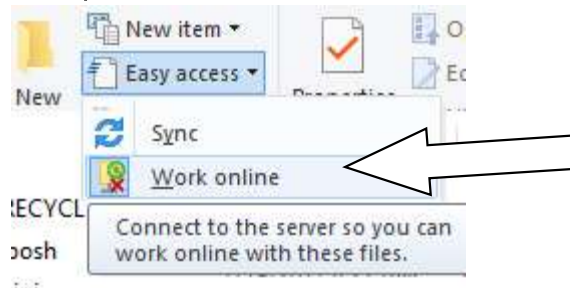
VPN After Login (Cached Login): If you do need to use mapped drives, you can minimize your own network usage by logging on to the VPN after login. This is called using a cached credential. Ensure that you login using SBL once a week to ensure you receive the latest machine policies.
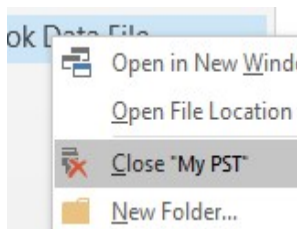
Minimize the use of PST files: While using Outlook try to minimize the use of PST files in your Outlook client. PST files do not make best use of network connectivity and can consume more resources than necessary. Disconnect PST files by right clicking and selecting "Disconnect."

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