

Steps to Manually Complete the Upgrade of Cisco VPN Client

1. To check which version of the Cisco VPN client your computer is running:
 - a. Open your Cisco VPN client software by double clicking the yellow lock shortcut icon on your desk top (see below for an image) or from the desktop click (Start > All Programs > Cisco Systems VPN Client > VPN Client)



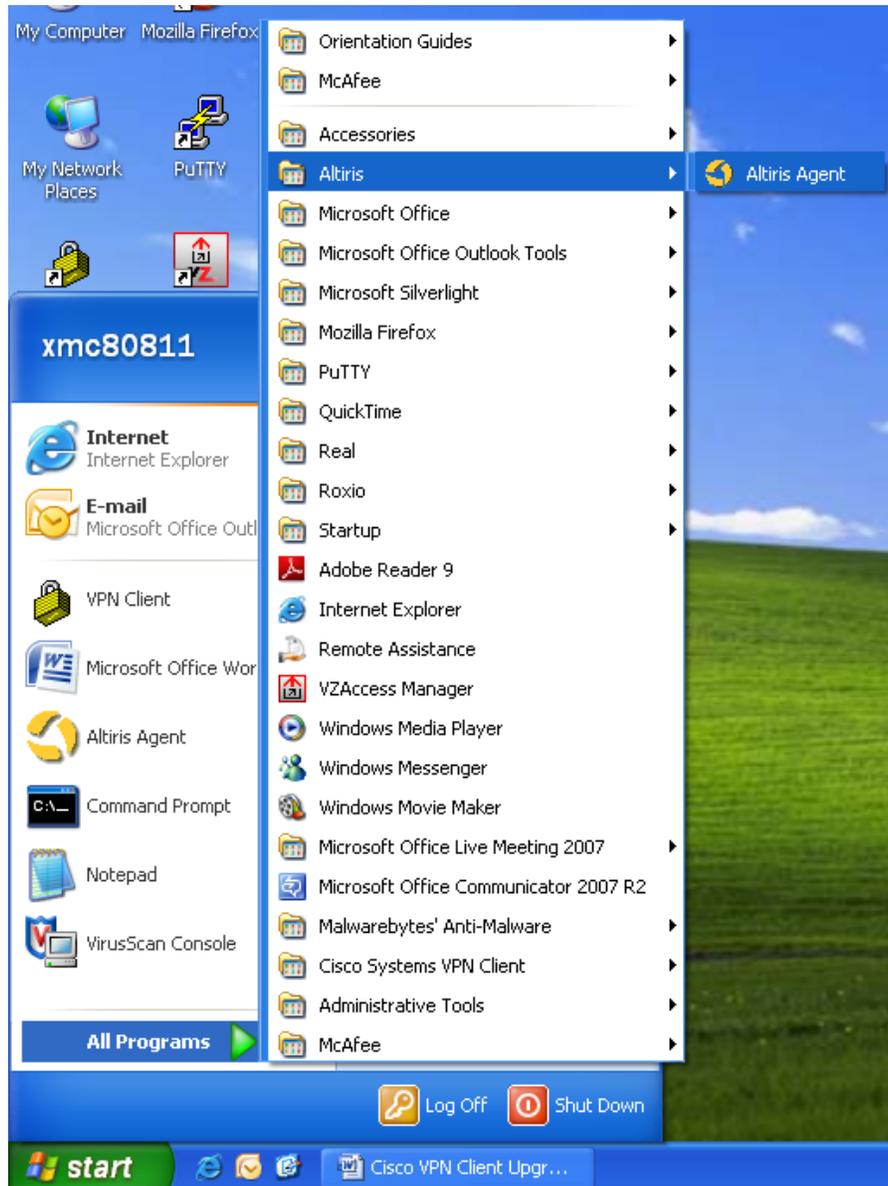
- b. Look at the top title bar of the screen that pops up (see image below). If the number to the right of "Version" is less than 5.0.03 (for example, 5.0.02.0090, 5.0.00.0320 or anything starting with 4), your computer needs this upgrade (the image below is from a workstation that does not need to be upgraded).



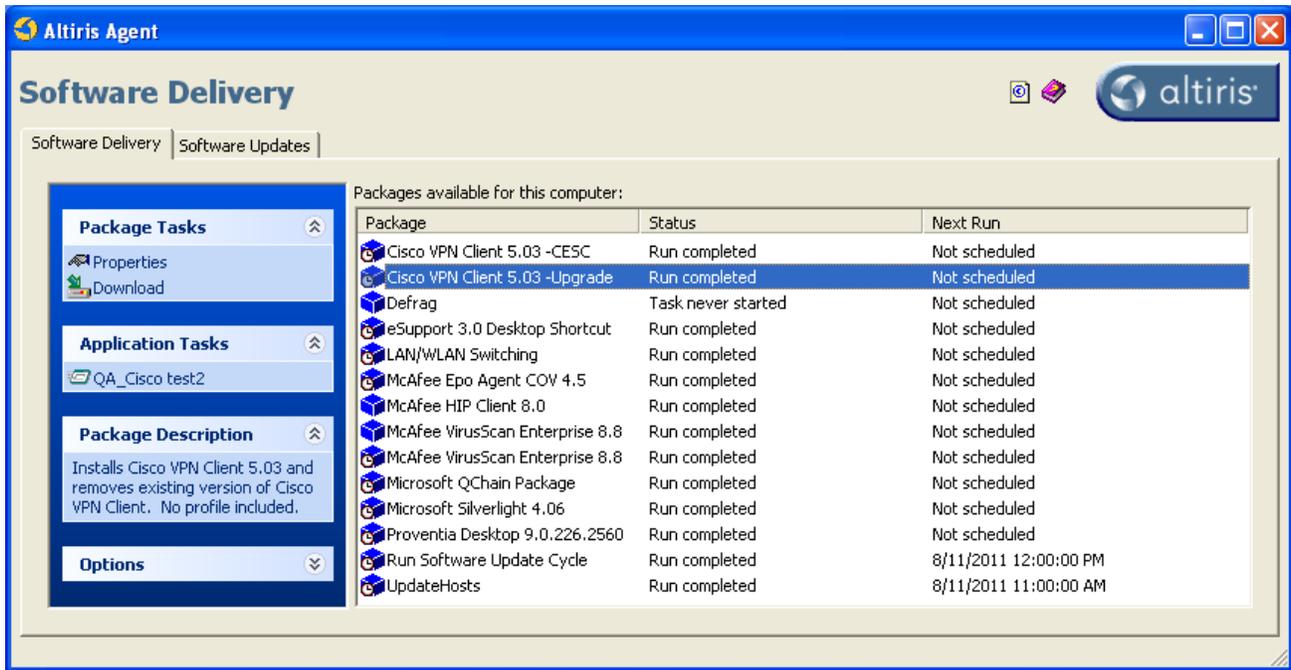
2. If you determine that your computer is running an older version of the Cisco VPN software, it must be upgraded to 5.0.03. To complete the upgrade yourself, open your Altiris agent software as directed below.

Note: if you perform this upgrade while connected to the Cisco VPN then your VPN connection will be disconnected. It is recommended that you perform this upgrade while you are not connected to the Cisco VPN. If you cannot connect to the Cisco VPN after the upgrade please restart and try again before contacting the VCCC (vccc@vita.virginia.gov, 866-637-8482) for assistance.

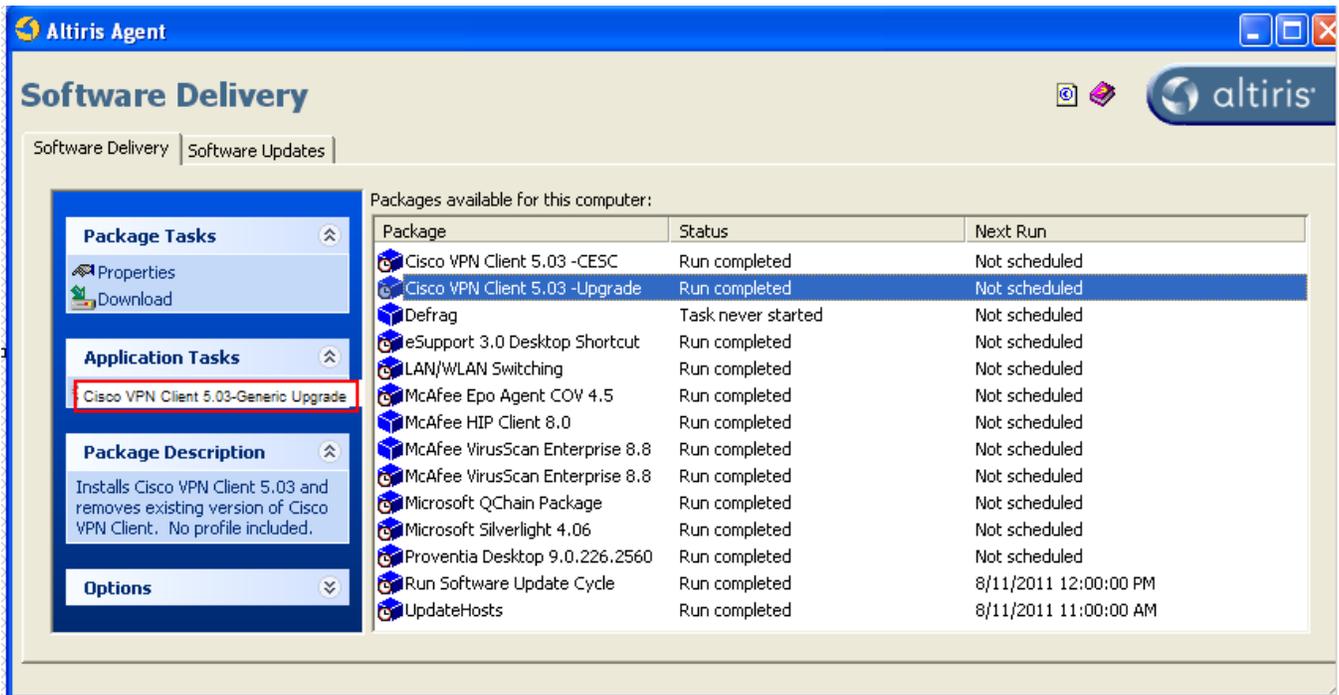
- a. From the desktop select (Start > All Programs > Altiris > Altiris Agent) see image below for an example.



- b. In the window that displays from the "Software Delivery" tab select "Cisco VPN Client 5.03 – Upgrade" in the "Package" column underneath "Packages available for this computer:" (see image below).



- c. Start the upgrade by double clicking "Cisco VPN Client 5.03-Generic Upgrade" under "Application Tasks" on the menu bar to the left (see image below).



- d. At this point you can exit out of the Altiris agent by selecting the red "X" on the top right of the display panel. Next, you will notice a dialog box display on your screen. This means your upgrade is running. The upgrade should take less than 10 minutes.
- e. To verify that the upgrade has successfully completed, repeat step 1 above to confirm that your version has changed to "5.0.03."
- f. If you are still at a lower version repeat step 2. If the upgrade still does not take place, please contact the VCCC.