# GlobalConnect-New VPN

Recently OTS pushed out a new VPN client in order to handle the additional VPN connections being used due to the increased number of remote users.   It may or may not have been installed on your pc before you left the buildling or installed while you have been working remotely and connected to VPN through AnyConnect. **State employees should be using GlobalConnect whenever possible and only use AnyConnect if for some reason they cannot connect using GlobalConnect.** GlobalConnect is configured to be 'always on' which mean it should connect whenever you are disconnected from LDOE's network and connected to a non-state network such as your house. This is for Windows based state issued devices only. This does not include state issued Macs.

*Note: You cannot have both VPN clients on at the same time. When trying to access GlobalConnect you need to turn off Cisco AnyConnect.

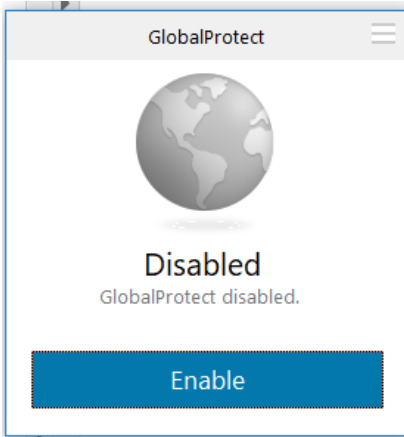To verify if you have the GlobalConnect Client to your software tray and look for the globe.
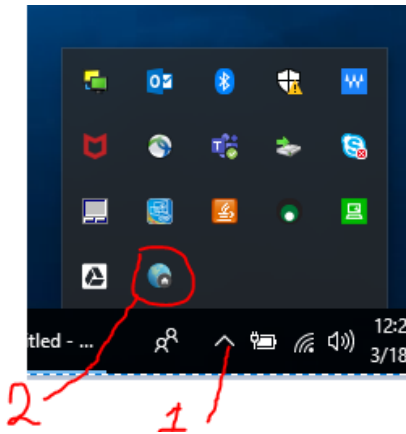
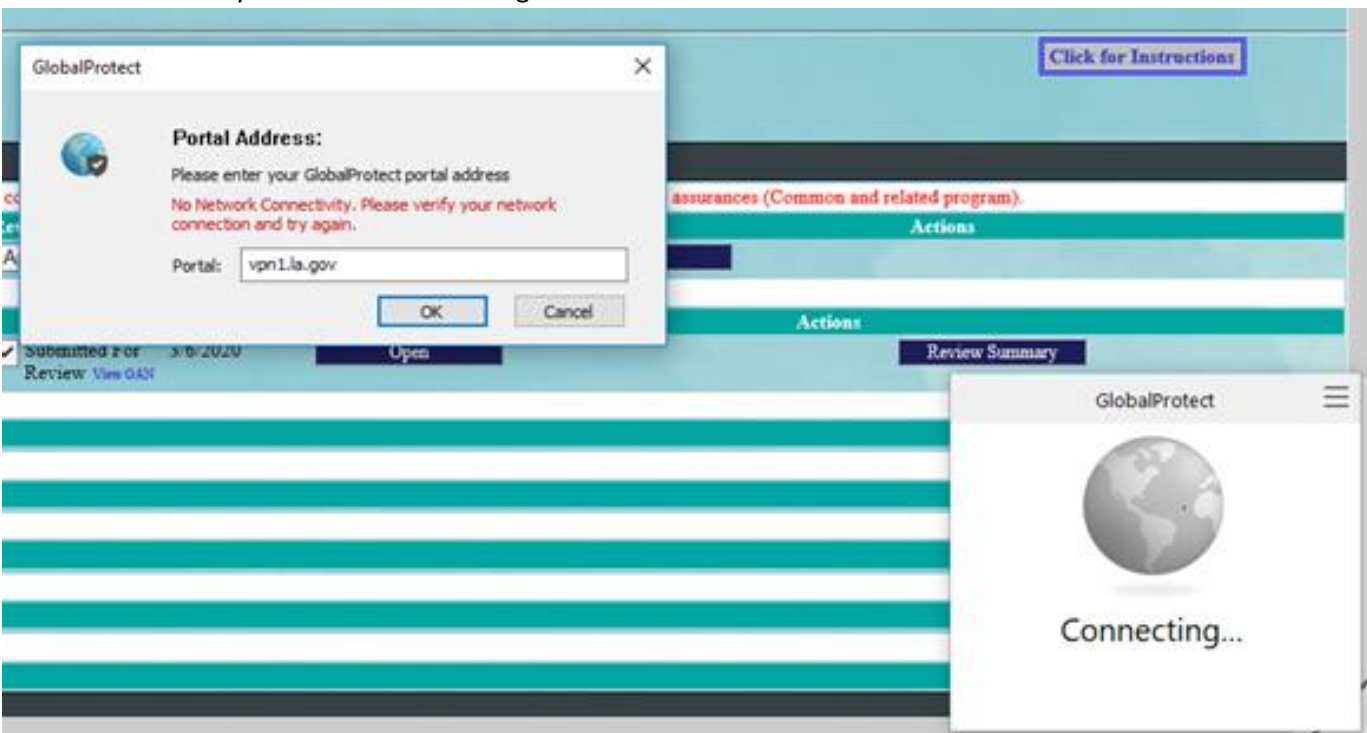If you do have the icon, select it to see the status.

Could be 'Connected'

Could be disabled, selecting 'Enable' should turn it on.

If the following pop-ups occur while you are working remotely and connected to VPN (AnyConnect) you would need to disconnect from AnyConnect and start using the new VPN.

How do I disable GlobalConnect VPN client.

1. Go to your software tray
2. Select the highlighted icon
3. Select the three bars in the top-right corner
4. Choose disable
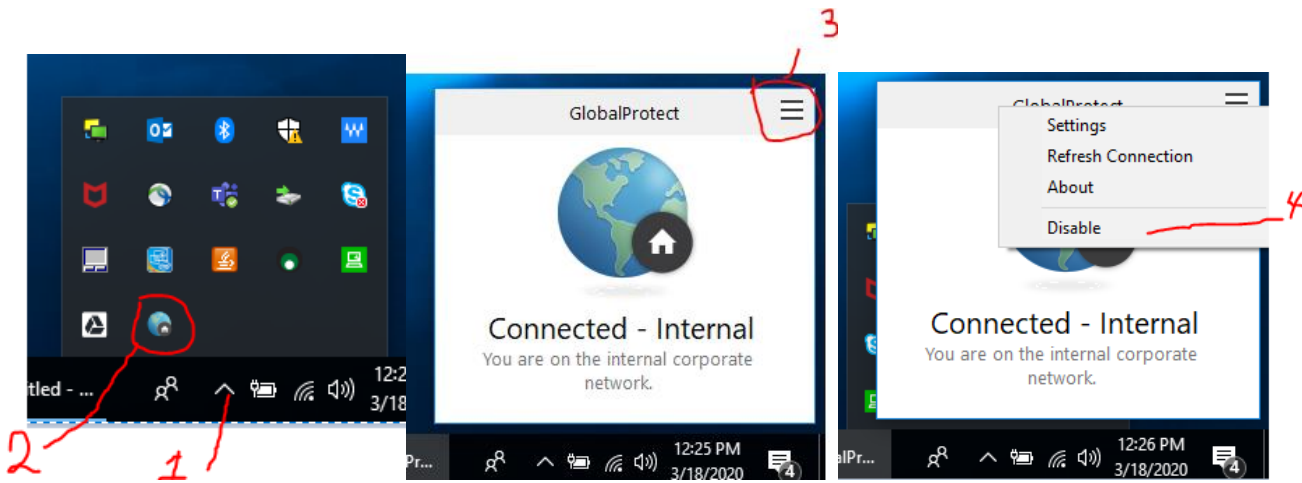
What is the global address value if a GlobalConnect pop-up appears and there is no value in it?

Global Address = vpn1.la.gov

If you do not see the GlobalConnect icon in the software tray then you will most likely need to install it.

***Note: You will need to be connected to the network(AnyConnect) vpn.**

Go to Software Center. You can get there by typing in software center in the search box in your task bar. Select Software Center.
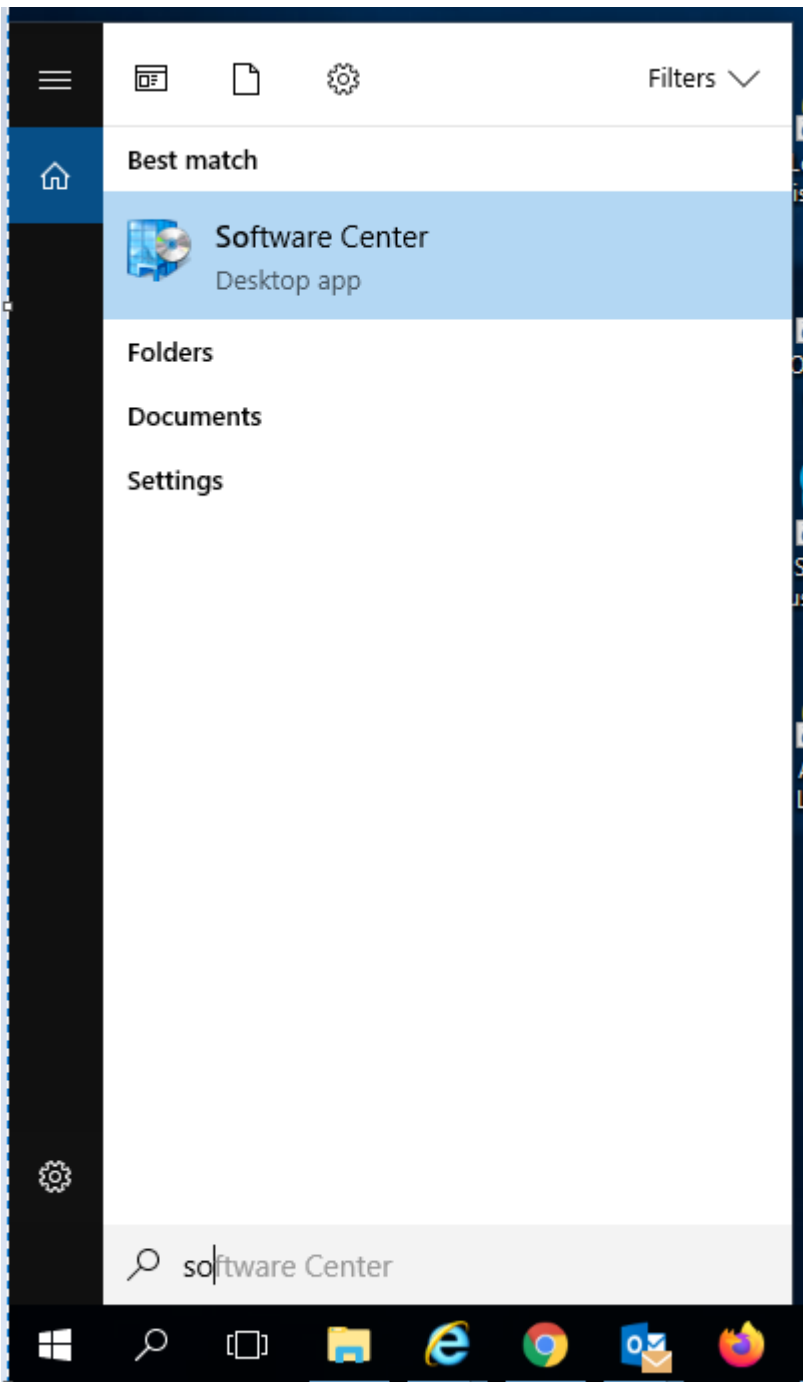
Select Applications and then New VPN Install. Then select install. To test GlobalConnect VPN you would need to disconnect from AnyConnect and then make sure GlobalConnect is enabled and attempting to connect.
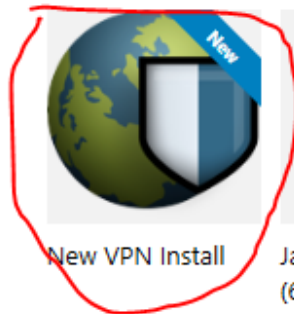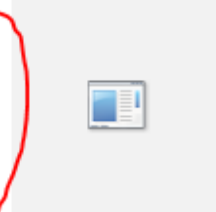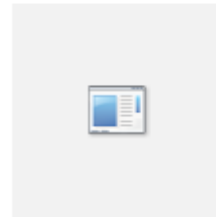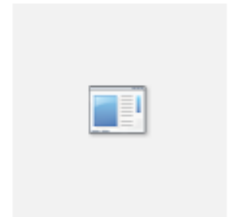
IF the VPN Sofware install is not in software center to install and the other steps failed.
***Note: You will need to be connected to the network (AnyConnect) vpn.
Open Control Panel by clicking the Windows Search (magnifying glass) in the lower left corner of the screen
Type 'Control Panel' without the ''
At the top of the search results click Control Panel
Open Configuration Manager
Click the Actions Tab
Select 'highlight' the Machine Policy Retrieval and Evaluation Cycle
Click Run Now
Close all of the windows opened

Open the Software Center by clicking the Windows Search (magnifying glass) in the lower left corner of the screen
Type 'Software Center' without the ''
At the top of the search results click Software Center
In the window that opens locate and select the software you wish to install
Click Install
You will be notified when the software has completed installing
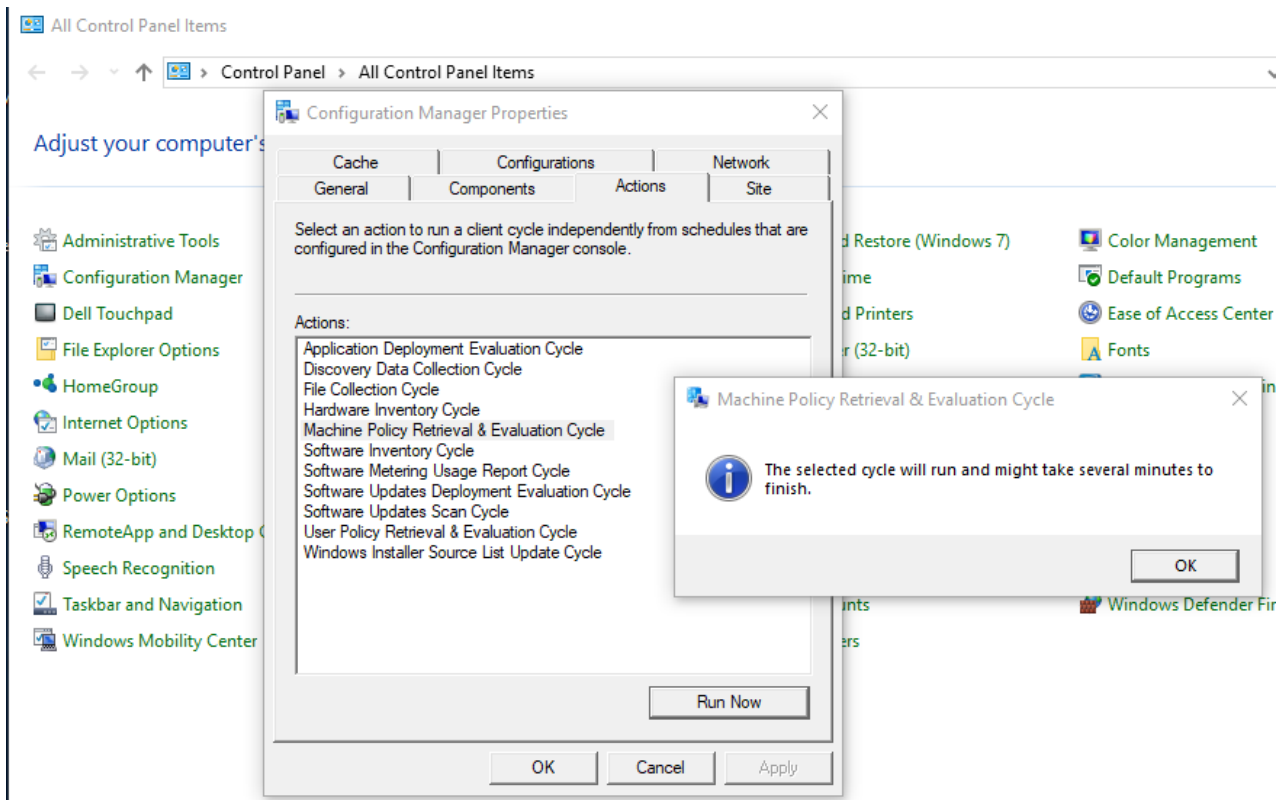
IF you receive a certificate error when trying to connect to VPN

To check for a user certificate:

As the user, open a regular command prompt:

Type **certmgr.msc** and hit ENTER to open the cert store for the current user.
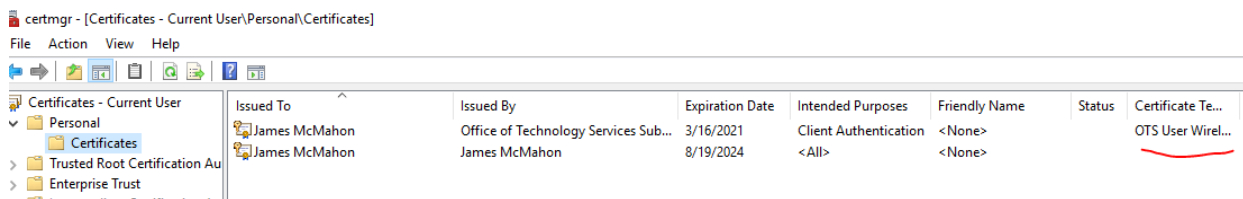
Look for a certificate in the personal/certificate folder issued to the user and shows the certificate template to be OTS User Wireless

If one does not exist, then at the command prompt type:

certutil -pulse /user

***Note: You will need to be connected to the network(AnyConnect) vpn.
Then refresh the certificate folder view in certmgr.msc and it should be there.

If you are unable to get GlobalConnect working properly please submit a helpdesk ticket to:

- http://otssupport.la.gov/
- Via email OTSSupport@LA.GOV
- 225-219-6900

Please be descriptive when submitting an issue, including screenshots if applicable.