

Monterey County Phone Factor Installation and Configuration

Summary: Phone Factor is now the standard way to connect to the Monterey County Network using a Virtual Private Network connection (VPN). It now replaces the SafeWord FOB formerly used to make the



VPN connection.

Instead of using the SafeWord FOB to authenticate with the VPN appliance, a specific phone number is configured at ITD for a user to authenticate against the VPN appliance. This may be in the form of a cell phone (for portability) or a standard office/home telephone number. The initial install process consists of three parts:

- An established Phone Factor account is required – *If you do not have an account, please contact the ITD Service Desk to have one created for you (a phone number will be required for Phone Factor to authenticate against). You will also be added to the **MCVPNPF Group**.*
- Successful authentication with Phone Factor
- Successful installation of the Cisco AnyConnect Mobility Client (application icon installed on the Windows taskbar used for VPN connectivity using Phone Factor)

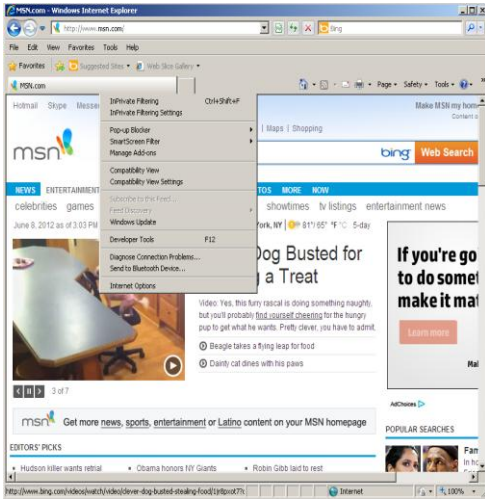
Phone Factor uses test software to check the initial health of the PC initiating the VPN connection. This is known as the “*Posture Assessment*”. The Posture Assessment test checks the PC for updated Microsoft Security updates, current Java installation, and checks for an anti-virus program. If during the initial posture assessment of your PC, a message may appear stating Java is outdated, it will then offer a link to update Java.

Installing and Configuring Phone Factor:

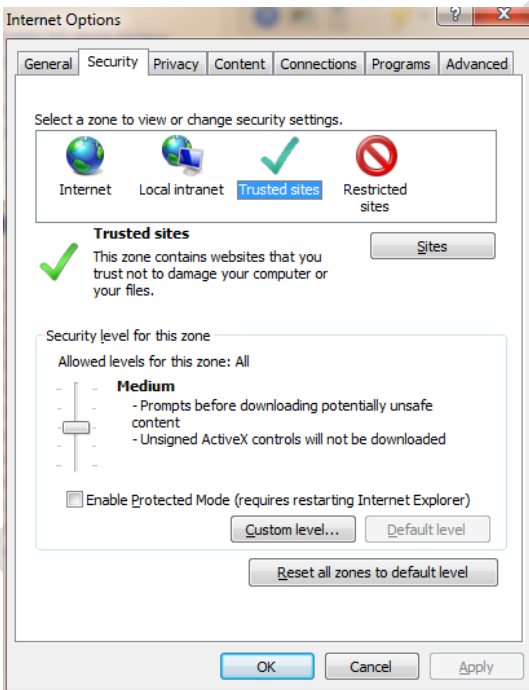
- 1) If you have used the old Cisco AnyConnect Secure Mobility Client, remove it from Add/Remove Programs (*Windows XP*) or from Programs and Features (*Windows 7, Windows 8*).
- 2) Remove the Cisco AnyConnect Posture Module additionally.

Note: *Before you connect for the very first time, you will need to add the county VPN download site to your browsers “Trusted Sites”, here’s how:*

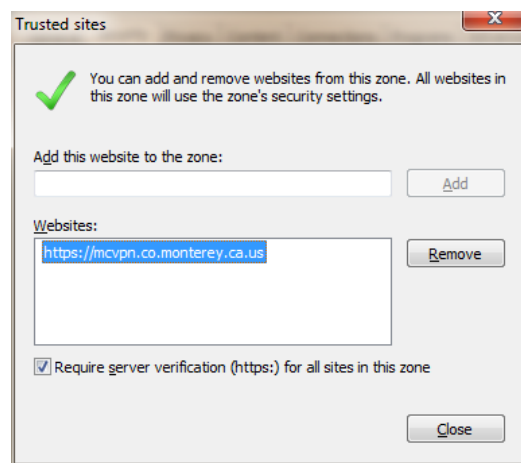
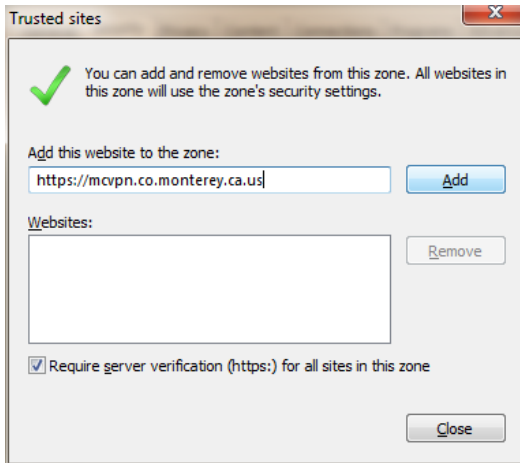
- 3) Open Internet Explorer (or other browser); select **Tools** then **Internet Options** from the drop down menu.



- 4) Click on the **Security Tab**, select **Trusted Sites** then click on the **Sites** button



- 5) In the "Add this website to the zone:" field **type:** <https://mcpvn.co.monterey.ca.us> then click the **Add** button; Click **Close**

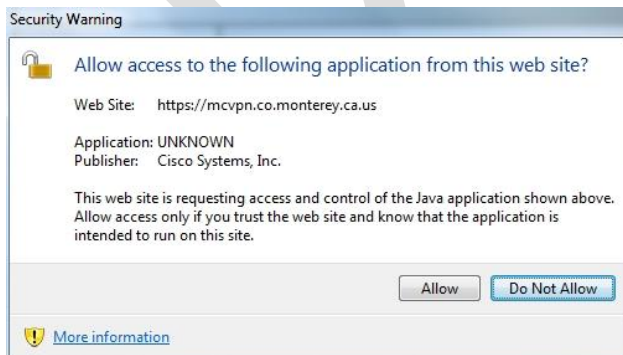


- 6) In the Internet Explorer URL address bar **type** in: <https://mcpvn.co.monterey.ca.us>
- 7) Press **enter** (*The new Cisco AnyConnect Secure Mobility Client webpage will now appear*)

Note: Depending on which version of Windows you are running, you will most likely see the following prompts:

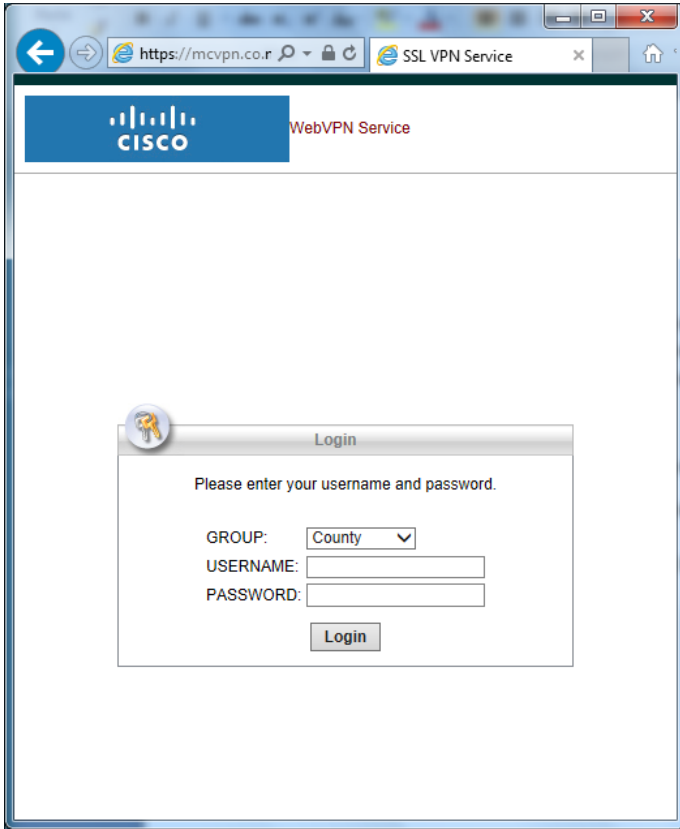


- 8) Check **"Accept"** box and Click **Run**.



- 9) Select **"Allow"** for the Java application to run.

10) The following web application and URL will now appear:



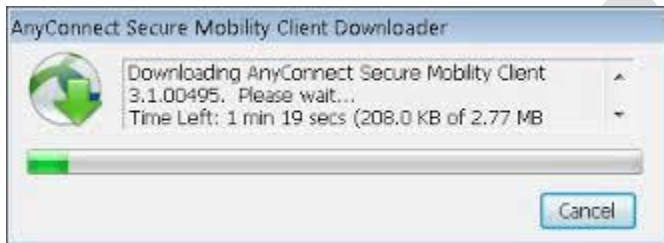
11) Use the **GROUP** drop-down menu to select Monterey County Phone Factor (**MCVPNPF**)



- 12) **Type** in your standard Monterey County domain login **USERNAME** and Domain **PASSWORD**:
- 13) **Press** the Login radial button
- 14) The phone number you provided for the ITD Phone Factor Data base will now be contacted with a message: ***"This is Phone Factor, please input your PIN followed by the # sign"***.
- 15) Please **Input** your temporary designated PIN.

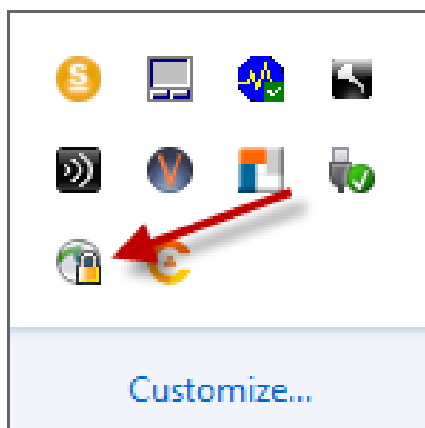
Note: If this is your first time using Phone Factor, **input** the PIN **"2013"**; *this is the default password for the current year (2013)*. **You will be prompted to change it**. Next year the **default password will be changed to 2014**. You can then use any **4-to-6-digit** numerical pin as long as it is not the same as your phone number. Use your new PIN for all future Phone Factor authentication.

- 16) Once you have authenticated correctly against the Phone Factor Challenge, the Cisco AnyConnect Mobility client will start to install.



Please Note (very important): The Cisco AnyConnect Mobility client may take several attempts to initially install. The client installs in various stages. You will need to go back to the <https://mcpvn.co.monterey.ca.us> webpage to authenticate against Phone Factor and continue with the installation if it times out.

- 17) Once the Cisco AnyConnect Mobility Client installs, you should see a message stating the **VPN has been established** and a Phone Factor icon should now appear on the Windows Task bar.



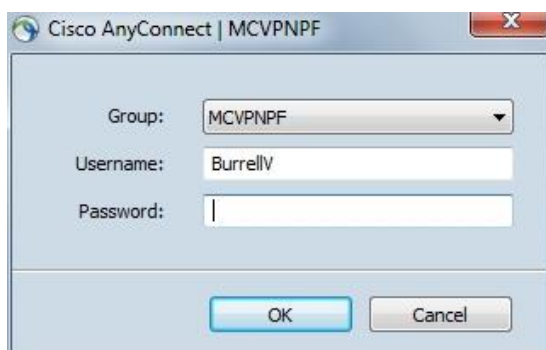
Another view of the Cisco AnyConnect Mobility Client on the Windows 7 and 8 Taskbar

Success: After the initial installation has been completed, you can now connect to the Monterey County VPN using the **Cisco AnyConnect Mobility** client on the Windows Taskbar

- 18) To connect to the Monterey County VPN Phone Factor, *perform a right mouse button* on the Cisco AnyConnect Mobility client on the Windows Taskbar (see image above) and select **Connect**



View of the Cisco AnyConnect Mobility Client performing Posture Assessment prior to making a VPN connection



19) **Input** your **Username** and **Password** to connect to the Monterey County VPN.

20) To disconnect from the Monterey County VPN, *perform a right-mouse button* on the Cisco AnyConnect Mobility Client on the Windows Taskbar and **Disconnect**

Additional Information

Internet Explorer 11 (*installed with Windows 8 and 8.1*) may not seem to work and generate a “*Failed Posture Assessment*” message when installing the Cisco AnyConnect Mobility Client.

Work-A-Round: you can note the failure message, let it time-out over a lengthy period of time, and try reinstallation again. The posture assessment test does not support Active X 64 bit in Internet Explorer 11. It will eventually default to a Java installation and install. (*Windows 7 PCs with IE10 or IE9 do not have this problem – this only pertains to Internet Explorer 11*).

If you run the FireFox Browser version 25 or above it will install the Cisco AnyConnect Mobility Client using Java and install without incident. *This may be the best work-around for Windows 8 PCs running Internet Explorer 11.*