CCL VPN Troubleshooting Cheat Sheet

Remote Connections to Chambers – macOS

Please follow these steps if your macOS device at a remote location is having issues connecting to the CCL VPN server or your Remote Desktop connection to your computer in Chambers.

1. Have you restarted your device?
   - If not, please close any open applications, **restart the computer** & see if this resolves your issues
   - If the issue persists, please continue to Step 2

2. Does your macOS device have an active Internet connection?
   - Please **open a web browser** (Firefox, Chrome etc) & try to **load an external website** (Google, Wikipedia etc)
   - An **external website loading successfully** is indicative of a working network connection
   - If your **Internet connection is tested as working**, please proceed to Step 3
   - If your **Internet connection is not working** & you are unable to resolve this yourself, please contact your IT Consultant for further assistance (CCL Network Support is unable to provide support with these issues)

3. Are you able to connect successfully to the CCL VPN server?
   - In macOS, please click Search icon (magnifying glass) in top right of screen, type "AnyConnect" & open the app
   - If the **Cisco AnyConnect app cannot be found**, please login to https://vpn.ccl.com.au with your CCL Network username/password & **install the Cisco AnyConnect app**
   - At the Cisco AnyConnect app login screen **make sure that "vpn.ccl.com.au" is correctly entered** in the server field
   - Enter your CCL Network username/password & **click Connect**
   - If your username/password **do not work with a "Login failed" error message** then please reset your CCL Network password at https://password.ccl.com.au (**please note that your CCL Network password may also be used for other active services** such as CCL Mail in which case the new password will need to be re-entered across any devices connected to these services)
   - When you have a **successful connection to the CCL VPN server** (as per image on next page), please continue to Step 4
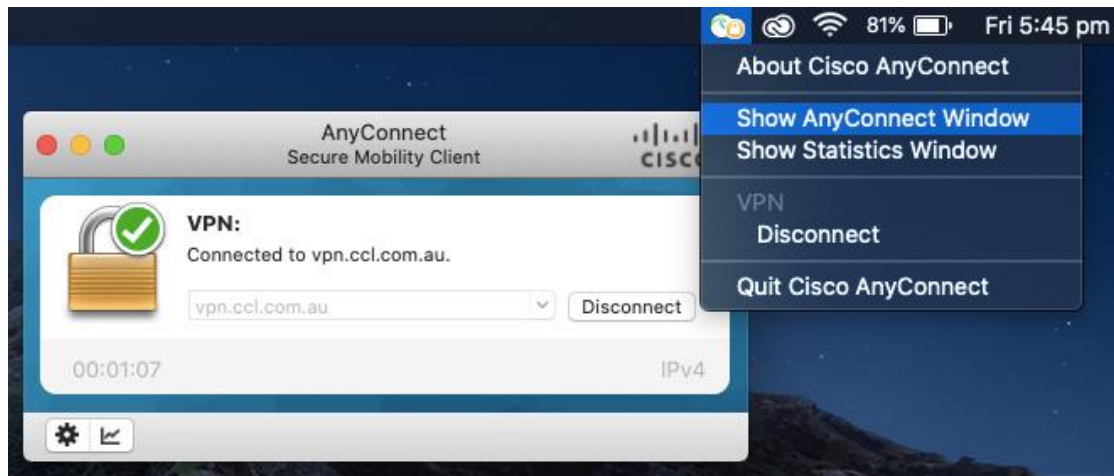
4. **Please complete the following to test the active CCL VPN connection:**
   - Please **open a web browser** (Firefox, Chrome etc) & try to **load the internal website** "http://login.ccl.com.au"
   - If **the website loads (displaying an image as per below)**, please proceed to Step 5
   - If **the website does not load**, please contact CCL Network Support for further assistance

5. **Please complete the following to test the Remote Desktop connection to your computer in Chambers:**
   - Open the link to your **Remote Desktop connection** (this would have been setup by your IT Consultant & is often named "Chambers PC" or similar)
   - If **the connection initiates successfully** displaying a username/password prompt, **please enter your access details** (the password is the same as what you use to access your computer in Chambers) & confirm you can access your computer in Chambers
   - If **the connection fails to initiate** (displaying an error similar to the image on the next page) this is often indicative of there being an issue with your computer in Chambers, please proceed to Step 6
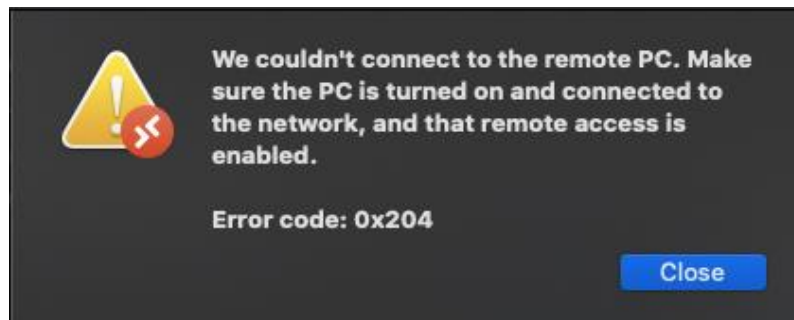
6. <u>Please complete the following to ensure your computer in Chambers will be accessible via the network (physical access to Chambers will be required to complete this step):</u>
   - If the computer is **powered off**, please turn the computer on
   - If the computer has **crashed or frozen**, please restart the computer & ensure it starts up successfully
   - If the computer is **in a Sleep state**, please wake the computer & ensure it stays on
   - If the computer is **disconnected from the CCL Network**, please follow the appropriate **CCL Network Troubleshooting Cheat Sheet** for your device / network connection type to bring it back online
   - The above is only a short list of troubleshooting steps to try for your computer in Chambers, to ensure your computer remains on & available for remote access **please contact an IT Consultant for further assistance**

If all of the above steps have been completed & you are still having issues using the CCL VPN service, please contact CCL Network Support for further assistance on (02) 9221 6235 or via email at support@ccl.com.au.