



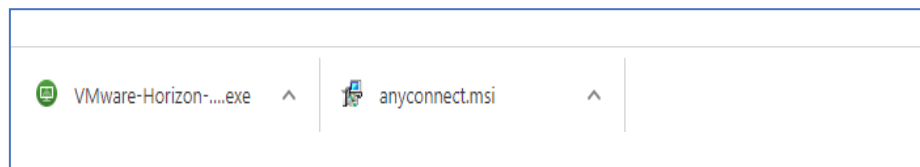
Contact Center/Voice Pre-Class Lab Configuration and Testing Instructions for Windows

Step 1 Download the AnyConnect and Horizon clients for your class from the Sunset Links page. Open up a browser on the machine you will be using for class and go to: <http://links.sunsetlearning.com/>



Step 2 Click the links for the 1 > **Cisco AnyConnect Client** and the 2 > **VMware Horizon Client** installation in the section for Windows. If you're unsure of which version to download, select the latest version.

Step 3 You should then see the finished downloads at the bottom left of your browser.



If you do not see the files at the bottom of your browser window, then look for them in the **Downloads** folder for your browser.

Installing the AnyConnect Client

Note: Installation of AnyConnect and Horizon clients requires administrative privileges on the computer you will be using to access labs

Install the AnyConnect and Horizon clients accepting all the defaults.

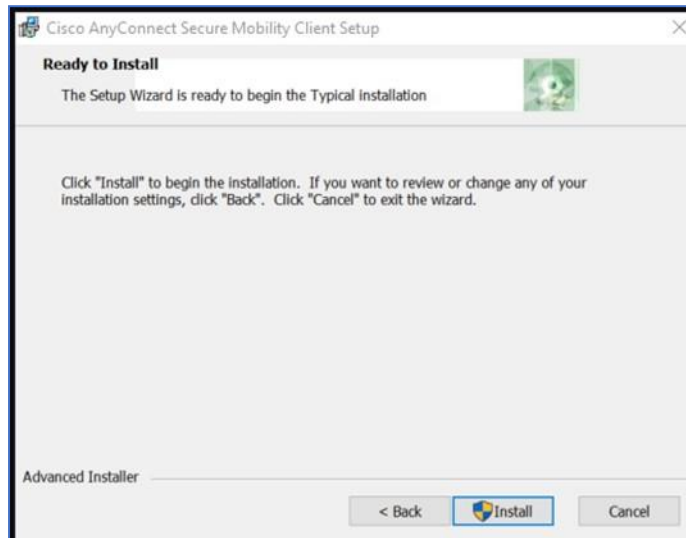
Step 4 Click and run the downloaded installer file for Cisco AnyConnect first. You should see this window come up.



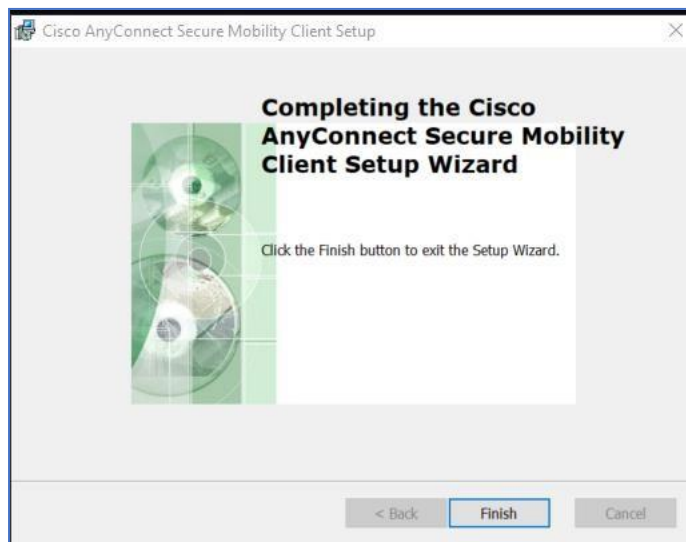
Step 5 Click the **Next** button. On the next screen, Select the **I accept the terms in the License Agreement** option. Then click **Next**.



Step 6 Next click the **Install** button. A User Account Control box will pop up, Click the **Yes** button.



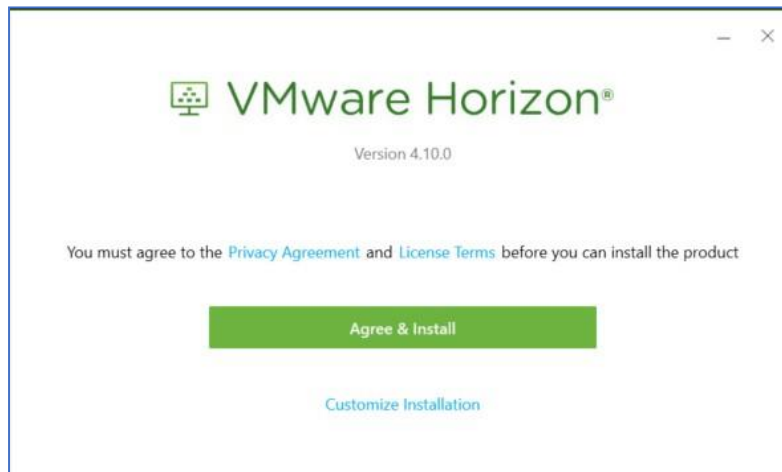
Step 7 Wait for the installer to install the software. When completed you should see this. Click the **Finish** button.



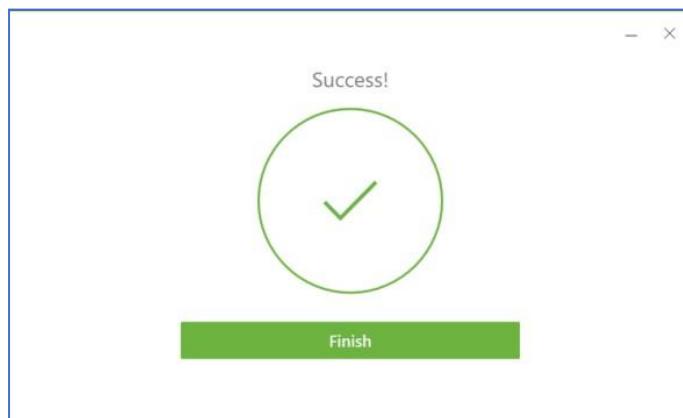
Installing the Horizon Client

Step 8 Click the Horizon Client installer from the download location (at the bottom left of your browser window or your downloads folder) and start the installation. When you open the installer a **User Account Control** box will pop up. Click the **Yes** button.

Step 9 Next you will see the Installer box pop up. Click the **Agree & Install** button, and it will go through the installation process.



Step 10 When the installation is finished, you will see a screen similar to below. Click the **Finish** button.

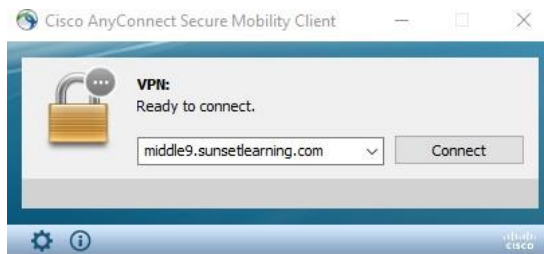


Important: At this point, you will need to restart your system.

Testing the AnyConnect Client

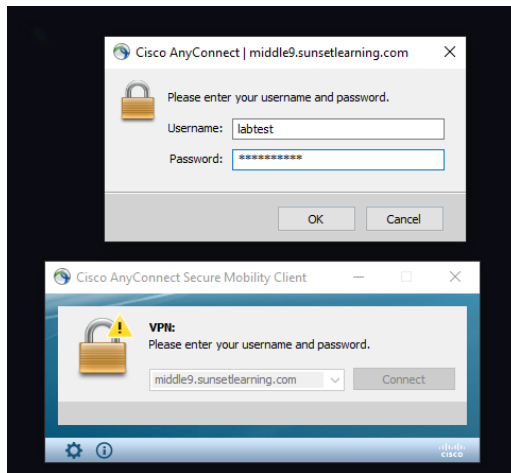
Step 11 Open the AnyConnect client and enter **middle9.sunsetlearning.com** in the text box, as shown below. Then, click the **Connect** button.

Note: **middle9.sunsetlearning.com** may or may not be the VPN that you connect to during your actual class. Your instructor may tell you to use a different VPN and provide you with different VPN credentials but testing on middle9 assures that you can connect to any of Sunset's VPNs.

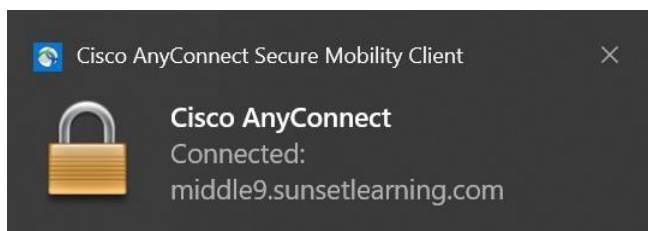


Step 12 Next you will be prompted for your credentials. When prompted, enter the following case-sensitive login information.

- Username: **labtest**
- Password: **Sunset2284**



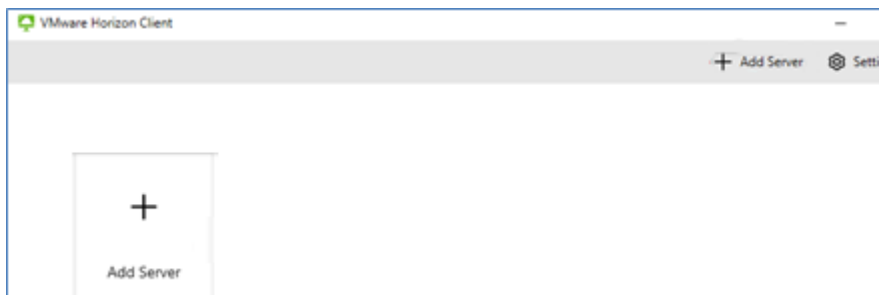
Step 13 Click **Ok** and the client will connect. You should see a notification stating that you are connected, such as shown below. You are now connected to the VPN.



Testing the Horizon Client

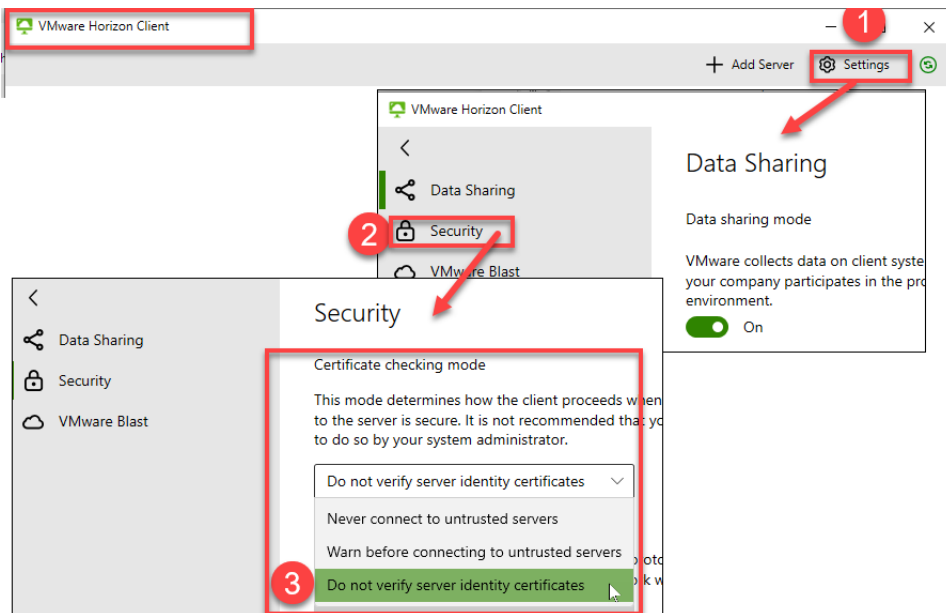
Ensure that you are successfully connected to the VPN as shown in the previous step.

Step 14 Next, open the VMware Horizon client. You should see a window similar to below.



Step 15 Click on the **Settings** icon in the top right portion of the screen. In the dialog box that opens, click on **Security**. Finally, under **Certificate checking mode**, select **Do not verify server identity certificates**.

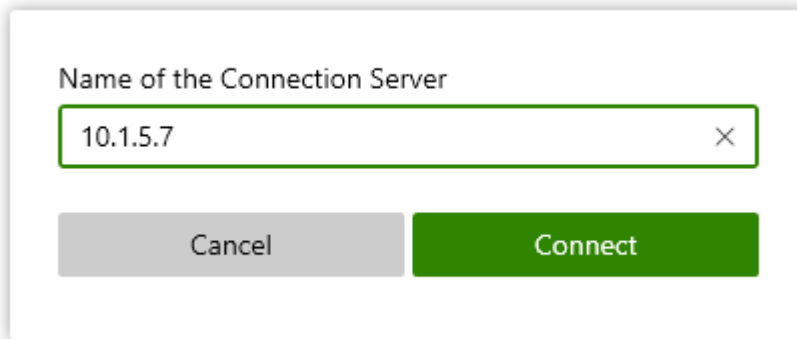
Your connection to the test PCX and other Horizon clients is secured by the AnyConnect VPN, so there are no certificates installed on the Horizon VMs used in the classes.



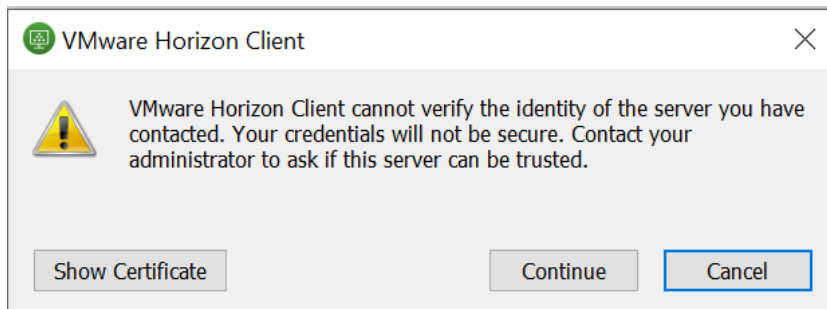
Step 16 Click the Add Server button or link in the upper left corner.



Step 17 Enter the IP address **10.1.5.7** in the box and click **Connect**.

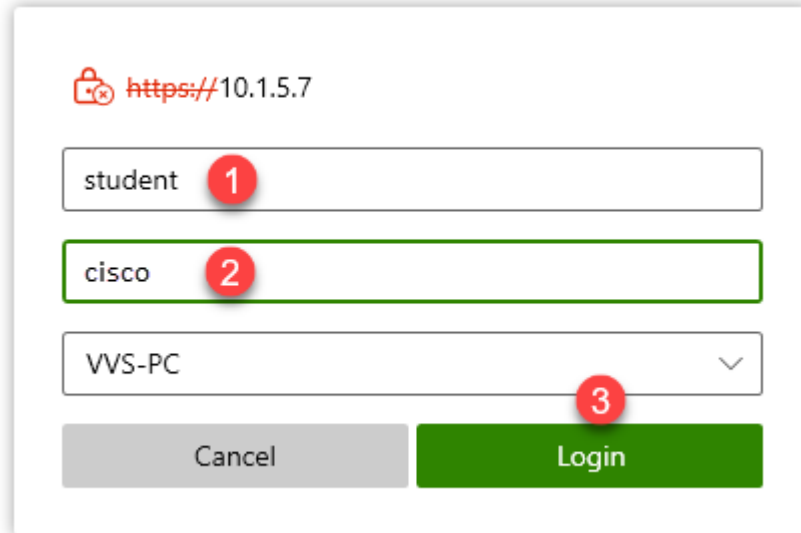


Step 18 If you receive a certificate warning pop-up, click **Continue**.

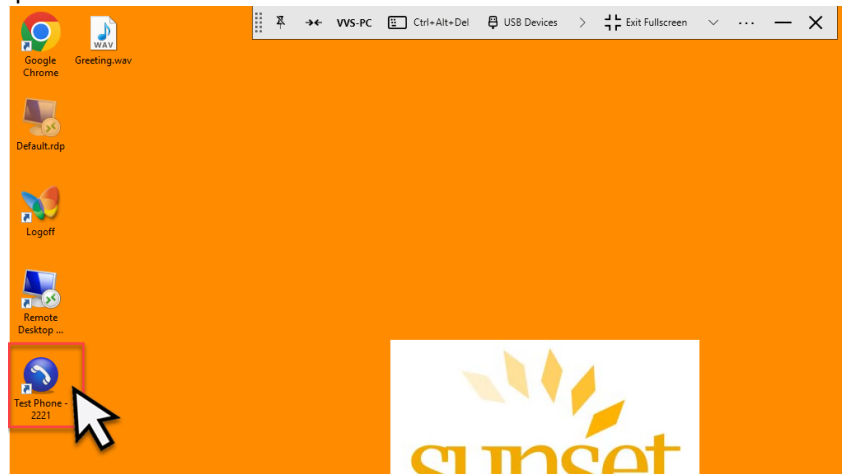


Step 19 The next screen will ask for the username and password. Use the following credentials, and then click the **Login** button.

- User: **student**
- Password: **cisco**



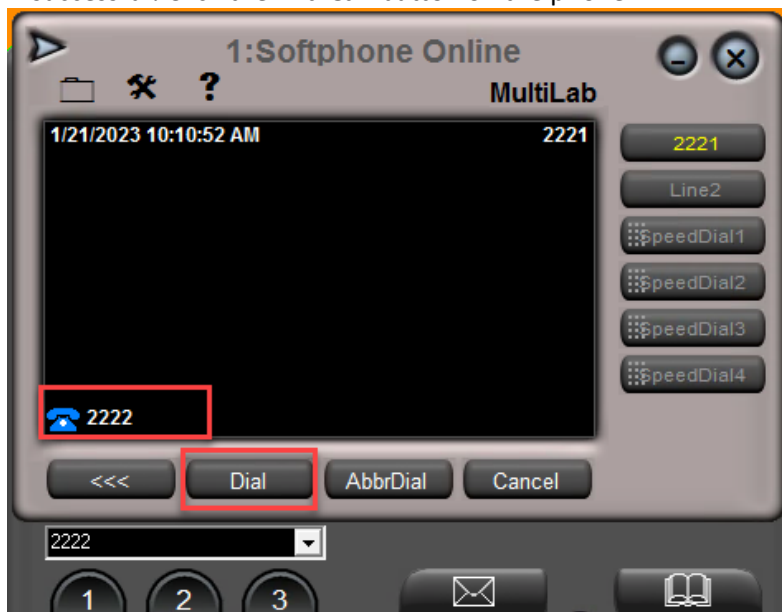
Step 20 You will now be logged into the test PC. Click the **Test Phone** icon on the desktop.



Step 21 You will see the Softphone application come up on the screen.



Step 22 Use your keyboard or the DTMF-keypad on the phone to dial **2222** and click the **Dial** button. Once you hear the audio greeting from the phone, your test is successful! Click the **End Call** button on the phone.

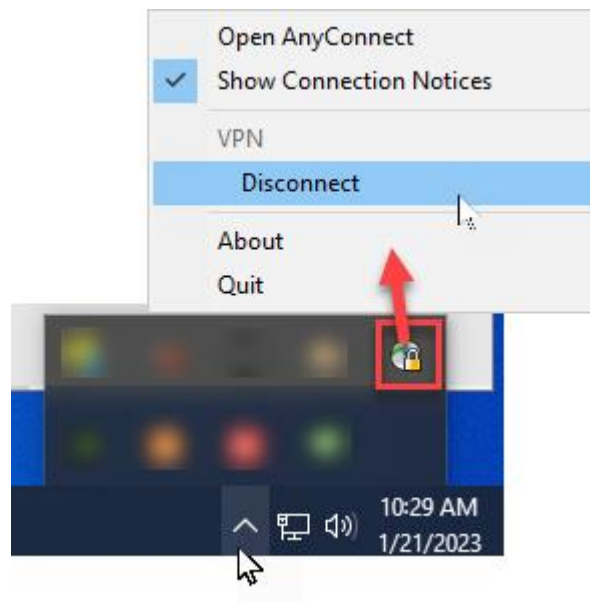


*If the call doesn't go through, don't be concerned. Confirm that you still heard the dial tone as the call was being placed. Optionally, you can also double-click on the **greeting.wav** file at the top left corner of the desktop to hear the audio greeting. You're testing to confirm that you can hear audio from the desktop on your system.*

Step 23 Once you've confirmed your ability to hear audio from the remote desktop, double-click the **Logoff** icon to logout of the remote desktop.



Step 24 Back on your own PC, look in the system tray for the **AnyConnect** globe icon, right-click and then **Disconnect** or **Quit** to close the VPN connection.



You are now ready for the labs used in your upcoming class! Thank you for taking the time to test!

Troubleshooting AnyConnect VPN requires access to the internet and a valid DNS configuration.

If you have any issues connecting with the lab, please call us at 888.888.5251 and choose option 5 for Technical Support.
