XEAN Cisco AnyConnect
Setup for Windows Operating System

Feb 2017
Table of Contents

1 XEAN Cisco AnyConnect for Windows ......................... 3
   Before You Begin .................................................................................................. 3
   Installing the Software ....................................................................................... 4
   Using Cisco AnyConnect .................................................................................... 4
   Things to Remember ........................................................................................... 6
   Help & Support .................................................................................................... 7
1 XEAN Cisco AnyConnect for Windows

Before You Begin

The service we use to remotely access the Xerox network – Xerox External Access Network (XEAN) – has been replaced with a new product called Cisco AnyConnect.

This guide will tell you how to load Cisco AnyConnect on your PC, how to use the service, and where to go for help and support. Please note:

- When working remotely, you do not need to use XEAN to connect to applications like email, The Hub, ePay, WebEx, Office Communicator Instant Messaging, eDocuShare, Global Careers@Xerox and Yammer. You just need your S3 username and password. Review this FAQ for more details.
  
  Note - If you are outside a Xerox network you will be asked to sign in to the FAQ site - for the western hemisphere/US, Canada, South America etc – your domain is xrxna. For the Eastern Hemisphere – Europe, Middle East, Asia, etc – your domain is xrxeu. For example xrxna\S3id1111.

- These instructions are for the Windows operating system.

- If you have a previous version of Cisco AnyConnect or the prior Nortel XEAN service, you do not need to uninstall them, but you cannot be connected to multiple services at the same time.

- If you use an S3 grid card today, you will continue to use your existing S3 grid card. If you need one, you can request it on the S3 site.

- You must have admin access to your PC, which is standard for Xerox-issued PCs.

- If you need to know the minimum PC requirements to use Cisco AnyConnect (operating system, memory, disk space), review this FAQ. Again, Xerox-issued PCs meet all of the requirements.

- The Windows Screen Saver is required with a maximum of 15mins wait time. “On resume, display logon screen” must be checked. Review this FAQ.
Installing the Software

If you are using a Xerox-issued PC and received it after January 2014, the new XEAN software is already installed. You can skip to the Using Cisco AnyConnect section.

Before you install the software on your work or home PC, please note:

- Make sure you are connected to the internet to download the software (either remotely or in the office).
- To actually use and connect to the Cisco AnyConnect service, you must be connected to the internet, but not connected to the Xerox network.
- When you’re ready, download the software.
- Select Save, then Run
- You will see this screen.

- Be sure to restart your computer once you initially install Cisco AnyConnect.

Using Cisco AnyConnect

Once the Cisco AnyConnect software is loaded on your PC, follow the instructions below when you need to connect to the Xerox network remotely. Close your internet browser before you begin.

- You will find “Cisco AnyConnect Secure Mobility Client” in your Start menu.

- Right-click the icon to pin it to your taskbar permanently. (Once you do this, you will just need to click the icon each time you need to connect.)

If you do not find it in the Start menu:
- Click Start, then All Programs and look for the Cisco folder.
- Click the Cisco folder, then click where you see the icon and “Cisco AnyConnect Secure Mobility”:
The icon will then appear in your task bar.

Right-click the icon to pin it to your task bar permanently. (Once you do this, you will just need to click the icon each time you need to connect.)

In the pull down menu, **choose the location closest to you.**

**Europe GW 1**  
**Europe GW 2**  
**North America XEAN – East**  
**North America XEAN – West**

Click **Connect**.

Log in with your S3 username and password.

Enter your S3 grid card information.
Once you have successfully authenticated, click **Accept**.

You are now remotely connected to the Xerox network!

The Cisco AnyConnect icon will also appear in your system tray (lower left corner).

**Things to Remember**

- When you are connected to the Xerox network using the Cisco AnyConnect service, all of your internet “traffic” will be routed through the Xerox network (which means it will be filtered according to Xerox policy). This is an added security measure intended to keep Xerox information safe and keep the network running smoothly.
• When using Cisco AnyConnect on Internet Explorer (which is Xerox's preferred browser), your **Connections** tab will not appear within your Internet options.

• If you use a softphone from home, you must have a XEAN connection. Wait a minute or two once you are connected to XEAN before starting softphone to ensure your softphone has registered.

**Help & Support**

Review the [frequently asked questions](#) on IT Support.

If you have any problems with Cisco AnyConnect, please contact [IT Support@Xerox](mailto:IT_Support@Xerox).