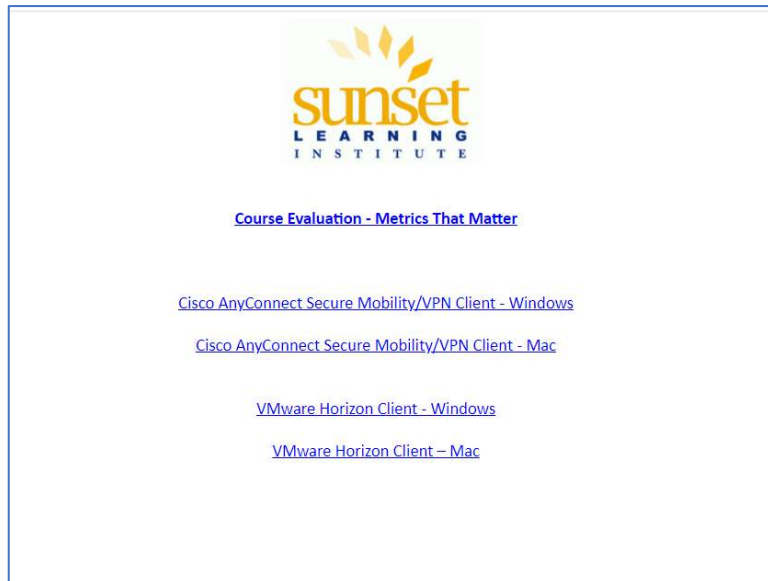




Contact Center/Voice Pre-Class Lab Configuration and Testing Instructions

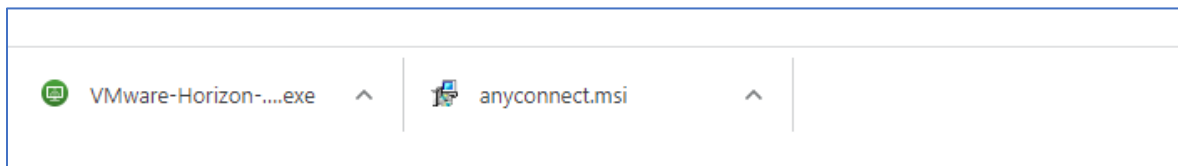
Step 1 Download the AnyConnect and Horizon clients for your class from the Sunset Links page. Open up a browser on the machine you will be using for class and go to:
<http://links.sunsetlearning.com/>



This will take you to this page:

Step 2 Click the links for the **Cisco AnyConnect Client** and the **VMware Horizon Client** installation that suits your situation best, i.e., if you are using a Windows machine, click the Windows links, and if you are using a Mac, click the Mac links.

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



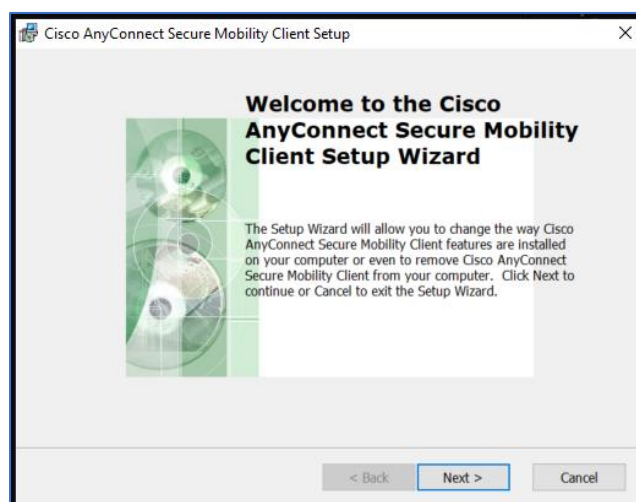
If you do not see the files at the bottom of your browser window, then go to the Downloads folder for your browser.

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.

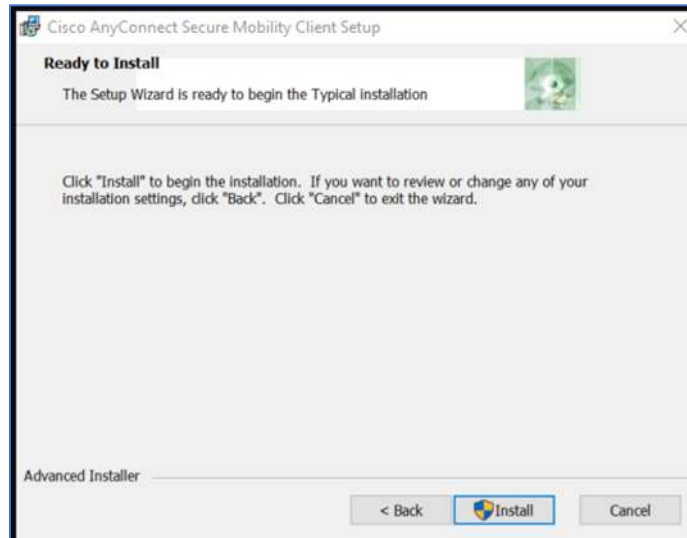
Step 3 Click and run the downloaded installer file for Cisco AnyConnect first. You should see this window come up.



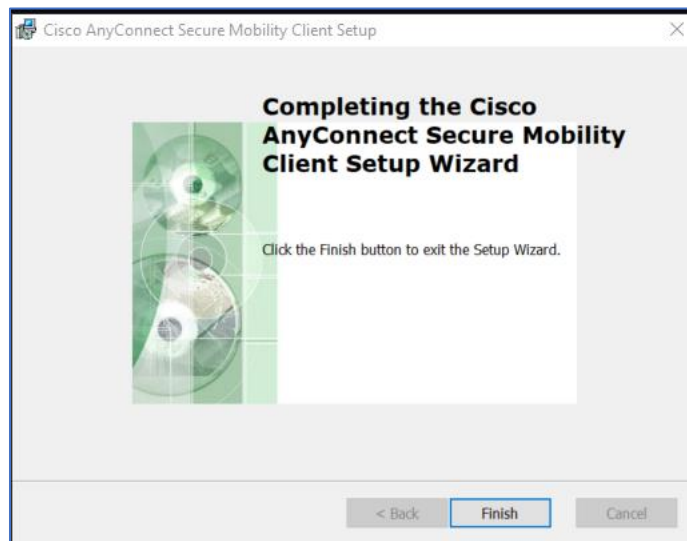
Step 4 Click the **Next** button. On the next screen, Select the **I accept the terms in the License Agreement** option. Then click **Next**.



Step 5 Next click the **Install** button. A User Account Control box will pop up, Click the **Yes** button.



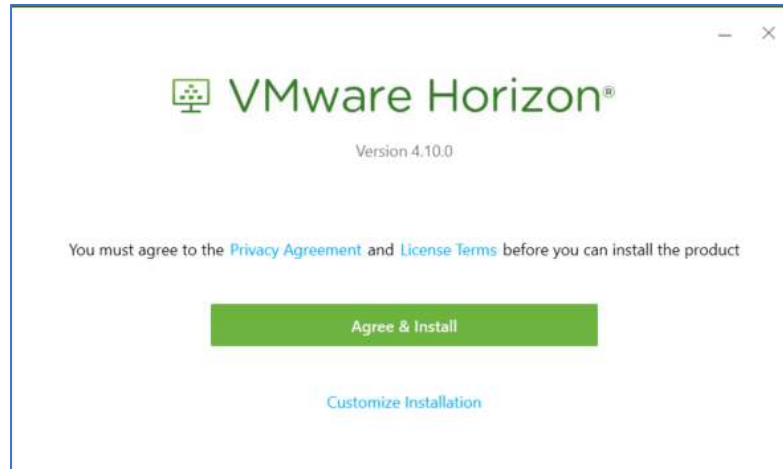
Step 6 Wait for the installer to install the software. When completed you should see this. Click the **Finish** button.



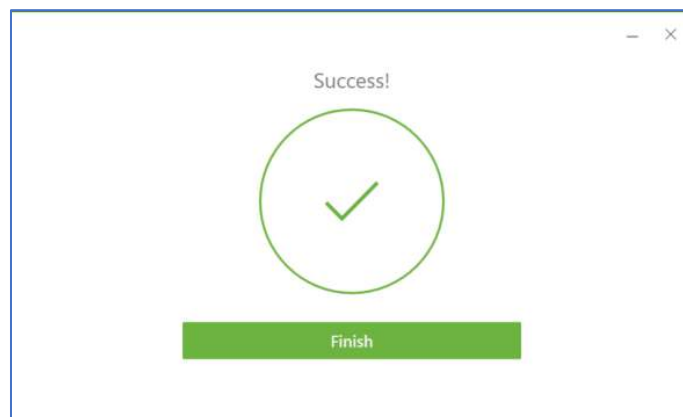
Installing the Horizon Client

Step 7 Click the Horizon Client installer from the download location (at the bottom left or 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 8 Next you will see the Installer box pop up. Click the **Agree & Install** button, and it will go through the installation process.



Step 9 When finished you will see a screen similar to below. Click the **Finish** button.

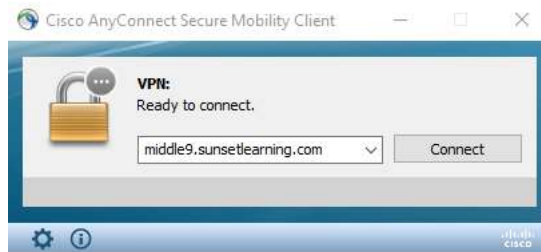


Important: At this point, you will need to restart your system.

Testing the AnyConnect Client

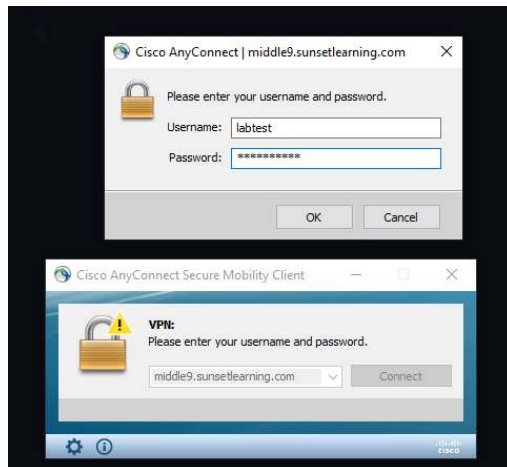
Step 10 Open the AnyConnect client and enter **middle9.sunsetlearning.com** in the text box, as shown below. Then, click the **Connect** button.

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.

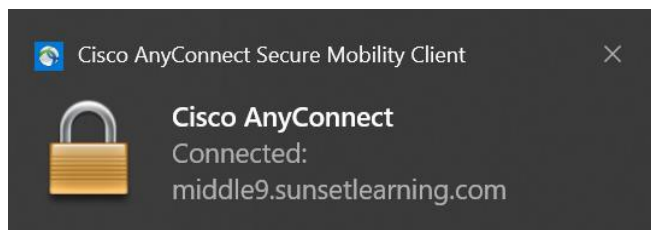


Step 11 Next you will be prompted for your credentials. When prompted, enter the following case-sensitive login information.

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



Step 12 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.



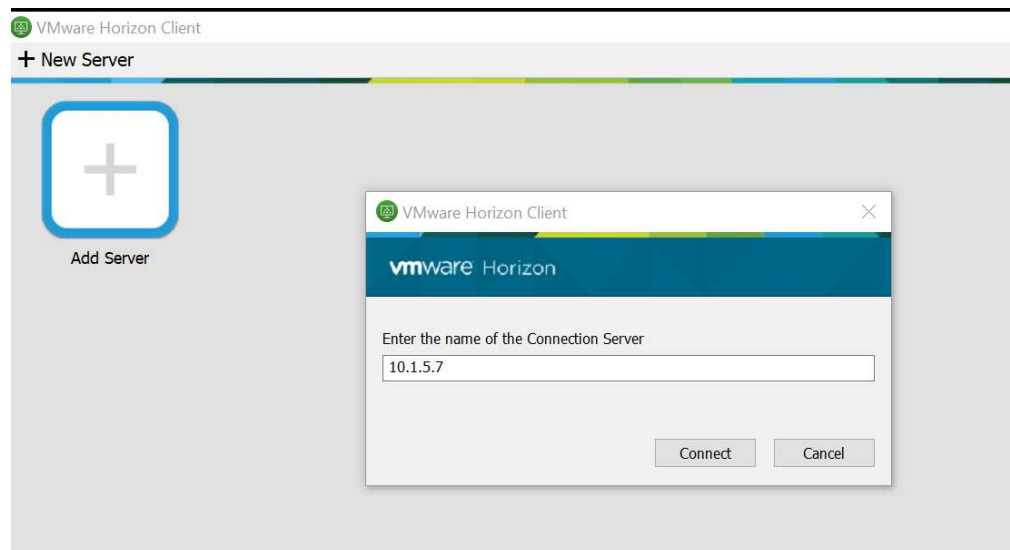
Testing the Horizon Client

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

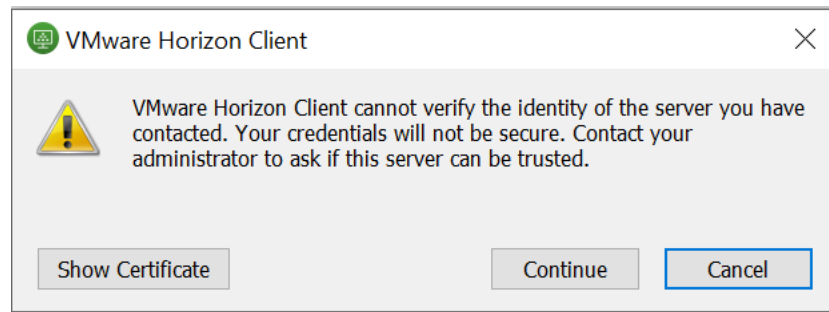
Step 13 Next, open the VMware Horizon client. You should see a window similar to below.



Step 14 In the upper left corner, click on the **+** button to Add a new Server. Enter **10.1.5.7** in the box and click **Connect**.

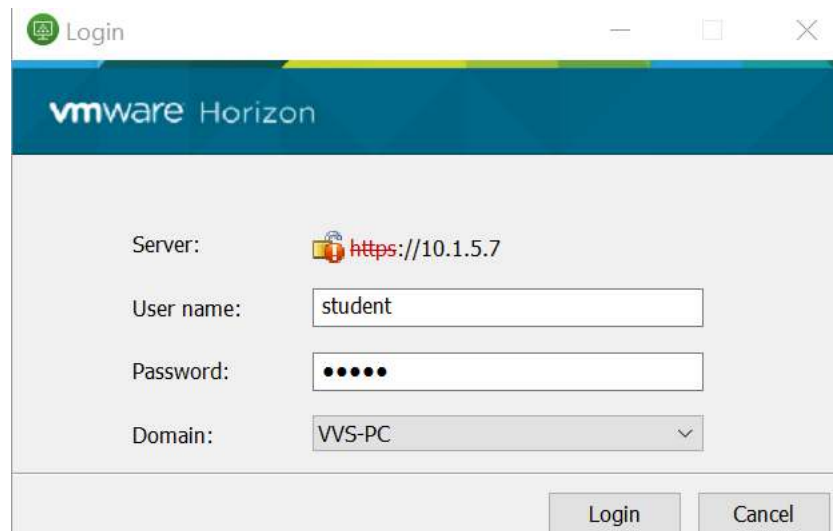


Step 15 Click **Continue** on the certificate warning pop-up.



Step 16 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 17 You will now see a pc icon at the top left of the window. Double-click the PC icon.



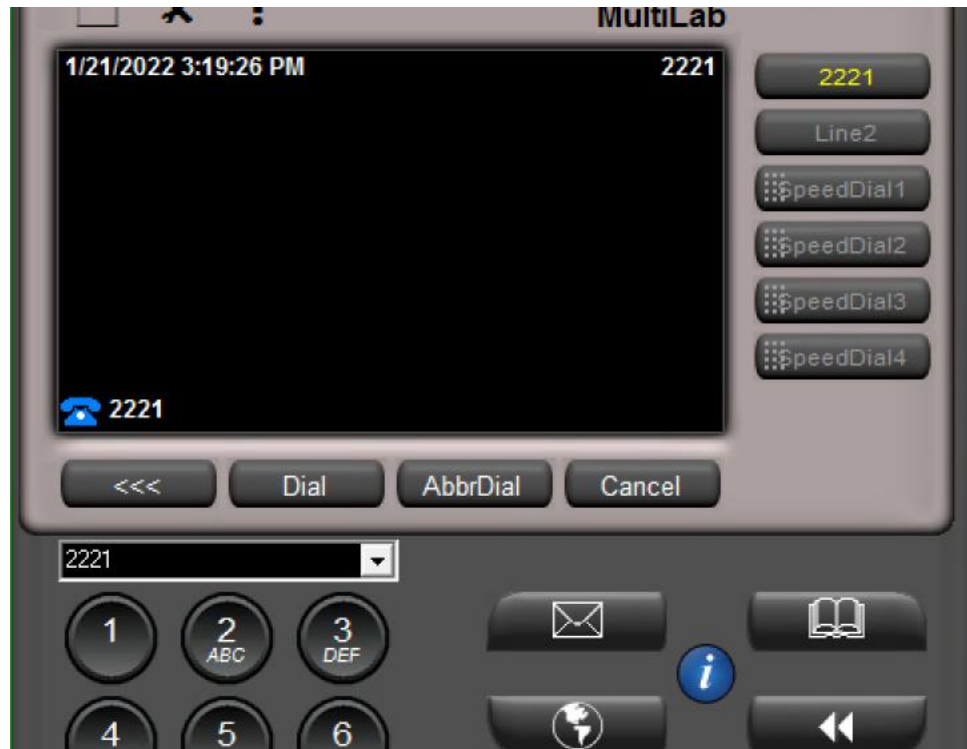
Step 18 You will now be logged into the test pc. Click the **Test Phone** icon on the desktop.



Step 19 You will see the Softphone application come up on the screen. Use your keyboard or the DTMF-keypad on the phone to dial **2222** and click the **Dial** button.



Step 20 If you hear audio from the phone your test is successful! Click the **End Call** button on the phone and use the **Logoff** icon on the desktop to end the session and close the Horizon client.



Step 21 On your PC, look in the system tray for the **AnyConnect** globe icon, right-click and then Disconnect or Quit to end the VPN connection. You are now ready for the lab use in your upcoming class!

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.
