

The Office of Information Technology (OIT) will perform critical system updates to the Virtual Private Network (VPN) servers this weekend, Sunday August 1, 2021, 10:00 p.m. – 11:00 p.m.

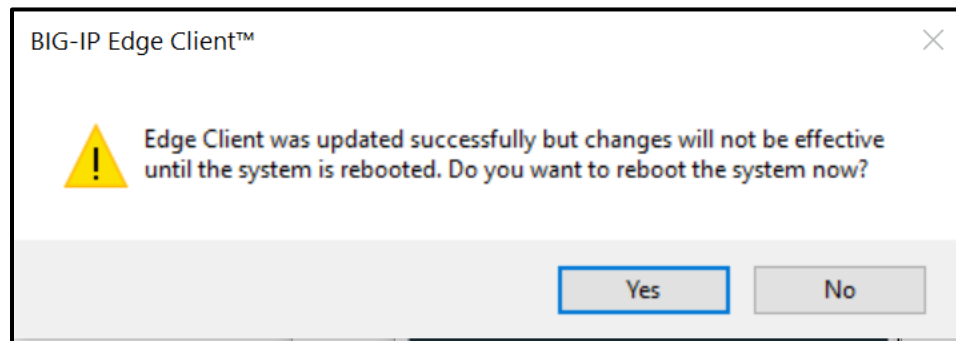
What this means for you:

- During this update period, limited VPN access will be available, with one server up at time. If you are not able to gain access on VPN01, try VPN02 and vice-versa.
- After the upgrade, at first VPN connection attempt, VPN users will be prompted to update their VPN F5 BigIP Edge client, or if using a Web browser to connect, the VPN components. Follow the guide below based on your instance to complete the update:

F5 BigIP Edge Client

- Windows

- Open your F5 BigIP Edge Client
- Connect to VPN01 or VPN02 server
- Enter MyMC username and password; accept 2FA authentication
- Follow prompts to complete the F5 components update
- If prompted to reboot, please reboot



- Mac OS/X

- Open your F5 BigIP Edge Client
- Connect to VPN03 or VPN04 server
- Enter MyMC username and password; accept 2FA authentication
- Follow prompts to complete the F5 components update
- If prompted to reboot, please reboot

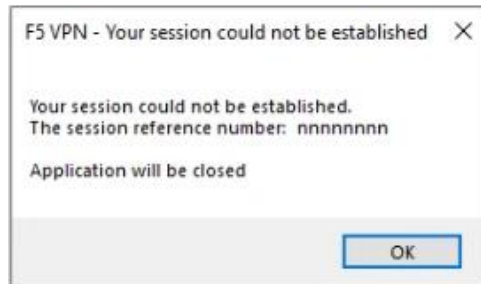
Web browser

- Applies to the following:

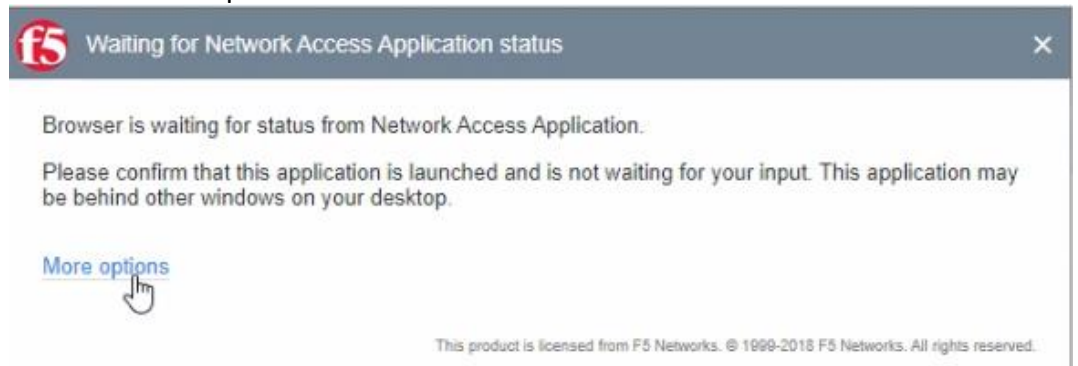
- <https://vpn01.montgomerycollege.edu>
- <https://vpn02.montgomerycollege.edu>
- <https://vpn03.montgomerycollege.edu>
- <https://vpn04.montgomerycollege.edu>

- <https://acportal.glb.montgomerycolleg.edu>
(Note: ACPortal web access applies only to students enrolled in Linux, Drupal/WordPress, Web4students, Oracle, Ms-SQL, TECH Servers courses)
 - You will be prompted to upgrade VPN components before and after a successful login
 - Enter MyMC username and password; accept 2FA authentication
 - VPN components will automatically install
- Web Browser errors (potential)
 - VPN01- VPN04 and acportal access may produce an error. Follow the steps below to dismiss the error and connect:

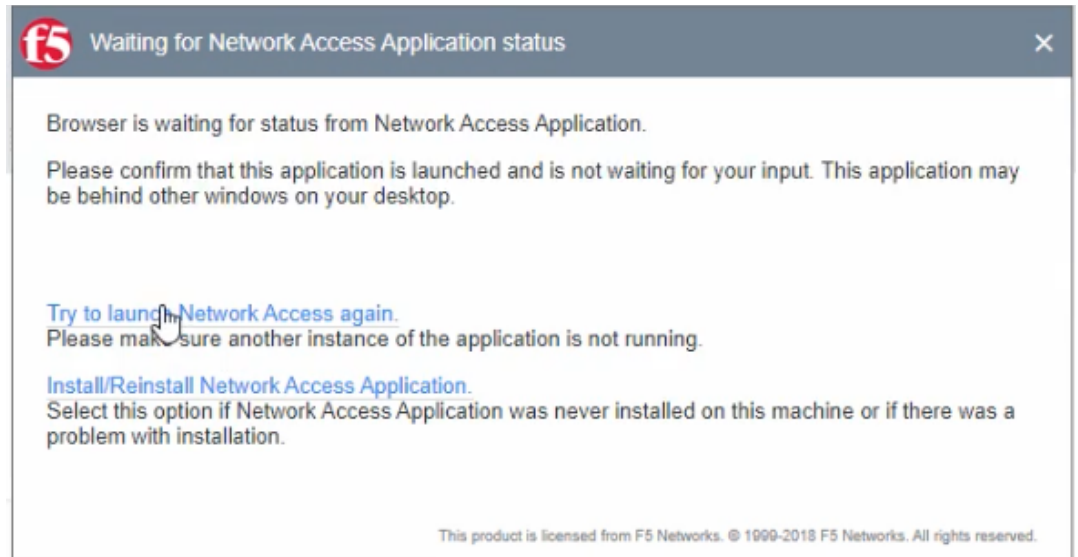
- In the F5 VPN – Your session could not be established window, Click “OK”



- Click on “More options”



- Click on “Try to launch Network Access again” in the next screen



- Click through the next prompts to allow the F5 VPN to start (the look of the prompts vary browser to browser, but the intent is the same). If you see the flashing red shield in the Windows taskbar, you'll know the VPN has started.



Android, iOS and ChromeOS

No updates are required.

If you have questions about this or any other technology-related issues, please contact the IT Service Desk:

- by email at itservicedesk@montgomerycollege.edu
- by web chat on [OIT's web page](#)
- by phone at 240-567-7222

Please do not reply to this email, as this mailbox is not monitored. Thank you.

IT Communications

Office of Information Technology