Connecting to the Big IP VPN and Running Updates
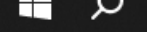
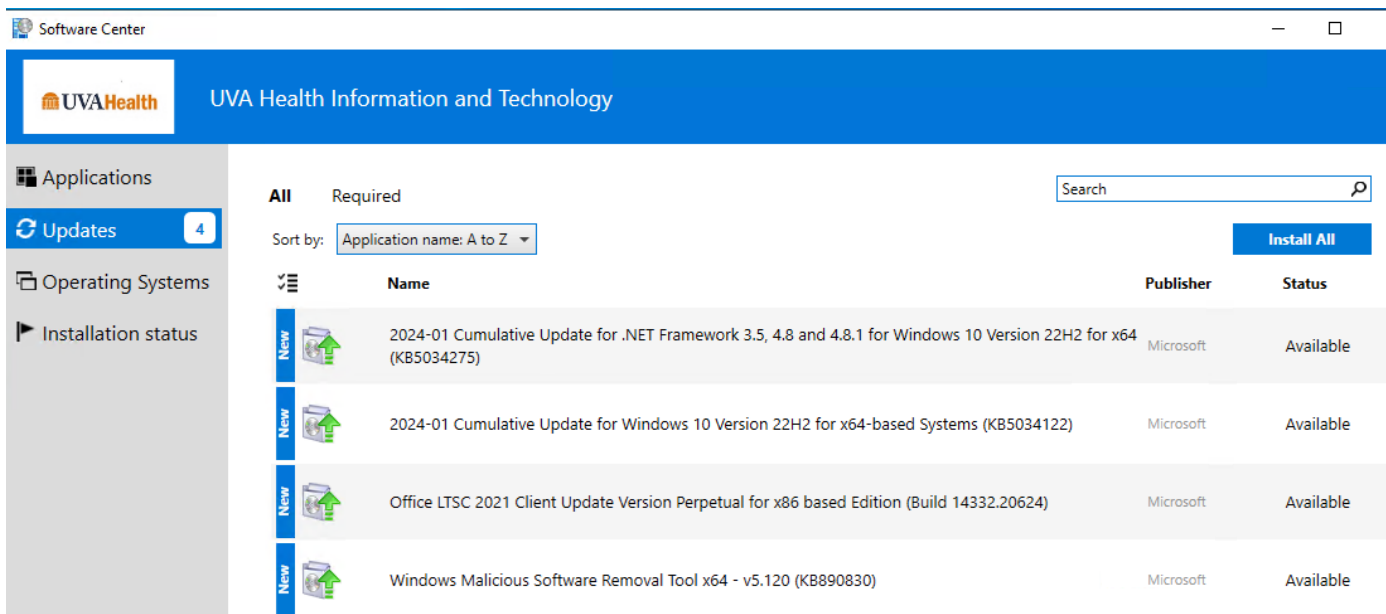## *Why do I need to connect to the Big IP VPN?*

- It takes longer for our machines to receive updates when connected to the Cisco VPN (ITS' VPN).
- If these updates don't run on your machine, you will lose access to the Cisco VPN.
- If you lose access to the Cisco VPN, you will lose access to applications behind the Cisco VPN like Advance, Advancement Performance, printing at 2420, etc.
- If you don't need to use Advance, AP, etc. – use the Big IP VPN. It's generally more stable than the Cisco VPN.

1. **Connecting to Big IP Edge VPN:**

- Double-click on **BIG-IP Edge** Client desktop shortcut
- Click on **Connect**
- Enter HS log in credentials
- **Check box beside Map Drives**
- Logon
- Authenticate via Duo
- You will see an **F5** icon in the bottom right taskbar when you're connected
  - ==If a box pops up after you're connected to the Big IP about choosing a drive – **click on Cancel.** It may pop up a couple of times==.
  - It's good practice to verify that you're connected to the F: & Y: drive before attempting to open Outlook or you may receive error messages
  - **If our network drives don't connect, double-click on the *Map-Drives.bat* file on your desktop to connect**
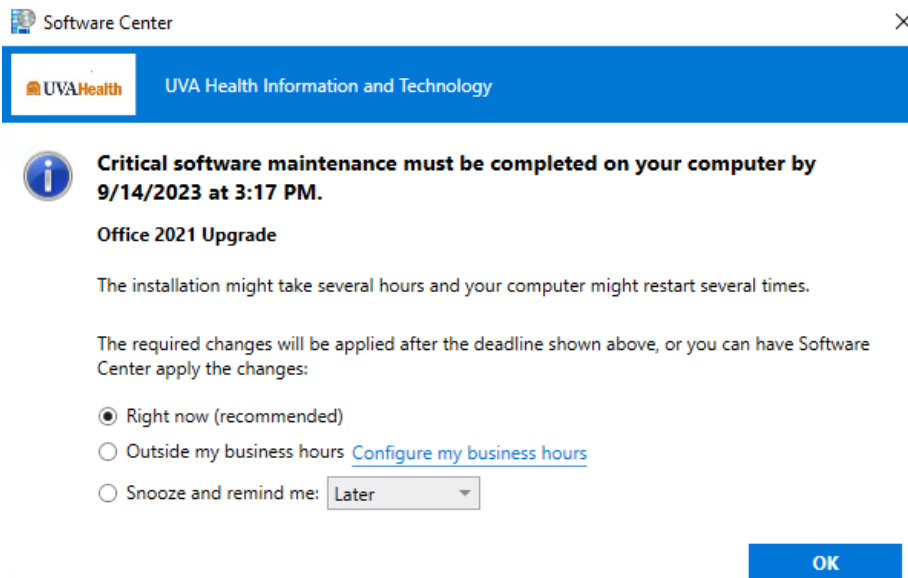
2. **Check for Updates:**

- Click on Start or the Magnifying glass in the bottom left
- Start typing **Software Center** and **click on it once it's listed**
- Click on **Updates**
- If there are updates to run, click on **Install All**
- You can work while the updates are running/installing, but it may be slower

	Name	Publisher	Status
New	2024-01 Cumulative Update for .NET Framework 3.5, 4.8 and 4.8.1 for Windows 10 Version 22H2 for x64 (KB5034275)	Microsoft	Available
New	2024-01 Cumulative Update for Windows 10 Version 22H2 for x64-based Systems (KB5034122)	Microsoft	Available
New	Office LTSC 2021 Client Update Version Perpetual for x86 based Edition (Build 14332.20624)	Microsoft	Available
New	Windows Malicious Software Removal Tool x64 - v5.120 (KB890830)	Microsoft	Available

3. **HIT also pushes updates out to our machines on a regular basis, especially urgent ones that may need a restart.** You will see a white box(?) icon like the one pictured below in your bottom right taskbar when this occurs. Please make sure that you let these updates run and restart if needed.

4. **Additionally, you may see a banner in any of the Microsoft applications (Outlook, Word, Excel, PowerPoint, etc.) letting you know that there's an update.** Please click on update. You should save any open documents and close out of all Microsoft applications before running the updates. Generally, once you hit Update, the update app will close them for you.