# Setting Up Cisco VPN for Windows 8

1. Connect to the internet (either at home or on campus) and go to www.carleton.ca/vpn.
2. At the login page enter your normal MyCarleton username with **@cunet** as the end of it i.e. joebloggs@cunet. Then enter your normal MyCarleton password.
3. Select your operating system, either 32 bit or 64bit. Note that the VPN for Windows Vista/7 is the same one needed for Windows 8. Click Start download and save the file to your desktop.
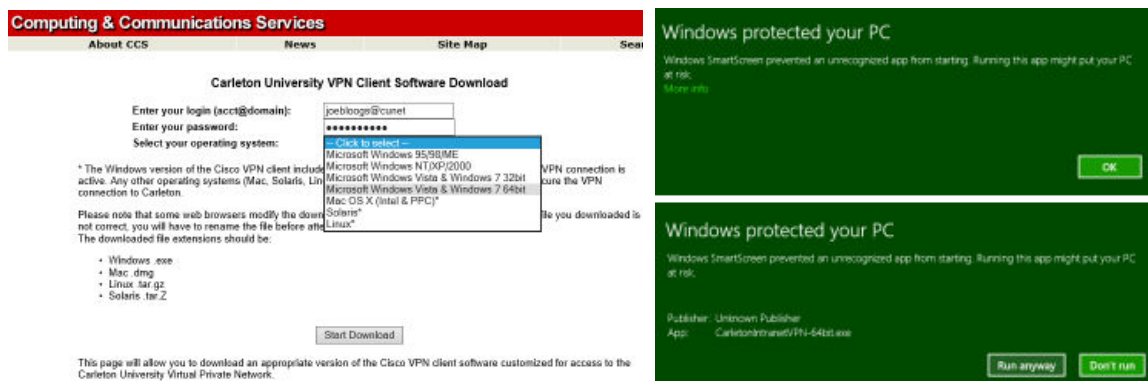
4. When downloaded, double-click the exe. Window will display a security message about installing the application. Click the 'More Info' link and then click 'Run Anyway'. Install the application with all of the default settings.
5. Once installed successfully you will find the shortcut called VPN Client on your Start Screen. Start the application and the Cisco screen will open.
6. Click the 'Connect' button and when prompted enter your username with the **@cunet** at the end of it again i.e. joebloggs@cunet along with your normal MyCarleton password. Click OK.
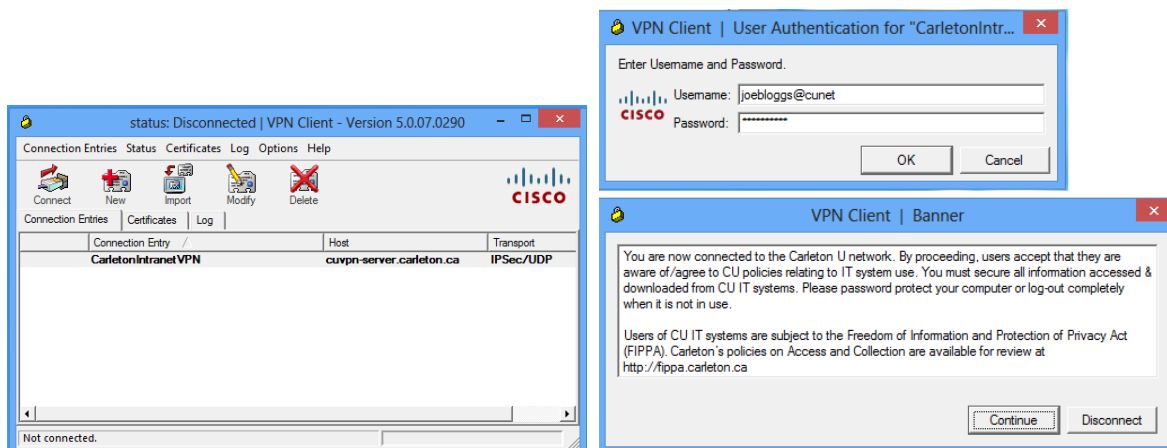
This should connect you to the Carleton VPN. If not please view the possible troubleshooting tips below. Remember that when you have finished with the Carleton VPN you will need to click the 'disconnect' button from the main VPN window.

Troubleshooting Common VPN Issues (Windows 8)

Incorrect Username / Password:

Please make sure that you entered the **@cunet** after your normal username i.e. joebloggs@cunet. The password is also the same one you use to login to the workstations on campus.
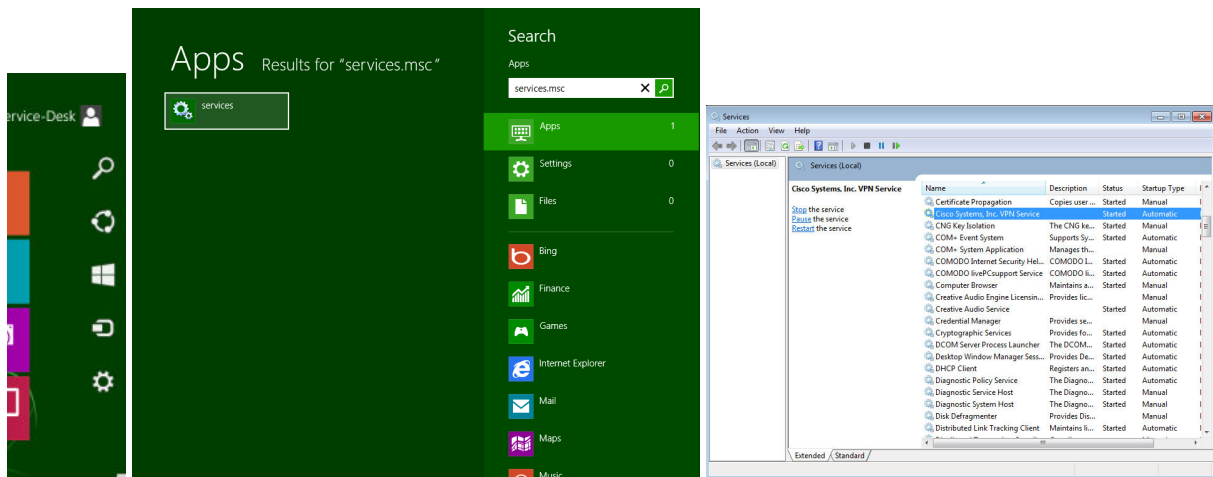
Reason 442: Failed to enable Virtual Adapter:

There are usually two common reasons for this to fail. Please try method 1 first and if that is still unsuccessful, move onto method 2.
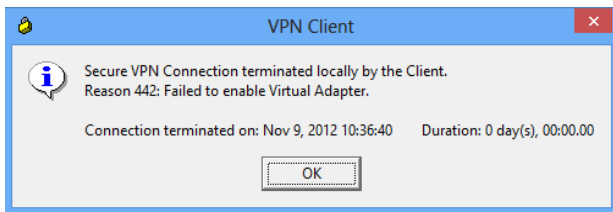
Method 1:
1. Close down VPN and then hover your mouse over the right hand bottom corner of the screen so the 'side-menu' appears. Click the 'Search' option.


2. In the Search box enter: **services.msc** and click the 'Services' box that it finds in the results section on the left hand side.
3. In the Services menu, find the entry called **Cisco System, Inc. VPN Service** and right-click on it and select 'Stop'.
4. In the Services menu, now find the entry called **Internet Connection Sharing (ICS) Service** and right-click on it and also select 'Stop' and 'disable' (if not already disabled).
5. Now, go back to the **Cisco Sytem, Inc. VPN Service** entry again and right-click 'Start'.

If that still does not fix the issue, please proceed to Method 2.

Method 2:
1. Close down VPN and then hover your mouse over the right hand bottom corner of the screen so the 'side-menu' appears. Click the 'Search' option.
2. In the Search box enter: **regedt32** and click the 'regedt32' box that it finds in the results section on the left hand side.
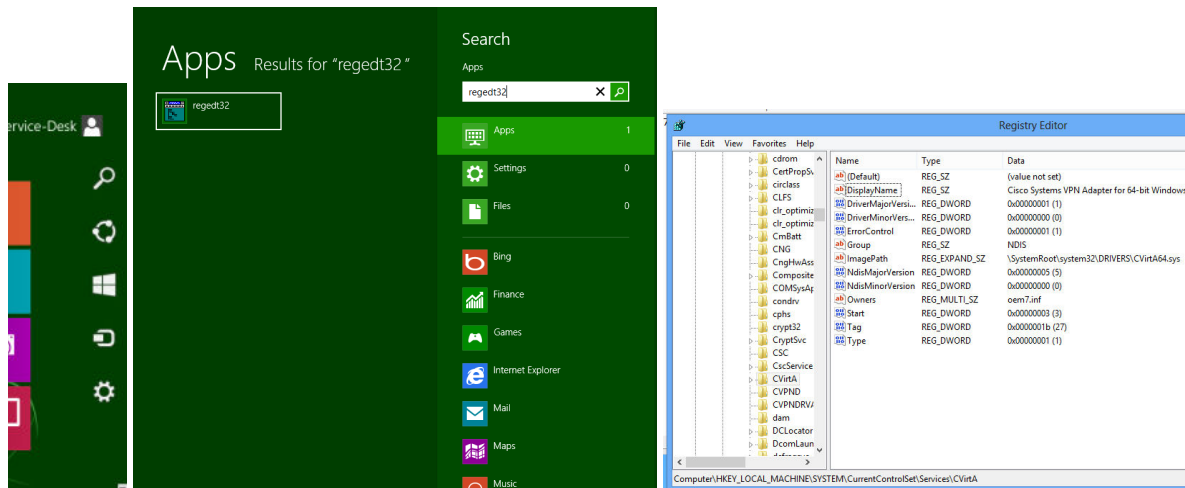
3. Browse to the Registry: **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\CVirtA**
4. Select the **DisplayName** to modify, and remove the leading characters from the value data up to **"%;"** i.e. For x86, change the value data from the path similar to:
"@oem8.inf,%CVirtA_Desc%;Cisco Systems VPN Adapter" to just "Cisco Systems VPN Adapter"
For x64, change the value data from the path similar to:
"@oem8.inf,%CVirtA_Desc%;Cisco Systems VPN Adapter for 64-bit Windows" to just "Cisco Systems VPN Adapter for 64-bit Windows".
5. Close the Registry Editor and try connecting again to Cisco VPN

Note: For method 2, please revert back to the original registry key entry if this solution does not work.