Cisco ASA VPN FAQ's

Cisco ASA VPN Known Issues

1. How do I map my network Drives?

If your network drives did not map automatically, you can download a script that will automate the process. First, ensure you are connected to the Cisco ASA VPN and then follow the link located on the www.bcferries.com Employee Log In page titled "drive mapping". Click the link and save the file to your desktop or a folder of your choice. Once downloaded, double click the file and this will map your drives.

2. How Do I know if I have successfully connected to the Cisco ASA VPN?

With a Windows successful connection, you can see the AnyConnect icon represented by two connected circles and a padlock located on your taskbar by the clock. If the connection was unsuccessful you will see the icon without a padlock.

3. When I try to launch the Cisco AnyConnect client it says that I do not have the required privileges to install the software.

For the first installation, you need administrative privileges. However, subsequent upgrades do not require the admin level privilege. Contact the Service Desk for further assistance. If required, the Service Desk will create a ticket and you may be required to bring in your laptop for additional support.

4. Which operating systems are supported?

The Cisco ASA VPN will detect your operating system and install the appropriate software for your system. Currently we have successfully tested the software on Windows XP, Windows Vista, Windows 7, and Mac OSX. The Service Desk will provide best effort support for customers working from home on non-BCF computers and other equipment.

5. Which network resources does the Cisco ASA VPN grant?

Resources are based on user needs. For internal BC Ferries employees, you should have access to the same resources you have while in the office. For external contractors you will have access granted based on requirements outlined in the Interconnection Security Agreement.

6. How long will my session stay active?

Your VPN session will not timeout unless it is inactive for 30min. There is no timeline on active sessions.

7. I am denied access while trying to log into the ASA VPN

If you have problems logging in, please verify that you are entering the correct username and password. It is also possible that your password has expired. You will need to contact the Service Desk to have it reset.

8. I was unable to find an answer to my question here, what now?

If you are still having problems or have questions please contact the Service Desk. All efforts will be made to assist you.