Steps to download and install the Juniper VPN client for your use

Please note: Windows 7 [32-bit or 62-bit version] with Internet Explorer 8 (or above), Firefox (7 or above) or Macintosh Snow Leopard or Lion with Safari 5 (or above) are the supported operating systems and browsers respectively. Be sure you have the latest version of Java installed. UNM/IT/Desktop Support can install the supported operating system/browser onto your system.

1. You must have **Administrative Read/Write access** to the machine on which the Juniper VPN will be installed.
2. Open Internet Explorer browser window and enter the URL that is provided to your team.
3. You should see a window that has the header “Welcome to the xxx Group Secure Access” (xxx is your group, for instance, network group as shown below) in the upper left side of the page. Please enter your UNM NetID and current password in the “Username” and “Password” fields as shown in the image below.
(Initial Login Page)

4. Once you click the “Sign In” button, if you see this pop-up, skip to step 11
5. Once you click sign-in button, if you see this screen, click on ‘Continue the session’. You will be taken to Step 18 (The Welcome Screen) if you have already installed the software before. If you do not see this screen, go to next step to continue installation.
6. Next, you get an “Information Bar” message warning you about a potential security concern. This site is legitimate. (Information Bar Warning)

![Information Bar Warning]

Did you notice the Information Bar?
The Information Bar alerts you to security-related conditions (for example, if a potentially unsafe file or pop-up was just blocked). If a webpage does not display properly, look for the Information Bar at the top of the page and click it.

- Don't show this message again

Learn about the Information Bar
Close

7. The Installation of Juniper setup ActiveX screen may appear with a yellow bar at the top.

![Installation of Juniper setup ActiveX]

8. Once you right Click on the Yellow bar as shown above, you will get the following pop-down and click on Install This Add-on for All Users on This Computer.
9. Now you may see this screen shown below.
10. You should now get a pop up window asking if you want to install the software from Juniper Networks. Click the “Install” or “Always” button depending on the screen displayed see below.

(Pop up window for the Juniper VPN client)

**Internet Explorer - Security Warning**

- **Name:** JuniperSetupClient.cab
- **Publisher:** Juniper Networks, Inc.

More options | Install | Don't Install

Warning: Files from the Internet can be useful, but file type can potentially harm your computer. Only install software from publishers you trust. [What's the Risk?](#)

OR

**Warning - Security**

- **Name:** NeotrisSetup
- **Publisher:** Juniper Networks, Inc.
- **From:** https://athena.unm.edu

Always trust content from this publisher: Run | Cancel

The digital signature has been validated by a trusted source. [More Information...](#)
11. Once you click “Install”, or “Always”[recommended], if you see this screen, skip to step 16

12. Click on ‘Yes’ in the popup below:
13. Click ‘Yes’:

14. You might see this screen indicating that the software is downloading. Please DO NOT hit cancel.

15. Click ‘Yes’:
16. Please let the software install, do not hit anything in the screen that might appear:

17. Click 'Yes':
18. Once the installation is complete, you will see a screen like this one showing it has been completed. It will list your UNM NetID at the end of the “Welcome line:

Your NetID will be listed here

You will also see a blue or yellow alien icon on your toolbar when the client is in use:

This blue alien means you are connected
Once this icon and the screen above are shown than this indicates that the Juniper VPN client is running in your machine. You can use all the applications that you use behind the VPN. You can close the browser or use it for other purposes. The browser used for logging in to VPN is not required to stay open.

19. Signing out of the Juniper VPN application

Once you click on Sign out, the following screen should appear and the blue alien icon should disappear.