



## CHAPTER 6

# Frequently Asked Questions

---

This chapter contains these SSC frequently asked questions (FAQs):

- [Does SSC 5.1 support the SSL-based VPN \(Cisco AnyConnect VPN\) client?, page 6-1](#)
- [How do I configure an 802.1X network?, page 6-1](#)
- [When I click Connect, why doesn't it connect to the network I have selected?, page 6-1](#)
- [I have a wired connection but I want to use a wireless connection, what should I do?, page 6-2](#)
- [Hey, where are my log and configuration files?, page 6-2](#)
- [How do I keep wired and wireless connections simultaneously connected?, page 6-2](#)
- [When I use SSC to configure a new profile with a VPN connection, why is the VPN drop-down option field blank?, page 6-2](#)

## Questions and Answers

- Q.** Does SSC 5.1 support the SSL-based VPN (Cisco AnyConnect VPN) client?
- A.** No, currently SSC 5.1 supports Cisco's IPsec VPN client 4.8.0.1 or later on Windows 2000 and Windows XP or 5.0.03.0560 or later on Windows Vista.
- Q.** How do I configure an 802.1X network?
- A.** You have two choices.
1. Download the SSC management utility, unzip the file, and run the `sscManagementUtility.exe` that's included in the package to create comprehensive 802.1X profiles.
  2. The SSC GUI can be used to configure basic 802.1X profiles.
- Q.** When I click Connect, why doesn't it connect to the network I have selected?
- A.** SSC should always try to connect to the network you have selected. However, if SSC fails to connect to the network, instead of continuing to try, it simply moves on to the next network in the list, until a network is connected. If you want SSC to connect to one specific network, right-click on the network connection, and choose **Connect Exclusively**.

- Q.** I have a wired connection but I want to use a wireless connection, what should I do?
- A.** SSC prioritizes a wired connection over a wireless connection. If you want to use a wireless connection without disconnecting the Ethernet cable, you can manually over-ride the SSC setting. Right-click the desired wireless connection and choose **Connect Exclusively**. To return to the auto-connect mode where SSC determines the best connection, click **Connect** to resume the auto-connect setting.
- Q.** Hey, where are my log and configuration files?
- A.** Cisco has standardized the location for all log and configuration files. The new location is:
- Windows 2000 and Windows XP:  
C:\Documents And Settings\All Users\Application Data\Cisco\Cisco Secure Services Client
  - Windows Vista:  
C:\ProgramData\Cisco\Cisco Secure Services Client
- Q.** How do I keep wired and wireless connections simultaneously connected?
- A.** SSC is designed to provide one network connection at a time (single-homed).
- Q.** When I use SSC to configure a new profile with a VPN connection, why is the VPN drop-down option field blank?
- A.** For you to use the VPN option in a new connection profile, SSC requires the Cisco IPsec VPN client to be installed and configured on the user's PC.