Troubleshooting Guide for Accessing Full-text of JSTOR from Off-Campus (Windows)

Tips in accessing campus VPN for use with JSTOR and other library databases

In order to be able to access the full-text of articles via JSTOR from off-campus, you MUST have the Marquette University campus VPN software enabled.

If you are experiencing problems in accessing full-text articles from JSTOR while off-campus, please read the following guide which is intended to assist you in downloading and installing the campus VPN software on a Windows PC/laptop.

To download and install the campus VPN, first go to Marquette University ITS web page VPN page: https://vpn.marquette.edu/ .

Type in your Marquette username and password and click on **Login.**
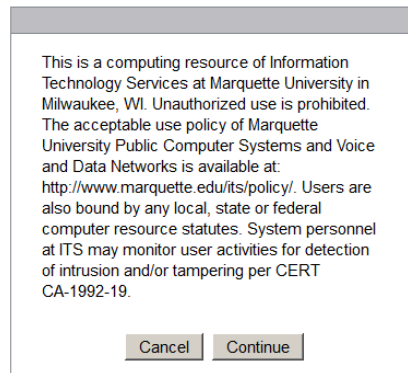
Click **Continue**.

You may be prompted with the following pop-up screen:

Do you want to run this application?

Publisher: Cisco Systems, Inc.

Location: https://vpn.marquette.edu

This application will run with unrestricted access which may put your computer and
personal information at risk. Run this application only if you trust the location and
publisher above.

☐ Do not show this again for apps from the publisher and location above

This application will be blocked in a future Java
security update because the JAR file manifest does
not contain the Permissions attribute. Please
contact the Publisher for more information. More
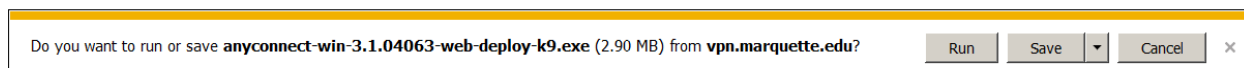Information

Run   Cancel

If so, click **Run**.

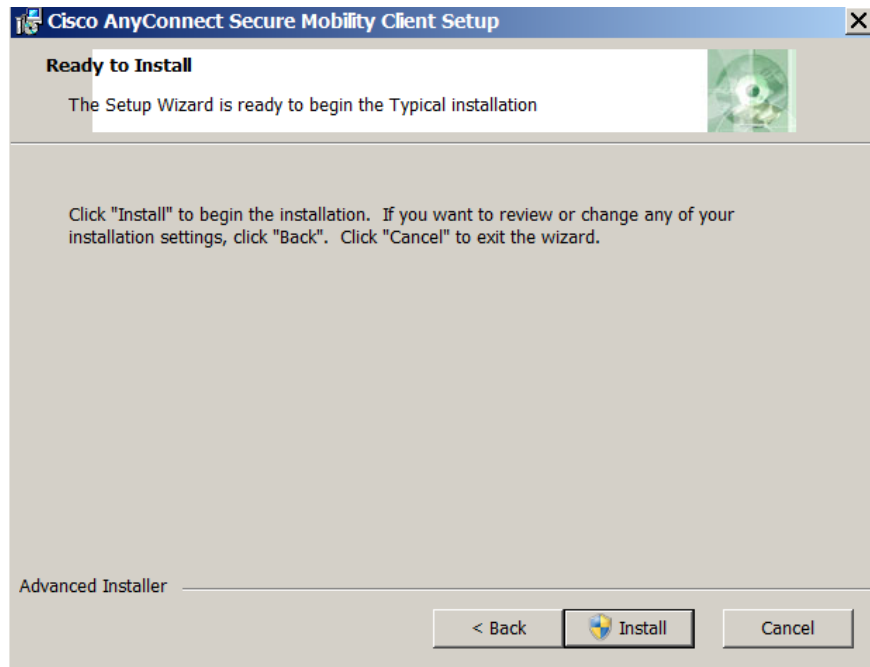You may also be prompted to download a newer version of Java. If so, click OK.

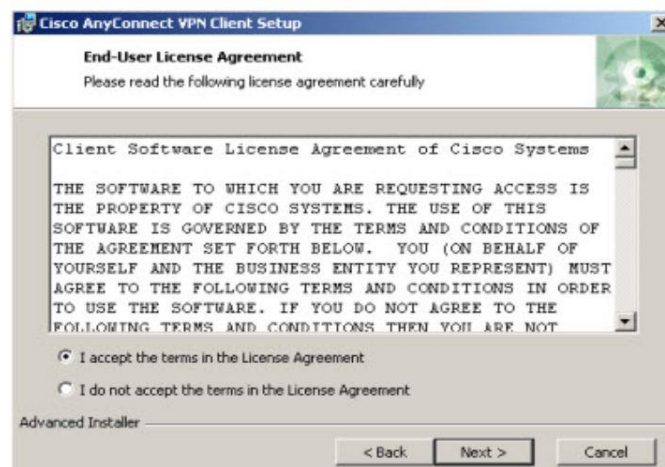**On the following screen, click on the Windows 7/Vista/64/XP link.**

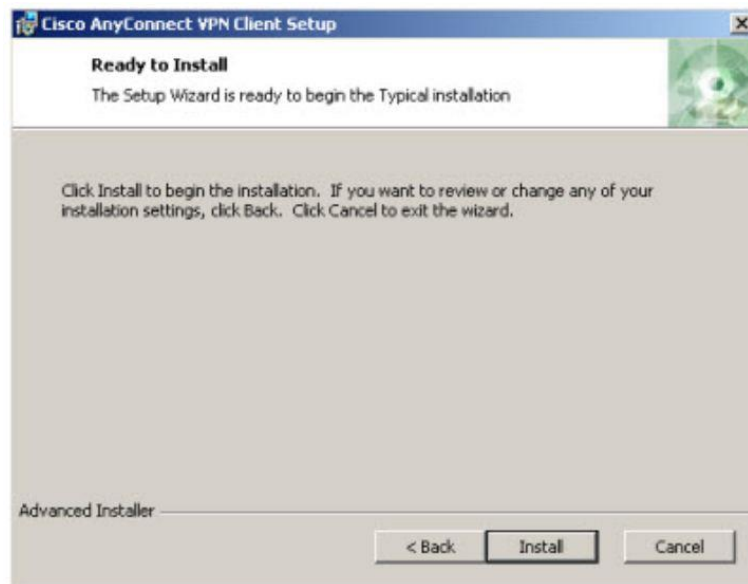**You will then see the following pop-up screen:**

Do you want to run or save **anyconnect-win-3.1.04063-web-deploy-k9.exe** (2.90 MB) from **vpn.marquette.edu**?   Run   Save ▼ Cancel   ×
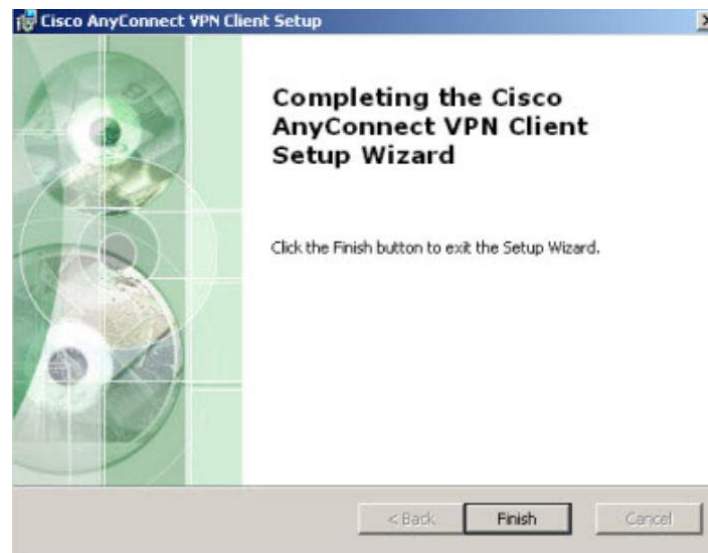
Click the Run button.

Click **Install.**

Accept terms and click **Next**.

Click **Install**.

Click **Finish**.

After you have downloaded and installed the Cisco AnyConnect VPN software on your PC/laptop, it is very important that any time you wish to enable your campus VPN software, DO NOT go back to Marquette University Campus VPN login page.

What you will need to do in order to access the campus VPN is to click on the Cisco AnyConnect VPN Client program shortcut that now appears on your PC/laptop.
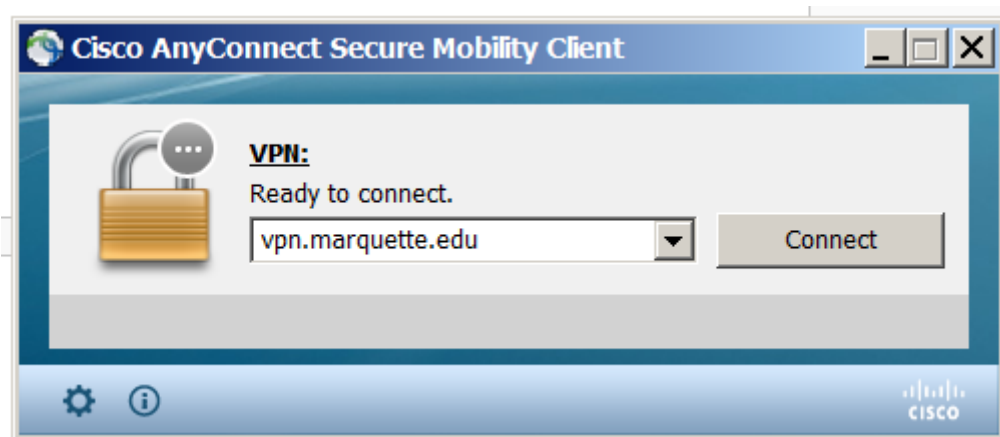
To enable the Cisco AnyConnect VPN Client program left-click once on the Windows Start button on the bottom left hand side of your screen. Click All Programs and find the Cisco folder.

Click on the folder name, Cisco. This will bring up a subfolder; click on the subfolder name, Cisco AnyConnect Secure Mobility Client. Then, click on the file name: Cisco AnyConnect

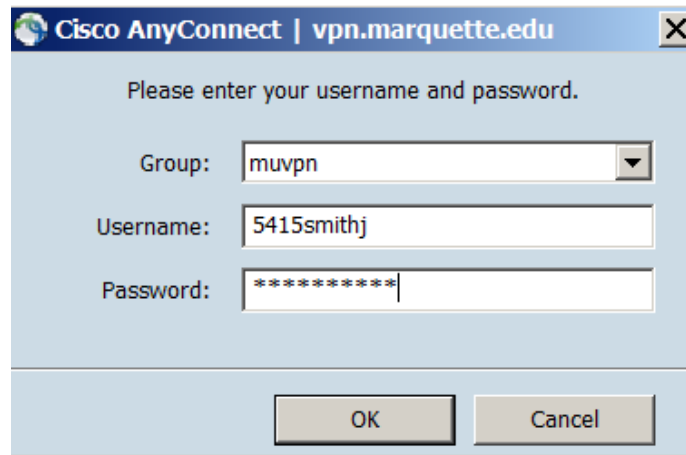Secure Mobility Client which is to the right of the Cisco VPN icon: .
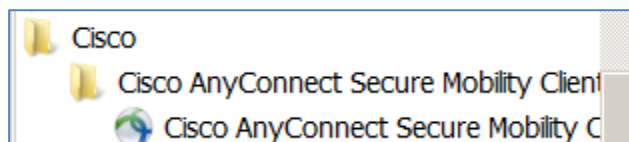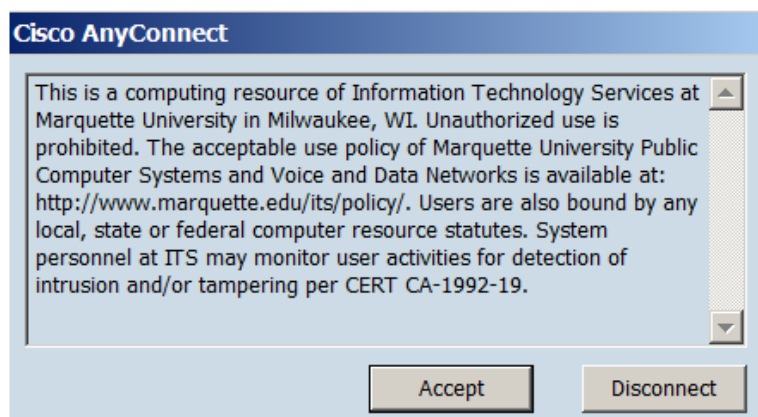
The client VPN login screen will appear:

Click the **Connect** button.

Type in your Marquette username and password and click OK.

Click **Accept**.

You are now connected to the campus VPN. You should now be able to access full-text articles in the Raynor Libraries' JSTOR database.

Please note: if the VPN software is successfully enabled, you will have a **VPN icon with a LOCK**

in the bottom right hand side on your Windows PC/laptop.

To disconnect from the campus VPN, right-click on the VPN icon and click **Quit**.

If you have questions about the above guide or still continue to have problems accessing the full-text JSTOR database, please contact the Raynor Library Information Desk for assistance.

Any VPN questions beyond the scope of this guide should be directed to the ITS Help Desk.

Rose Trupiano

Raynor Memorial Libraries

7/31/2014