Troubleshooting Your Work-at-Home VPN Connection

If you are having problems connecting to Stony Brook’s Work-at-Home VPN, you might need to clear the Internet Cache on your web browser.

For Internet Explorer:

Click Tools
Choose Delete Browsing History

Under Temporary Internet Files click Delete Files

Click Yes to confirm the deletion
CLOSE the window
For Firefox:

Click **Tools**
Choose **Clear Private Data**

Choose **Browsing History** and **Cache**
Click **Clear Private Data Now**

Once your browser has cleared its cache, try to access the **Work at Home VPN**
http://sslj.wah.stonybrook.edu

IF YOU STILL HAVE PROBLEMS, you may need to reinstall the Juniper Networks Network Connect software.
How To Remove Juniper Networks Network Connect

First you must remove any old versions of the software. Then you can install the newest version of the software.

For Windows XP users:

Click on the Start Button and choose Control Panel

Choose Add or Remove Programs
For Windows Vista users:

Click the **Start Button**

Choose **Programs and Features**
Juniper Networks Network Connect should appear on your currently installed programs list. If you have several entries for Juniper Networks Network Connect, please remove all of them.

Click the Change/Remove button

In Vista, the Uninstall option is located at the top of the Programs and Features menu.

Once the uninstall process is complete, it should be removed from the list.

Now you can go to http://sslj.wah.stonybrook.edu and follow the instructions to install the latest version of the software.