



Hayes E-Government Resources

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Juniper SSL VPN Trouble Shooting

Here is a list of common issues related to the SSL VPN.

JAVA: Please be sure to update Java to the latest version. Sometimes older versions of Java are not removed from the PC resulting in conflicts between the two versions. Please check to be sure that all older versions of Java are uninstalled. Additionally, if you are running a 64Bit version of Windows, you should install the 64Bit version of Java.

<http://java.com/en/download/manual.jsp>

Internet Explorer: Please be sure the Internet Explorer is updated to the latest version. You can try performing these steps if you believe there is a conflict with IE and Network Connect.

- 1.) Go to: Internet Options>Advanced>"Restore Advanced Settings"
- 2.) Try disabling TLS 1.1 and TLS 1.2 in the Advanced Settings
- 3.) Remove Juniper Objects. Go to: Internet Options>General>Settings>View Objects
- 4.) Restore your security settings back to default. Go to: Internet Options>Security>Default Level

Additionally, please be sure that you are logging into the correct page.

City of Fort Pierce - <https://ssl1.vpn.myflorida.com/cofp>

Department of Management Services - <https://ssl1.vpn.myflorida.com/DMS>

Department of Transportation - <https://ssl1.vpn.myflorida.com/dot>

Department of Health - <https://ssl1.vpn.myflorida.com/doh>

General Users/Common Services - <https://ssl1.vpn.myflorida.com/>