

## **SSLVPN: Web pages attempt to open in the VPN client window**

### **SYMPTOM**

After clicking on a link or a shortcut to a web page, the following message appears:

"Are you sure you want to navigate away from this page? WARNING! Continuing will cause your secure client applications session to close. If you want to browse the Web without closing your secure session, click Cancel, and then select or open another browser window. Press OK to continue, or Cancel to stay on the current page."

Clicking OK closes the Secure Access Manager, ending the VPN session, but clicking Cancel prevents the requested web page from loading.

### **CAUSE**

The default behavior of many web browsers is to reuse an already open browser window when loading a new page from a link or shortcut. Since the Secure Access Manager runs within a browser window, the browser will occasionally try to load a new page in this window.

### **RESOLUTION**

If using Internet Explorer, unselect the "Reuse windows for launching shortcuts" property under the advanced options menu. See Microsoft knowledge base article 241911 for more information.

If using a Netscape or Mozilla browser, select "Open links from other applications in a new window" from the advanced options menu.