Users are experiencing issues connecting to F5. ISD is aware of this issue and is working on a fix.

In the meantime, please follow the instructions below to fix the issue -

1. Click on the Start Menu in the bottom-left hand corner of your PC.
2. Start typing “internet options”
3. Click on the Internet Options application that comes up.

4. Navigate to the rightmost tab: Advanced
5. Under Browsing, ensure that Use Passive FTP (for firewall and DSL modem compatibility) is checked.

6. Scroll all the way to the bottom of this list.

7. Ensure that Use SSL 3.0 is checked.

8. Ensure that Use TLS 1.2 is checked.

9. Click on Apply, then select OK.

10. F5 should now auto connect. If nothing happens, open up your BIG-IP Edge Client (F5), click on “disconnect” and then “auto-connect.” Once it connects, you will be prompted to enter your network password.

Alternatively, an instant ZOOM ROOM has been setup to provide additional support. It will be available from 8AM-12:00pm on Thursday 6/2/2022.

https://atg-wa.zoom.us/j/86556465544?pwd=TkJjZHRZUnhoY0xsbzh6WmwyYkxsdz09

Meeting ID: 865 5646 5544

Passcode: 169771