

Cisco VPN (Troubleshooting)

- [Install](#)
- [Issues](#)
- [Uninstalling Cisco VPN](#)

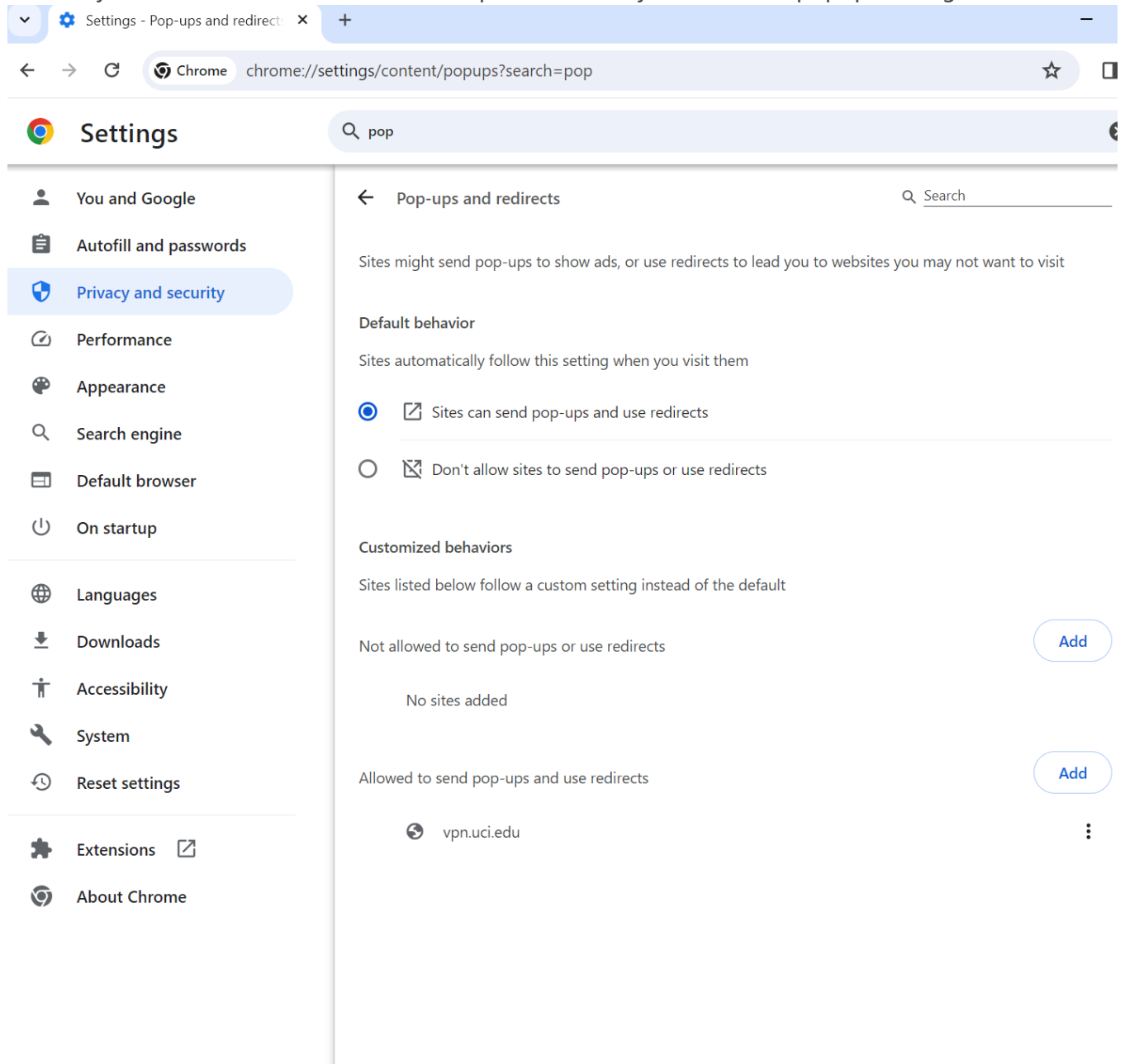
Install

https://uci.service-now.com/sp?id=kb_article_view&sysparm_article=KB0012170

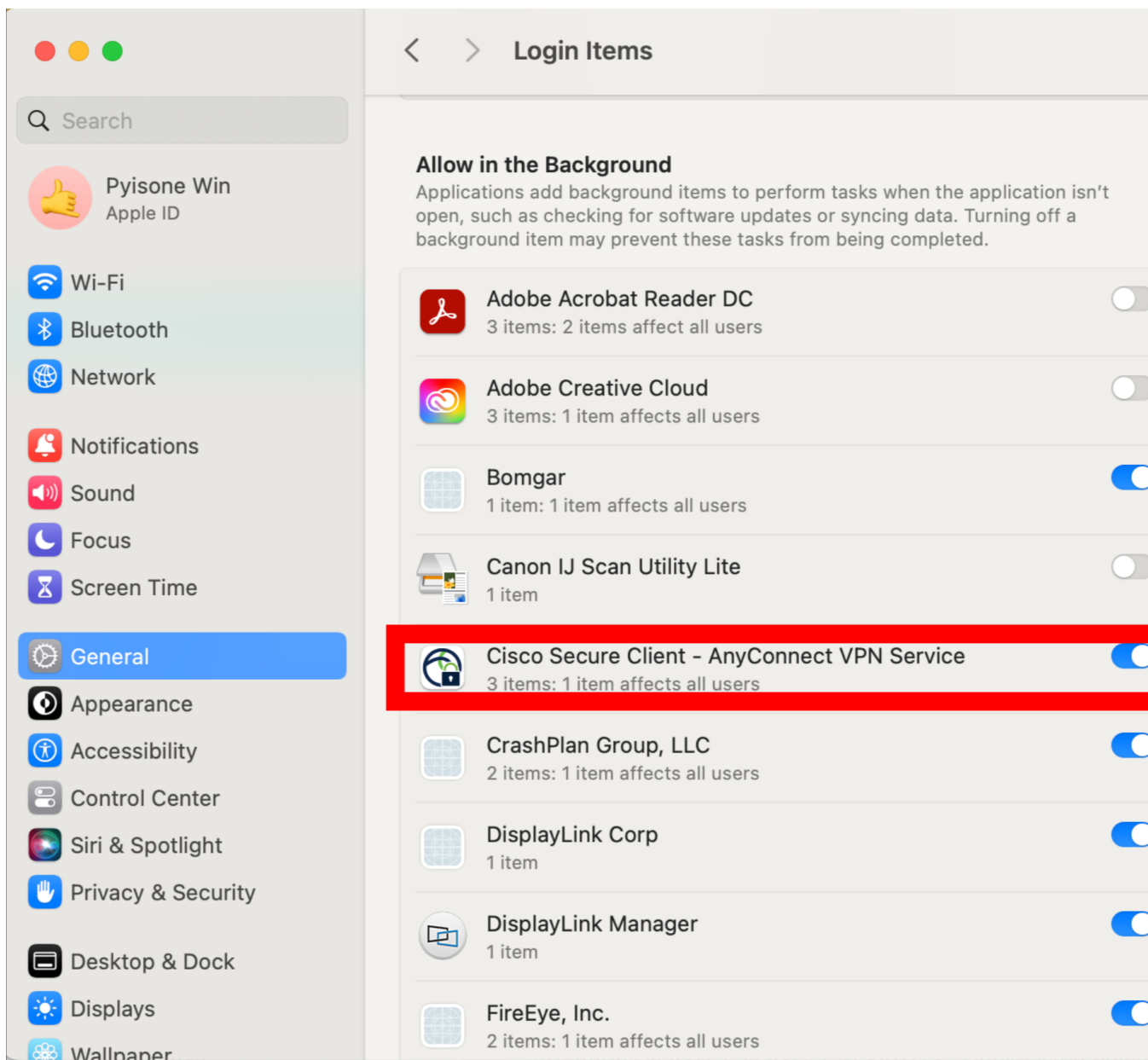
Issues

1. If login popup disappears, change default browser: Microsoft Edge or Safari could be blocking the login pop-up.

You may also need to whitelist the site `vpn.uci.edu` in your browser popup settings.



2. If the VPN client seems to no longer be working, check to see if it is allowed to run in the background.



Uninstalling Cisco VPN

1. First, run the Cisco Secure Client application

To obtain the UCI cisco secure client, go to

oit.uci.edu/vpn

Home > Knowledge > Knowledge (Knowledge Base) > Security - Secure Computing

Search

KB0012170 - Latest Version

Actions

Download the Cisco Secure Client

Revised by Mike Caban • 4mo ago • 4508 Views

Download, install and configure the Cisco Secure Client

- macOS - Compatible with macOS 13, 14 and 15 (Ventura, Sonoma, and Sequoia)
- Windows - Compatible with Windows 10 and 11
- Linux - Compatible with Ubuntu 20.04 and Ubuntu 24.04
- Chromebook

VPN Software Version

The current version of the Cisco Secure Client for all platforms is **5.1.4.74**.

Peer-to-peer file sharing services and other high-bandwidth applications should not be used while using the VPN service. You may be automatically blocked from using the VPN if your bandwidth exceeds the maximum bandwidth limit.

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2. Once you download cisco secure client, run the "un-install cisco secure client"

| | | | |
|--|-------------------------|---------|-------------|
| ▼ Cisco | Jan 24, 2025 at 9:53 AM | -- | Folder |
| 📄 Cisco Secure Client | Jan 24, 2025 at 9:53 AM | 11.9 MB | Application |
| 📄 Cisco Secure Client - DART | Jan 24, 2025 at 9:53 AM | 7.1 MB | Application |
| 📄 Cisco Secure Client - Socket Filter | Jan 24, 2025 at 9:53 AM | 3.5 MB | Application |
| 📄 Uninstall Cisco Secure Client | Jan 24, 2025 at 9:53 AM | 438 KB | Application |
| 📄 Uninstall Cisco Secure Client - DART | Jan 24, 2025 at 9:53 AM | 438 KB | Application |

3. Open up the terminal program on your mac. You can search and find the "terminal" by click on the magnifying glass on the top right of your screen.

Then run these commands in Terminal to completely remove all remaining Cisco Secure Client files:

```
sudo rm -rf /Library/Application Support/Cisco  
sudo rm -rf /opt/cisco*  
sudo rm -rf /Library/LaunchDaemons/com.cisco*
```

4. Restart your computer

5. Install the Cisco Secure client and follow OIT's instructions

https://uci.service-now.com/sp?id=kb_article_view&sysparm_article=KB0010200