

# Cisco VPN (Troubleshooting)

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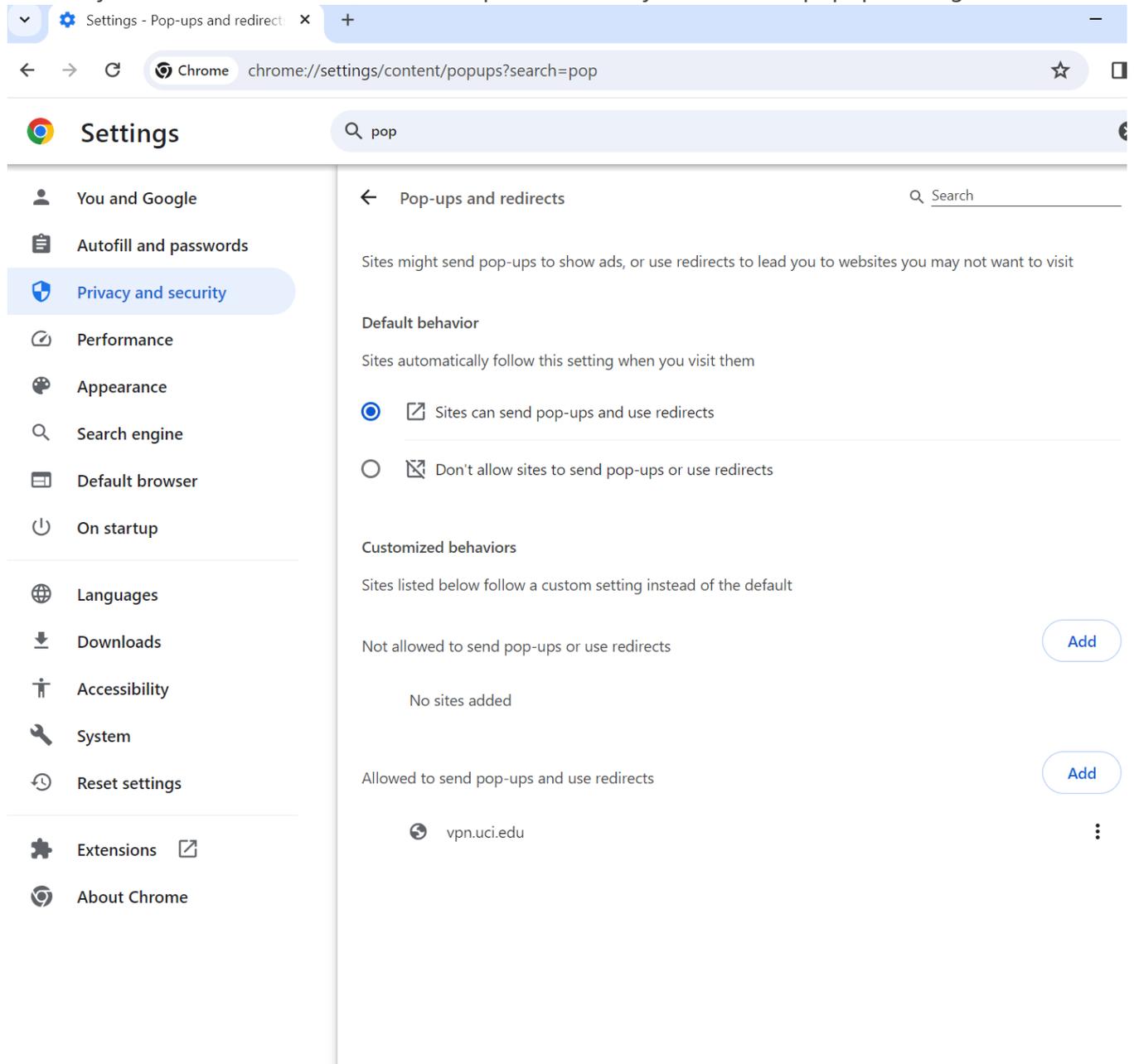
# Install

[https://uci.service-now.com/sp?id=kb\\_article\\_view&sysparm\\_article=KB0012170](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.



## < > Login Items

Search



Pyisone Win  
Apple ID



Wi-Fi



Bluetooth



Network



Notifications



Sound



Focus



Screen Time



General



Appearance



Accessibility



Control Center



Siri & Spotlight



Privacy & Security



Desktop & Dock



Displays



Wallpaper

### Allow in the Background

Applications add background items to perform tasks when the application isn't open, such as checking for software updates or syncing data. Turning off a background item may prevent these tasks from being completed.



Adobe Acrobat Reader DC  
3 items: 2 items affect all users



Adobe Creative Cloud  
3 items: 1 item affects all users



Bomgar  
1 item: 1 item affects all users



Canon IJ Scan Utility Lite  
1 item



Cisco Secure Client - AnyConnect VPN Service  
3 items: 1 item affects all users



CrashPlan Group, LLC  
2 items: 1 item affects all users



DisplayLink Corp  
1 item



DisplayLink Manager  
1 item



FireEye, Inc.  
2 items: 1 item affects all users



# Uninstalling Cisco VPN

1. First, run the Cisco Secure Client application

To obtain the UCI cisco secure client, go to

[oit.uci.edu/vpn](http://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

- o [macOS - Compatible with macOS 13, 14 and 15 \(Ventura, Sonoma, and Sequoia\)](#)
- o [Windows - Compatible with Windows 10 and 11](#)
- o [Linux - Compatible with Ubuntu 20.04 and Ubuntu 24.04](#)
- o [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
	📄 <b>Uninstall Cisco Secure Client</b>	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](https://uci.service-now.com/sp?id=kb_article_view&sysparm_article=KB0010200)