Cisco VPN (Troubleshooting)

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- Popup Window Problems
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Install

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

Popup Window Problems

Possible Ways to Fix:

- If the popup window for login disappears, check the browser auto-popup settings.

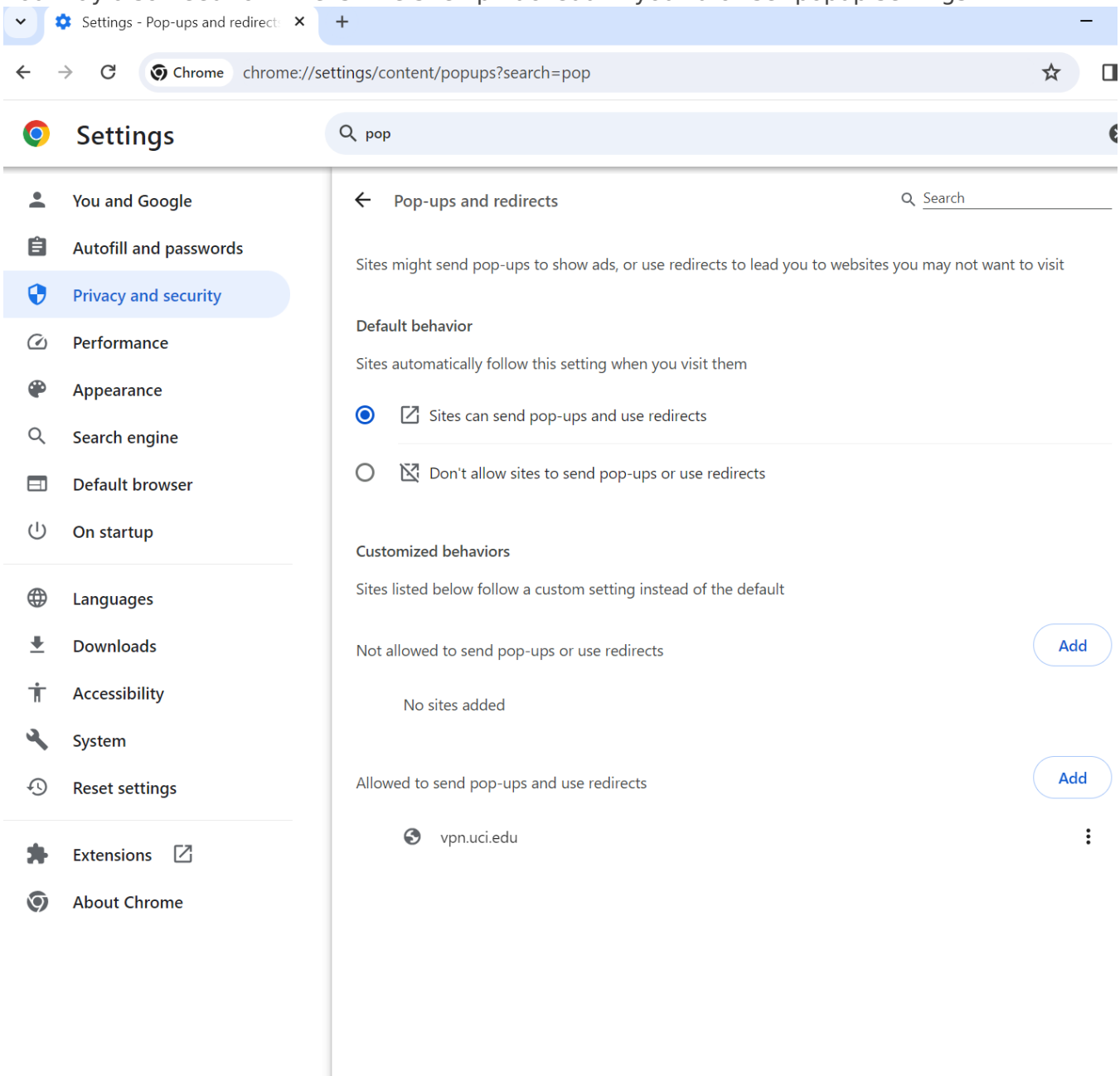
- https://community.cisco.com/t5/vpn/issues-with-embedded-anyconnect-web-bbrowser-and-webview2/td-p/4756802 (Reinstall Microsoft WebView)

- Delete all files and folders under the following path, where **[USER NAME]** is the name of your local user account:

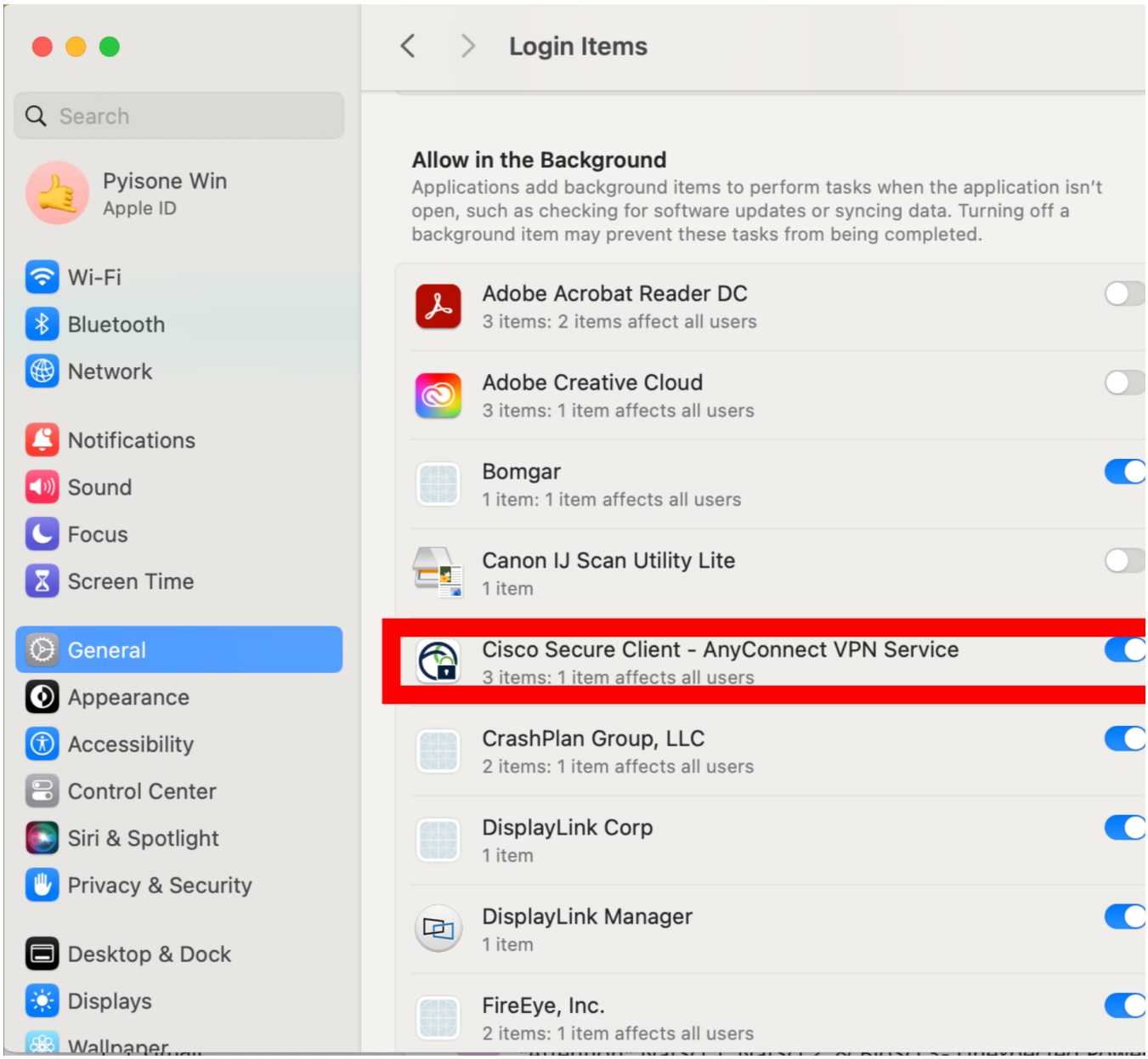
  *C:\Users**[USER NAME]**\AppData\Local\Cisco\Cisco AnyConnect Secure Mobility Client*.**

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.

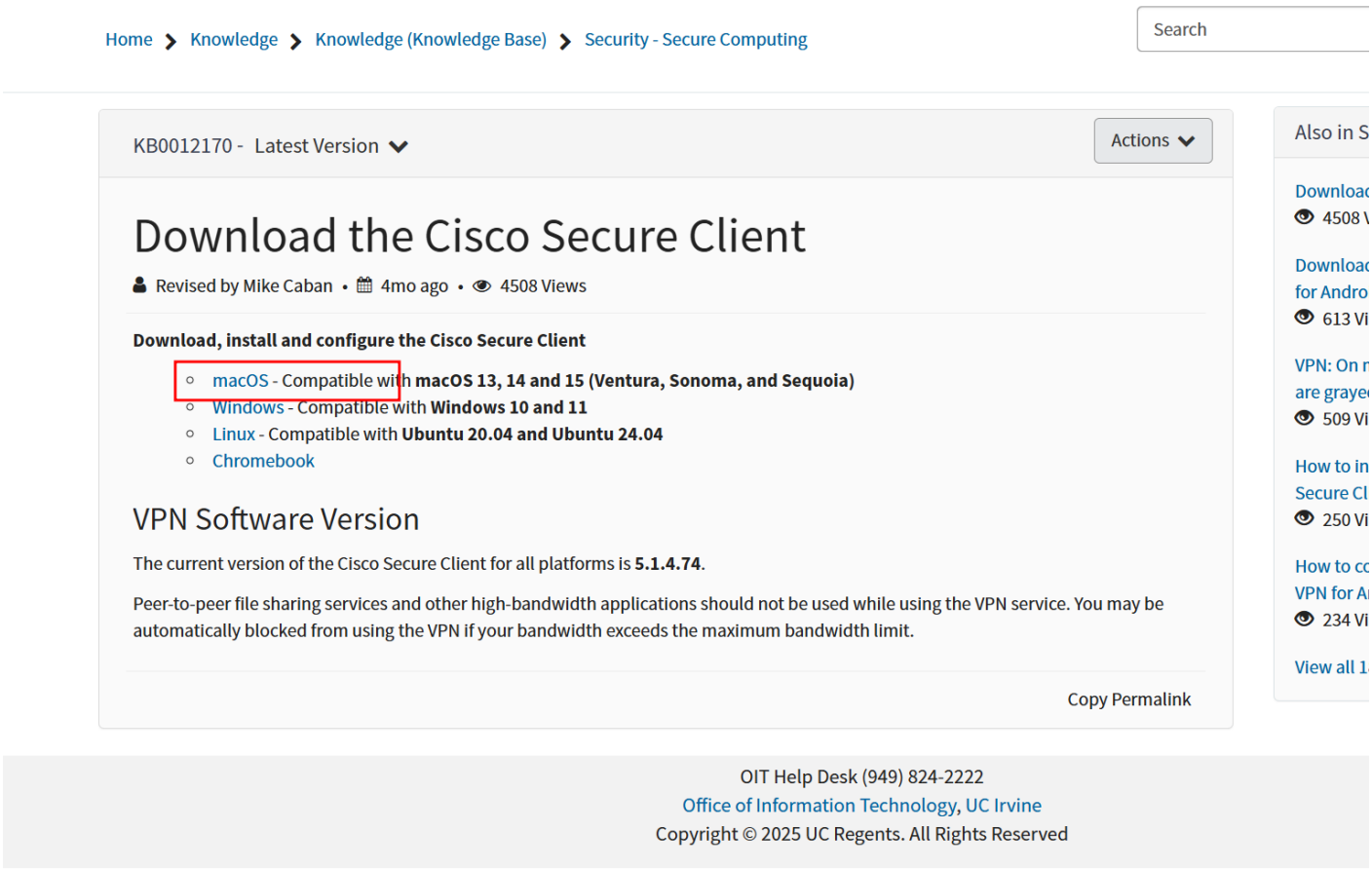

Search
Pyisone Win
Apple ID
Wi-Fi
Bluetooth
Network
Notifications
Sound
Focus
Screen Time
General
Appearance
Accessibility
Control Center
Siri & Spotlight
Privacy & Security
Desktop & Dock
Displays
Wallpaper
Login Items
Allow in the Background
Applications add background items to perform tasks when the 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

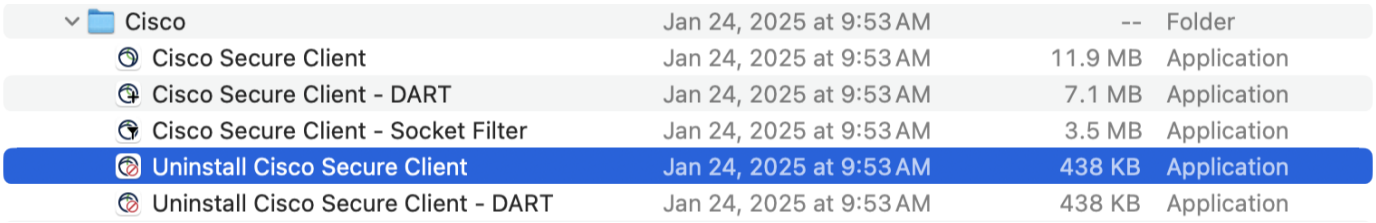
1. First, run the Cisco Secure Client application

To obtain the UCI cisco secure client, go to

oit.uci.edu/vpn



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



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