

Cisco VPN (Troubleshooting)

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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:

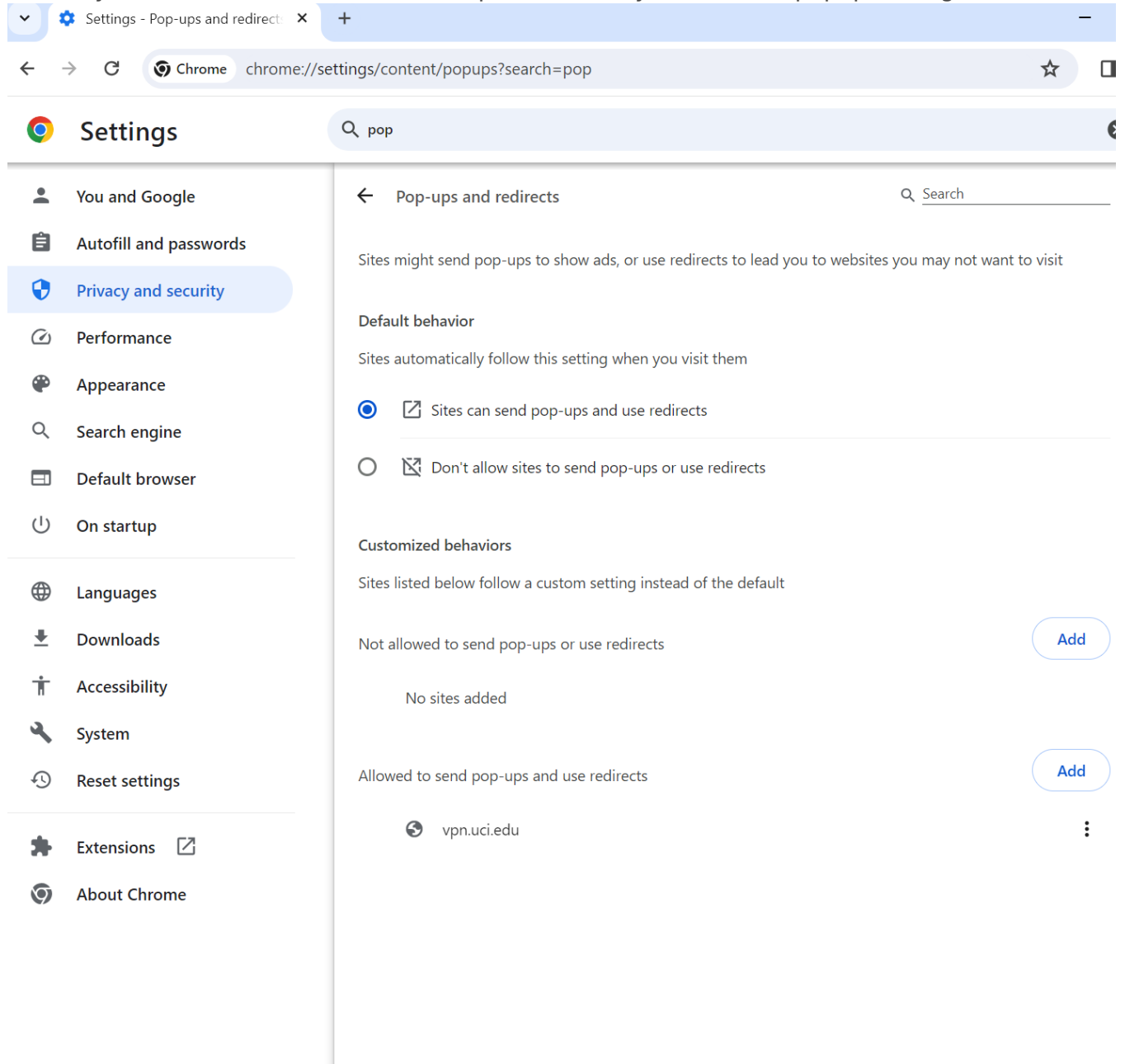
- If the popup window for login disappears, check the browser auto-popup settings.
- <https://community.cisco.com/t5/vpn/issues-with-embedded-anyconnect-web-bbrowser-and-webview2/td-p/4756802>
(Reinstall Microsoft WebView)
- Delete all files and folders under the following path, where **[USER NAME]** 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.



< > 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

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
📄 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