

# AnyConnect

Mac

## umTech

100 Administration Bldg., Memphis, TN 38152

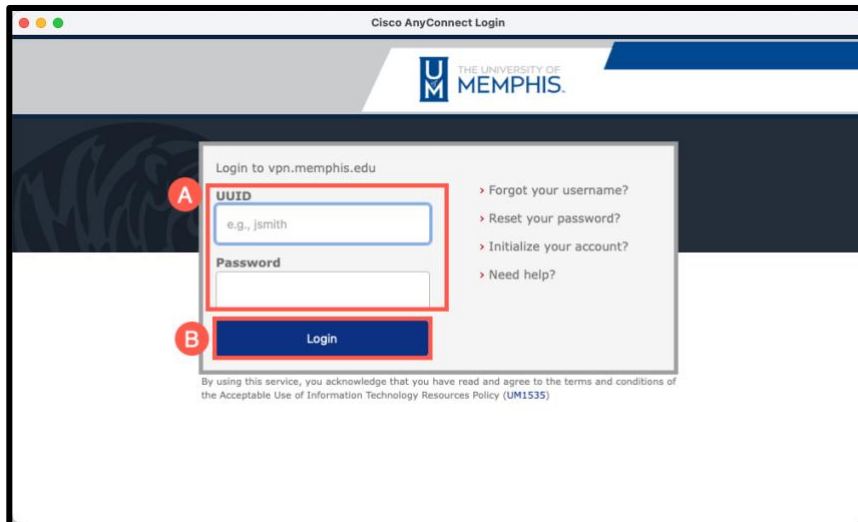
Phone: 901.678.8888

Email: [umtech@memphis.edu](mailto:umtech@memphis.edu)

[umTech Website](#)

These instructions are for installation of the AnyConnect Virtual Private Network (VPN) Client on a Macintosh and using it to connect to the University of Memphis network. You must be logged into your computer or laptop as an **Administrator** to install the AnyConnect VPN client.

1. Go to <https://vpn.memphis.edu> and log in using your UUID and password (this is the same password that you use for umMail, and all other campus resources).
2. Next, sign in with SSO. Single Sign On - the same username and password you log into myMemphis.) **A.)** Enter your UUID, **B.)** Enter your password associated with your UUID, and **C.)** Click **Login**.



3. Authenticate with DUO.



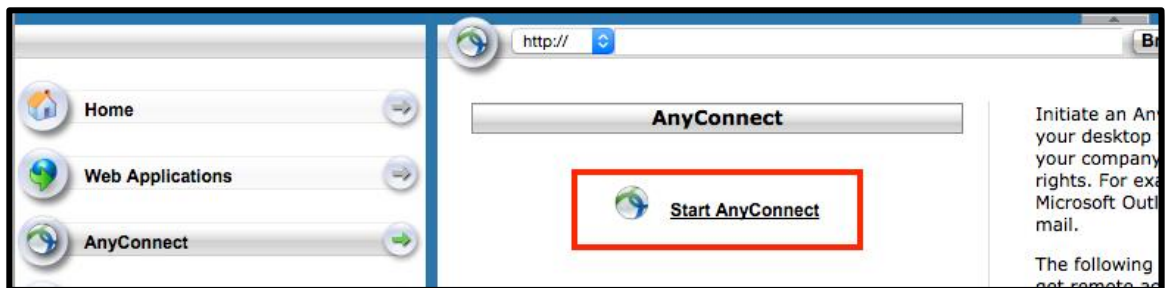
4. Agree to policy, click continue.



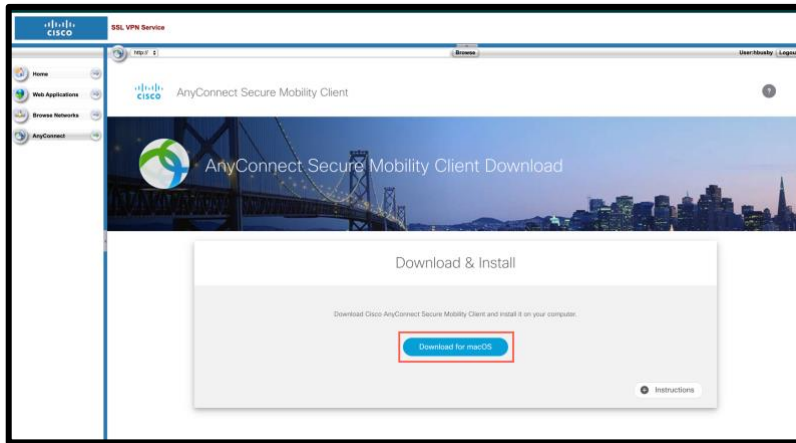
5. In the left navigation bar, click on the arrow to **Install VPN Client**.



6. Click **Start AnyConnect**.



7. The web-based installation should automatically install. If Web-based installation was unsuccessful, you can manually install the Cisco AnyConnect Secure Mobility Client which is located directly beneath **Install using link below**. Download the installer pkg. Click on the provided link **Mac OS** to download the AnyConnect installer.



8. Once the installer has downloaded, double click to run the AnyConnect VPN installer package.



9. Alternately you can also Go to [VPN install site](https://netweb.memphis.edu/vpn):  
(<https://netweb.memphis.edu/vpn>). Select the MAC OS version to download and install.

**Cisco AnyConnect Client 4.9**

[Release Notes for Cisco AnyConnect Secure Mobility Client .Release 4.9](#)  
[Cisco AnyConnect Secure Mobility Client Administration Guide .Release 4.9](#)

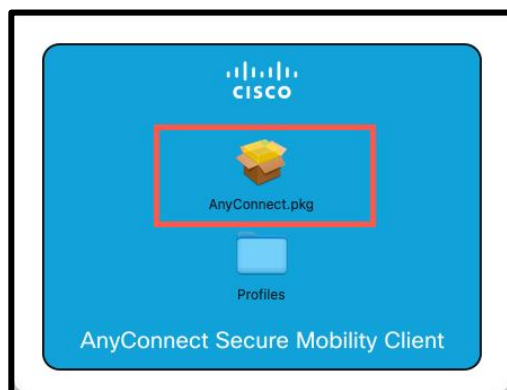
Filename	Link	Release	Install Notes
AnyConnect Client Software for Windows 7, 8, 8.1, & 10 - Microsoft Installer	<a href="#">anyconnect-win-4.9.06037-predeploy-k9</a>	4.9.06037	MSI Installer for VPN Only
AnyConnect Client Software for macOS 10.13 - 10.15, 11.2	<a href="#">anyconnect-macos-4.9.06037-predeploy-k9</a>	4.9.06037	Deselect ALL options except for VPN in Installer
AnyConnect Client Software for Linux CentOS / RedHat 7/8 & Debian/Ubuntu 18.04, 19.04, 20.04 (LTS) (64-bit only)	<a href="#">anyconnect-linux64-4.9.06037-predeploy-k9</a>	4.9.06037	Run shell script 'vpn_install.sh' inside the VPN folder
AnyConnect Client Software for Apple IOS	<a href="#">AnyConnect for IOS</a>	4.9.05043	
AnyConnect Client Software for Android	<a href="#">AnyConnect for Android</a>	4.9.06039	
AnyConnect Client Software for Chrome	<a href="#">AnyConnect for Chrome</a>	4.0.10159	

[AnyConnect VPN Client Troubleshooting Guide - Common Problems](#)

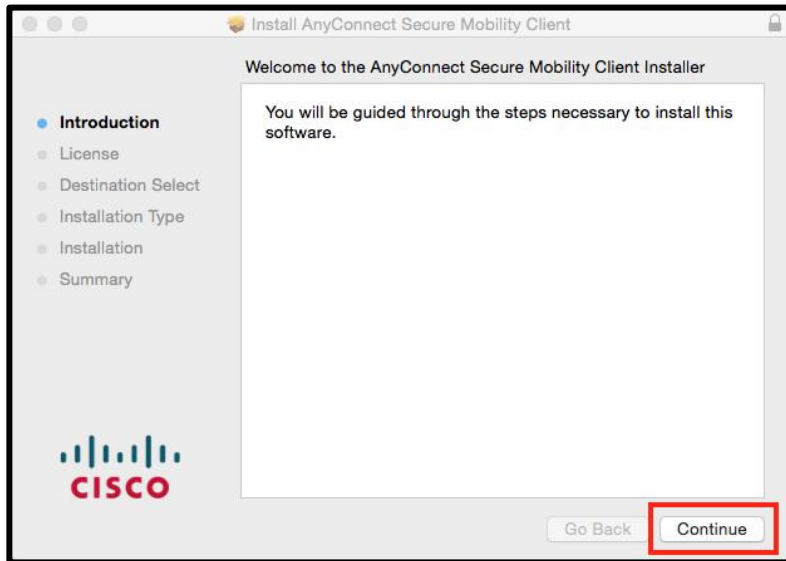
10. Once the installer has downloaded, double click to run the AnyConnect VPN installer dmg package.



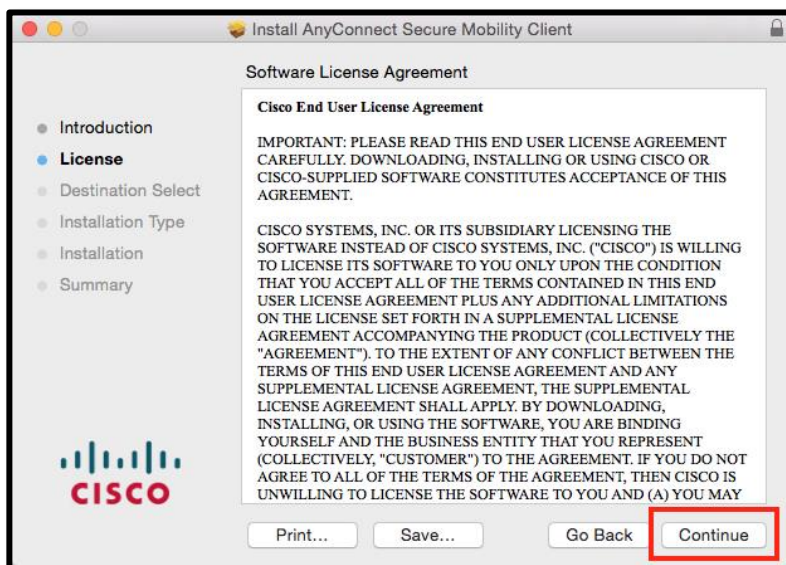
11. Double Click the DMG to install.



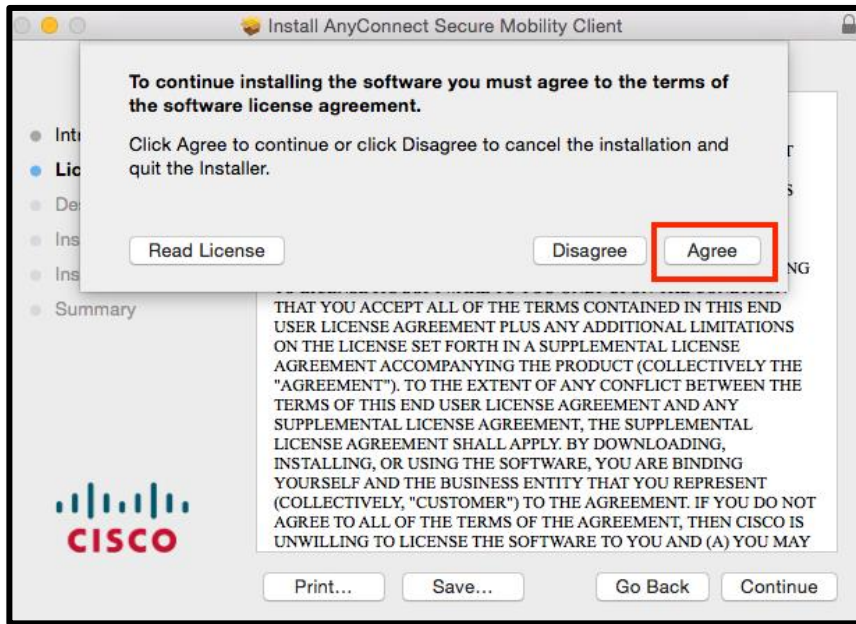
12. Click **Continue** and follow the on-screen directions for installation.



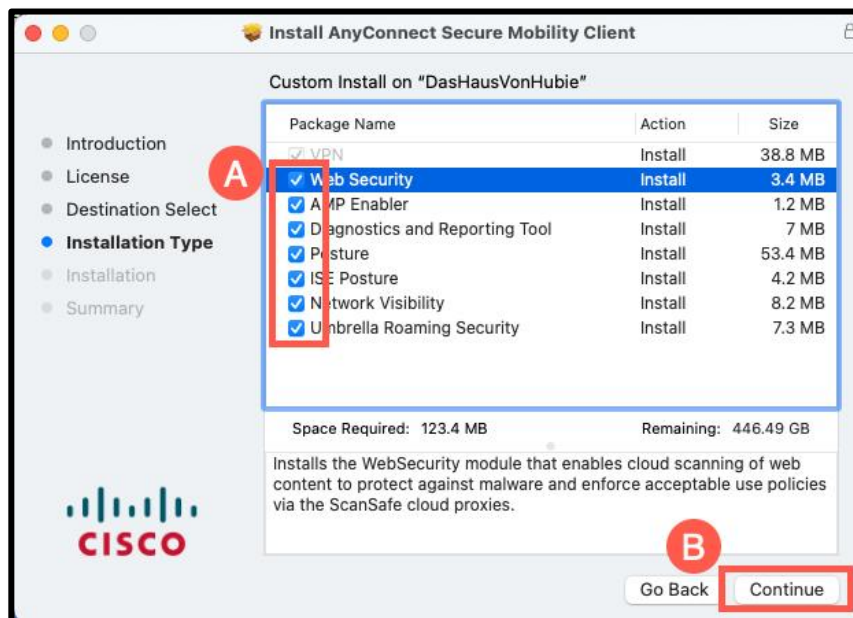
13. Click **Continue** to Agree with Software License Agreement.



14. Click **Agree**.

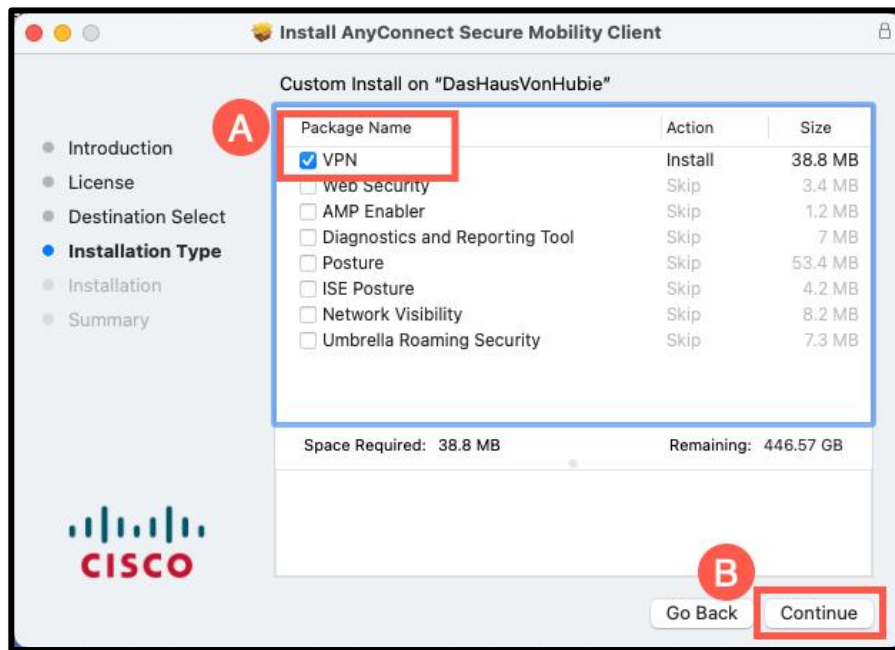


15. Uncheck the following boxes, click **Continue**. *Note: You must uncheck these boxes, if not you will need to uninstall AnyConnect and reinstall.*

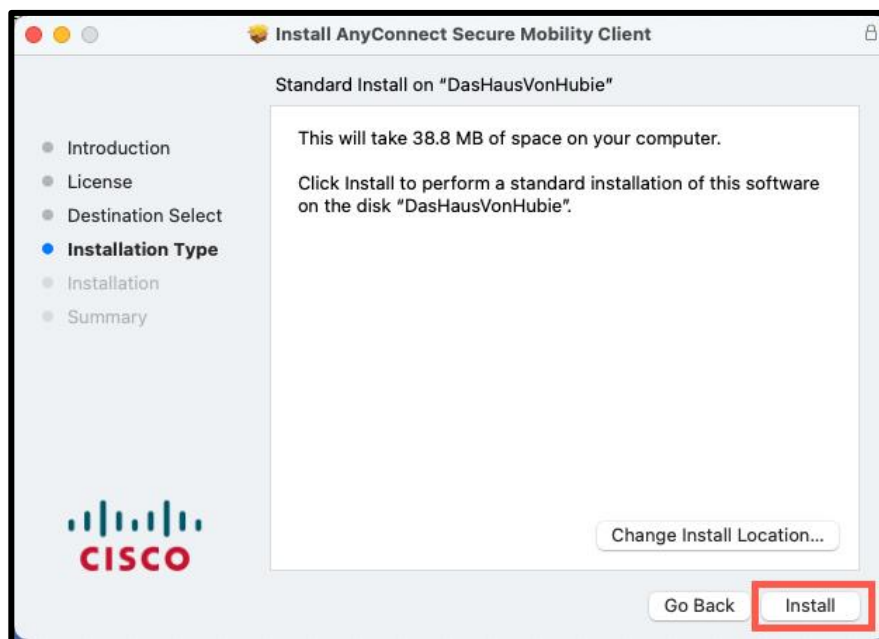




16. A.) Make sure that the VPN is the only box checked, click **Continue**.  
*Note: If VPN is greyed out, you have already installed VPN.*

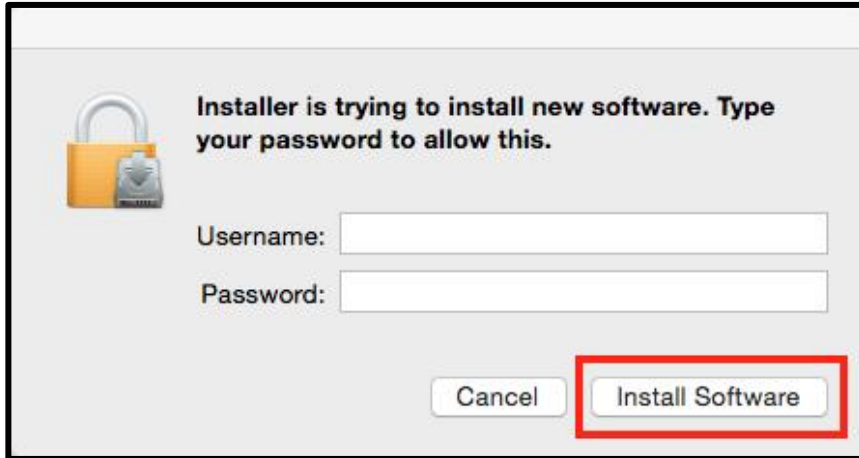


17. Click **Install**.

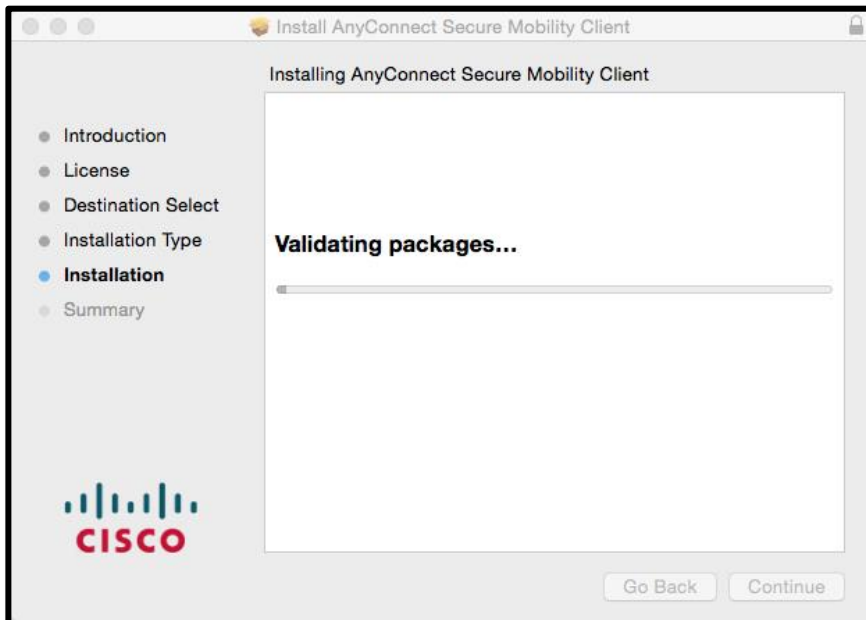




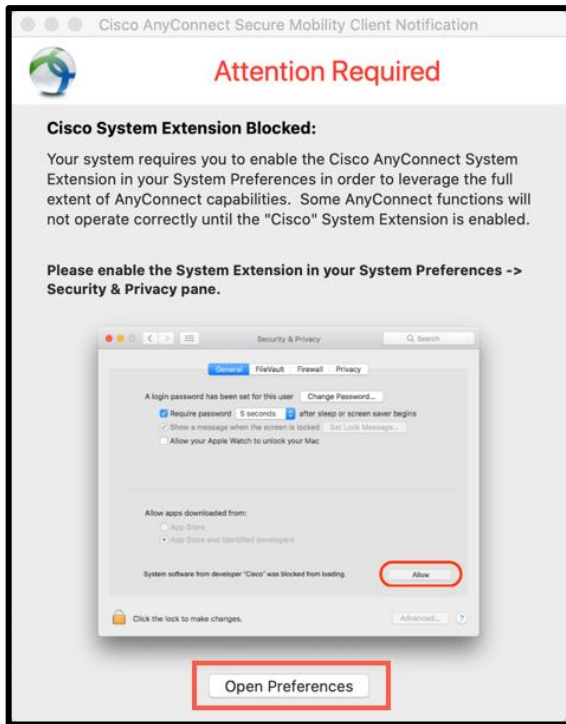
18. Enter the administrative name and password for your computer and click **Install Software**.



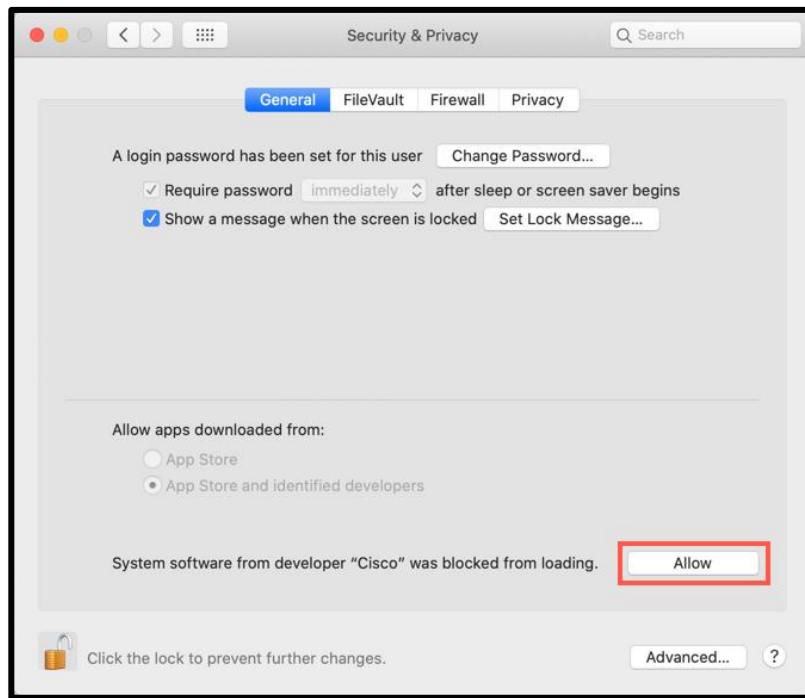
19. Wait while AnyConnect VPN installs.



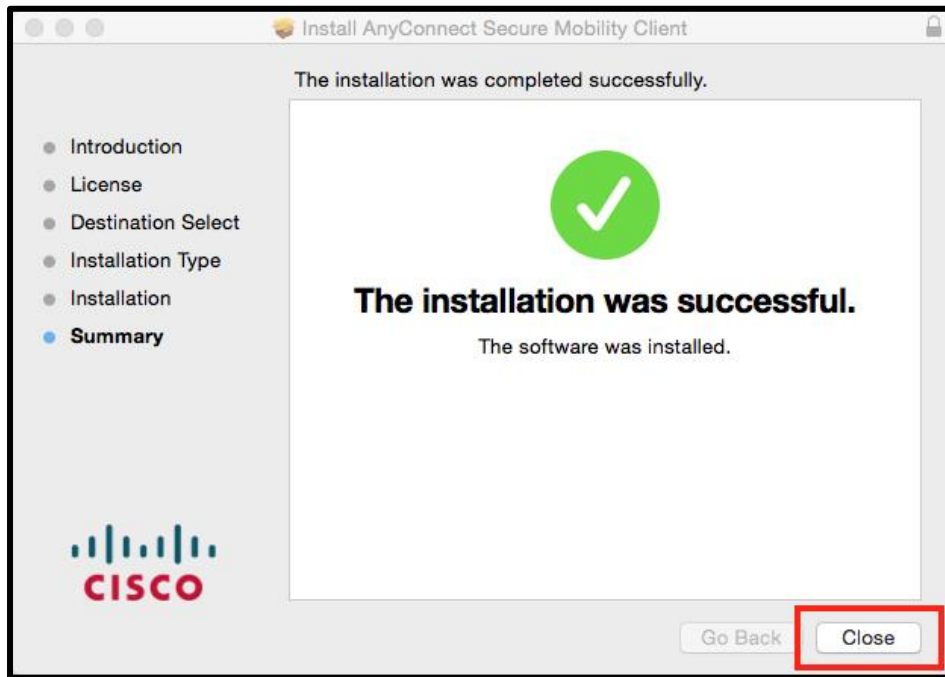
20. Enable your Cisco extensions in the Open Preferences.



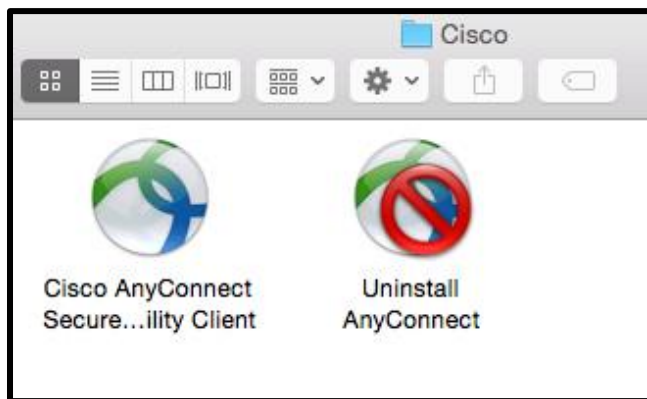
21. Click Allow to enable the System extension.



22. When the installation is completed successfully, click **Close**.



23. When the program is completely installed you will see a Cisco folder in your Applications folder.



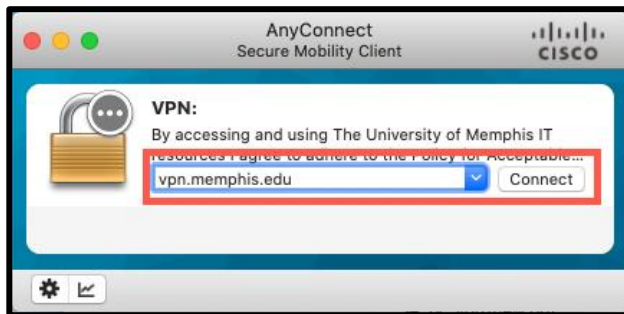
24. You may get a message asking you to restart your computer.



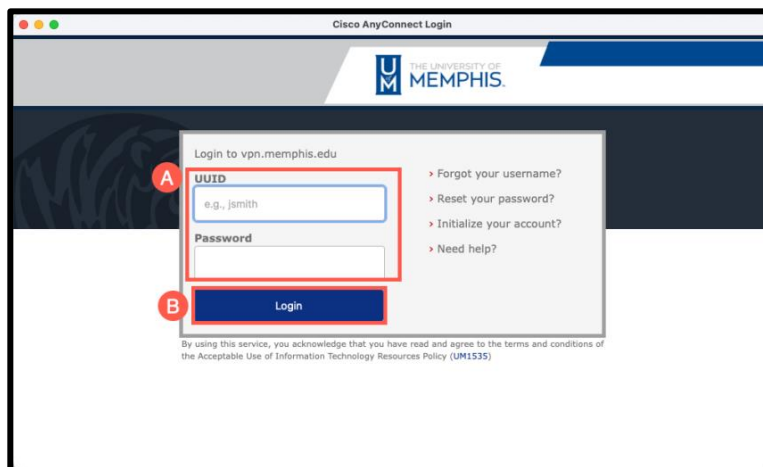
*Note: Be sure before launching the Cisco AnyConnect that you have closed all browsers and completely quit them. You can make a shortcut to AnyConnect by dragging the Application icon to your dock.*

Next, Launch the application by double clicking.

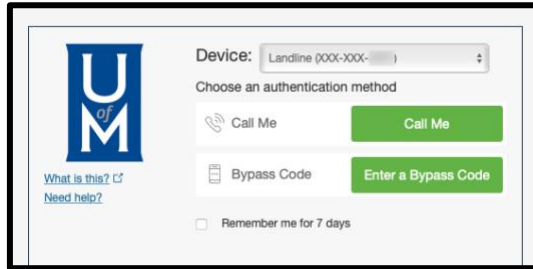
25. When you launch the program for the first time, you will be asked to enter the VPN address (**vpn.memphis.edu**). Click **Connect**.



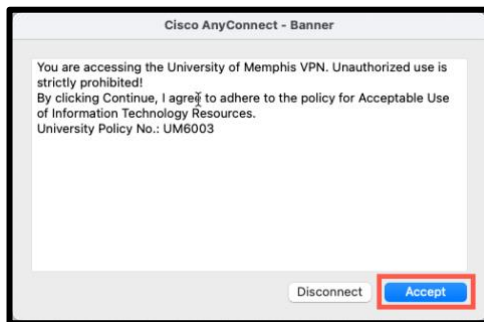
26. Next, sign in with SSO. A.) Enter your UUID, B.) Enter your password associated with your UUID, and C.) Click **Login**.



27. Authenticate with DUO.



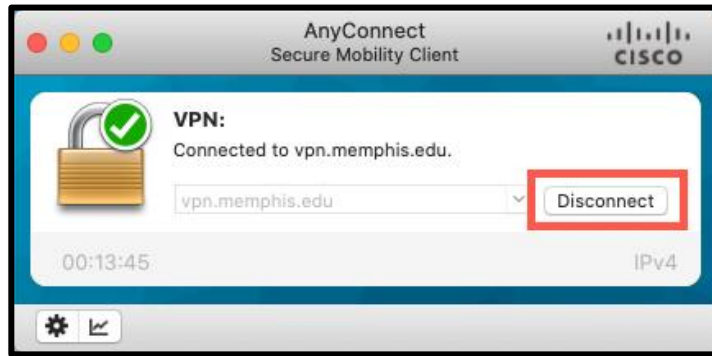
28. You will be prompted to enter your UUID and password. Click **Accept**.



27. When you have successfully connected to the VPN, the yellow lock VPN icon will appear in your desktop toolbar. Once you have successfully connected, you may now launch your browsers.



28. You will remain connected to the VPN until you disconnect, turn off your machine, or allow your Internet connection to remain idle for more than 3 minutes. To disconnect click **Disconnect**.



**NOTE:** Please remember to always disconnect from the UofM campus network once you are done. If you need additional assistance, contact the umTech Service Desk at 901.678.8888.

# Locating Help Resources

umTech offers support to faculty, staff, and students. Upon completing the training covered in this course, faculty, staff, and students can receive additional training help and resources. Such help can be located as follows:

## Service Desk Request

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### Submitting a Ticket

- Login URL:
  - [Here is a link to our service desk ticketing system](#)
  - After logging in, choose the link **Request Help or Services**.
  - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week!  
(Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 p.m., please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email umTech, [umtech@memphis.edu](mailto:umtech@memphis.edu) (using this email will automatically generate a help desk ticket).

## Important Links

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- [Explore the umTech Website](#)
- [Search Our Solutions Page](#)