AnyConnect

PC

umTech
100 Administration Bldg., Memphis, TN 38152
Phone: 901.678.8888
Email: umtech@memphis.edu
umTech Website

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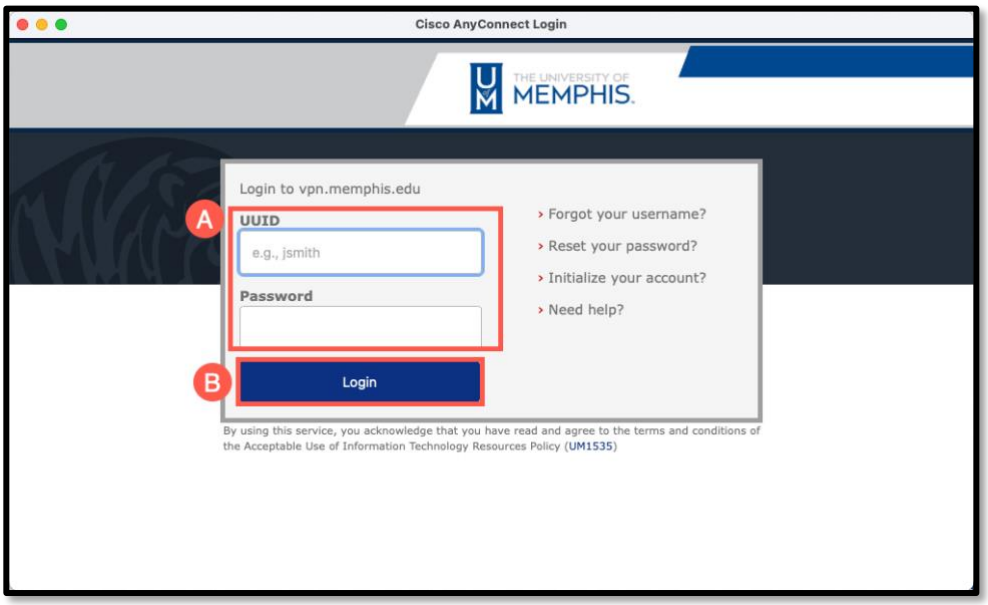
These instructions are for installation of the AnyConnect Virtual Private Network (VPN) Client on a PC and using it to connect to the University of Memphis network.

You must be logged into your computer or laptop as an **Administrator** to install the AnyConnect VPN client.

We suggest updating the operating system and antivirus software on your system before connecting the VPN.

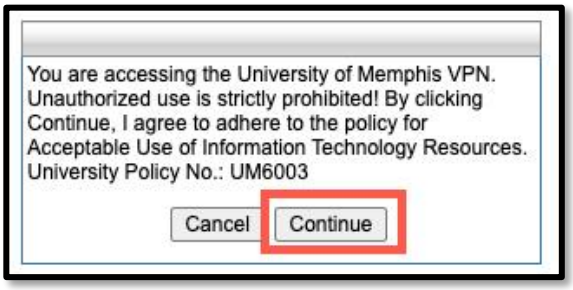
1. Navigate to: https://vpn.memphis.edu and log in using your UUID and password (this is the same password that you use for umMail, and all other campus resources).

2. Next, sign in with SSO. Singe Sign On – the same username and password you log into myMemphis. **A)** Enter your UUID, enter your password associated with your UUID, and **B)** Click **Login**.

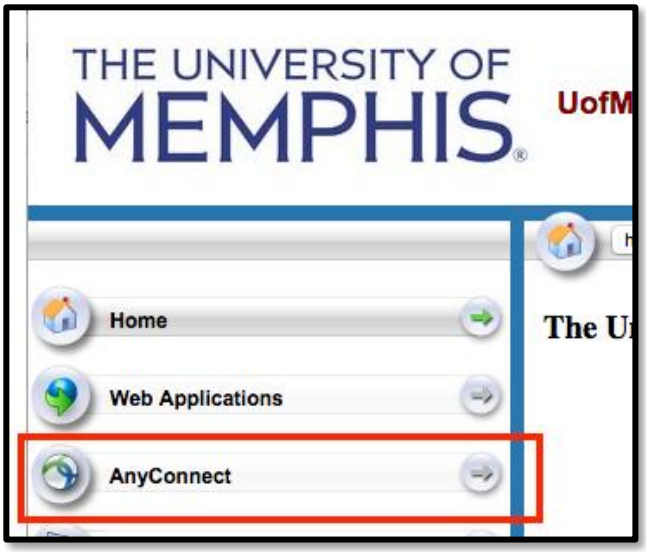


3. Authenticate with DUO.

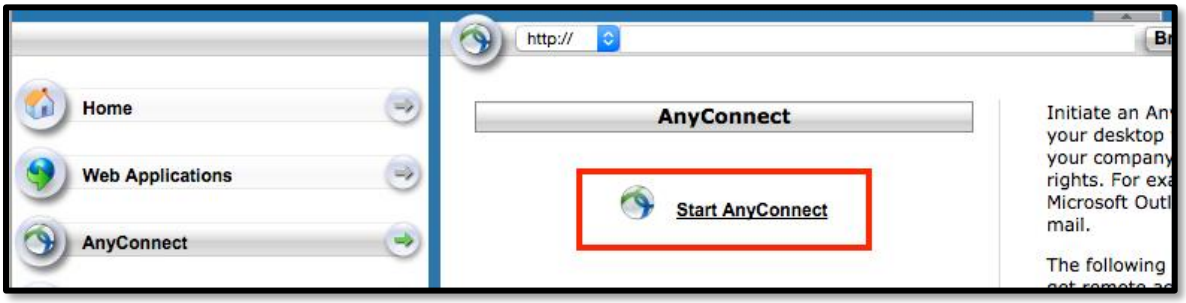
4. Agree to policy, click **Continue**.



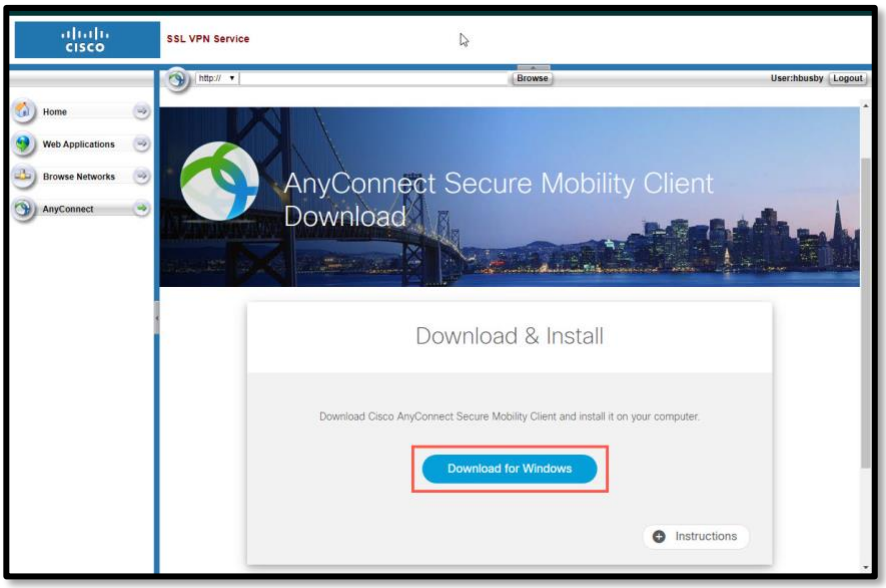
5. In the left navigation bar, click on the arrow to **Install VPN Client**.



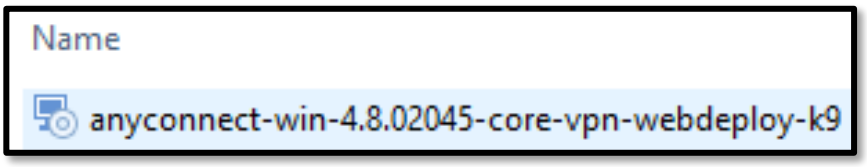
6. Click **Start AnyConnect.**



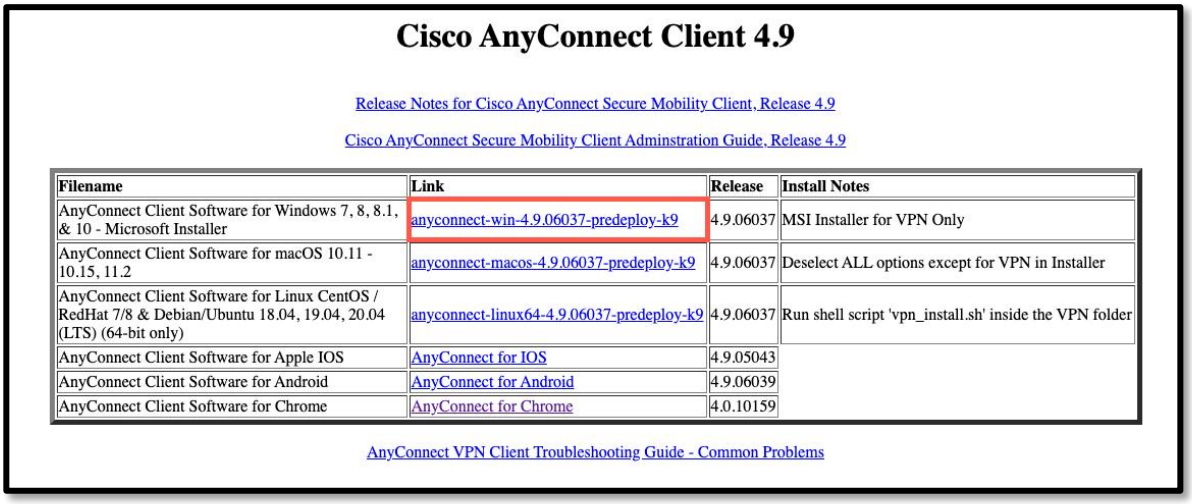
7. Click on **Download for Windows.**



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



9. Alternately you can also go to VPN install site: (https://netweb.memphis.edu/vpn). Select the Windows OS version to download and install.



Cisco AnyConnect Client 4.9

Release Notes for Cisco AnyConnect Secure Mobility Client, Release 4.9

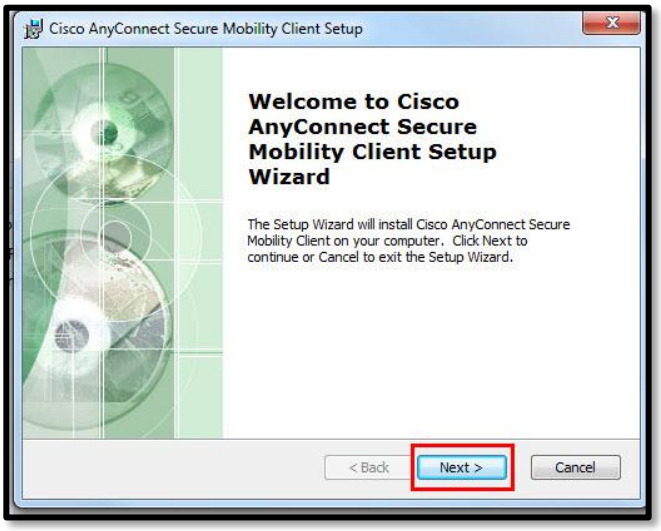
Cisco AnyConnect Secure Mobility Client Adminstration Guide, Release 4.9

Filename	Link	Release	Install Notes
AnyConnect Client Software for Windows 7, 8, 8.1, & 10 - Microsoft Installer	anyconnect-win-4.9.06037-predeploy-k9	4.9.06037	MSI Installer for VPN Only
AnyConnect Client Software for macOS 10.11 - 10.15, 11.2	anyconnect-macos-4.9.06037-predeploy-k9	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)	anyconnect-linux64-4.9.06037-predeploy-k9	4.9.06037	Run shell script 'vpn_install.sh' inside the VPN folder
AnyConnect Client Software for Apple IOS	AnyConnect for IOS	4.9.05043	
AnyConnect Client Software for Android	AnyConnect for Android	4.9.06039	
AnyConnect Client Software for Chrome	AnyConnect for Chrome	4.0.10159	

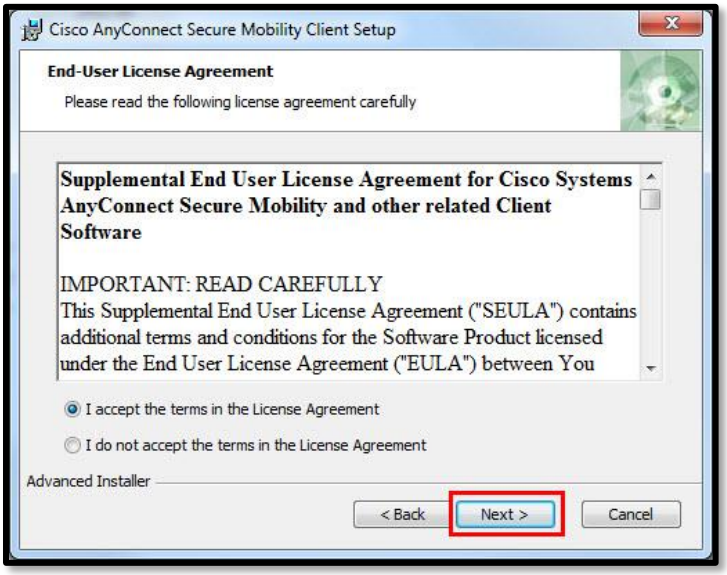
AnyConnect VPN Client Troubleshooting Guide - Common Problems

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

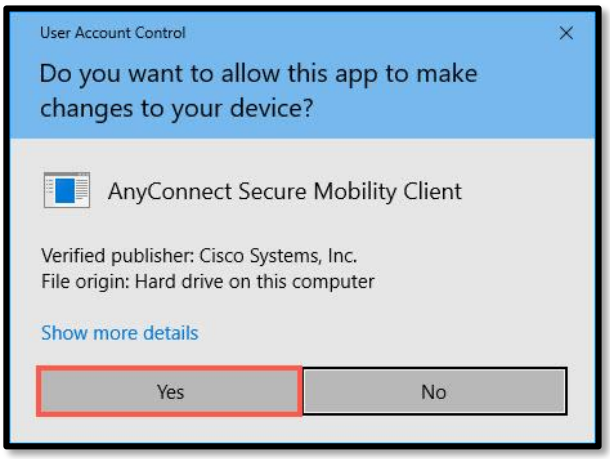
11. Click **Next** and follow the on-screen directions for installation.



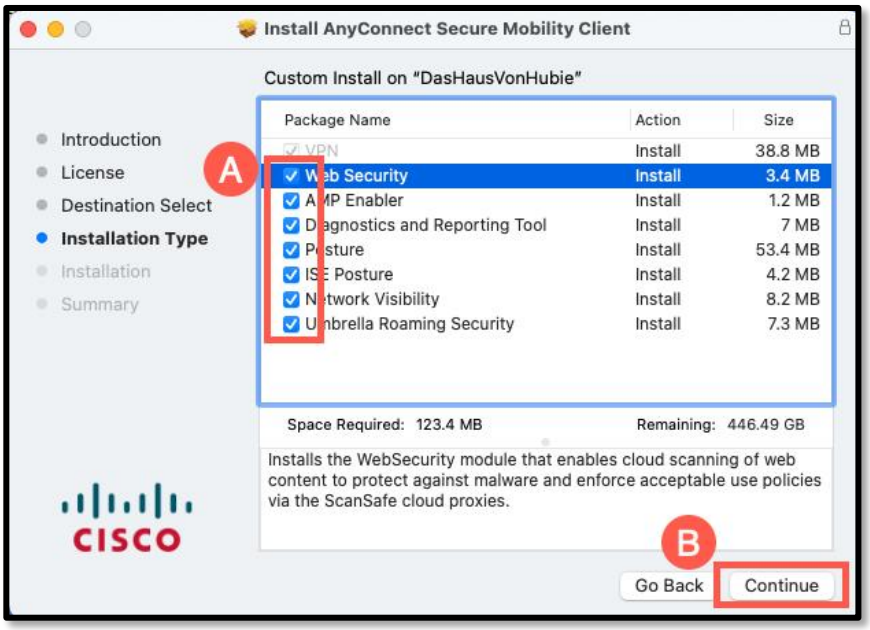
12. Click **Next** to Agree with End-User License Agreement.



13. A pop-up window will appear asking that you allow the installer to make changes to computer. Click **Yes**.

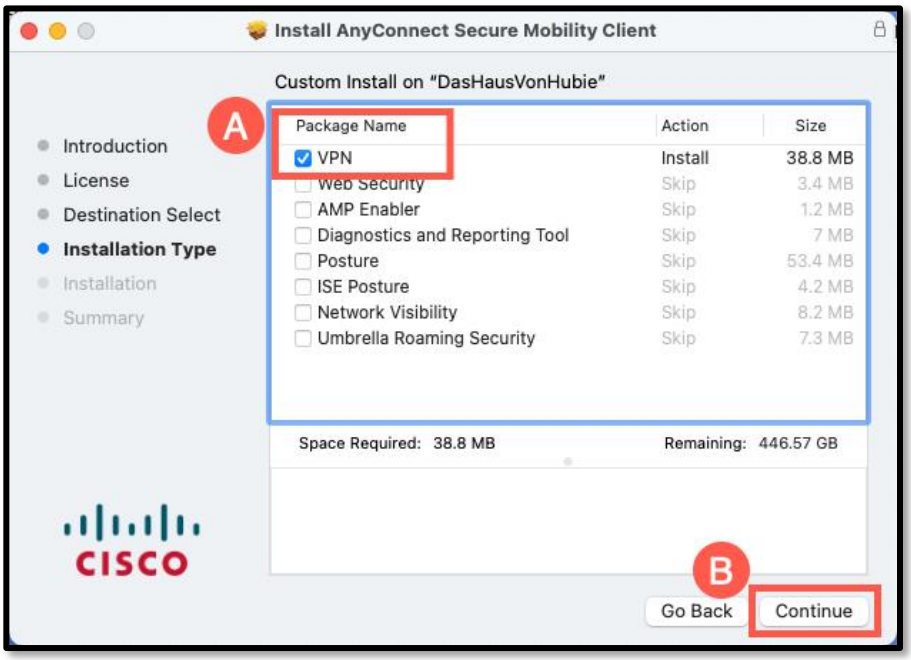


14. **A) Uncheck** the following boxes, **B)** Click **Continue**.

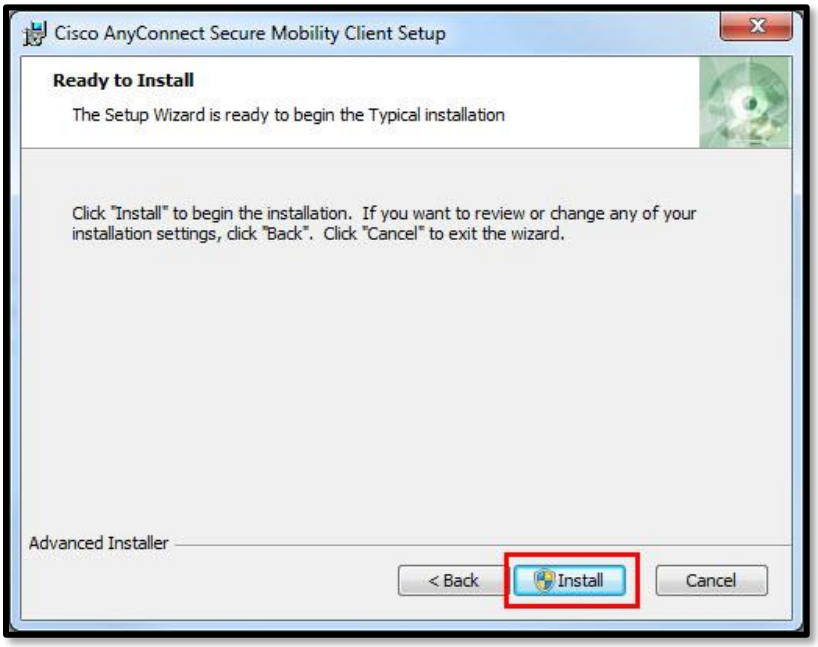


15. **A)** Make sure that the VPN is the only box checked, **B)** Click **Continue**.

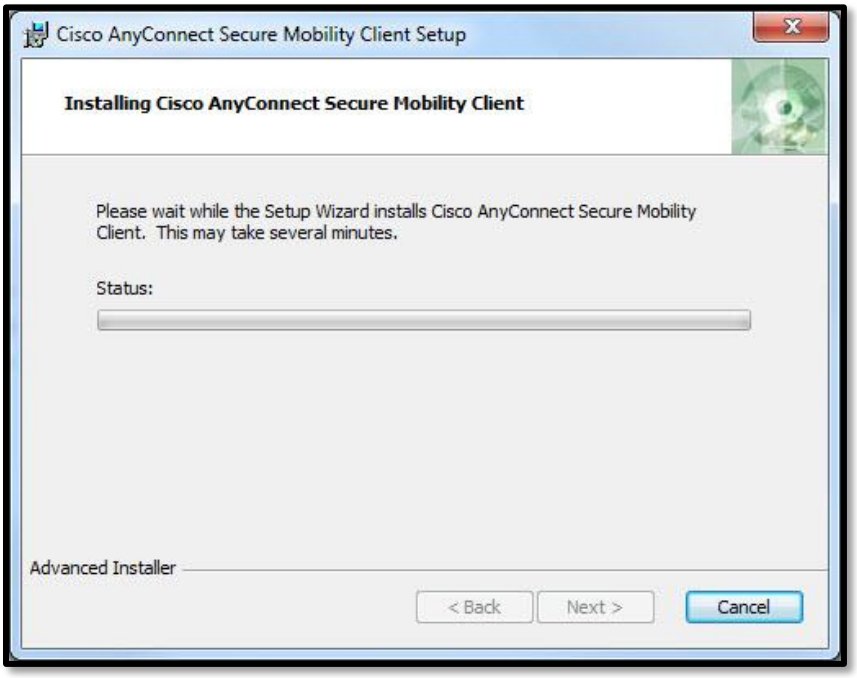
Note: *If VPN is greyed out, you have already installed VPN.*



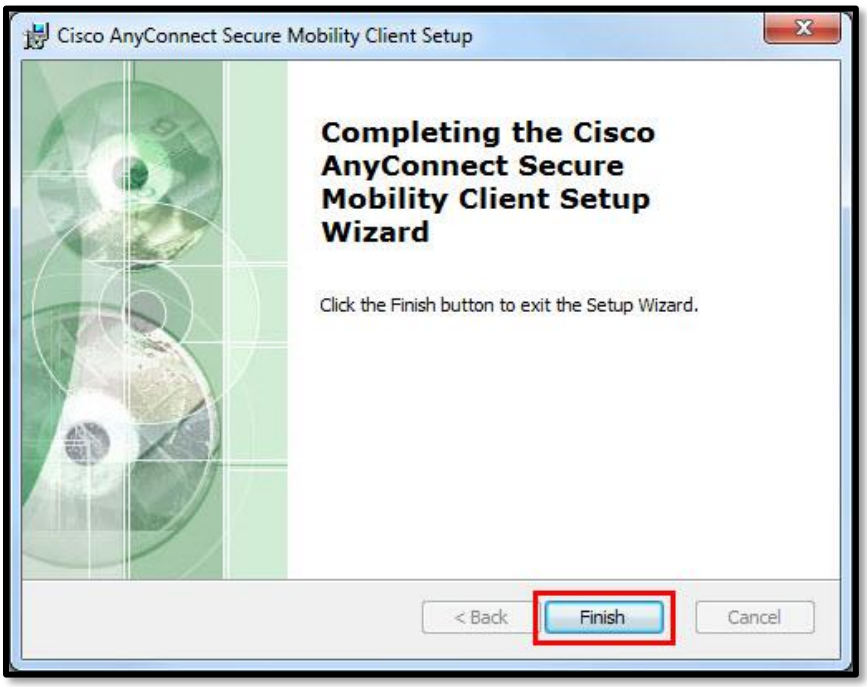
16. Click **Install**.



17. Wait while AnyConnect VPN installs.

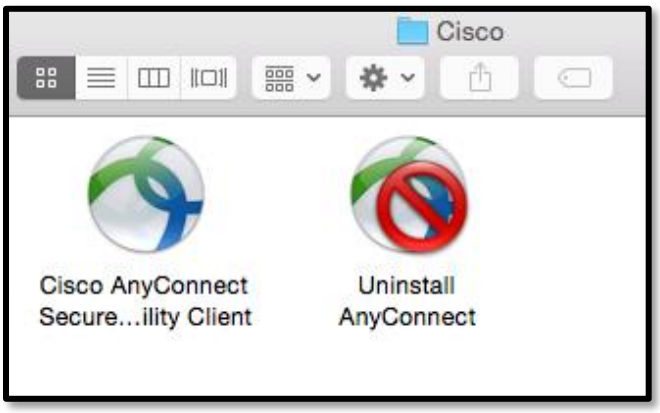


18. When the installation is completed successfully, Click **Finish.**

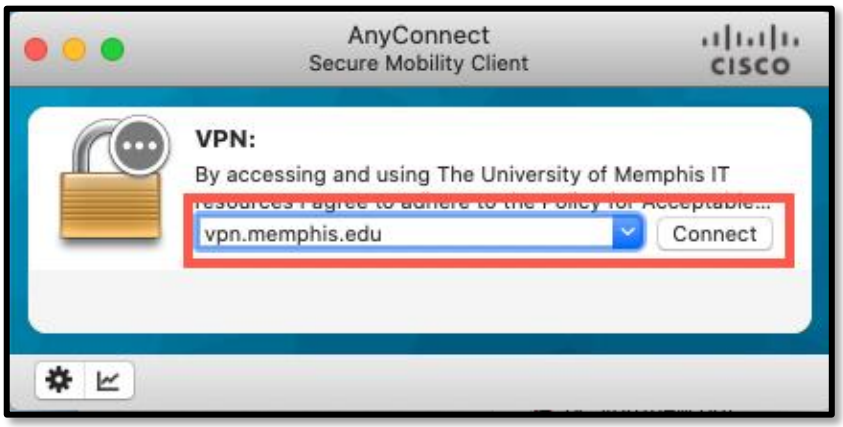


Launching the Program

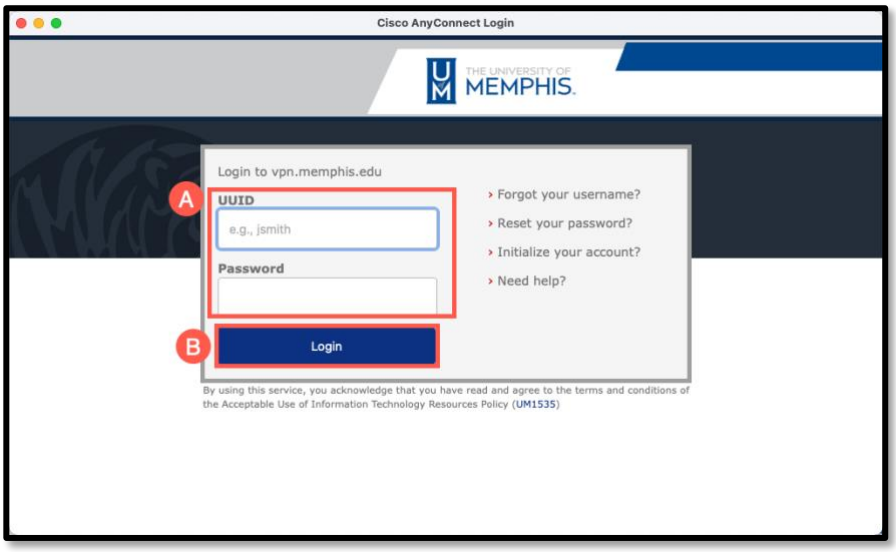
1. Launch the program.



2. If you right click the icon from the start menu you can pin to task bar and/or pin to start menu. When you Launch the program for the first time you will be asked to enter an address type: **vpn.memphis.edu**. Click **Connect**.

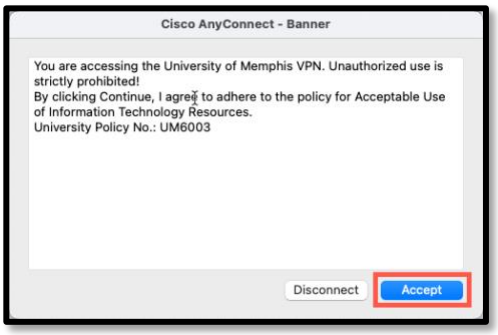


3. Next, sign in with SSO. **A)** Enter your UUID, **B)** Enter your password associated with your UUID, and **C)** Click **Login.**

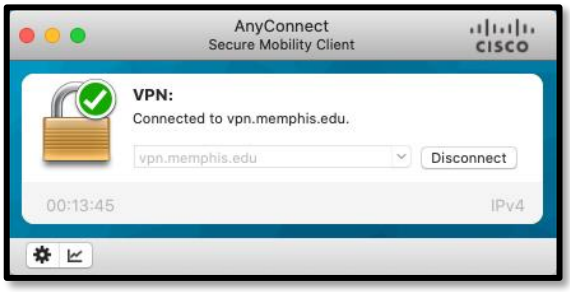


4. Authenticate with DUO.

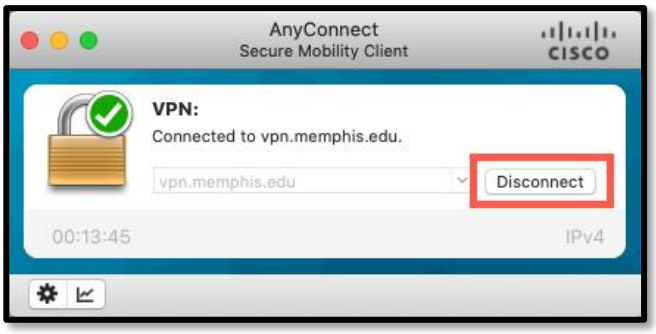
5. You will be prompted to enter your UUID and password. Click **Accept.**



6. When you have successfully connected to the VPN, the green check mark will appear by the lock. Once you have successfully connected, you may now launch your browsers.



7. 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 30 minutes. To disconnect click **Disconnect**.



Locating Help Resources

umTech offers support to faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

Submitting a Service Request

Login URL: Click here for our service desk ticketing system. After logging in, choose the appropriate form request for services.

Contact the ITS Service Desk — 901.678.8888 any day of the week! *(Excluding Some Holidays)*

ITS Service Desk Hours

Contact the Service Desk for assistance with technical login problems or issues. ALL incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or submit a service request.

Voice messages will be checked regularly and receive priority response the following business day. You may also email umTech at umtech@memphis.edu. *(Using this email will automatically generate a service request)*.

Important Links

Explore the umTech Website

Search the Solutions Page