

AnyConnect

PC

Center for Teaching and Learning (CTL)

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Phone: 901.678.8888

Email: itstrainers@memphis.edu

[Center for Teaching and Learning Website](#)

2/24/2021

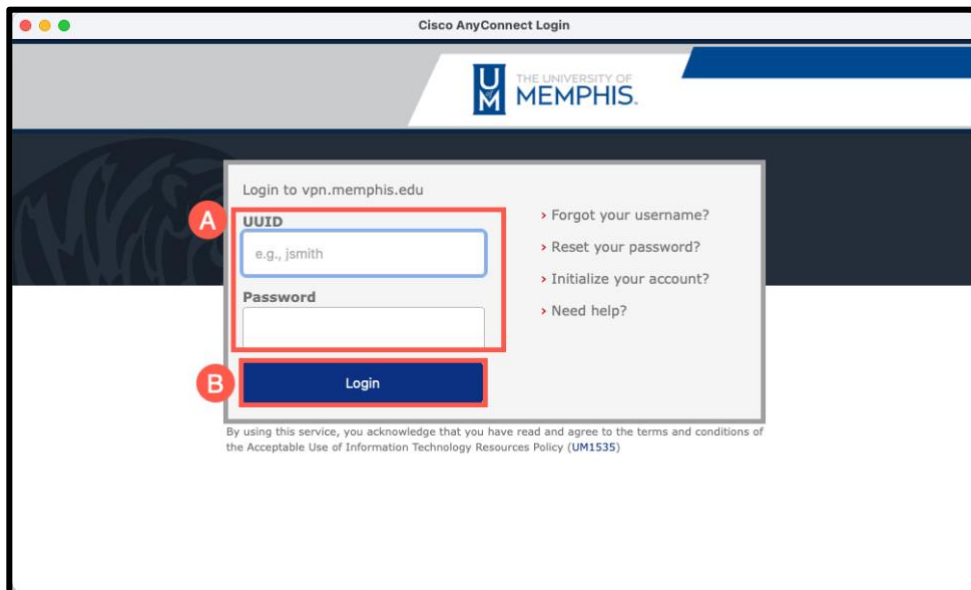
Brought to you by:
umTech & The Center for Teaching & Learning

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. 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**.



Cisco AnyConnect Login

THE UNIVERSITY OF
MEMPHIS.

Login to vpn.memphis.edu

A UUID
e.g., jsmith

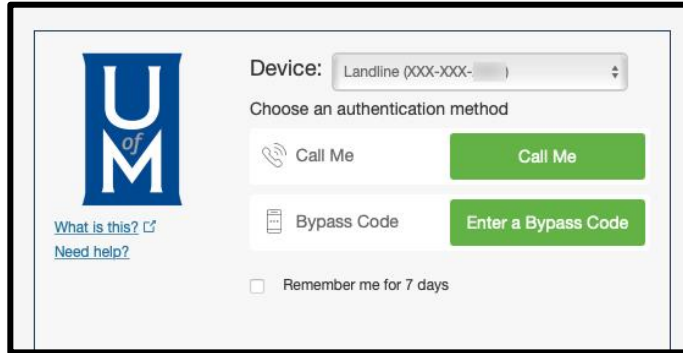
Password

B Login

- > Forgot your username?
- > Reset your password?
- > Initialize your account?
- > Need help?

By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UM1535)

3. Authenticate with DUO.



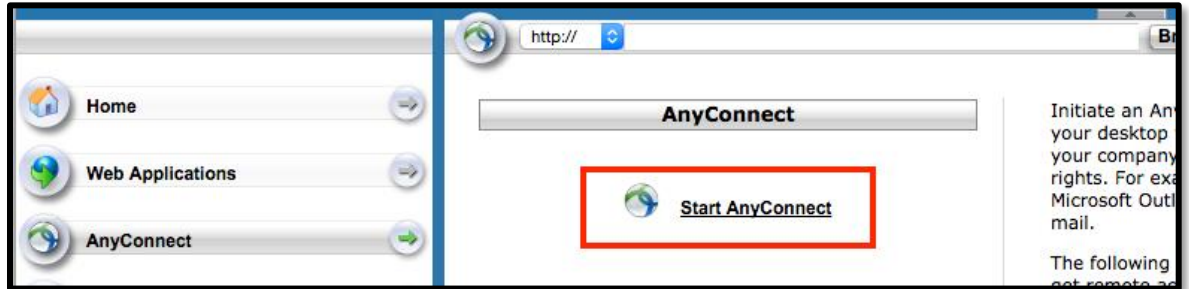
4. Agree to policy, click continue.



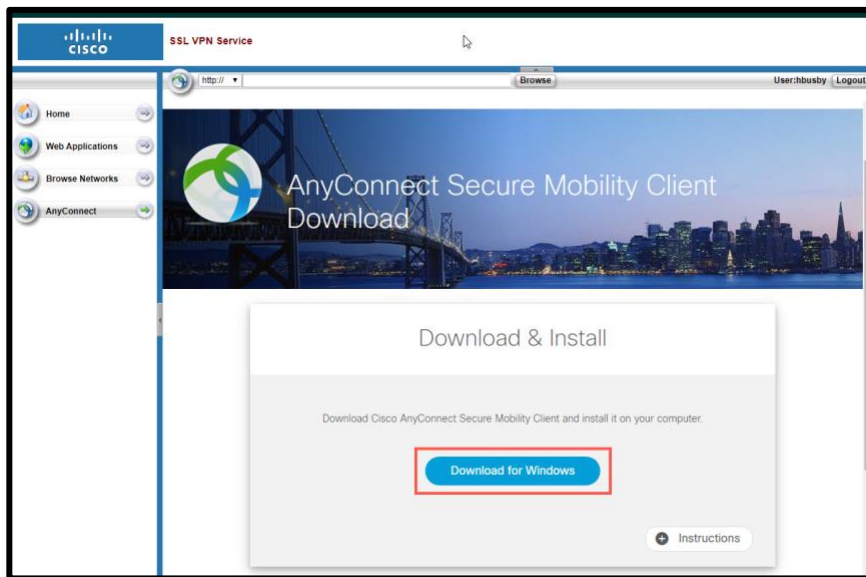
5. In the left navigation bar, click on the arrow to Install VPN Client.



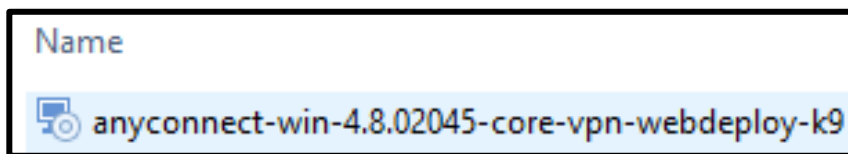
6. Click **Start AnyConnect**.



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.

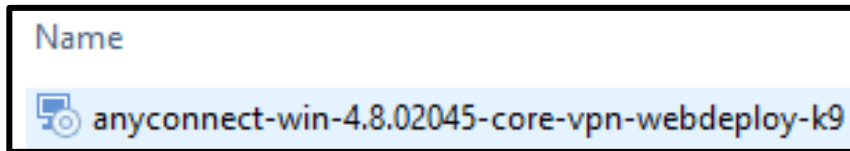
Cisco AnyConnect Client 4.9

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

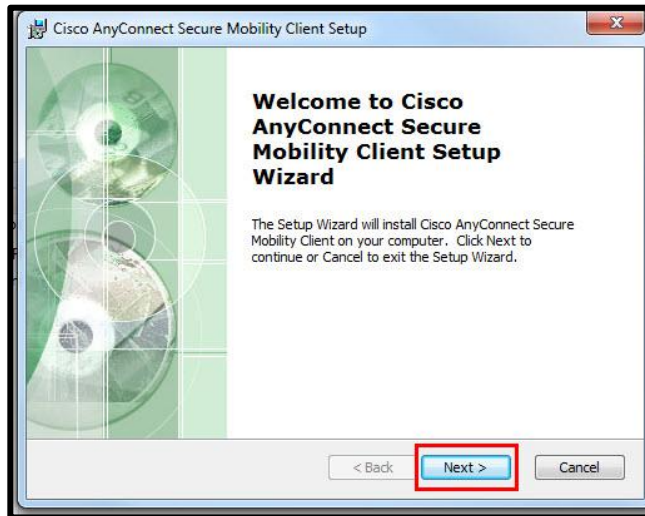
Filename	Link	Release	Install Notes
AnyConnect Client Software for Windows 7, 8, 8.1, & 10 - Microsoft Installer	anyconnect-win-4.9.06037-predeploy-k9	4.9.06037	MSI Installer for VPN Only
AnyConnect Client Software for macOS 10.11 - 10.15, 11.2	anyconnect-macos-4.9.06037-predeploy-k9	4.9.06037	Deselect 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](#)

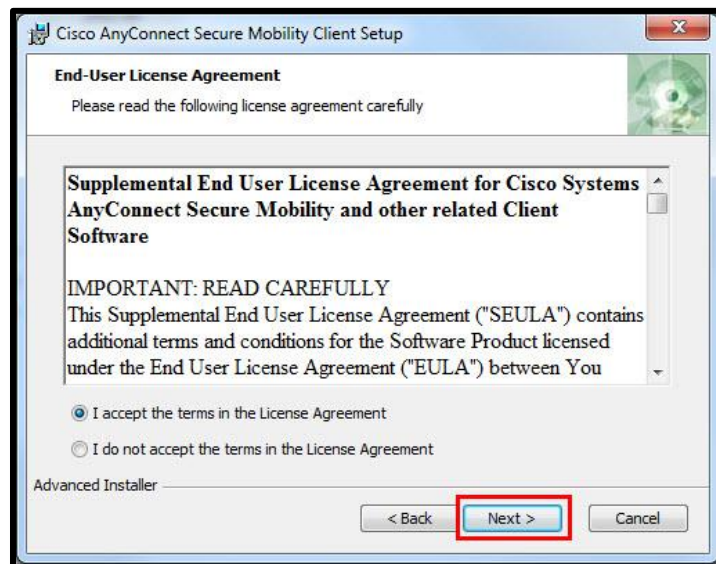
10. Once the installer has downloaded, double click to run the AnyConnect VPN installer exe package.



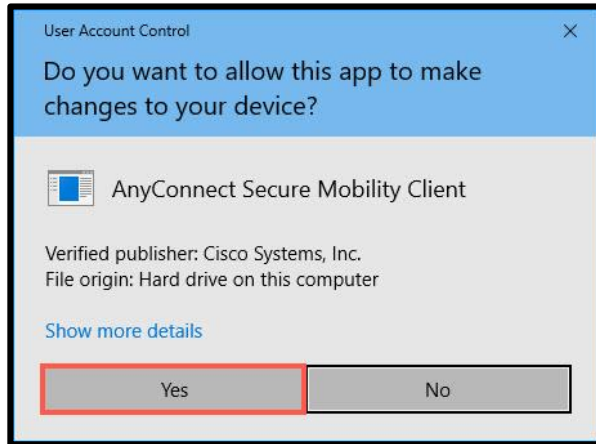
11. Click **Next** and follow the on-screen directions for installation.



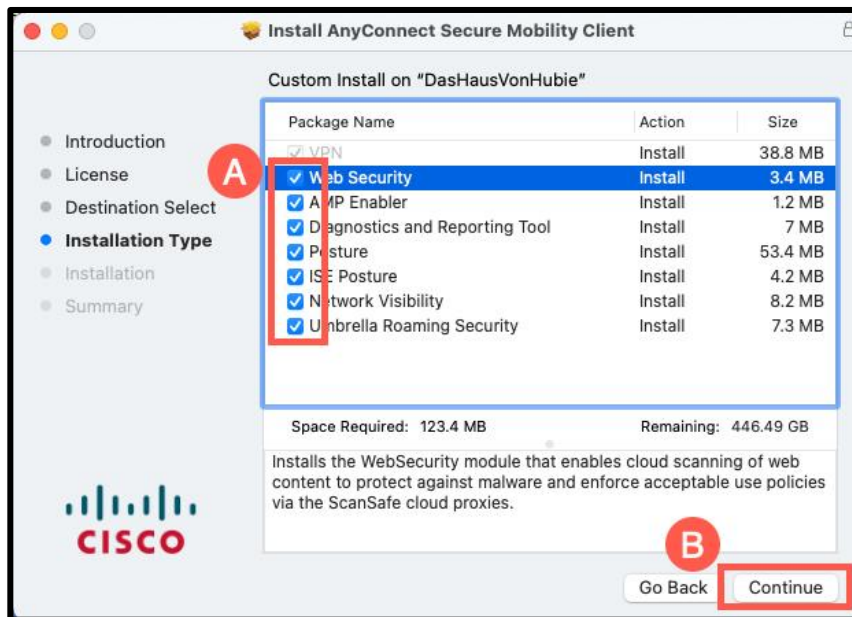
12. Click **Next** to Agree with End-User License Agreement.



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

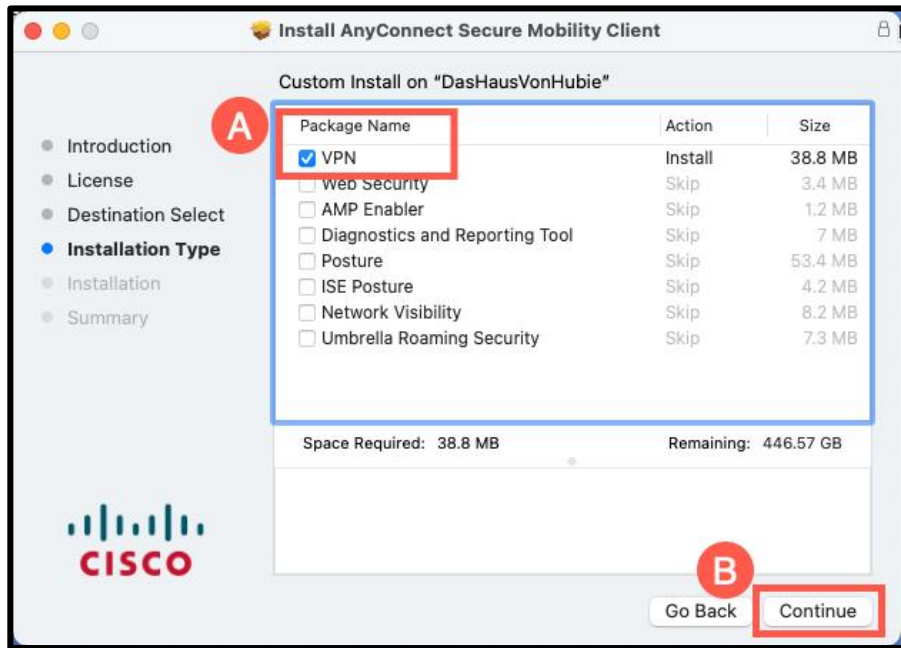


14. Uncheck the following boxes, click **Continue**.

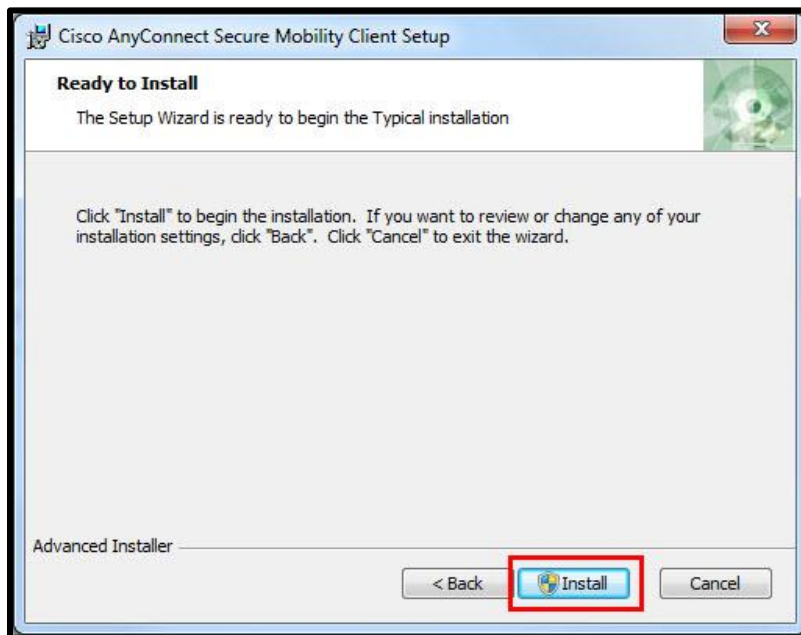


15. A.) Make sure that the VPN is the only box checked, click **Continue**.

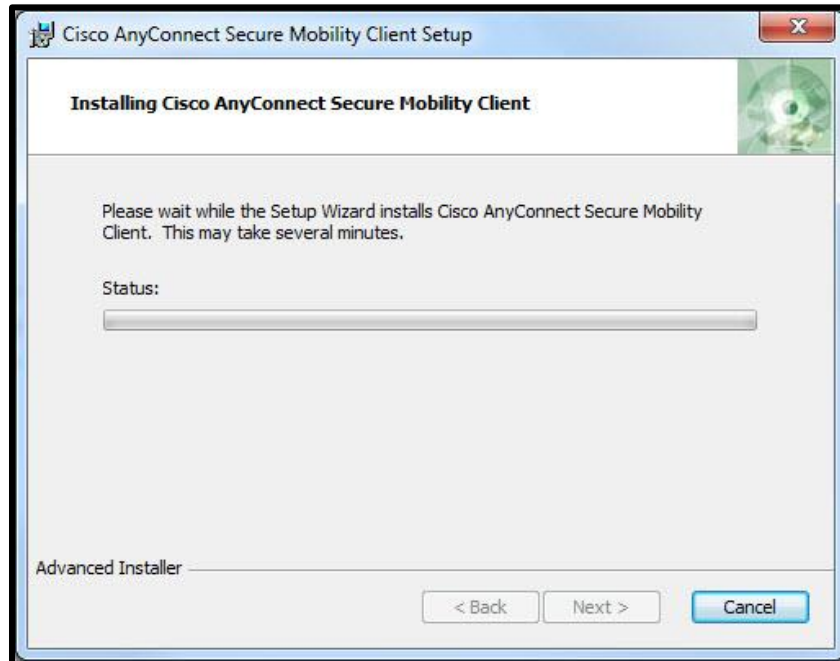
Note: If VPN is greyed out, you have already installed VPN.



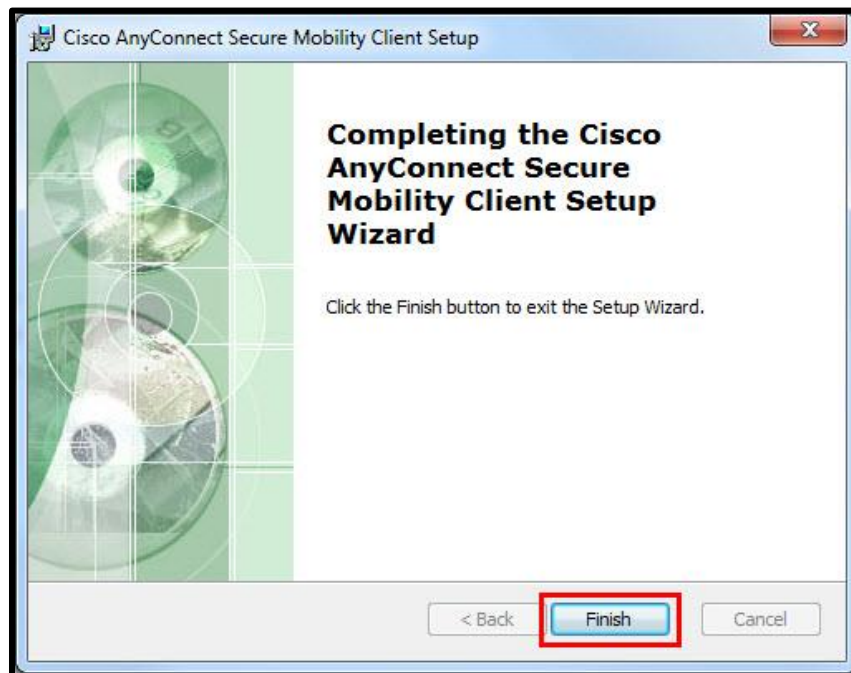
16. Click **Install**.



17. Wait while AnyConnect VPN installs.

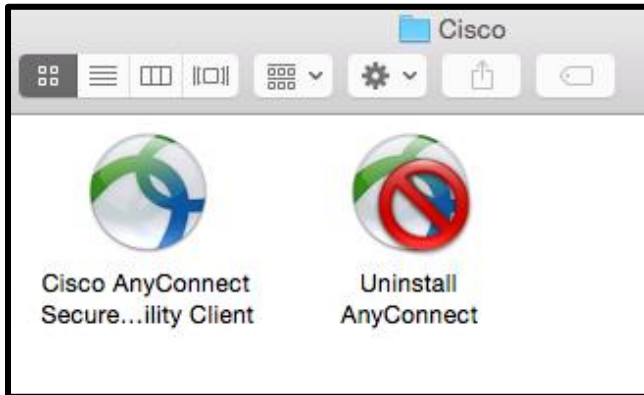


18. When the installation is completed successfully, Click Finish.

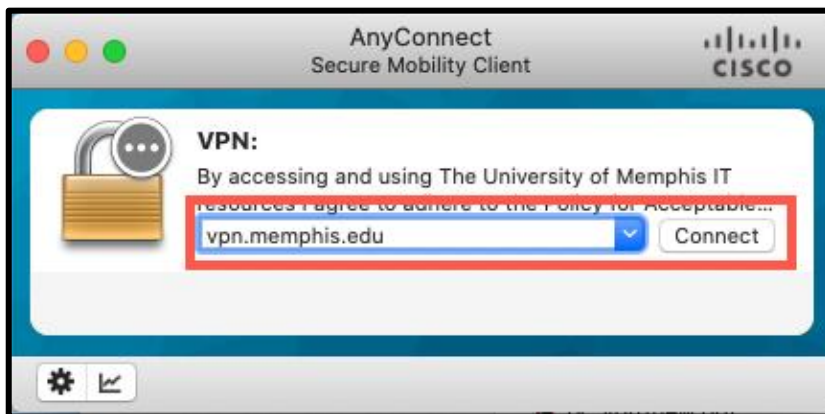


Launching the Program

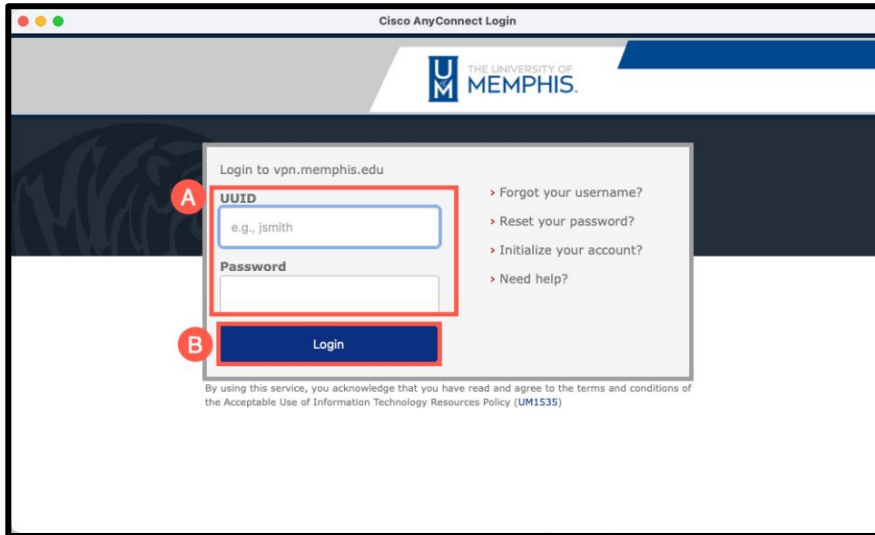
1. Launch the program.



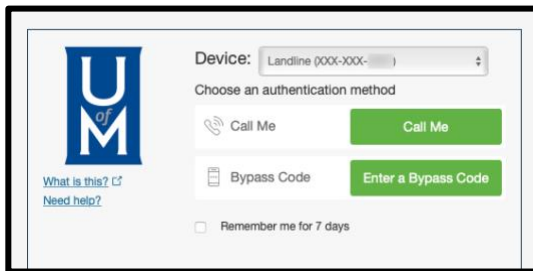
2. If you right click the icon from the start menu you can pin to task bar and/or pin to start menu. When you Launch the program for the first time you will be asked to enter an address type: **vpn.memphis.edu**. Click **Connect**.



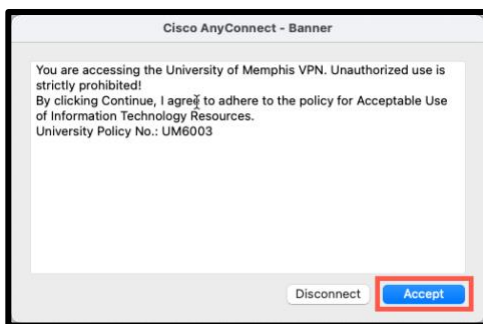
3. Next, sign in with SSO. **A.)** Enter your UUID, **B.)** Enter your password associated with your UUID, and **C.)** Click **Login**.



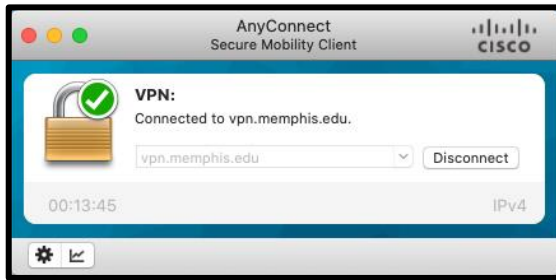
4. Authenticate with DUO.



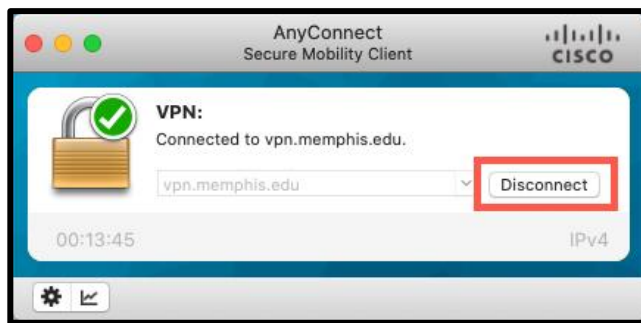
5. You will be prompted to enter your UUID and password. Click **Accept**.



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**.



If you need additional assistance, contact the umTech Service Desk at 901.678.8888.

Locating Help Resources

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

Service Desk Request

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 pm, 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 The Center for Teaching and Learning, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

- [Explore the umTech Website](#)
- [Center for Teaching and Learning \(CTL\) Website](#)
- [Search our Training and Documentation](#)