Introduction

This guide contains instructions for installing, configuring and troubleshooting the Cisco Secure Client VPN program on MacOS devices. Screenshots in this guide are from MacOS Sonoma, but the set up process should be similar for all MacOS versions that are currently supported, refer to the <u>UC Davis</u> <u>Health Remote Access website</u> for the supported versions.

You can download and install the Cisco Secure Client from inside or outside the UC Davis Health network, but to connect to VPN you have to be outside the UC Davis Health network, or you can use the Guest wireless network.

Instructions - Installation

1. Download and open the Cisco Secure Client and double click the Cisco Secure Client.pkg file

	Cisco Secure Client - AnyConnect VPN 5.1.1.42
*	
cisco-secure-client- macos-5.1.1.4eplov-k9.pkg	

2. Select Continue, Continue, and Agree to the Terms of Service

		🥪 Install Cisco Secure Client	8
		Welcome to the Cisco Secure Client Installer	
 Intro Licen Desti Instal Instal Summ 	duction use ination Select llation Type llation mary	You will be guided through the steps necessary to install this software.	
		Go Back Continue	÷
		😻 Install Cisco Secure Client	A
		Software License Agreement	
IntroLice	duction 1 se	Supplemental End User License Agreement IMPORTANT: READ CAREFULLY	
	To continue inst software license Click Agree to co the Installer.	alling the software you must agree to the terms of the the original terms of the the original terms of the the original terms of terms of the original terms of t	
		ntinue or click Disagree to cancel the installation and quit	
	Read License	Disagree Agree	
		Print Save Go Back Continue	

3. At the "Installation Type" step, select *Install* (If prompted, input your MacOS password or use Touch ID)



- 4. Once you get the notice of a successful installation, select *Close* then if you desire move the Cisco Secure Client installer to the Trash bin when prompted
- If you see the notice or error "Connect capability is unavailable because the VPN service is unavailable" shown in the screenshot below after install, follow the steps detailed below. IF you do not see this message continue to the Configuration steps below (Applicable to MacOS Ventura and Sonoma)

ease allow "Cisc stem Settings - nnot operate co	co Secure Client - AnyConnect VPN Servi -> General -> Login Items. Cisco Secure (orrectly unless this is enabled.	ce" Clier
	< Login Items	
Q Search	Open at Login These items will open automatically when you log in.	
🛜 Wi-Fi	Rem Kind	
8 Bluetooth		
B Network		
Notifications	+ -	
Sound	Allow in the Background	
S Focus	Applications add background items to perform tasks when the application i open, such as checking for software updates or syncing data. Turning off a	t'na
Screen Time	background item may prevent these tasks from being completed.	
G General	Cisco Secure Client	•
Appearance	Cisco Secure Client - AnyConnect VPN Service	•
Accessibility	2 items: 1 item affects all users	
Control Center	Cisco Secure Client - Notification	•
Siri & Spotlight		
Privacy & Security		
Desktop & Dock		
🔛 Displays		
🔛 Wallpaper		

- a. Navigate to **System Settings > General > Login Items**
- b. Once in *Login Items*, ensure any option labeled *Cisco Secure Client* is checked off as shown below

Instructions – Configuration

- 1. Start the Cisco Secure Client from Launchpad, or do a Spotlight Search for "Cisco Secure Client"
- 2. Input the url "connect.ucdmc.ucdavis.edu" in the field shown below and select *Connect*

•••	Cisco Secure Client	cisco
	AnyConnect VPN: Ready to connect. connect.ucdmc.ucdavis.edu	Connect
* 2		

3. When prompted for credentials, input your Active Directory/HS/Citrix Username and Password then approve a Duo Push on your cellphone, and select *Accept* when prompted

	Cisco Secure Client connect.ucdmc.ucdavis.edu		
	Please enter your username and password. Username: Password: After entering your credentials, check your phone for a Duo PUSH "Approval" notification.		
	Visit https://hsmfa.ucdmc.ucdavis.edu for DUO enrollment and detailed instructions.		
	Cisco Secure Client - Banner		
All information contained on this system is owned by the University of California, Davis. Use of this system is restricted to authorized users ar only for authorized purposes. Violators shall be subject to disciplinary action, up to and including termination, and violations may be reported law enforcement. All use of the system is monitored and users of the system shall have no expectation of privacy.			
	Disconnect Accept		

4. Verify you are connected by checking the Icon in the status bar, it should show a locked padlock



Instructions – Disconnect From VPN

1. When done using the VPN, click on the Cisco Secure Client icon in the status bar and select **Disconnect**

