



UNIVERSITY INFORMATION TECHNOLOGY

## **AnyConnect VPN Installation Instructions**

**For Windows, Mac, Linux (Ubuntu), Android, and iOS Users**

[Table of Contents](#)

Installation Instructions ..... 2

For Windows Users ..... 2

For Mac Users ..... 7

Linux (Ubuntu) ..... 13

Android ..... 18

iOS ..... 23

Troubleshooting..... 29

## Installation Instructions

### For Windows Users

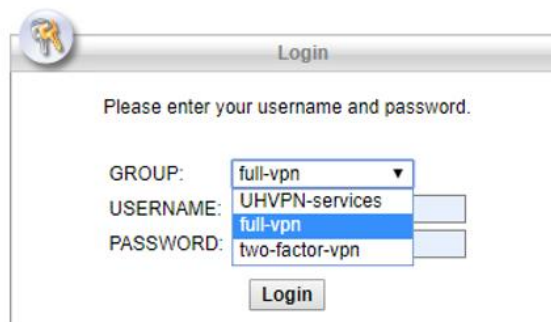
#### Installing the VPN Client

1. Download the Cisco AnyConnect VPN Client for Windows installer from:
  - Select one of the following:
    - **vpn.uh.edu** - this is for users that need to access UH secure network resources off campus



A screenshot of the Cisco AnyConnect Login window. The window has a title bar with a key icon and the word "Login". Below the title bar, it says "Please enter your username and password." There are three input fields: "GROUP:" with a dropdown menu showing "UHVPN", "USERNAME:" with the text "cougar", and "PASSWORD:" with masked characters "\*\*\*\*\*". A "Login" button is at the bottom right.

- **full-vpn.uh.edu** - this is for users that need access to web-based journals and databases by UH Libraries



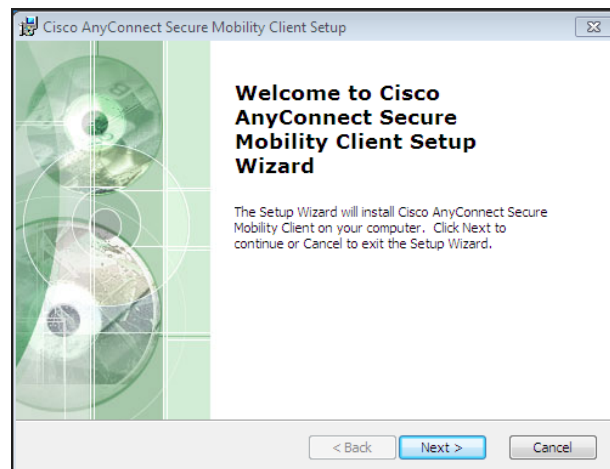
A screenshot of the Cisco AnyConnect Login window. The window has a title bar with a key icon and the word "Login". Below the title bar, it says "Please enter your username and password." There are three input fields: "GROUP:" with a dropdown menu showing "full-vpn", "USERNAME:" with the text "UHVPN-services", and "PASSWORD:" with the text "two-factor-vpn". A "Login" button is at the bottom right.

2. Enter the **Cougarnet** credentials.
3. Click **Login**.

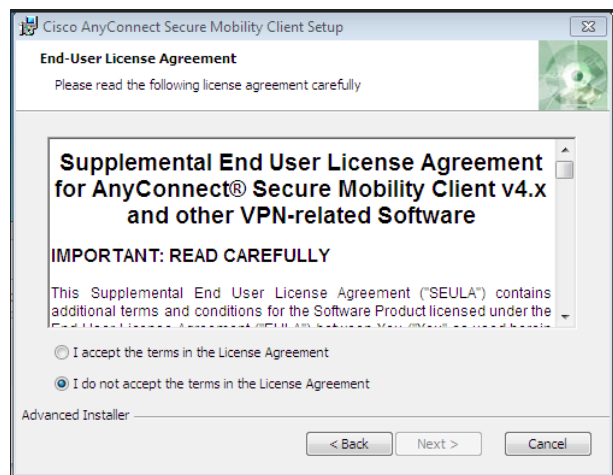
- Click the **AnyConnect VPN** link to download the software.



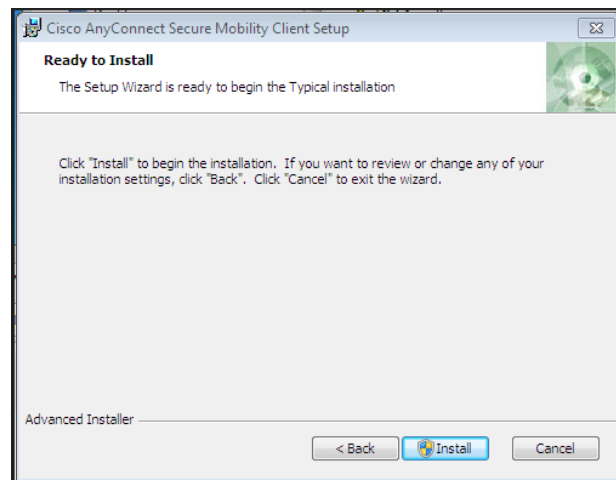
- Double-click the **AnyConnect.exe** file. (Note: You may encounter a Security Warning screen and must click Run to proceed.)
- Click **Next**.



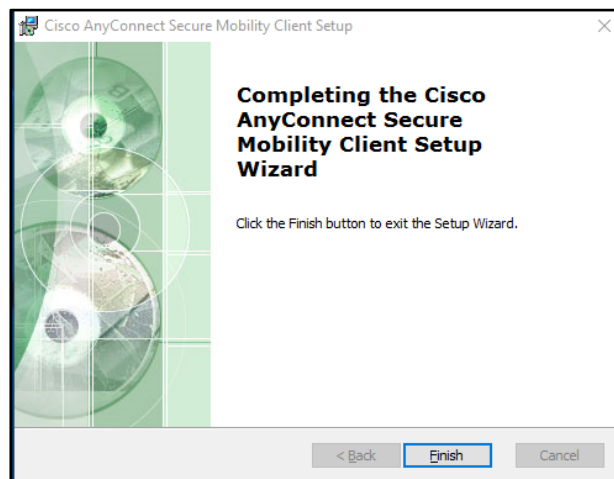
- Accept the terms of the **License Agreement**.
- Click **Next**.



9. Click **Install**.



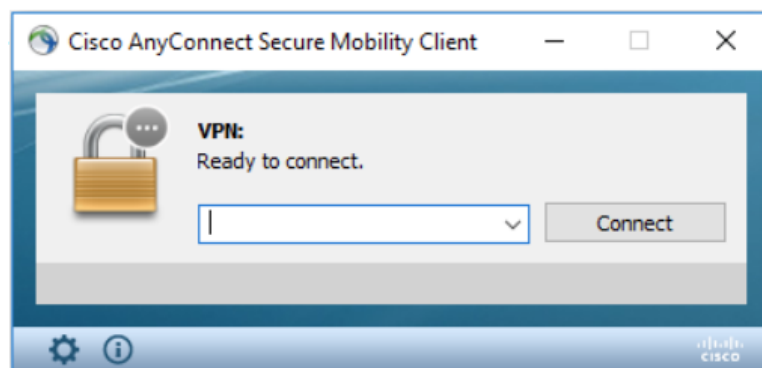
10. Once the VPN Client is installed and the message below appears, click **Finish**.



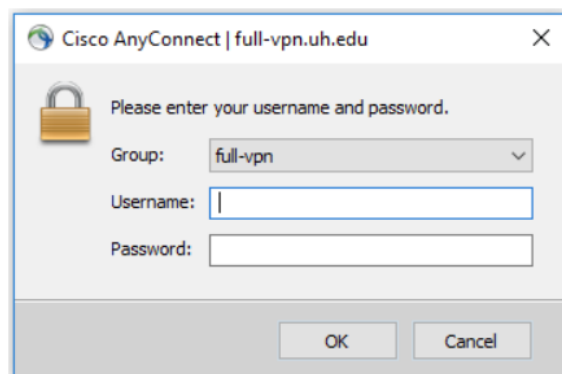
**Note:** If you get a User Account Control screen asking if you want to allow the following program from an unknown publisher to make changes to your computer click **Allow** or **Accept**.

## Connecting to the UH VPN

1. Launch the **Cisco AnyConnect Secure Mobility Client**.  
If you don't see **Cisco AnyConnect Secure Mobility Client** in the list of programs, navigate to **Cisco > Cisco AnyConnect Secure Mobility Client**.
2. Click **Connect**.




3. Enter the following information and then click **OK**:
  - **Username:** your COUGARNET ID
  - **Password:** your COUGARNET password

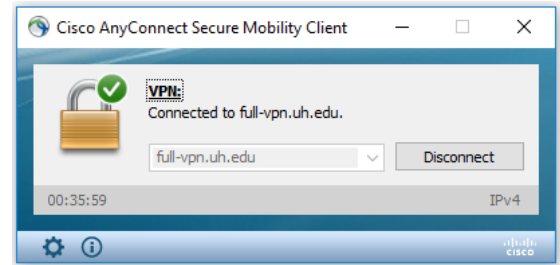


4. Once the VPN connection is established, a message displays in the lower-right corner of your screen, informing you that you are now connected to the VPN.



## Disconnect from the UH VPN

1. In the notification area, click the Cisco AnyConnect icon  if it is displayed. Otherwise, go to your list of programs and click **Cisco AnyConnect Secure Mobility Client**.
2. At the prompt, click **Disconnect**.



**Note:** If you disconnect from UH VPN you will be required to re-enter your password for reconnections.

## For Mac Users

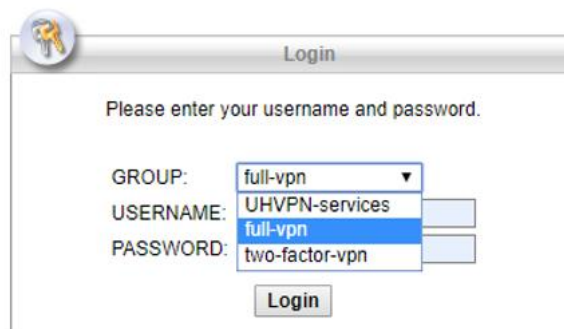
**Note:** ONLY Mac OS 10.9.x and newer versions are supported by the CISCO AnyConnect software.

### Installing the VPN Client

1. Download the Cisco AnyConnect VPN Client installer for Mac from:
  - Select one of the following:
    - **vpn.uh.edu** - this is for users that need to access UH secure network resources off campus



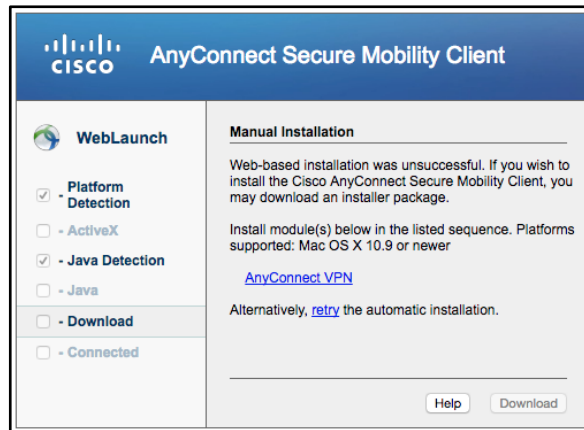
- **full-vpn.uh.edu** - this is for users that need access to web-based journals and databases by UH Libraries



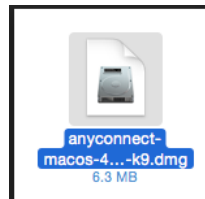
2. Enter the **Cougarnet** credentials.
3. Click **Login**.



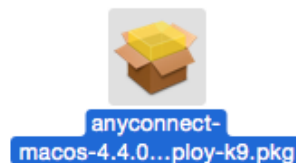
- Click the **AnyConnect VPN** link to download the software.



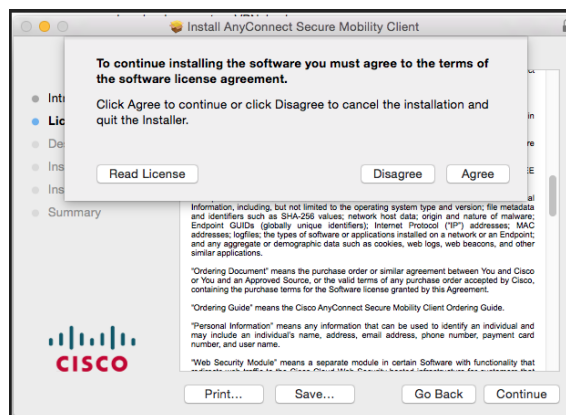
- If you get a **DMG** file double click the file.



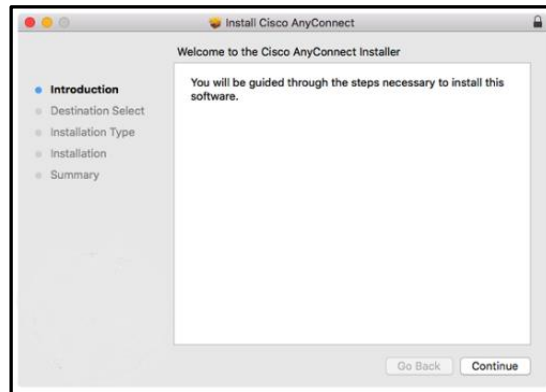
- Double-click the **AnyConnect.pkg** file to start the Cisco AnyConnect Installer wizard.



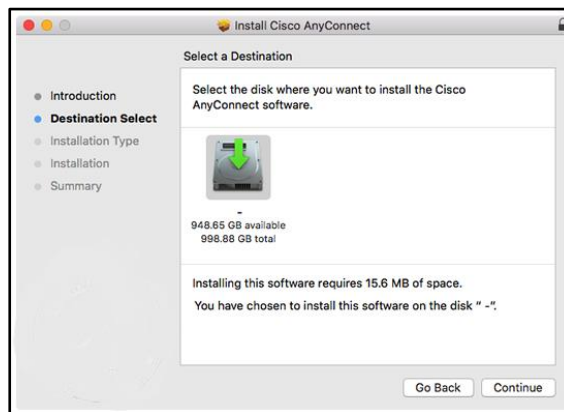
- Click **Continue**.
- Click **Agree**.



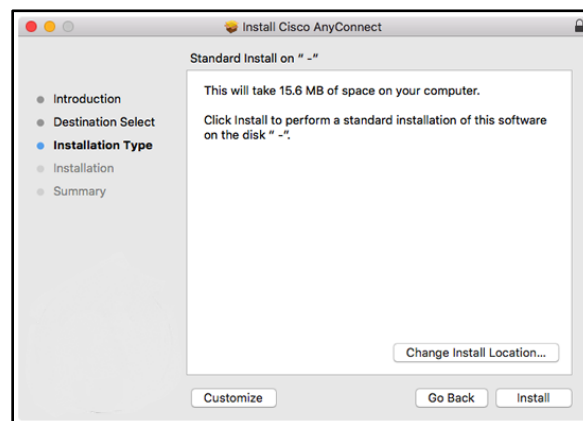
9. When the Welcome window displays, click **Continue**.



10. Select your hard drive as the destination where you want to install Cisco AnyConnect and then click **Continue** if you receive this screen.



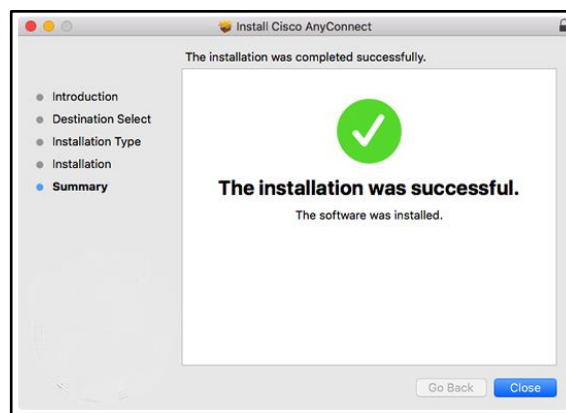
11. Click **Install** to perform a standard installation of the software.



12. At the prompt, enter your administrator account password for the Mac and click **Install Software**.

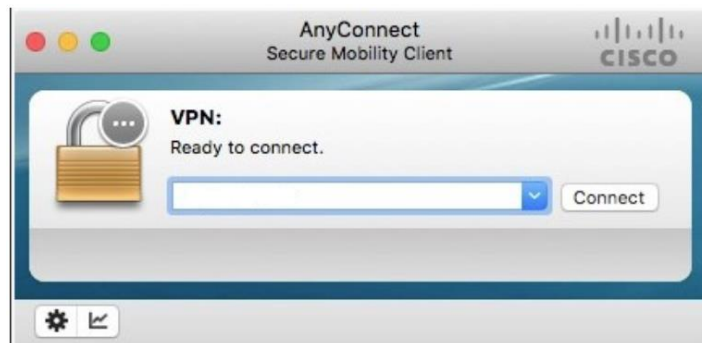


13. When the software has finished installing, click **Close**.

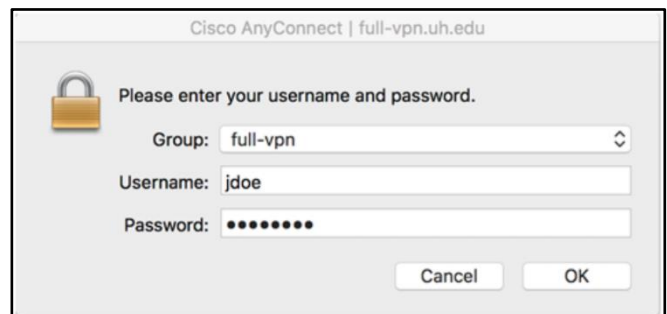


## Connecting to the UH VPN

1. To launch the VPN client, open your **Applications** folder and navigate to **Cisco > Cisco AnyConnect Secure Mobility Client**.
2. Click **Connect**.



3. Enter the following information and then click **OK**:
  - **Username:** your COUGARNET ID
  - **Password:** your COUGARNET password



4. Once the VPN connection is established, a message displays, informing you that you are now connected to the VPN.

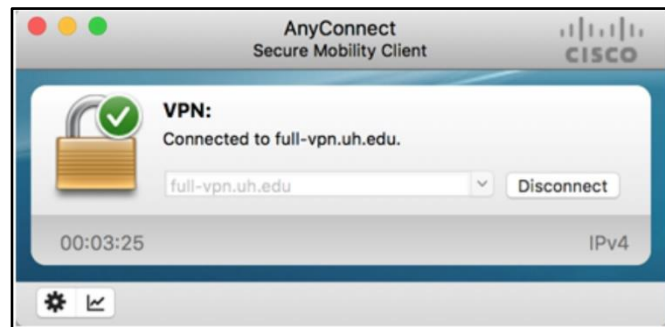


## Disconnect from the UH VPN

1. Click the Cisco AnyConnect icon with a small lock.



2. At the prompt, click **Disconnect**.

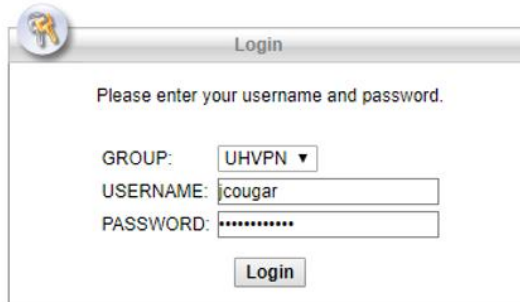


**Note:** If you disconnect from UH VPN you will be required to re-enter your password for reconnections.

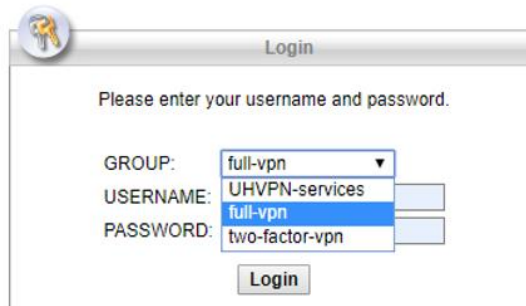
## Linux (Ubuntu)

### Install and configure AnyConnect

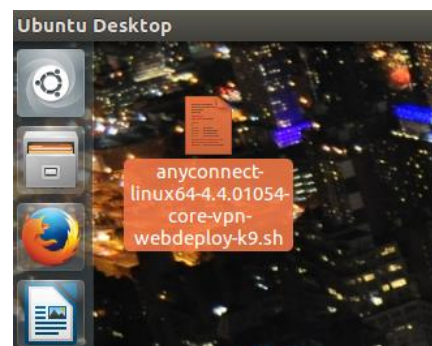
1. Download the Cisco AnyConnect VPN Client for Linux installer from:
  - Select one of the following:
    - **vpn.uh.edu** - this is for users that need to access UH secure network resources off campus



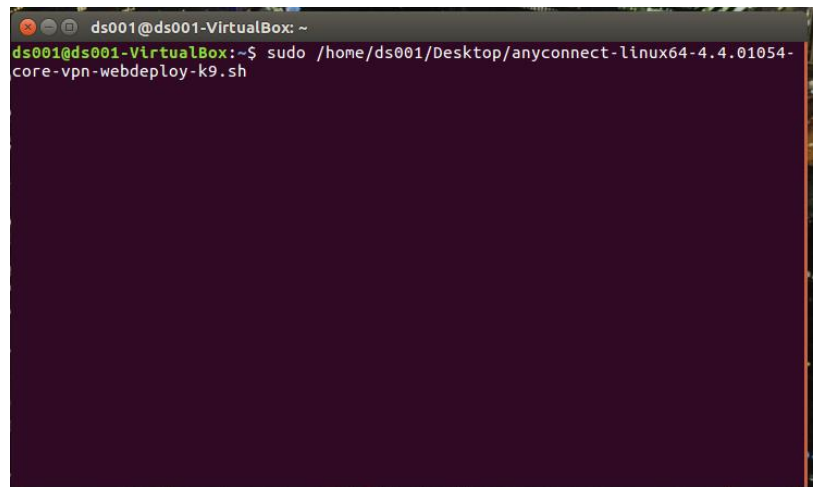
- **full-vpn.uh.edu** - this is for users that need access to web-based journals and databases by UH Libraries



2. Enter the **Cougarnet** credentials.
3. Click **Login**.
4. Download and copy the file to your desktop.

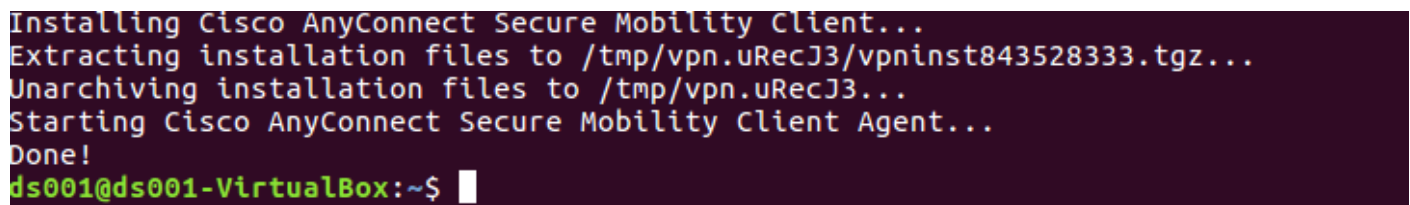


5. Open Terminal. Drag the file into Terminal. Remove the quotes and type sudo in front of the file location. Click **Enter**.



```
ds001@ds001-VirtualBox: ~  
ds001@ds001-VirtualBox:~$ sudo /home/ds001/Desktop/anyconnect-linux64-4.4.01054-  
core-vpn-webdeploy-k9.sh
```

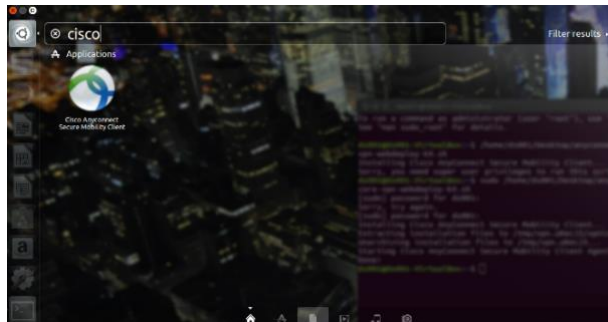
6. Type your password and installation should begin.
7. Installation is done when you see the following.



```
Installing Cisco AnyConnect Secure Mobility Client...  
Extracting installation files to /tmp/vpn.uRecJ3/vpninst843528333.tgz...  
Unarchiving installation files to /tmp/vpn.uRecJ3...  
Starting Cisco AnyConnect Secure Mobility Client Agent...  
Done!  
ds001@ds001-VirtualBox:~$
```

## Connecting to the UH VPN

1. Open the search bar and search for Cisco. You should see the Cisco icon. Click to **open**.



2. Click **Connect**.





3. Enter the following information and then click **Connect**:

- **Username:** your COUGARNET ID
- **Password:** your COUGARNET password



4. You should now be connected to UH VPN.

## Disconnect from the UH VPN

1. Click on the Cisco icon to open the connection box.



2. The connection box will open. Click **Disconnect**.



**Note:** You are now disconnected from UH VPN and will be required to re-enter your password to reconnect.

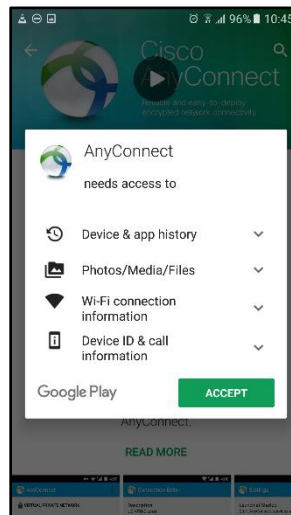
## Android

### Install and configure AnyConnect

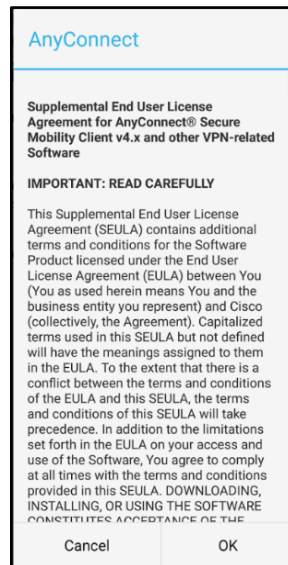
1. Go to the Google Play Store and search for Cisco AnyConnect.
2. Choose the **AnyConnect** app and tap **Install**.



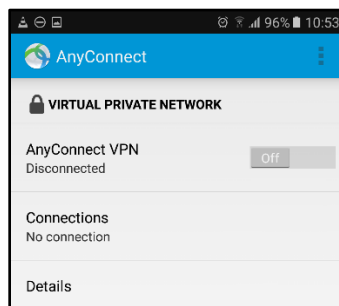
3. If prompted, tap **Accept** to give AnyConnect permission to access other apps.



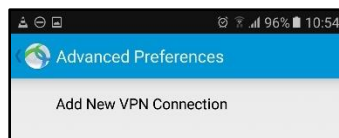
4. Tap **OK** and accept the license agreement if one is presented.



5. Choose to add a new VPN connection by tapping **Connections**.

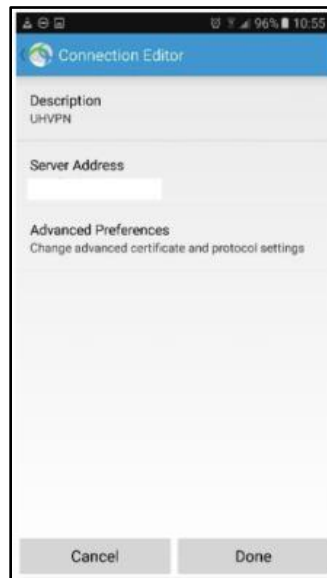


6. If the Advanced Preferences screen displays, tap **Add a New VPN Connection**.



7. Enter the following information:

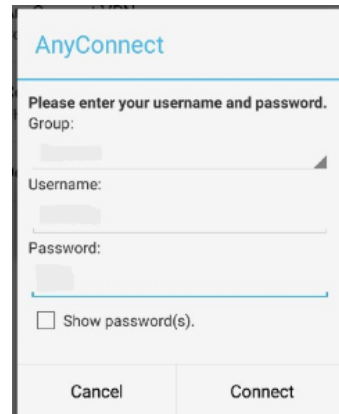
- **Description:** label the configuration with a unique identifier (for example, UHVPN)
- **Server Address:** enter one of the following
  - [vpn.uh.edu](https://vpn.uh.edu) - this is for users that need to access UH secure network resources from off campus
  - [full-vpn.uh.edu](https://full-vpn.uh.edu) - this is for users that need to access web-based journals and databases licensed by UH Libraries



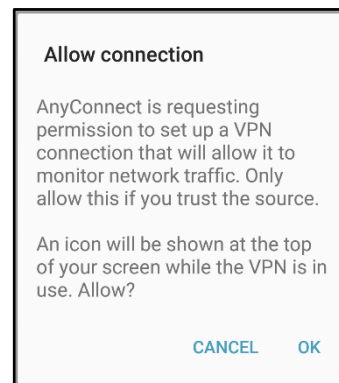
8. Tap **Done**.

## Connect to UH VPN

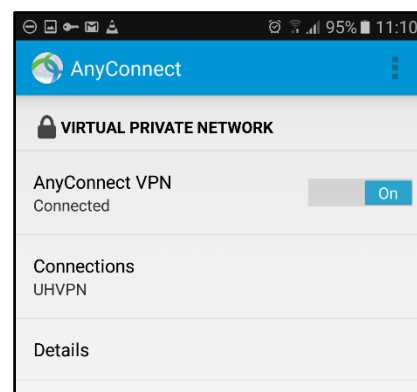
1. Open the AnyConnect app.
2. Tap the AnyConnect VPN **Off** slider button.
3. When prompted for your username and password, enter the following and then tap **Connect**:
  - **Username:** your COUGARNET ID
  - **Password:** your COUGARNET password

A screenshot of the AnyConnect mobile app's login screen. The title is "AnyConnect" in blue. Below it, a message says "Please enter your username and password." There are three input fields: "Group:" (with a dropdown arrow), "Username:", and "Password:". Below the password field is a checkbox labeled "Show password(s)". At the bottom are two buttons: "Cancel" and "Connect".

4. If you see a message seeking your attention, tap **OK**.



5. When you are connected to VPN, the AnyConnect app shows the VPN as turned on.



## Disconnect from UH VPN

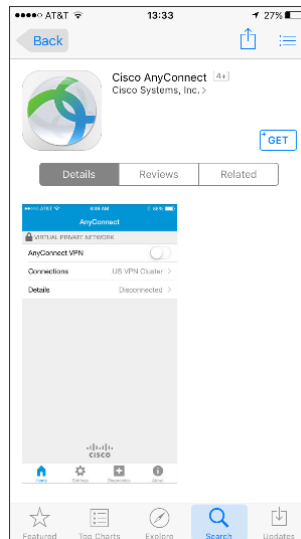
To disconnect from the UH VPN, open the AnyConnect app and tap the **On** button. It toggles to **Off**, disconnecting your device from the UH VPN Service.

**Note:** If you disconnect from UH VPN you will be required to re-enter your password for reconnections.

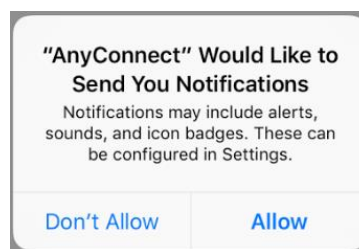
## iOS

### Install and configure AnyConnect

1. Go to the Apple App Store and search for Cisco AnyConnect.
2. Choose the **AnyConnect** app and tap **get** to install.

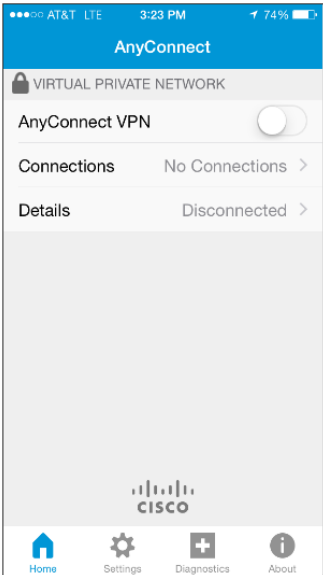


3. Tap **Open** and accept the license agreement if one is presented.
4. Click **Allow**.

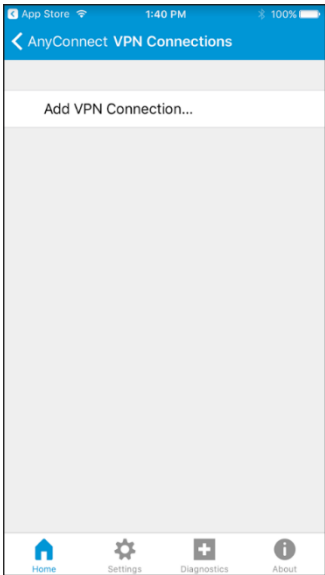




5. Choose to add a new VPN connection by tapping **Connections**.

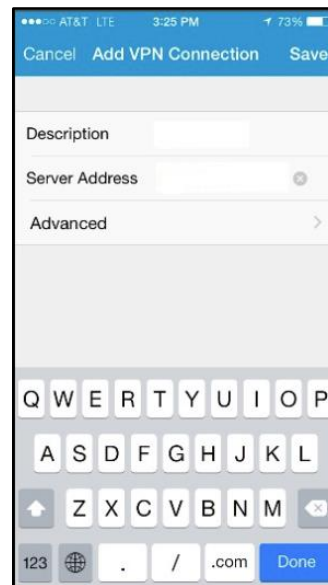


6. If the Advanced Preferences screen displays, tap **Add a New VPN Connection**.

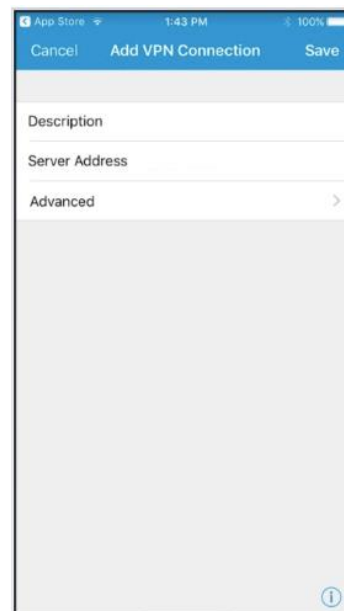


7. Enter the following information:

- **Description:** label the configuration with a unique identifier (for example, UHVPN)
- **Server Address:** enter one of the following
  - [vpn.uh.edu](https://vpn.uh.edu) - this is for users that need to access UH secure network resources from off campus
  - [full-vpn.uh.edu](https://full-vpn.uh.edu) - this is for users that need to access web-based journals and databases licensed by UH Libraries

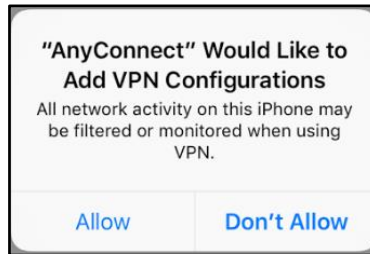


8. Tap **Done**.



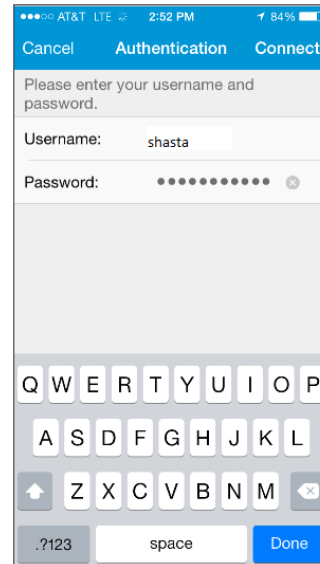
9. Tap **Save**.

10. Tap **Allow**.

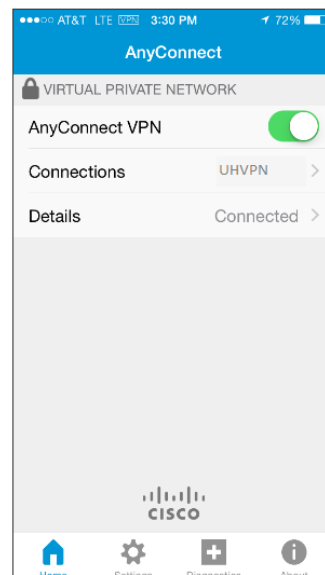


## Connect to UH VPN

1. Open the **AnyConnect** app.
2. Tap the AnyConnect VPN **Off** slider button.
3. When prompted for your username and password, enter the following and then tap **Connect**:
  - **Username:** your COUGARNET ID
  - **Password:** your COUGARNET password



4. When you are connected to VPN, the AnyConnect app shows the VPN as turned on.



## Disconnect from UH VPN

To disconnect from the UH VPN, open the AnyConnect app and tap the **On** button. It toggles to **Off**, disconnecting your device from the UH VPN Service.

**Note:** If you disconnect from UH VPN you will be required to re-enter your password for reconnections.

## Troubleshooting

First, check that you have installed the correct client for your computer. If you still have problems connecting, please continue reading.

### 1. Connect to the internet

To connect to the VPN server, you must be connected to the internet first.

### 2. Try again later

If your VPN connection was working recently and has suddenly stopped, the server may be down temporarily, unavailable or too many users are connected. Try again later.

### 3. Failing to verify username and password

- CougarNet Account: To log into any University system or computer your account must have a valid CougarNet account.
- Username: Log in with your CougarNet and password.
- If that doesn't work, verify the credentials by logging into AccessUH. If the password doesn't work, reset it at [www.uh.edu/password](http://www.uh.edu/password).

### 4. Error message

- There are several error messages that can appear when a VPN connection is unsuccessful.
- They usually have a number like 'Error 721'. By searching for this error message and number online, you can often find what it means and why it has appeared. Also, you can often find out how other people have dealt with the problem themselves. Try Google.
- Quite often, it is a configuration or software version incompatibility on your home computer that you should update.
- Built-in PPTP clients on all OS's aren't supported on the new VPNs.

### 5. Check VPN settings

Verify your VPN configuration settings OR delete and reinstall the client from this page.

### 6. At what stage does it fail?

- If you are sure all your settings are correct, think about the error message you have received (if any) and see if it relates to any of the issues listed below.
- The number of possible problems can be reduced by watching how and when the connection attempt fails.
- If it fails as it is trying to connect (i.e. before the 'verifying username and password' stage) then see the 'Failing to connect?' section below.
- If you can connect but cannot login successfully, then see the 'Failing to verify username and password?' section below.

### 7. Failing to connect?

- Firewall settings
  - Some software firewalls have been known to stop users connecting to our VPN server, especially if the settings are too 'restrictive'.

- You can usually tell if it is your firewall causing the problem by turning it off and trying again.
- Router / Firewall firmware version
  - Out-of-date 'firmware' versions on ADSL routers are one of the most frequent causes of VPN problems.
  - If you are using an ADSL Router or Firewall device to connect to broadband at home, and are getting the error message 'Error 800 - Unable to establish the VPN connection' when you try to connect, then you should check that the router's software or firmware version is up to date.
  - The manufacturers of these devices often develop the latest firmware versions and make them available for download from their own websites. Download and install the latest available firmware code for your model of Router and try to connect again. (Note: this does not usually apply standard ADSL modem devices.)
  - Often some older versions of router firmware are not programmed to cope with running multiple VPN connections at the same time. If you have more than one computer connecting to VPN behind your router, check that the router firmware is capable of this and try upgrading it to the latest firmware version.
- ISP's VPN availability
  - Some Internet Service Providers (ISP) restrict certain traffic or network ports over their service.
  - If protocols are not supported, or VPN is blocked by your ISP, you will not be able to connect.
- Using NAT
  - If you are using an ADSL router and have Network Address Translation (NAT) set up, this can cause problems if two people try to connect at once.
  - Some routers can still detect which computer to send the two separate sets of traffic to and some can't. Firmware updates may improve this.

## 8. Unexpected disconnections

- Automatic timeouts: We do not have any timeouts from the VPN server side, but your VPN connection will terminate if your internet connection stops or your computer powers off.
- Server busy: The server can only support a limited number of concurrent users and can occasionally get too busy. This may cause your connection to stall or disconnect unexpectedly. If you suspect this is happening too frequently or for days at a time, report the problem to the IT Service Desk.

## 9. Contact the IT Support Center

**Call or Text Us:** 713-743-1411

**Email Us:** [support@uh.edu](mailto:support@uh.edu)

**Live Chat:** [uh.edu/livechat](https://uh.edu/livechat)