

AnyConnect

PC

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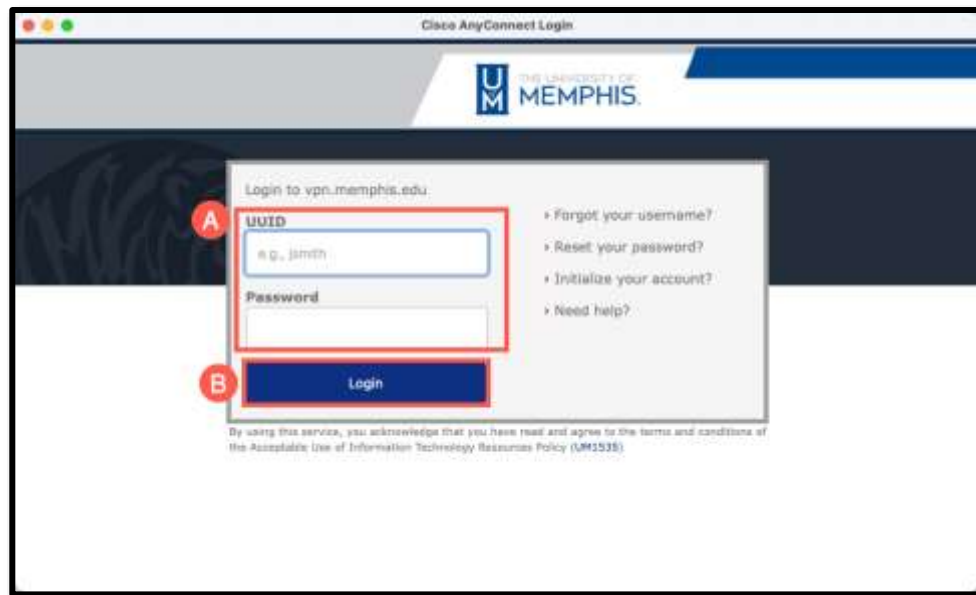
[umTech Website](#)

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, enter your password associated with your UUID, and **B)** Click **Login**.

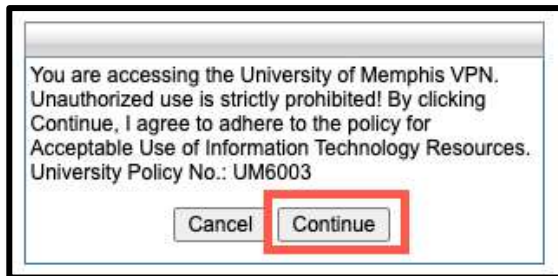


The screenshot shows a web browser window titled "Cisco AnyConnect Login". The page header features the University of Memphis logo and name. The main content area is a login form titled "Login to vpn.memphis.edu". It contains two input fields: "UUID" (with a hint "e.g., jsmith") and "Password". To the right of the form are links for "Forgot your username?", "Reset your password?", "Initialize your account?", and "Need help?". A red circle labeled "A" points to the UUID field, and a red circle labeled "B" points to the "Login" button. At the bottom of the form, there is a small disclaimer: "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 the policy and click **Continue**.



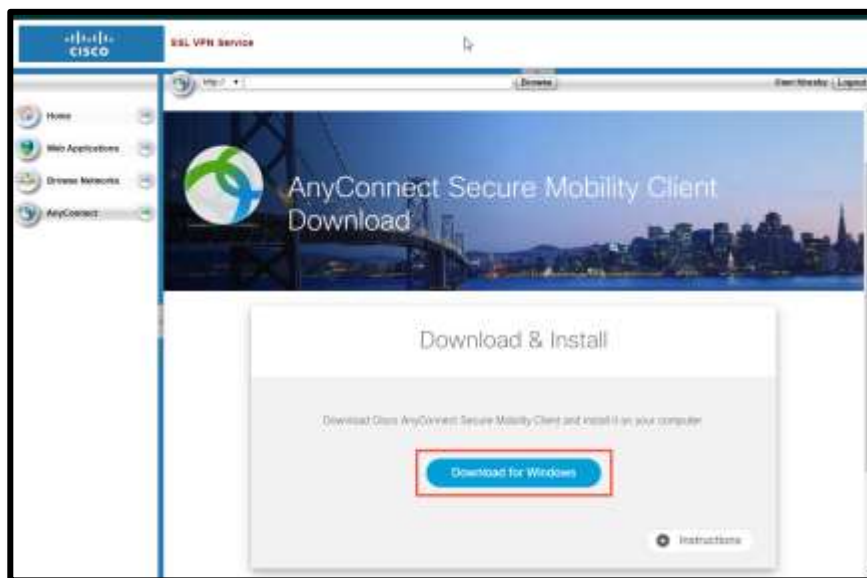
5. In the left navigation bar, click the arrow to **Install VPN Client**.



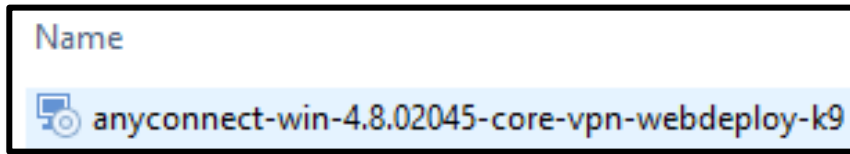
6. Click **Start AnyConnect**.



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



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

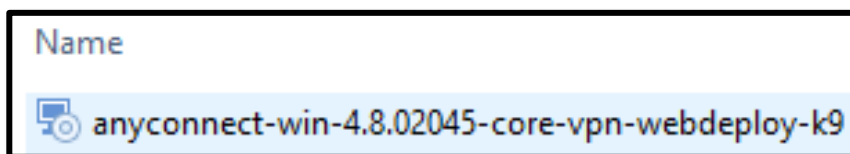


9. Alternately you can also go to [VPN install site](https://netweb.memphis.edu/vpn): (<https://netweb.memphis.edu/vpn>). Select the Windows OS version to download and install.

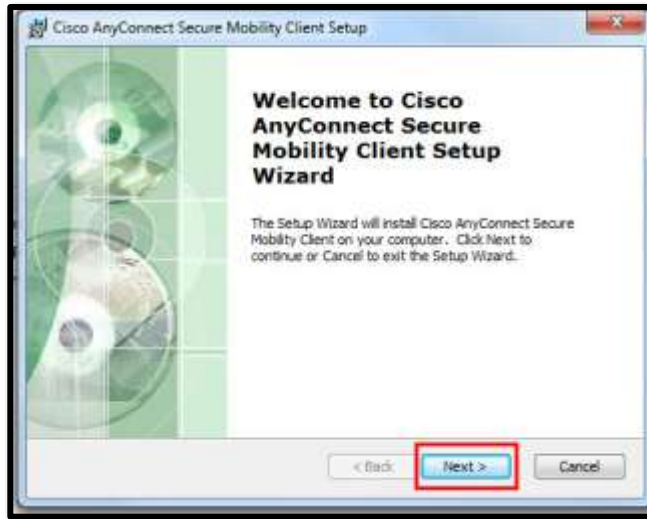
Cisco AnyConnect Client 4.9			
Release Notes for Cisco AnyConnect Secure Mobility Client, Release 4.9			
Cisco AnyConnect Secure Mobility Client Administration Guide, Release 4.9			
Filename	Link	Release	Install Notes
AnyConnect Client Software for Windows 7, 8, 8.1, & 10 - Microsoft Installer	anyconnect-win-4.9.06037-predeploy-k9	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](#)

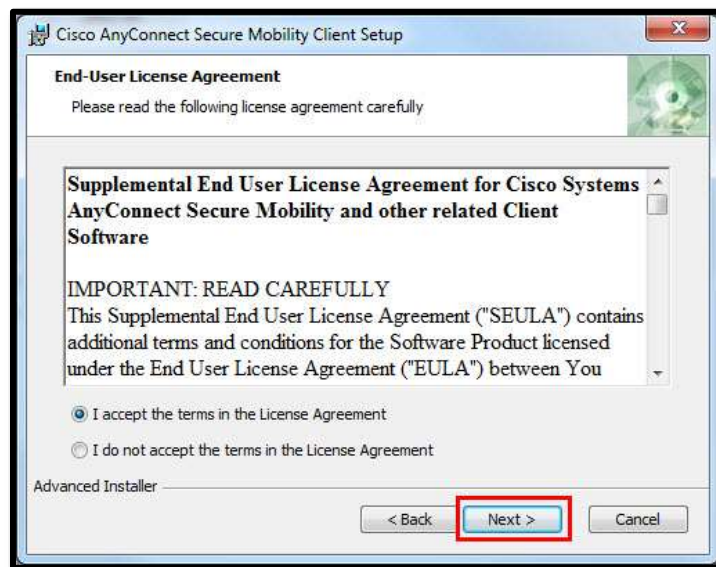
10. Once the installer has downloaded, double click to run the AnyConnect VPN installer .exe package.



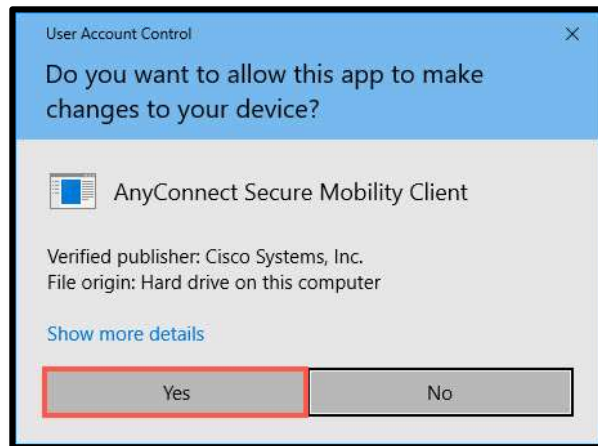
11. Click **Next** and follow the on-screen directions for installation.



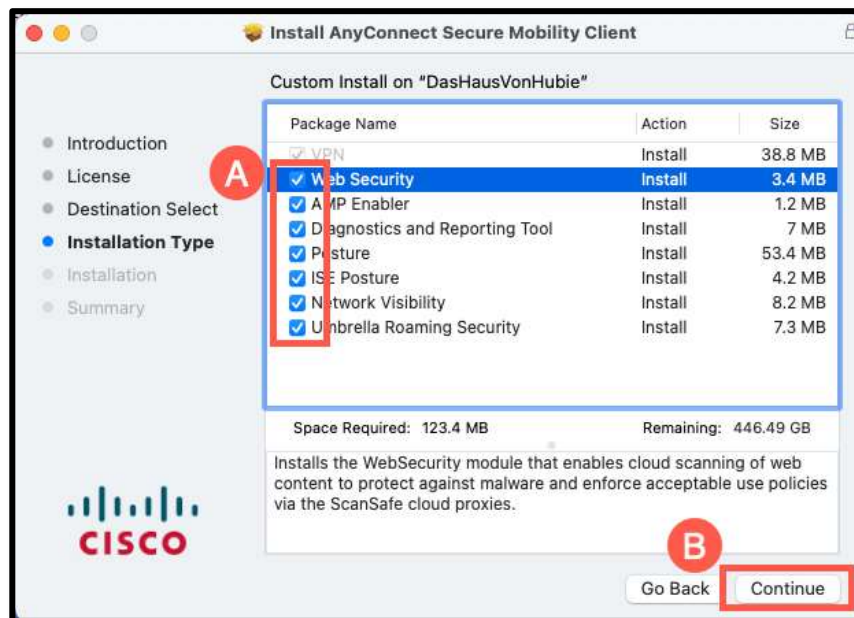
12. Click **Next** to Agree with End-User License Agreement.



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

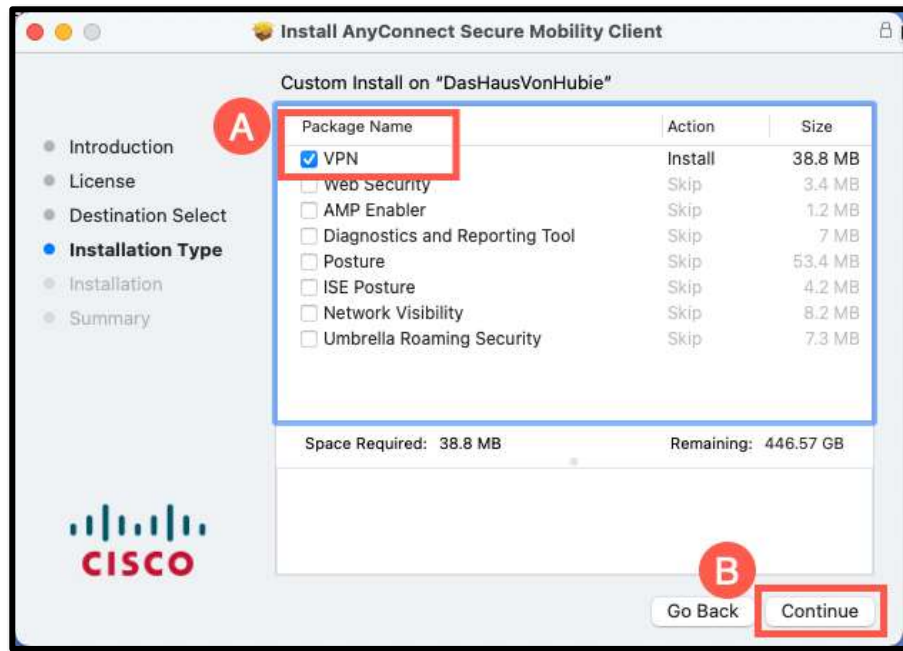


14. **A) Uncheck** the following boxes, **B) Click Continue**.

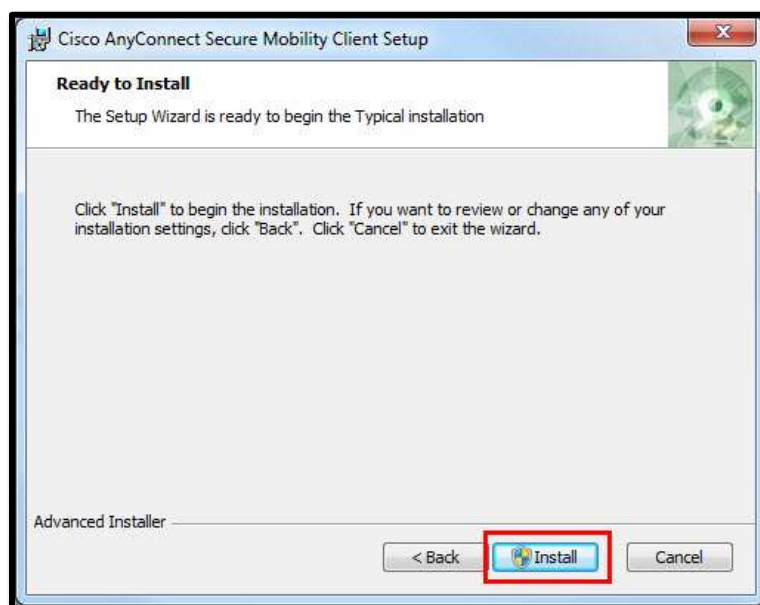


15. **A)** Make sure the VPN is the only box checked, **B)** Click **Continue**.

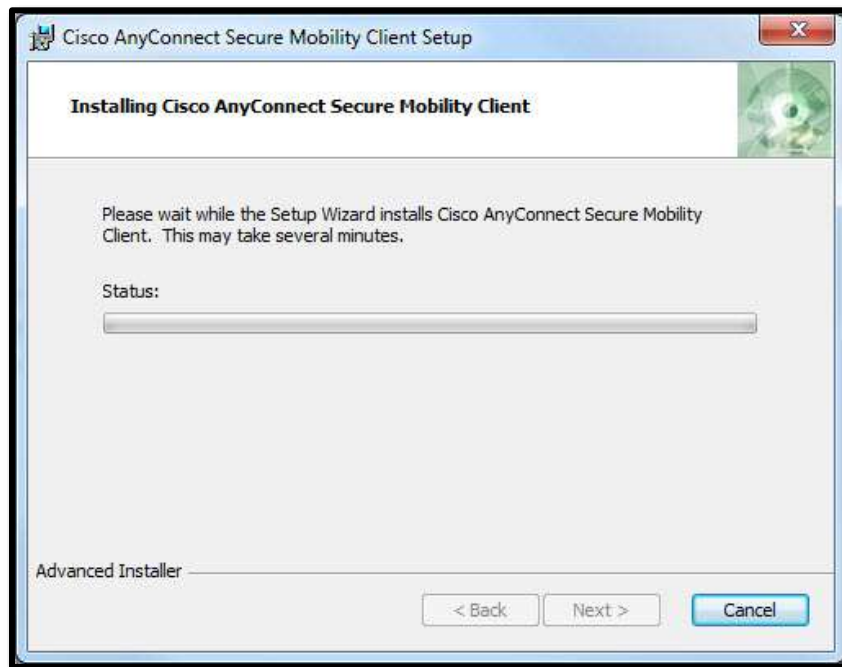
Note: If VPN is greyed out, you have already installed VPN.



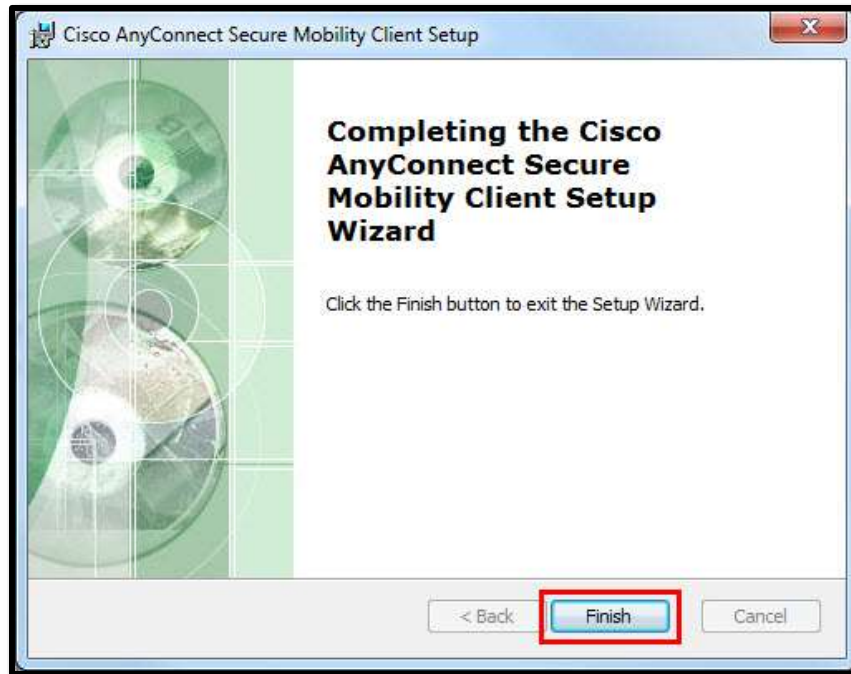
16. Click **Install**.



17. Wait while AnyConnect VPN installs.

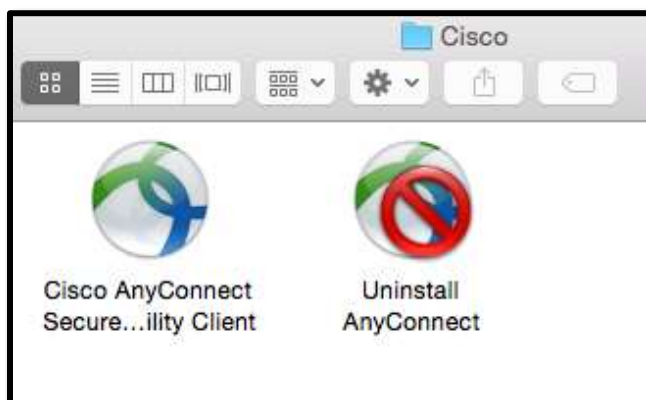


18. When the installation is completed successfully, Click **Finish**.

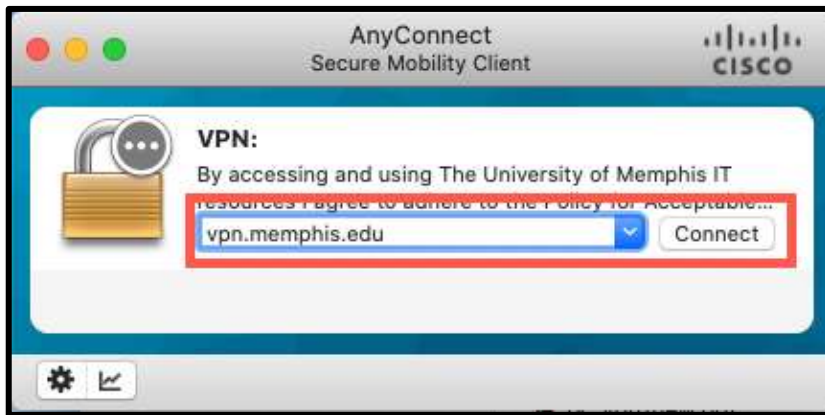


Launching the Program

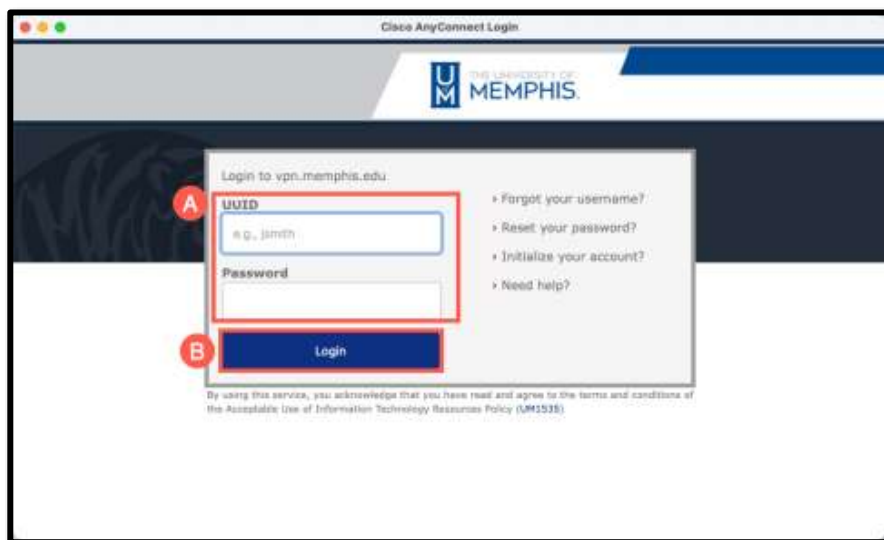
1. Launch the program.



2. If you right-click the icon from the start menu, you can pin it to the task bar and/or the 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**.



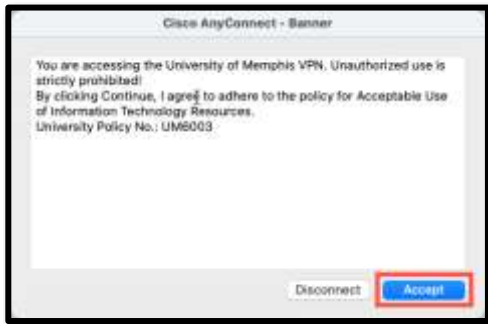
3. Next, sign in with SSO. **A)** Enter your UUID, **B)** Enter the password associated with your UUID, and **C)** Click **Login**.



4. Authenticate with DUO.



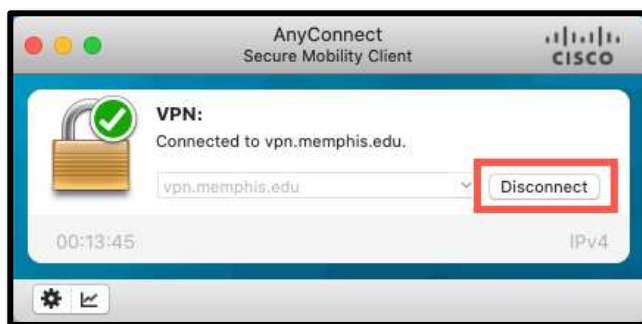
5. You will be prompted to enter your UUID and password. Click **Accept**.



6. When you have successfully connected to the VPN, the lock will show the green check mark. 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 technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

Submitting a Service Request

Login URL: [Click here to access our service desk ticketing system.](#) After logging in, choose the appropriate form to request services.

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

ITS Service Desk Walk-In hours (Admin Building Room 100):
Monday – Friday 8:00 am – 4:30 pm

The ITS Service Desk Call Center hours:
Monday – Friday 8:00 am – 8:00 pm
Saturday 10:00 am – 2:00 pm
Sunday 1:00 pm – 5:00 pm

Contact the Service Desk for assistance with technical login problems or issues. Voicemail services will handle ALL incoming calls after hours. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

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

Important Links

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