

Subject: [it-talk] [it-updates] VPN Client Software Change - January 6, 2022
Date: Thursday, July 22, 2021 at 3:58:10 PM Central Daylight Time
From: it-talk-request@utlists.utexas.edu on behalf of Jason Wang
To: it-updates@utlists.utexas.edu
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The University of Texas at Austin Information Technology Services

FROM: ITS Networking

WHAT'S CHANGING?

Networking will be updating the Cisco AnyConnect VPN client from 4.9 to 4.10. This will end VPN service support for all versions of macOS 10.13 and earlier and Windows 7 and earlier.

WHEN?

This change will take place on Thursday, January 6, 2022, at 5:00pm.

ACTION REQUIRED

All clients currently running macOS 10.13 and earlier or Windows 7 and earlier will need to update to a newer operating system by January 6, 2022 to continue using the campus client VPN service after then.

All clients currently running the AnyConnect 4.10 client will need to manually maintain that software until January 6, 2022 (see link in Optional Summary section below).

OPTIONAL SUMMARY

This update is required to ensure the VPN service is running supported software.

Networking introduced the AnyConnect 4.10 client before realizing the support issues for macOS 10.13 and Windows 7. The older operating systems mentioned cannot run 4.10 (software installation fails, and the device can no longer use the VPN service). Networking reverted to 4.9, but a number of end-user devices (over 70%) already downloaded the 4.10 client.

All clients currently running 4.10 will have to be updated via standard software management/update tools, as the updated 4.9 clients will not overwrite existing 4.10 installations (even if the 4.9 release is newer). 4.10 clients not under systems management will have to update the software manually. The 4.10 packages are available for download at https://ut.service-now.com/sp?id=kb_article&number=KB0018586.

Alternately, devices that already have the 4.10 client installed can uninstall it and obtain the current 4.9 client by going to <https://vpn.utexas.edu>. Once the 4.9 client is re-installed, it will automatically update upon connecting to the VPN service.

If there is a security incident that requires an expedited update to 4.10, ITS may need to push the new VPN client ahead of the current plan, which will effectively drop support for all macOS 10.13 and older or Windows 7 and older devices.

QUESTIONS?

Please contact networking@its.utexas.edu or the Service Desk at 512.475.9400 or help@utexas.edu

For more information about Information Technology Services, please visit our [website](#).

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