

Troubleshoot Cisco AnyConnect VPN Client

Help@IBM

Overview

Cisco AnyConnect creates a Virtual Private Network (VPN) connection to IBM, allowing you to connect to the IBM intranet from a remote location.

This article provides solutions for various issues with the Cisco AnyConnect VPN client and your VPN certificate. If you're using Cisco AnyConnect for the first time, refer to [Set Up a Cisco AnyConnect VPN](#).

Keep the following in mind when troubleshooting Cisco AnyConnect:

- Verify you have basic network connectivity by connecting to another network or accessing an external website without using Cisco AnyConnect.
- Several Cisco AnyConnect connection errors might first be resolved by verifying you have a VPN certificate installed. Refer to [Verify You Have a Certificate](#) for information on this process.
- Cisco AnyConnect VPN doesn't work if you're already connected to the IBM network by another means (e.g., a different VPN service, IBM Wi-Fi, IBM Ethernet).
- Cisco AnyConnect VPN is designed to only work with an IBM-configured operating system. Refer to [Set Up a Cisco AnyConnect VPN](#) for more information.

If you continue to have problems with Cisco AnyConnect VPN after exploring the solutions in this article, [contact support](#).

"Ready to connect" Displays Again

If when trying to connect, "Ready to connect" displays again, the selected gateway might be at capacity. Select a different gateway from the drop-down list (excluding CHINA) and try to connect again.

Note: If no locations appear in the drop-down list, manually enter any of the locations (e.g., **sasvpn.au.ibm.com/windows**) in the drop-down list field:

- AP-ASEAN: **sasvpn.au.ibm.com/windows**
- EUROPE: **sasvpn-fast.emea.ibm.com/windows**
- INDIA: **sasvpn.in.ibm.com/windows**
- JAPAN: **sasvpn.jp.ibm.com/windows**
- AMERICA: **sasvpn.raleigh.ibm.com/windows**
- AMERICA-FAST: **sasvpn.boulder.ibm.com/windows**

Certificate Issues

Certificate issues are often the root cause of Cisco AnyConnect errors.

Certificate Expiring or Has Expired

If an error message indicates that your certificate is expiring or has expired, you need a renewed certificate. First, [Sync Your PC](#) to retrieve a renewed certificate, then [Verify You Have a Certificate](#) to ensure it installed correctly. Wait up to 15 minutes and try to connect to Cisco AnyConnect again.

If the certificate wasn't installed or you're still having issues connecting, [contact support](#).

Certificate Validation Error

The certificate validation error message "Certificate Validation Failure" indicates that Cisco AnyConnect wasn't able to locate or verify your certificate. This usually means you started Cisco AnyConnect and attempted to connect before acquiring and installing the certificate. First, [Verify You Have a Certificate](#), then try to connect again. If the issue persists, [contact support](#).

Don't Have a Certificate

If you don't have a VPN certificate, there might be a configuration issue with your account. All Windows 10 devices must be Azure Active Directory Joined (AADJ).

To check if you've joined Azure AD, open a Command Prompt and run the `whoami` command.

- If your results start with "azuread," you're correctly AzureAD joined. [Sync Your PC](#) to retrieve your certificate. Wait up to 15 minutes and try to connect to Cisco AnyConnect again. If you're still unable to connect, [contact support](#).
- If your results start with "gmx," you're an Exchange or Outlook user rather than a Notes user and might still be AzureAD joined. To check, refer to [Windows 10 Accounts: Azure Active Directory Joined \(AADJ\) Accounts](#). Then, [Sync Your PC](#) to retrieve your certificate. If you're still unable to connect, [contact support](#).
- If your results start with something other than "azuread" or "gmx," one of the following conditions applies:
 - You created a local account during your initial setup. This type of account configuration isn't supported and your PC must be re-imaged. Refer to [Rebuild or Reset Your PC](#) for instructions.
 - You created a local account after joining Azure AD during your initial setup. To fix this, you can attempt a [Windows 10 Accounts: Web Sign-in](#). If this doesn't work, you must [Rebuild or Reset Your PC](#).
 - You're joined to a Local Domain not managed by the IBM CIO and this type of account configuration isn't supported. Refer to [Windows 10 for Local Domains](#) for information on the proper way to join a Local Domain on an IBM asset.

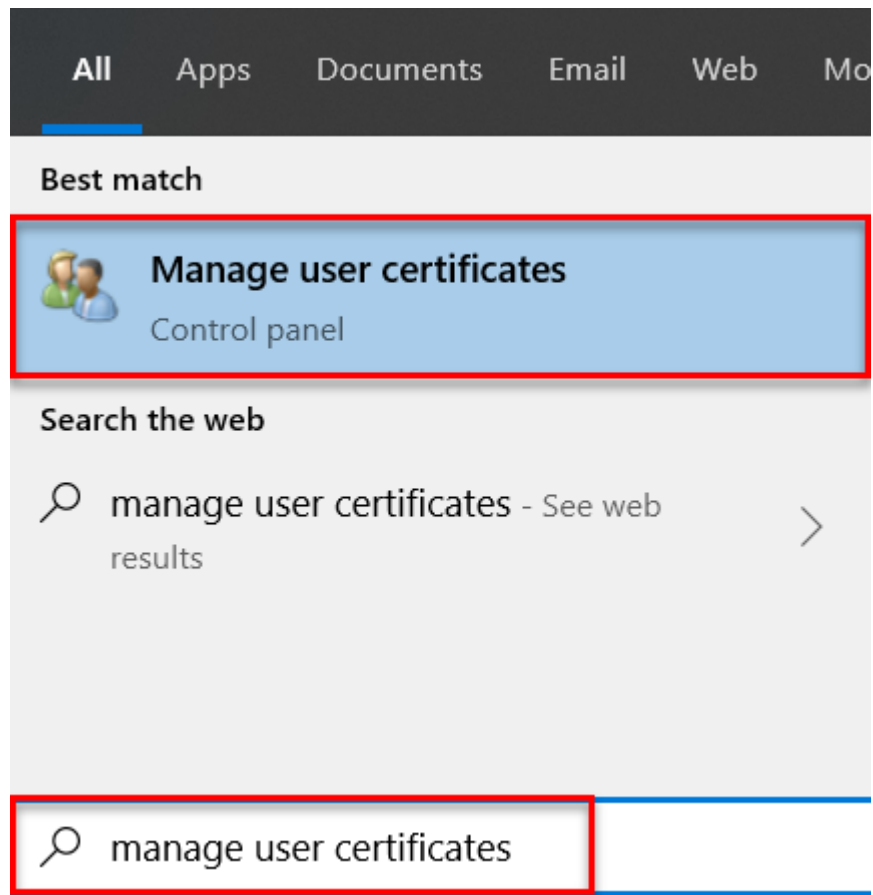
Verify You Have a Certificate

Both the Cisco AnyConnect software and your VPN certificate install automatically during the PC@IBM setup process. To verify that your VPN certificate is installed:

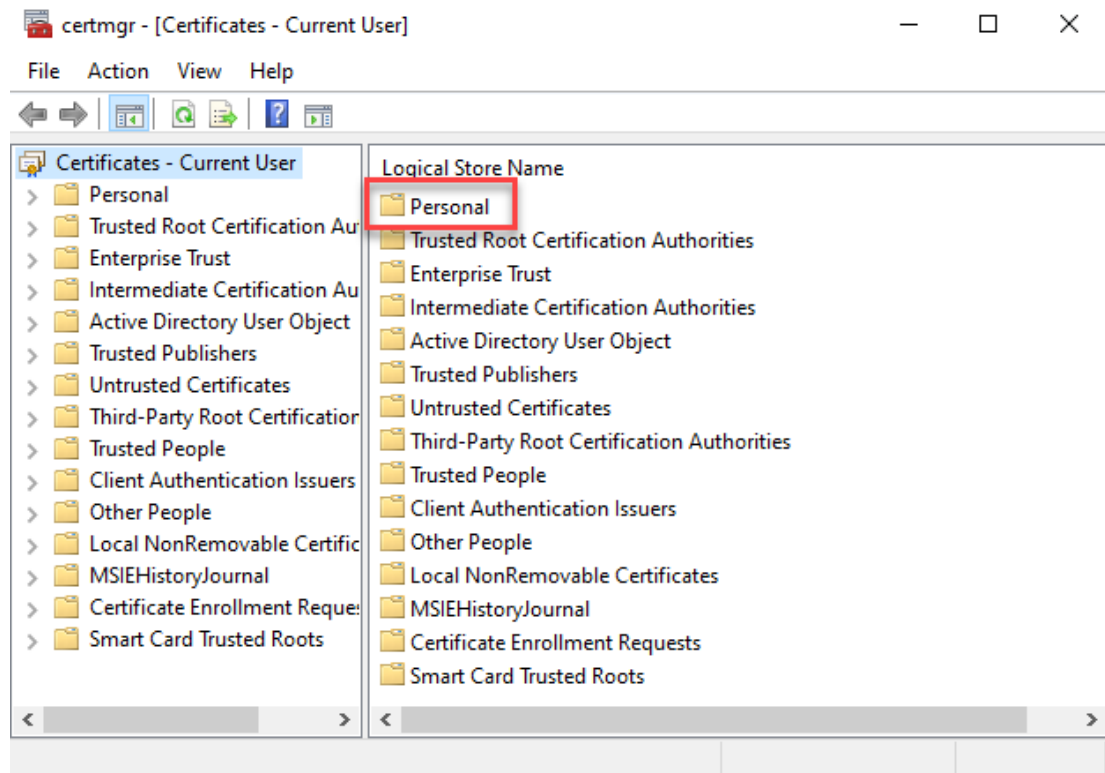
1. Click Windows Start



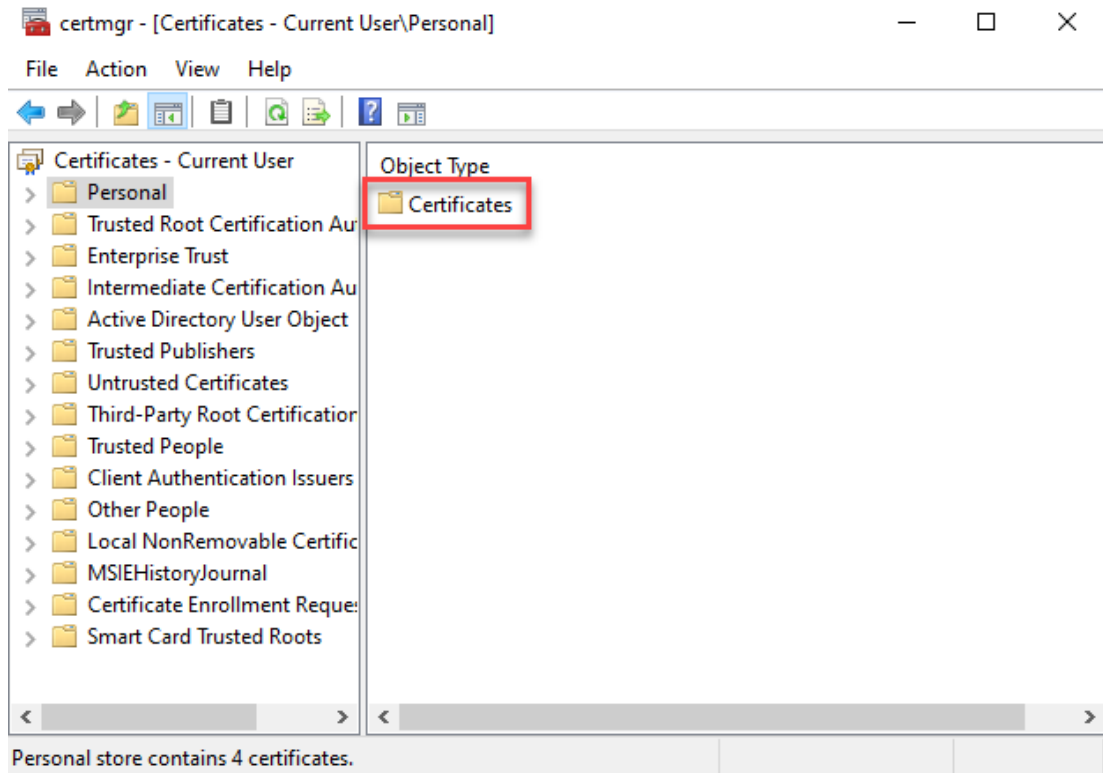
and search for **manage user certificates**, then click "Manage user certificates."



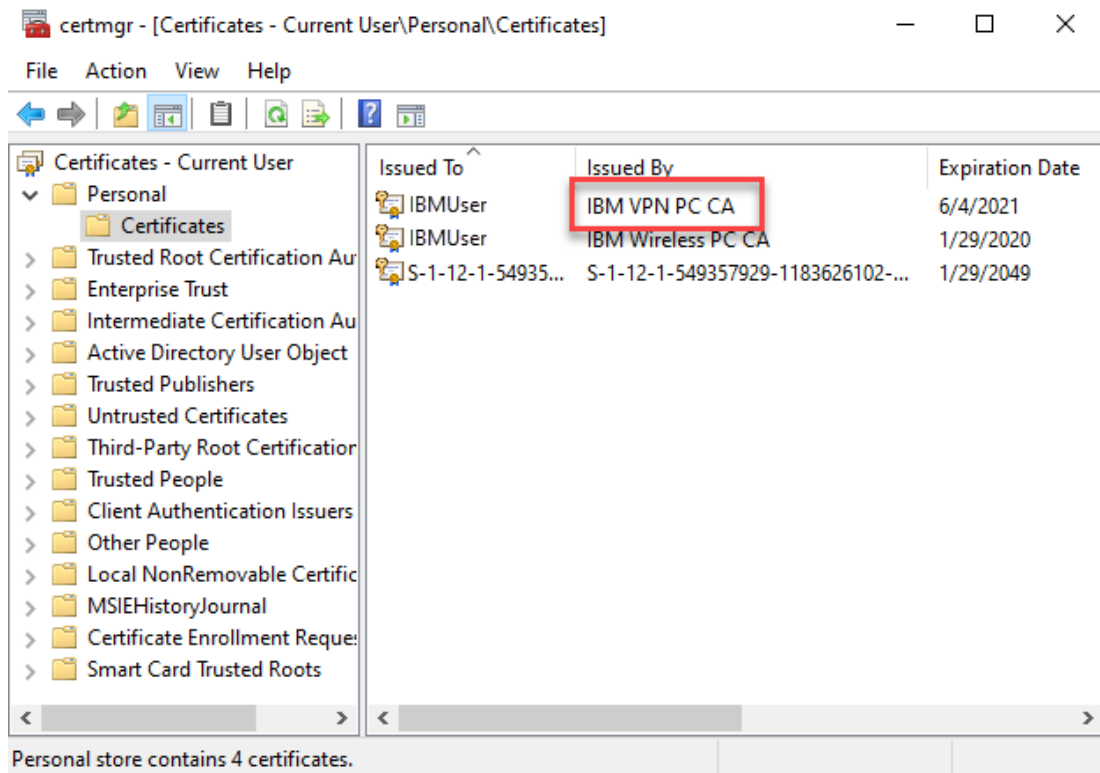
2. Double-click the Personal folder.



3. Double-click the Certificates folder.



4. Among personal certificates that appear here, you should have at least one IBM VPN PC CA certificate installed.
Note: If you have only the IBM VPN Intermediate CA certificate installed, or no VPN certificates, there might be a configuration issue with your PC. Refer to [Don't Have a Certificate](#) for instructions.



Connected, But Not Able to Access Some Services

Your ability to access both internal and external websites while connected to Cisco AnyConnect can vary depending on your location and network settings. Troubleshooting for each scenario depends on how and from where you're connected.

Unable to Access Internal IBM Intranet Websites

If Cisco AnyConnect shows Connected but you're unable to access websites on the IBM intranet, you have one of the following internet connectivity issues:

- Your internet settings are faulty.
- You're already connected to the IBM network via a different VPN connection or directly to the IBM network at an IBM site.

- There's a network outage.
- The wrong VPN gateway server address is used.

To check for connection issues:

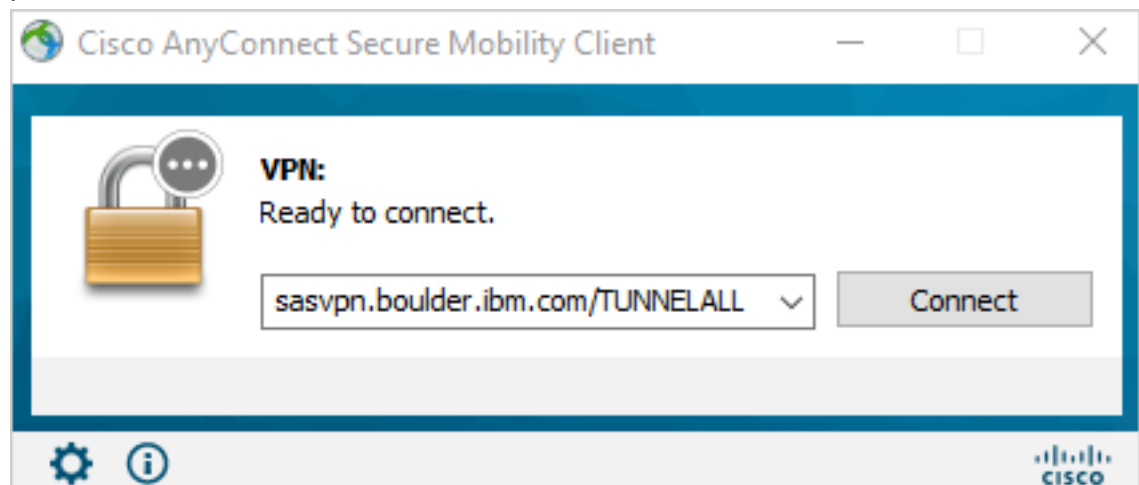
- Confirm you don't have other VPN products running (e.g., AT&T Network Client). Disconnect any other VPN clients.
- Ensure that you can ping the gateway host. To do this, open a command prompt window and issue the command `ping sasvpn.boulder.ibm.com/windows`. If you can't ping the server, disconnect from the network you're on and reconnect to it or try connecting to a different network.
- Confirm your hostname works correctly by trying to open a different internal website. If no internal websites work, disconnect from Cisco AnyConnect, then manually enter a different gateway in the drop-down list field (e.g., `sasvpn.raleigh.ibm.com/windows`).

If you've confirmed all of the above and still can't connect, [contact support](#).

Unable to Access External Internet Websites

If Cisco AnyConnect shows Connected and you can access websites on the IBM intranet but can't access external services like Workday or Google, you might be in an environment with limited or modified internet access. Try this connection method:

1. Open Cisco AnyConnect and disconnect the VPN connection.
2. Clear the text from the drop-down list field, then manually enter the server address for your location (e.g., **`sasvpn.boulder.ibm.com/TUNNELALL`**), provided in the table below.



3. Click Connect.

4. Try to access the website or service again.

If you still can't connect, [contact support](#).

Location	Server Address
AMERICA (US-EAST, US-NORTH, Canada)	sasvpn.raleigh.ibm.com/TUNNELALL
AMERICA-FAST (US-WEST, US-SOUTH, Canada, Mexico, Argentina, Venezuela, Brasil, Chile, Colombia, Peru, Costa Rica, Ecuador, Bolivia)	sasvpn.boulder.ibm.com/TUNNELALL
AP-ASEAN (Australia, New Zealand, Corea del Sur, Philippines, Singapore, Indonesia, Thailand, Vietnam, Malaysia, Sri Lanka, Macao)	sasvpn.au.ibm.com/TUNNELALL
CHINA (China, Taiwan, Hong Kong)	sasvpn.cn.ibm.com/TUNNELALL
EUROPE-MEA (Europe, Middle East, Africa)	sasvpn-fast.emea.ibm.com/TUNNELALL
INDIA (Indian citizens must exclusively use this gateway)	sasvpn.in.ibm.com/TUNNELALL
JAPAN	sasvpn.jp.ibm.com/TUNNELALL

Authentication Failed

If your VPN authentication fails, there might be a problem with the registration of your certificate. [Contact support](#) to troubleshoot this issue.

Domain Name or Host Failed Messages

Unsuccessful domain name or posture assessment errors can interrupt your ability to connect to the VPN.

Unsuccessful Domain Name Resolution Error

The "The VPN connection failed due to unsuccessful domain name resolution" error message indicates you're already on the IBM network. If you're in an IBM office, you

might be connected to the IBM Wi-Fi or using a wired Ethernet connection. If you're at a remote location, you might already be connected with another VPN.

If you're at an IBM office and want to test a VPN connection, the best method is to use a mobile hotspot. If you're unable to connect to a hotspot, use the IBMInternet Wi-Fi. This connects you to the internet but not to the IBM network.

Note: The IBMInternet Wi-Fi isn't reliable for testing VPN connections in every IBM location.

To test your VPN connection:

1. Disconnect from the IBM Wi-Fi or from your wired Ethernet connection.
2. Connect your hotspot or connect to the IBMInternet Wi-Fi.
3. Open Cisco AnyConnect and click Connect.

If you still experience issues connecting, [contact support](#).

Posture Assessment Failed Error

The "Posture Assessment Failed: Hostscan CSD prelogin verification failed" error message indicates something might be wrong with your network settings. Try these troubleshooting steps:

1. Check your internet connection by navigating to the [Cisco Webex Network Test](#) and selecting the type of connection you have.
 - When the test completes, confirm the App, Room System, and Call sections are marked Successful.
 - If your Wi-Fi or Hotspot has a problem, restart your Wi-Fi (or network) router or Hotspot.
2. From the taskbar, quit Cisco AnyConnect VPN.
3. Restart your computer. Open Cisco AnyConnect, then connect to a gateway (e.g., AMERICA-FAST). Updates are installed.
4. Restart your computer again. Open Cisco AnyConnect, then connect to a gateway.

If you still need help, [contact support](#).

Locations Missing from Drop-Down List

If the locations (also known as gateways) don't appear in the drop-down list, either Cisco AnyConnect hasn't finished installing or there was a problem with some of the supporting files. To reinstall Cisco AnyConnect, [contact support](#).

While the installation might not have completed, you might still have the ability to connect to any of the following servers. To connect, manually enter any of the locations (e.g., **sasvpn.au.ibm.com/windows**) in the drop-down list field:

Location	Server Address
AMERICA	sasvpn.raleigh.ibm.com/windows
AMERICA-FAST	sasvpn.boulder.ibm.com/windows
AP-ASEAN	sasvpn.au.ibm.com/windows
EUROPE-MEA	sasvpn-fast.emea.ibm.com/windows
JAPAN	sasvpn.jp.ibm.com/windows
INDIA	sasvpn.in.ibm.com/windows

Error Message: "Hostscan is Waiting for Next Scan"

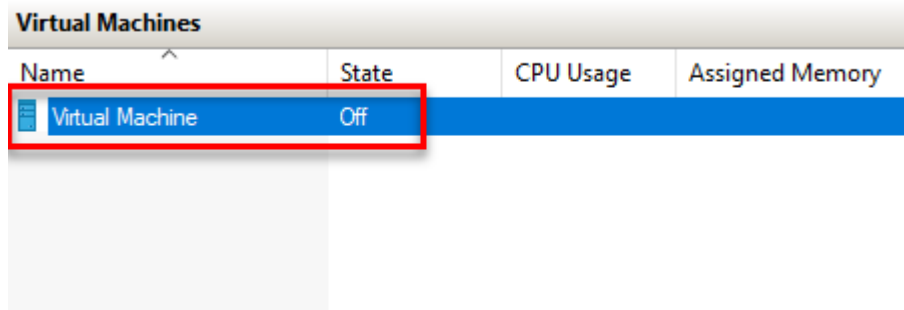
If Cisco AnyConnect doesn't proceed past the "Hostscan is Waiting for Next Scan" message, you might need to renew your digital certificate. First, [Sync Your PC](#) to retrieve a renewed certificate, then [Verify You Have a Certificate](#) to ensure that it installed correctly.

VPN Establishment Capability from a Remote Desktop Is Disabled

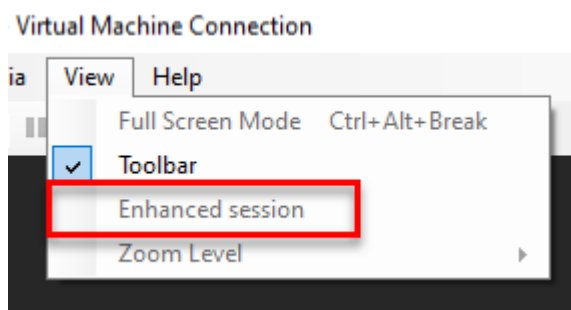
If Cisco AnyConnect displays a "VPN Establishment is disabled" error from within a Windows Virtual Machine (VM) running in Hyper-V, shut down your VM and disable the "Enhanced session" mode.

To disable the "Enhanced session" mode:

1. Double-click the VM to open it, but don't start the VM.



2. In the Toolbar, click View, then confirm that "Enhanced session" isn't checked.



3. Start the VM and attempt to connect to Cisco AnyConnect again.

If you're connected to Cisco AnyConnect on your host machine, you can't connect from within Hyper-V because you're already connected to the IBM network. If you're having general internet connectivity issues within your VM, [contact support](#).

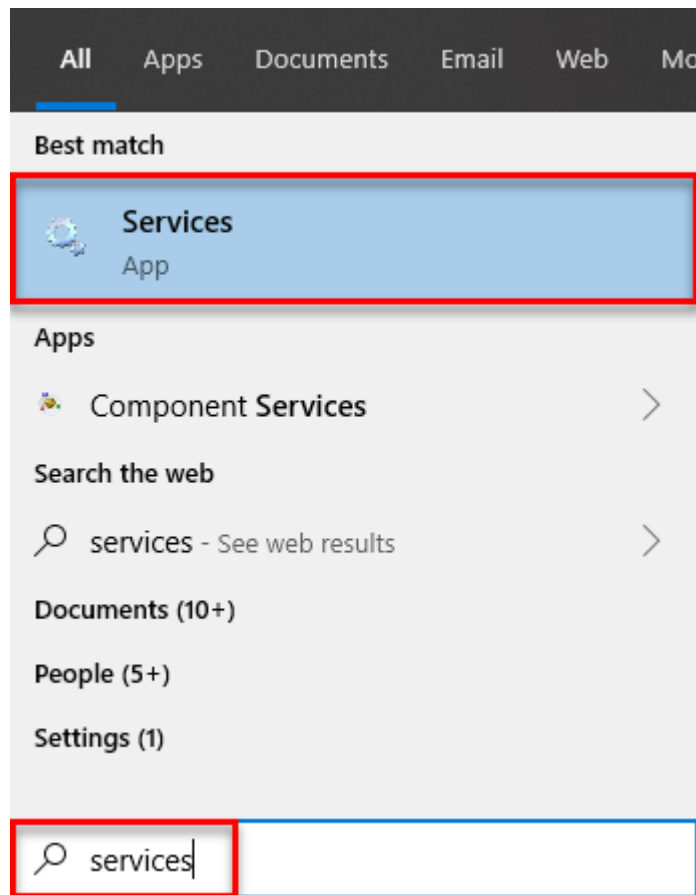
VPN Service Is Not Available. Exiting.

If Cisco AnyConnect displays "The VPN Service is not available. Exiting." or Cisco AnyConnect doesn't launch or run correctly, restart your PC and try connecting to the VPN again. If that doesn't work, you must stop and restart the services:

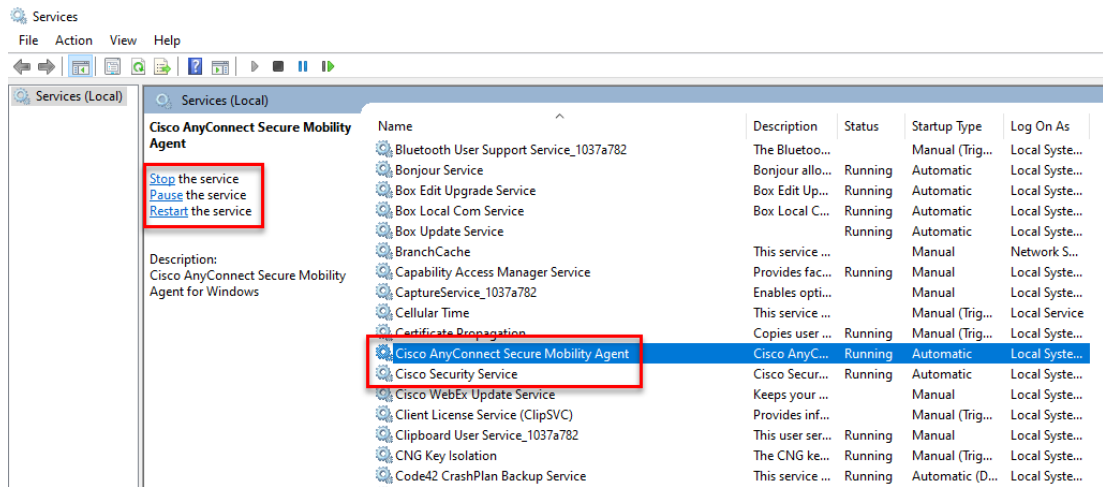
1. Click Windows Start



and type **services**, then click Services.



2. Locate Cisco AnyConnect Secure Mobility Agent and Cisco Security Service.



3. Select each of these entries individually, click Stop, then click Start.

Try to open and connect to Cisco AnyConnect again.

If you're still unable to launch Cisco AnyConnect, [contact support](#).