

Installing the AnyConnect VPN Client on Mac OS

What is AnyConnect VPN?

AnyConnect VPN (Virtual Private Network) software is software that:

- enables you to access electronic tools and services as if you were using the University of Otago staff network on campus
- allows your computer to connect to the University of Otago's VPN service from off-campus.

Before you begin, please read: [Setting up computers for remote access](#)

[Once your University staff username has been enabled for the VPN service](#), please follow the steps below to install the AnyConnect software on your Mac computer to access VPN.

Please note: if you are installing AnyConnect on Mac OS X 10.8+, a feature called Gatekeeper will restrict which software is allowed to be installed. You may receive an error message saying 'file is damaged'. If you receive this message when trying to install AnyConnect, see [AnyConnect error on Mac OS X](#) in the AskOtago knowledgebase.

Installing AnyConnect on your Mac OS computer:

1. [Go to the University of Otago AnyConnect software installation website](#) to start the automatic installation process.
2. If you have Java set up on your Mac with the associated browser plug-in running, the AnyConnect installer will automatically run. If the installer advises that Java is not enabled, click the link on the installation page to download a disk image called vpnsetup.dmg
3. Mount this disk image on your desktop, and install the software in the usual manner.

Accessing the University of Otago VPN service:

1. When the software is started for the first time the AnyConnect connection window will open and you will need to enter the URL of the UO-VPN service into the space next to the Connect button: **vpn.otago.ac.nz/ssl**
2. You will be prompted to enter your University username and password to connect.
3. Once you are showing as connected to UO-VPN, disconnect using the Connect button, then reconnect to **UO-VPN-SSL** option instead - this connection has the best connectivity to the VPN service.

The AnyConnect software is installed in the **Applications > Cisco** directory. An uninstaller is also in this folder if you need to remove the software.

If you have problems installing AnyConnect?

If you need help installing the AnyConnect VPN software on your Mac OS computer, contact AskOtago by phoning 64 3 479 7000 or 0800 90 90 98 or emailing askotago.it@otago.ac.nz