Unable to check VPN on Mac Install

Problem

While going through the Cisco AnyConnect Secure Mobility Client install on a Mac, VPN checkbox is greyed out.

Solution

1. First, double check the VPN isn’t already installed. It can be found in the Launchpad application if installed.
2. If not already installed, open the program Terminal from Launchpad.
3. In Terminal, type the following:

   ```
   sudo pkgutil --forget com.cisco.pkg.anyconnect.vpn
   ```

4. Then hit enter.
5. You will be prompted for the computer’s password. Enter your password. (It will remain blank as you type).
6. Hit enter again and it will run.
7. Once done, try installing the VPN again.

Related articles

- How to Install Office 365 Pro
- How do I get the VPN client?
- How do I log into the VPN?
- Unable to check VPN on Mac Install
- How to Install a Content Management System

Request Support

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