VPNs

- What is a VPN and why do I care?
- What is the Cisco VPN Client error message "Required VPN subsystem not available"
- VPNs Across UCLA
- How do I uninstall the Cisco VPN Client for Mac OS X?

What is a VPN and why do I care?

VPN stands for Virtual Private Network and it is invaluable when you want to use UCLA licensed resources from off-campus machines.

Specifically, the UCLA Library and the California Digital Library have licensed many different bibliographic and research databases that are restricted to UCLA machines.

If you have cable modem or DSL from home the BruinOnline VPN enables you to login and access those databases as if you were in your office at UCLA.

Note: UCLA MFA enabled users should consult **Authenticating Using Multi-Factor Authentication on the Campus VPN**.

What is the Cisco VPN Client error message "Required VPN subsystem not available"

When starting up the VPN client software, I get the following error message: “Required VPN subsystem not available”. Why?

There are several possible reasons why this happened; most likely tied to the Cisco VPN Service. A lot of times I’ve seen this happen because the VPN service starts up before any working networking connection has started. Try the following steps:

1. Restart the Service
a) Make sure you have a working network connection. If you are using the wireless UCLAWLAN, see if you can reach any UCLA website like http://www.bol.ucla.edu. If you are using a wired connection, see if you can reach any website like http://www.google.com
b) Restart the Cisco VPN Service. Click Start → Run… → type in “services.msc” → Right-Click on “Cisco Systems, Inc. VPN Service” → select “Restart”

2. Reboot the Machine

3. Un-install and re-install the VPN service

VPNs Across UCLA

Many in the UCLA community are aware of the BOL VPN, Virtual Private Network, for on-campus wireless and off-campus wired connectivity. Some departments have discretionally implemented specific department VPN profiles as well. Department will policies vary. User can contact respective departments for precise information:

Campus (BOL) VPN:

https://www.it.ucla.edu/bol/services/virtual-private-network-vpn-clients

SSC:

Where can I obtain the VPN Client to tunnel into the Social Sciences network

MedNet:
Communicate with the local SOM departmental CSC
Also, contact Medical Center help desk, x44357.

Life Sciences:
Communicate with the local departmental CSC

Also, contact helpdesk@lifesci.ucla.edu, or x51000

Departmental users should always feel free to ask their departmental CSC for computing assistance:

- UCLA CSCs
- Schools of Medicine and Medical Center CSCs

How do I uninstall the Cisco VPN Client for Mac OS X?

The Cisco VPN Client on Mac OS X systems must be uninstalled by running a script via a terminal window. This may be useful to you, particularly if you now wish to use the built-in VPN client for OSX (http://www.bol.ucla.edu/services/vpn/pptp/docs/macosx.html):

Please follow the instructions below:
1. Navigate to the following: Mac Hard Drive → Applications → Utilities
2. Start the 'Terminal' application.
3. Paste the following command into the Terminal window and hit enter:

sudo /opt/cisco-vpnclient/bin/vpn_uninstall
4. Follow the instructions to remove the VPN Client and close the terminal application when it has finished.

NOTE: You will need have the admin password for your computer in order to run the script.

The above path is incorrect here are the correct instructions from Cisco's web site;

The VPN Client uninstall script uninstalls any previous command-line or GUI version of the VPN Client from your workstation.

To uninstall the VPN Client for Mac OS X

Step 1 Open a terminal window.

Step 2 Run the following command:

sudo /usr/local/bin/vpn_uninstall
Step 3 Enter your password

Step 4 You are prompted to remove all profiles and certificates.

If you answer yes, all binaries, startup scripts, certificates, profiles, and any directories that were created during the installation process are removed.
If you answer no, all binaries and startup scripts are removed, but certificates, profiles, and the vpnclient.ini file remain.