

Upcoming Change– Cisco Secure Client Automatic Update – Tues. January 30, 2024, 8AM.

What is happening?

OIT will be automatically updating the Cisco Secure Client VPN on all ISU faculty, student, and staff computers (Windows and Macs) that use the VPN to access the ISU network and have not yet performed the update. The automatic update will take place on Tuesday, January 30, 2024 at 8AM.

Windows users with the new VPN client pre-installed will see no impact. During the automatic update, users will be guided through a brief client update process when they first login to the VPN client. Some users may be required to restart their computers.

All ISU faculty, student, and staff computers that use the Cisco Secure Client VPN to log in to access the ISU network will be automatically updated if users have not yet performed the update. The Cisco Secure Client ISUVPN update will improve overall security and compatibility when working off campus.

Commented [VO1]: Do we call the VPN "ISUVPN" to users? I think it would be clearer to say "the ISU VPN" throughout the document.

Commented [KE2R1]: I'll reach out and check with Matt

Commented [KE3R1]: It needs to be ISUVPN, changing on the next draft.

Who is impacted?

All ISU faculty, students, and staff that use the Cisco Secure Client VPN to log in to access the ISU network on Windows computers when working off-campus and have not yet performed the update will be automatically updated.

When will this happen?

Tuesday, January 30, 2024, 8AM

Why is this being done?

The Cisco Secure Client ISUVPN update will improve overall security and compatibility when working off campus.

How will this impact me?

Windows users with the new VPN client pre-installed will see no impact. During the automatic update, users will be guided through a brief client update process when they first login to the VPN client. Some users may be required to restart their computers.

How do I report an issue about this?

Please contact the OIT Technology Support Center by calling 812-237-2910 or contact the IT Help Desk at [Software - Report an Issue](#)

What do I do if I have more questions about this?

Contact the OIT Technology Support Center by calling 812-237-2910 or [setting up an appointment to visit Stalker Hall 009](#). Current open hours are posted on our website: [OIT Website](#). The website also offers access to our online service portal and knowledgebase.