Cisco AnyConnect Troubleshooting

Use this information if you need to troubleshoot your connection to the Yale network when using VPN.

Information

Following Windows updates, Cisco AnyConnect fails with error: “Failed to initialize connection subsystem”

“Cisco opened a priority 1 case with Microsoft yesterday as soon as we found out about this issue. We are continuing to escalate this issue with Microsoft for a resolution timeframe. We recommend that all customers open their own cases with Microsoft since the ultimate fix will need to come from them. You can feel free to reference Cisco’s case # which is 11502112390273 in order to expedite having your ticket properly triaged by their support team.”

Workaround

1. Run Cisco AnyConnect in Windows compatibility mode.
   • Close the Cisco AnyConnect Window and the taskbar mini-icon
   • Right click vpnui.exe in the “Cisco AnyConnect Secure Mobility Client” folder. (I have it in “C:\Program Files (x86)\Cisco\Cisco AnyConnect Secure Mobility Client”
   • Click on the “Run compatibility troubleshooter” button
   • Choose “Try recommended settings”.
   • The wizard suggests Windows 8 compatibility.
   • Click “Test Program”. This will open the program.
   • Close
   • Some people may need to repeat the above steps for vpnagent.exe. That is the local service that supports the client user interface.

2. Uninstall and hide update KB3023607


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