

VPN remote connection doesn't work, what should I do?

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This page is outdated!

Cisco AnyConnect VPN is discontinued in Metropolia. Use the [Palo Alto GlobalProtect VPN](#) instead. This FAQ page will be updated later.

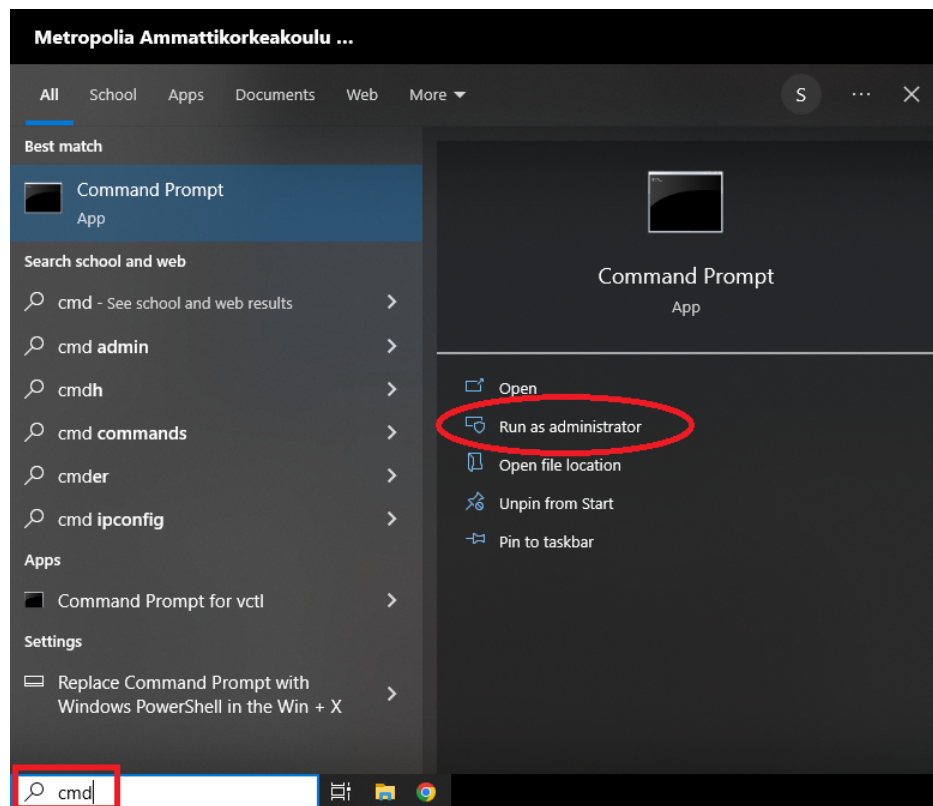
What should I do if the VPN remote connection doesn't work on the Metropolia computer?



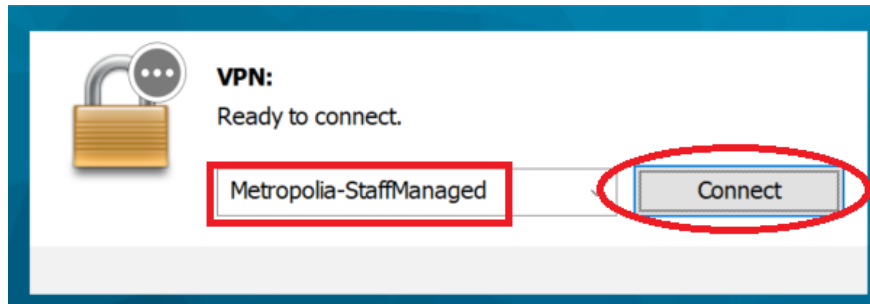
Applies to employees

The information in this response applies only to computers managed by Metropolia.

1. Open the cmd command through the Start menu and run it as an administrator.



2. Write `gpupdate /force` and press the enter key.
3. If you get the error message *The current directory is invalid.*
 - a. Type `c:`
 - b. Press the *enter* key.
 - c. Write `gpupdate /force` and press the enter key.
4. The program will display a message *'Updating policy...'*. Wait for the program to finish.
5. The program will display a message saying *'OK to log off?'*. Write the letter *'n'* and press the *enter* key.
6. Terminate the VPN connection established through Cisco AnyConnect.
7. Reconnect by selecting *'Metropolia-StaffManaged'* from Cisco AnyConnect and click on *'Connect.'*



What should I do if I receive a Certificate validation failure notification?

Contact the helpdesk.

- Service requests: <https://hd.metropolia.fi> or helpdesk at metropolia.fi
- Phone service: +358 9 7424 6777 (Monday to Friday, 8 AM to 4 PM)

What should I do if the VPN connection is not working on my own computer?

! Applies to students

The information in this response applies only to computers owned by the user.

Check if another VPN connection is active

1. Check if there are any other VPN connections active (such as F-Secure Freedom, HMA, or your workplace's VPN connection). If there are, disconnect from those connections before opening Metropolia's VPN connection.

Reinstall Cisco AnyConnect

1. Remove Cisco AnyConnect completely.
2. Restart your computer.
3. Reinstall Cisco AnyConnect following [the instructions](#).

What should I do if I am unable to uninstall Cisco AnyConnect on my Apple computer?

! Applies to students

The information in this response applies only to computers owned by the user.

If you have previously uninstalled the Cisco AnyConnect application from your Mac computer and encounter the following error message when trying to reinstall it:

"AnyConnect Secure Mobility Client can't be installed on this disk. Version x.x.x of the Cisco AnyConnect Secure Mobility Client is already installed."

In this case, follow the instructions for [a complete removal of Cisco AnyConnect from your Mac computer](#).

Did you encounter a problem?

1. Restart your computer and the device where the issue is occurring. Try the function again.
2. If the function you are attempting is happening in a web browser, try the function again in an incognito or private window and in a different browser.
3. Try searching for a solution on the site of the IT Services by using the following search methods:
 - a. navigation menu of the site (on the left)
 - b. search machine of the wiki (right upper corner)
 - c. a general search engine, for instance [Google Search](#)
 - d. [alphabetical index](#)
 - e. [FAQ](#)

If the problem is not resolved, please contact the helpdesk according to [best practices](#). Always include [a full screen screenshot](#) of the issue in your service request.

Contact method	Contact information
Form	https://hd.metropolia.fi
Email	helpdesk@metropolia.fi

Phone service

+358 9 7424 6777 (weekdays from 8 am to 4 pm)

[VPN-etäyhteys ei toimi, mitä teen?](#)