

MacOS Secure Client VPN Connection Stuck in Connecting State

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Issue

macOS devices running Cisco Secure Client were unable to establish VPN connections, with the connection status remaining stuck in a "Connecting" state indefinitely. Users were unable to complete VPN authentication and establish remote access connectivity. The issue persisted even after adjusting posture profile settings, and no diagnostic logs were visible in the monitoring interface to help troubleshoot the connection failure.

Environment

- Cisco Secure Client version 5.1.11 (initially installed on affected macOS devices)
- macOS operating system
- VPN profile configured with posture requirements
- Remote access deployment using Secure Client for VPN connectivity

Resolution

The issue was resolved by upgrading the Cisco Secure Client software to a newer version. The next steps were performed during live troubleshooting.

Step 1: Identify Current Secure Client Version

During troubleshooting, it was determined that the affected macOS devices were running Cisco Secure Client version 5.1.11, which was identified as outdated for macOS compatibility.

Step 2: Attempt Posture Profile Adjustment

Initial troubleshooting involved changing posture profile settings to "user Mac OS 26 versions" to accommodate the macOS environment. However, this configuration change did not resolve the connectivity issue.

Step 3: Upgrade Secure Client Software

The recommended solution was to upgrade the Cisco Secure Client from version 5.1.11 to version 5.1.16. The upgrade was performed on the affected macOS devices.

Step 4: Verify VPN Connectivity

After upgrading to Secure Client version 5.1.16, VPN connectivity was successfully restored on the macOS devices. Users were able to establish VPN connections without the connection remaining stuck in the "Connecting" state.

Additional Information Regarding Cisco IOS Posture Profiles

During the troubleshooting process, it was clarified that posture profiles are not supported for Cisco IOS devices at this time. This limitation must be considered when planning posture requirements across different mobile platforms.

Cause

The root cause of the VPN connectivity issue was an outdated version of Cisco Secure Client (version 5.1.11) that was incompatible with the current macOS environment and VPN configuration requirements. The older client version was unable to properly complete the VPN connection establishment process, resulting in connections that remained indefinitely in the "Connecting" state.

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