

Broken Shortcut Links in Start Menu after Secure Client(Secure Endpoint) Update to 8.0.X Running with AnyConnect 4.X.X on Windows

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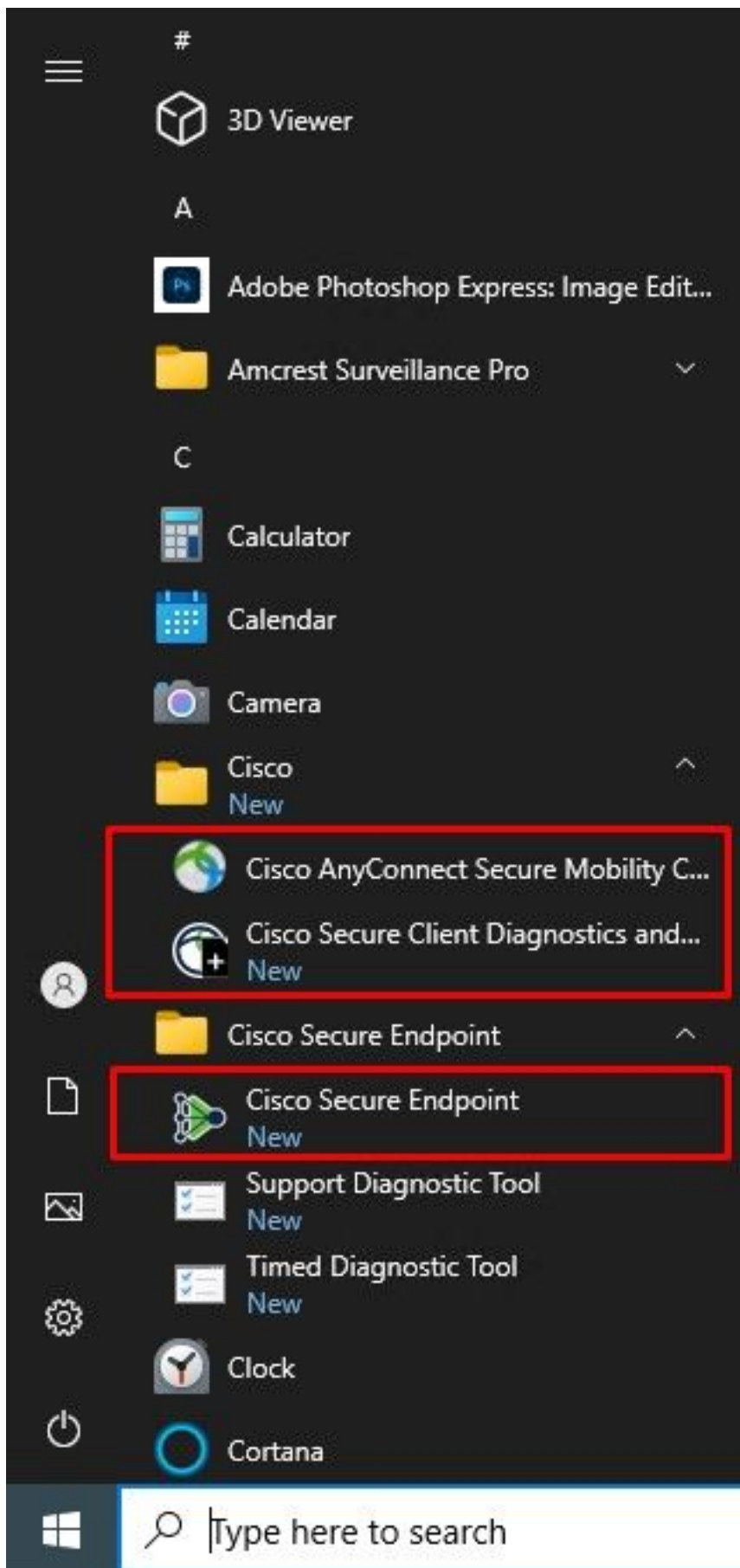
Introduction

This document describes a known issue with Secure Client 8.0.1.x update through Secure Endpoint Cloud via Policy Change when deployed with Cisco AnyConnect client version 4.x

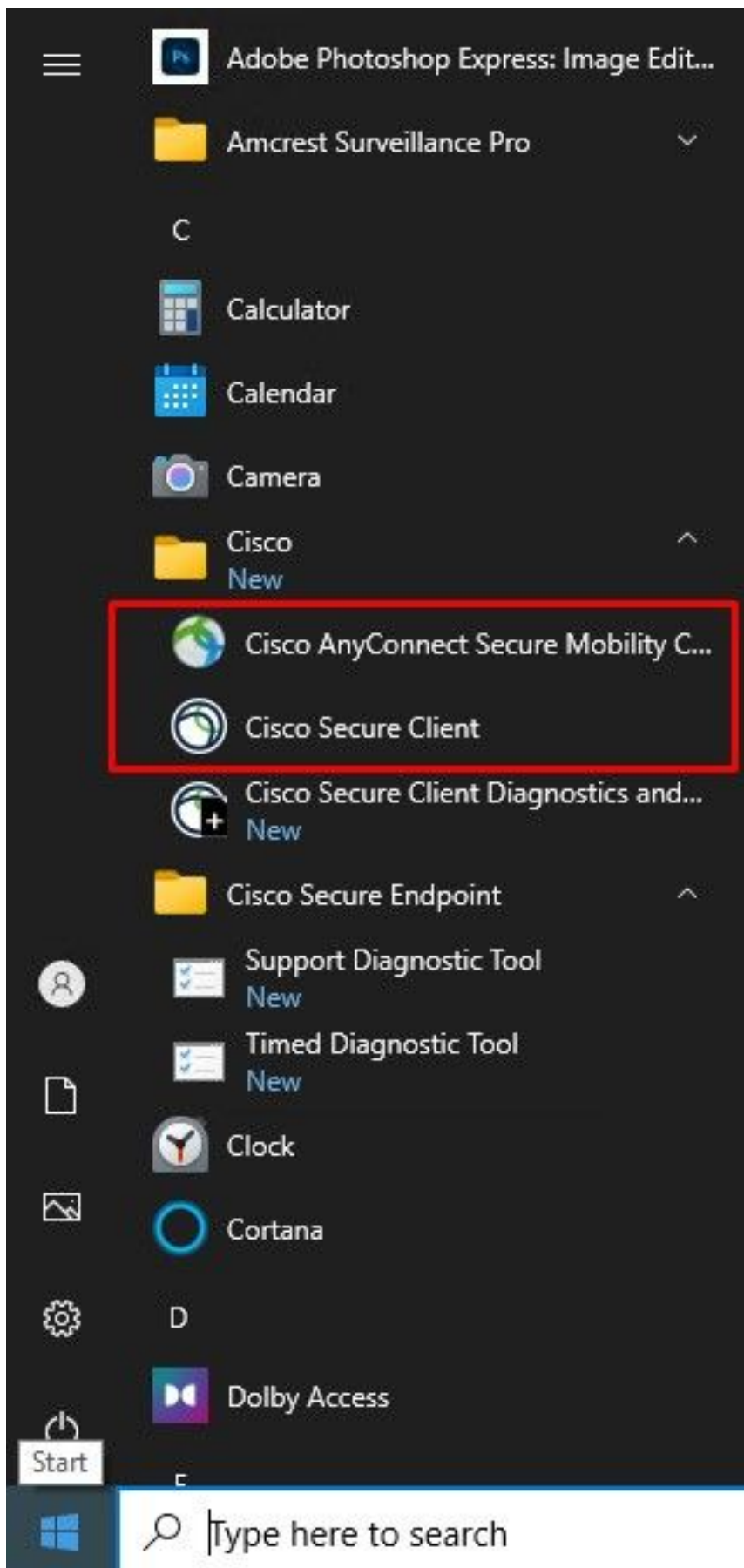
Issues Identified

During deployment of Secure Endpoint 8.0.1 through AMP Cloud - Policy sync., endpoints with the AnyConnect version 4.x can face an issue with access to AnyConnect VPN Application through Windows Start Menu as both the Shortcut Links would open up the Secure Client application instead.

Prior Update:



After Update:



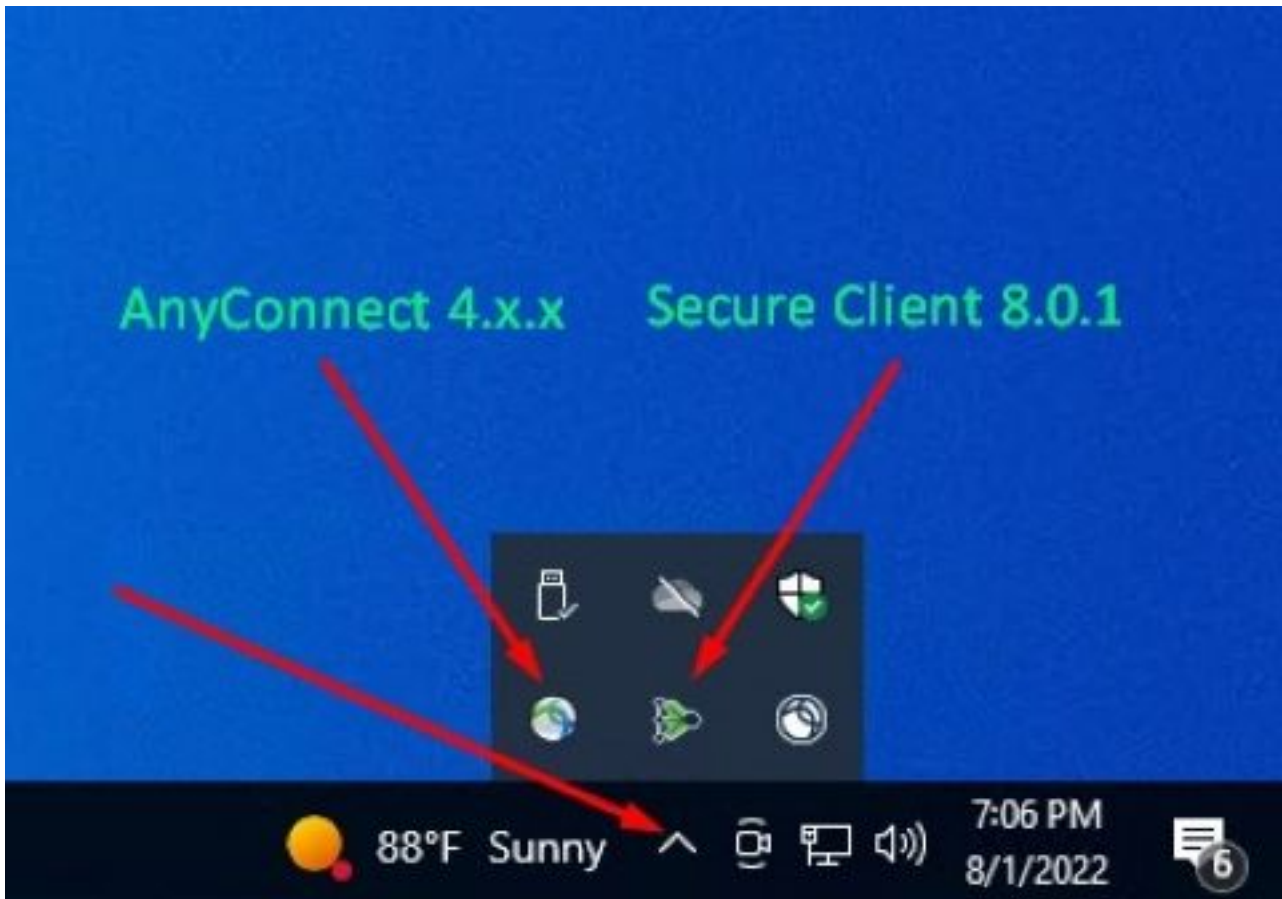
Note: The functionality of the AnyConnect application is not compromised, and it remain work as designed, please look for known workarounds next.

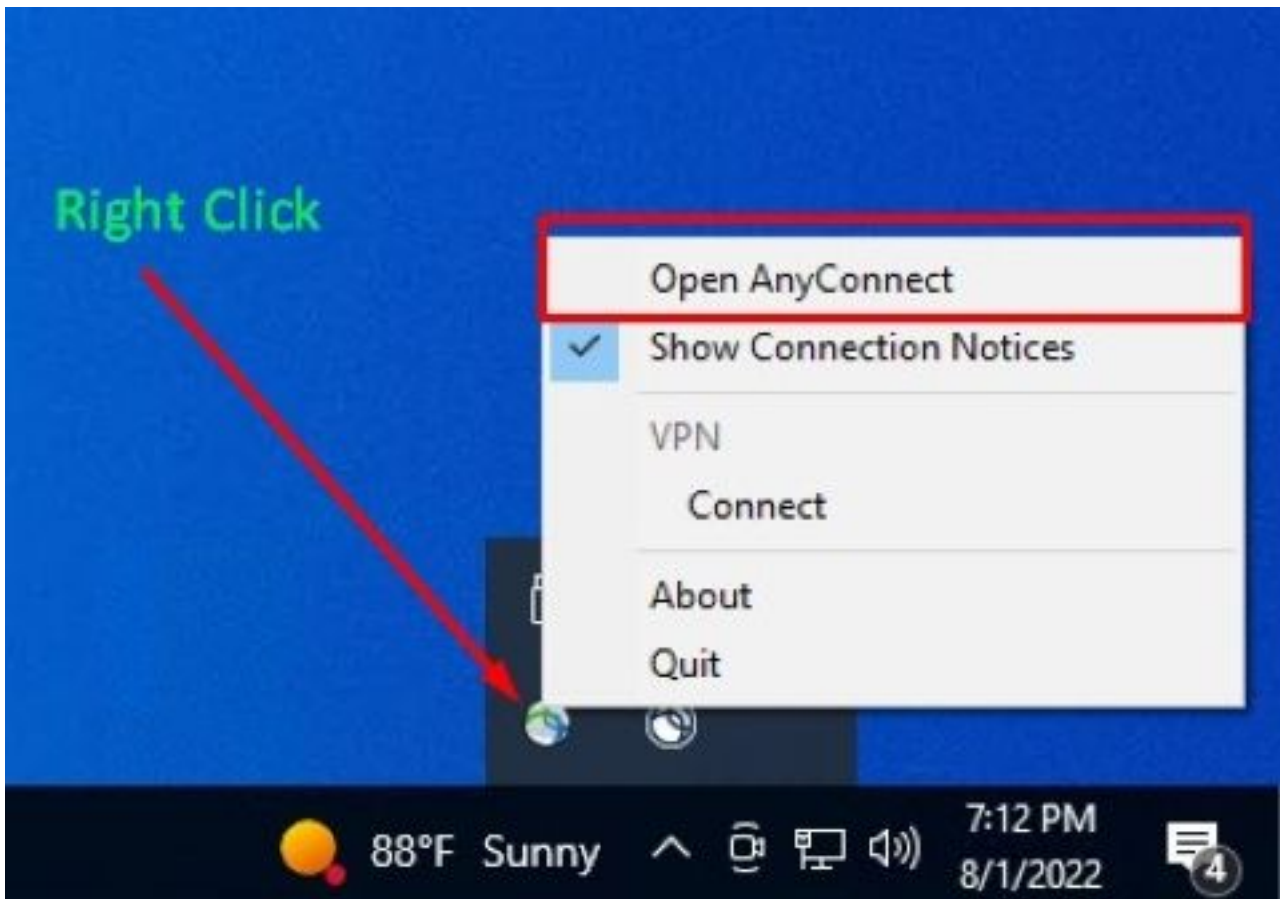
We are reported this issue here: Cisco bug ID [CSCwc59031](https://www.cisco.com/cisco/webbugtool/bugdetails.do?bugid=CSCwc59031)

Workaround

Workaround 1:

AnyConnect Application can still be opened via toolbar from the right corner menu by right click "Open AnyConnect" also once you do that, the behavior will change, and now both shortcuts in the start menu will only open AnyConnect Application.



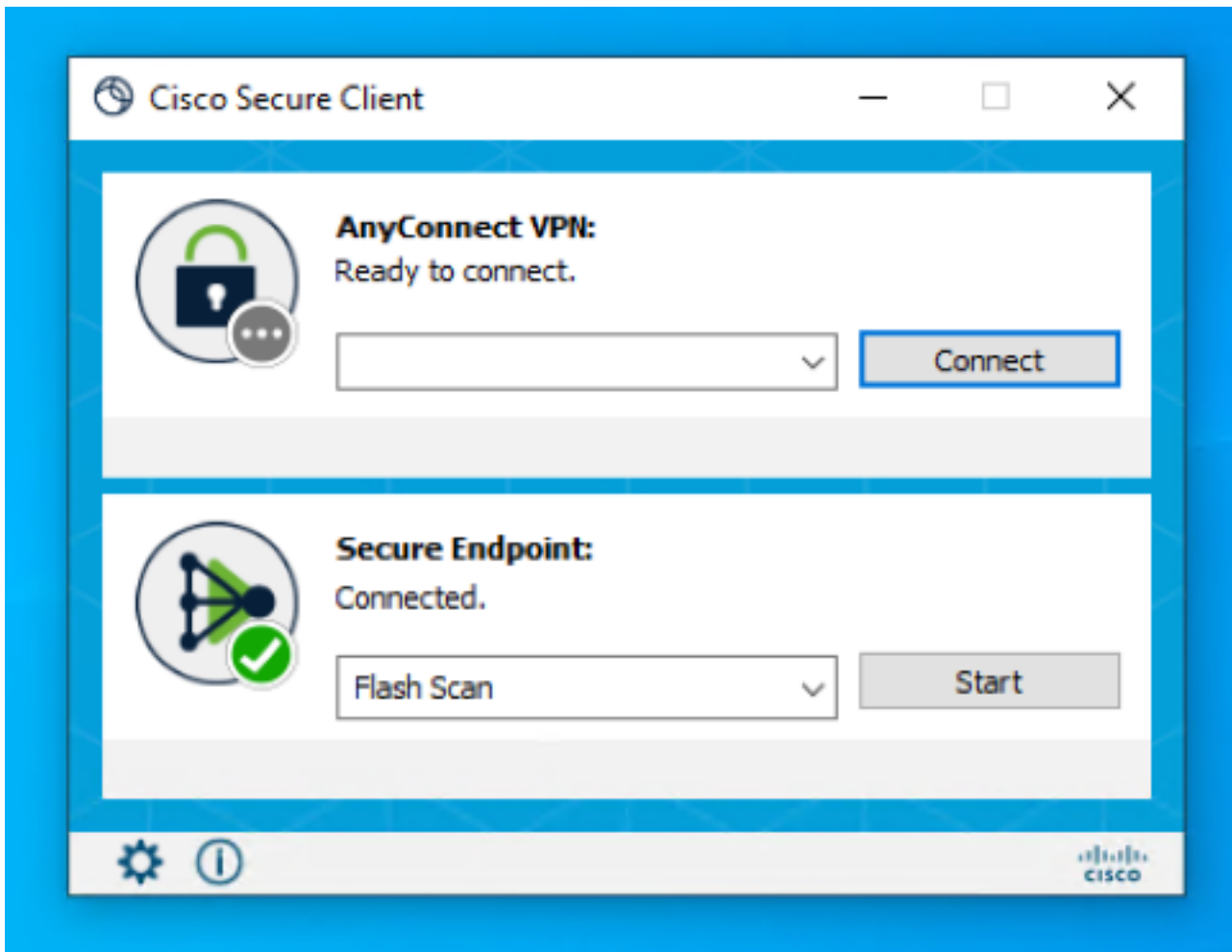


You can be able to use this workaround as long as the Secure Client UI is not re-launched as that would revert the behavior back to the shortcut links to launch the Secure Endpoint Application.

Workaround 2:

The other possible workaround which essentially will fix this issue is to upgrade AnyConnect Client to version 5.x as this release introduces the Secure Client Application Interface for AnyConnect Client.

Release Notes: https://www.cisco.com/c/en/us/td/docs/security/vpn_client/anyconnect/Cisco-Secure-Client-5/release/notes/release-notes-cisco-secure-client-5-0.html



Note: It is highly recommended to review all the changes and compatibility information for the Secure Client 5.x release before you plan an upgrade