Windows Phone User Guide for Cisco AnyConnect Secure Mobility Client, Release 4.1.x

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AnyConnect User Guide

AnyConnect Overview

The Cisco AnyConnect Secure Mobility Client for Windows Phone provides seamless and secure remote access to enterprise networks. AnyConnect allows installed applications to communicate as though connected directly to the enterprise network. AnyConnect is a sophisticated networking application that also allows you to set preferences, control the operation of AnyConnect, and use diagnostic tools and facilities on your device as recommended by your administrator.

AnyConnect may be used in your enterprise in conjunction with Mobile Device Management software. If so, work with your administrator to abide by device management rules. Your organization may provide additional documentation on using AnyConnect for Windows Phone.

Your Windows Phone app store provides the application for initial installation and all upgrades. The Cisco Adaptive Security Appliance (ASA) is the secure gateway that admits access to the VPN, but it does not support updates of AnyConnect for mobile devices.

Open Software License Notices

- This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org/).

- This product includes cryptographic software written by Eric Young (eay@cryptsoft.com).

- This product includes software written by Tim Hudson (tjh@cryptsoft.com).

Windows Phone Supported Devices

Windows 10 Mobile Support

AnyConnect on Windows Mobile or Windows Phone is supported on mobile devices that run Microsoft **Windows 10 Mobile**.

Windows 10 Mobile is not intended for non-mobile Windows 10 devices. Cisco has a fully featured version of AnyConnect available for non-mobile devices, which is not distributed in the Windows store.

Windows Phone 8.1 Support

Note   "Effective December 31 2017, Cisco will no longer provide AnyConnect for Windows Phone 8.1 for new downloads in the Windows App Store. Microsoft has previously announced End of Support for this operating system https://support.microsoft.com/en-us/help/4001737/products-reaching-end-of-support-for-2017.

Till December 31, 2017 AnyConnect is also supported on mobile devices that run Microsoft **Windows Phone 8.1 Update** which includes the following versions: 8.10.14141.167, 8.10.14147.180, 8.10.14157.200, 8.10.14176.243, 8.10.14192.280, 8.10.14203.206, 8.10.14219.341, or 8.10.14226.359. The OS on the phone **must** be one of the listed versions in order for AnyConnect to work properly.

Users can verify their OS version at **Settings** > **About** > **More Information** on their device. For more OS version information see Microsoft's Windows Phone 8.1 update history.

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Note   Earlier versions of Windows Phone 8.1 will allow AnyConnect installation, but it will not operate or be available to configure under **Settings** > **VPN** > **AddProfile** > **Type**.

See for installation and upgrade procedures.

Install or Upgrade AnyConnect on Windows Phone

Obtain the Cisco AnyConnect for Windows Phone app from the Windows Phone Store.

Once installed and opened, you will see that the AnyConnect app screen contains important app release and copyright information only. You must proceed to the VPN panel in Settings to configure AnyConnect and establish VPN connections.

Configure and Connect AnyConnect VPN on Windows Phone Devices

See the Windows Phone VPN information for general instructions on configuring and using your VPN. This procedure provides AnyConnect specific instructions to augment this information.

You should configure and connect your AnyConnect VPN as directed by your administrator. Contact your administrator if you do not have clear instructions. Your administrator may also provide you with directions to configure a digital certificate for authorizing your VPN connection.

Procedure

Step 1   Install the digital certificate(s) necessary to complete a connection to your VPN as directed by your administrator. Your administrator defines the type of authentication that will be used to connect to your enterprise's VPN. They can make any required Root CA certificates, server certificates, and client certificates available by email or on a web page for you to open and install on your device.

Step 2   Go to **Settings** > **VPN** > **Add Profile** to configure a VPN profile.

   a) Enter the **Server name or IP address** of your secure gateway.
       You must enter https:// at the beginning of this field if you are going to specify a Group URL or port. For example, use https://vpn.cisco.com:*port*/*Group-URL*, not vpn.cisco.com:*port*/*Group-URL*

   b) Choose *AnyConnect* as the **Type** of VPN.

   c) Turn **Connect automatically** Off.
       The automatic connection feature in the VPN Profile requires additional on-demand VPN configuration be done before you can save a profile. Without the additional on-demand configuration in place, you must turn the **Connect automatically** feature Off to **Save** the profile.

   d) Specify the **Profile name**.
       This field is auto populated with the contents of the **Server name or IP address** field, even though it may contain invalid characters. If necessary, manually specify the **Profile name** using only valid alphanumeric characters.

       Once you save the profile, the **Profile name** cannot be changed.

   e) **Save** this profile.

   Note   There are no **Advanced** settings for this release of AnyConnect.

Step 3 Tap this created profile in the **Settings** > **VPN** screen to initiate a VPN connection.

Step 4 If an untrusted certificate is received from your secure gateway, you can choose to accept it or not, and have AnyConnect remember your choice for future connections to this secure gateway.

Step 5 Enter credentials, by specifying a username and password or by choosing a client certificate, to complete the VPN connection.

Monitoring and Troubleshooting AnyConnect on Windows Phone

The Field Medic app, obtained from the Windows Phone Store, is used to view and gather AnyConnect logging. You will need to reproduce the scenario you are logging while Field Medic is running to capture and report logging.

Statistics for the active VPN connection are kept by AnyConnect, but are not accessible when the connection is live. Upon termination of the VPN connection, the statistics will be logged and available in the Field Medic app.

Before You Begin

Procedure

Step 1 Launch the Field Medic app and enable the *Networking* and *Enterprise* categories (under Advanced settings).

Step 2 Start logging, reproduce the scenario, and stop logging.

What to Do Next

If you are encountering an issue that needs to be reported to Cisco, please email us with a problem description, steps to reproduce the issue, and a zip file of the logging captured from Field Medic to ac-mobile-feedback@cisco.com.

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