

## VPN - Connection fail in Win 8.1

Failed to initialize connection subsystem Win 8.1 - 02-10-15 MS patch

AnyConnect users on Windows 8.1 will receive a “Failed to initialize connection subsystem” error after installing the Windows 8.1 02/10/15 security patch. This OS defect introduced with the 02/10/15 patch update will also impact Windows 7 users with IE11. Windows Server 2008/2012 are also impacted by this defect, but neither is a supported OS for AnyConnect.

### **Workaround:**

- Close the Cisco AnyConnect Window and the taskbar mini-icon
- Right click vpnui.exe in the ‘Cisco AnyConnect Secure Mobility Client’ folder. (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

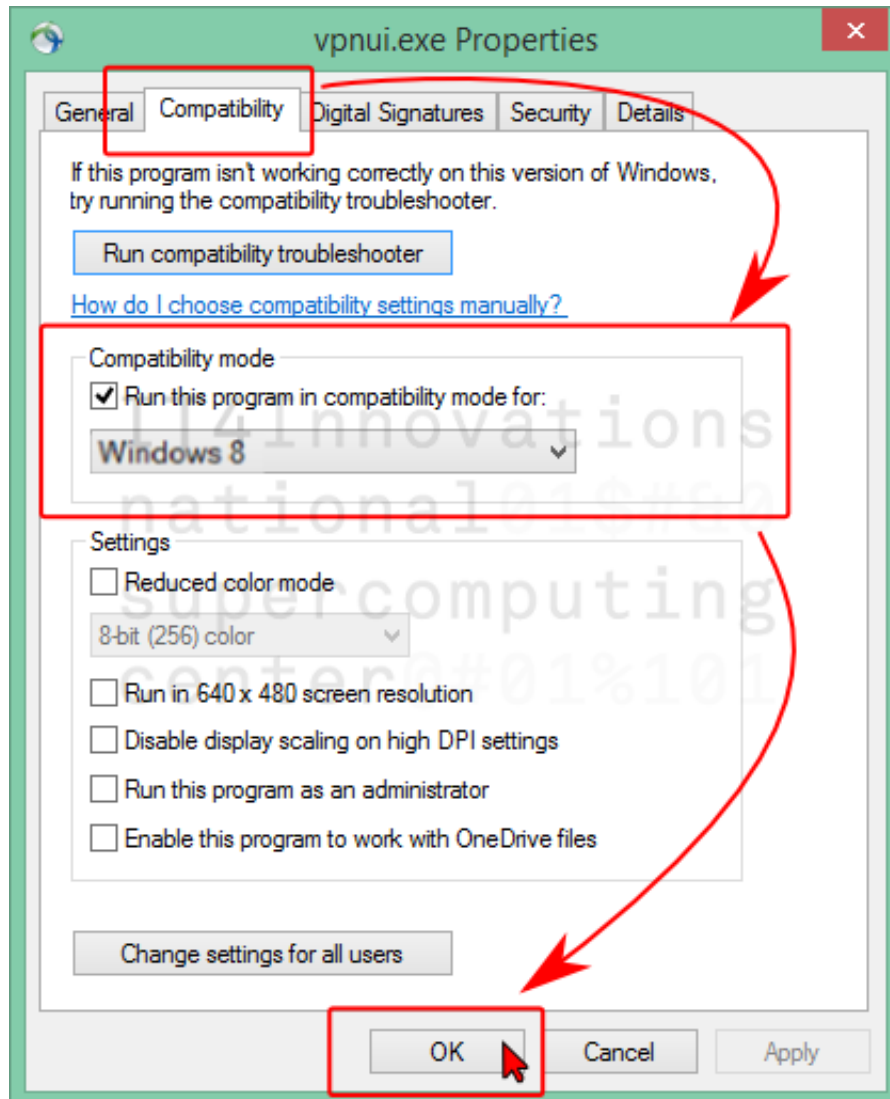


Figure 1: