

How to Install Cisco VPN Client on Windows 10

(New installations or O/S upgrades)



The instructions below are for new or clean Windows 10 installations. Users who just upgraded to Windows 10 from an earlier Windows version, will need to **first uninstall their SonicWALL VPN Client & Cisco VPN client**, then proceed with the instructions below.

1. Install the SonicWALL Global VPN Client

This is required so that the **DNE Lightweight filter network client** is installed on your workstation. You can later on remove the SonicWall Global Client.

2. Install the Cisco VPN client (32 or 64 bit)
3. **Optional: Uninstall the SonicWALL Global VPN Client.**

Note: If you receive the Windows message “**This app can’t run on this PC**”, go to the folder where the **Cisco VPN client** was **extracted** and **run** the “**vpnclient_setup.msi**” file. If you don’t remember where the file was extracted, **execute** the downloaded file again and select an extraction path e.g **c:\temp\ciscovpn** so you know where to look for it.

After successfully installing the Cisco VPN Client, you can **uninstall** the **SonicWALL Global VPN Client** to save system resources and stop it from running in the future, however **ensure you leave all uninstall options to their default**. This means **leave unchecked** the two options below during the uninstall process:



How to Fix Reason 442: Failed to Enable Virtual Adapter on Windows 10

When attempting to connect to a VPN gateway (router or firewall) using the Cisco VPN Client on Windows 10, it will fail to connect because of the following reason: Reason 442: Failed to Enable Virtual Adapter.

1. Open your Windows Registry Editor by typing **regedit** in the **Search the web and Windows** prompt.

2. Browse to the Registry Key

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\CVirtA

3. From the window on the right, **select and right-click** on **DisplayName** and choose **Modify** from the menu. Alternatively, **double-click** on **DisplayName**:

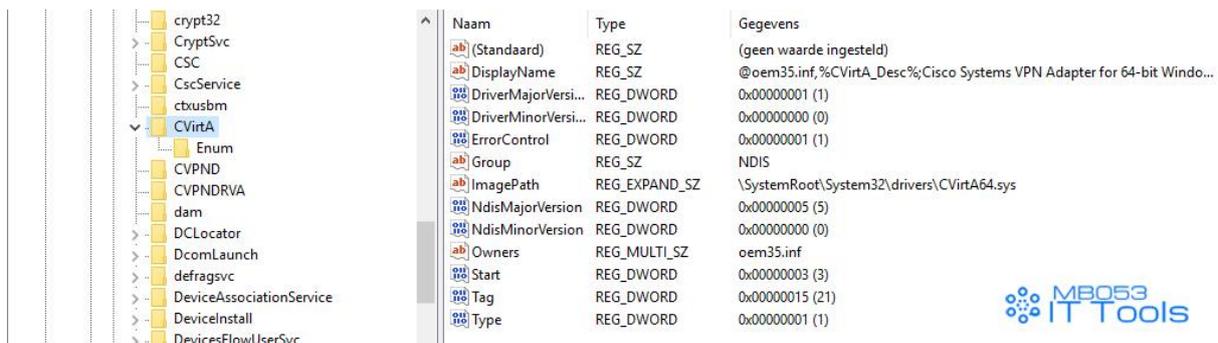


Figure 4. Modify & correct the Windows 10 Cisco VPN Registry entry

For **Windows 10 32bit (x86)** operating systems, change the value data from “@oem8.inf,%CVirtA_Desc%;Cisco Systems VPN Adapter” to “Cisco Systems VPN Adapter”.

For **Windows 10 64bit (x64)** operating systems, change the value data from “@oem8.inf,%CVirtA_Desc%;Cisco Systems VPN Adapter for 64-bit Windows” to “Cisco Systems VPN Adapter for 64-bit Windows” (shown below):



Figure 5. Editing the Value Data for the Cisco VPN Client

The registry key now shows the correct **DisplayName** value data:

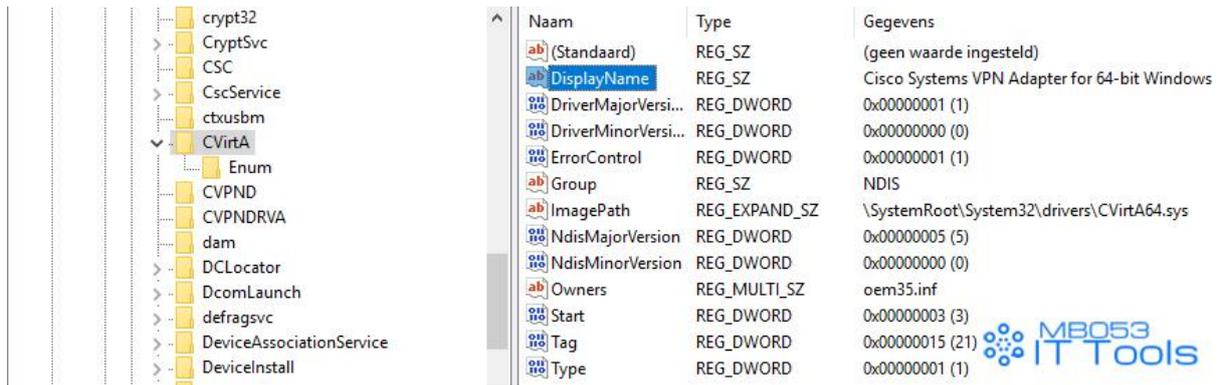


Figure 6. The correct 64bit Windows 10 registry values for the Cisco VPN Client to work

At this point, you should be able to connect to your VPN Router or Gateway without any problems.