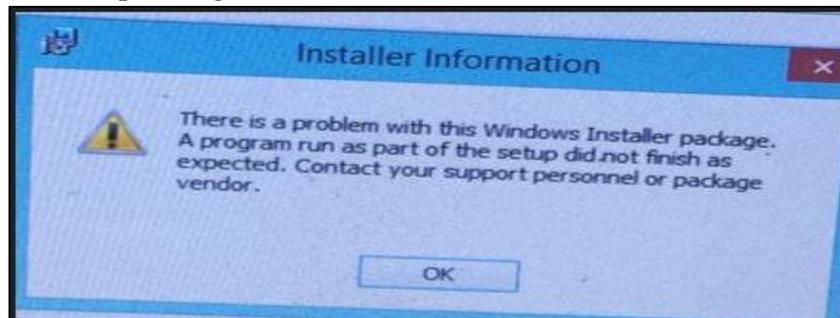


Procedure to Resolve Cisco AnyConnect SMC Update Error

A. Error Message

There is a problem with this Windows installer package. A program run as part of the setup did not finish as expected. Contact your support personnel or package vendor.



B. Windows 7 Resolution

1. Windows 7 has been declared end of support by Microsoft from January 14, 2020, which means no updates for the operating system is available. It makes it highly vulnerable as security holes discovered are no longer plugged by Microsoft and can be exploited by attackers easily. Hence, it is **STRONGLY** recommended to upgrade to Windows 10 as soon as possible.
2. If upgrade is not possible immediately then please update operating system using Windows Update option, till no further updates are available. Then try installing Cisco AnyConnect SMC client again from the Software menu of <https://vpn.nic.in>.

C. Windows 10 Resolution

1. Please update operating system using Windows Update option, till no further updates are available. Then try installing Cisco AnyConnect SMC client again from the Software menu of <https://vpn.nic.in>.
2. If it does not install even after complete operating system update, then please download <https://vpn.nic.in/purge.exe>.
3. Type `cmd` after pressing Windows Start button, right-click on *Command Prompt* and click on *Run as administrator*.
4. Type `cd %userprofile%\Downloads` at the command prompt and press enter to go to the folder where the above file is download. If it is downloaded to some other directory then `cd` to it.
5. Type `purge.exe -confirmdel` at the command prompt and press enter.
6. Now try installing Cisco AnyConnect SMC client again from the Software menu of <https://vpn.nic.in> again.
7. Those already using NAM (WiFi module) can also install/update it manually from <https://vpn.nic.in/nam.exe>.