

# The VPN agent service is not responding

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This article refers to the [Cisco AnyConnect VPN](#). If you're looking for information on the Prisma Access VPN Beta that uses the GlobalConnect app, see: [Prisma Access VPN Landing Page](#).

If you're not sure which service you're using, see: [istcontrib:How do I know if I'm using the Cisco AnyConnect VPN or the Prisma Access VPN?]

When I try to open Cisco AnyConnect VPN Client, I get an error:

***Cisco AnyConnect VPN Client***

*The VPN agent service is not responding. Please contact your IT administrator for assistance.*

### Context

- Mac OS

### Answer

This problem may occur because a background process on your computer has stopped running. **The simplest way to fix this is to restart your computer.**