# Disable or Restart the Umbrella Roaming Client

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## Introduction

This document describes procedures for managing the Umbrella Roaming Client, including disabling and restarting the client.

## Background Information

The Umbrella roaming client detects changes in computer network configurations. Therefore, users do not need to stop or restart the Umbrella Roaming Client regularly. To perform testing or to temporarily disable the Umbrella roaming client due to unexpected behavior, users can disable or restart it by completing the actions in this article. Users must open a support case if they experience unexpected behavior, conflicts, or have suggestions for behavioral improvement.

## Manage Roaming Client for Windows

## Manage System Service via Services MMC Snap-in

To stop, restart, or start the system service, open the Services MMC snap-in.

1. Navigate to **Start > Run**, then enter Services.msc .
2. Select the **Umbrella Roaming Client** service. Then, select the desired action.

## Manage AnyConnect and Cisco Secure Client Roaming Module

The process is identical to the procedure for the standalone client.

1. Navigate to **Start > Run**, then enter Services.msc.
2. Select the **Cisco AnyConnect Umbrella Roaming Secure Agent** for AnyConnect, or **Cisco Secure Client - Umbrella Agent** for Secure Client. Then, select the desired action.

## Manage Roaming Client via Command Line

To manage the roaming client from the command line, use these commands:

### Standalone Client

- To stop the service, run:net stop Umbrella_RC
- To start the service, run:net start Umbrella_RC

### AnyConnect Client

- To stop the service, run:net stop acumbrellaagent
- To start the service, run:net start acumbrellaagent

### Cisco Secure Client

- To stop the service, run:net stop csc_umbrellaagent
- To start the service, run:net start csc_umbrellaagent

# Manage Roaming Client for OS X

Users can add an option to the Menu Bar Icon in the OS X version of the Umbrella Roaming Client. This option allows users to easily disable or enable the Umbrella Roaming Client. Refer to the article "Umbrella Roaming Client for OS X: Adding an Enable/Disable option to the Menu Bar Icon" for instructions.

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**Note**: The Menu Bar icon displays even when the Umbrella roaming client is stopped. The icon operates as a separate service.

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Users can also control the client by running commands in the Terminal application:

#### Stop Roaming Client

```
sudo launchctl unload /Library/LaunchDaemons/com.opendns.osx.RoamingClientConfigUpdater.plist
```

#### Start Roaming Client

```
sudo launchctl load /Library/LaunchDaemons/com.opendns.osx.RoamingClientConfigUpdater.plist
```

## AnyConnect Umbrella Module

#### Stop AnyConnect client

```
sudo launchctl unload /Library/LaunchDaemons/com.cisco.anyconnect.vpnagentd.plist
```

#### Start AnyConnect client

```
sudo launchctl load /Library/LaunchDaemons/com.cisco.anyconnect.vpnagentd.plist
```

## Cisco Secure Client

**Stop Cisco Secure Client**

- Version 5.0.00529

```
sudo launchctl unload /Library/LaunchDaemons/com.cisco.secureclient.csc_vpnagentd.plist
```

- Version 5.0.01242

```
sudo launchctl unload /Library/LaunchDaemons/com.cisco.secureclient.vpnagentd.plist
```

- MacOS 13+ Version 5.1.X.XXX and later

```
osascript -e 'quit app "Cisco Secure Client - AnyConnect VPN Service.app"'
sudo "/opt/cisco/secureclient/bin/Cisco Secure Client - AnyConnect VPN Service.app/Contents/MacOS/Cisco
```

**Start Cisco Secure Client**

- Version 5.0.00529

```
sudo launchctl load /Library/LaunchDaemons/com.cisco.secureclient.csc_vpnagentd.plist
```

- Version 5.0.01242

```
sudo launchctl load /Library/LaunchDaemons/com.cisco.secureclient.vpnagentd.plist
```

- MacOS 13+ Version 5.1.X.XXX and later

```
open -a "/opt/cisco/secureclient/bin/Cisco Secure Client - AnyConnect VPN Service.app"
```