

# **I am being asked to update Cisco Clean Access Agent to the newest version and even after updating it still refuses the certificate. What can I do to fix this?**

\*Disclaimer: Owens is not responsible for personally owned devices or software. Download software at your own risk. For safe computing, always download software from reputable sites.

The Cisco Clean Access Agent is no longer in use. To uninstall the software go to Start -> Control Panel -> Add/Remove Programs. To log on using the new wireless web agent, open your web browser (Internet Explorer, Mozilla Firefox, Google Chrome, etc.) and you should be redirected to a login page.

If you are not redirected, try entering [occwifi.owens.edu](http://occwifi.owens.edu) into your browser's address bar. Login with your ozone credentials.

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Article ID: 151

Last updated: 11 Feb, 2014

Revision: 2

Information Technology Services -> Wireless Network -> I am being asked to update Cisco Clean Access Agent to the newest version and even after updating it still refuses the certificate. What can I do to fix this?

<https://www2.owens.edu/faq/entry/151/>