

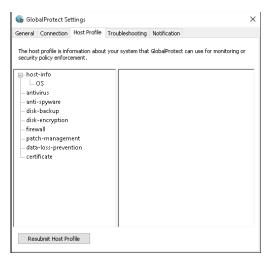
UNSW IT – Troubleshooting Guide - Windows

## Global Protect VPN Client

## Error Message: 'Your system does not meet security requirements'

If you are receiving the error 'Your System Does Not Meet Security Requirements' after logging onto Global Protect, you can check the cause of this by going through the following steps:

- 1. Open GlobalProtect, and Click on the Settings button in the top right of the window, then open settings
- 2. Switch to the Host Profile tab, and click Resubmit Host Profile as in the screenshot below to gather the most recent information about the system:



3. Check the **Patch Management** → **Missing Patch** section for any patches which show as having a **Severity Greater Than -1** as this indicates a patch which is **mandatory** for connecting to Global Protect (usually there will also be some other patches listed with severity less than -1, these can be ignored).

eneral Connection Host Profile Troubleshooting Notification	
he host profile is information about your system that GlobalProtect can use for monitoring or sec	
⊪host-info └──QS	Title: HP - HIDClass - 2/1/2018 12:00:00 AM - 2.1.3.1
	Description: HP HIDClass driver update released
Domain	in February 2018 Product:
Host Name	Vendor: Microsoft Corporation
Network Interfaces	Info-Url: Security-Bullentin-Id:
antivirus	Security Bullentin-Id: Severity: -1
- anti-spyware	Category: driver
odisk-backup	Is-Installed: no
disk-encryption	
- firewall	
⊪ patch-management Microsoft Windows Update Agent	
Symantec Endpoint Protection Agent	
- Missing Patch	
HP - HIDClass - 2/1/2018 12:00:00 AM - 2.1.3.1	
Feature update to Windows 10, version 1803	
data-loss-prevention	×

- 4. **Non-SOE Windows** users should then be able to go through and download any mandatory patches themselves. Generally, most mandatory patches will have a kb number which can be googled and downloaded from the official Microsoft Update Catalog. Alternatively, running a check for windows updates from Settings/Control Panel (depending on the version of Windows) will likely pick up any such patches.
  - a. Note: after installing a missing patch, you will need to restart your PC before attempting to reconnect to GlobalProtect
- 5. If a **SOE Windows** user is experiencing the issue, please contact the IT Service Centre by opening a service ticket or by calling on **02 9385 1333**

## Anti-Virus / Firewall issues

- 1. If installing missing patches has not resolved the issue, the issue may be related to the antivirus/firewall.
- 2. Make sure both firewall and antivirus are enabled, and if necessary update the antivirus to the latest version/virus definitions (for Symantec Endpoint protection, this can be done by right clicking on the SEP icon, clicking Open SEP, and clicking LiveUpdate).
  - a. Note: After running any updates, you may need to disconnect & reconnect to GlobalProtect, and/or restart the PC

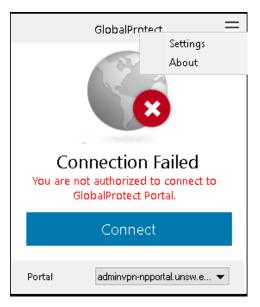
## Non-SOE Login issues

If you are using a Non-SOE (Non-UNSW owned device) and you accidentally attempt to login with your standard account and are locked out of GlobalProtect, follow the instructions below to clear the login cache:

- 1. Sign out of your account within GlobalProtect:
  - a. Open Globalprotect:



b. Click the Menu button in the top right of the window, and open Settings



c. Click Sign Out

🌀 Gloł	palProtect Se	ttings				×
General	Connection	Host Profile	Troubleshootin	g Notification		
Accou	unt User:				Sign Out	
Porta	ls					
	Portal		Statu:	;		
		tal.it.unsw.ec				
	Add	Delete	Edit			

- 2. Clear the Internet Explorer Login Cache:
  - a. Open the start menu, and search for Internet Options, and open it

Best match
Control panel
∽ internet options
💽 🧮 🔯 P3

b. Click Delete ... (browsing history)

🍖 Internet F	roperti	es				? ×
General Sec	curity P	Privacy	Content	Connections	Programs	Advanced
Startup —	http://	Use cu s from th	osoft.com	type each add fwlink/p/?Lin Use default sion	kld=255141	
Tabs						
form info		ng histor	'y on exit			
				Delete	Set	tings
Appearance Color		Lang	juages	Fonts	Acce	ssibility
			Oł	Ca	ancel	Apply

c. Click Delete

🍖 Delete Browsing History	×
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.	
Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.	
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.	
History List of websites you have visited.	
Download History List of files you have downloaded.	
Form data Saved information that you have typed into forms.	
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.	
☐ Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing detai about your visit, and exceptions to Do Not Track requests.	ls
About deleting browsing history Delete Cancel	]

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3. Sign on to GlobalProtect again, ensuring that you provide your zid <u>SA@ad.unsw.edu.au</u> credentials