# 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:
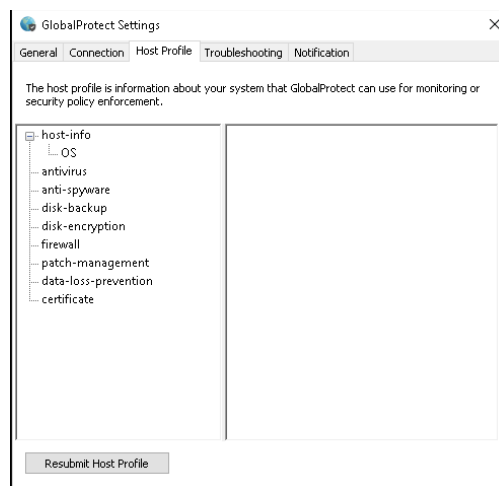
3. Check the **Patch Management → Missing Patch** section for any patches which show as having a **Severity Greater Than -1** as this indicates a patch which is **mandatory** for connecting to Global Protect (usually there will also be some other patches listed with severity less than -1, these can be ignored).
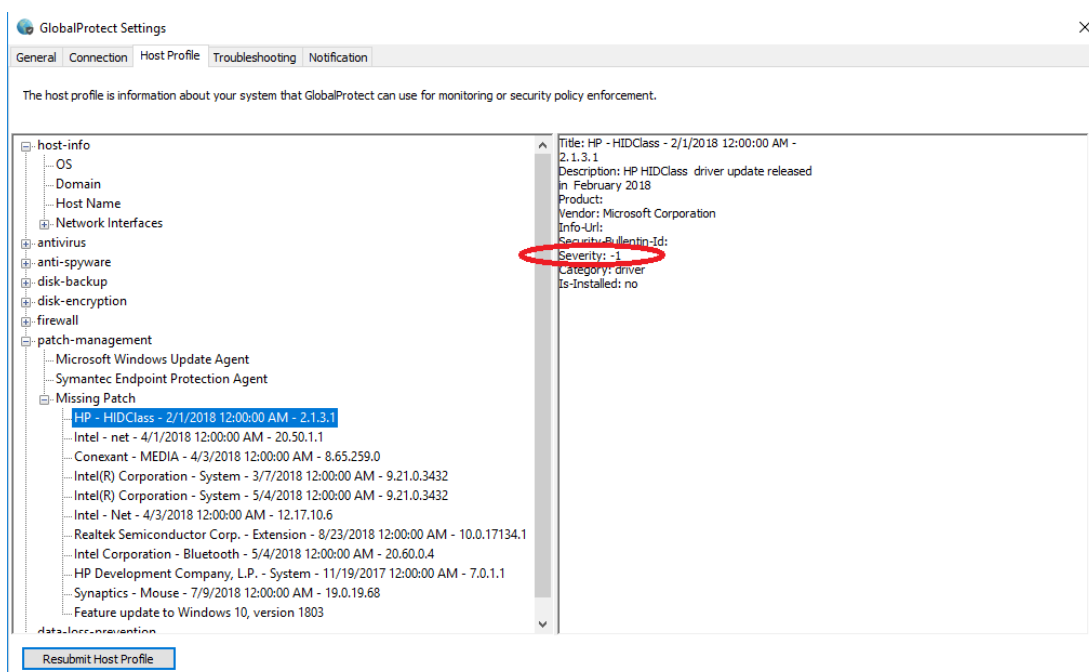
4. **Non-SOE Windows** users should then be able to go through and download any mandatory patches themselves. Generally, most mandatory patches will have a kb number which can be googled and downloaded from the official Microsoft Update Catalog. Alternatively, running a check for windows updates from 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:
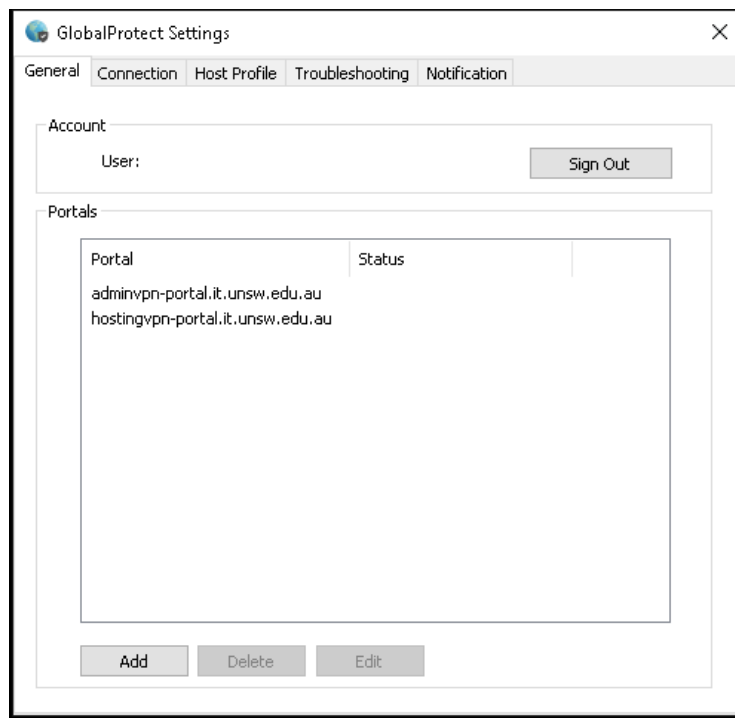
1. Sign out of your account within GlobalProtect:
    a. Open Globalprotect:
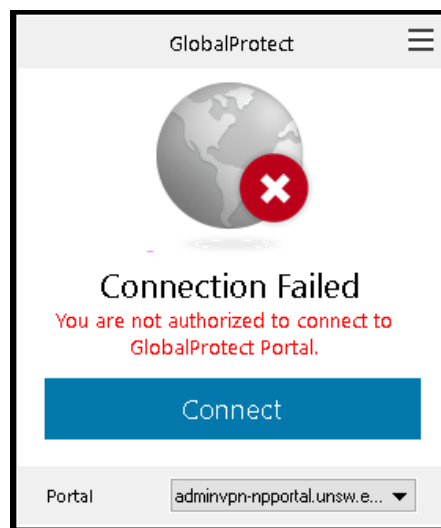
    b. Click the Menu button in the top right of the window, and open Settings
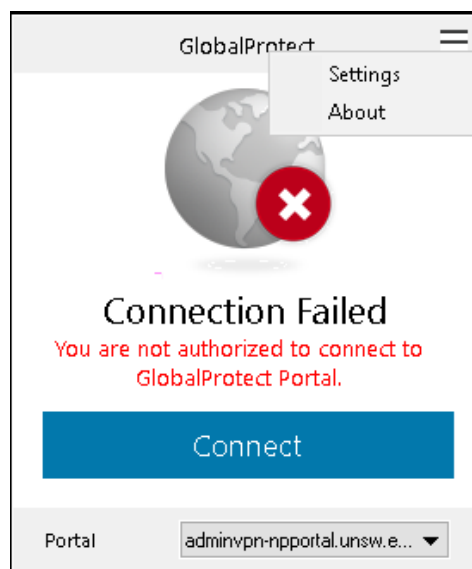
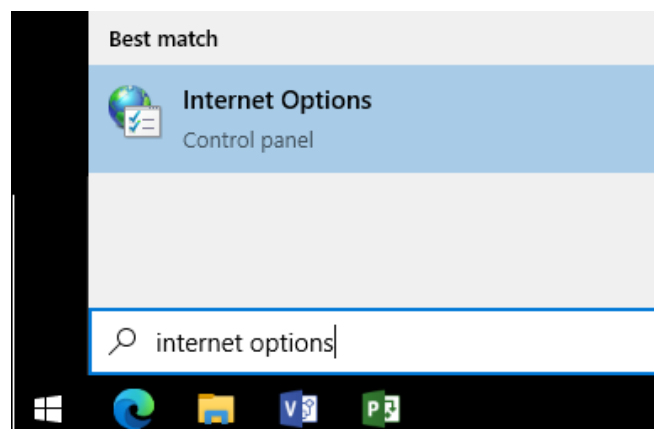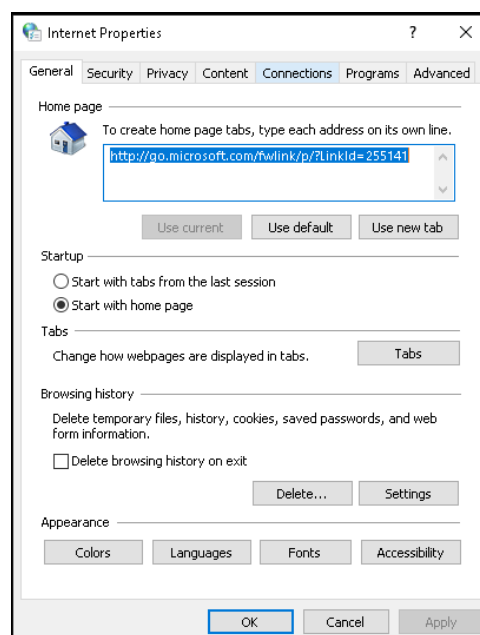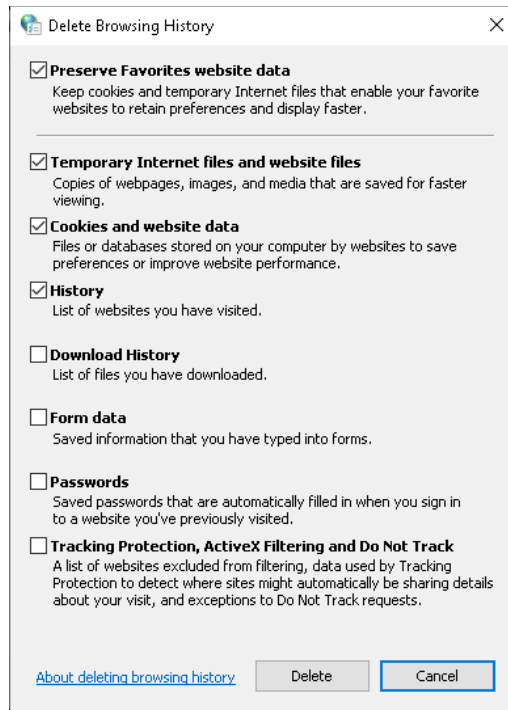   c. Click Sign Out

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

    b. Click Delete… (browsing history)

c. Click Delete

3. Sign on to GlobalProtect again, ensuring that you provide your zid_SA@ad.unsw.edu.au credentials