



NCUA
National Credit Union Administration

Partner Gateway Troubleshooting Guide

2018



Purpose

This document provides answers to some of the most frequently encountered issues with Partner Gateway. Before you ask for assistance please contact your organization's IT Support and ensure that your machine conforms to the following requirements:

- You are accessing the sites on the NCUA recommended Internet Explorer browser
- You have an up-to-date anti-virus program installed. NOTE: Microsoft Defender is not recognized as an anti-virus program.
 - a. The anti-virus version installed should be no later than 30 days old.
- You have installed Java Version 7 or 8.
- Your browser is configured with permissions to download ActiveX controls and to clear caches.
- You have WRITE access to the C:\Users\[username]\AppData\Roaming folder as well as to the TEMP folder for Internet Explorer.

1. I need an account created to access Partner Gateway.

For the initial rollout you will need to complete and submit Form C to E&I Mail. After the initial rollout account requests/updates will need to be submitted to your Regional Office.

2. How do I log into Partner Gateway?

You will receive a username and password from onestop@ncua.gov. For detailed instructions on accessing Partner Gateway refer to the user manuals.

3. What is Host Checker and what does it do?

Host Checker is a client-side agent that performs endpoint checks on hosts that connect to the VPN. It is required on the local PC to read the local file system, internal certificates, applications, etc. to ensure the PC complies with whatever policy the VPN appliance (such as Partner Gateway) asks for. For instance, the host checker would check to ensure the local PC has anti-virus software and it is current.

4. Can I use Chrome or Firefox browsers to access Partner Gateway?

NCUA does not support access to Partner Gateway on these browsers. Please use Internet Explorer 11 to access the applications.

5. I am supposed to receive the soft token through a smartphone app, but I did not receive an e-mail from Entrust with the information to access the application.

The e-mail may be blocked or rejected by your state's e-mail system. Work with your IT department to determine if e-mails have been rejected or quarantined.

6. I am supposed to receive the soft token through e-mail, but I am not receiving the One Time Password to log into Partner Gateway.

The e-mail may be blocked or rejected by your state's e-mail system. Work with your IT department to determine if e-mails have been rejected or quarantined.

7. I am unable to download the Entrust app to my smartphone.

Please ensure your smartphone meets the following specifications:

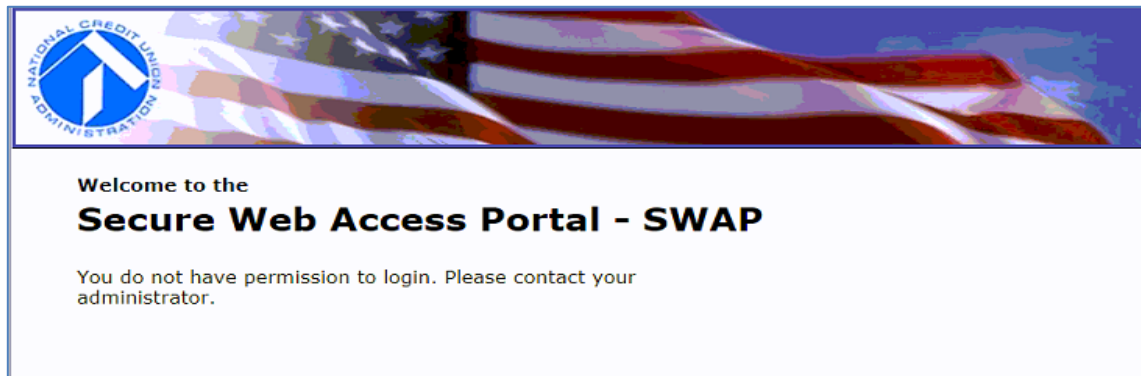
Platform	Supported Versions
Apple iOS	iOS 7.0 and later
Google Android	Google Android 2.3 and later

8. I am unable to access the webpage on my smartphone.



The Partner Gateway can only be accessed using a computer. Smartphone users will only receive the soft token through the smartphone. They must still use a computer for accessing the Partner Gateway site.

- 9. I get an error that I must have Java installed, but Java is installed and updated.**
You may get this error if you are trying to access the Partner Gateway website on a browser other than Internet Explorer. Try accessing the site using Internet Explorer.
- 10. When I try to log-in to Partner Gateway, I get an error stating that I do not have permission to log in. I have confirmed that I have Java and anti-virus installed.**



Please follow the instructions in the document titled “Resolving Host Checker Issue” that was sent to you along with the User Guides. If the error still persists, you may need to have your account reset.

- 11. I get an error that my computer does not meet the security requirements.**
Please follow the instructions in the document titled “Resolving Host Checker Issue” that was sent to you along with the User Guides
- 12. I get the error that says I need to have Java installed and enabled.**



Ensure that you are working in Internet Explorer, have Java 7/8 installed and enabled. Once that is complete, clear your browser cache, close and reopen your browser and log into Partner Gateway.

- 13. I changed my password and receive the message below**

Successfully changed password. Please enter your username and new password.



When I enter in my username and new password and I get the response below.

Invalid response.

Please contact the Service Desk to resolve the issue.

14. I get an error saying that Host Checker did not get properly installed.



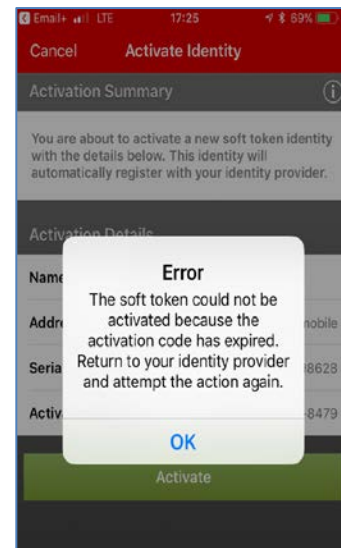
Please follow the instructions in the document titled “Resolving Host Checker Issue” that was sent along with the User Guides. Clear your browser cache, close and reopen your browser to access Partner Gateway.

15. After entering the web address in the instructions, I get the following message: “Host Checker is supported only with Pulse Secure client. Please contact your Administrator.”

Please follow the instructions in the document titled “Resolving Host Checker Issue” that was sent along with the User Guides. Clear your browser cache, close and reopen your browser to access Partner Gateway.

16. I get an error trying to access the Entrust token on my Smartphone.

The account has to be activated within 48 hours of your receiving the username and password from NCUA. Contact the Service Desk to reset your account.



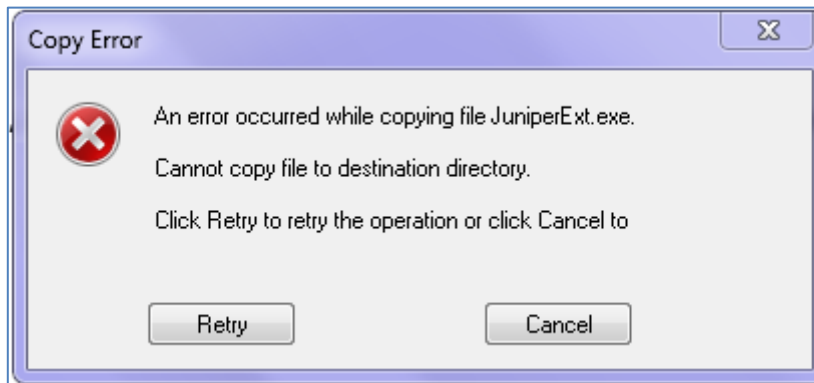


17. I get an “Invalid Response” error after I change my password.

Please follow the instructions in the document titled “Resolving Host Checker Issue” that was sent along with the User Guides. Clear your browser cache, close and reopen your browser to access Partner Gateway.



18. I get an error when the Host Checker is being installed.



The host checker needs WRITE access to the C:\Users\[username]\AppData\Roaming folder. If you do not have this level of access or cannot change the permissions on this folder, please work your IT Support to obtain access. Once you have obtained WRITE access, you should be able to download the Host Checker and access Partner Gateway.



19. I get an error in the Entrust App on my Smartphone.

This error occurs if there is a delay in accepting the token from Entrust on your Smartphone. To resolve this error click on OK, and close the app on your phone. Go back to your laptop, clear your browser caches and close all open Internet Explorer browser windows. Open your Internet Explorer browser and return to the Partner Gateway site.

