



NCUA
National Credit Union Administration

Resolving the Host Checker Error

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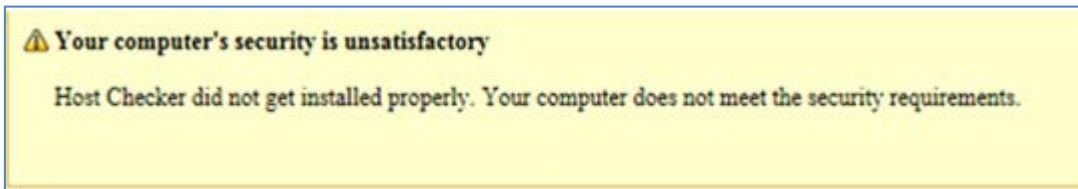


Purpose

This document describes the steps that may need to be followed if users receive a Host Checker error message when attempting to log onto the following site <https://swap.ncua.gov/pgnonncuacomp> .

Background

To access the SSRS Reports, SSA Cental, CUSO Registry, and Network File Share, users must log in through Entrust using multi-factor authentication. Entrust requires users’ computers to have an antivirus software and Java version 7 or 8 installed. The Host Checker program executes when a user logs onto Entrust and checks for the presence of the antivirus software. In some instances, users may encounter an error as shown below.



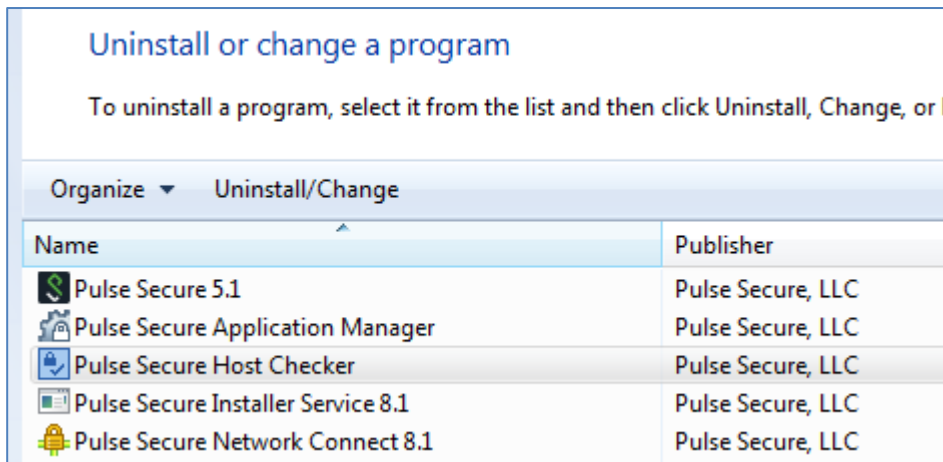
Resolving Host Checker Error

To resolve the error with the Host Checker, follow the steps described below.

Step 1: Uninstall Host Checker

To uninstall host checker:

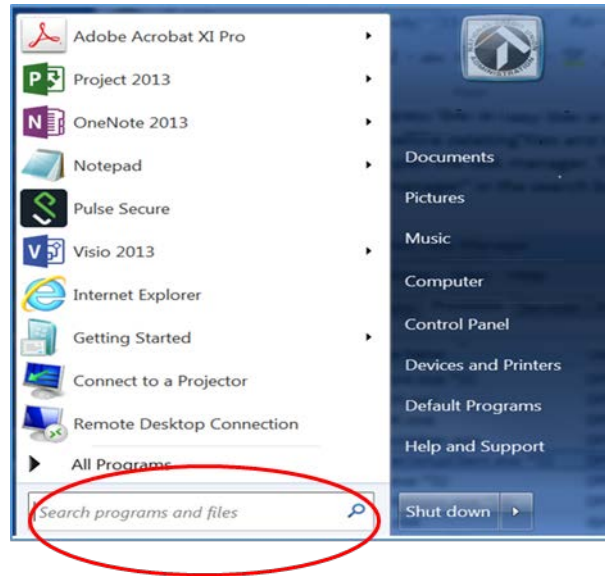
- A. Go to the Control Panel > Programs and Features > select either “Pulse Secure Host Checker” or “Juniper Host Checker” > click on Uninstall/Change button.



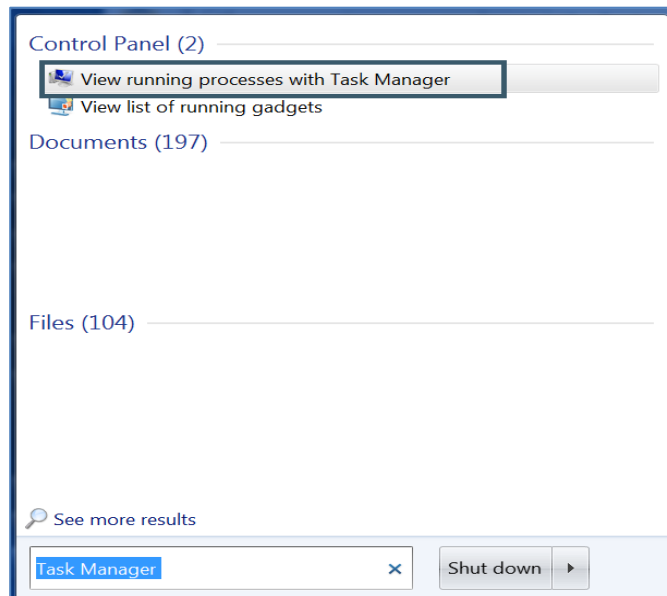
NOTE: If you do not see either “Pulse Secure Host Checker” or “Juniper Host Checker”, proceed to the next step.



- B. Open the task manager to check if either the “Juniper Setup Client” or “DSHostChecker” process is running.
 - i. Open task manager by clicking on the Start Button

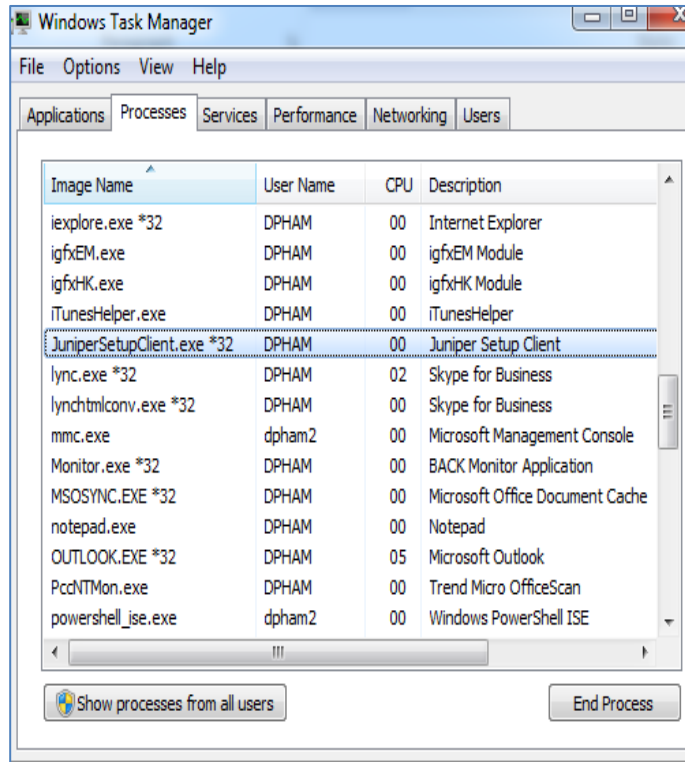


- ii. Enter “Task Manager” in the “Search programs and files” and click on “View running processes with Task Manager” as shown below.



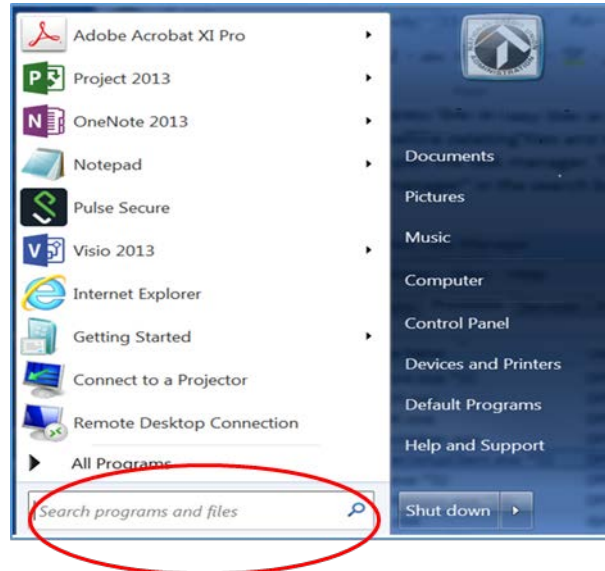


- iii. This will open the Windows Task Manager. If the “Juniper Setup Client” is running, it will need to be stopped. To stop the process, click on the task highlighted below (JuniperSetupClient.exe *32) and then click on “End Process”. If you do not see these tasks listed, proceed to the next step.

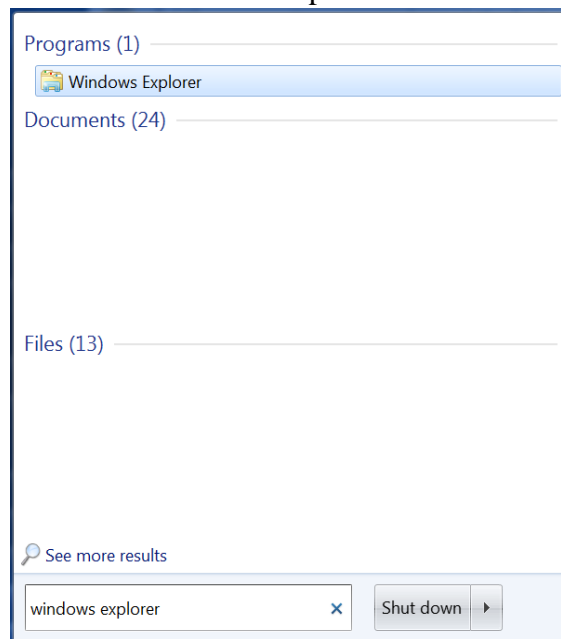




- C. Open Windows Explorer.
 - a. Click the “Start” button and type “Windows Explorer” in the “Search programs and files” search bar.



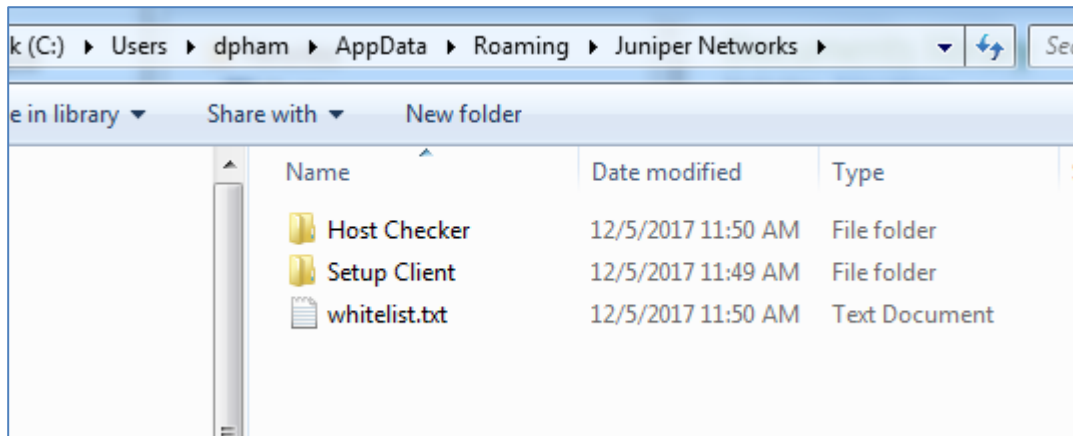
- b. Click on “Windows Explorer” under the Programs section.



- D. Once Windows Explorer opens, highlight the address bar. Type in “C:\users\[**username**]\AppData\Roaming\Juniper Networks” and delete all files and folders in the “Juniper Networks” folder. **NOTE:** please replace [**username**] with your login id. AppData is a hidden folder, therefore it may not

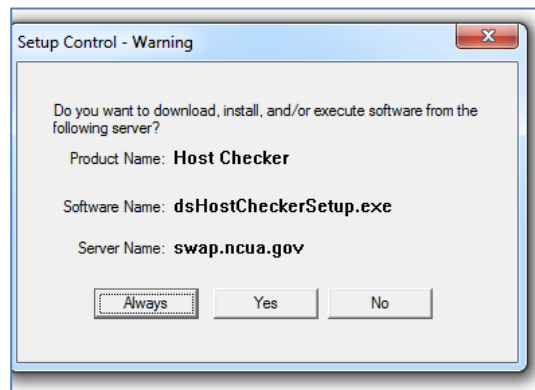


show when browsing to user's profile ([username]). Typing in the full path will display the folder.



Step 2: Install Host Checker

- A. To install the Host Checker, open your browser and go to <https://swap.ncua.gov/pgnonncuacomp>. The Host Checker will automatically download and install. A series of popup boxes will be displayed during this process, do not close these popups. This process will take a few minutes.
- B. When the popup shown below is displayed, select “Always”.



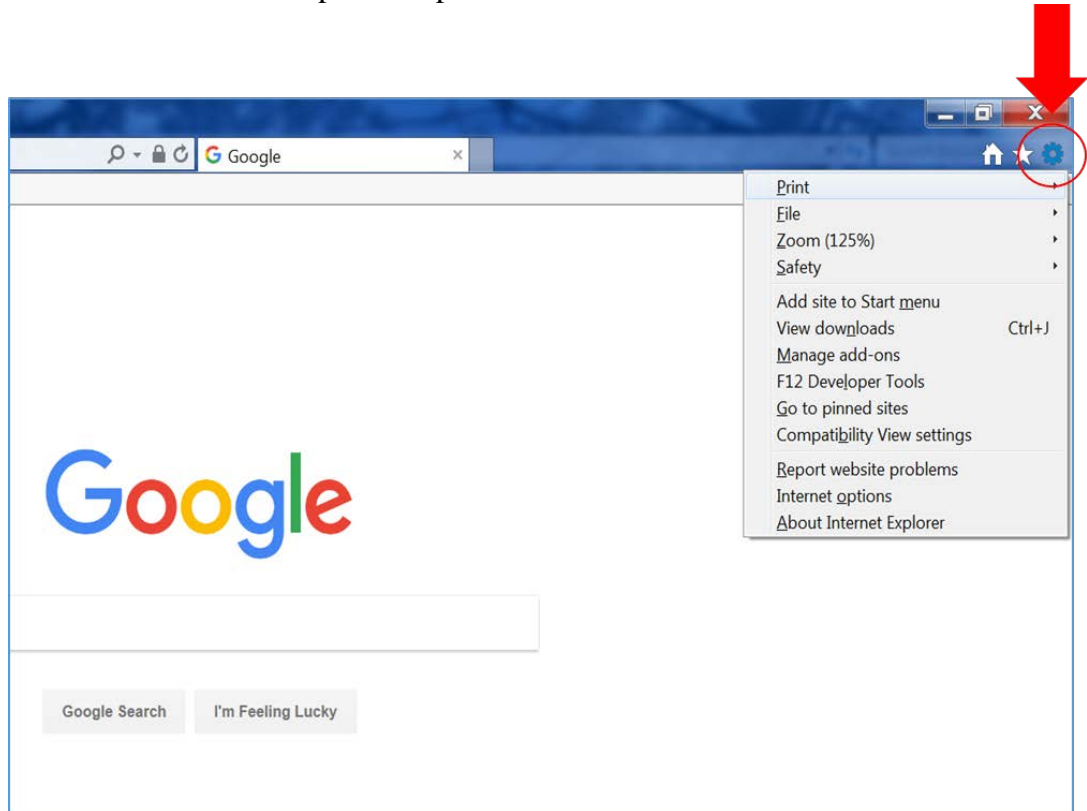
NOTE: Selecting “Yes” will always display the series of popup boxes when connecting to the site. Selecting “No” will prevent the Host Checker from running and will continue to display the security error.

Step 3: Clear Internet Explorer Cache

Once the Host Checker is installed you will need to clear your browser cache. For Internet Explorer 11, this can be done by following the steps.

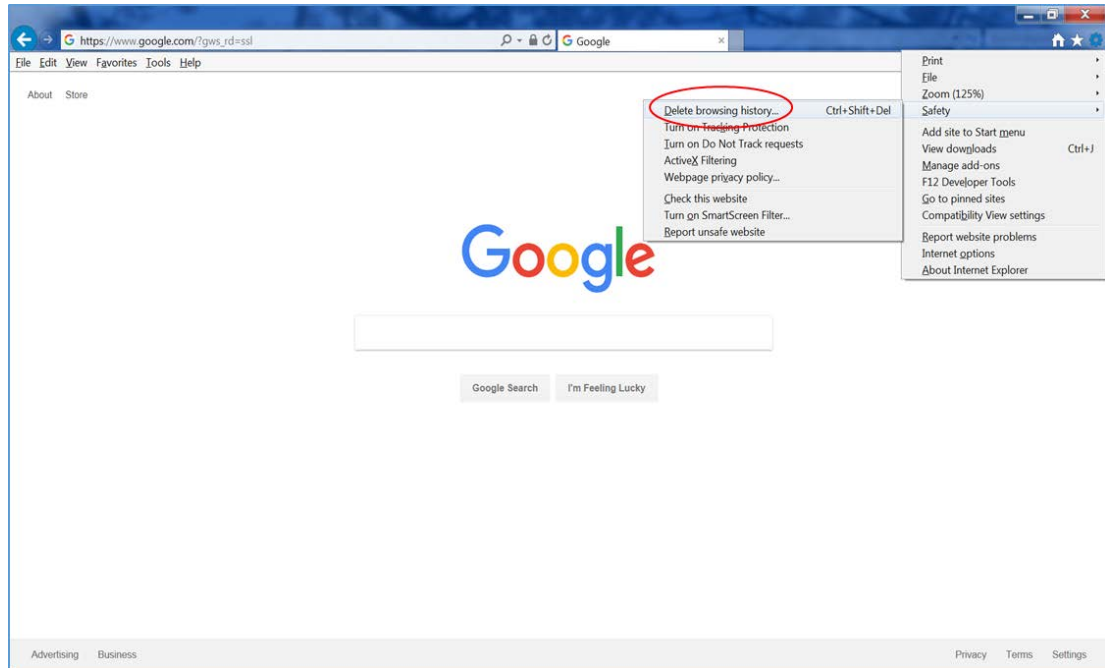


A. Open Internet Explorer and click on the “Tools” icon in the upper right-hand corner of the screen to open the options.

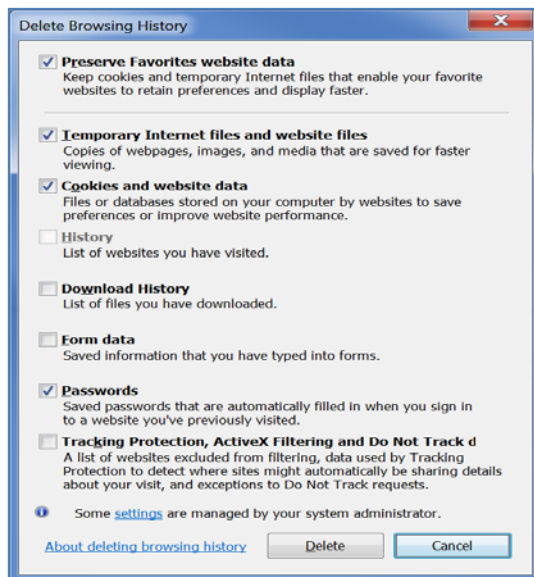




B. Click on “Safety” from the drop down menu. This will open a sub-menu. Click on “Delete Browsing History”



C. This will open a pop-up box with a number of options. Check all the options that you are able to (due to restrictions, you may be unable to check some of the options) and click on the “Delete” button.





D. Once the caches have been cleared, you will see a confirmation that the caches have been cleared. Close ALL open Internet Explorer windows and reopen Internet Explorer.

