

# Web VPN: Posture Check Error Messages

## What is Posture Checking?

Posture checking requires the installation of a small file that checks the firewall, antivirus, and software system patches on your device. To successfully pass posture checks, these must be enabled and up to date. If you fail posture checking, you will receive one of the following error messages:

## Error Message Details

1. **Posture check Failed for Antivirus** – Enable Antivirus on your machine with latest updates and run full scan before reconnecting to VPN.
  - a. This error usually means that there is no Antivirus software running on your device, or it hasn't been updated. Sometimes your Antivirus may not have had a chance to automatically update by the time you try and login to the system. Please ensure you have antivirus installed, and check that it is running, perform an update, and run a full scan of your machine. Please note this may take some time. Once complete, close your web browsers and try to login to the Web VPN again.
2. **Posture check Failed for Firewall Settings** – Enable Firewall on your machine.
  - a. This error usually means that you do not have a firewall installed, enabled, or running on your device. Please check your Operating System settings to ensure you have a firewall running but attempting to login again.
3. **Posture check Failed for against “System Updates”** – Ensure your machine is patched with the latest system updates before connecting to VPN.
  - a. Your device should have the most up to date software for your device i.e., Windows / MacOS etc. Please check if your software requires an update in your settings. If an upgrade is available, ensure this is implemented on your device before attempting to login to the Web VPN.

## Further Information & Help

If you are still having any issues after following the advice above, please email us directly [digitalresearch@abdn.ac.uk](mailto:digitalresearch@abdn.ac.uk)