

vunerability scan failure

Solution

Manually update the Patch Management definitions:

- 1. Log on to the device experiencing the issue.
- 2. Elevate the permissions of the Patch Management Services:
 - 1. Open the Serivces console, services.msc
 - 2. Find GFI LanGuard 11 Attendant Service
 - 3. Right-click > **Properties**
 - 4. Choose the **Log On** tab > **This account**
 - 5. Enter the credentials of either a local system administrator or domain administrator
 - 6. Choose **Apply** and restart the service
- 3. Download the Patch Management package:
 - 1. Open a web browser on the problem device
 - 2. Browse to: http://lnsupdate.gfi.com/
 - 3. Download this package: **lanss_11_patchmngmt.7z** (optional direct link to download)
 - Please note: This package should be a little over 20MB in size. If it is not, then there is a problem downloading that package.
- 4. Apply the downloaded package:
 - 1. After download completes, go to the Services console
 - 2. Stop the GFI LanGuard 11 Attendant Service
 - 3. Navigate to: C:\ProgramData\GFI\LanGuard 11\Update
 - Copy and paste the downloaded lanss_11_patchmngmt.7z package into this directory, overwriting any previous files
 - 5. Restart the GFI LanGuard 11 Attendant Service
- 5. Rerun the device's Vulnerability Check from the Dashboard:
 - 1. Right-click the target device in the north panel of the Dashboard
 - 2. Select Patch Management > Re-Run Vulnerability Check

 $\ensuremath{\mathbb{C}}$ 2024 Wits End Support

Last update: 26/04/2024

