vunerability scan failure
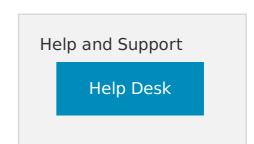
Help and Support

Help Desk

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**
    4. 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**