

Problems and solutions when installing Junos Pulse

When installing Junos Pulse, a number of problems can occur. This manual guides you in solving these problems.

1. <u>Windows 7</u>: Avira Anti-virus screen message seen after Junos Pulse installation:

QAVIRA	×
Hostbestand geblokkeerd	
Datum/tijd: 8-3-2013, 15:54:16 Type: Hostbestand geblokkeerd	
Voor uw veiligheid is de toegang tot het hostbestand geblokkeerd.	
<u>Instellingen</u> Help	
ОК	
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Solution:

-Turn off the anti-virus software

-Make a fresh attempt to install Junos Pulse software.

-Don't forget to turn on the anti-virus software again after installation

2. <u>Windows 7</u>: 'VB Script error 2738' during installation

If you have ever installed AVG, Kaspersky, or MacAfee anti-virus software, then this can be the reason for the VB Script error message.

Solution:

-Remove the software completely using a removal script. Links to the appropriate removal scripts are seen below.

- MacAfee <u>http://download.mcafee.com/products/licensed/cust support patch</u> <u>es/MCPR.exe</u>. Follow Control Panel > System and Security > System to determine whether you need the 32- or 64-bit tool.
- AVG: Click here to choose the correct OS version : <u>http://www.avg.com/ww-en/utilities</u>
- Kaspersky : Click here to choose the correct OS version: <u>http://support.kaspersky.com/1464</u>

-Then install the Junos Pulse software.

-Reinstall (a different) anti-virus software.



3. <u>Windows 7</u>: Empty profile after Junos Pulse installation

After installation Junos Pulse does not show a UvAVPN profile.

NULSE	- ×		
File Help			
		PULSE	-×
		Connections	Connect
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Wrong profile

Right profile

There is a problem with the number of virtual adaptors.

(NB : A virtual adaptor is a virtual interface that the VPN software requires in order to set up the VPN connection).

Solution : Edit the Windows MaxNumfilters file and replace 8 with 14.

Process:

-Start > run

-Type **regedit.exe** in the window. The register editor is now activated. This looks like Windows Explorer.

-Navigate to the MaxNumfilters file via: My Computer \ HKEY_LOCAL_MACHINE \ SYSTEM \ CurrentControlSet \ Control \ Network

-In the file, replace 8 with 14.

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>	Name (Default) (Config) FilterClasses) IsciSupportedP MasNumFilters) SupportedProto	Type REG_SZ REG_BINARY REG_MULTI_SZ REG_SZ REG_DWORD REG_MULTI_SZ	Data (value not set) 00 00 00 00 00 00 00 00 2a 00 00 00 00 00 00 00 9a cf ms_firewall_upper scheduler encryption compressi Ndisuio,rspndr.ltdio,RasPppoe,Tcpip,Tcpip6 0x00000014 (20) ms_tcpip ms_tcpip6 ms_tcpip6_tunnel ms_tcpip_t	



4. Vista: Empty profile after Junos Pulse installation

This issue is the same as in Windows 7 (problem 3). If you don't see a blue bar showing the text 'UvAVPN', the installation failed. Central Computer Services are working on resolving this issue.

The issue is also resolved if you upgrade your operating system to Windows7. Using a UvAnetID you can purchase an upgrade on <u>www.surfspot.nl</u> for €10,-.



Wrong profile

Right profile