

## 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. **Windows 7: Avira Anti-virus screen message seen after Junos Pulse installation:**



#### **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. **Windows 7: '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:**

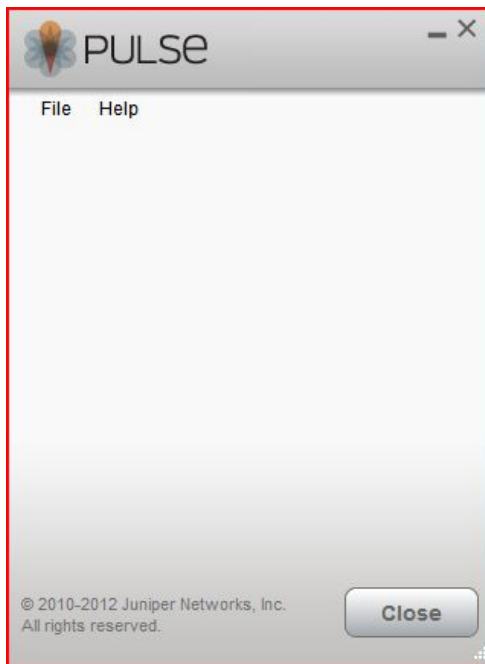
-Remove the software completely using a removal script. Links to the appropriate removal scripts are seen below.

- MacAfee [http://download.mcafee.com/products/licensed/cust\\_support\\_patches/MCPR.exe](http://download.mcafee.com/products/licensed/cust_support_patches/MCPR.exe). 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 : <http://www.avg.com/ww-en/utilities>
- Kaspersky : Click here to choose the correct OS version: <http://support.kaspersky.com/1464>

- Then install the Junos Pulse software.
- Reinstall (a different) anti-virus software.

### 3. Windows 7: Empty profile after Junos Pulse installation

After installation Junos Pulse does not show a UvAVPN profile.



*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.

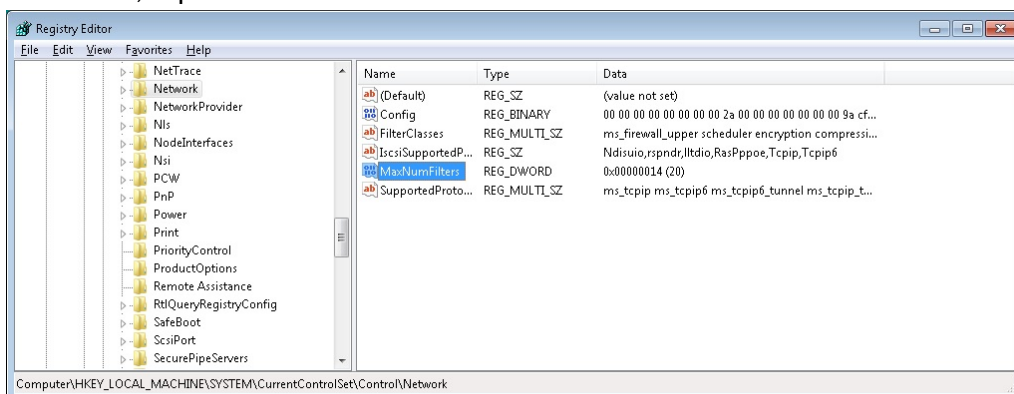
**Process:**

-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.

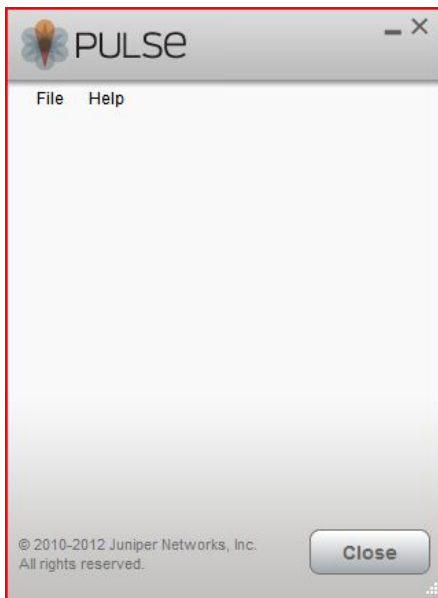




**4. Vista: Empty profile after Junos Pulse installation**

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 [www.surfspot.nl](http://www.surfspot.nl) for €10,-.



*Wrong profile*



*Right profile*