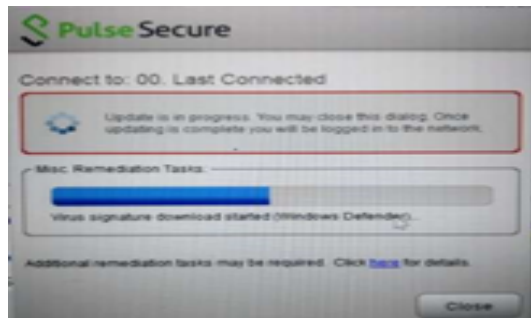


Windows Defender Update:

Windows Defender is the built-in antivirus in Windows 10 Operating system. Defender will periodically check for the latest definition update while connecting to Pulse Secure as shown in the image.

(Note: Defender automatic update may take a few minutes, depends on internet bandwidth and definition file size, and not to interrupt the update cycle. If you observe Pulse Secure auto-timed out, it will prompt you for RSA token again to continue.)

If the automatic update process is failed, please reboot the laptop once and try again through Pulse Secure, if the problem continues, try manually as per the below given steps.



- Open the Windows Defender security center by clicking the shield icon in the task bar.



- Click on the Virus and threat protection tile.
- Click on 'Check for Updates' to run the definition update.



If it's out of date and the 'Check for updates' button seems to take ages (10-15 min) please follow the steps below;

Resolution

To resolve this automated definition update failure and to be able to connect over Pulse Secure VPN, one would need to update Windows Defender manually.

Following steps can help fix this issue:

1. On your db Build laptop go to <https://www.microsoft.com/en-us/wdsi/defenderupdates>
2. Download '**Microsoft Defender Antivirus for Windows 10 and Windows 8.1**'. The 64-bit version
3. Install the downloaded executable file
4. Reboot/Restart your db Build Laptop
5. After restart of your laptop, you should be able to connect Pulse Secure VPN using preferred gateway as before.

Please Note: you cannot re-use these files if you have a repeat. The file must be downloaded from the link on the day you encounter the issue, to ensure the very latest definitions are applied.