



Patrick Henry College

How to Get Out of Remediation

How to Resolve Remediation

1. Open your browser and navigate to phc.edu. If you are in remediation, the network will automatically redirect you to the remediation page, which can be seen below.

PHC NETWORK REMEDIATION

FAILED

If you need to reinstall the Fortinac Agent [Click Here](#). Otherwise, resolve the issues in the links below, and then rescan.

- [Patrick Henry College Computer Compliance Policy](#)
Please click on the link above to display what needs to be corrected on your computer. After you have corrected the problem(s) you will need to rescan your computer.

For assistance, contact the Help Desk at 540.441.8920.

2. First, check to ensure FortiNAC is installed on your computer. If it is, select the Patrick Henry College Computer Compliance Policy link, which will bring you to the below page.

PHC NETWORK REMEDIATION

Failed tests

1. [Operating-System :: macOS 10.13 High Sierra](#)

Passed tests

1. Anti-Virus :: Palo Alto Networks TRAPS

[Re-scan](#) [Back](#)

For assistance, contact the Help Desk at 540.441.8920.

3. Under “Failed Tests,” the system will display a list of areas in which your computer does not meet current policy. The most common reasons for remediation are that your operating system or antivirus is not up to date or that your antivirus is not on the approved list. Both issues can be fixed from this screen by clicking the link and following the directions for your specific issue.
4. After you have resolved the issue, navigate back to the “Failed Tests” screen and select “Re-scan.” This will initiate a new scan that will let you know if you have resolved the issues or if more work needs to be done.* If resolved, you will be connected to the network; you will see a

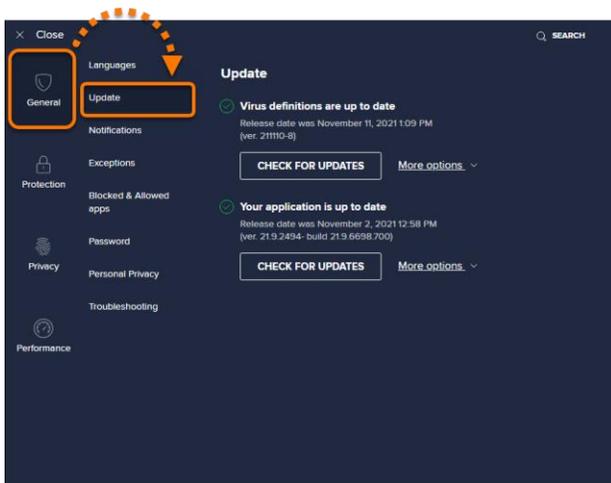
new window (below) that confirms that your network connection is being reset to allow full access to the internet.

5. If the issues are not resolved, you will be brought back to the same remediation screen for another attempt.

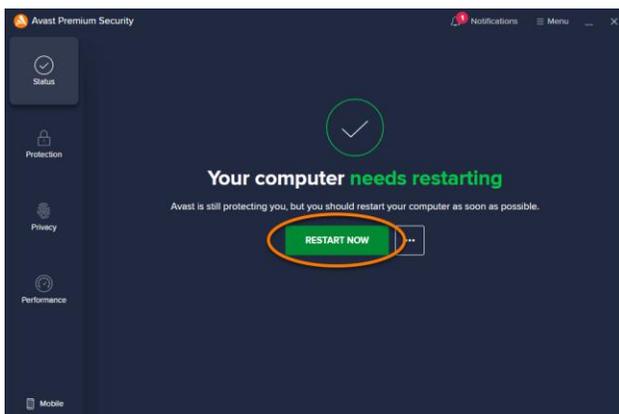
**Please wait for a scan to complete before beginning another. Restarting the scan repeatedly will result in additional error warnings and may slow down the process.*

How to Update Avast Antivirus

1. If your machine is failing for Avast application updates or virus definition updates, follow the below steps to resolve the issue.
2. Open the Avast application and navigate to Menu >Settings > General > Update.



3. As shown above, both virus definitions and the application itself can be manually updated by selecting “Check for Updates” under the appropriate heading.
4. Once the update(s) has finished, the update status will show as “up to date.”
5. You may need to restart your machine to complete the update(s). If prompted, select the “Restart Now” button.



6. Once updates are complete, navigate back to the remediation page and select "Re-scan." Then follow steps 4-5 above to complete the remediation process.