

HOST CHECKER FAQ'S

1. What is Host Checker?

Host Checker is an endpoint security based feature, which performs security and system integrity checks, that pre-qualify endpoints before allowing access to the network's resources.

2. What does Host Checker Actually Check?

Host Checker evaluates the remote endpoints to ensure they comply with the Commonwealth's security policies, which include the following:

- Common supported operating systems, ex: Microsoft Vista, Windows 7, 8, 8.1 with IE9 or 10, Firefox 10, MAC with Safari 5.1 and newer, Linux Red Hat, Ubuntu, SUSE with Firefox 10, Solaris 10 with Mozilla 2.0 and newer – Mobile platforms include Android 4.0 and newer, iOS (iPhone,iPad) 5.1.1 and newer, Windows 6.5. For a complete list, please email ra-remoteaccess@pa.gov
- An antivirus software is installed and actively protecting the system. Virus definitions are current to within the last 10 vendor updates. In addition, a full system scan completed within the last 30 days.
- The remote endpoint has the Operating Systems latest supported Service Pack level. If the system does not, Host Checker will restrict access until remediation of the endpoint is accomplished. The latest Microsoft Service Pack levels are: Vista – service pack 2, Windows 7 – service pack 1, Windows 8 & 8.1 – base OS – service packs have yet to be released.
- The Cache Cleaner feature clears the temporary Internet directory, browser history, cookies and other remnants of the user session, from the user machine, upon user logoff. Also enabled is the “Disable AutoComplete of usernames and passwords” and “Flush all existing AutoComplete passwords”.

3. Does enabling Host Checker require any changes to the user device?

No changes are necessary for the user device.

4. Is connecting a MAC different then a Windows device?

No, using Safari, just type the url <https://moose.pa.gov> , this is the same as a Windows device. This is all you really need to do. Once connected to the “Moose” site, a MAC client will download.

5. If Host Checker components will not load prior to logging in, what should I do?

Please contact your help desk. For consolidated agencies, contact OA-Help Desk (717-783-1087). All other agencies, contact your respective help desk.

6. If my Commonwealth issued device does not pass the anti-virus DAT (definition update) check or full system scan check, what should I do?

For Commonwealth issued devices, please contact your agency help desk. For consolidated agencies, contact OA-Help Desk (717-783-1087).

7. If my non-Commonwealth device does not pass the anti-virus DAT (definition update) check or full system scan, what should I do?

Do not contact a Commonwealth help desk. Follow the vendors update procedure or contact the antivirus vendor to resolve any issues you might be experiencing.

8. When will support for Microsoft Windows 10 be available?

Support for Windows 10 is not currently available; there is no timetable as to when support will be available.

9. Does implementing Host Checker increase the cost of a VPN account?

Implementing Host Checker does not incur any additional cost to VPN accounts.

10. When can I expect the advanced features of Host Checker to be active?

The current implementation schedule is set for August 20th 2015.