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## Troubleshoot Endpoint Information Profiles

Enterprise users can connect to networks and resources from a variety of locations and using a variety of endpoints, or remote computing devices. To protect the enterprise network and resources, you can create endpoint information profiles (EIPs). EIPs ensure that the endpoint devices accessing the enterprise network maintain and adhere to enterprise security standards. For more information about configuring EIP, see [Configure Endpoint Information Profiles](#).

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## Reregister Versa SASE Client

You must reregister the Versa SASE client in the following scenarios if you make any changes to an EIP agent profile:

- When you update an EIP agent profile associated with an SCA policy rule. For example, if you change a predefined EIP agent profile to a user-defined EIP agent profile in an SCA rule.
- When you update any EIP objects within a user-defined EIP agent profile. For example, if you add the AntiMalware\_category\_vendor to an existing user-defined EIP agent profile.
- If you update any rules of an existing user-defined EIP object. For example, if you amend the match criteria of Configured from disabled to true.

The Versa SASE client automatically reregisters at the end of Portal lifetime. To reregister the Versa SASE client manually, select Settings > [tenant\_name] > Reregister.

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## Amending the Welcome Message

To troubleshoot EIP, you can include a reference to the SCA policy rule name in the welcome message that displays when the Versa SASE client connects to the Versa portal or Versa SASE gateway. You do this by amending the default welcome message when you configure an SCA policy rule. The default welcome message format is Welcome to <tenant name>. For example, if the default message is Welcome to Versa-SSE, you update the default message to Welcome to Versa-SSE (SWG\_Demo), where SWG\_Demo refers to the name of the matched SCA policy rule. When an enterprise device connects to the Versa SASE client, the welcome banner displays which SCA policy rule the end device matched.

Note that EIP information is used as a match criteria only when Versa SASE client connects to Versa gateways. Therefore, for troubleshooting purposes, focus on the welcome message when connecting to the Versa SASE gateway.

To update the welcome message with the SCA policy rule name:

1. Go to Configure > Secure Services Edge > Secure Access Client > Policy Rules.
2. Select the secure client access rule.
3. In the Edit Secure Client Access Rule page, select Traffic Action, and then add the SCA policy rule name to the

default text in the Display Message after Successful Connection field.

VERSA  
SASE

CONFIGURATION

Asia/Calcutta English antony-versa Enterprise Operator

Configure > SASE > Secure Client Access > Policy Rules

Edit Secure Client Access Rule: AB-Rule

Operating System Users/User Groups Device Risk Info Source Geo Location & Source IP Address Traffic Action Gateways Client Configuration Agent Profile From EIP Review & Configure

Based on the most common secure enterprise settings, we've chosen the traffic steering below.  
If you prefer, you can customize which traffic steering option you would like to enable for the rule.

Select subscription type for users matching this rule:  
Versa Secure Private Access (VSPA) & Versa Secure Internet Access (VSIA)

☐ Deny  
Drop all traffic that matches the rule  
Display Message after Connection Is Blocked  
You are not allowed to connect to the enterprise VPN, please contact administrator

☒ Allow  
Allow all traffic that matches the rule to pass

Send Apps to Versa Cloud Gateway Breakout To Internet

With this option, the default behavior is to send all traffic from the user device to the Versa Cloud Gateway. Select applications below to bypass the tunnel and be sent out directly to the Internet from the user device.

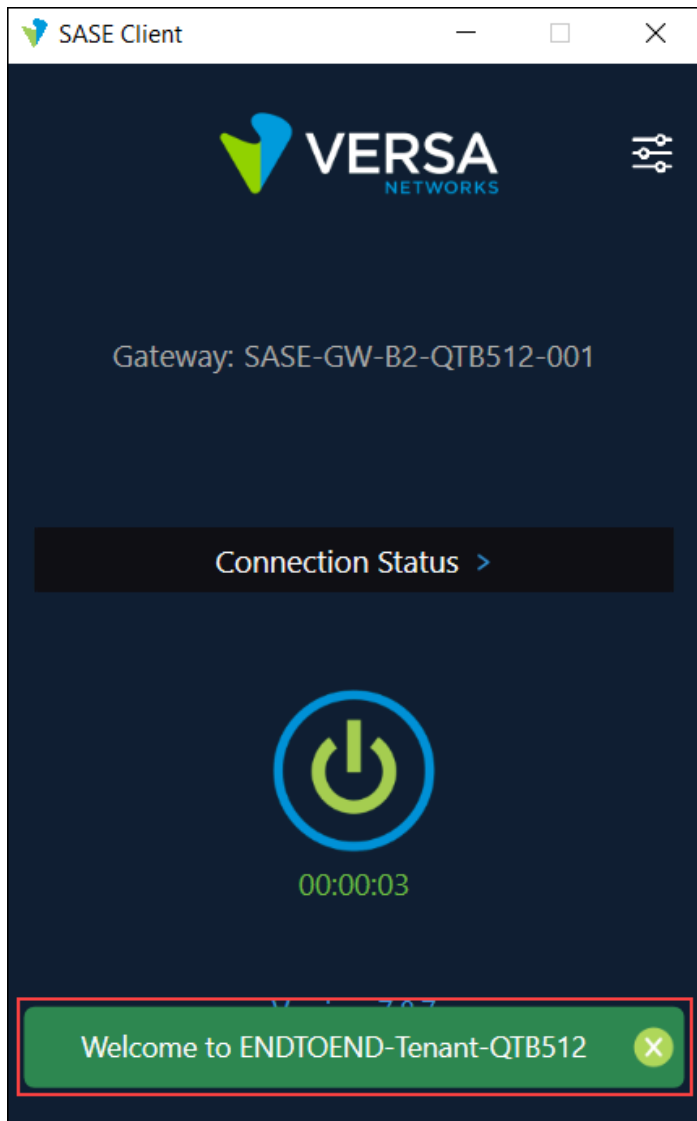
Display Message after Successful Connection  
Welcome to AB SSE

Search  
Search for Application

+ Add New

Cancel Back Skip to Review Next

The Welcome message displays when the Versa SASE client connects to the Versa portal or Versa SASE gateway:



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## Troubleshoot EIP Profiles Using Site-to-Site Monitor

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### View EIP Cache Information

With EIPs, you collect information about the security status of the endpoint devices connecting to your networks. You then classify the endpoints based on multiple types of endpoint posture information, defining rules that allow the VOS SSE software to extract information from endpoint devices and then match the information to enforce security policy.

If you want to use EIP cache information to troubleshoot EIP, you must configure an EIP agent profile in the corresponding secure client access (SCA) for the entity and associate the EIP agent profile to an SCA rule. You configure an EIP agent profile that defines when the SSE client must extract information from endpoint devices. You associate predefined or custom EIP agent profiles with SCA rules to enforce EIP security. When you associate an EIP

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[https://docs.versa-networks.com/Management\\_and\\_Orchestration/Versa\\_Concerto\\_Orchestrator/04\\_Troubleshooting\\_Conce...](https://docs.versa-networks.com/Management_and_Orchestration/Versa_Concerto_Orchestrator/04_Troubleshooting_Conce...)

Updated: Wed, 23 Oct 2024 08:54:18 GMT

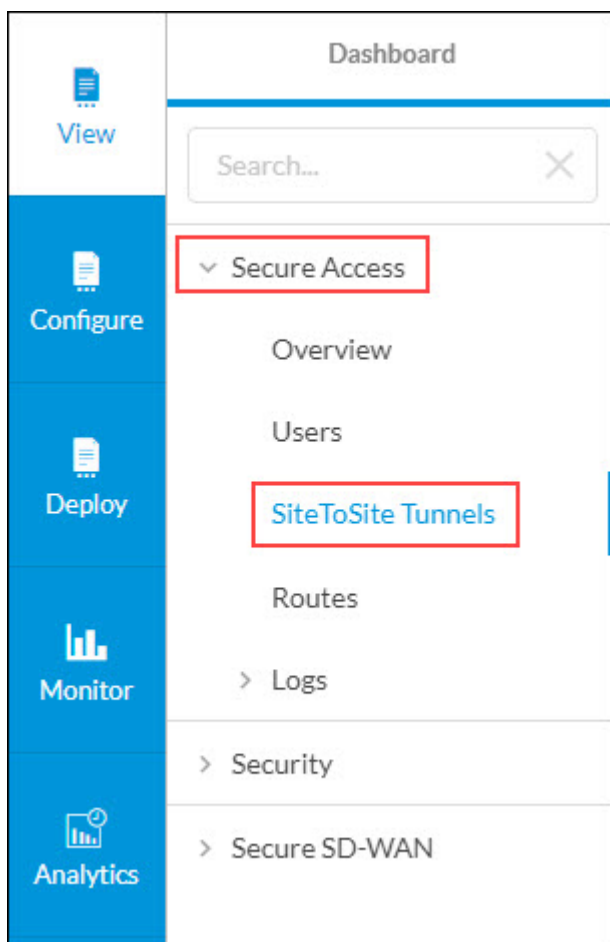
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agent profile to an SCA policy, the entity gathers EIP information and sends it to the SSE gateway. The EIP cache information is populated with device posture details after you configure an EIP agent profile and associate it to an SCA rule. If EIP cache information is not available, check if an EIP agent profile is associated with the SCA policy.

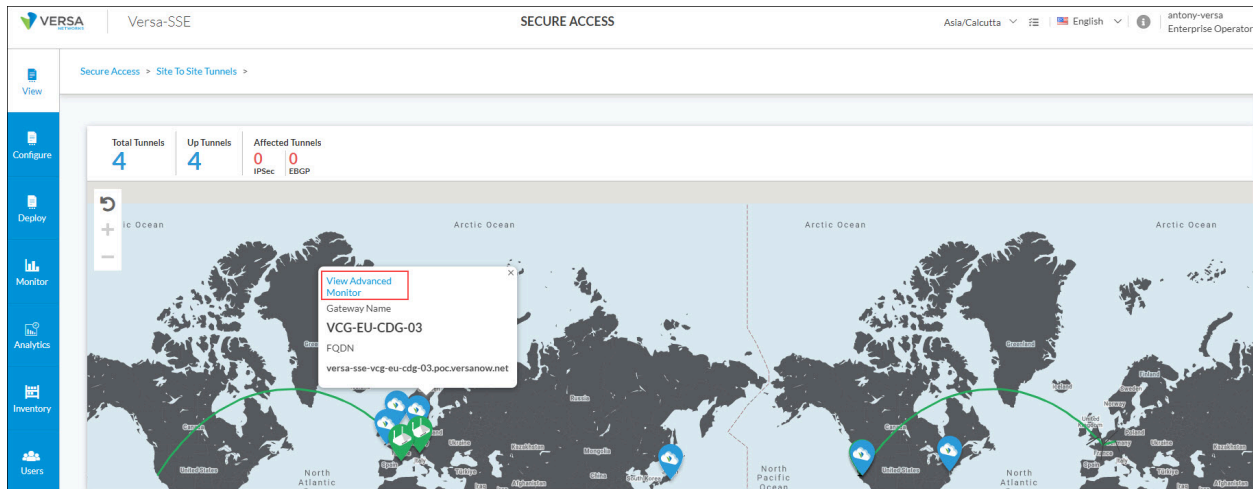
An entity can match a single EIP profile or multiple EIP profiles. By matching multiple EIP profiles, entities can be permitted or denied based on simple or complex EIP profile information. For example, all entities with Chrome installed may access the internet. However, only entities with disk encryption, anti-malware software and Chrome may access an intranet website. In this example, if an entity matches both EIP profiles, a private app protection rule can be created to match the more complex EIP profile, whereas an internet protection rule can be created to match the simple EIP profile.

To view EIP cache information:

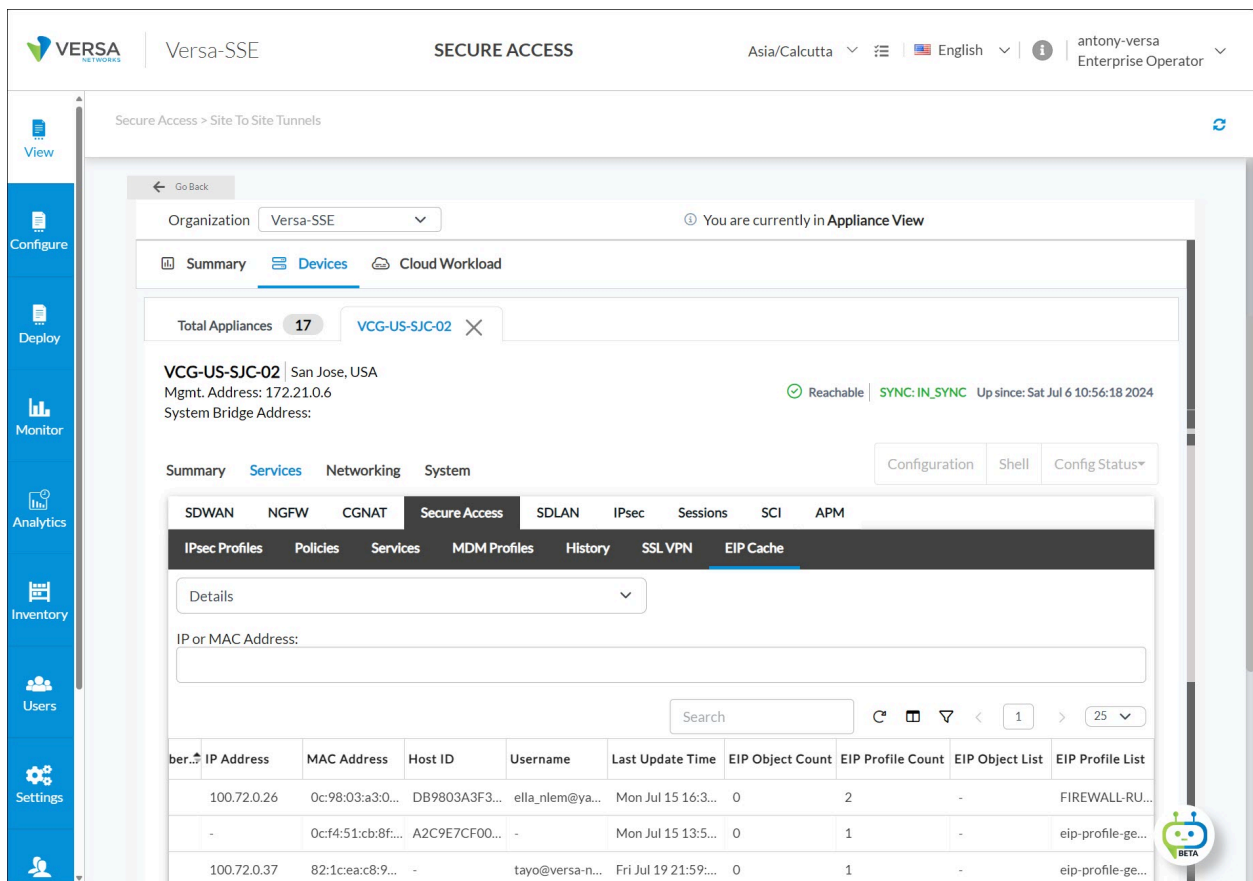
1. Select View > Secure Access > Site-to-Site Tunnels.



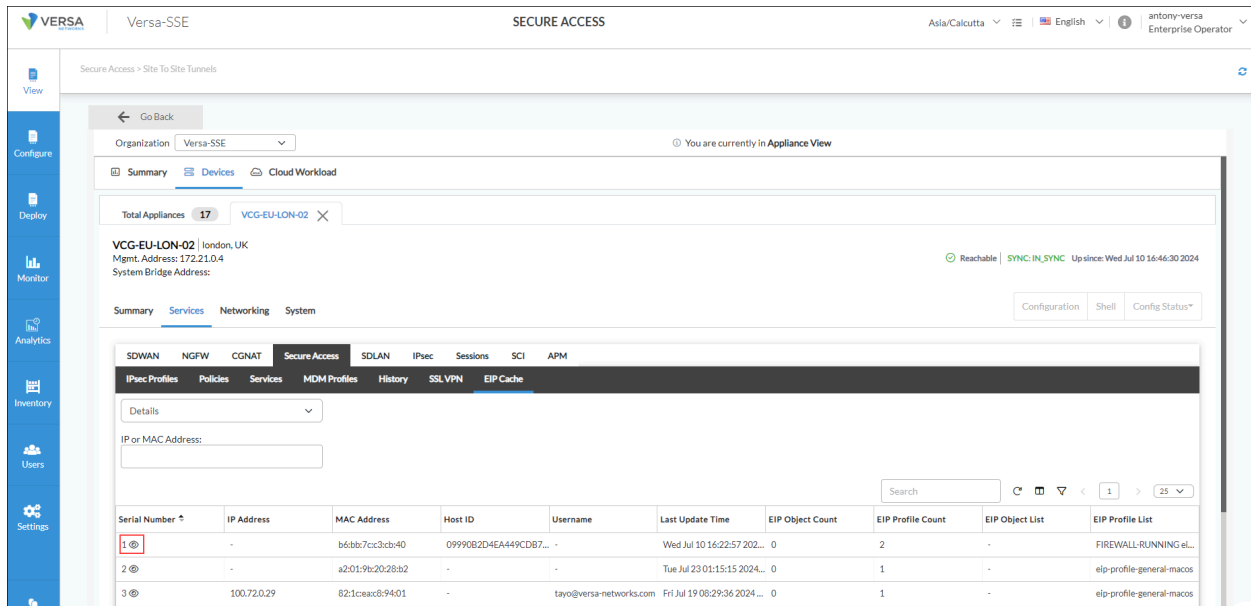
2. From the list of available SSE gateways, select the SSE gateway the entity is connecting to, and then click View Advanced Monitor.



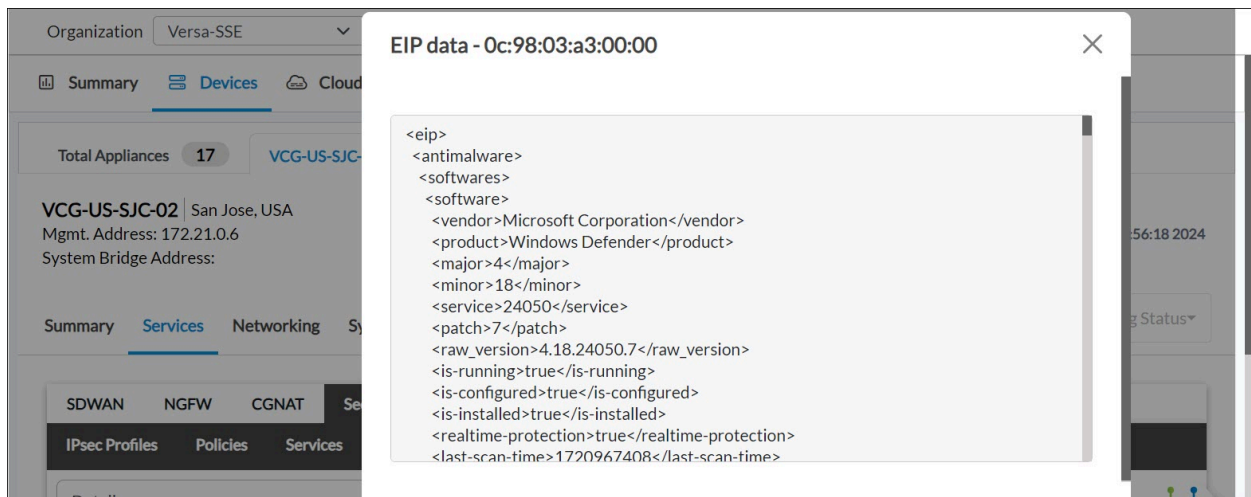
3. In the Devices > Services tab, select the Secure Access > EIP Cache tab.



4. In the Serial Number column, click the Eye icon to view the EIP information that the entity sends to the SSE gateway.



The following screenshot shows the EIP cache information for the selected entity.

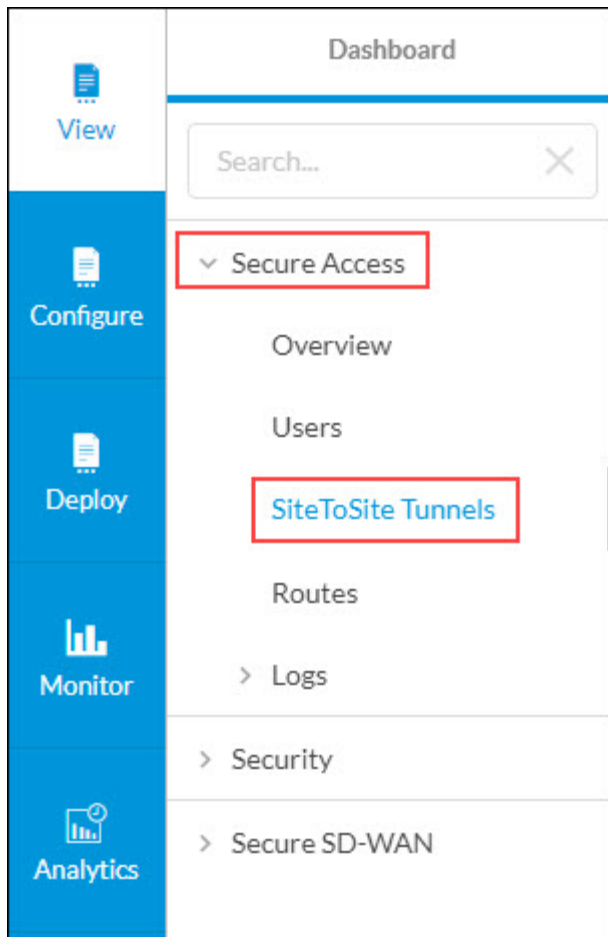


## View EIP History Information

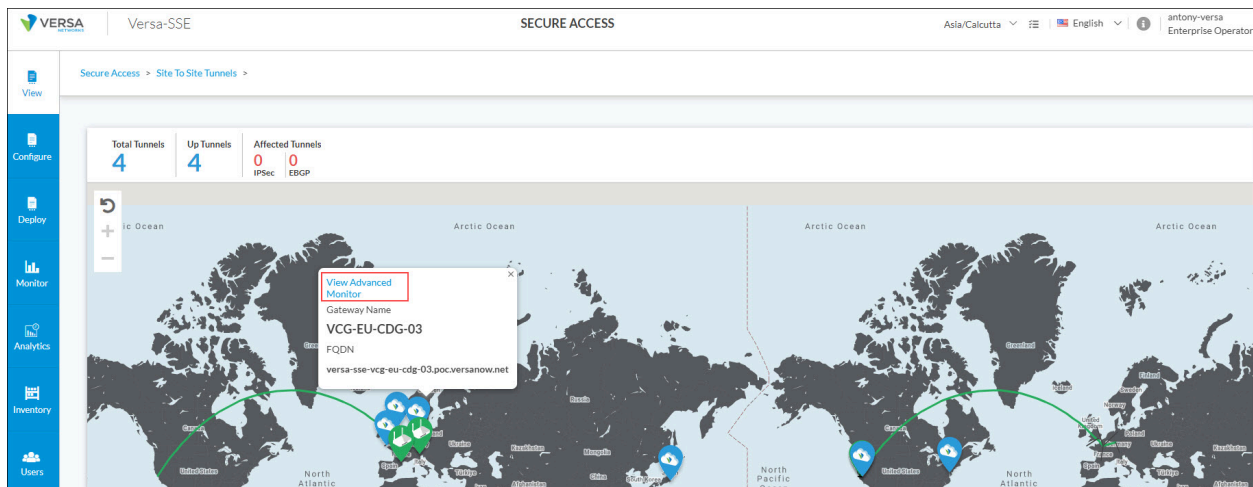
You must have an administrator privilege level to view the EIP history information. By default, entities send EIP information to the SSE gateway every 10 minutes.

To view secure access history:

1. Select View > Secure Access > Site-to-Site Tunnels.



- From the list of available SSE gateways, select the SSE gateway the entity is connecting to, and then click View Advanced Monitor.



- In the Devices > Services tab, select the Secure Access > History tab, and then select Gateway in the drop-down list.

VCG-US-SJC-02

San Jose, USA

Mgmt. Address: 172.21.0.6

System Bridge Address:

Reachable

SYNC: IN\_SYNC

Up since: Sat Jul 6 10:56:18 2024

Summary

Services

Networking

System

Configuration

Shell

Config Status

SDWAN

NGFW

CGNAT

Secure Access

SDLAN

IPsec

Sessions

SCI

APM

IPsec Profiles

Policies

Services

MDM Profiles

History

SSL VPN

EIP Cache

Gateway

Search

ID	Tenant	Action	Response Code	Username
3289	Versa-SSE	eip	200	tayo@versa-networks.com
3284	Versa-SSE	discover	200	tayo@versa-networks.com
3012	Versa-SSE	autoprelogin	200	ella_nlem@yahoo.fr
3011	Versa-SSE	discover	200	ella_nlem@yahoo.fr
3050	Versa-SSE	autoprelogin	200	tayo@versa-networks.com
3049	Versa-SSE	discover	200	tayo@versa-networks.com
3037	Versa-SSE	autoprelogin	200	tayo@versa-networks.com

4. In the ID column, click the ID link to view the EIP history information. You can select multiple IDs.

The following screenshot shows EIP history information for the 10-minute interval.

Detail (ID) : 1831

Microsoft Corporation

Windows Defender

4

18

24030

9

4.18.24030.9

true

true

true

true

1715016504

1715209239

The following screenshot shows multiple IDs (1831 through 1833) are selected, and the Timestamp shows that the entity is sending EIP information every 10 minutes.



Detail (ID) : 1831	→	Detail (ID) : 1832	→	Detail (ID) : 1833
ID : 1831		ID : 1832		ID : 1833
Timestamp : 2024-05-08 21:29:47.323		Timestamp : 2024-05-08 21:39:47.347		Timestamp : 2024-05-08 21:49:47.345
Tenant : Swisscom		Tenant : Swisscom		Tenant : Swisscom
Source IP : 207.47.61.10		Source IP : 207.47.61.10		Source IP : 207.47.61.10
Current index : 0		Current index : 0		Current index : 0
Next index : -1		Next index : -1		Next index : -1
Service,		Service,		Service,
URI : gateway		URI : gateway		URI : gateway

## View Session Information

If an EIP is associated with real-time protection rules, you can troubleshoot EIP using the View > Devices > Services > Sessions tab. You can check the access policy associated with a session that is created for every flow of information between the source and destination.

In the following example, the internet protection rule controls the data flow from Versa SSE client to the internet. The rule matches the CORP-DEVICE EIP profile.

View

Configure

Deploy

Monitor

Analytics

Configure > SASE > Real-Time Protection > Internet Protection

Internet Protection Rules List

Publish

Below are all the rules for your Internet Protection Policy.

Search by keyword or name

Filter

+ Add

Reorder

Delete

Refresh

Select Columns

Rule Name	Security Enforcement	Applications & URLs	Users	EIP	Source & Destination	Services	Geo Locations
<input type="checkbox"/> WIN-CORP-DEVICES	Action <div>Allow</div>	All Applications	<div>LocalDB</div> <div>Users</div> <div>lan@</div>	<div>User Defined</div> <div>CORP-DEVICE</div>	<div>Source Zone</div> <div>IoT-Versa-PoC</div> <div>SD-WAN-Zone</div> <div>Swisscom-Fortinet-S2S</div> <div>Destination Zone</div> <div>L-ST-Swisscom-Enterprise-INET</div> <div>RTI-INET-Zone</div>	All Layer 4 Services	All Source Geo Locations selected

More Details

The EIP profile matches the EIP information as shown in the following screenshot. Note that all elements in R1 must match for entities to be associated with the CORP-DEVICE EIP profile.

CORP-DEVICE				
Name	Category	Objects	User Defined Objects	Predefined Objects
R1	Firewall	1	FW Category: Firewall Installed: Disabled Configured: Disabled Running: True Vendor: Microsoft Corporation Product: Windows Firewall	
	Disk Encryption	1	BITLOCKER Category: Disk Encryption Installed: Disabled Configured: Disabled Running: True Vendor: Microsoft Corporation Product: BitLocker Drive Encryption	
	AntiMalware	1	DEFENDER Category: AntiMalware Installed: Disabled Configured: Disabled Running: True Realtime: true Vendor: Microsoft Corporation <a href="#">Show More</a>	
	Browser	1		elp-object-browser-chrome Category: Browser Vendor: Google Inc. Product: Google Chrome

The entity has the following objects in running state:

- Windows firewall
- Bitlocker
- Defender and realtime

When a user attempts to ping 8.8.8.8, the session table shows the access policy associated with the stream. The following screenshot shows the policy that meets the match criteria of the rule. To view the access policy, select Extensive in the drop-down list, and apply the filter to the session table to display sessions containing 8.8.8.8.

Summary

Devices

Cloud Workload

Total Appliances 4

VCG-EU-LON-02

VCG-EU-LON-02 | london, UK

Mgmt. Address: 172.21.0.4

System Bridge Address:

Reachable | SYNC: IN\_SYNC Up since: Thu Apr 25 12:56:28 2024

Summary

Services

Networking

System

Configuration

Shell

Config Status

SDWAN

NGFW

CGNAT

Secure Access

SDLAN

IPsec

Sessions

SCI

APM

Extensive

Back

8.8.8

1

25

Application	Source IP	Destination IP	Protocol	Source Port	Destination P...	Reverse Egre...	Nsh Peer Des...	Reverse Pack...	NAT Source IP	Reverse Rele...	Reverse Egre...	Nsh Peer Sou...	Parent Sessio...	External Serv...	Is Child
icmp(prefdef)	192.168.102.20	8.8.8.8	ICMP	4	4			6	10.0.0.69		lo76		0	false	No

Access Policy: WIN-CORP-DEVICES

Application: icmp(prefdef)

Destination IP: 8.8.8.8

Destination Port: 4

Device:

Dropped Forward Byte Count: 0

If the session is associated with an unexpected access policy, check the EIP Profile List column. The following screenshot shows one of the EIP profiles associated with the entity is CORP-DEVICE, and this profile is used as match criteria for the internet protection rule.

Summary

Devices

Cloud Workload

Total Appliances

4

VCG-EU-LON-02

VCG-EU-LON-02

london, UK

Mgmt. Address: 172.21.0.4

System Bridge Address:

Reachable

SYNC: IN\_SYNC

Up since: Thu Apr 25 12:56:28 2024

Summary

Services

Networking

System

Configuration

Shell

ConfigStatus

SDWAN

NGFW

CGNAT

Secure Access

SDLAN

IPsec

Sessions

SCI

APM

IPsec Profiles

Policies

Services

MDM Profiles

History

SSL VPN

EIP Cache

Gateway

Details

Search

1

25

Serial Number	IP Address	MAC Address	Host ID	Username	Last Update Time	EIP Agent Profile	EIP Object Count	EIP Profile Count	EIP Object List	EIP Profile List
1	192.168.102.20	0c-6a-27-22-00-00	406A27228DBE4BEFA...	lan@	Thu May 9 10:52:49 20...	-	0	2	-	CORP-DEVICE eip-prof...

## Troubleshoot EIP Profiles Using Versa Analytics

### View Entity Registration Information

You can access registration information for an entity using one of the following navigation paths in Concerto:

- Analytics > Dashboard > View > Secure Access > Users > Registry
- View > Secure Access > Users > Registry

The Registrations metrics show the secure client access profile associated with the entity during the registration to the SASE service. Note that recall EIP information is not considered as match criteria during registration, so there may be a profile name change in the output.

The following screenshot shows the SCA profile name from the registry information using the Analytics menu.

View

Configure

Display

Monitor

Analytics

Inventory

Users

Settings

all

Last day

Summary

Usage

Events

Registry

Top client OS

Top 5

Microsoft\_Windows\_10\_Enterprise\_Evaluation

Top secure access client version

Top 5

7.8.8

Appliances with secure access users

Top 5

VCG-US-ASH-01

VCG-EU-FRA-02

Registrations

(secAccRuleName="WIN-CORP-DEVICES")

Apply

Clear

Copy Filter

Show 10 entries

Appliance	User	OS	OS Version	Client Version	Latitude, Longitude	SecAcc Rule Name	SecAcc Rule Action	SecAcc Profile Name
VCG-EU-FRA-02	lan@	Microsoft_Windows_10_Enterprise_Evaluation	1809.17763.1935	7.8.8	37.3393-121.8950	WIN-CORP-DEVICES	allow	WIN-CORP-DEVICES

Showing 1 to 1 of 1 entries

Previous

Next

## View EIP Log Information

The EIP log screen shows the historical record of the EIP profile associations that the entity makes over time. You can access the EIP logs from the Analytics > Dashboard > Logs > EIP > Logs tab.

In the following screenshot, the SSE gateway associated the entity with two EIP profiles based on the information received from the Versa SASE client. You can also use the EIP rule name to troubleshoot the EIP issues.

Receive Time	Appliance	User	User IP	EIP Profile	EIP Rule	EIP Host
May 9th 2024, 8:59:48 AM BST	VCG-EU-LON-02	ian@	192.168.102.18	IAN-CORP-DEVICE	R1	WIN10-BITLOCKER
May 9th 2024, 8:59:48 AM BST	VCG-EU-LON-02	ian@	192.168.102.18	eip-profile-browser-popular	r1	WIN10-BITLOCKER
May 9th 2024, 8:49:48 AM BST	VCG-EU-LON-02	ian@	192.168.102.18	IAN-CORP-DEVICE	R1	WIN10-BITLOCKER
May 9th 2024, 8:49:48 AM BST	VCG-EU-LON-02	ian@	192.168.102.18	eip-profile-browser-popular	r1	WIN10-BITLOCKER
May 9th 2024, 8:39:48 AM BST	VCG-EU-LON-02	ian@	192.168.102.18	IAN-CORP-DEVICE	R1	WIN10-BITLOCKER
May 9th 2024, 8:39:48 AM BST	VCG-EU-LON-02	ian@	192.168.102.18	eip-profile-browser-popular	r1	WIN10-BITLOCKER
May 9th 2024, 8:29:48 AM BST	VCG-EU-LON-02	ian@	192.168.102.18	IAN-CORP-DEVICE	R1	WIN10-BITLOCKER
May 9th 2024, 8:29:48 AM BST	VCG-EU-LON-02	ian@	192.168.102.18	eip-profile-browser-popular	r1	WIN10-BITLOCKER
May 9th 2024, 8:19:48 AM BST	VCG-EU-LON-02	ian@	192.168.102.18	IAN-CORP-DEVICE	R1	WIN10-BITLOCKER
May 9th 2024, 8:19:48 AM BST	VCG-EU-LON-02	ian@	192.168.102.18	eip-profile-browser-popular	r1	WIN10-BITLOCKER
May 9th 2024, 8:09:48 AM BST	VCG-EU-LON-02	ian@	192.168.102.18	IAN-CORP-DEVICE	R1	WIN10-BITLOCKER
May 9th 2024, 8:09:48 AM BST	VCG-EU-LON-02	ian@	192.168.102.18	eip-profile-browser-popular	r1	WIN10-BITLOCKER

The following screenshot shows that the entity is disassociated from the IAN-CORP-DEVICE EIP profile, and associated with the CORP-DEVICE EIP profile because of a poster change in the entity.

May 9th 2024, 12:03:46 PM BST	VCG-EU-LON-02	ian@	192.168.102.20	CORP-DEVICE	R1	WIN10-BITLOCKER
May 9th 2024, 12:03:46 PM BST	VCG-EU-LON-02	ian@	192.168.102.20	eip-profile-browser-popular	r1	WIN10-BITLOCKER
May 9th 2024, 11:53:46 AM BST	VCG-EU-LON-02	ian@	192.168.102.20	CORP-DEVICE	R1	WIN10-BITLOCKER
May 9th 2024, 11:53:46 AM BST	VCG-EU-LON-02	ian@	192.168.102.20	eip-profile-browser-popular	r1	WIN10-BITLOCKER
May 9th 2024, 11:43:46 AM BST	VCG-EU-LON-02	ian@	192.168.102.20	IAN-CORP-DEVICE	R1	WIN10-BITLOCKER
May 9th 2024, 11:43:46 AM BST	VCG-EU-LON-02	ian@	192.168.102.20	eip-profile-browser-popular	r1	WIN10-BITLOCKER
May 9th 2024, 11:33:46 AM BST	VCG-EU-LON-02	ian@	192.168.102.20	IAN-CORP-DEVICE	R1	WIN10-BITLOCKER
May 9th 2024, 11:33:46 AM BST	VCG-EU-LON-02	ian@	192.168.102.20	eip-profile-browser-popular	r1	WIN10-BITLOCKER

The change is because of the automatic updates that Versa SASE client sends to the SSE gateway, and does not need the Versa SASE client to disconnect and reconnect. This allows the SSE gateway to control access to resources based on the dynamic posture of the entity.

## View Versa SASE Web Logs

You can access the Versa SASE web logs that have session information and associations to real-time protection rules from the Analytics > Dashboard > Logs > SASE Web Monitoring > Logs tab. You can check the rule that is associated with the session and compare the rules.

View

Configure

Deploy

Monitor

Analytics

Settings

SASE Web Monitoring > Logs >

Europe/London

all

Last day

Logs

Charts

SASE Web monitoring logs

☒ Show Domain Names

(fromUser:"lan@")

(policyRuleName:"IAN-WIN")

Apply | Clear | Copy Filter

Show 100 entries

lan@	Source Address	Destination Address	Source Port	Destination Port	Application	User	App Category	URL Category	SSL Decrypted	Policy Action	Policy Module	Policy Rule	Se
-EU-LON-02	192.168.102.20	142.250.187.234	57702	443	google_api	lan@swisscom.com	web	computer_and_internet_security	yes	allow	policy	IAN-WIN-COM	sat
-EU-LON-02	192.168.102.20	216.58.204.67	57707	443	ssl	lan@swisscom.com	encrypted	uncategorized	yes	allow	policy	IAN-WIN-COM	cls
-EU-LON-02	192.168.102.20	216.58.204.67	57706	443	google_api	lan@swisscom.com	web	computer_and_internet_info	yes	allow	policy	IAN-WIN-COM	cls
-EU-LON-02	192.168.102.20	74.112.186.144	57591	443	box_net	lan@swisscom.com	web	personal_storage	yes	allow	policy	IAN-WIN-COM	ve

## Example: EIP Updates from a Windows Entity

The following example is an EIP update from a Windows entity based on the EIP agent profile Versa\_Recommended:

```
<eip>
<antimalware>
<softwares>
<software>
<vendor>Microsoft Corporation</vendor>
<product>Windows Defender</product>
<major>4</major>
<minor>18</minor>
<service>24030</service>
<patch>9</patch>
<raw_version>4.18.24030.9</raw_version>
<is-running>true</is-running>
<is-configured>true</is-configured>
<is-installed>true</is-installed>
<realtime-protection>true</realtime-protection>
<last-scan-time>1715016504</last-scan-time>
<last-definition-update>1715189346</last-definition-update>
</software>
</softwares>
</antimalware>
<firewall>
<softwares>
<software>
<vendor>Microsoft Corporation</vendor>
<product>Windows Firewall</product>
<major>10</major>
<minor>0</minor>
<service>17763</service>
<patch>1852</patch>
<raw_version>10.0.17763.1852</raw_version>
<is-running>false</is-running>
<is-configured>true</is-configured>
<is-installed>true</is-installed>
</software>
</softwares>
```

[https://docs.versa-networks.com/Management\\_and\\_Orchestration/Versa\\_Concerto\\_Orchestrator/04\\_Troubleshooting\\_Conce...](https://docs.versa-networks.com/Management_and_Orchestration/Versa_Concerto_Orchestrator/04_Troubleshooting_Conce...)

Updated: Wed, 23 Oct 2024 08:54:18 GMT

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```

</firewall>
<disk-backup>
  <softwares>
    <software>
      <vendor>Microsoft Corporation</vendor>
      <product>Microsoft OneDrive</product>
      <major>24</major>
      <minor>76</minor>
      <service>414</service>
      <patch>5</patch>
      <raw-version>24.076.0414.0005</raw-version>
      <is-running>true</is-running>
      <is-configured>true</is-configured>
      <is-installed>true</is-installed>
      <last-backup-time/>
    </software>
    <software>
      <vendor>Microsoft Corporation</vendor>
      <product>Windows Backup and Restore</product>
      <major>10</major>
      <minor>0</minor>
      <service>17763</service>
      <patch>1</patch>
      <raw-version>10.0.17763.1</raw-version>
      <is-running>false</is-running>
      <is-configured>true</is-configured>
      <is-installed>true</is-installed>
      <last-backup-time/>
    </software>
    <software>
      <vendor>Microsoft Corporation</vendor>
      <product>Windows File History</product>
      <major>10</major>
      <minor>0</minor>
      <service>17763</service>
      <patch>1</patch>
      <raw-version>10.0.17763.1</raw-version>
      <is-running>false</is-running>
      <is-configured>true</is-configured>
      <is-installed>true</is-installed>
      <last-backup-time/>
    </software>
  </softwares>
</disk-backup>
<disk-encryption>
  <softwares>
    <software>
      <vendor>Microsoft Corporation</vendor>
      <product>BitLocker Drive Encryption</product>
      <major>10</major>
      <minor>0</minor>
      <service>17763</service>
      <patch>1</patch>
      <raw_version>10.0.17763.1</raw_version>

```

```

<is-running>true</is-running>
<is-configured>true</is-configured>
<is-installed>true</is-installed>
<locations>
  <location>
    <path>C:\</path>
    <status>encrypted</status>
  </location>
</locations>
</software>
</softwares>
</disk-encryption>
<data_loss_prevention>
  <softwares/>
</data_loss_prevention>
<patch_management>
  <softwares>
    <software>
      <vendor>Microsoft Corporation</vendor>
      <product>Windows Update Agent</product>
      <major>10</major>
      <minor>0</minor>
      <service>17763</service>
      <patch>1852</patch>
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  <windows-domain>WORKGROUP</windows-domain>
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  <os-minor>0</os-minor>
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  <os-patch>0</os-patch>
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</context>  
</eip>

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## Supported Software Information

Releases 11.3.1 and later support all content described in this article.

---

## Additional Information

[Configure Endpoint Information Profiles](#)

[Configure SASE Secure Client Access Rules](#)

[Use the Versa SASE Client Application](#)