

Troubleshoot Secure Access Error "Login Denied. Your Environment Does Not Meet the Access Criteria Defined by Your Administrator"

Contents

[Introduction](#)

[Problem](#)

[Solution](#)

[Related Information](#)

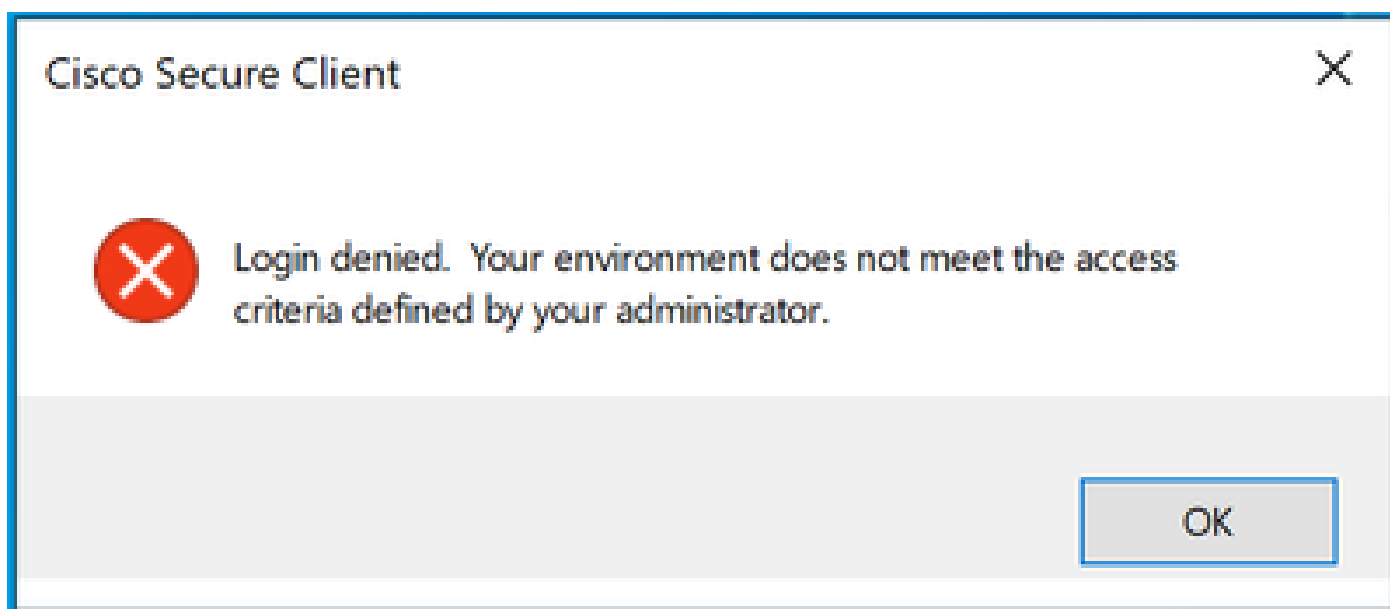
Introduction

This document describes a way to resolve the error "Login denied. Your environment does not meet the access criteria defined by your administrator".

Problem

When a user tries to connect with RA-VPN (Remote Access VPN) to the Secure Access headend, the error is printed in the Cisco Secure Client notification popup:

Login denied. Your environment does not meet the access criteria defined by your administrator



Cisco Secure Client error

The reason behind this error is that the end client PC does not meet the VPN posture conditions defined in the Secure Access dashboard.

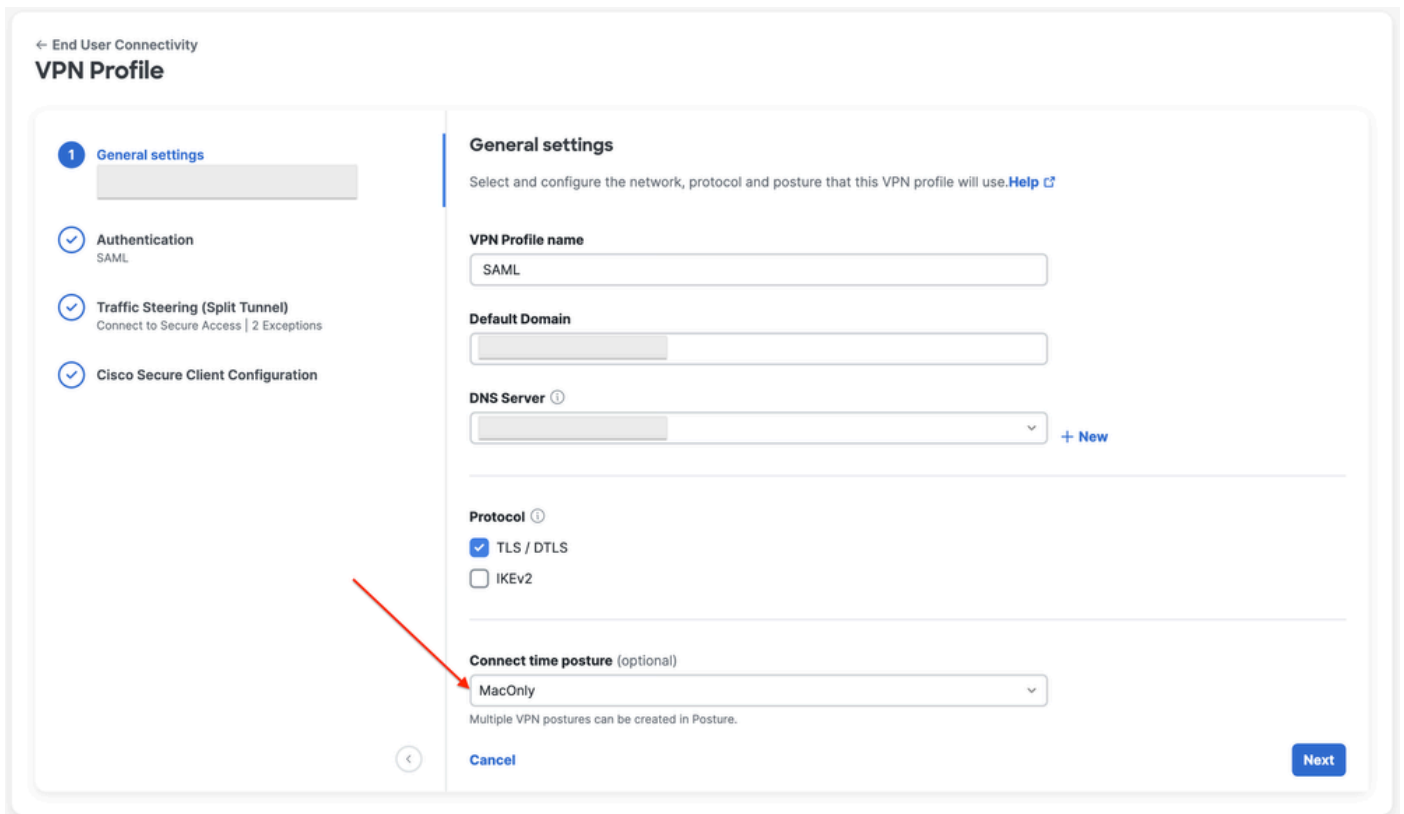
If connecting to the Secure Access headend was possible from the same PC in the past, there is a possibility that some posture conditions changed over time.

For example, antivirus was disabled, or a given process is not running on the system anymore.

Solution

To fix this connection error, please make sure that the PC meets the Connect Time Posture Profile that is defined under the VPN Profile in the Secure Access Dashboard.

1. Locate the VPN Posture Profile name in the VPN Profile configuration:



The screenshot displays the 'VPN Profile' configuration interface. On the left, a sidebar lists configuration sections: 'General settings' (selected), 'Authentication' (SAML), 'Traffic Steering (Split Tunnel)' (Connect to Secure Access | 2 Exceptions), and 'Cisco Secure Client Configuration'. The main area is titled 'General settings' and includes a 'Help' link. The 'VPN Profile name' field contains 'SAML'. The 'Default Domain' field is empty. The 'DNS Server' field is empty with a '+ New' button. The 'Protocol' section has 'TLS / DTLS' selected and 'IKEv2' unselected. The 'Connect time posture (optional)' dropdown menu is set to 'MacOnly', with a red arrow pointing to it. Below this field, it states 'Multiple VPN postures can be created in Posture.' At the bottom, there are 'Cancel' and 'Next' buttons.

VPN profile configuration

2. Verify the configuration of the VPN Posture Profile:

Edit VPN Posture Profile

Specify requirements for endpoint devices to connect to the network using VPN. Each requirement is optional. Requirements can be configured in any order. Endpoints must meet all configured requirements. [Help](#)

Name *

- Operating System**
Mac OS X allowed
- Endpoint security agent**
Not required
- Windows registry entries**
Not required
- Firewall**
Not required
- Disk encryption**
Not required
- File**
Not required
- Processes**
Not required
- Certificate**
Not required

Operating System

Require specific operating systems. [Help](#)

Operating system

[Restore to default](#)

[Cancel](#) [Save and Exit](#) [Next](#)

Posture profile configuration

3. Ensure that the PC you are trying to connect from is compliant with all conditions. Failing to meet either of the configured conditions would result in connection failure.

In this example, the VPN Posture Profile enforces MAC OS, when the connection is attempted from a Windows PC.

To generate a full posture report from the client side, you can collect the DART bundle and look for the file called **WaDiagnose.txt**.

For further help with the investigation of this error, please open a TAC case and attach the collected DART bundle.

Related Information

- [Secure Access User Guide](#)
- [How to collect DART bundle from Cisco Secure Client](#)
- [Technical Support & Documentation - Cisco Systems](#)