

# Troubleshoot Secure Access Error "Posture Registration Failure. Endpoint Lacks Hardware Security. Please Contact Support if the Error Persists."

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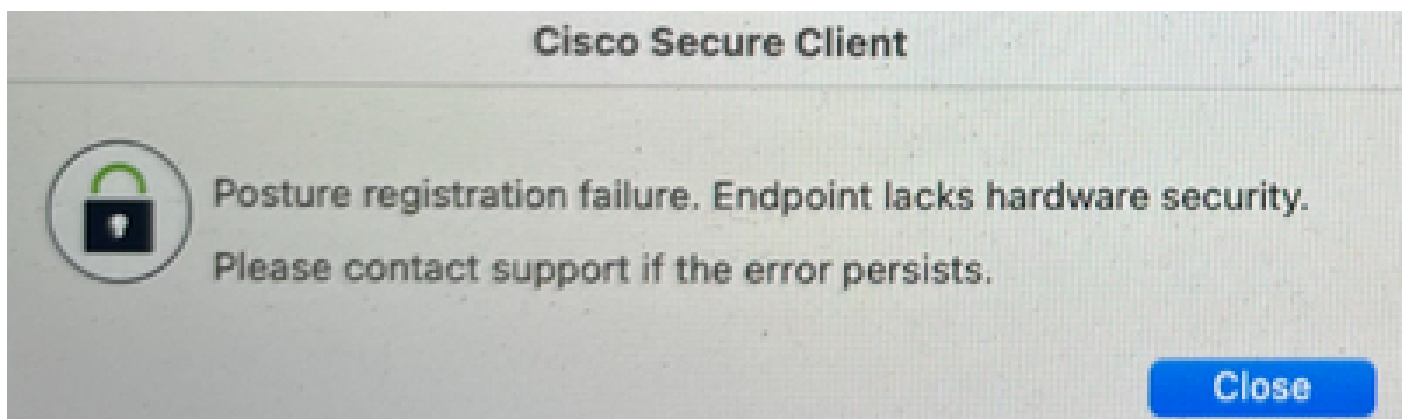
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## Introduction

This document describes missing hardware requirements on Mac devices that cause Secure Access ZTNA enrollment failure.

## Problem

When attempting to enroll ZTNA, the posture error is displayed within Cisco Secure Client: "***Posture Registration Failure. Endpoint Lacks Hardware Security. Please Contact Support if the Error Persists.***"



## Solution

The end device is not supported due to failing to meet the Secure Enclave (Mac) enabled requirement.

## Cause

For the ZTNA module to be installed and enrolled, there is a requirement for Duo Desktop (Device Health) to be installed and running within the end device. If the end device does not support Secure Enclave, the

ZTNA enrollment fails.

## Additional Information

Supporting logs can be viewed to confirm:

- Dart Bundle:  
~/Cisco Secure Client/ Zero Trust Access/Logs/ZeroTrustAccess.log

```
2023-10-30 10:00:00.0000000x10eb      Error      0x0                543      0      csc_zta_agent: [com.c
```

- Duo Desktop:  
~/Library/Logs/Duo Device Health/\*.log

```
2023/10/20 10:00:00:000 Secure Enclave is not supported on this device.
```

## Related Information

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