

Billingsley, Robert W.

From: Georgi Gochkov -X (ggochkov - IBM CORPORATION at Cisco) <ggochkov@cisco.com>
Sent: Friday, August 7, 2026 2:13 PM
To: Billingsley, Robert W.
Cc: Vicknair, Pete; Cahill, Mickey; attach; Romeo Migisha (rmigisha)
Subject: RE: SR 700969420 HelpDesk#26549 : ISE Posture scan is unable to detect Trend Micro AM

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Hello Robert,

Thank you for uploading the additional DART bundle and for documenting the KB5101684 test.

I reviewed the new post-change posture logs. The results confirm the behavior you identified.

Before the update removal, the affected endpoint reported:

Windows Update Agent: 1509.2607.1012.0

Windows-PATCH: non-compliant

For example, the DART shows the endpoint reporting WUA 1509 at 17:44 on August 6, while Windows-PATCH remained non-compliant.

After the update was removed, the same endpoint began reporting:

Windows Update Agent: 1508.2606.17012.0

Windows-PATCH: compliant

The change occurred between 17:44 and 17:59 on August 6. At 17:59, the endpoint reported WUA 1508, and the final Windows-PATCH evaluation returned a successful result. The August 7 Secure Client UI report also confirms:

Windows-PATCH ... complete="1"

The Secure Client and ISE Compliance versions remained unchanged throughout this validation:

Cisco Secure Client: 5.1.13.177

ISE Compliance / OPSWAT: 4.3.6310.8192

Trend Micro Apex One posture also completed successfully after the assessment.

Based on the test results, the issue is associated with the endpoint state in which Windows Update Agent 1509.2607.1012.0 is present. Your test indicates that KB5101684 is the preview update associated with that WUA level in this environment. After its removal, the endpoint returned to WUA 1508.2606.17012.0 and postured successfully without changes to Cisco Secure Client, the Compliance Module, or the posture policy.

The practical current **workaround is to avoid** deploying KB5101684, or another Windows update that introduces WUA 1509, to endpoints that must pass this Windows-PATCH posture requirement until compatibility with WUA 1509 can be validated.

Please keep the affected endpoint in the current working state. No further Secure Client update or posture-policy change is required for this validation.

Let me know if you will need further assistance from our side.

Best Regards,

Georgi Gochkov

Technical Consulting Engineer

Cisco Support - Security TAC

Working hours: 8am - 4pm ET or 12pm - 8pm UTC

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From: robertbillingsley@stpso.com

Date: Friday, August 7, 2026, 10:40 AM

To: ggochkov@cisco.com

Cc: PeteVicknair@stpso.com, MickeyCahill@stpso.com, attach@cisco.com, rmigisha@cisco.com

Subject: RE: SR 700969420 HelpDesk#26549 : ISE Posture scan is unable to detect Trend Micro AM

Georgi,

Semi-good news here. I discovered that a preview update (KB5101684), supports an update to the Windows Agent to 1509. Yet unfortunately, Cisco doesn't but not surprising this is the case. Since the offline posture feed is failing to produce the necessary results. I uninstalled this last update I did, and my machine is posturing correctly. I will upload all of my findings via a DART log and several other items via a zip file format.

Review and get back to me on this, today if possible.

Thanks

DFC. Robert Billingsley

From: Billingsley, Robert W.

Sent: Wednesday, August 5, 2026 2:29 PM

To: 'Georgi Gochkov -X (ggochkov - IBM CORPORATION at Cisco)' <ggochkov@cisco.com>

Cc: Vicknair, Pete <PeteVicknair@stpso.com>; Cahill, Mickey <MickeyCahill@stpso.com>; attach <attach@cisco.com>; Romeo Migisha (rmigisha) <rmigisha@cisco.com>

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I think you are loo[cut here for length]