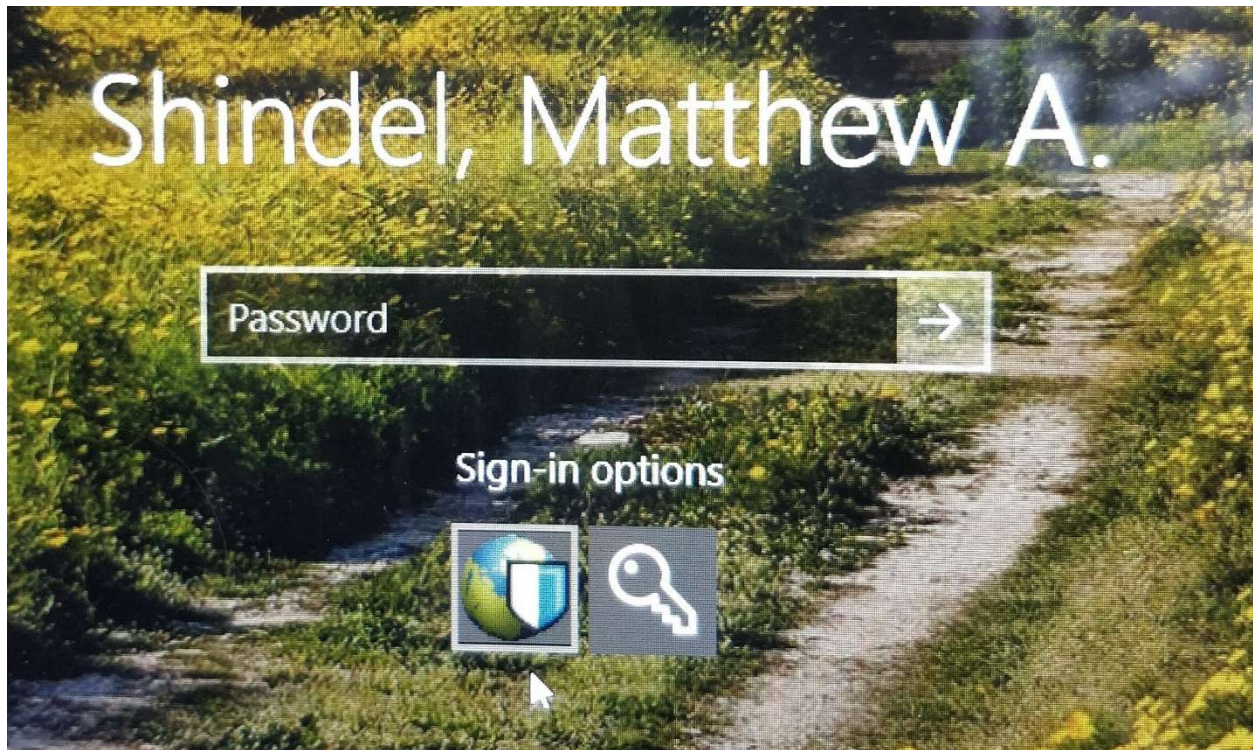


GlobalProtect Troubleshooting

Before logging in –

After pressing CTRL+ALT+DEL but before entering your username/password, click on Sign-in options. You'll want to make sure there's a highlight around the GlobalProtect icon (a globe with a shield) and NOT the key icon. This will allow GlobalProtect to connect as soon as it possibly can, hopefully even before you log in if you're on a wireless network that you've connected to before.)

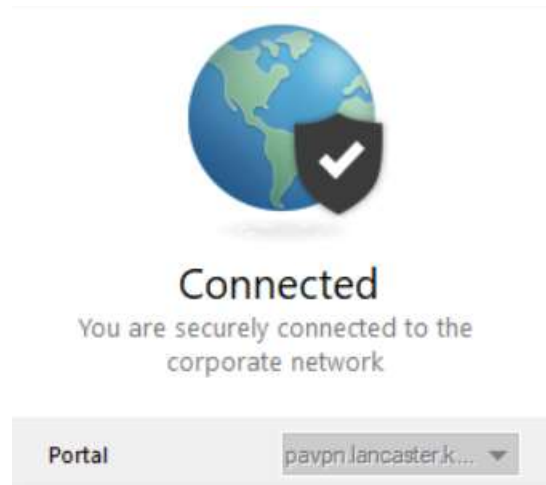


Once logged in –

You can check if GlobalProtect is connected by the icon in your system tray. If there's a check mark over the globe, you're successfully connected. If a red X appears, there is an issue.



If there is a red X, first verify that you're connected to a network (wireless most likely.) If you are connected, you can click on the system tray icon for a larger status window.



The portal should say “**pavpn.lancaster.k12.pa.us**” (it might be partially obscured.) Most times if this setting is the issue, you'll be prompted for a portal address in a pop-up window. You'll want to make sure that you enter the previously mentioned address (no quotes.)

If the portal address is correct, it can be a certificate issue. You might have seen a pop-up for this at some point. Here are steps to correct that issue:

1. Right-click on Start and choose Run
2. Type in 'regedit' without the quotes
3. Click on the arrow to expand HKEY_CURRENT_USER then continue to expand:
 - a. Software
 - b. Palo Alto Networks
 - c. GlobalProtect
 - d. PanMSAgent
4. When you have that all expanded, you should see an entry in the right pane that says 'previousCertificate' – you can right-click on that and remove/delete
5. Reboot and log back in
6. You should be prompted by GlobalProtect to pick a certificate. One option will say [empty] and the other will have your computer name, you want to choose the one with the computer name NOT the [empty] one.



7. GlobalProtect should then connect.

