

Desktop - Setting Preferred GlobalProtect Gateway

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Title

Desktop - Setting Global Protect Preferred Gateway

Purpose:

The user's Global Protect connection is routing through Boston and presenting an error regarding restricted access.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Computer Service Tag Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Ensure the user is receiving the below error.

5.

Click on the globe icon down in the bottom-right (near the clock, battery, etc.).

6.

Click on the three horizontal lines in the top-right of that box.

7.

Click on "Preferred Gateway."

8.

Make sure Waltham is listed as preferred.

If needed.

select on Walthamselect Set as preferredselect Close

9.

Then, look back at the GlobalProtect window in the bottom-right.

10.

If Boston is still selected, click on the drop-down.

11.

Click on Waltham.

12.

The user's network connection will drop as it reconnects to the right channel.

13.

Follow the resolution process.

14.

If additional assistance is needed, please follow the escalation process.

Incident Classification Requirements

Category

Inquiry & Help

Subcategory

Network

Service

Other

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Inquiry & Help

Resolution Subcategory

Network

Resolution Service

Other

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-EUX-FSS Ticket Allocation - L1

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