

Global Protect VPN issues

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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'value': '11065dc287928690f18ec998cebb35e5'}

Purpose:

Follow this procedure when a user report.

Unable to connect to global protect VPNGlobal Protect - connection failed.Global Protect - Required client certificate not found

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueScreen 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.

Please document following Device specific details in Description field-

Model Name/NumberIP AddressSerial Number/Service Tag

4.

To check if user is connected to Global Protect,

Have the user type Global Protect in the windows search bar at the bottom left corner of their screen. Then, click Open.

If user IS connected to the VPN, follow the resolution process.If user IS NOT connected to the VPN, have them login with FMC username and password, to connect to the VPN. Also, check portal address, it should be gp.fmcna.com. If VPN status shows as Connecting/Not Connected, try to refresh the connection. Click on three bars on the right side of Global Protect window and choose Refresh Connection. Also, reboot system, incase, above steps won't work, before escalating the issue.

5.

In case, user is getting certificate error (shown below) or any other error, follow the escalation process.

Incident Classification Requirements

Category

Network Security

Subcategory

Palo Alto Global Protect (VPN)

Service

Not found in Service Now

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 (Permanently)

Resolution Category

Network Security

Resolution Subcategory

Palo Alto Global Protect (VPN)

Resolution Service

Should generally be identical to Service

Escalation Process

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

Escalation Group

Escalate incident to correct group based on Clinic and Corporate user- Check User's Department and Title which can be found within Service Now.

For clinic user (Department should be of 4 or 6 digits and Title can be RN, PCT, Clinic Manager, Facility admin, secretary, etc.)-

DTI-EUX-FSS Ticket Allocation - L1

For corporate user and others (Department shows as 9900XXXX, 5500XXXX, 6500XXXX, 1100XXXX, etc.)-

DTI-EUX-Desktop - L1.5

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