Palo Alto GlobalProtect VPN Troubleshooting - Collect Logs

Action
To collect log information from the Palo Alto GlobalProtect app for troubleshooting purposes, follow the steps below.

Instructions

Windows or Mac
1. Open the GlobalProtect app
2. Open the menu button
3. Choose Settings
4. Go to the Troubleshooting tab
5. Click the Collect Logs button
6. When the process completes, click Open Folder to view the collected log package (GlobalProtectLogs.zip), which you can email to the ITS Service Desk for troubleshooting

Mobile
1. Open the GlobalProtect app
2. Open the menu button
3. Choose Help
4. Choose Send Logs
5. Enter an address to send to, such as askIT@albany.edu, and click Email Logs

Additional Information
Based on instructions at https://knowledgebase.paloaltonetworks.com/KCSArticleDetail?id=kA10g000000ClaLCAS.

Need more help? Contact the ITS Service Desk.