**Palo Alto GlobalProtect VPN Troubleshooting**

If you are unable to connect to the VPN using the GlobalProtect client, you can try the following steps:

**General troubleshooting**

1. Make sure that you have set the **Portal address** to uavpn.albany.edu
   - You can check this setting in the GlobalProtect settings on the General Tab. The portals you have entered are listed. If it does not match, you can select a portal, click Edit, update the address and Save.

2. Make sure that you are using your **NetID and password** when prompted to log in

3. Sign out of the GlobalProtect app via the menu button in the top with of the app > Settings and click **Sign Out**, restart the computer, then try to connect again.

4. **Restart your computer** and attempt to connect again

5. **Uninstall** the Palo Alto GlobalProtect client ([Mac uninstall instructions](https://uavpn.albany.edu)) ([Uninstall GlobalProtect VPN on Windows]), restart your computer, then **reinstall** the client (visit [https://uavpn.albany.edu](https://uavpn.albany.edu) to download the latest version of the client)
   - **Follow the installation instructions carefully**, particularly for **Macs** *(step 6)*

6. *(Mac only)* If reinstall did not help
   a. Open the Terminal app
   b. Enter the following commands (paste one, press Return, then repeat for the next):
      ```bash
      launchctl remove com.paloaltonetworks.gp.pangps
      launchctl remove com.paloaltonetworks.gp.pangpa
      launchctl load /Library/LaunchAgents/com.paloaltonetworks.gp.pangpa.plist
      launchctl load /Library/LaunchAgents/com.paloaltonetworks.gp.pangps.plist
      ```
   c. Go to Apple Menu -> System Preferences -> Security & Privacy and click "Allow" the software from Palo Alto Networks to run

**Collecting Log Information**
Known issues and resolutions

The Duo service requires JavaScript

- **Error code:** When signing in to connect using GlobalProtect on Windows, after entering your NetID and password, the Duo 2-step login page loads partly and reports that “The Duo service requires JavaScript.”
- **Resolution:** Enable JavaScript for the Windows feature that supports this login window by the steps below:
  1. Open the Windows Start Menu, type “Internet Options” and press Enter
  2. Go to the **Security tab**
  3. Select **Internet Zone** on top and click **Custom Level**
  4. Scroll most of the way towards the bottom until you see the **Scripting Section**
  5. Verify that **Active scripting** is set to **Enable**
  6. **Click OK** to exit Security settings
  7. **Click OK** to exit Internet Options
  8. **Restart** your computer
  9. **Retry** to connect by VPN

Unable to connect to this page securely

- **Error code:** When signing in to connect using GlobalProtect on Windows, the login page opens, but does not load, reporting “Unable to connect to this page securely. This may be because the site uses outdated or insecure TLS security settings. If this continues to happen, please contact the owner of the website. The TLS security settings are not set to the default settings, which may also cause this error.”
- **Resolution:** Enable Windows Internet Options to use TLS
  1. Open the Windows Start Menu, type “Internet Options” and press Enter
  2. Go to the **Advanced tab**
  3. Scroll all of the way to the bottom until you see the **entries for "Use TLS..."**
  4. Select to use **Use TLS 1.2**
  5. **Click OK** to exit Internet Options
  6. **Restart** your computer
  7. **Retry** to connect by VPN

UA ADFS error page at login

- **Error code:** When signing in to connect using GlobalProtect on Windows, the login page opens and allows trying to log in, but that fails, reporting “UA ADFS: An error occurred.”
- **Resolution:** Delete cookies from Internet Explorer (which VPN uses to load the login page). See instructions on [How to Clear Cookies From Browsers](#).
Missing mfc120.dll

- **Error code:** There is a problem with this Windows Installer package. A program run as part of the setup did not finish as expected. Contact your support personnel or package vendor.
- **Resolution:** Install this patch for Microsoft Visual C++ software

Need more help? Contact the [ITS Service Desk](mailto:its servicedesk@yourdomain.com).