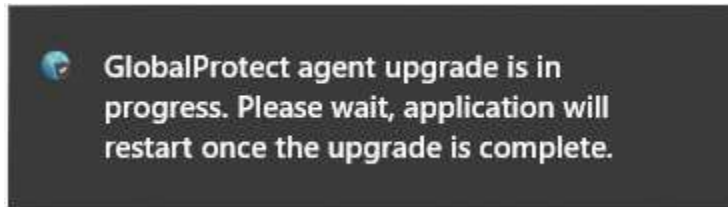



Periodically campus upgrades the software on the Palo Alto VPN hardware. When this happens, GlobalProtect VPN client software is also upgraded resulting in either a prompt to upgrade GlobalProtect, or in some cases, having GlobalProtect automatically upgraded.



In situations where the auto upgrade fails, removal and reinstallation is required to get GlobalProtect functioning again. Shared Services IT has deployed an offer named “Troubleshoot – Reinstall Global Protect” for situations where the upgrade has failed. Opening and accepting this offer will remove and reinstall the GlobalProtect VPN client software.

To access the offer, click on the white W with the red background  in the System Tray to bring up IBM BigFix Support Center. From BigFix Support Center, select “Troubleshoot – Reinstall Global Protect” and then click the “here” to accept offer and start the removal/re-installation. If problems persist after running the offer, please contact Shared Services IT support by emailing support@med.wisc.edu.

