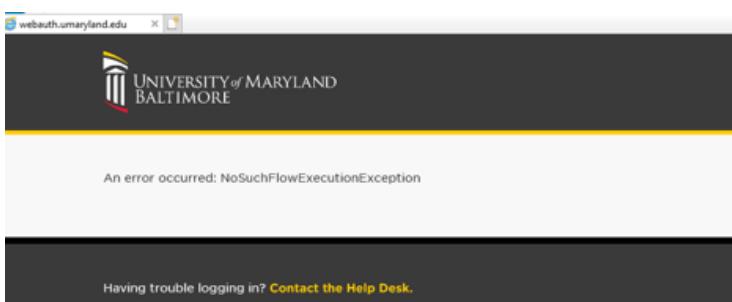


Palo Alto GlobalProtect VPN FAQ's

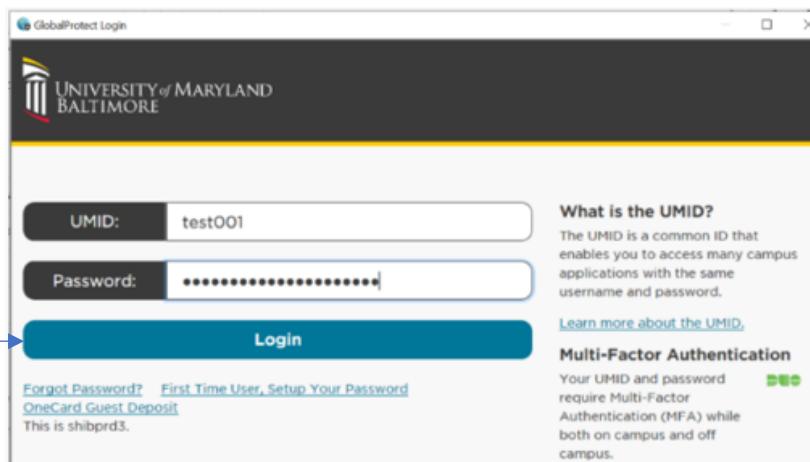
1. Why do I get an error message when logging into the GlobalProtect VPN like the ones below?



OR



Answer You get this error when you press the Enter key on your keyboard instead of clicking on the Login button with your mouse on the login screen. GlobalProtect VPN requires you to click on the Login button with your mouse to proceed with a login.



Click Here With Your Mouse to Log In. DO NOT Press the Enter Key on your Keyboard

1. (Continued) If I get one of the error messages above, what can I do to log in?

Answer Close the error message then go to your GlobalProtect client application. You may have to wait a few seconds before you are presented with the option to Disconnect. Disconnect from GlobalProtect and let it finish disconnecting. The Disconnect button should change to Connect. Click on Connect again and this time when you enter your credentials make sure to click on the Login button using your mouse.

2. What Operating Systems are supported with GlobalProtect VPN?

Answer Several Windows, Mac, iOS, and Android versions are supported. This link from the GlobalProtect vendor shows supported Operating Systems: <https://docs.paloaltonetworks.com/compatibility-matrix/globalprotect/where-can-i-install-the-globalprotect-app>

Please note, UMB requires that your Operating System is still supported by the Operating System Vendor to access campus resources using the VPN. Unsupported Operating Systems are actively blocked.

For example, Windows 7 is no longer supported by Microsoft. Even though you can install GlobalProtect and connect to the VPN on the device, you will be unable to access campus resources. You will receive a notice stating **You do not have access to UMB Resources. Your Windows version is no longer supported. Please upgrade to a supported version to connect to the network.**

3. What Antivirus is supported with the GlobalProtect VPN?

Answer The GlobalProtect vendor provides this list of supported Antivirus vendors: <https://knowledgebase.paloaltonetworks.com/KCSArticleDetail?id=kA10g0000008U5LCAU>

This list doesn't provide version numbers, only vendors. The GlobalProtect VPN checks your system's Antivirus to ensure it is on a current version and patched within the last 7 days. If it is not a current version and updated within the last 7 days, you will receive a notice stating **Your system is either missing Antivirus or your Antivirus has not been updated within the last seven days. Please ensure antivirus is installed and up to date.**