

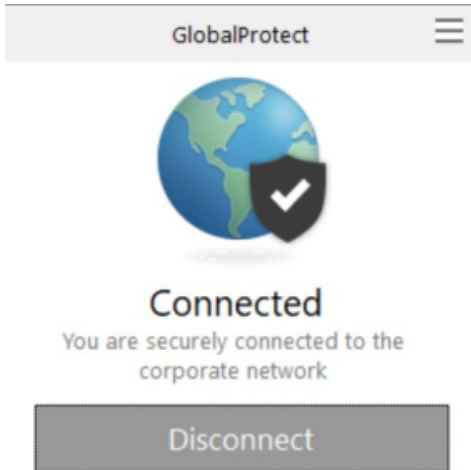
How-To: Collect Logs from the GlobalProtect VPN client

If you experience issues while using the GlobalProtect VPN the IT Department will need the log files to help troubleshoot the issue.

Here's how it's done

Log in to the VPN

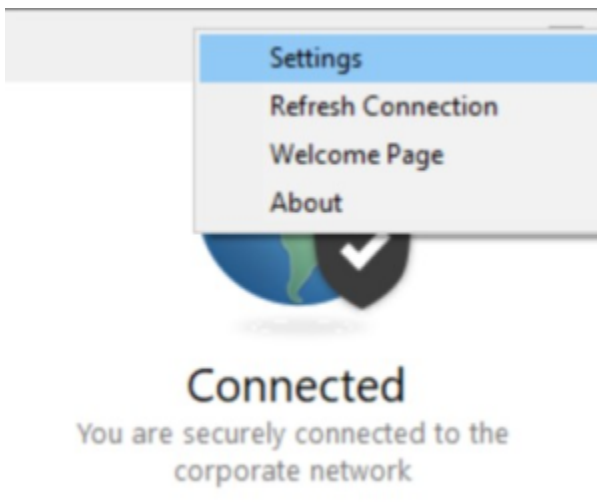
Connect to the VPN using your Sage Credentials. For information on how to log into the VPN please see [this guide](#).



click photo to enlarge

Open the Settings

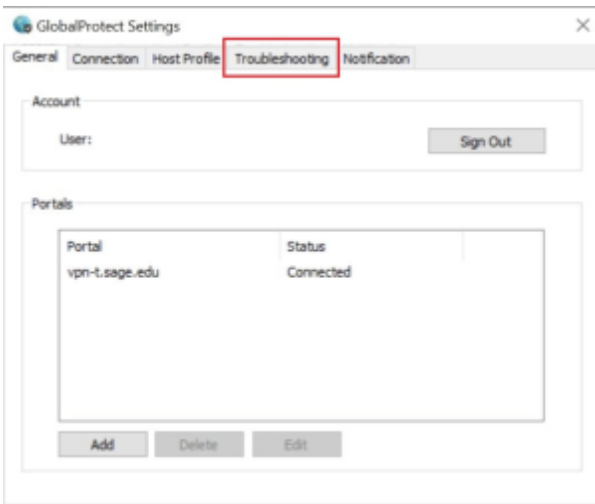
In the top right-hand corner of the GlobalProtect VPN client there are three horizontal lines stacked on top of one another. Click this icon and a small menu will show up. Click on Settings to open up the settings pane.



click photo to enlarge

Click on the Troubleshooting Tab

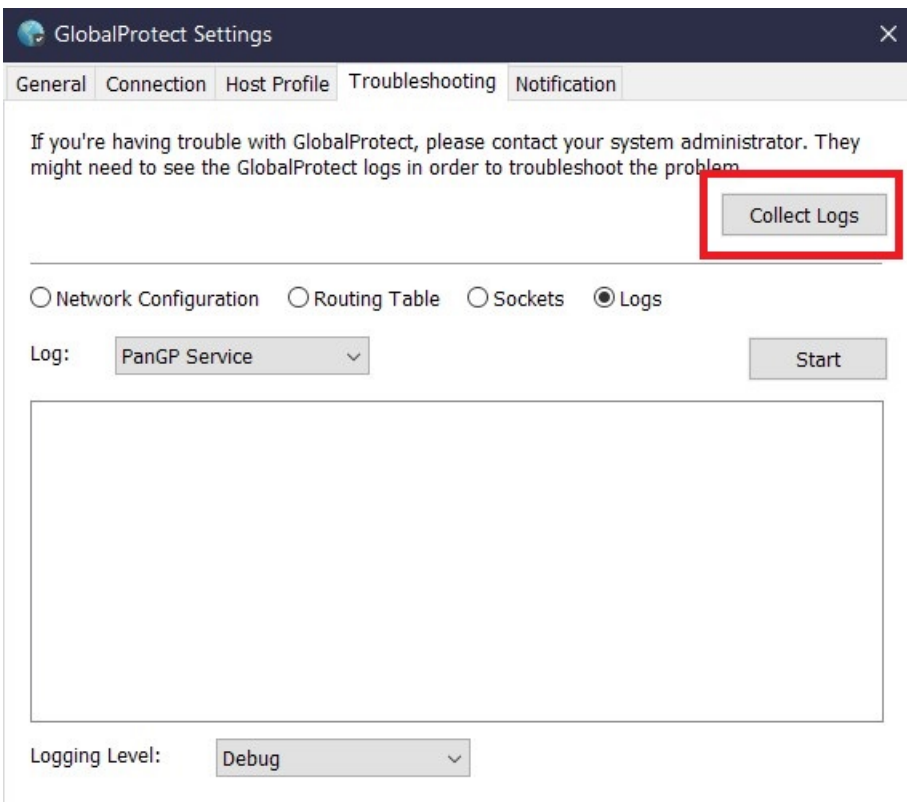
In this new window click on the Troubleshooting tab.



click photo to enlarge

Capture the logs

Click the **Collect Logs** button. This will then save the log file to C:\Users\\GlobalProtectLogs.zip



click photo to enlarge

You'll see a progress bar. Click "Open Folder" once the dialog says "Finished" In the folder locate the zip file (GlobalProtectLogs.zip).



click photo to enlarge

Submit a service request

Take the zipped log file and create a new service request at <https://sc.sage.edu>. Attach the log files to your service request so that the IT Department can analyze the logs and troubleshoot the issue.

Wrapping up

This article has demonstrated how to capture logs from the GlobalProtect VPN client. These logs will allow the IT Department to better troubleshoot and resolve your issue.

Related articles

- [How-To: Collect Logs from the GlobalProtect VPN client](#)
- [How-To: Connect to the Sage VPN](#)
- [VPN Agreement and Access](#)