

# Global Protect Troubleshooting

from the APS department of Information Services

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## General Troubleshooting Steps

### For General Issues Away From School

1. Ensure the iPad is connected to wifi
2. Open the GlobalProtect app and click connect
  - If the app connects successfully, check the VPN settings in the Settings App:
    - Open the Settings app
    - Go to `General > VPN > GlobalProtect`
    - Click the info icon `(i)`
    - Ensure "Connect on Demand" is set to "On"  
*This will ensure that GlobalProtect will connect automatically in the future.*
  - If the app doesn't connect:
    - Force quit the GlobalProtect app (double click the Home button and swipe up on the GlobalProtect app) and try again.
    - If that doesn't fix the issue, reboot the iPad and try again.

### Troubleshooting at School

If you are **in an APS building**, and an **iPad is running iOS 12** and the student is not signed into GlobalProtect, and GlobalProtect is not working, due to a know issue (details below) you have to follow these specific steps:

1. Open the Settings app
  - Go to `General > VPN > GlobalProtect`
  - Click the info icon `(i)`
  - Set "Connect on Demand" to "Off"
2. **Reboot the iPad**
3. Open the GlobalProtect app
  - Click connect and sign in  
*The app will turn blue and say "Internal" at the bottom of the screen because the iPad is connected to the APS network.*
  - If you aren't prompted to sign in, or the app doesn't turn blue, force quit the GlobalProtect app and try again (double click the Home button and swipe up on the GlobalProtect app).

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### 4. Go back to the Settings app

- Go to `General > VPN > GlobalProtect`
- Click the info icon (i)
- Set "Connect on Demand" to "On"

*The GlobalProtect app will automatically disconnect, but will reconnect when not connected to an "Internal" Network.*

### Known Issue Affecting iOS 12

**Issue:** GlobalProtect can become unresponsive on iPads running iOS 12.

**Cause:** Due to the way iOS 12 handles VPN settings, certain actions while connected to the school's network can cause GlobalProtect to crash in the background. This crash does not affect the iPad's network connectivity at school and is therefore not evident until the iPad is taken home.

**Workaround:** Reboot the iPad. This issue can not reoccur until the iPad is reconnected to the school's network.

**Solution:** Update to the latest available version of iOS 13.