



Panorama – Off Network Connectivity Troubleshooting Guide



Problem	Possible Issue	Troubleshooting steps
Internet Explorer will not open	<ul style="list-style-type: none"> ▪ Internet explorer is trying to open their intranet page and is not able to because they are not connected to Global Protect or do not have a Global Protect account 	<ul style="list-style-type: none"> ▪ Confirm user is connected to location WIFI or tethered to a phone ▪ Get them to right click on Global Protect Icon and Reconnect ▪ Get them to log off and log back on ▪ Do they have any icon's on their desktop? Yes – this confirms that they are have a Global Protect Account No – their account might not be setup in Global Protect. Follow up required with Global Protect team to determine if user has Global Protect.
User is frozen in Panorama	<ul style="list-style-type: none"> ▪ Lost connection to Global Protect ▪ Panorama issue 	<ul style="list-style-type: none"> ▪ Confirm user is still connected to WIFI or tethered to a phone Wifi should show not connected NSHEALTH.CA should show connected If NSHEALTH.CA is showing “identifying” ▪ Right click on Global Protect Icon and select reconnect ▪ Ask to check to see if they are still frozen ▪ If no, issue resolved ▪ If yes, get them to close their browser and then open & log back into Panorama – confirm that they are get back into Panorama and it is functioning
Desktop icons missing on login	<ul style="list-style-type: none"> ▪ Users may not be mapped to their desktop icons until they connect to available WiFi(or cellphone hotspot) and Global Protect. 	<ul style="list-style-type: none"> ▪ Confirm connection to WIFI and Global Protect. Wifi should show not connected NSHEALTH.CA should show connected ▪ Right click on Global Protect icon and select reconnect ▪ Press F5 key to refresh the desktop ▪ If this does not work, have user logoff and logon again, this should refresh their desktop
BitLocker error	<ul style="list-style-type: none"> ▪ Users started up laptop with usb device connected. Eg. Mobile printer, usb stick 	<ul style="list-style-type: none"> ▪ Disconnect any devices connect to the laptop. ▪ Restart the laptop ▪ Once the laptop is powered up, connect the usb devices



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User receiving “forbidden..error” when logging into Panorama	<ul style="list-style-type: none">▪ The url gets transformed through the front end F5 process to https://mprvrp01.panorama.novascotia.ca/mypolicy	<ul style="list-style-type: none">▪ Get user to key in proper url – https://mprvrp01.panorama.novascotia.ca/SecurityWeb/Portal [requires exact url including capital letters]▪ Get user to add to favorites or favorites bar▪ Right click on item and update properties. Ensure the URL ends in SecurityWeb/Portal not mypolicy▪ Get user to close out browser and reopen▪ Access Panorama from Favorite or Favorite Bar▪ Confirm successful access
Laptop is not printing to the portable printer	<ul style="list-style-type: none">▪ The printer is not configured on the laptop▪ The laptop is trying to connect to the print over WIFI off network	<ul style="list-style-type: none">▪ Printer must be tested with the laptop and printer before going to an off site clinic▪ When at an off site clinic, the laptop must be connected by the USB cable. Note: the laptop needs to be powered up before the printer is connected. User may get a “bitlocker” issue if the printer is connected before the laptop is powered up.

Please email Panorama@novascotia.ca if you have questions regarding this guide.