

(P4420-T17872)Info (397): 04/15/24

10:55:42:746 Received powersetting change event

(P4420-T25276)Info (156): 04/15/24

10:55:43:012 DRBG selftest: PASSED

(P29152-T32172)Info (1159): 04/15/24

10:55:31:903

####GPC(5.2.13-48) MSI started with -commit

(P29152-T32172)Info (336): 04/15/24

10:55:31:925

StopPanService starts.

(P29152-T32172)Info (

361): 04/15/24

10:55:31:928 Service does

not exist

(P29152-T32172)Info

(1168): 04/15/24

10:55:31:928

StopPanService called.

ret = 1

(P29152-T32172)Info

(1170): 04/15/24

10:55:31:928 Checking

PanGPS process before

installation...

(P29152-T32172)Info

(1098): 04/15/24

10:55:32:947 Found

PanGPS.exe for -commit

(P29152-T32172)Info

(1183): 04/15/24

10:55:32:947

CheckGPSProcess

completed.

(P29152-T32172)Info

(1008): 04/15/24

10:55:32:947

DeleteService for

gpfltdrv starts.

(P29152-T32172)Info

(1018): 04/15/24

10:55:32:947 openservice
failed, last error =1060

(P29152-T32172)Info

(1065): 04/15/24

10:55:32:947 try to
remove

C:\Windows\system32\Drive
rs\gpfltdrv.sys now

(P29152-T32172)Info

(1078): 04/15/24

10:55:32:947 finish
removing

C:\Windows\system32\Drive

rs\gpfltdrv.sys

(P29152-T32172)Info (336): 04/15/24

10:55:32:947

StopPanService starts.

(P29152-T32172)Info (361): 04/15/24

10:55:32:947 Service does not exist

(P29152-T32172)Info (453): 04/15/24

10:55:32:949

InstallService starts.

(P29152-T32172)Info (464): 04/15/24

10:55:42:656 PsvInstall
finished.

(P29152-T32172)Info (488): 04/15/24

10:55:42:656 Service path
is "C:\Program Files\Palo
Alto

Networks\GlobalProtect\Pa
nGPS.exe".

(P29152-T32172)Info (515): 04/15/24

10:55:42:659

CreateService finished
successfully

(P29152-T32172)Info (

529): 04/15/24
10:55:42:659 Pan
GlobalProtect Agent
service succeeded
(P29152-T32172)Info (
552): 04/15/24
10:55:42:660 Pan
GlobalProtect Agent
service succeeded
(P29152-T32172)Info
(1245): 04/15/24
10:55:42:661 Service
installed sucessfully
(P29152-T32172)Info (
41): 04/15/24

10:55:42:661

StartPanService starts.

(P29152-T32172)Warn (154): 04/15/24

10:55:42:745 Service start pending...

(P29152-T32172)Warn (221): 04/15/24

10:55:43:754 Service started successfully.

(P4420-T25276)Info (158): 04/15/24

10:55:43:926

#####

Start PanGPS service

(ver: 5.2.13-48)

#####

(P4420-T25276)Info

(1713): 04/15/24

10:55:43:929 Enumerate

session: user

azuread\dauidgoldstein

logs in on session 1

(P4420-T25276)Debug(

986): 04/15/24

10:55:43:958

PreviousDNSInfo doesn't

exist, no need to restore

(P4420-T25276)Debug(6218)

: 04/15/24 10:55:43:959

```
>>> DLSA,  
RestoreProxySetting now  
(P4420-T25276)Debug(6235)  
: 04/15/24 10:55:43:959  
Proxy is not disabled  
before, no need to  
restore  
(P4420-T25276)Debug(  
64): 04/15/24  
10:55:44:650 Virtual  
interface driver is  
initialized  
(P4420-T25276)Debug(  
115): 04/15/24  
10:55:44:650 Get shared
```

translate length 24

(P4420-T25276)Info (918): 04/15/24

10:55:44:651 Computer name is EQ-LCRP01-00010, OS version is Microsoft Windows 11 Enterprise , 64-bit

(P4420-T25276)Info

(5986): 04/15/24

10:55:44:653

CPanMSServiceWin::findJoinDomain: domain is :

(P4420-T25276)Debug(952): 04/15/24

10:55:44:653

m_szJoinDomain ,
m_szJoinDomainRaw

(P4420-T25276)Debug(
660): 04/15/24

10:55:44:653 Service-only

is no

(P4420-T25276)Debug(

712): 04/15/24

10:55:44:653 Kerberos

auth,

stopOnKerberosFail=0()

(P4420-T25276)Debug(

717): 04/15/24

10:55:44:653 Prefer ipv6

is yes.

(P4420-T25276)Debug(

740): 04/15/24

10:55:44:653

CPanMSService::Init

connect timeout 5,
received timeout 30,
portal timeout 5
(P4420-T25276)Debug(1861)
: 04/15/24 10:55:44:654
pan_get_gp_user_agent
szGpUserAgent ua is PAN
GlobalProtect/5.2.13-48
(Microsoft Windows 11
Enterprise , 64-bit).
(P4420-T25276)Info
(10377): 04/15/24
10:55:44:654
CheckPrelogon: Portal is
, PrelogonEnabled is no

(P4420-T25276)Debug(

832): 04/15/24

10:55:44:655

override-cc-username is

no

(P4420-T25276)Debug(4871)

: 04/15/24 10:55:44:656

event log file is

C:\Program Files\Palo

Alto

Networks\GlobalProtect\pa

n_gp_event.log

(P4420-T25276)Debug(

25): 04/15/24

10:55:44:656 create

thread 0x4d4 with thread
ID 31816

(P4420-T25276)Debug(
842): 04/15/24

10:55:44:656 Event log
thread started

(P4420-T25276)Debug(
156): 04/15/24

10:55:44:656 Time zone
GMT offset is -240

(P4420-T31816)Debug(4840)
: 04/15/24 10:55:44:656

event log thread started.

(P4420-T25276)Debug(15112
): 04/15/24 10:55:44:656

GP client is fresh
installed
(P4420-T25276)Info
(10266): 04/15/24
10:55:44:656 Portal
config does not exist,
try registry/plist
(P4420-T25276)Debug(
25): 04/15/24
10:55:44:656 create
thread 0x4dc with thread
ID 25688
(P4420-T25276)Debug(2432)
: 04/15/24 10:55:44:656
debug thread 0x4dc is

created

(P4420-T25276)Debug(
230): 04/15/24

10:55:44:656 set virtual
interface driver started
as yes

(P4420-T25276)Debug(
25): 04/15/24

10:55:44:657 create
thread 0x4f0 with thread
ID 15232

(P4420-T15232)Info (
102): 04/15/24

10:55:44:657 Start
ServerThread

(P4420-T15232)Debug(

25): 04/15/24

10:55:44:659 create

thread 0x4fc with thread

ID 29980

(P4420-T15232)Debug(

244): 04/15/24

10:55:44:659 StartPanGPA

thread 0x4fc is created.

(P4420-T15232)Debug(10404

): 04/15/24 10:55:44:659

CPanMSService::StartPrelo

gonThread DaemonProcess:

yes, InPrelogon: no

(P4420-T15232)Debug(12957

): 04/15/24 10:55:44:659

Enforcer is not enabled

(P4420-T29980)Debug(

260): 04/15/24

10:55:44:659 start PanGPA

in session 1, logged in

user count is 1

(P4420-T29980)Debug(

183): 04/15/24

10:55:44:660 Run cmd

C:\Program Files\Palo

Alto

Networks\GlobalProtect\Pa

nGPA.exe fromGPS in

session 1 as user

(P4420-T29980)Debug(298): 04/15/24
10:55:44:726 start
C:\Program Files\Palo Alto

Networks\GlobalProtect\PanGPA.exe with returned ID 31496

(P4420-T29980)Debug(25): 04/15/24

10:55:44:726 create thread 0x528 with thread ID 14760

(P4420-T29980)Debug(107): 04/15/24

10:55:44:726 start
CheckPanGpAgentThread
0x528 with client pid
31496

(P4420-T14760)Info (127): 04/15/24

10:55:44:726

CheckPanGpAgentThread:
started.

(P4420-T15232)Debug(1956): 04/15/24 10:55:44:776

Enforcer, found 0 filter object belonging to us.

(P4420-T15232)Debug(41): 04/15/24

10:55:44:777 Roaming
profile is true
(P4420-T15232)Error(
145): 04/15/24

10:55:44:795

NetUserGetInfo is
NERR_UserNotFound
(P4420-T15232)Debug(
167): 04/15/24

10:55:44:795 profileInfo
username DavidGoldstein,
profile path (null),
server (null)
(P4420-T15232)Error(3990)
: 04/15/24 10:55:44:800

Failed to get attribute
value 'Configurations',
error code=0

(P4420-T15232)Debug(3998)

: 04/15/24 10:55:44:800

CPanMSServiceWin::IsGpDis
abledForCurUser() -

bGpIsDisabled=0.

(P4420-T15232)Info (

202): 04/15/24

10:55:44:923 New

Connection(127.0.0.1:5665

1) with socket(1324)

(P4420-T15232)Debug(

349): 04/15/24

10:55:44:924 Socket is
connected by C:\Program
Files\Palo Alto
Networks\GlobalProtect\Pa
nGPA.exe

(P4420-T15232)Debug(2589)
: 04/15/24 10:55:45:571

User just logs in

(P4420-T15232)Info (
531): 04/15/24

10:55:45:571 msgtype =
hello

(P4420-T25688)Debug(2537)
: 04/15/24 10:55:45:572

Setting debug level to 5

(P4420-T15232)Debug(1925)

: 04/15/24 10:55:45:572

Send response to client
for request hello

(P4420-T25688)Debug(2537)

: 04/15/24 11:13:01:742

Setting debug level to
4294967295

(P27428-T32148)Info

(1159): 04/15/24

11:13:01:740

####GPC(5.2.13-48) MSI
started with -unregist

(P27428-T32148)Error(
498): 04/15/24

11:13:01:740 Delete key =
.DEFAULT\SOFTWARE\Palo
Alto

Networks\GlobalProtect
deleted with ret=2
(P27428-T32148)Error(
498): 04/15/24

11:13:01:742 Delete key =
S-1-12-1-3002015919-11839
90357-1884881057-28991388
71\SOFTWARE\Palo Alto
Networks\GlobalProtect\Pa
nMSAgent deleted with
ret=0
(P27428-T32148)Error(

498): 04/15/24

11:13:01:742 Delete key =
S-1-12-1-3002015919-11839
90357-1884881057-28991388
71\SOFTWARE\Palo Alto
Networks\GlobalProtect\Re
cent File List deleted
with ret=0

(P27428-T32148)Error(

498): 04/15/24

11:13:01:742 Delete key =
S-1-12-1-3002015919-11839
90357-1884881057-28991388
71\SOFTWARE\Palo Alto
Networks\GlobalProtect\Sa

m1AcsPortal deleted with
ret=0

(P27428-T32148)Error(
498): 04/15/24

11:13:01:742 Delete key =
S-1-12-1-3002015919-11839
90357-1884881057-28991388

71\SOFTWARE\Palo Alto
Networks\GlobalProtect\Se
ttings deleted with ret=0
(P27428-T32148)Error(
498): 04/15/24

11:13:01:742 Delete key =
S-1-12-1-3002015919-11839
90357-1884881057-28991388

71_Classes\SOFTWARE\Palo
Alto

Networks\GlobalProtect

deleted with ret=2

(P27428-T32148)Error(

498): 04/15/24

11:13:01:742 Delete key =

S-1-5-19\SOFTWARE\Palo

Alto

Networks\GlobalProtect

deleted with ret=2

(P27428-T32148)Error(

498): 04/15/24

11:13:01:742 Delete key =

S-1-5-20\SOFTWARE\Palo

Alto

Networks\GlobalProtect

deleted with ret=2

(P27428-T32148)Error(

498): 04/15/24

11:13:01:742 Delete key =

S-1-5-18\SOFTWARE\Palo

Alto

Networks\GlobalProtect

deleted with ret=2

(P27428-T32148)Info

(1333): 04/15/24

11:13:01:742 Delete GP

current user registries.

(P27428-T32148)Error(

498): 04/15/24

11:13:01:742 Delete key =
SOFTWARE\Palo Alto
Networks\GlobalProtect\Dr
vCtrl deleted with ret=0
(P27428-T32148)Error(

498): 04/15/24

11:13:01:742 Delete key =
SOFTWARE\Palo Alto
Networks\GlobalProtect\Pa
nGPS deleted with ret=0
(P27428-T32148)Error(

498): 04/15/24

11:13:01:742 Delete key =
SOFTWARE\Palo Alto

Networks\GlobalProtect\PanInstaller deleted with
ret=0

(P27428-T32148)Error(
498): 04/15/24

11:13:01:742 Delete key =
SOFTWARE\Palo Alto

Networks\GlobalProtect\PanMSService deleted with
ret=0

(P27428-T32148)Error(
498): 04/15/24

11:13:01:742 Delete key =
SOFTWARE\Palo Alto

Networks\GlobalProtect\Pa

nSetup deleted with ret=0
(P27428-T32148)Error(
498): 04/15/24

11:13:01:742 Delete key =
SOFTWARE\Palo Alto
Networks\GlobalProtect\Se
ttings\remove-gpa-cp
deleted with ret=0

(P27428-T32148)Info
(1336): 04/15/24

11:13:01:742 Delete GP
local machine registries
successful.

(P27428-T32148)Info
(1339): 04/15/24

11:13:01:746 Remove
globalprotect logs and
cache data.

(P27428-T32148)Error(
145): 04/15/24

11:13:02:770

NetUserGetInfo is

NERR_UserNotFound

(P27428-T32148)Info

(1350): 04/15/24

11:13:02:775 DeleteGPCred

result = 0

(P4420-T17872)Info (

332): 04/15/24

11:13:02:875 PanGPS

service receives stop
command

(P4420-T25276)Info (297): 04/15/24

11:13:02:875 PanGPS

service exits

(P4420-T25276)Info (183): 04/15/24

11:13:02:875 Stop PanGPS

(P4420-T15232)Info (228): 04/15/24

11:13:03:050 close client
socket

(P4420-T15232)Info (232): 04/15/24

11:13:03:050 Server
thread will quit
(P4420-T15232)Info (244): 04/15/24

11:13:03:050 ServerThread
exited
(P4420-T14760)Debug(160): 04/15/24

11:13:03:050
CheckPanGpAgentThread:
got exit event.

(P4420-T14760)Info (210): 04/15/24

11:13:03:050
CheckPanGpAgentThread

exits

(P4420-T25276)Debug(4692)

: 04/15/24 11:13:03:050

StopServer() called

(P4420-T25276)Debug(4702)

: 04/15/24 11:13:03:050

StopServer() SetVpnStatus
to

GP_VPN_STATUS_DISCONNECTE
D

(P4420-T25276)Debug(11585

): 04/15/24 11:13:03:050

SetVpnStatus called with
new status=0, Previous
Status=0

(P4420-T25276)Info

(4302): 04/15/24

11:13:03:050 failed to
read value for prelogon
tunnel connected status,
set the value!

(P4420-T25276)Debug(4333)

: 04/15/24 11:13:03:050

UpdatePrelogonStateForSSO

() - tunnel state =

Disconnected

(P4420-T25276)Dump

(4396): 04/15/24

11:13:03:050

UpdatePrelogonStateForSSO

() end.

(P4420-T25276)Dump

(1439): 04/15/24

11:13:03:050

m_pBestGateway is NULL.

(P4420-T25276)Debug(

230): 04/15/24

11:13:03:050 set virtual
interface driver started

as no

(P4420-T25276)Debug(4713)

: 04/15/24 11:13:03:050

psv stop called

(P4420-T25276)Debug(7022)

: 04/15/24 11:13:03:050

StopThreads starts:
(P4420-T25276)Debug(7025)
: 04/15/24 11:13:03:050
threads have already
stopped, StopThreads
ends.
(P4420-T25276)Info
(4721): 04/15/24
11:13:03:050 Wait until
all threads exit
(P4420-T25276)Debug(4737)
: 04/15/24 11:13:03:050
wait for
threads:lifeTime(FFFFFFFFF
FFFFFFFFF),

```
NetworkDiscover(FFFFFFFFF
FFFFFFFF),
m_hHipReport(FFFFFFFFFFF
FFFF),
NetworkMonitor(FFFFFFFFF
FFFFFF)
(P4420-T25276)Info
(4740): 04/15/24
11:13:03:050 All threads
exit
(P4420-T31816)Debug(4918)
: 04/15/24 11:13:03:050
Event log thread received
quit event.
(P4420-T31816)Debug(4847)
```

: 04/15/24 11:13:03:050

event log thread quit.

(P4420-T25276)Debug(4747)

: 04/15/24 11:13:03:050

Event log thread ended

(P4420-T25276)Debug(4753)

: 04/15/24 11:13:03:050

To stop Debug thread.

(P4420-T25276)Debug(4757)

: 04/15/24 11:13:03:050

Waiting for debug thread

exit is done.

(P4420-T25276)Info (

57): 04/15/24

11:13:03:050 Client pid

31496 is terminated.

(P4420-T25276)Dump

(12453): 04/15/24

11:13:03:050 Scep clean

(P4420-T25276)Dump

(12455): 04/15/24

11:13:03:050 Clean

m_pScepCert

(P4420-T25276)Dump

(3905): 04/15/24

11:13:03:050 Clean

m_szScepCertPanName

(P4420-T25276)Debug(

329): 04/15/24

11:13:03:050

ClearHipCustomCheckInfo()
: pHipCustomCheckInfo is
NULL.

(P4420-T25276)Debug(
85): 04/15/24

11:13:03:050

ClearHipCustomCheckRegKey
Info():

pHipCustomCheckRegKeyInfo
is NULL.

(P32236-T27172)Info

(1159): 04/15/24

11:13:02:874 #####GPC(NA)

MSI started with

-uninstall

(P32236-T27172)Info (563): 04/15/24

11:13:02:875

DeleteService starts.

(P32236-T27172)Info

(1281): 04/15/24

11:13:08:356 Service

Uninstalled sucessfully

(P32236-T27172)Info

(1296): 04/15/24

11:13:08:401 uninstall

filter driver now

(P32236-T27172)Info

(1008): 04/15/24

11:13:10:230

DeleteService for
gpfltdrv starts.

(P32236-T27172)Info

(1018): 04/15/24

11:13:10:230 openservice
failed, last error =1060

(P32236-T27172)Info

(1065): 04/15/24

11:13:10:230 try to
remove

C:\Windows\system32\Drive
rs\gpfltdrv.sys now

(P32236-T27172)Info

(1078): 04/15/24

11:13:10:230 finish

removing

C:\Windows\system32\Drivers\gpfltdrv.sys

(P8816-T13788)Info

(1159): 04/15/24

11:13:10:522 #####GPC(NA)

MSI started with

-uninstalldem

(P8816-T13788)Info

(5688): 04/15/24

11:13:10:526 Cannot find

DEM agent product GUID,

DEM agent has not been

installed.