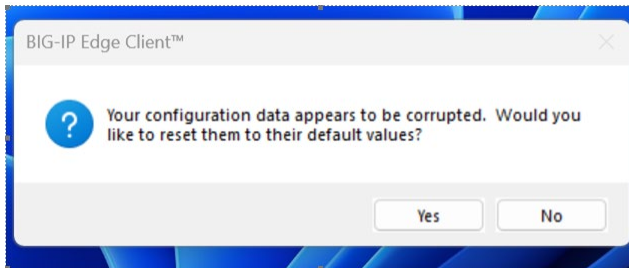Troubleshooting steps to help with issues that arise during or after update to VPN client.

Come back often if you experience any issues after upgrading to the new F5 BIG-IP client as ISD will add new content as we troubleshoot new issues.

- If the configuration error below occurs during the update to your F5 BIG-IP client, click Yes.

- If the following error occurs when trying to connect after upgrading VPN client, then restart your laptop.

- Your username may be cleared after the update. If so, then add your email address (first.last@atg.wa.gov) and then your password to log into the VPN again.

- Contact ISD Service Desk at 360-586-1200 or Ask4ISD@atg.wa.gov for further troubleshooting if needed.