

I do not see the PIA tray icon on Linux Mint

Kaneesha D. - 2019-05-22 - in General

We have received reports that upon releasing PIA App v1.0 to v1.0.2 on Linux Mint, the tray icon fails to appear, resulting in users not being able to connect to the VPN or access the app's settings.

This issue is related to a startup condition that the OS is failing to display the system tray icon. This can be resolved by adding a startup delay for the application in Linux.

To do so, please follow these steps:

Step 1. Search for 'Startup'

Step 2. Open up Startup Applications

Step 3. Then select 'Edit Startup program'(indicated by the pen icon)

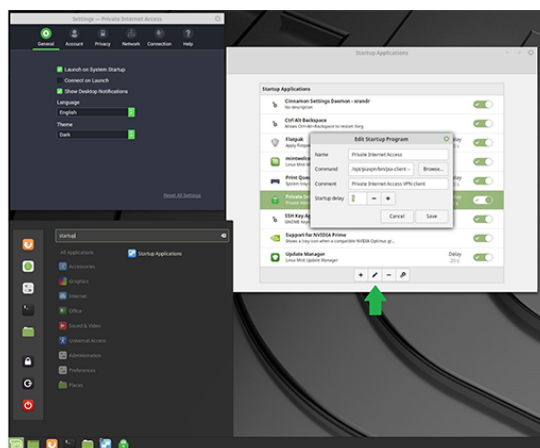
Step 4. From there change the startup delay by 5 seconds.

Step 5. Click Save

Step 6. Confirm within the PIA Client> General Settings that 'Launch on System Startup' is enabled.

Once you have made these changes, If you would like to test to confirm that this issue has been addressed, please try restarting your OS, the PIA Client icon should appear.

Below is a screenshot that summarizes how to perform this resolution.



This should be resolved with PIA v1.1. If you have any questions or issues, please contact our support team via the Contact Us tab above.

Tags

Icon

Mint

Missing

Version 1.0

Version 1.0.2