

## LSUHS Global Protect VPN Instructions

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## Overview

This document contains information for installing, uninstalling, connecting, and disconnecting the PaloAlto GlobalProtect VPN client on supported operating systems.

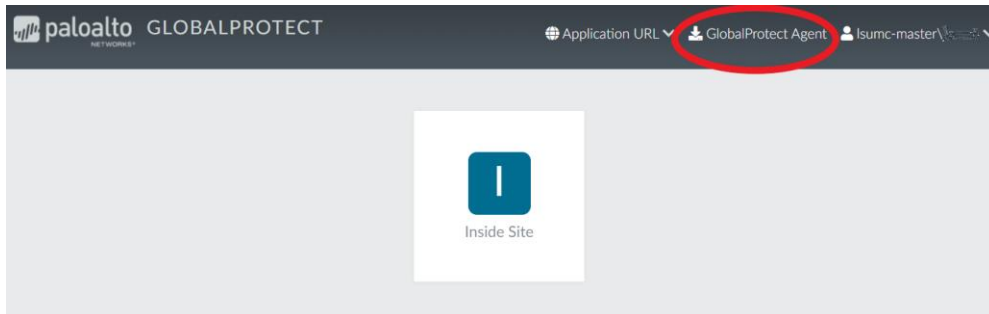
To access the LSUHS GlobalProtect Portal: <https://portal.lsuhs.edu>

## Windows GlobalProtect Installation

- To access the new VPN, in a web browser, go to <https://portal.lsuhs.edu>. Use your master credentials (just username, not domain) to login.



- Once logged into the portal, click the "GlobalProtect Agent" link to download the VPN client.



- Select the "Windows 64 bit GlobalProtect agent" download

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## GlobalProtect Portal

[Download Windows 32 bit GlobalProtect agent](#)

[Download Windows 64 bit GlobalProtect agent](#)

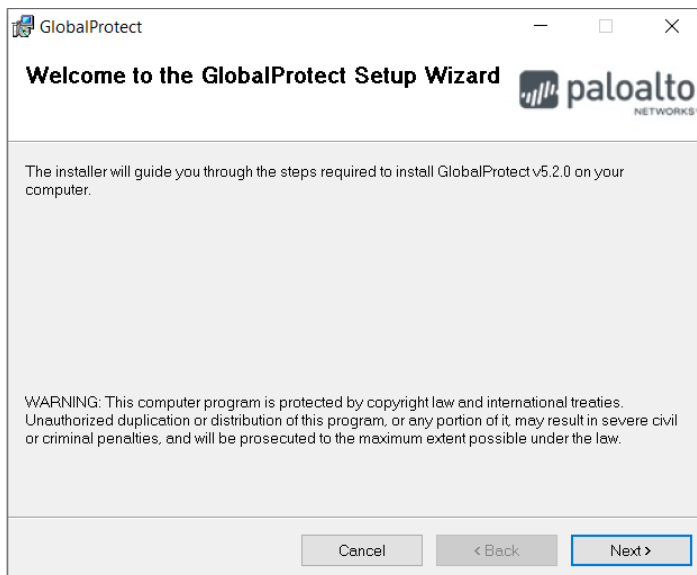
[Download Mac 32/64 bit GlobalProtect agent](#)

Windows 32 bit OS needs to download and install Windows 32 bit GlobalProtect agent.

Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent.

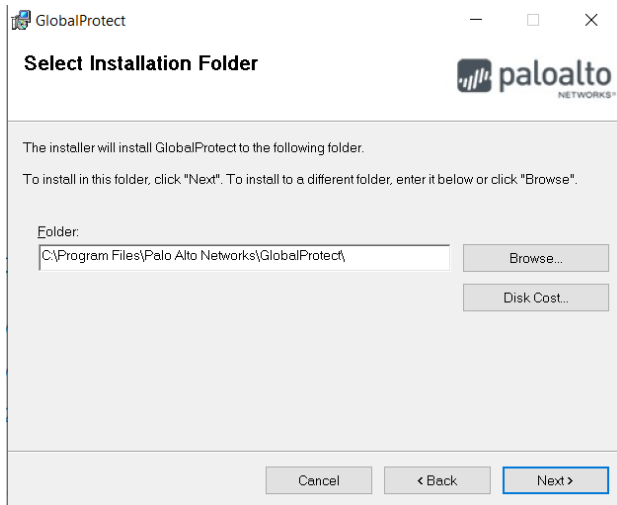
Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent.

- Open the downloaded file and click “Next”.

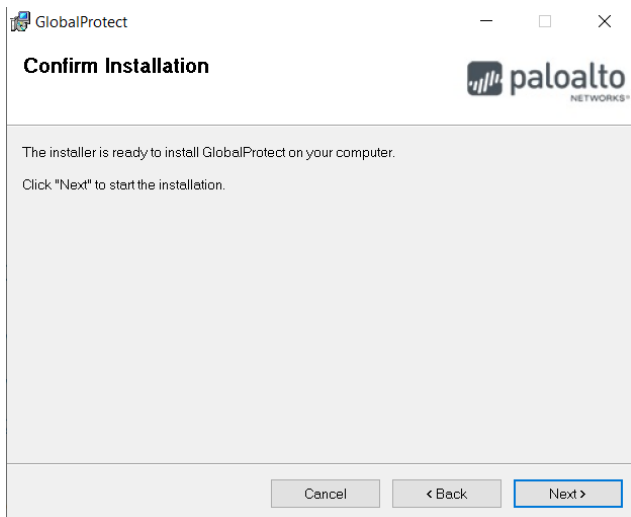


- Confirm the installation folder and click “Next”.

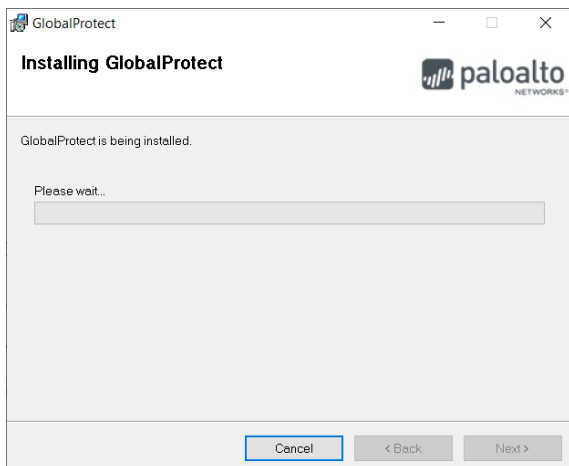
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- Click "Next" to confirm installation

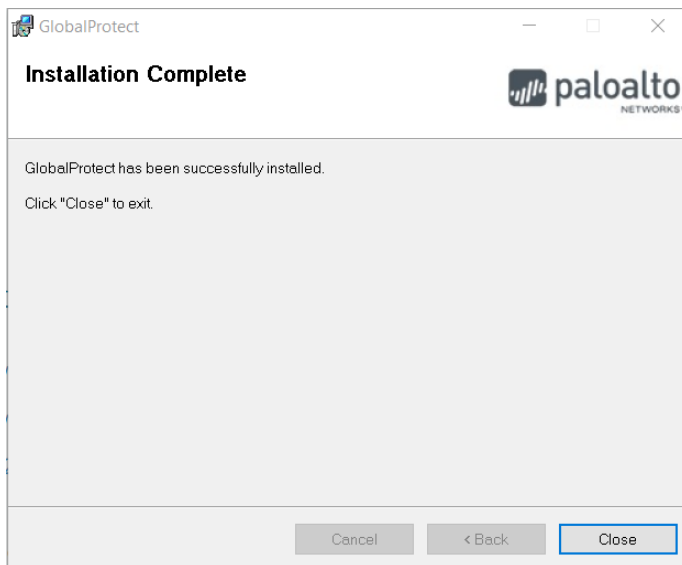


- If you get a prompt asking for you to allow the app to make changes to your computer, click "Yes".

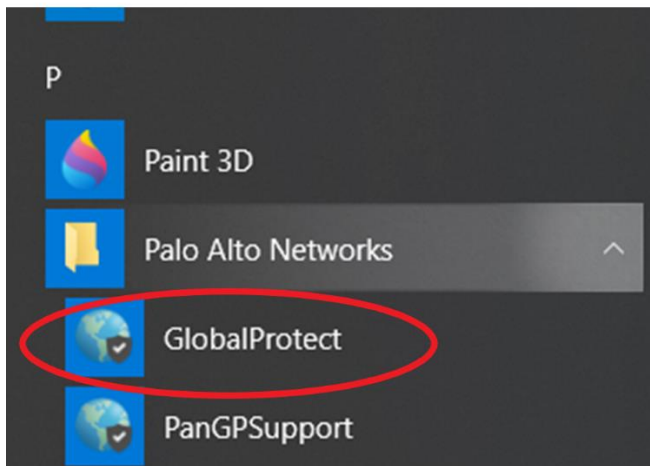


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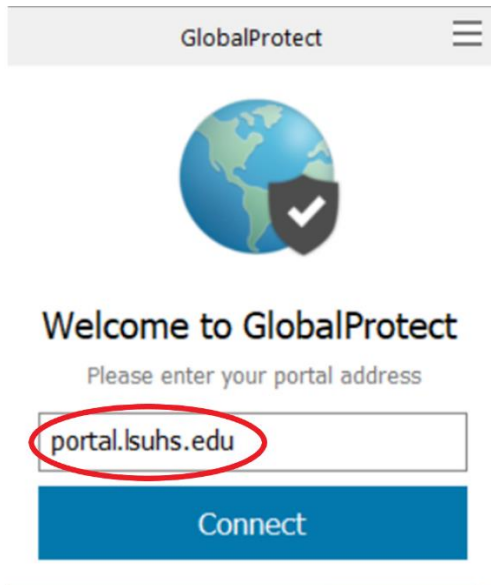
- Click “Close” to complete the installation




- Launch the GlobalProtect Client (Click the Windows icon, scroll down to Palo Alto Networks folder and select GlobalProtect).



- In the Portal Address box type “portal.lsuhs.edu” and then click “Connect”.



GlobalProtect

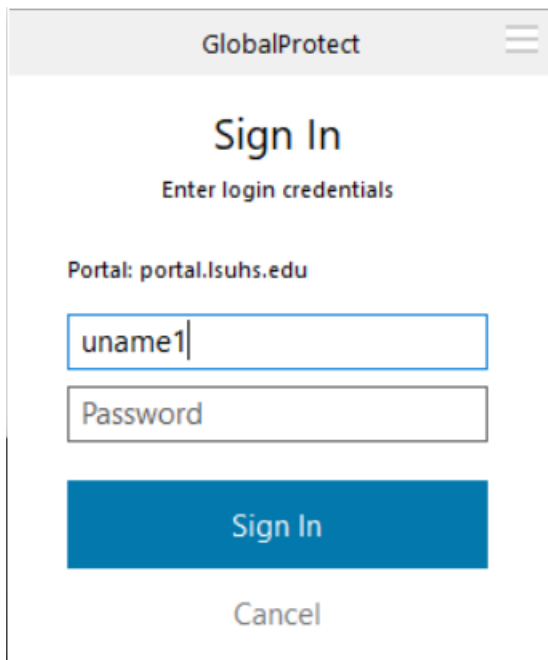


## Welcome to GlobalProtect

Please enter your portal address

Connect

- Enter your username and password



GlobalProtect

## Sign In

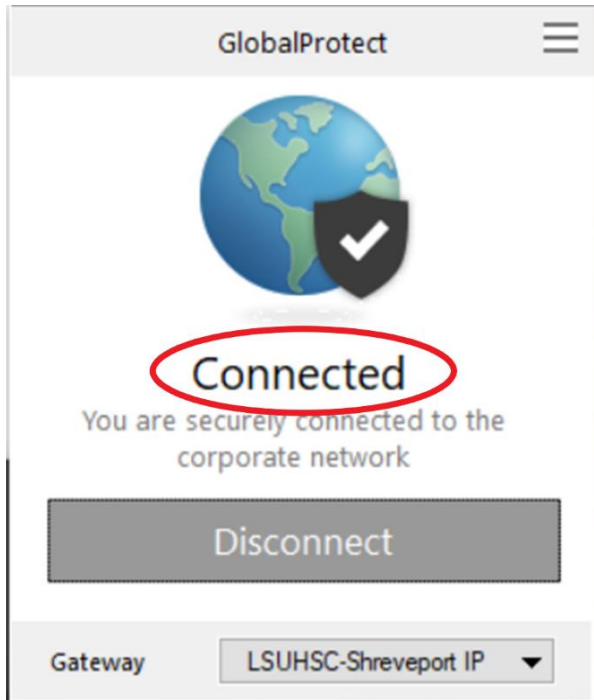
Enter login credentials

Portal: portal.lsuhs.edu

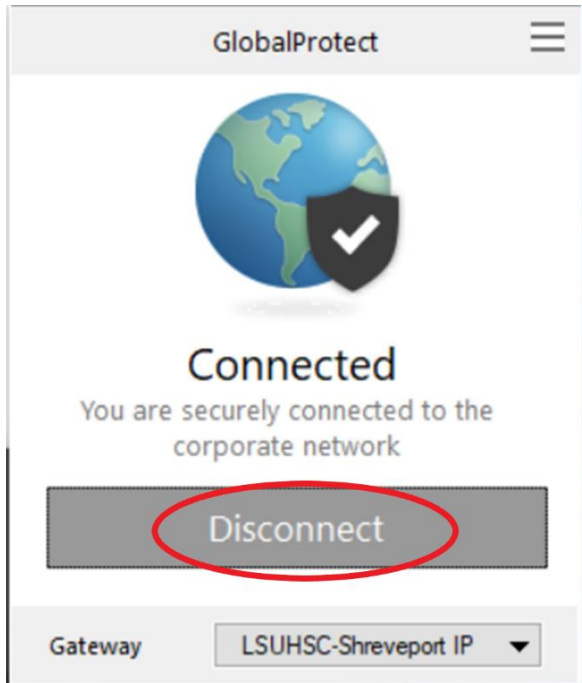
Sign In

Cancel

- You should now be connected.



- Once you are finished accessing internal sites and resources, please be sure to 'Disconnect'.



## **Windows GlobalProtect Client Troubleshooting**

This section outlines the typical troubleshooting steps to follow when GlobalProtect Client is not working.

1. If you are having issues with your Windows GlobalProtect Client Uninstall and Reinstall the GlobalProtect Client
  - a. Uninstall the Client
    - i. Open the Windows Start Menu
    - ii. Type "Add or remove programs", and then click on the best match.
    - iii. In the Apps and features window, click the search input box and type "GlobalProtect"
    - iv. Click the entry in the results with a globe icon.
    - v. Select uninstall and follow the instructions.
    - vi. Update your Windows Folder settings to show hidden files and folders.
    - vii. On Windows 10: Hit the Windows key on your keyboard, then type (without quotes) "Show hidden", then click the option that says "Show hidden files and folders", then click the line that says "Show hidden files, folders, and drives", then press Apply, then OK.
    - viii. Delete the following folders on your Windows computer:
      1. C:\Program Files\Palo Alto Networks
      2. C:\Users\{Whichever user name you use to login to the computer}\AppData\Local\Palo Alto Networks
  - b. Reinstall GlobalProtect
2. A Common Error Message see with Windows GlobalProtect Client

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- a. When attempting to start the client, if you receive an error message stating *“The program can’t start because mfc120u.dll is missing from your computer. Try reinstalling the program to fix this problem,”* you can resolve the error by installing the Visual C++ runtime files which are downloadable in the following link: <https://www.microsoft.com/en-us/download/details.aspx?id=40784>
3. Troubleshooting Static IP Accounts with Windows GlobalProtect Client
    - a. When experiencing issues with a static IP account, try refreshing the connection. To do this, open Global Protect and connect normally. Once connected click on the settings cog in the top right, then click **Refresh Connection**. Note: This will prompt them to login again.
  4. Instructions for installing the C++ Redistributable Packages for Windows GlobalProtect Client
    - a. Click the link above. It will take you to the Microsoft website.
    - b. Select the language you prefer from the dropdown menu and click the red "Download" button.
    - c. Select the appropriate version.
    - d. Follow download and installation prompts.

## Mac GlobalProtect Client Installation

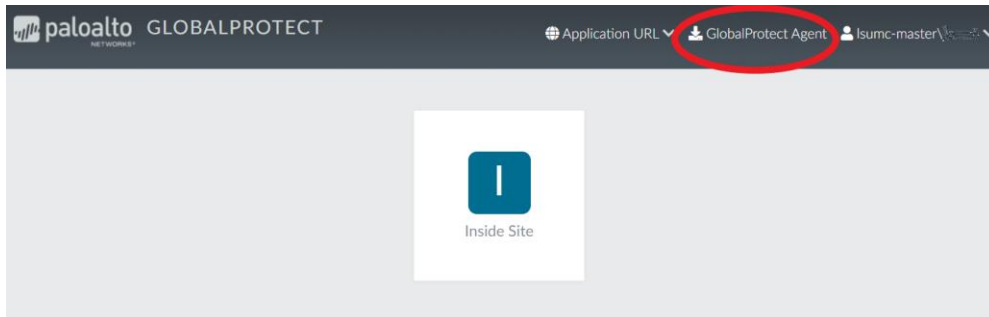
- To access the new VPN, in a web browser, go to <https://portal.lsuhs.edu>. Use your master credentials (just username, not domain) to login.



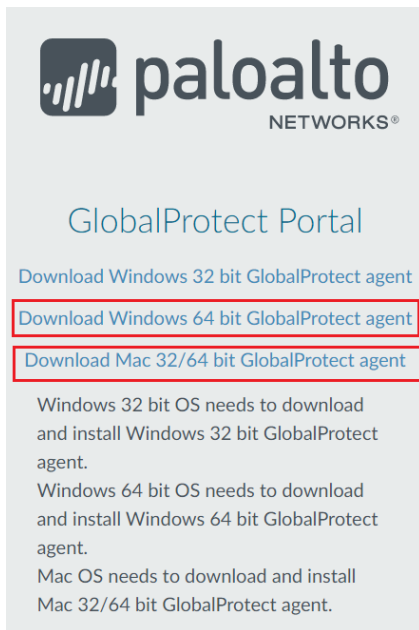
The image shows a screenshot of the Palo Alto Networks GlobalProtect Portal login interface. At the top left is the Palo Alto Networks logo. Below it, the text 'GlobalProtect Portal' is displayed. There are two input fields: 'Username' containing 'uname1' and 'Password'. A blue 'LOG IN' button is located below the password field.

- Once logged into the portal, click the “GlobalProtect Agent” link to download the VPN client.

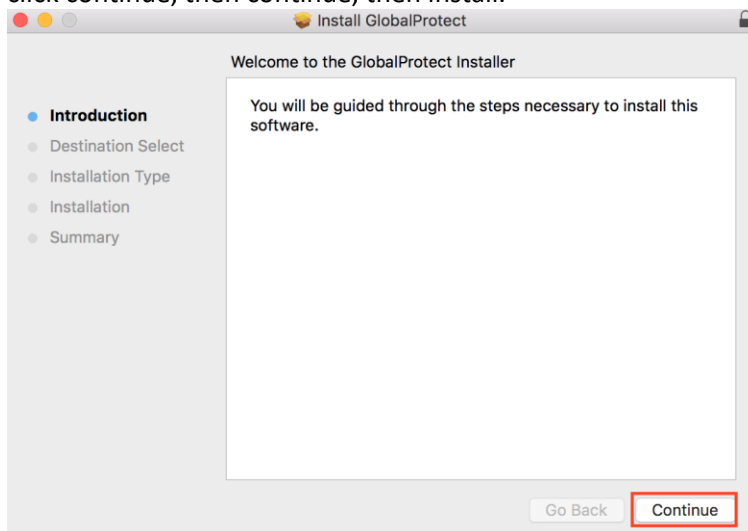
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- Select the “Mac 32/64 bit GlobalProtect agent” download

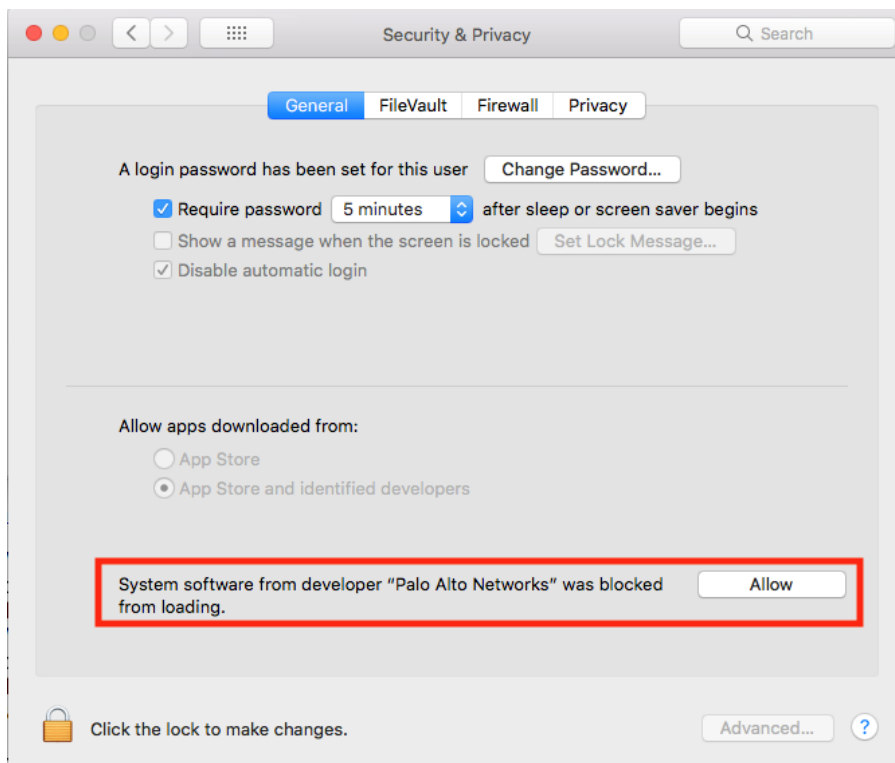
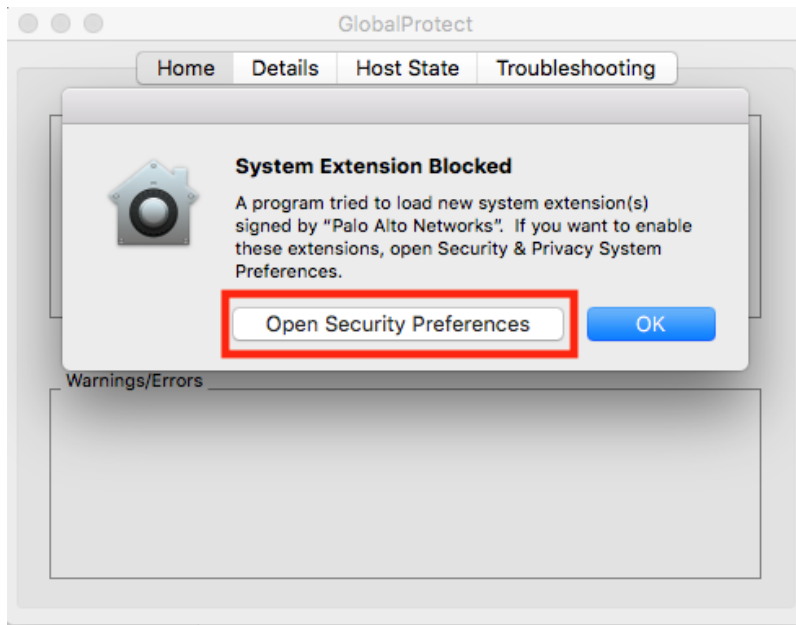


- Open the downloaded file. Proceed through the installation process, you will need to click continue, then continue, then install.

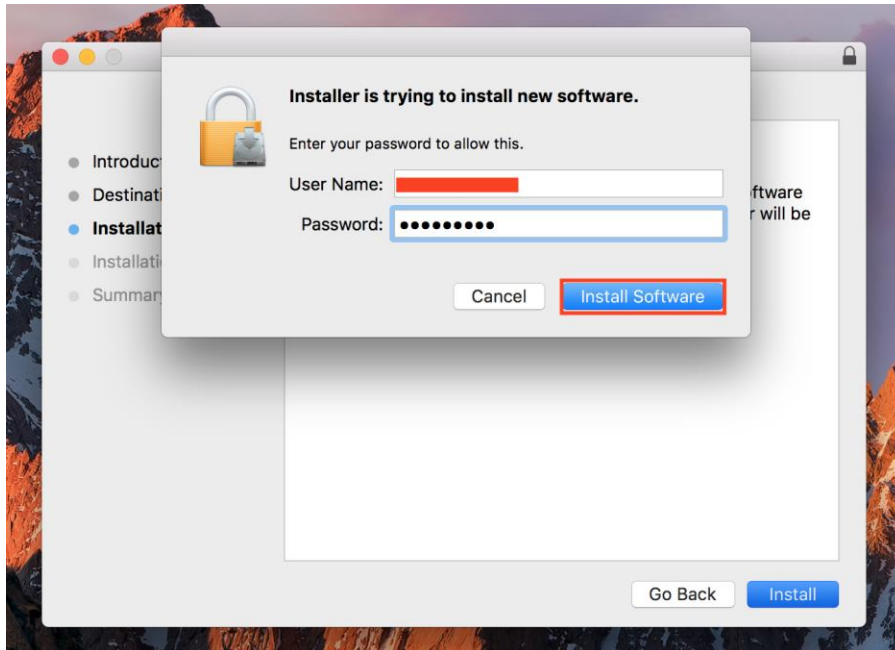


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- Some users will be prompted with a message saying "System Extension Blocked." In this case, select Open Security Preferences then select Allow in the following window.



- If you are prompted for your password, type it in. It will look like the image below once you have typed in your password. Then select install software.

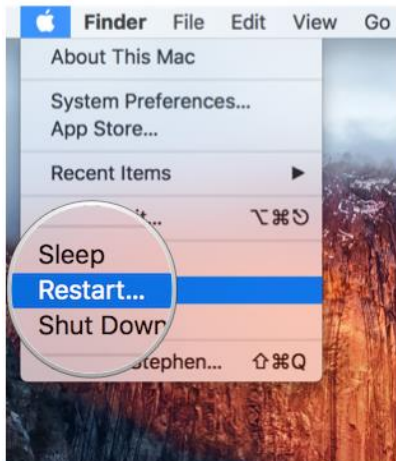


## **Mac GlobalProtect Client Troubleshooting**

This section outlines the typical troubleshooting steps to follow when GlobalProtect Client is not working.

1. Typical Issue: After upgrading the Mac GlobalProtect client, the client never connects and just "spins".
  - a. Solution:
    - i. Click the Apple icon in the upper left hand corner, then click 'System Preferences', then 'Security'.
    - ii. Look for a message at the bottom of the window stating "System software from developer was blocked from loading."
    - iii. To allow the software to load again, click the Allow button.
    - iv. If that doesn't work, try the following: Remove the GlobalProtect Enforcer Kernel Extension: <https://docs.paloaltonetworks.com/globalprotect/4-0/globalprotect-agent-user-guide/globalprotect-agent-for-mac/remove-the-globalprotect-enforcer-kernel-extension>
2. Additional Troubleshooting:
  - a. This issue could be related to a security setting for the Mac Keychain. Properly restart the computer by clicking restart, and making sure the "Reopen windows when logging back in" is unchecked as shown here:

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- b. Once the computer restarts and GlobalProtect restarts upon booting back up, there will eventually be a prompt that pops up. It will ask for permission for GlobalProtect to use confidential information from the Keychain. For example:



The password should be the computer's Admin password, or their Apple ID password. Once the password has been entered, click "Always allow". Afterward, GlobalProtect should be able to move past the "Connecting" phase and will prompt for username and password as usual.

However, if the previous troubleshooting did not work, the issue could persist because Apple added an extra layer of complexity in 10.13. The linked article has all the explanations. OS X blocks signed extensions from loading. It doesn't load unsigned extensions at all. This is the error message from the logs:

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```
08/22/2018 10:13:17.062325[Error 183]: Failed to load KEXT
pangpd_10.9.kext,error sys_libkern:sub_libkern_kext (0x37:0x2:0xd)
```

This approval UI is only present in the Security & Privacy preferences pane for 30 minutes after the alert. Until the user approves the KEXT, future load attempts will cause the approval UI to reappear but will not trigger another user alert.

Once disabled try to enable the kernel extension for GP under **System Preferences > Security & Privacy > General** and then by clicking the **Allow** button. The user then needs to **restart** after clicking Allow to start the service.

- If the issue persists afterwards, another workaround can be tried. For this, the MAC would need to be booted into recovery mode and then from Terminal issue the command `spctl kext-consent add PXPZ95SK77`.
- c. Boot into Recovery Mode.
- i. Click on Utilities in the menu bar.
  - ii. Click on Terminal.
    1. run `spctl kext-consent add PXPZ95SK77` in the terminal  
note: PXPZ95SK77 is the unique identifier for Palo Alto Networks
    2. Reboot the MAC system.
    3. Reinstall GlobalProtect.

## **Question and Comments**

For questions and comments, contact LSUHS Service Desk at [SHVHelp@lsuhs.edu](mailto:SHVHelp@lsuhs.edu).

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