Use the GlobalProtect Agent for Mac

Palo Alto Networks

GlobalProtect™ Agent User Guide
Version 2.x

Contact Information

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About this Guide

This guide takes you through the configuration and maintenance of your GlobalProtect infrastructure. For additional information, refer to the following resources:

- For information on the additional capabilities and for instructions on configuring the features on the firewall, refer to https://www.paloaltonetworks.com/documentation.

- For access to the knowledge base, complete documentation set, discussion forums, and videos, refer to https://live.paloaltonetworks.com.

- For contacting support, for information on the support programs, or to manage your account or devices, refer to https://support.paloaltonetworks.com.

- For the latest release notes, go to the software downloads page at https://support.paloaltonetworks.com/Updates/SoftwareUpdates.

To provide feedback on the documentation, please write to us at: documentation@paloaltonetworks.com.

Use the GlobalProtect Agent
for Mac

The GlobalProtect™ agent is a software program that runs on your laptop computer or mobile device, protecting you with the same security policies that protect the sensitive resources on your corporate network. You can use the GlobalProtect agent to connect to your corporate network and access your company's internal resources from anywhere in the world.

The following sections provide instructions for installing and using the GlobalProtect agent for Mac:

▲   Download and Install the GlobalProtect Agent for Mac

▲   Use the GlobalProtect Agent for Mac

▲   Disconnect from GlobalProtect on a Mac

▲   Uninstall the GlobalProtect Agent on a Mac

Download and Install the GlobalProtect Agent for Mac

Before you can connect your computer to the GlobalProtect network, you must download and install the agent. In order to do this, you will need the IP address or fully qualified domain name (FQDN) of the GlobalProtect portal, which you can get from your administrator. In addition, your administrator should verify which username and password you should use to connect to the portal. Usually this will be the same username and password you use to connect to your corporate network. After you gather the required information, you can download and install the agent as follows:
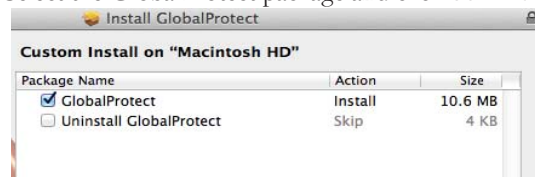
Install the GlobalProtect Agent for Mac	
Step 1 Log in to the GlobalProtect portal.	1. Launch your web browser and go to the following URL: `https://<portal address or name>` For example, `http://gp.acme.com`. 2. On the portal login page, enter your user **Name** and **Password** and then click **Login**. Typically you will use the same user name and password that you use to log in to your corporate network.
Step 2 Download the agent.	1. Click the link to **Download Mac 32/64 bit GlobalProtect agent**. 2. When prompted to run or save the software, click **Run**. 3. When prompted, click **Run** to launch the GlobalProtect Setup Wizard.

Install the GlobalProtect Agent for Mac (Continued)

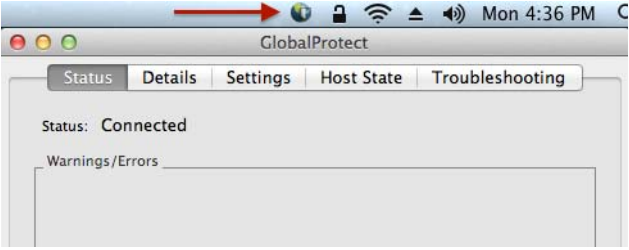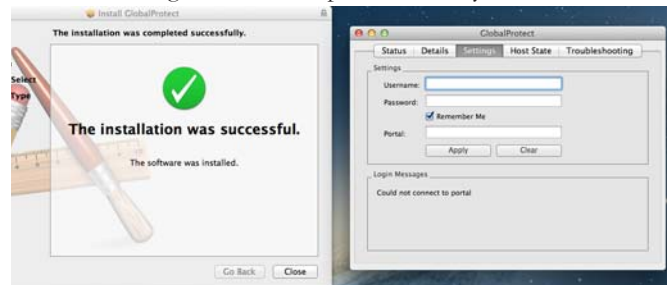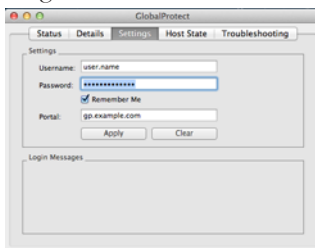|		
Step 3	Install the agent using the GlobalProtect Installer that opens automatically.	1. From the GlobalProtect Installer, click **Continue**. 2. (Optional) Change the installation location for the GlobalProtect or continue through the installer. 3. Select the GlobalProtect package and click **Continue**: 4. Continue through the GlobalProtect Installer and enter your credentials to confirm GlobalProtect installation, selecting **Install Software**: 5. When the installation completes successfully, click Close. The GlobalProtect agent will start up automatically:
Step 4	Log in to GlobalProtect.	1. When prompted, enter your **User Name** and **Password**. 2. Enter the fully qualified domain name or IP address of the **Portal** supplied by your GlobalProtect administrator. 3. Click **Apply** to log in. If your authentication is successful, you will be connected to your corporate network. If your administrator has set one up, the GlobalProtect welcome page will display.

Use the GlobalProtect Agent for Mac

In most circumstances, the GlobalProtect agent will run transparently in the background, protecting you from network threats. The following procedure describes how to use the agent.

Use the GlobalProtect Agent for Mac	

Step 1   If you are not connected to GlobalProtect, connect now. The name of the option to connect depends on the configuration defined by your administrator.
 	
💡 You can tell if you are **Connected** by hovering over the GlobalProtect icon on the menu bar. If you are not connected it will say **Disconnected**
 	
	1. Expand the system tray, right-click the GlobalProtect 🌐 icon, and select one of the following options, depending on whether manual gateway selection is enabled:
	  • **Connect** or **Enable**—Select this option to connect to GlobalProtect. The agent will automatically select which gateway to connect to, depending on the configuration the administrator defined and the response times of the available gateways.
	  • **Connect to**—Select a specific gateway from the menu or select **Auto Discovery** to enable the agent to determine the best gateway to connect to.
	2. If prompted, enter your **User Name** and **Password** and click **Apply**. As soon as the agent successfully connects, the GlobalProtect icon changes to a globe with a shield 🌐. When you hover over the icon it shows the status **Connected**.

Step 2 Open the application.	On the menu bar, click the GlobalProtect the GlobalProtect icon 🌐 and click **Show Panel** to launch the agent user interface.

Step 3 View information about your network connection.	Select **View > Advanced View** and then select a tab to view information about your network connection:
	  • **Details**—Displays information about your connection, including what portal and gateway you are connected to.
	  • **Status**—Displays your connection status, along with any warning or error messages.
	
	  • **Troubleshooting**—Displays information about your network configuration, route settings, active connections, and logs.

Use the GlobalProtect Agent for Mac (Continued)

Step 4	Change your password.	1.	Click the GlobalProtect icon.

Step 4   Change your password.

If your password is saved within GlobalProtect, you will need to change your password anytime the password for accessing your corporate network changes.

1. Click the GlobalProtect icon.

2. Click **Show Panel** and select **Advanced View**.

3. Click Settings and enter your new **Password**.

4. If you want to save your credentials so that you don't have to enter them each time you connect, select **Remember Me**.

5. Click **Apply** to save the new password.
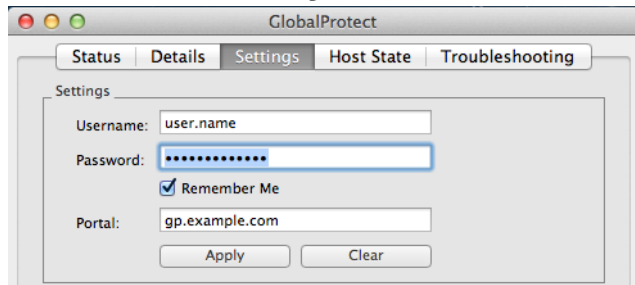
Disconnect from GlobalProtect on a Mac

If your configuration allows it, you can disconnect from the GlobalProtect VPN as follows:

Disconnect from GlobalProtect on a Mac
Step 1   To disconnect, click the GlobalProtect icon on the menu bar and then select **Disconnect** or **Disable** (the name of the option depends on how your administrator has configured GlobalProtect).
Step 2   If prompted, enter the following information and then click **OK**: • A **Reason** for disabling access to GlobalProtect. • The **Passcode** or **Ticket**. You must obtain the appropriate response from administrator before you will be allowed to disconnect.
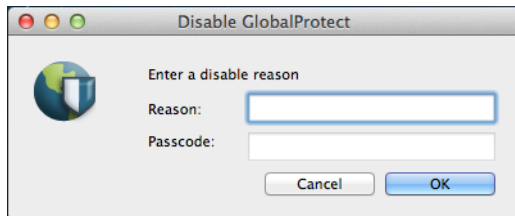
Uninstall the GlobalProtect Agent on a Mac

If your GlobalProtect configuration allows it, you can uninstall the agent as follows. Keep in mind that by uninstalling the agent, you will no longer have VPN access to your corporate network and your computer will no longer be protected by your company's security policies.

On Mac devices, you must use the Mac installation program (in this case, the GlobalProtect Installer) to uninstall a program. In order to uninstall GlobalProtect from your device, install the *Uninstall GlobalProtect* package. The GlobalProtect Installer will ask you to install the *Uninstall GlobalProtect* package and will then confirm that the package was successfully installed. Successfully installing the *Uninstall GlobalProtect* package effectively removes the GlobalProtect agent from your device.

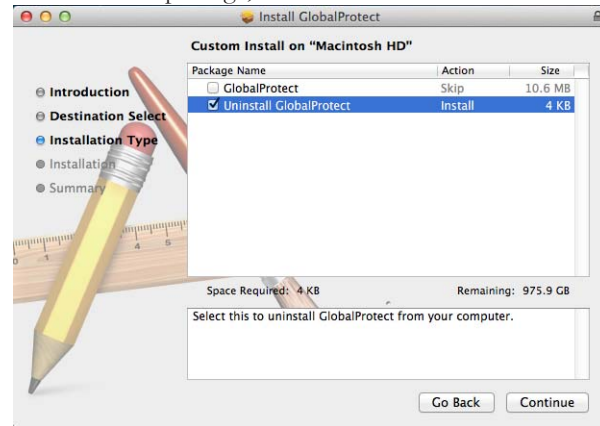| Uninstall the GlobalProtect Agent on a Mac	
Step 1 Log in to the GlobalProtect portal.	1. Launch your web browser and go to the following URL: `https://<portal address or name>` For example, `http://gp.acme.com`. 2. On the portal login page, enter your user **Name** and **Password** and then click **Login**.
Step 2 Download the agent.	1. Click the link to **Download Mac 32/64 bit GlobalProtect agent**. 2. When prompted to run or save the software, click **Run**. 3. When prompted, click **Run** to launch the GlobalProtect Setup Wizard.

Uninstall the GlobalProtect Agent on a Mac (Continued)	
Step 3 Uninstall GlobalProtect.	1. From the GlobalProtect Installer, click **Continue**. 2. Continue to the Installation Type section, select the **Uninstall GlobalProtect** package, and click **Continue**: 3. Continue through the GlobalProtect Installer and enter your credentials to confirm that you want to remove GlobalProtect. Select **Install Software** to uninstall GlobalProtect:
Step 4 Confirm that GlobalProtect is no longer installed.	A message will pop-up confirming that the Uninstall GlobalProtect package was successfully installed. This confirmation indicates that the GlobalProtect agent is uninstalled and is removed from your device.