

# Working off campus with GlobalProtect

Before you begin: Have you set up Multi Factor Authentication?

Set up your MFA at <https://aka.ms/setupsecurityinfo>.

**Linux users** please set your preferred method to 'Microsoft Authenticator – notification'

The following instructions will help you install GlobalProtect on your personal device, whether that is Windows, Mac or Linux.

- Instructions for Windows

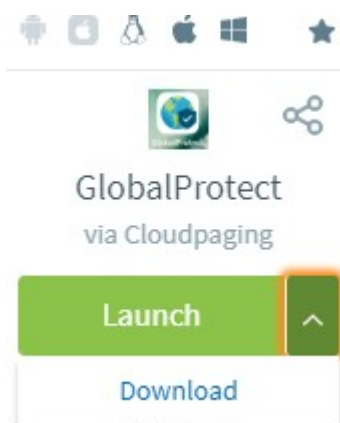
## Download and Install

If you do not have the GlobalProtect app installed on your computer, follow these steps:

1. Go to <https://appstore.surrey.ac.uk>
2. Login with your Surrey username and password
3. Install the app store agent when prompted
4. Search for the "GlobalProtect" app
5. There are two options here, for installing GlobalProtect:
  - a. Click the down arrow on the app and select "Download". Continue to step 6.

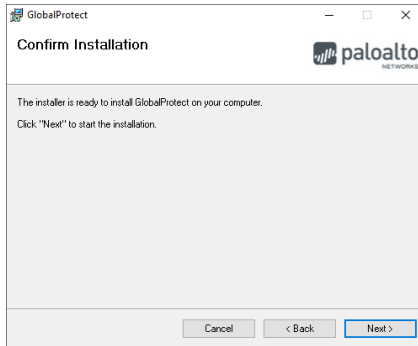
OR

- b. Click 'Launch' if you wish to run the GlobalProtect app via the App Store. This will install the "Cloudpaging app player" on your device. You can ignore the remaining instructions below as the configuration will be automatic)



6. Run through the set up by clicking next and choosing your installation folder. The default is fine for most installations. This is usually "C:\Program Files\Palo Alto

## Networks\GlobalProtect” on windows

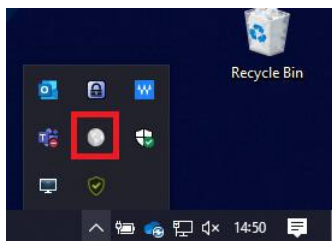


7. You have now installed GlobalProtect. Follow the first-time setup instructions to continue

## First-time Setup

Follow these steps if you have installed GlobalProtect on your device but have never connected before.

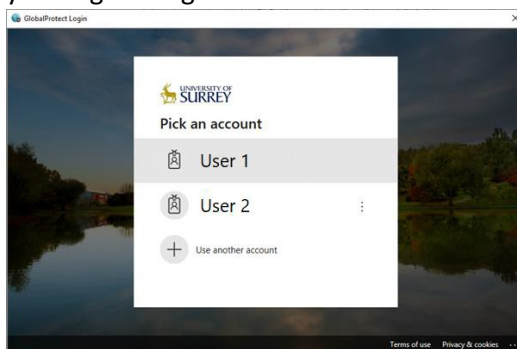
1. Find the grey icon in your system tray (little arrow by the clock). It is highlighted in red here on Windows 10:



2. When you click the icon, a prompt will appear. Enter "vpn.surrey.ac.uk" (without quotes) and click connect:



3. Select the account you wish to use and your university password. You will need to approve your login using MFA.



- Instructions for MacOS

### Download and Install

If you do not have the GlobalProtect app installed on your computer, follow these steps:

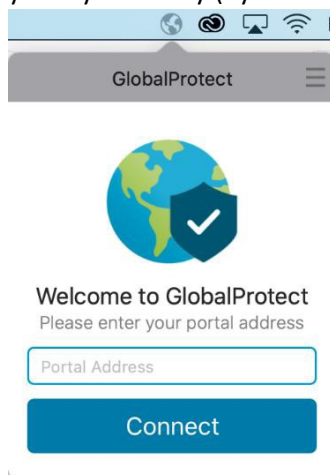
1. Go to <https://appstore.surrey.ac.uk>
2. Login with your Surrey username and password
3. Download the GlobalProtect agent for Mac and run it
4. You may need to allow the system extension when installed. Do this by opening 'Security Preferences'



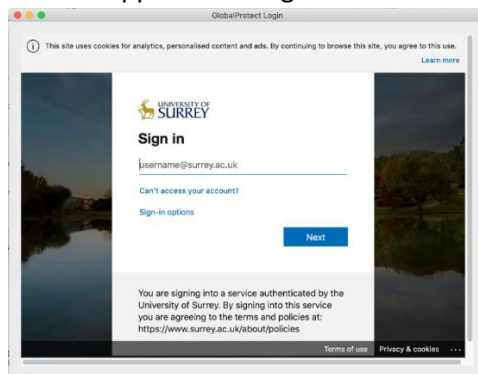
### First-time Setup

Follow these steps if you have installed the client on your device but have never connected before.

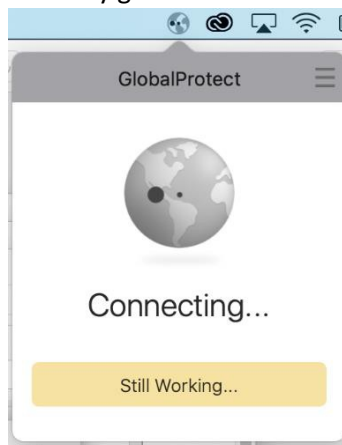
1. Open the GlobalProtect app from the system menu by clicking on the GlobalProtect icon in your system tray (by the clock in the top right of the screen)



2. Enter 'vpn.surrey.ac.uk' as the portal address and click 'Connect'
3. Enter your surrey credentials in the window that appears, including '@surrey.ac.uk'. You will need to approve the login with Multi Factor Authentication.

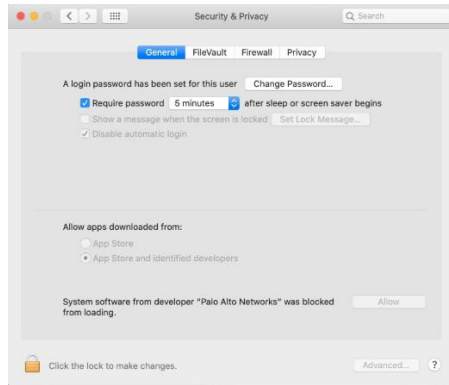


4. You may get stuck on 'Connecting'

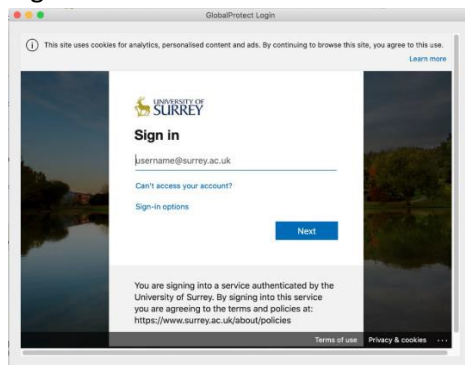


5. To fix this, open **System Preferences > Security & Privacy**

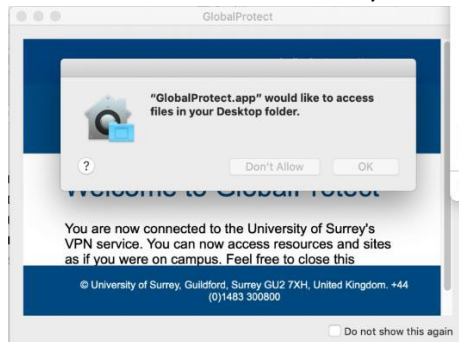
6. Allow the software from **Palo Alto Networks** to run



7. You will then be asked to login with your surrey credentials. You will need to approve the login with Multi Factor Authentication (MFA)



8. Allow GlobalProtect to access your local storage



9. Entries are added to **Security & Privacy** to enable Full Disk Access and Files and Folders

- Instructions for Linux

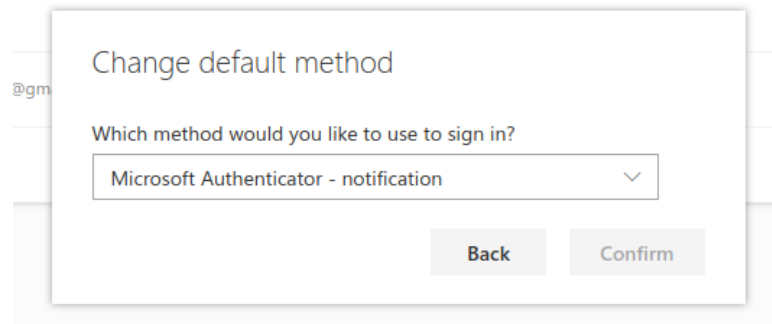
### Prerequisites

#### Changing your MFA method

Due to technical limitations, it is important that you change your MFA settings to push to the MS authenticator app on your phone

1. Download, install and register the MS authenticator app on your phone

2. Navigate to <https://aka.ms/setupsecurityinfo>
3. Login with your Surrey account
4. Change the **Default sign-in method** to **Microsoft Authenticator – notification**



This is required as Linux has no way of returning the numbers you receive from an SMS or email.

## Download and Install

Obtain the installer package

1. Go to <https://appstore.surrey.ac.uk>
2. Download the 'GlobalProtect' package and save to a location on your computer

Install the client (Ubuntu)

Once you have obtained the installer package PanGPLinux-1.0.1-cli.tgz (where 1.0.1 is the software version):

1. Open a terminal window and navigate to the folder where the file resides
2. Extract the data using **tar -xf \$filename**

```

[redacted] :~$ cd Downloads/
[redacted] s:~/Downloads$ ls
PanGPLinux-5.1.1-c17.tgz
[redacted] s:~/Downloads$ tar -xf PanGPLinux-5.1.1-c17.tgz

```

3. Install the .deb package using the package manager:  
**sudo dpkg -i GlobalProtect\_deb-1.0.1.0-1.deb** (replace the software version as appropriate)

```

[redacted] s:~/Downloads$ sudo dpkg -i GlobalProtect_deb-5.1.1.0-17.deb
Selecting previously unselected package globalprotect.
(Reading database ... 218279 files and directories currently installed.)
Preparing to unpack GlobalProtect_deb-5.1.1.0-17.deb ...
Start installing gp...
Unpacking globalprotect (5.1.1-17) ...
Setting up globalprotect (5.1.1-17) ...
Enable gp service...
Starting gp service...
Create symlink for gp cli...
Starting gpa...
Processing triggers for man-db (2.8.3-2ubuntu0.1) ...
[redacted] s:~/Downloads$ █

```

## Connecting and Disconnecting

Linux does not have any graphical user interface so you will have to connect and disconnect through the terminal. You can make shortcuts and aliases as appropriate.

## Connecting

In your terminal window:

1. Type **globalprotect connect --portal vpn.surrey.ac.uk**

```
~$ globalprotect connect --portal vpn.surrey.ac.uk
Retrieving configuration...
vpn.surrey.ac.uk - Enter login credentials
username:hs0017
Password:
Discovering network...
Connecting...
Connected
```

2. If you have not logged in for a while, enter your username and password. Otherwise the credentials will be remembered
3. Approve the sign-in on your phone if asked

You should then be connected. You can check the status of the connection by typing **globalprotect show --details**

```
~$ globalprotect show --details
Gateway Name: portal.surrey.ac.uk
Gateway Description: portal.surrey.ac.uk
Assigned IP Address: 192.168.124.12
Gateway IP Address: 131.227.23.114
Gateway Location:
Protocol: SSL
Uptime(sec): 65
```

## Disconnecting

In your terminal window type **globalprotect disconnect**

```
~$ globalprotect disconnect
Disconnecting...
Disconnected
GlobalProtect status: Disconnected
```

If you have any questions or issues, please contact the IT Service Desk at [itservicedesk@surrey.ac.uk](mailto:itservicedesk@surrey.ac.uk) or by calling 01483 689898