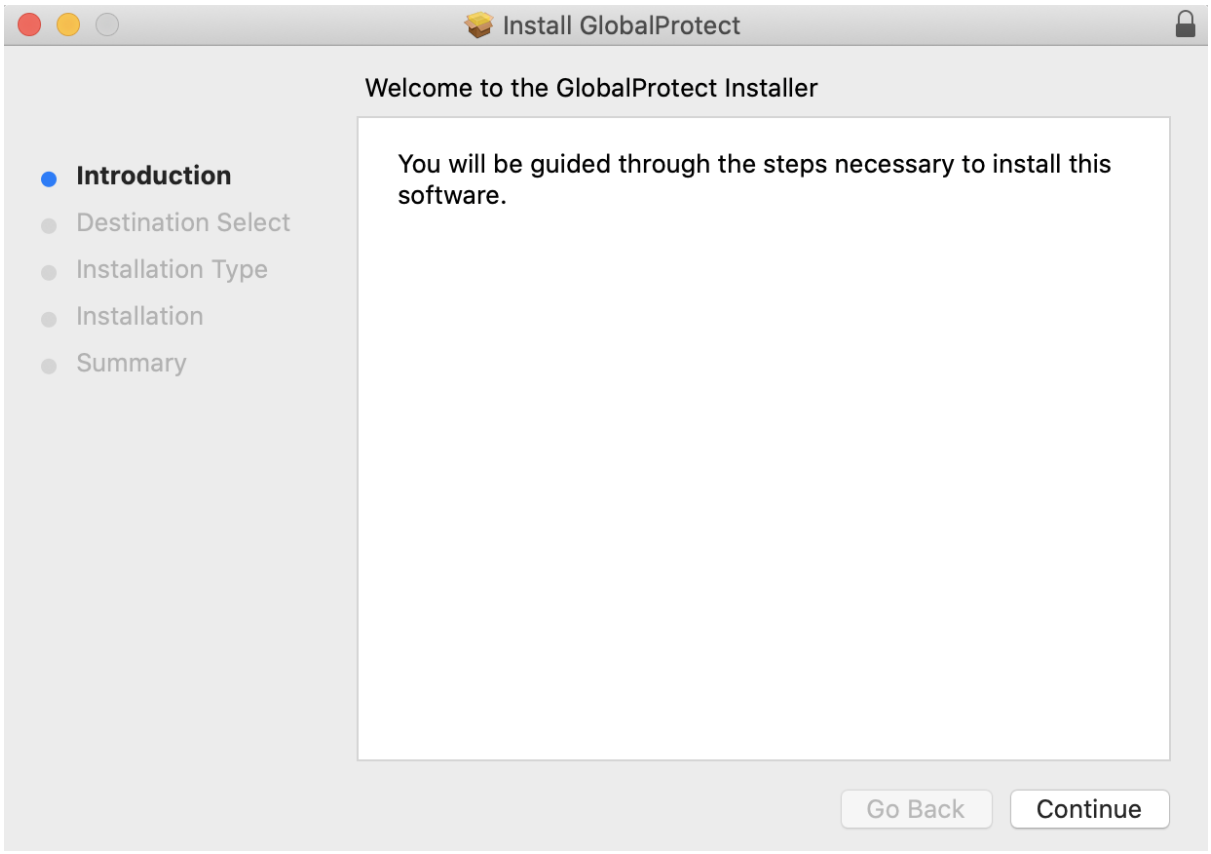
Integrated VPN Gateway GlobalProtect VPN Client Setup Guide (For Mainland User)

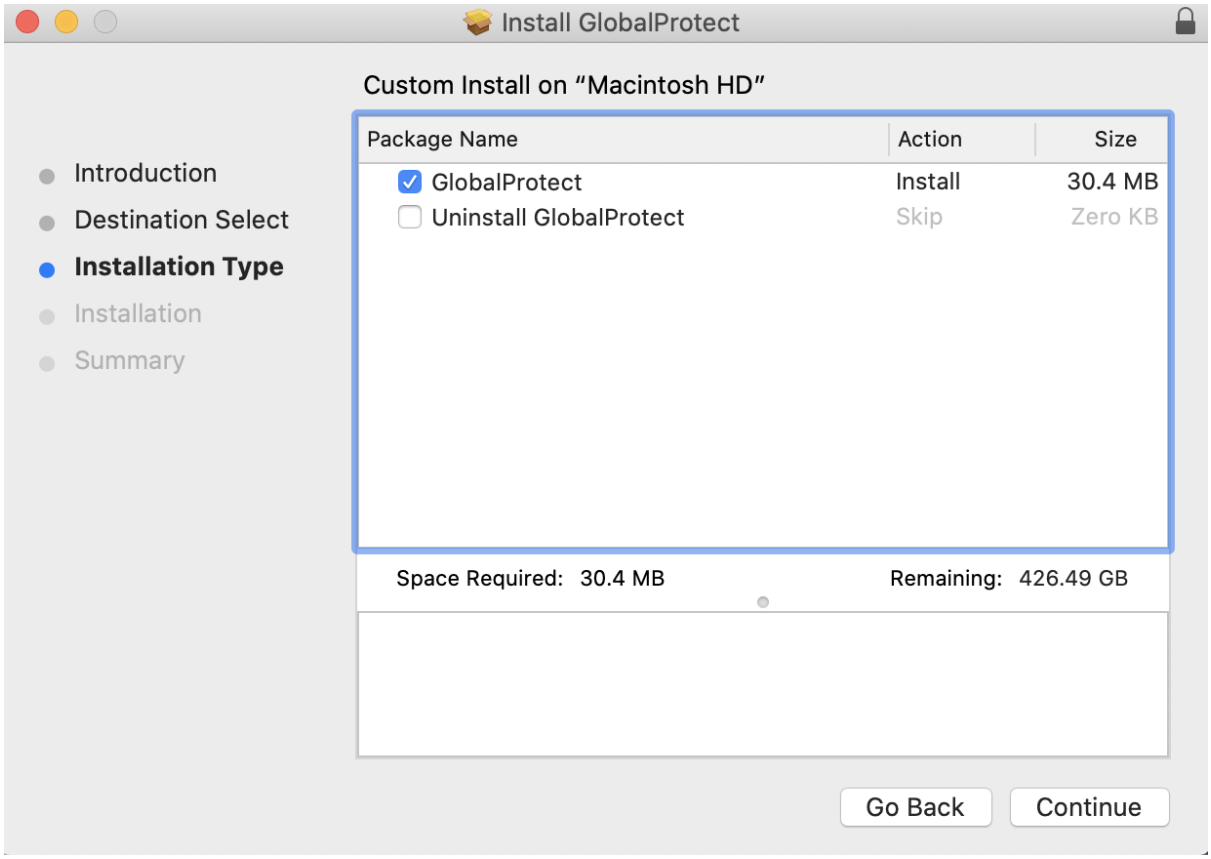
Section I: GlobalProtect VPN Client Installation

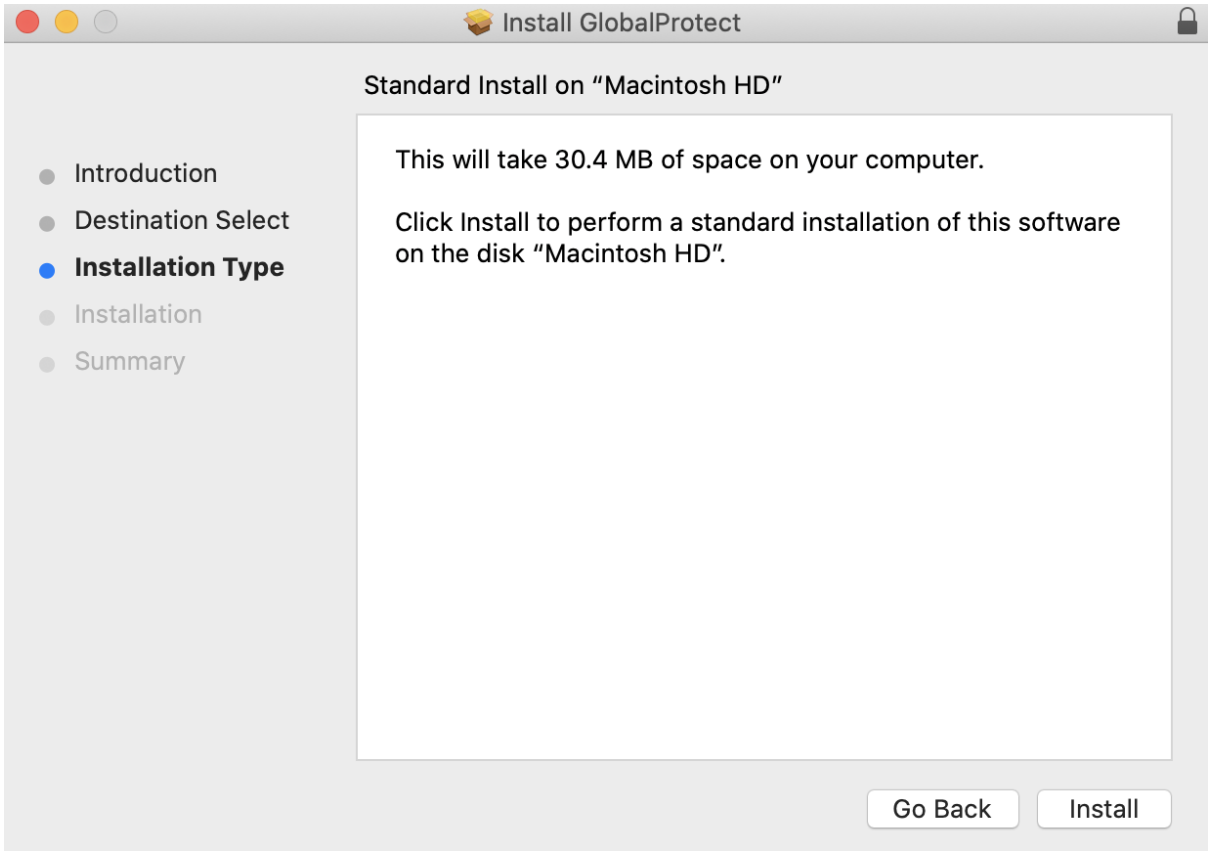
1. Use a web browser to navigate to the Integrated VPN Gateway webpage "https://119.23.175.47". Login with your EID and password.

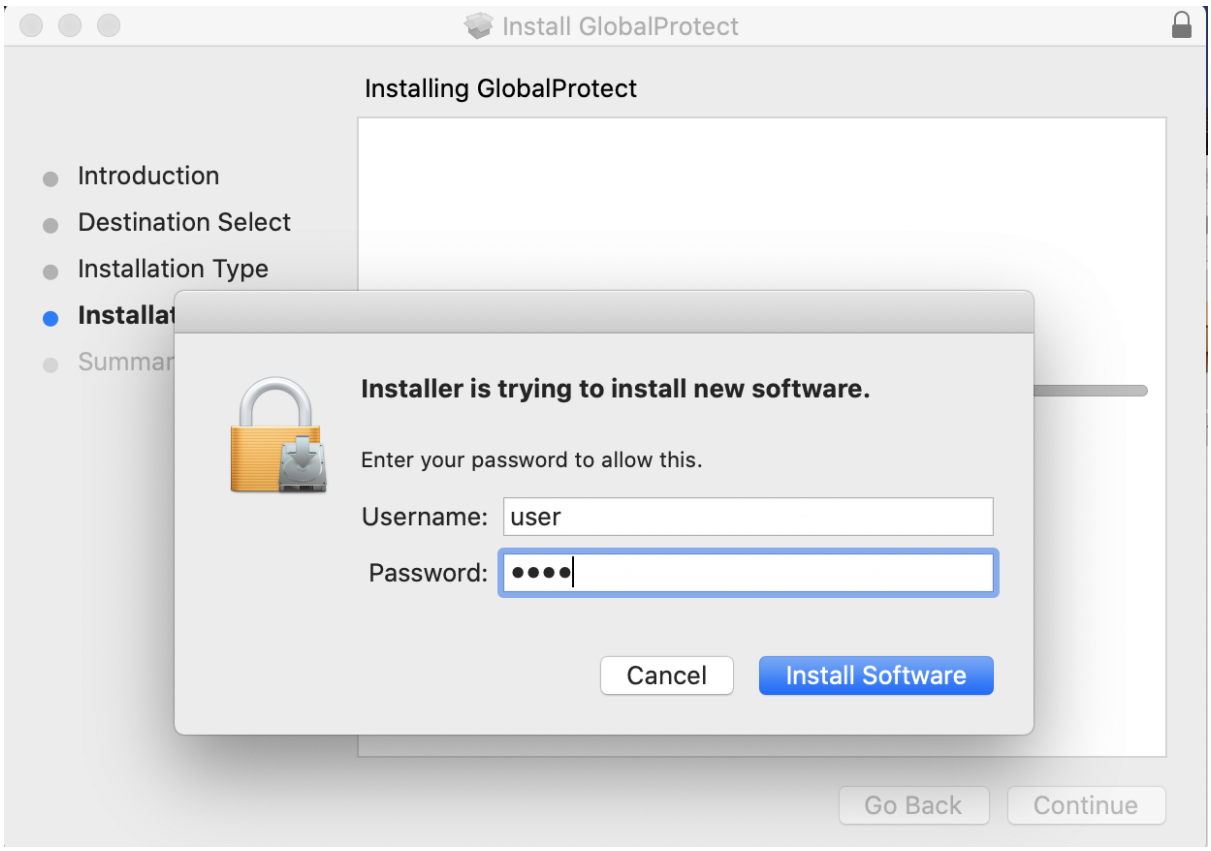
2. Select the “Download Mac 32/64 bit GlobalProtect agent” file.

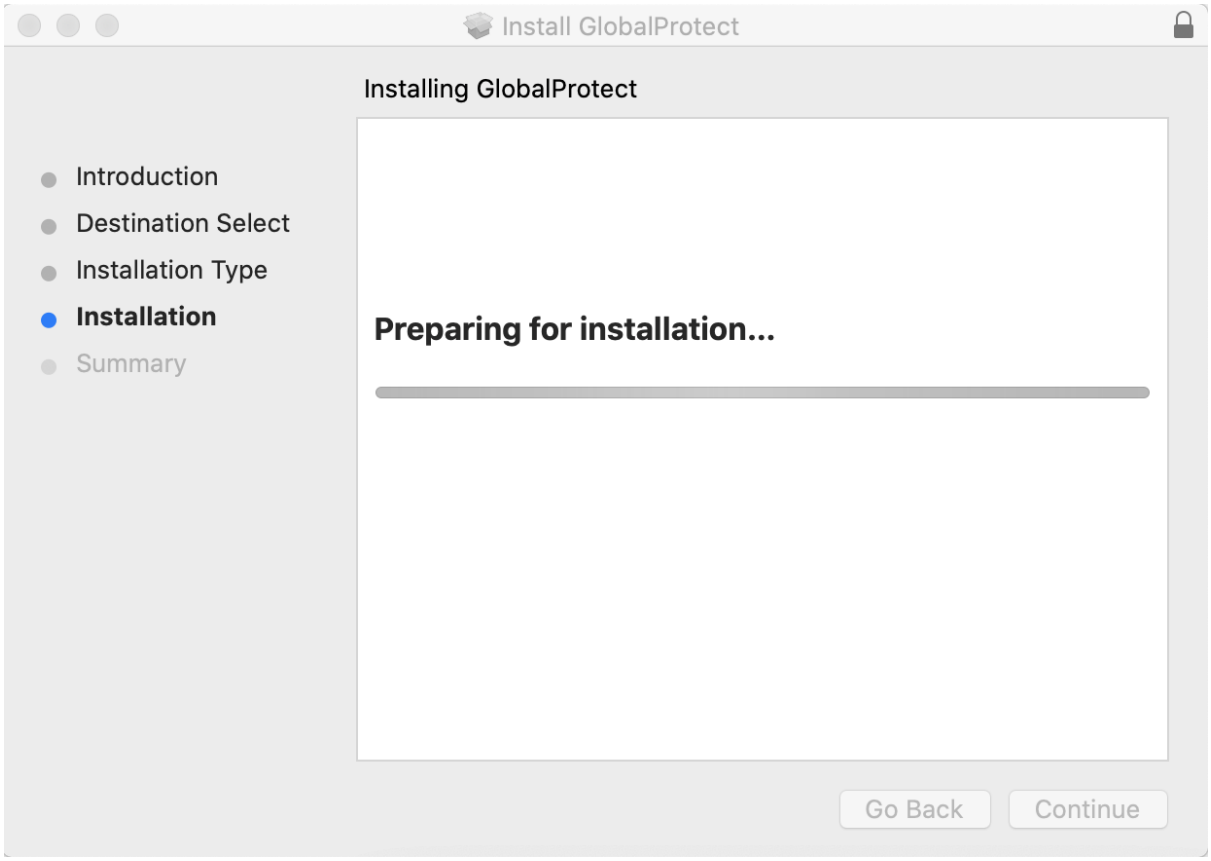
3. Open the desired installation file. Accept the default settings for the remaining screens, clicking “Continue” and “Install” buttons until you complete the installation with “Close” button.

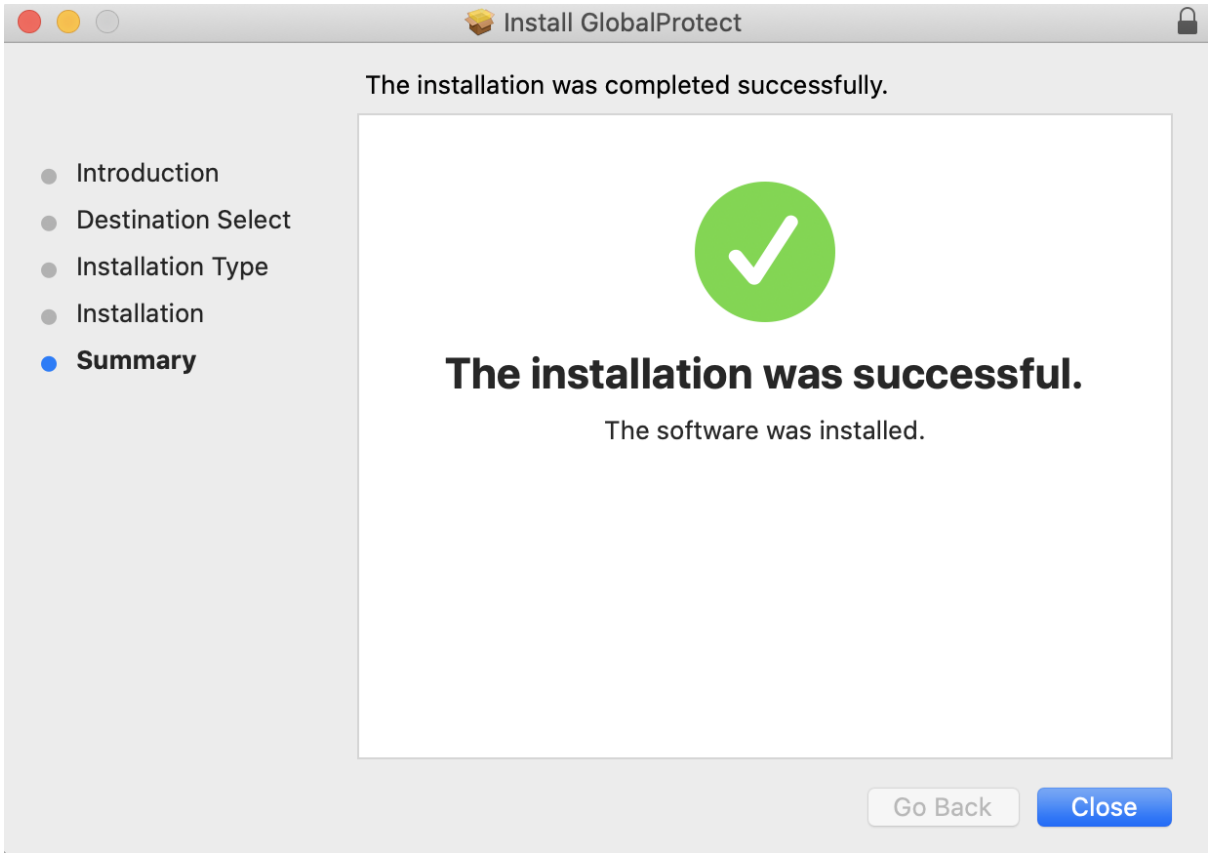



Install GlobalProtect
Custom Install on “Macintosh HD”
Introduction
Destination Select
Installation Type
Installation
Summary
Package Name
Action
Size
GlobalProtect
Install
30.4 MB
Uninstall GlobalProtect
Skip
Zero KB
Space Required: 30.4 MB
Remaining: 426.49 GB
Go Back
Continue

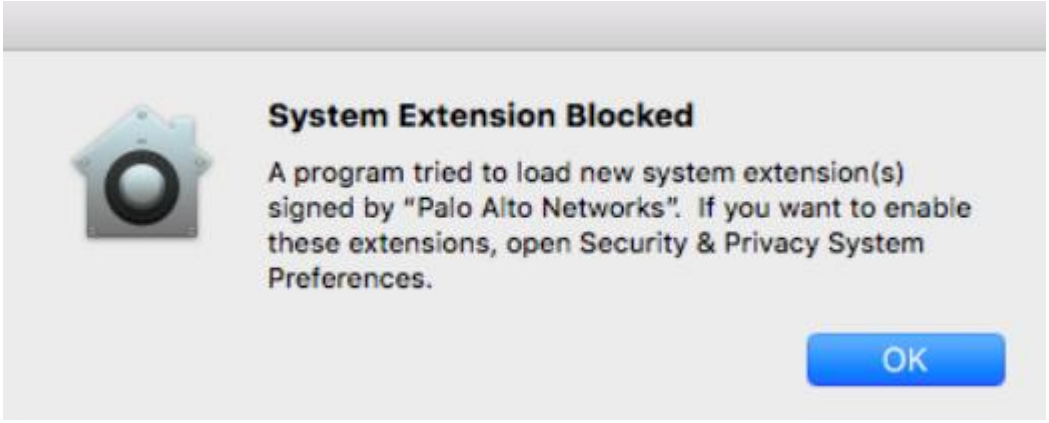

Install GlobalProtect
Standard Install on “Macintosh HD”
Introduction
Destination Select
Installation Type
Installation
Summary
This will take 30.4 MB of space on your computer.
Click Install to perform a standard installation of this software on the disk “Macintosh HD”.
Go Back
Install


Install GlobalProtect
Installing GlobalProtect
Introduction
Destination Select
Installation Type
Installat
Summar
Installer is trying to install new software.
Enter your password to allow this.
Username: user
Password:
Cancel
Install Software
Go Back
Continue

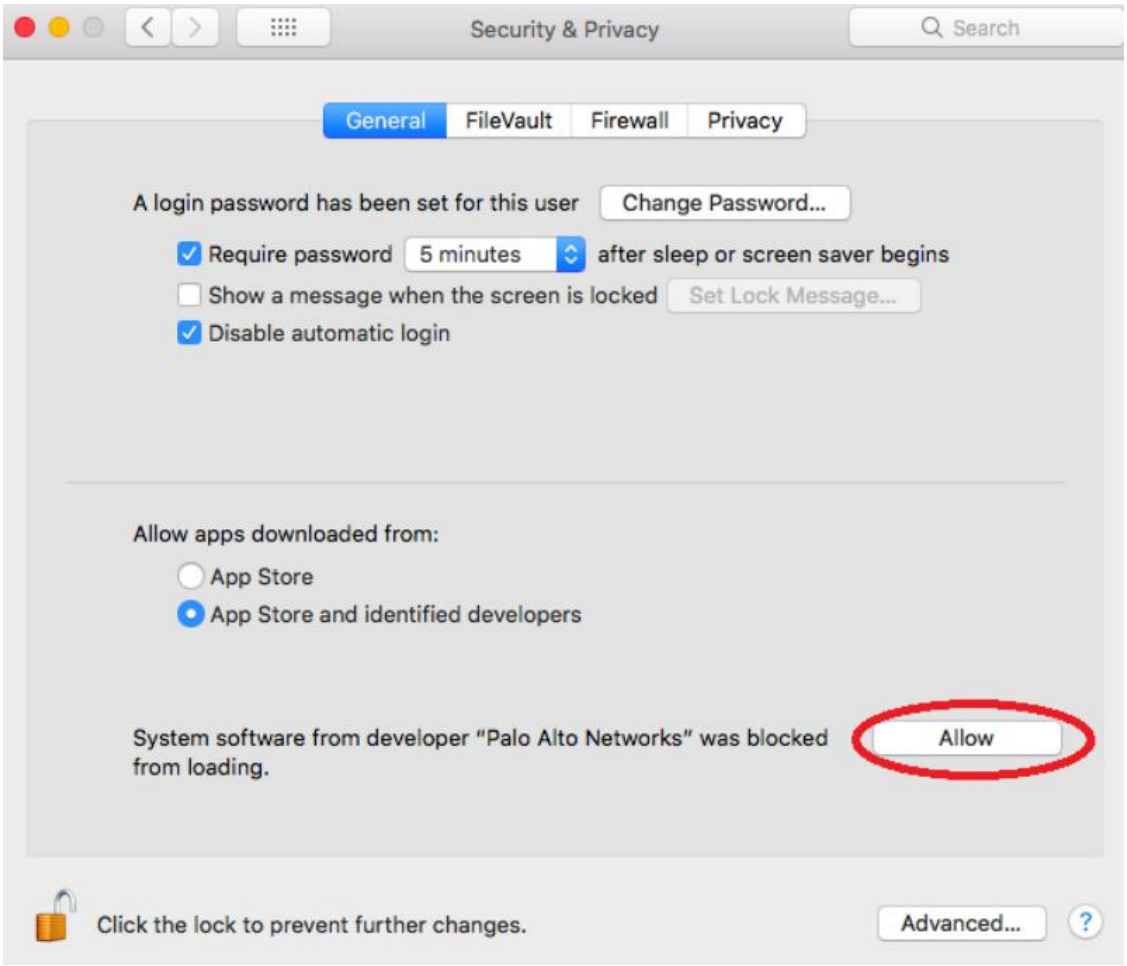

Install GlobalProtect
Installing GlobalProtect
Introduction
Destination Select
Installation Type
Installation
Summary
Preparing for installation...
Go Back
Continue


Install GlobalProtect
The installation was completed successfully.
Introduction
Destination Select
Installation Type
Installation
Summary
The installation was successful.
The software was installed.
Go Back
Close

4. If you got the following screen “System Extension Blocked”. (If you have not, please skip this step.)

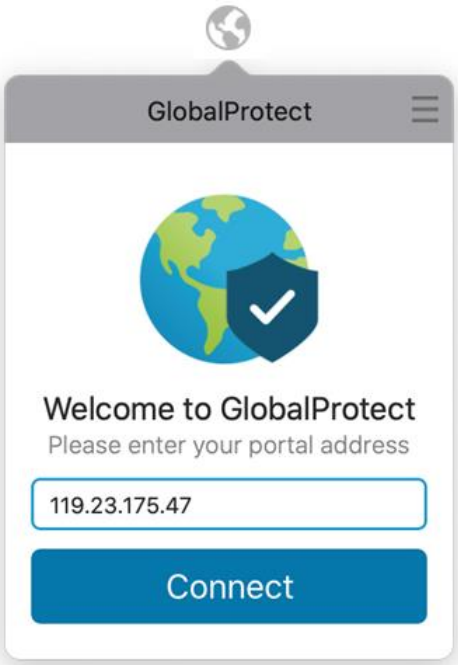


Please open to the “**System preference**” -> “**Security & Privacy**”. In the “**General”** tab, you will see the message “**System software from developer “Palo Alto Networks” was blocked from loading.**”, then Click “**Allow**” to grant the GlobalProtect from loading.

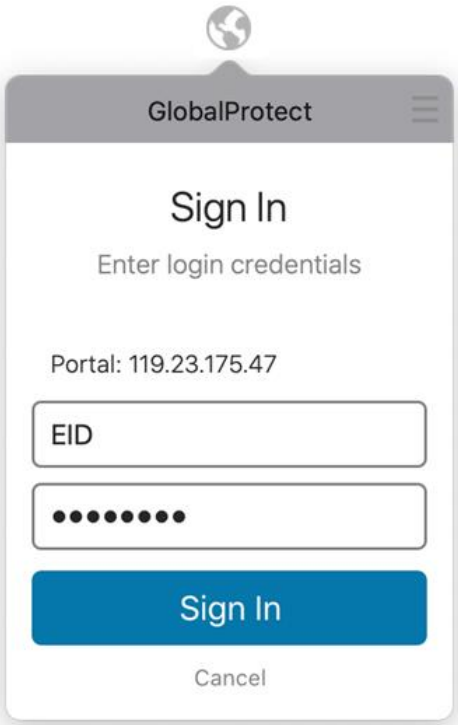


Caution: If the above actions have not performed, the GlobalProtect agent will be stuck and keep loading.

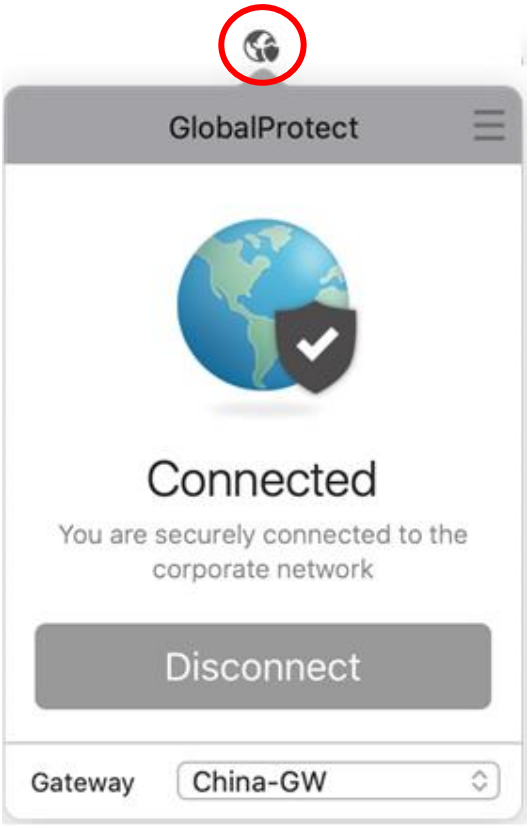
5. Enter the portal address “119.23.175.47” in the fields as shown below and click “Connect” button to connect the VPN server.



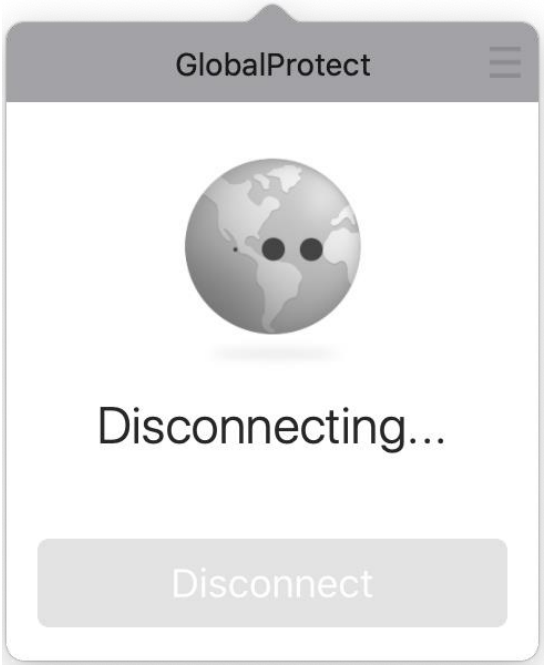
6. Enter your EID, password and click “Sign In”.



7. The icon will be shown and the connection status will change to “Connected” upon successful logon.



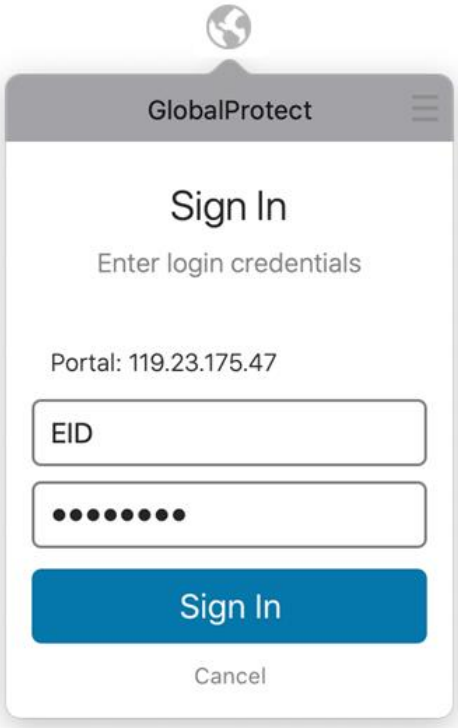
8. To terminate the VPN session, you can select the “Disconnect” from the GlobalProtect menu.

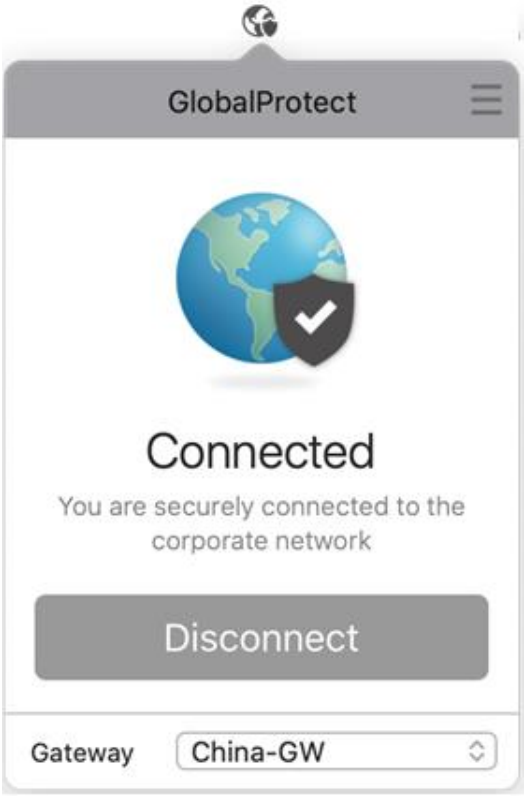


Section II: Making VPN Connection

1. To connect, netvigate the system tray area and click on the GlobalProtect icon:

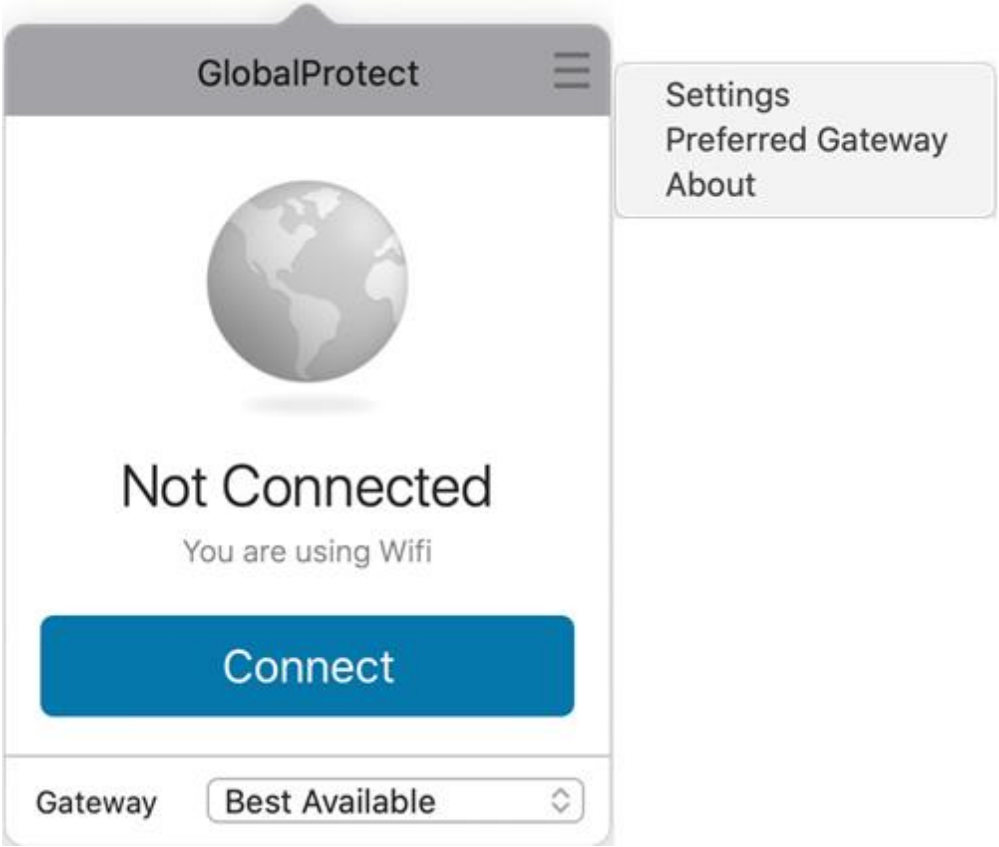
2. Select “Connect” button from the GlobalProtect menu and input username password to make VPN connection:



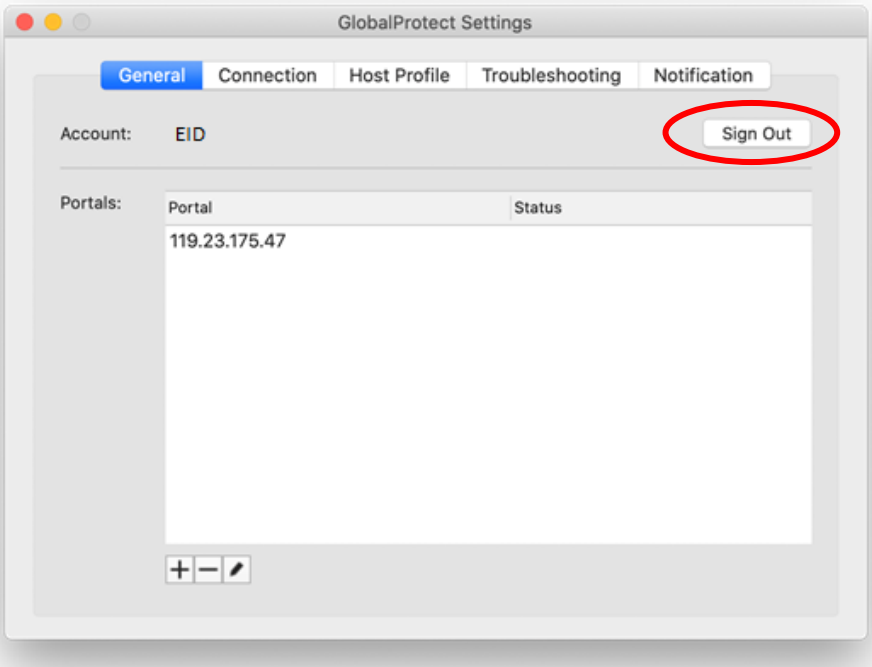

GlobalProtect
Connected
You are securely connected to the corporate network
Disconnect
Gateway
China-GW

Section III: Amend connection parameters

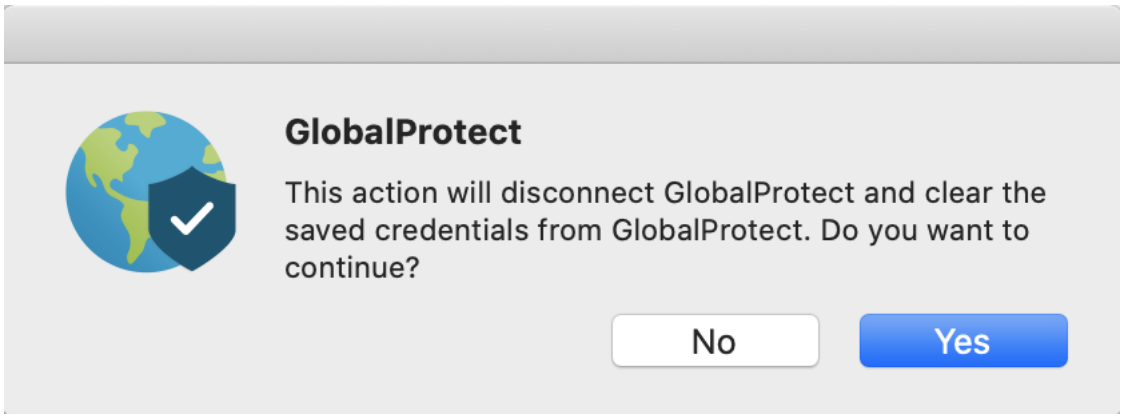
1. To amend connection parameters such as username and password, you can call up the GlobalProtect client, point mouse cursor to ☰, then hit the mouse click -> “Settings”:



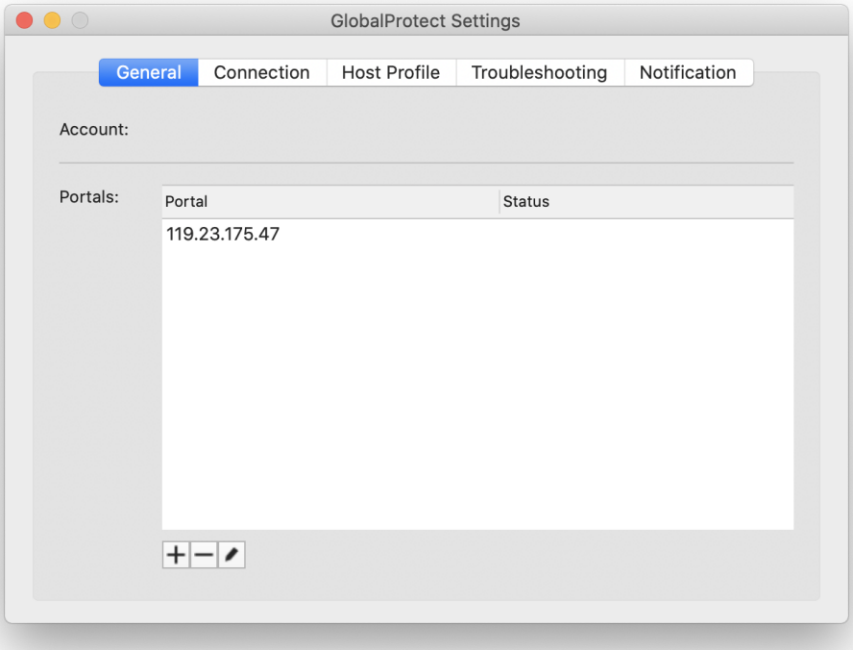
2. Click “Sign Out”



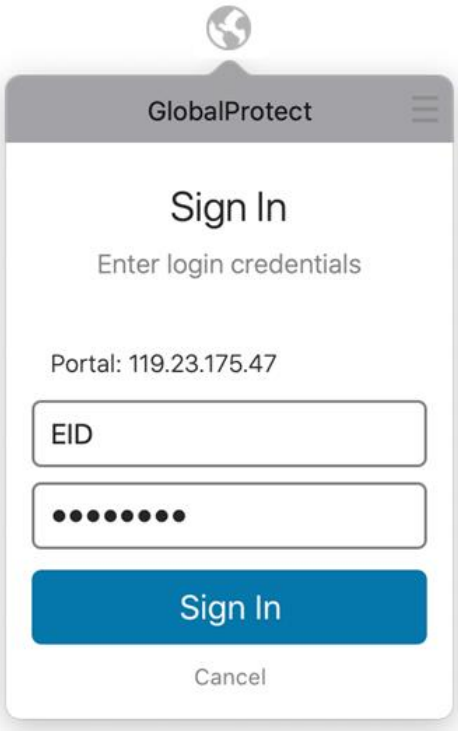
3. Select “Yes”



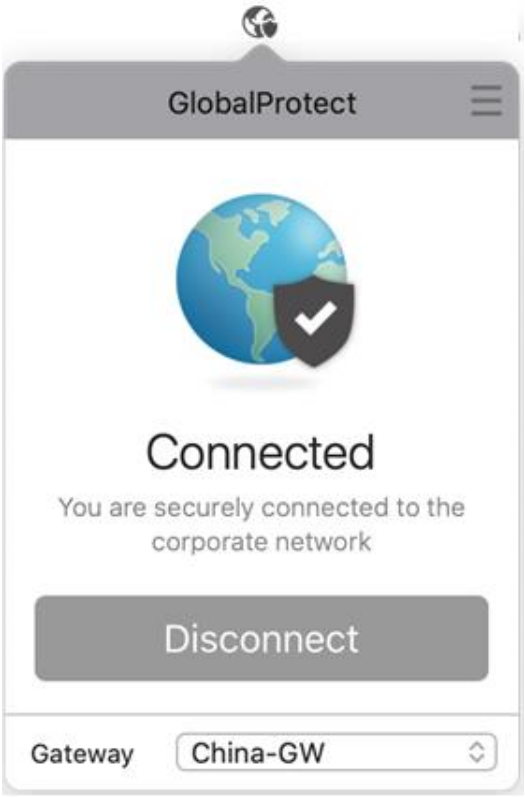
4. The “Account” information has been cleared. Then close the dialog box.



5. Call the menu by click the icon again and select “Connect”. The credentials dialog box will be shown again, you can change username or password at here. Then press “Sign In”.



6. The icon will be shown and the connection status will change to “Connected” upon successful logon.



Section IV: Appendix

If you encountered the problem to connect the VPN with the error "The server certificate is invalid. Please contact your IT administrator." OR "Could not connect the GlobalProtect gateway. Please contact your IT administrator." Please try following procedures.

Method A:
1. Follow the Section III to logout the GlobalProtect Client, then re-login.

Method B:
1. Uninstall the GlobalProtect software.
2. Follow the Section I for re-installation and connect the VPN.