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A. Installing the GlobalProtect VPN Client Software

This VPN client requires Mac OS X 10.11 or later. (Screen capture base on version 5.1.2)

- 1. Go to <u>https://vpn.eduhk.hk</u>
- 2. Login with your EdUHK username and password.

••• < > [] # vpn.eduhk.hk C () +
paloalto
GlobalProtect Portal
Username T~
Password
LOG IN

3. Download the Mac OS installer file to your computer desktop.

	🗎 vpn.eduhk.hk	C	(†
	paloal	to vorks®	
	GlobalProtect Por	tal	
	Download Windows 32 bit GlobalPro	otect agent	
	Download Windows 64 hit ClobalPro	vtect agent	
\subset	Download Mac 32/64 bit GlobalPro	tect agent	>
	Windows 32 bit OS needs to down and install Windows 32 bit Global agent. Windows 64 bit OS needs to down and install Windows 64 bit Global agent. Mac OS needs to download and in	iload irotect iload Protect stall	

- 4. To install the software:
 - a. From the download folder, launch the "GlobalPRotect.pkg" file.
 - b. In "Welcome" window, click **Continue**.

	Welcome to the GlobalProtect Installer
 Introduction Destination Select Installation Type Installation Summary 	You will be guided through the steps necessary to install this software.
	Go Baci Continue

c. In "Custom Install" window, make sure the option "GlobalProtect" is checked. Then click Continue.

0	🥪 Install GlobalProtect			
	Custom Install on "Untitled"			
	Package Name	Action	Size	
Introduction	GlobalProtect	Upgrade	31.1 MB	
Destination Select	Uninstall GlobalProtect	Skip	Zero KB	
Installation Type				
Installation				
Summary				
	Space Required: 31.1 MB	Remaining	186.21 GB	
		Go Back	Continue	
		GU Dark	Continue	

d. In "Standard install" window, click **Install**.



e. Enter your Mac administrator password when prompt and click Install Software.

\bigcirc	Installer is	rying to install new software.
5	Enter your pa	sword to allow this.
(manufiller)	Username:	
	Password:	
		Cancel Install Software

f. When "Install Succeeded" appears, click Close.

	🥪 Install GlobalProtect	
 Introduction Destination Select Installation Type Installation Summary 	The installation was completed successfully.	
	Go B Ck Close	

5. The GloablProtect will save your login credential into Apple keychain. When prompt, enter your Mac Administrator password and click "Always Allow".

	GlobalProtect wants to use your confidential information stored in "GlobalProtectService" in your keychain.
	To allow this, enter the "login" keychain password.
	Password:
?	Always Allow Deny Allow

6. The client software is now installed. The client installer files can be removed by dragging to the Trash.

Notes:

1. For some macOS versions (10.11 to 10.15), you will receive the following screen saying that the "System Extension Blocked".

	System Extension Blocked
0	A program tried to load new system extension(s) signed by "Palo Alto Networks". If you want to enable these extensions, open Security & Privacy System Preferences.
	ОК

Then you need to go to the System preference → Security & Privacy. From the General tab, you will see the message "System software from developer "Palo Alto Networks" was blocked from loading.". Click Allow to grant the GlobalProtect from loading.

• • • • • • • • • • • • • • • • • • •	Q Search
General FileVault Firewall Privacy A login password has been set for this user Change Password Image: Change Password Image: Change Password Image: Change Password Image: Change Password Image: Change Password Image: Change Image: Change P	ord een saver begins Message
Allow apps downloaded from: App Store App Store and identified developers	
System software from developer "Palo Alto Networks" was bloo from loading.	cked Allow
Click the lock to prevent further changes.	Advanced ?

B. Configure GlobalProtect VPN Client

1. For the first time to use the GlobalProtect VPN client software, click the GlobalProtect icon from the Mac menu bar. Then enter the VPN portal address as "**vpn.eduhk.hk**".



2. Enter your username and password. Then click **Sign In**.



3. After that, it will pop up the DUO push screen on your mobile as below and please click "**Approve**" (Note: The VPN with Duo <u>must use the Duo app</u> and this is <u>for staff only</u>).



4. If the connection is successful, the status will show as "Connected".



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C. Configure GlobalProtect to use Mainland China VPN gateway

If you are going to use EdUHK VPN within mainland China, you can set up the GlobalProtect to use the mainland China VPN gateway for better performance.

1. Click the GlobalProtect icon from the Mac menu bar on the top. Then click the "more" button on upper right and choose "**Settings**".



2. On the General tab, click the "+" add button.

0			GlobalProtect	Settings	
Ger	eral	Connection	Host Profile	Troubleshooting	Notification
Account:	kwch	ieng			Sign Out
Portals:	Porta	al		Status	
	vpn.	.eduhk.hk			
6					
	-				

3. Enter "121.37.2.190" as the portal address and click "Save".

-		GlobalProtect	Settings	
unt	Portal Address:	121.37.2.190		
-			Cancel	Save

4. Now you will have 2 portal addresses. Then you can click the red "X" on upper left to close the windows.

General Connection Host Profile Account: kwcheng Portals: Portal 121.37.2.190 vpn.eduhk.hk	Troubleshooting	Notification Sign Out
Account: kwcheng Portals: Portal 121.37.2.190 vpn.eduhk.hk	Status	Sign Out
Portals: Portal 121.37.2.190 vpn.eduhk.hk	Status	

5. To connect the VPN with mainland China gateway. Click the GlobalProtect icon from the Mac menu bar.

6. From the "Portal" option, select "121.37.2.190". Then it will start to connect the VPN.



7. For the first time, click "Continue" when prompt for the Server Certificate Error.



8. Enter your EdUHK username and password. And click "Sign In".

S 🖲 🔍 🛜 🔺
GlobalProtect
Sign In
Portal: 121.37.2.190
Username
Password
Sign In
Cancel

9. If the connection is successful, the status will show as "Connected".



D. To quit the VPN connection:

1. Click on the "GlobalProtect" icon from the Mac menu bar and choose Disconnect.



E. Reconnect VPN connection:

- 1. Click on the "GlobalProtect" icon from the menu bar and choose which VPN portal to connect.
 - a. For mainland China, choose "121.37.2.190".
 - b. For other locations, choose "vpn.eduhk.hk".



F. Uninstall GlobalProtect client

1. If you cannot find any option to un-block the VPN client, please uninstall the GlobalProtect client first. To uninstall the GlobalProtect client, launch the GlobalProtect installation file. Then select uninstall "GlobalProtect".

	Package Name	Action	Size
Introduction Destination Select Installation Type Installation Summary	ClobalProtect	Upgrade Skip	29.9 ME Zero KE
	Space Required: 29.9 MB	Remainin	g: 89.27 GE

2. Then reboot your system and launch the GlobalProtect installation again.