GlobalProtect Setup

Install GlobalProtect if you haven't already.

Downloading the Software

On your personal computer, you can download the software by going to <u>https://gp.csusm.edu/</u>, and logging in with your campus username and password.

Download and install the client version appropriate for your system, and then restart your computer.

Connecting to GlobalProtect

Open the GlobalProtect software by clicking on the grayed-out globe in the Windows task bar:



Or, clicking on the grayed-out globe at the top right of your screen on your Mac:



You will be prompted to provide a portal address; enter gp.csusm.edu into the dialogue box:



Click Connect and you will be prompted to enter your campus credentials. NOTE – you may need to log in using the domain backslash username convention - "csusm\USERNAME".

When successfully connected the globe in the GlobalProtect app will turn blue and the app will display Connected. The globe in the task tray will also be blue whenever GlobalProtect is connected:



After Connecting

After successfully authenticating, you will be connected to the GlobalProtect VPN network and have access to resources otherwise unavailable when off-campus.

This software will redirect the network traffic coming from your computer to look as though it is coming from on-campus. For this reason, it is crucial that the computer you use to do your work from home not be shared with other members of your household.

Potential GlobalProtect Issues

If you are not running Windows 10 or Mac OSX, you will not be able to access any campus resources through GlobalProtect.

If you click the Connect button and nothing happens, you may need to restart your computer.

If you have restarted your computer and still can't connect, try removing the GlobalProtect portal and re-adding it:

1. Click the GlobalProtect globe in the taskbar:



2. Click the "hamburger menu" in the top-right of the GlobalProtect window (the three little lines):



- 1. Click Settings
- 2. In the new window that opens, if not already selected, click the "General" tab:

😡 GlobalProtect Settings							
General	Connection	Host Profile	Troubleshooting	Notification			
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Porta	ls						
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	gp.csusm.edu	1					
	Add	Delete	Edit				

- 3. In the "Portals" section, click the portal "gp.csusm.edu"
- 4. Click "Delete"
- 5. Click "Add"
- 6. In the new window, enter "gp.csusm.edu" as the portal address:

Portal Address:	gp.csusm.edu		
		Cancel	Save

- 7. Click "Save"
- 8. Try again to connect

To set your GlobalProtect taskbar notification icon to always display on the taskbar:

1. Right-click on a blank area of the task bar and click Taskbar settings:

Toolbars
Search >
Show Task View button
Show People on the taskbar
Show Windows Ink Workspace button
Show touch keyboard button
Show touchpad button
Cascade windows
Show windows stacked
Show windows side by side
Show the desktop
Task Manager
Lock the taskbar
🌣 Taskbar settings

2. In the Taskbar settings click "Select which icons appear on the taskbar": Settings

袋 Home	Taskbar
Find a setting	Combine taskbar buttons
Personalization	Always, hide labels
🖾 Background	How do I customize taskbars?
භූ Colors	Notification area
□ Lock screen	Select which icons appear on the taskbar
🖆 Themes	Turn system icons on or off
器 Start	Multiple displays
🖵 Taskbar	Show taskbar on all displays
	On

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3. Locate "GlobalProtect client" in the list and set it to On:

← Settings





MiCC Agent Setup Downloading the Software

Download the MiCC Agent app

Click the 3 dots to the right of "Client Installation" and select Download:

Network Operations - MiCo	C-insta × +	
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SharePoint		
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Site contents	Client Installation	Download arlos Ar
Job Responsibilities	NextCC Setup	Delete arlos Ar
Recycle bin	Training-v1.mp4	Automate > rlos Ar
Edit		Rename
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When the ZIP file is finished downloading click on it and drag the "Client Installation" folder to your desktop.

Open the Client	Installation	folder and	l run	setup.exe:
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If you get a Windows Defender prompt, click on More info and choose Run Anyway



When the installer starts choose Custom and click Next:



On the next page uncheck everything but Agent and click Next:

Select Features Select the features setup will install.	1
Select the features you want to install, and deselect th	e features you do not want to install. Description Client applications.
296.66 MB of space required on the C drive 757597.07 MB of space available on the C drive istallShield	Back Next > Cancel

On the next page enter "micc.csusm.edu" as the Broker Location:

MiCC Enterprise - InstallShield Wizard			×
Broker Location Please enter the location of the Broker service			NZA.
Location:			
micc.csusm.edu			
InstallShield			
	< Back	Next >	Cancel

On the next page enter "micc.csusm.edu" as the Web Server Location and "80" as the port. Click Next:

MiCC Enterprise - InstallShield Wizard			×
Web Server Location Please enter the location of the Web Server.			124
Location:			
micc. csusm. edu			
Port:			
80			
InstallShield —	< Back	Next >	Cancel

Select **Do Not Install Localization Files** on the next page and click Next:

NiCC Enterprise	- InstallShield Wizard	×		
Localization Please speci location of th	Files Location y if you would like to install localization files and the e files.	No.		
Do Not Ins	tall Localization Files			
🔿 Install Loca	lization Files			
Location:	\\MICC\NextCCLocalizationFiles			
ostall© biold				
ristalionieiu —				
	<back next=""></back>	Cancel		

Click Next on the following page to start the installation:



Click Finish when the installation is complete:

MiCC Enterprise - InstallShield Wizard

M.	InstallShield Wizard Complete
	View Release Notes
	< Back Finish Cancel

Launch Agent and pin the app to your taskbar:



Launch Agent and it will prompt you to install an update. Go ahead and do this.



Now <u>download the NextCC setup app</u>. As above, download the installer for this and drag the folder to your desktop. You will be configuring NextCC to enable CSUSM AD authentication on Agent.

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Search		⊥ Download		imes 1 selected			
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119 items



Open the NextCC Setup folder, right-click on SecCfg.exe, and select Run as administrator. You will need to enter your local admin credentials:

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File Home	Share View Manage			
Pin to Quick Copy access	Paste Portut	e New folder		
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\leftarrow \rightarrow \checkmark \uparrow	NextCC Setup	1		
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🖢 Desktop 🥢 📌 🛗 DepartmentConfig.exe				
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Google Drive				
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i lictures	Classify and protect			
👖 California :	Troubleshoot compatibility			
📜 Campus	Pin to Start			
Network	Move to OneDrive			
Yasuko S	7-Zip			
OneDrive				
📜 Adonis				
📜 AMP-bac	Give access to			
📕 ArubaCle	Pin to taskbar			
· • • • •	Restore previous versions			
9 items 1 ite	Send to >			

Click on the General tab, check "Logon with Windows User ID," and then click OK.

MiCC Enterprise Registry Configuration 9.3				
Agent General Settings Updater Service				
Logon Web Service Timeout: 60	Seconds			
Logon with Windows User ID				
Allow Independent Logons in Applications				
Display Blank Extension at Logon				
Display Blank Extension at Logon				

Now launch Agent again and configure Outlook directory integration. Click on the Agent logo in the top left corner, then click Options:

Agent			
	Directory Call Log		
Options	8		
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? Help •			
Display Call Window			
🖳 Display Real-Time			
🍓 Display Agent Dispatch			
🛃 Display My Address Book			
Dpen Log Folder			
Always On Top			
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On the Directory options tab click Enable and choose the Outlook Profile, then click OK:



If you have questions or problems, please email <u>telops@csusm.edu</u>.