GlobalProtect Setup

Install GlobalProtect if you haven't already.

Downloading the Software

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

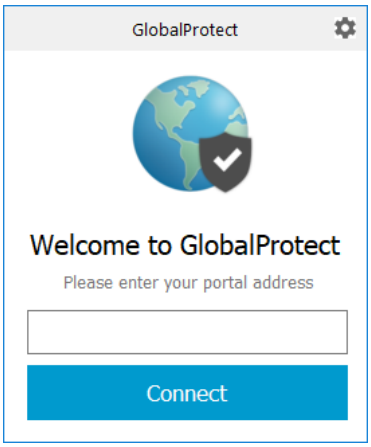
Download and install the client version appropriate for your system, and then restart your computer.

Connecting to GlobalProtect

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

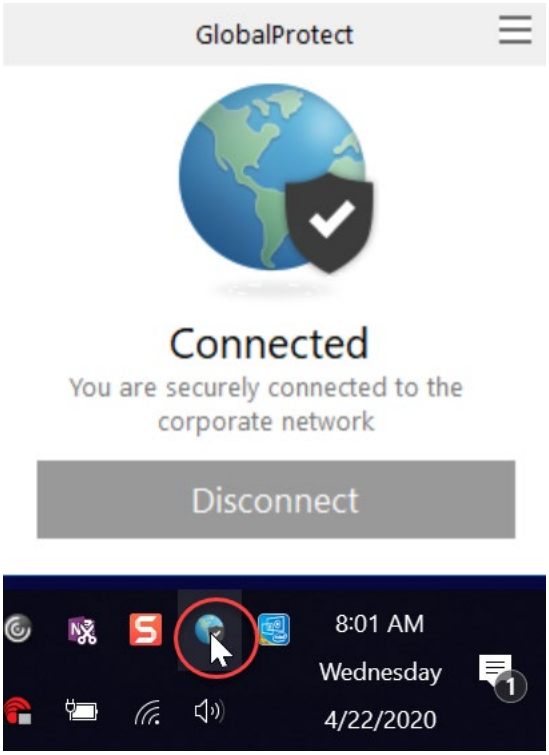
Or, clicking on the grayed-out globe at the top right of your screen on your Mac:

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.

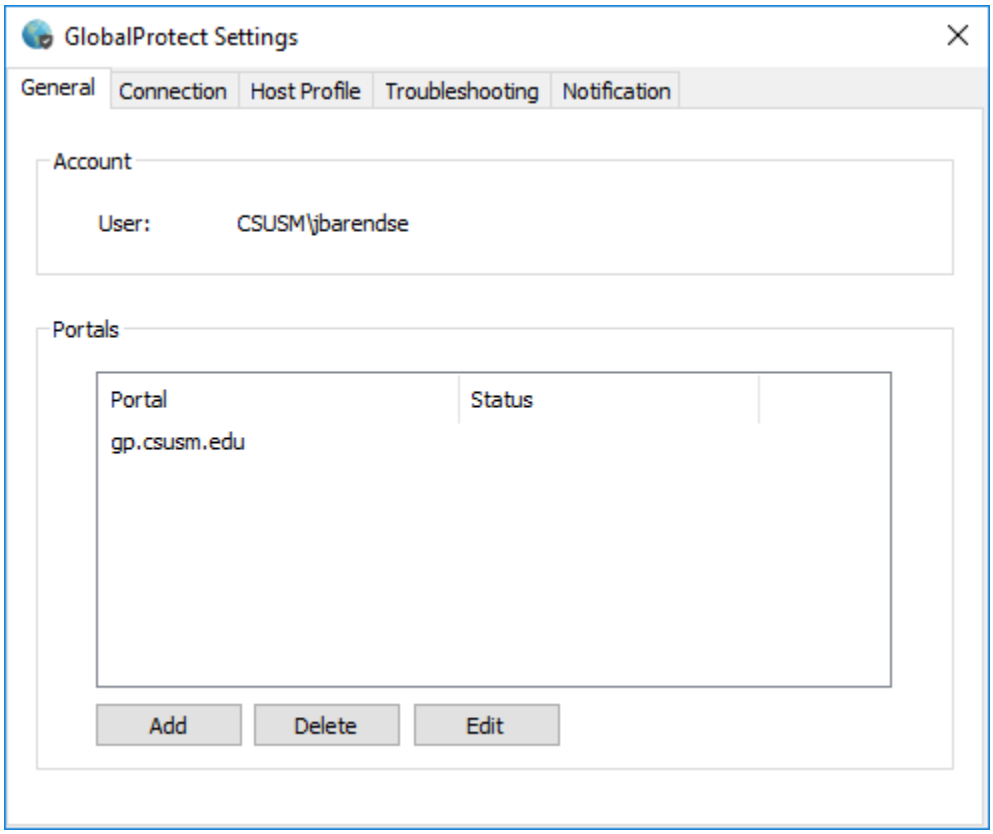
If you click the Connect button and nothing happens, you may need to restart your computer.

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

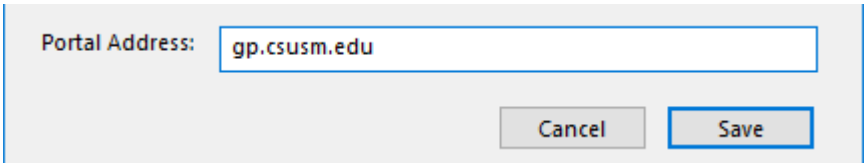
1. Click the GlobalProtect globe in the taskbar:

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:



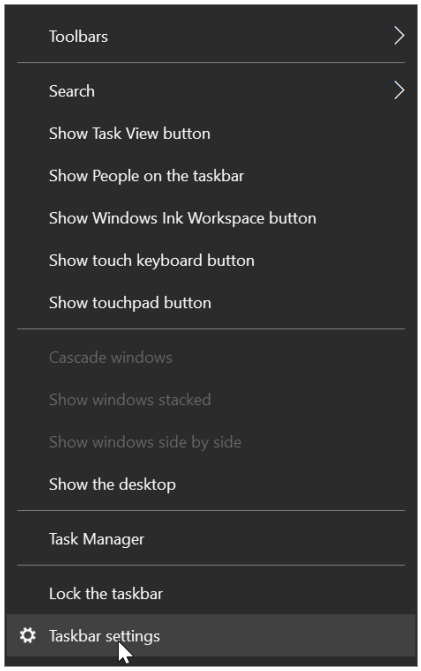
3. In the “Portals” section, click the portal “gp.csusm.edu”
4. Click “Delete”
5. Click “Add”
6. In the new window, enter “gp.csusm.edu” as the portal address:



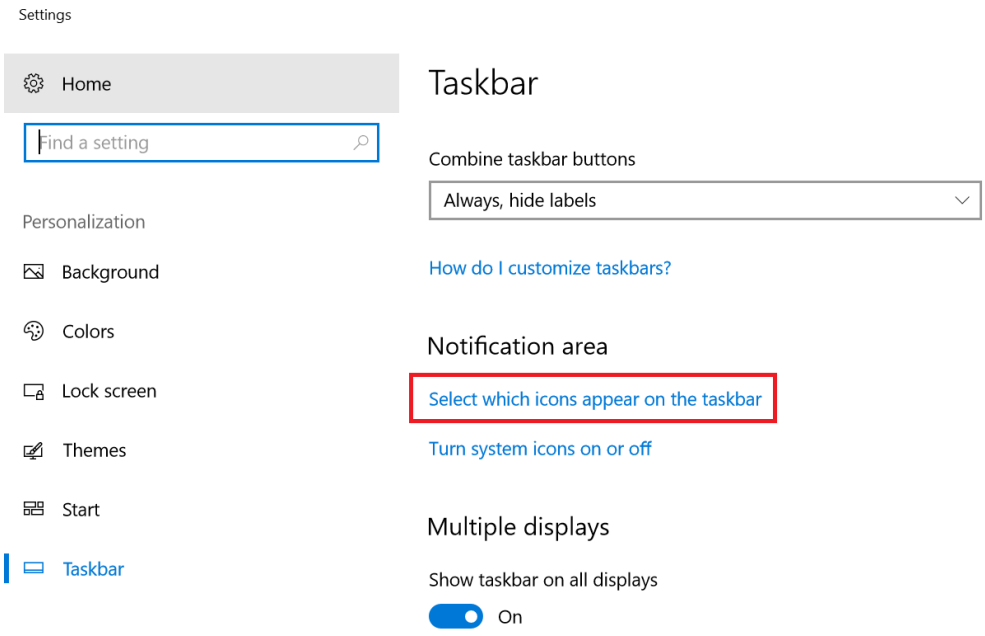
7. Click “Save”
8. Try again to connect

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

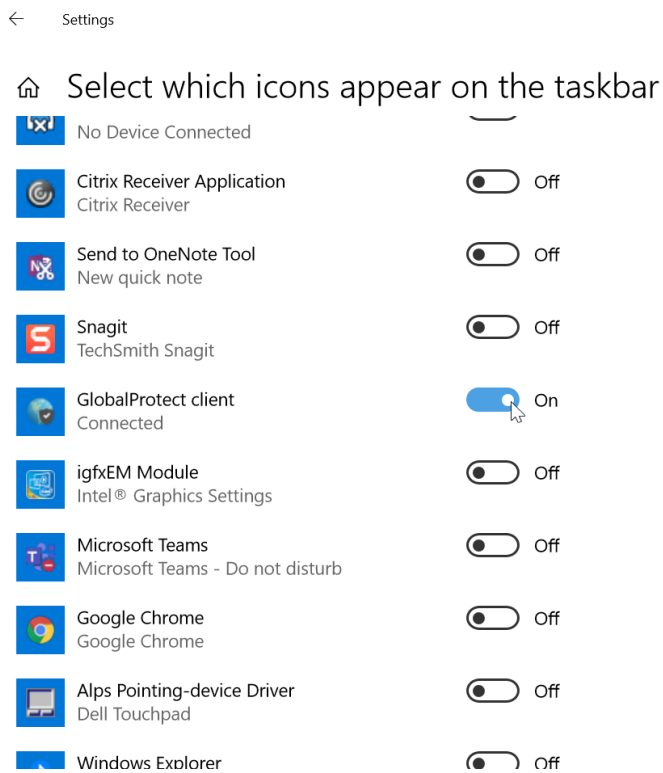
1. Right-click on a blank area of the task bar and click Taskbar settings:



2. In the Taskbar settings click “Select which icons appear on the taskbar”:



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

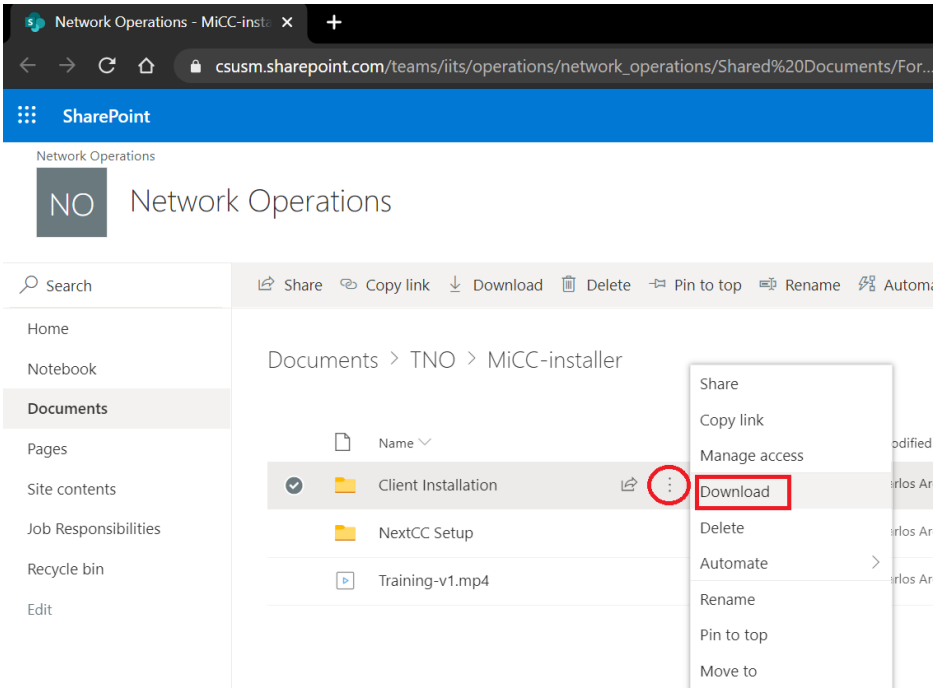


MiCC Agent Setup

Downloading the Software

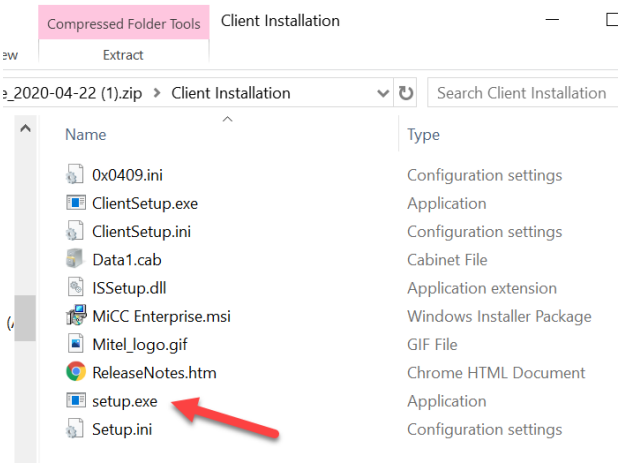
[Download the MiCC Agent app]

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

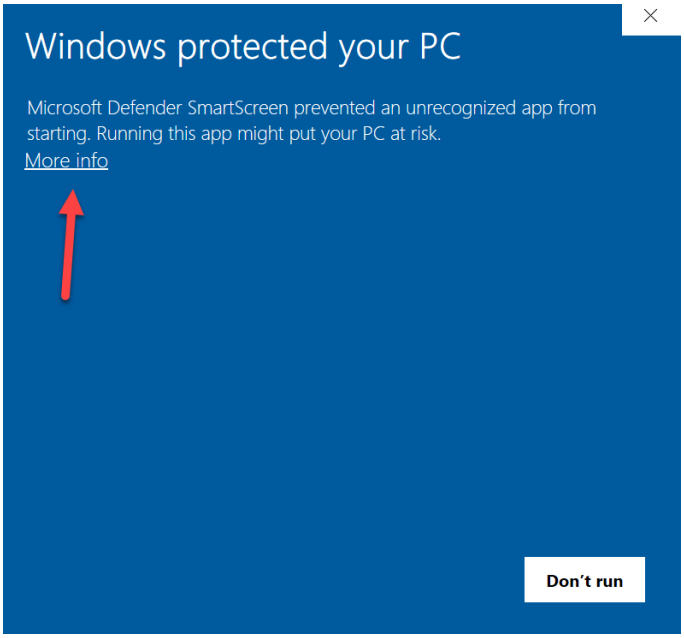


When the ZIP file is finished downloading click on it and drag the “Client Installation” folder to your desktop.

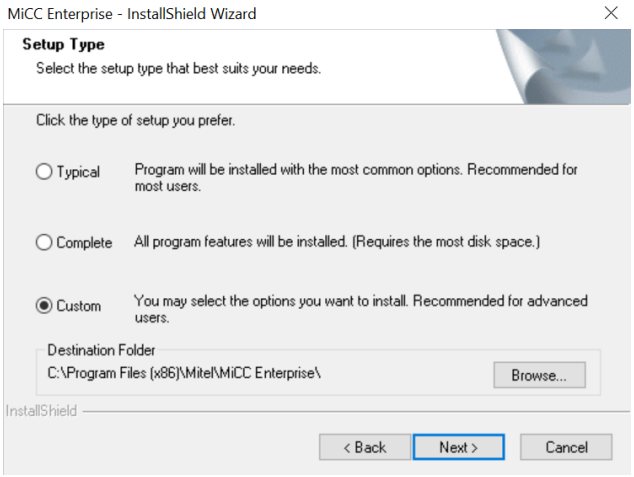
Open the Client Installation folder and run setup.exe:



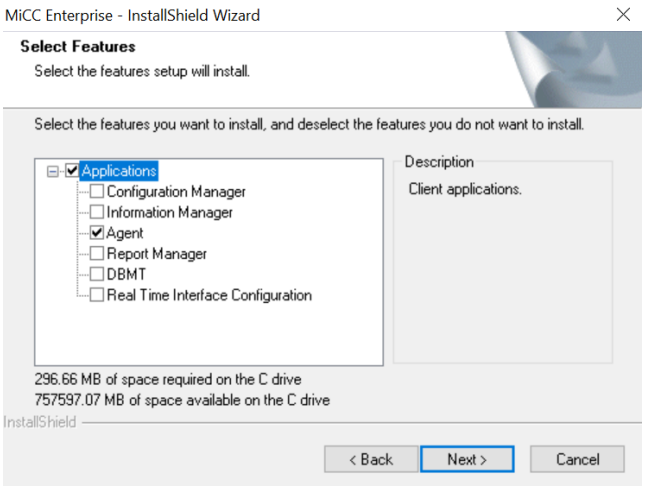
If you get a Windows Defender prompt, click on **More info** and choose **Run Anyway**



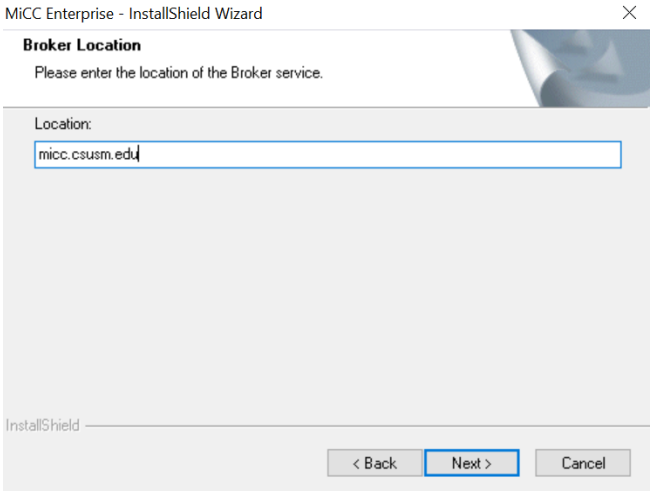
When the installer starts choose **Custom** and click **Next**:



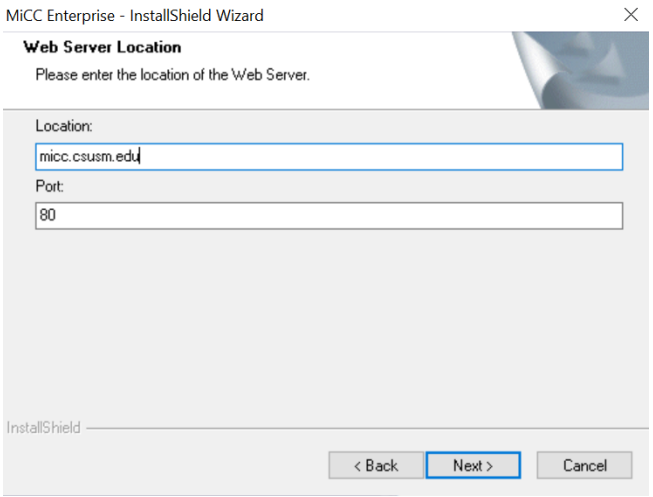
On the next page uncheck everything but Agent and click Next:



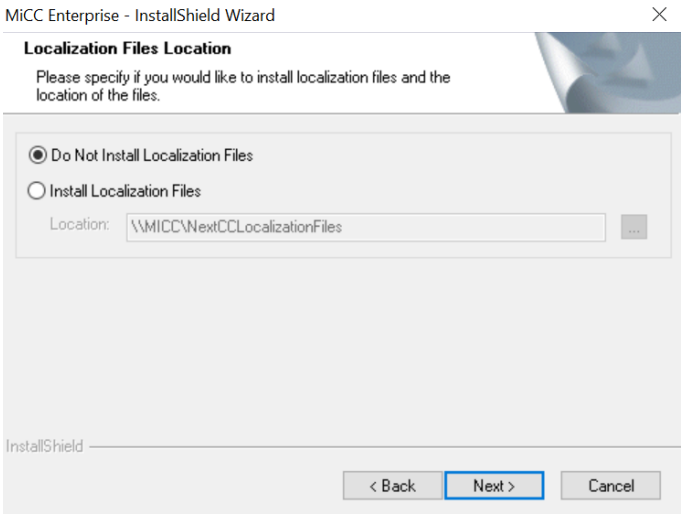
On the next page enter “micc.csusm.edu” as the Broker Location:



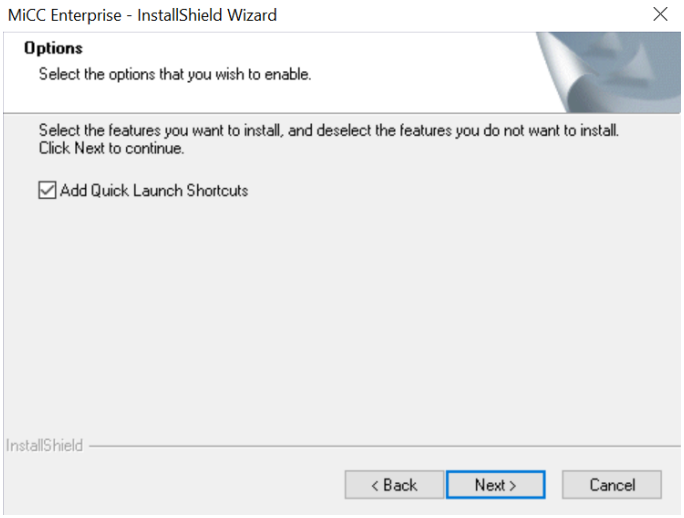
On the next page enter “micc.csusm.edu” as the Web Server Location and “80” as the port. Click Next:



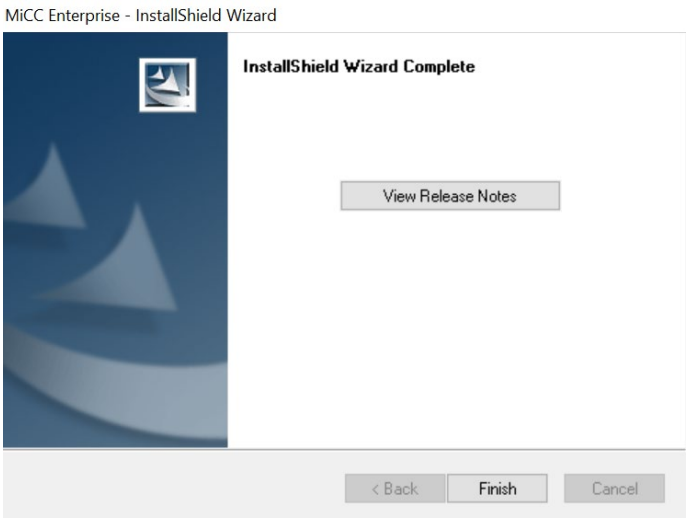
Select **Do Not Install Localization Files** on the next page and click Next:



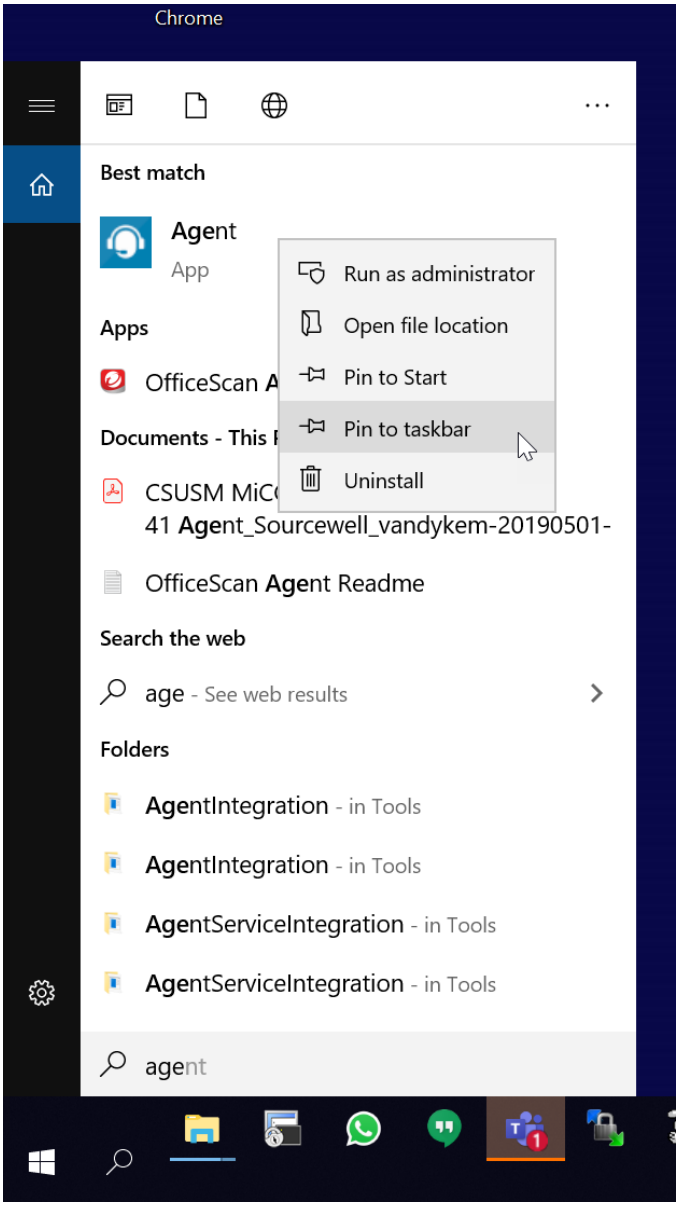
Click Next on the following page to start the installation:



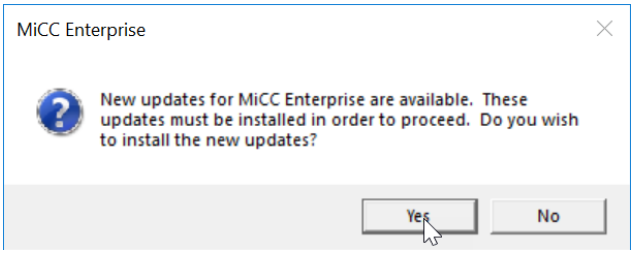
Click Finish when the installation is complete:

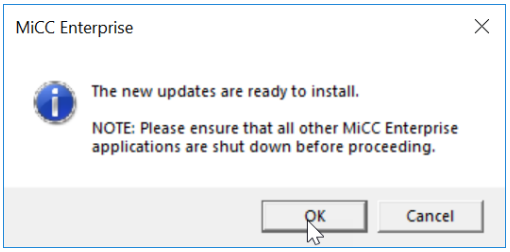


Launch Agent and pin the app to your taskbar:

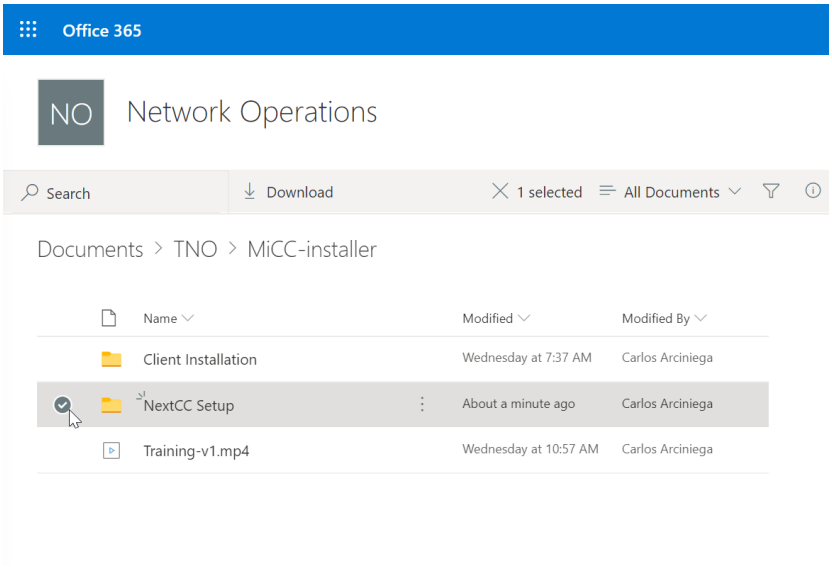


Launch Agent and it will prompt you to install an update. Go ahead and do this.





Now download the NextCC setup app. 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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Training-v1.mp4
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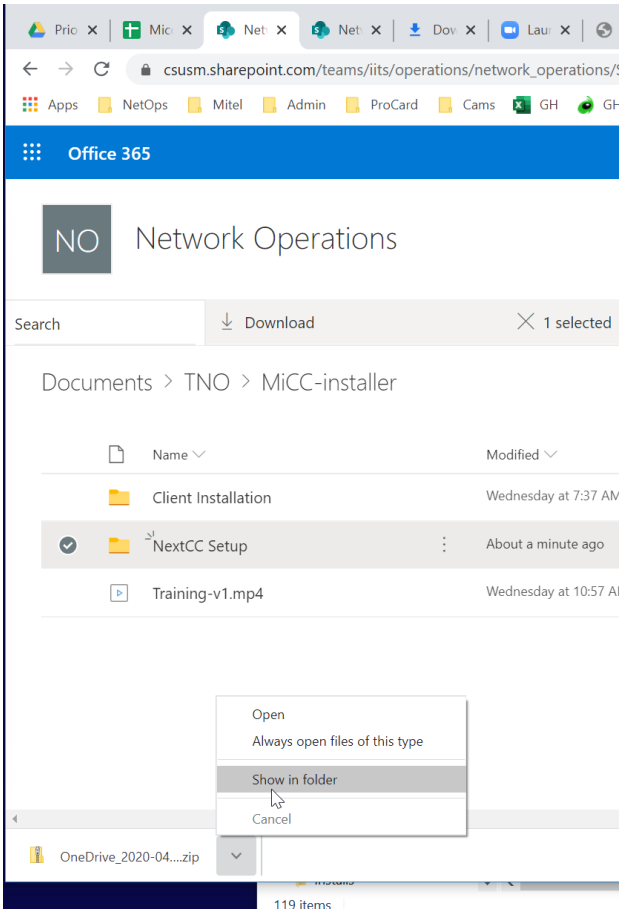
Carlos Arciniega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Mitel
Admin
ProCard
Cams
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Network Operations
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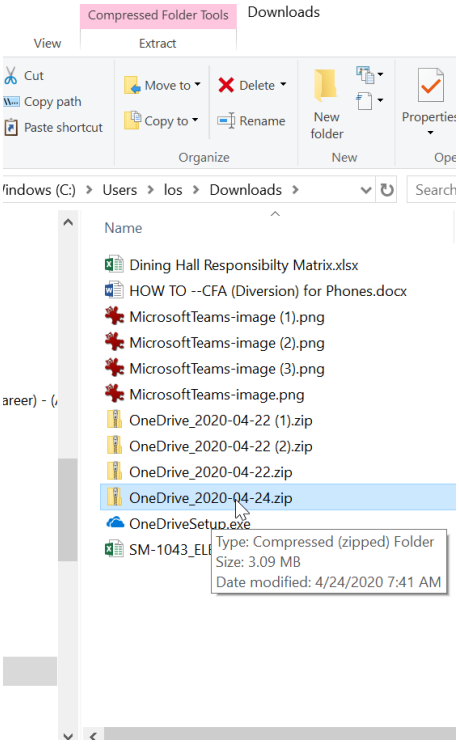
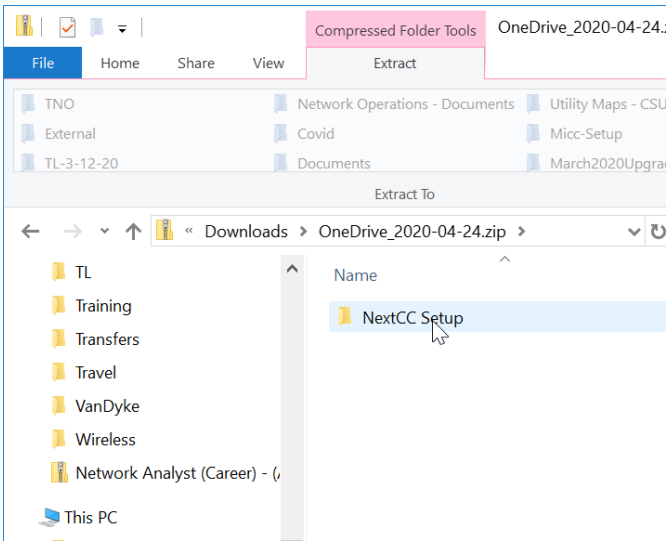
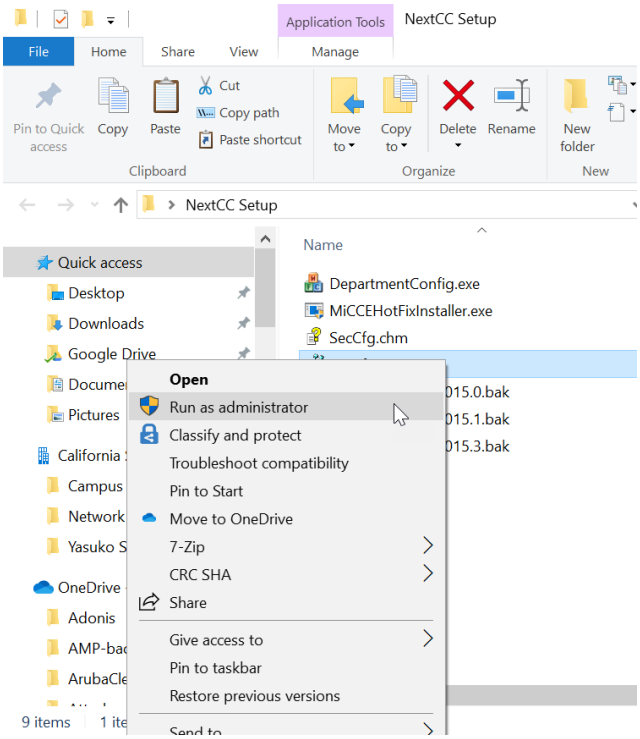
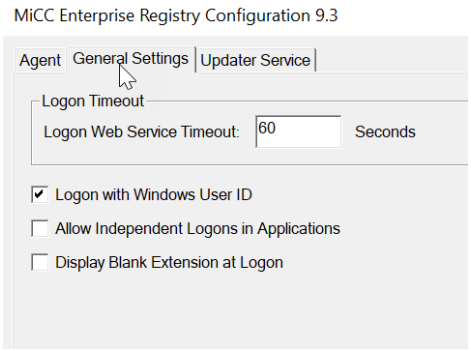




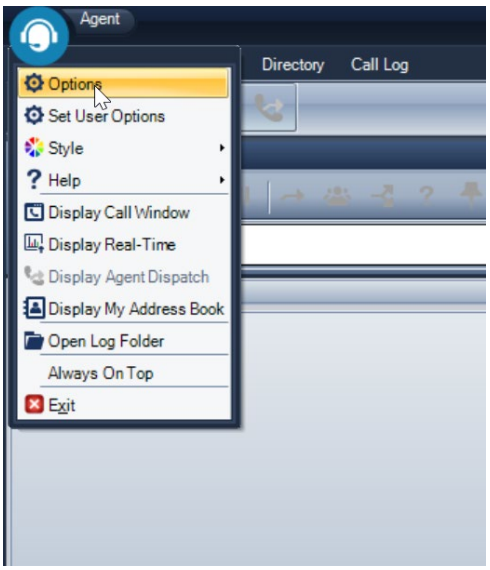
Open the NextCC Setup folder, right-click on SecCfg.exe, and select Run as administrator. You will need to enter your local admin credentials:



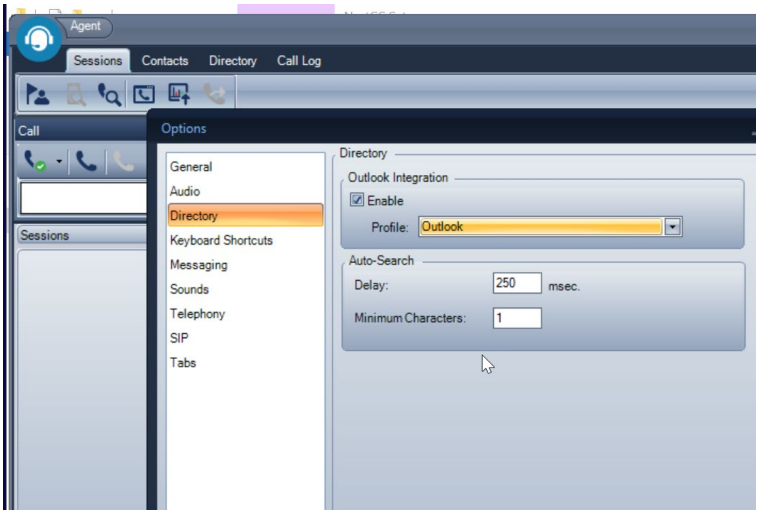
Click on the General tab, check “Logon with Windows User ID,” and then click OK.



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



On the Directory options tab click Enable and choose the Outlook Profile, then click OK:



If you have questions or problems, please email telops@csusm.edu.