

# Installing and Troubleshooting GlobalProtect for Linux

## Linux Supported Operating Systems

GlobalProtect for Linux is currently supported on the operating systems listed at [Paloalto Networks TechDocs](#)

Due to Multifactor Authentication (MFA) requirements, only the Graphical User Interface (GUI) version of GlobalProtect is supported by WSU ITS. Results for other Linux distros may vary and are not supported by WSU ITS.

## Linux Install

The latest WSU supported Linux GlobalProtect client can be downloaded from:

[Download Linux GlobalProtect client](#)

There are two GlobalProtect versions provided in the downloaded file. Please use the GUI version specific to your distribution.

### On Ubuntu/Debian:

- `sudo apt-get install ./GlobalProtect_UI_deb-5.3.20-3.deb`

### On RedHat/CentOS

- `Sudo yum localinstall GlobalProtect_UI_rpm-5.3.2.0-3.rpm`

Please see [Palo Alto's support](#) for further installation help.

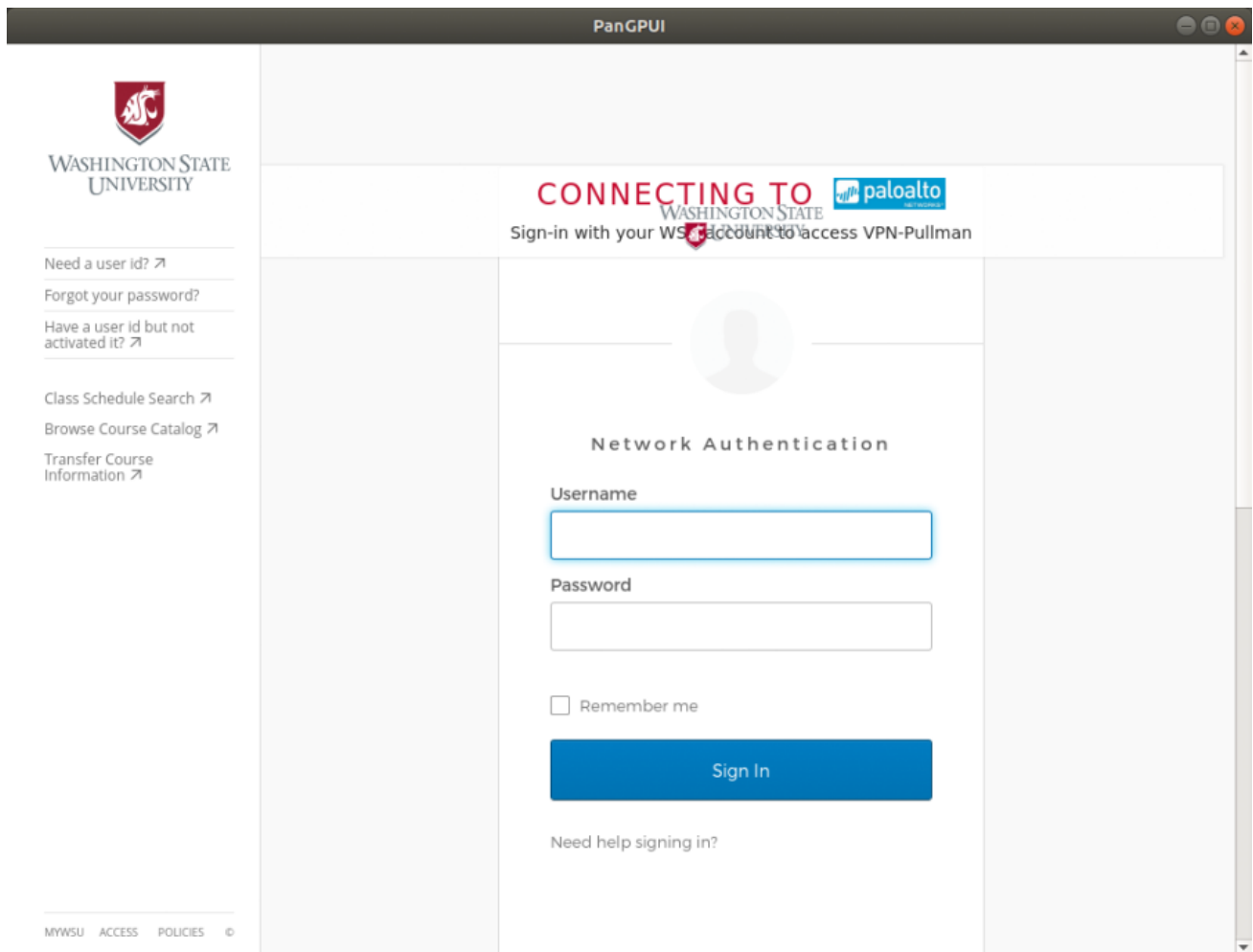
## Linux Operation

Once the installation has been completed, enter the VPN portal (in this case [vpn.wsu.edu](#)) in the GUI tray and click 'Connect'

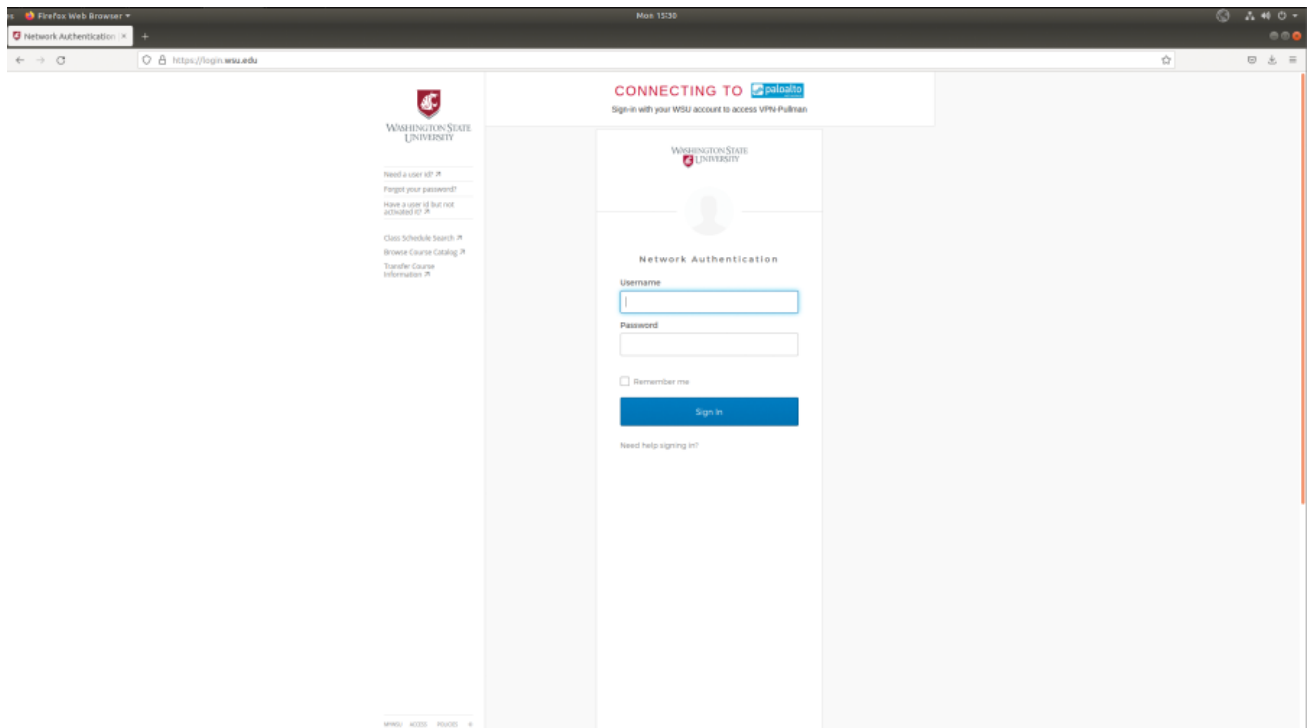
**Note:** Some users have reported having to logout and login before the GUI work work correctly. Also, most users can safely skip the proxy config and cert import, but that is not true in all cases.



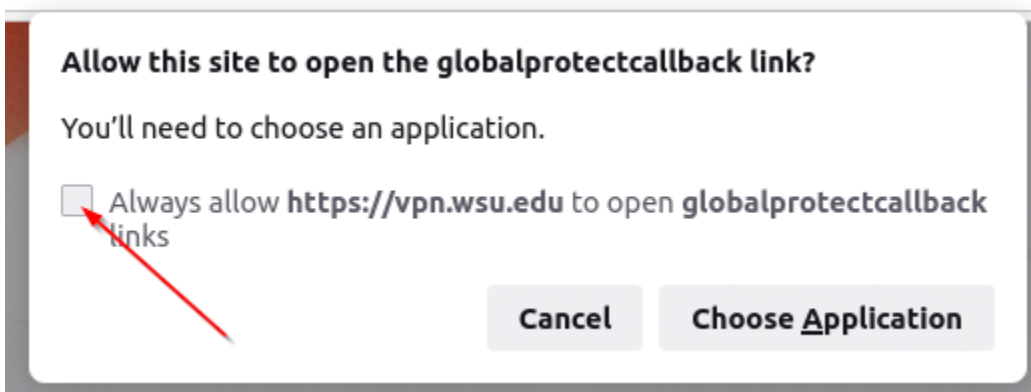
On the first login, you will be greeted with the GlobalProtect embedded browser with the window name of PanGPUI. This browser will only be logged into for the first launch after a new install. Subsequent logins will use your system's default browser (Chrome, Firefox, etc.)



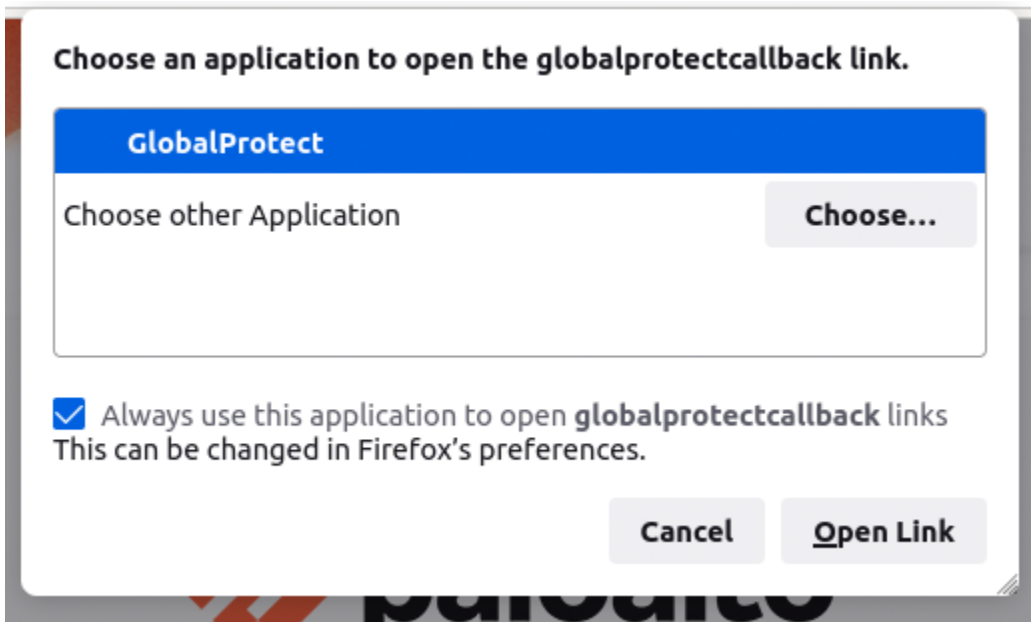
Once the initial login is complete, your client will download the newest setting from the server and you will be asked to connect again using the system's default browser.



After you authenticate, you will be asked to allow the site to open globalprotectcallback links. Please select the checkbox to always allow and select 'Choose Application'



Another similar screen will pop up asking which application you will use to open these links. Select GlobalProtect. Be sure to click the box stating 'Always use this application', then select 'Open Link'



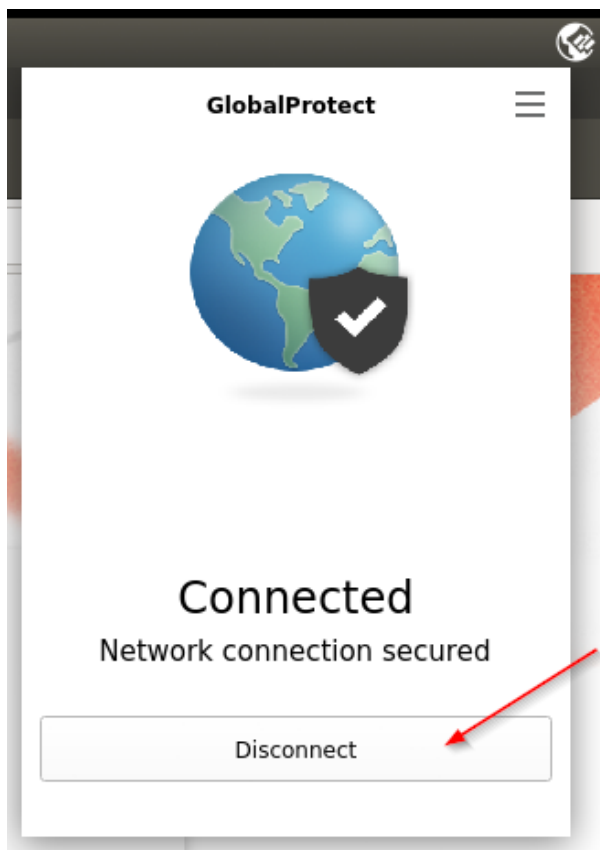
At this point, your system browser should open another tab with a Palo Alto splash page stating authentication is complete. Some users may need to click the hyperlink that says 'click here' if the above steps are not followed.



Authentication Complete.

Please click **Open GlobalProtect** if you see the system dialog. If nothing prompts from browser, [click here](#) to launch GlobalProtect

At this point, the user should be connected to the VPN.  
To disconnect, click the GlobalProtect icon and select disconnect.



## Linux Uninstall

### On Ubuntu/Debian

- `sudo apt remove globalprotect`

### On Centos/RedHat

- `sudo yum remove globalprotect_UI`