

Palo Alto Global Protect User Guide

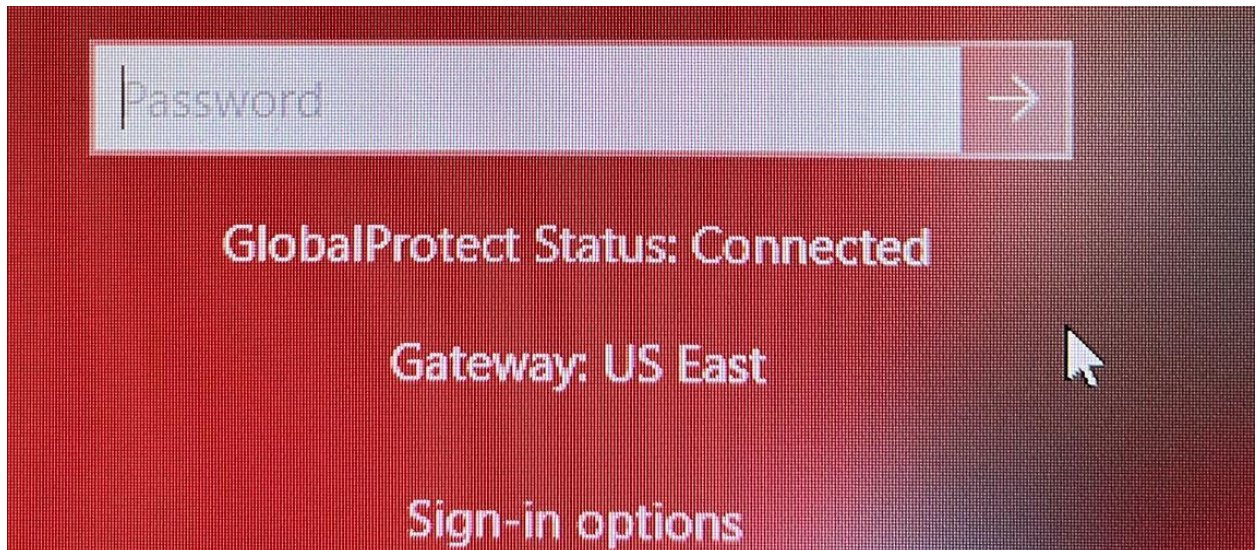
Palo Alto Global Protect is the new VPN solution for the remote users to connect to the Cummins Network Resources and is the replacement for exiting Cisco AnyConnect Secure Mobility Client. Every Cummins Global Desktop (CGD) will be replaced with this new client.

Key features and changes on new Global Protect client:

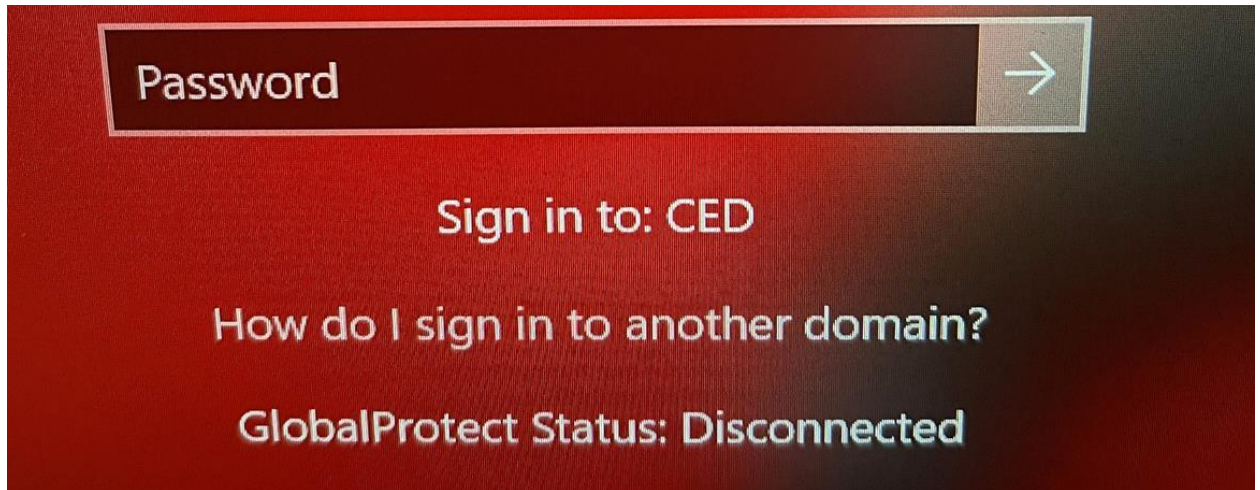
- This Global Protect solution is Always on VPN Client which will automatically detect if machine/laptop are on or off Cummins Network and connect automatically when device connects to the internet.
- When device is on Cummins Network the client will show Internal. This is normal and VPN client does not need to connect while on Cummins Network.
- Global Protect automatically adapts to the user's location while off network and connects them to the best available gateway for optimal performance.
- Always need to Authenticate with WWID and MFA.

Here are the changes to expect with Global Protect.

1. Global Protect will automatically connect and will show as connected before user logon to the machine if wifi is connected and have internet connection on the machine.



2. Global Protect client will remain in disconnected state during pre-logon stage if internet connectivity is not available on the machine



3. You can launch the client after logon to the machine from the global search as Global Protect or from taskbar icon.

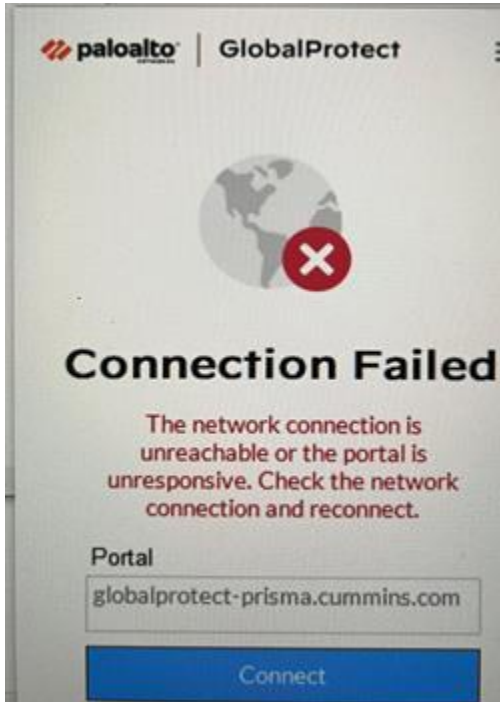


4. System will prompt the below message if wifi /internet is not available on the system after post logon to the machine.

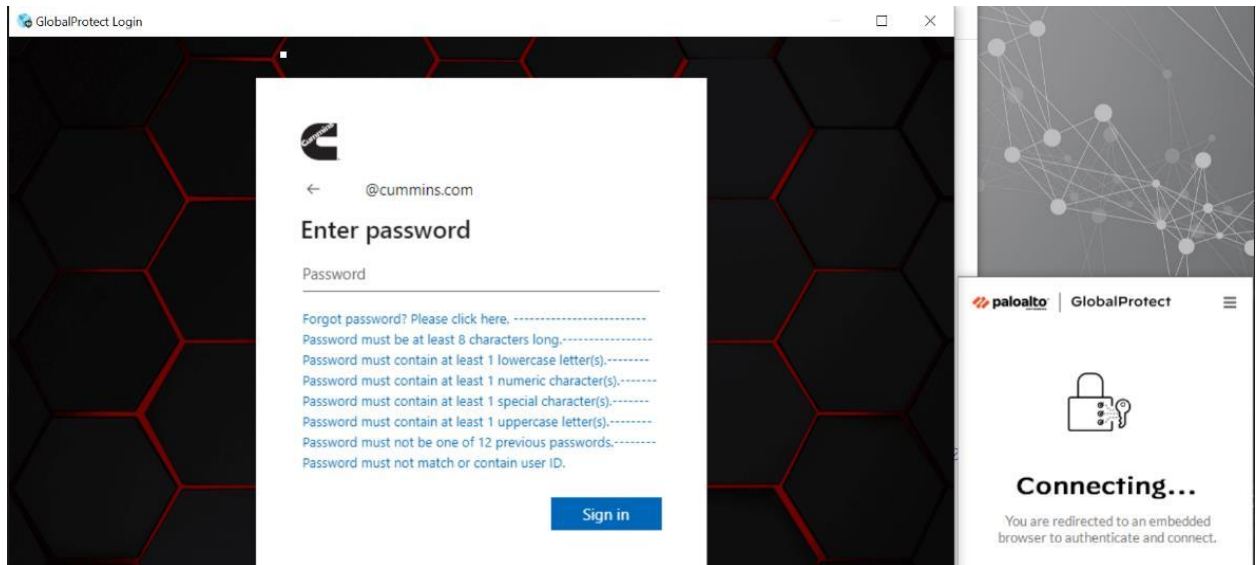


5. Once system have internet connectivity, Global Protect client remains in disconnected state and system will allow only these applications Microsoft Teams. Outlook and Zoom.

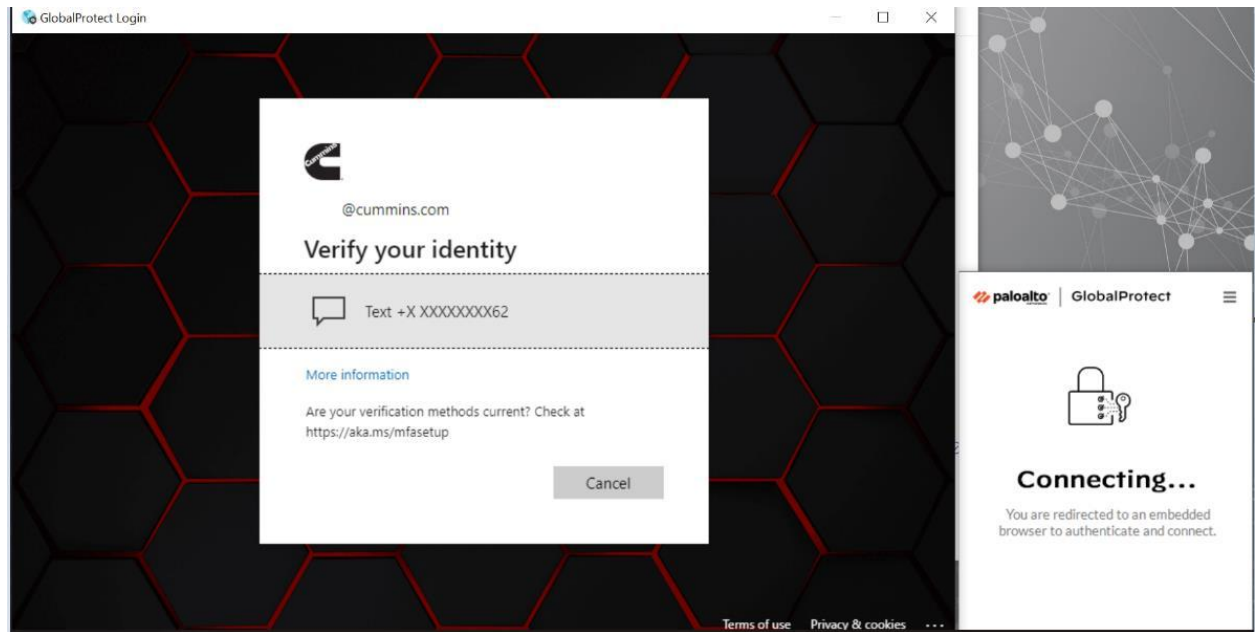
No web-browsing is allowed until you authenticate and connect the client again.



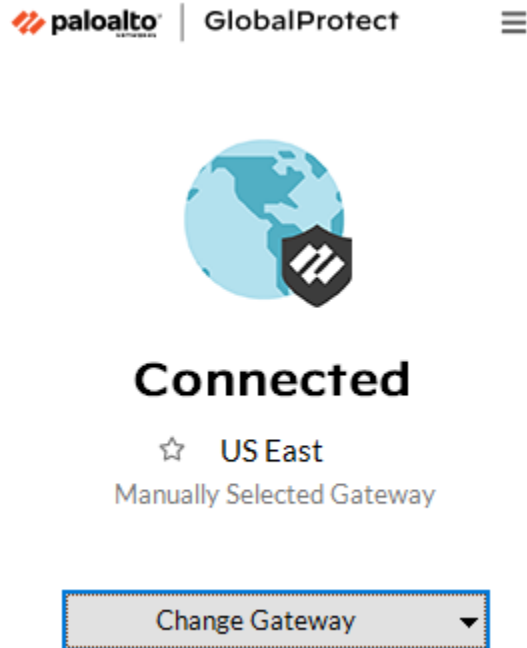
6. After clicking on the Connect, client will redirect to the embedded browser window to authenticate and sign in.



7. After successful authentication, it prompts for the MFA



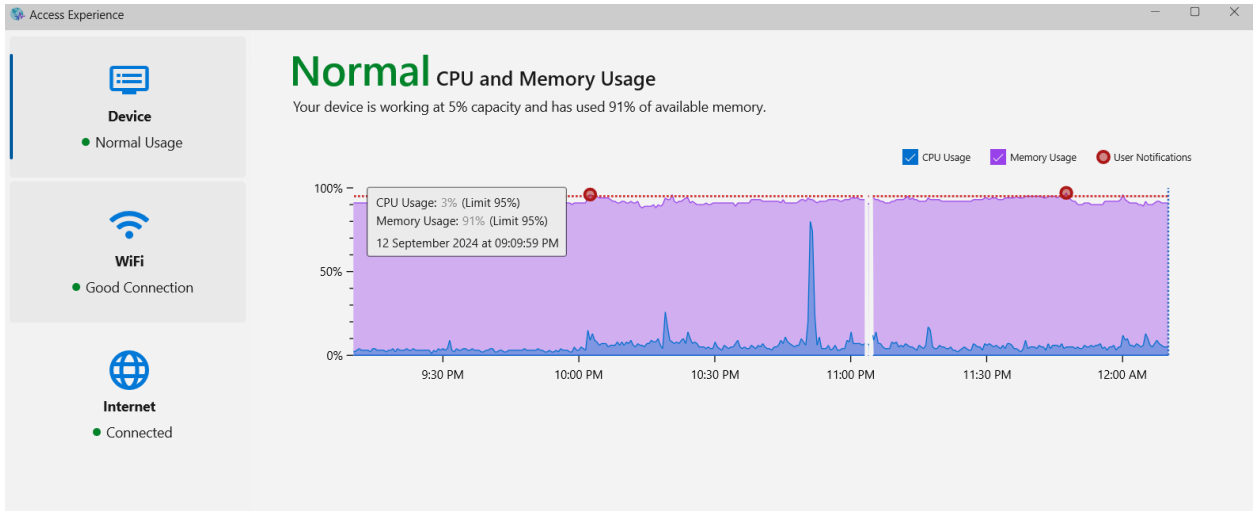
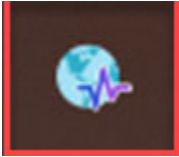
8. After successful MFA login, Global Protect client will show as connected and you can browse internet.



9. If for some reason, Global protect client does not get connected or you cancel the authentication window, we can refresh the connection to prompt the authentication page again by clicking the Refresh button on the top right three lines.



10. There is another similar Icon called Access Experience will show in the taskbar which is use by Network/Helpdesk in the event of issues with the client.



11. If machine is connected on the Cummins Network, then client will remain in connected state but show as on the internal corporate network.

