

Access the MLML Network using GlobalProtect VPN

Privacy Notice

All internet traffic to and from your computer will be routed through the MLML network while connected to the VPN. Imagine you are physically present at MLML until you **Disconnect**, at which point your internet traffic will no longer go through the MLML network. The [CSU Responsible Use Policy](#) applies to all network activity on computers actively connected to the VPN.

Connect to the MLML VPN to access the following services remotely:

- [MLML/MBARI Library Resources](#)
- Devices and computers connected to the MLML network
- [The MLML ArcGIS license server](#)
- Other MLML services, hosted virtual machines, and network storage devices

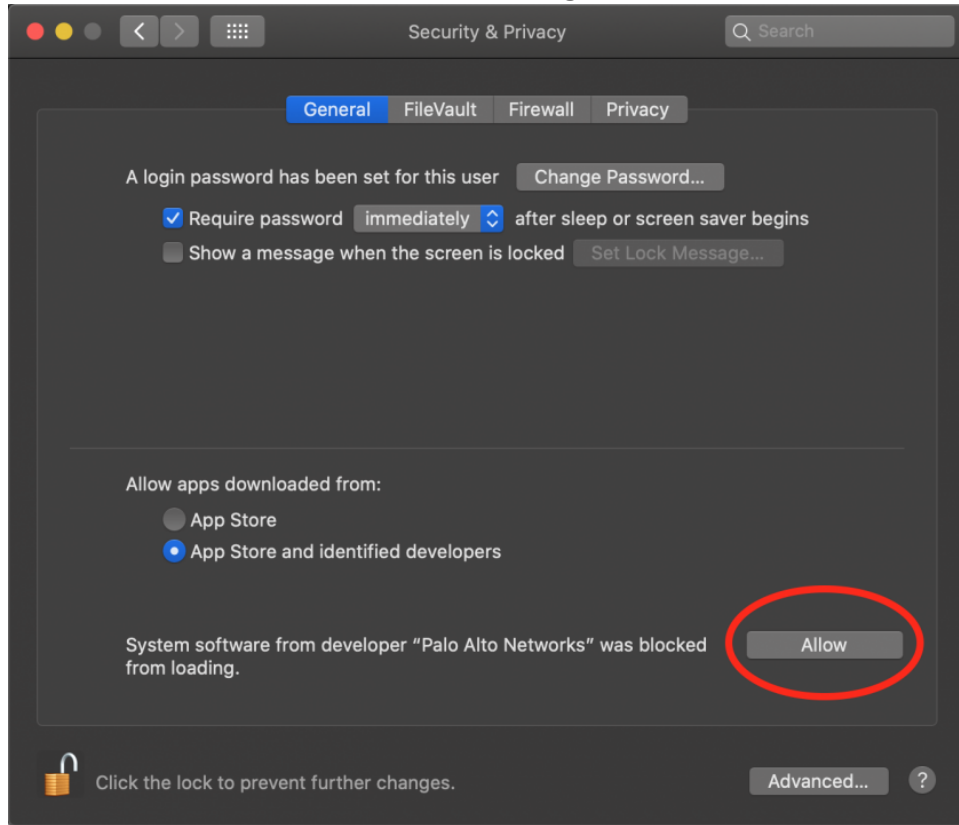
Initial Client Installation & Setup

1. Download and install the GlobalProtect VPN client version 5.2.8:
 - Windows
 - 64-bit (recommended):
<https://drive.google.com/file/d/1ORpjowhoHvFP09qJcGAZjS2YKN1KRIt9/view?usp=sharing>
 - 32-bit (if you are not running 64-bit Windows):
https://drive.google.com/file/d/1ZhvCs1I21YXsox8bQKOtEUpGeu7JL_jG/view?usp=sharing
 - macOS
 - 64-bit/Apple Silicon:
<https://drive.google.com/file/d/1aDDsNZ3deqjsVagiCLgdLpqT6lixpPFX/view?usp=sharing>
2. A "Welcome to GlobalProtect" window with a small text box should show up once the installation is complete.

- A GlobalProtect icon in your taskbar on Windows or your menu bar on macOS should also appear.

3. **These additional steps are required for macOS 10.13 High Sierra and above:**

1. Navigate to **System Preferences > Security & Privacy**.
2. Click the **lock icon** in the lower left corner of the window to allow settings changes.
3. Click the **Allow** button next to this message: "System software from developer 'Palo Alto Networks' was blocked from loading."

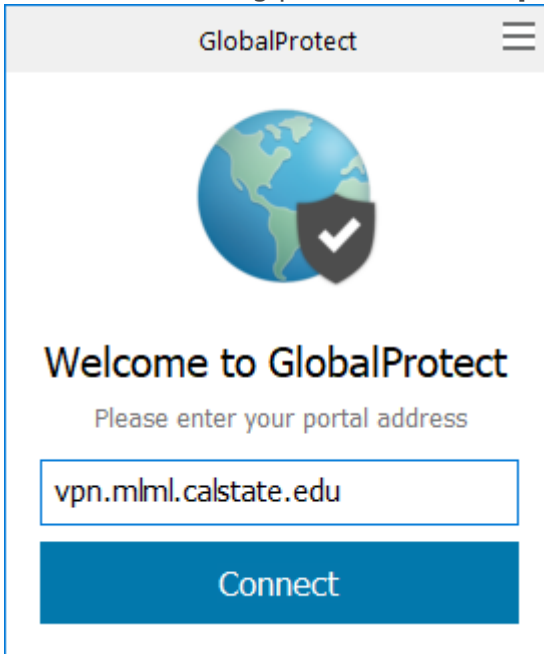


4. **You may need to restart your Mac** before GlobalProtect will work. You may also need to perform this step more than once on macOS 11 Big Sur and above.

Connecting

1. If the GlobalProtect window is not visible, click on the GlobalProtect icon in your taskbar or menu bar.

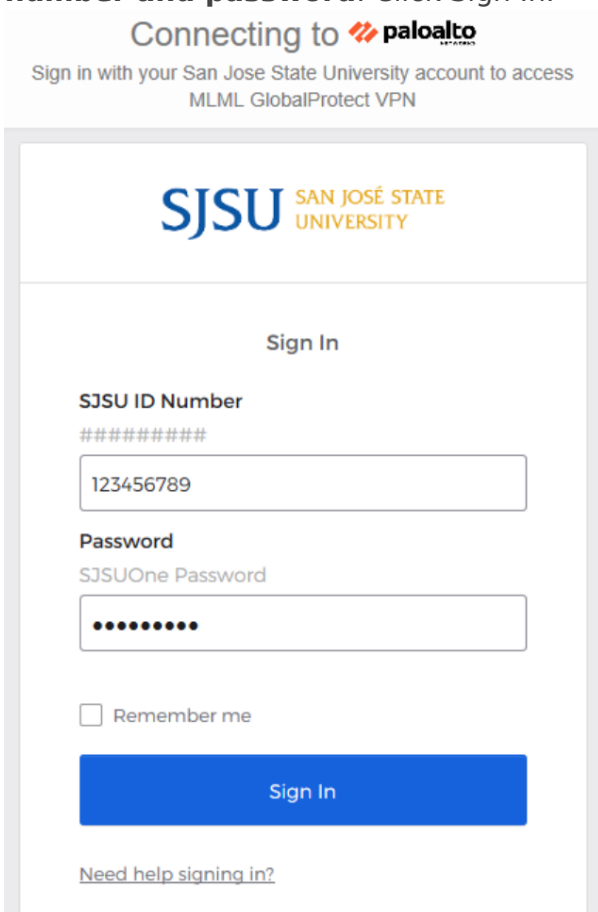
2. Enter the following portal address: **vpn.mlml.calstate.edu**



The image shows a web browser window titled "GlobalProtect". At the top, there is a header bar with the text "GlobalProtect" and a hamburger menu icon. Below the header, there is a large blue and green globe icon with a white checkmark inside a dark shield. Underneath the icon, the text "Welcome to GlobalProtect" is displayed in a bold, black font. Below this, a smaller line of text says "Please enter your portal address". A text input field contains the address "vpn.mlml.calstate.edu". At the bottom of the form, there is a large blue button with the text "Connect" in white.

3. Click Connect.

4. The SJSU sign-in portal should open in a new window. Enter your **SJSU account ID number and password**. Click Sign In.



The image shows a web browser window titled "Connecting to paloalto". Below the title, there is a line of text: "Sign in with your San Jose State University account to access MLML GlobalProtect VPN". The main content area has the SJSU logo (San José State University) at the top. Below the logo, the text "Sign In" is centered. Underneath, there are two input fields. The first is labeled "SJSU ID Number" and has a placeholder "#####". The second is labeled "Password" and has a placeholder "SJSUOne Password". Below the password field, there is a checkbox labeled "Remember me". At the bottom of the form, there is a large blue button with the text "Sign In" in white. Below the button, there is a link that says "Need help signing in?".

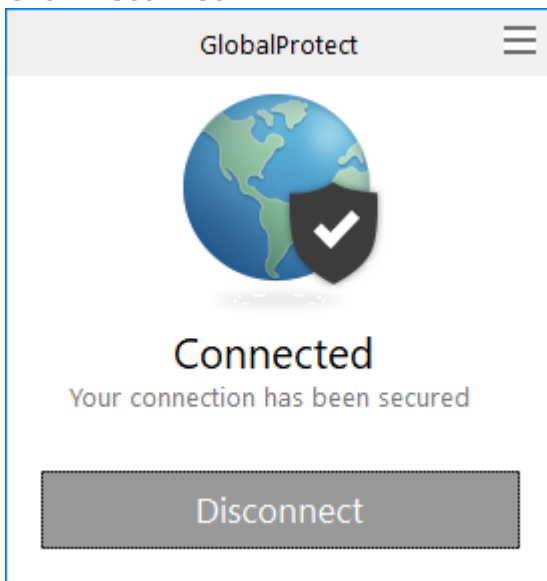
4. You should be connected to the VPN within a few seconds if everything was entered correctly.
- Clicking away from the GlobalProtect window will hide it automatically.

NOTE: If you are unable to connect:

- Disconnect from all other VPNs.
- Restart your computer.
- If you are still unable to connect, submit a Help Desk ticket for assistance.

Disconnecting

1. If the GlobalProtect window is not visible, click on the GlobalProtect icon in your taskbar or menu bar.
2. Click Disconnect.



Uninstalling

- Windows
 - You may uninstall GlobalProtect via "Add or remove programs."
- macOS
 - Run the installer again, but this time check the "Uninstall GlobalProtect" checkbox.
 - If you can't uninstall GlobalProtect because it's running and can't be quit, reboot your Mac and start it up in Safe Mode: <https://support.apple.com/guide/mac-help/start-up-your-mac-in-safe-mode-mh21245/mac>, then try uninstalling GlobalProtect again.
 - If you are still unable to install GlobalProtect after removing it, uninstall it again and delete all files related to GlobalProtect and Palo Alto Networks in this file locations:
 - /Macintosh HD/Library/Application Support
 - /Macintosh HD/Library/LaunchAgents
 - /Macintosh HD/Library/LaunchDaemons
 - /Macintosh HD/Users/<your username>/Library/Application Support

Troubleshooting:

If you are having trouble using GlobalProtect or connecting to the MLML network, try these steps:

- Uninstall GlobalProtect using the instructions above, then download the latest version from this page and reinstall it.
- Ensure you are using your MLML username and password. The username does not include "@mlml.calstate.edu", just the user ID.
- If you are using a Mac, ensure that you have allowed all GlobalProtect system extensions in System Preferences > Security & Privacy > General.

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