

# 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 **6.2.5**:
  - Windows
    - 64-bit (recommended) and 32-bit (if you are not running 64-bit Windows):  
<https://vpn.mlml.calstate.edu/>
  - macOS
    - 64-bit/Apple Silicon: <https://vpn.mlml.calstate.edu/>
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**  
globalprotect\_01.png
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.  
sjsusignin.PNG
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.  
globalprotect\_03.png

## 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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