

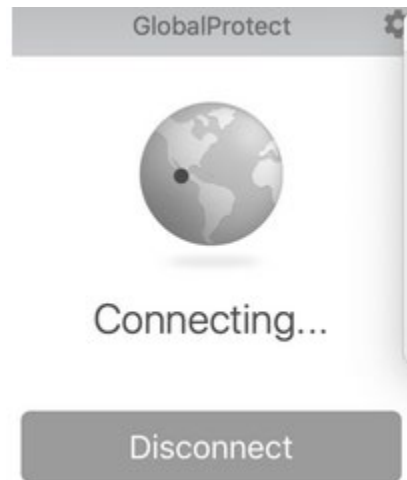
MacOS TROUBLESHOOTING

Affected Users

- MacOS 10.13 and later

Issues

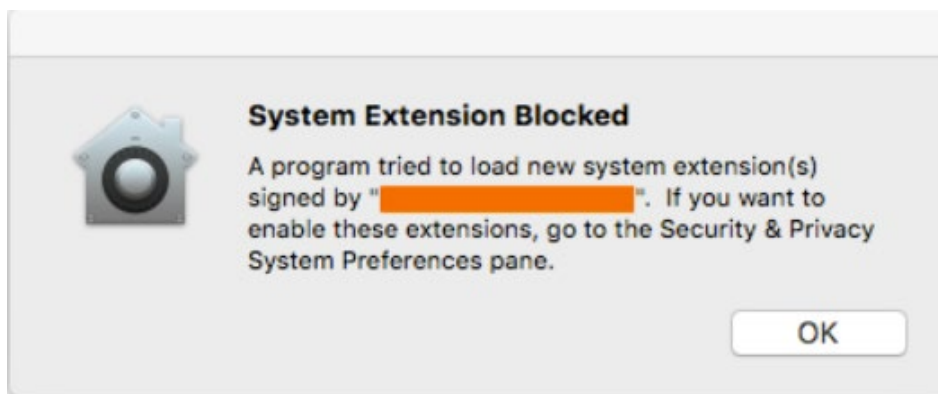
- After upgrading or installing the Mac GlobalProtect client, the client never connects and just "spins".



- Some users may see the GlobalProtect Agent stuck at the connecting stage on MacOS with the following message:

Some components of the GlobalProtect app could not be launched due to your operating system settings. This may cause some network traffic to be blocked. Please contact your IT administrator for assistance

- Some users may also see a message indicating "System Extension Blocked"



Cause

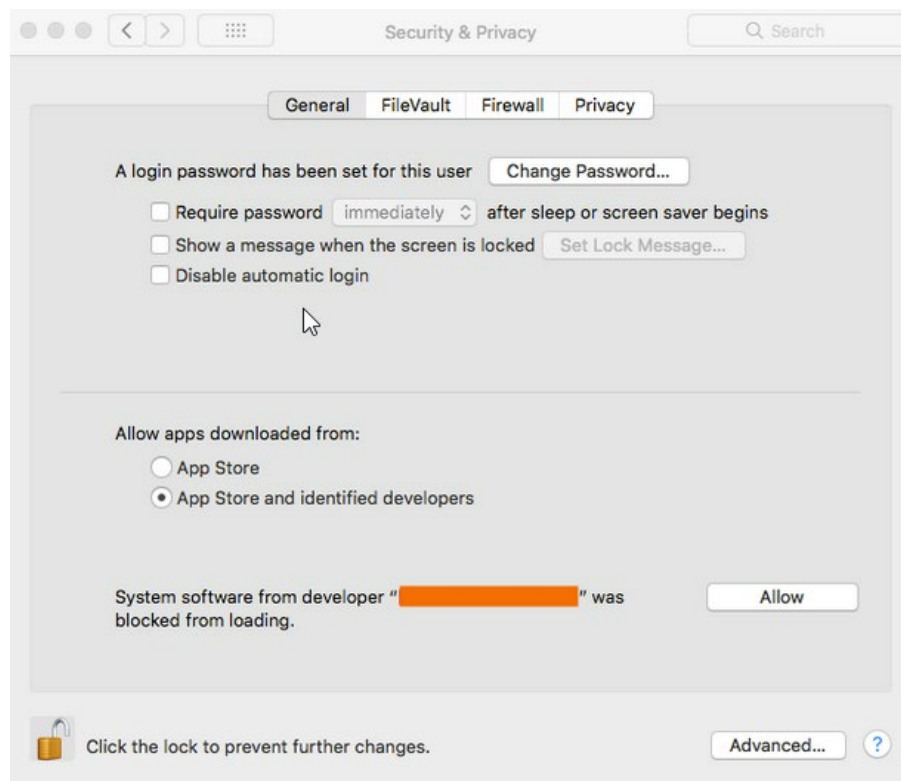
Enhancements implemented by Apple to provide better protections within MacOS X 10.13 and newer releases have resulted in the need for additional configurations to work correctly with GlobalProtect.

Solutions

Option #1

Enable Palo Alto Networks as a trusted developer.

1. From your Mac endpoint, launch System Preferences
2. Open the Security & Privacy preferences and then select General
3. Click the lock icon on the bottom left of the window to make changes and modify preferences
4. When prompted, enter your Mac User Name and Password and then Unlock the preferences
5. Click **"Allow"** next to the message **"System software from developer "Palo Alto Networks" was blocked from loading"**



Option #2

If you are still having issues, try the command line option:

1. Restart the Mac device with command+R (⌘-r) to get to recovery mode.
2. Open a terminal from the menus at the top then run "spctl kext-consent add PXPZ95SK77"
3. Uninstall and then reinstall the GlobalProtect client

Contact Info

If you are having problems please submit a ticket thru SDSU ServiceNow at <https://servicenow.sdsu.edu/>.

Resources

Apple: <https://developer.apple.com/library/archive/technotes/tn2459/index.html>

Palo Alto: <https://knowledgebase.paloaltonetworks.com/KCSArticleDetail?id=kA10g000000boQ9CAI>

UC Berkeley: https://berkeley.servicenow.com/kb_view.do?sys_kb_id=64dc78e11b4a3b840935caad1e4bcbff&sysparm_nameofstack=&sysparm_kb_search_table=

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