

Installing GlobalProtect agent software

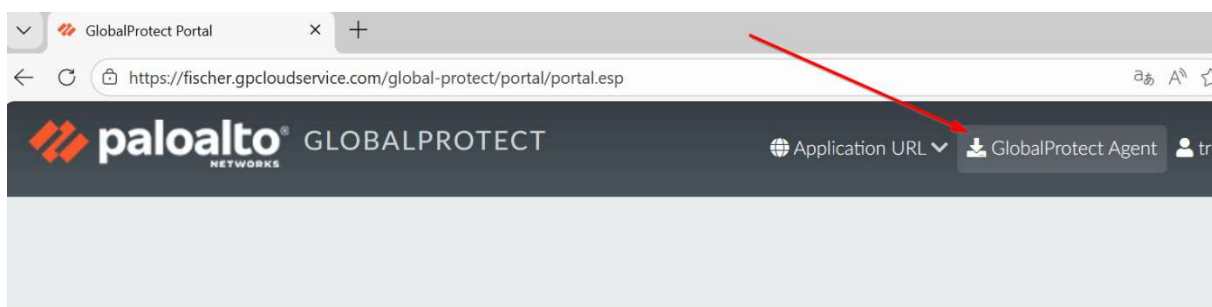
Precondition:

- Credentials for fischer must be available
- You will need administrative rights to install the GlobalProtect agent software, so might be necessary to coordinate a date with your own IT support

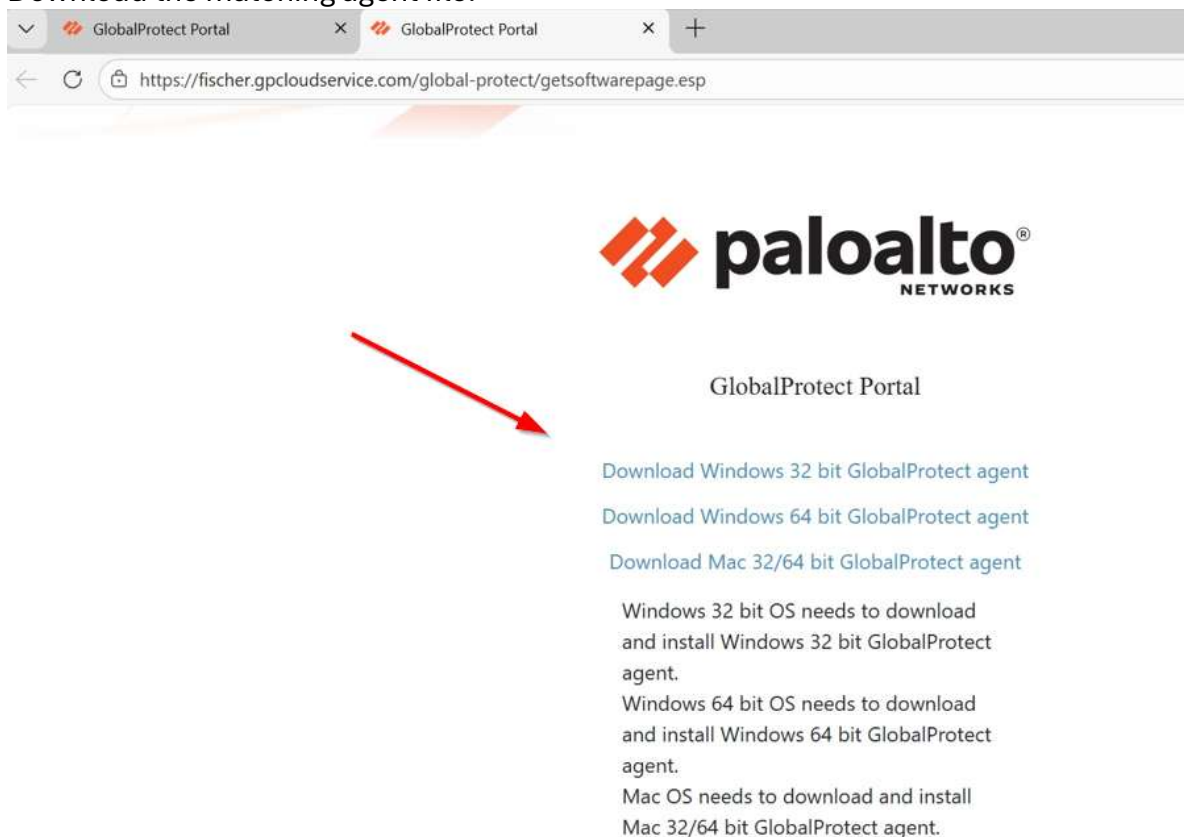
If you already have a GlobalProtect agent software installed, handling is known and you are able to simply add another profile for fischer connections in the application using 'fischer.gpcloudservice.com' as portal.

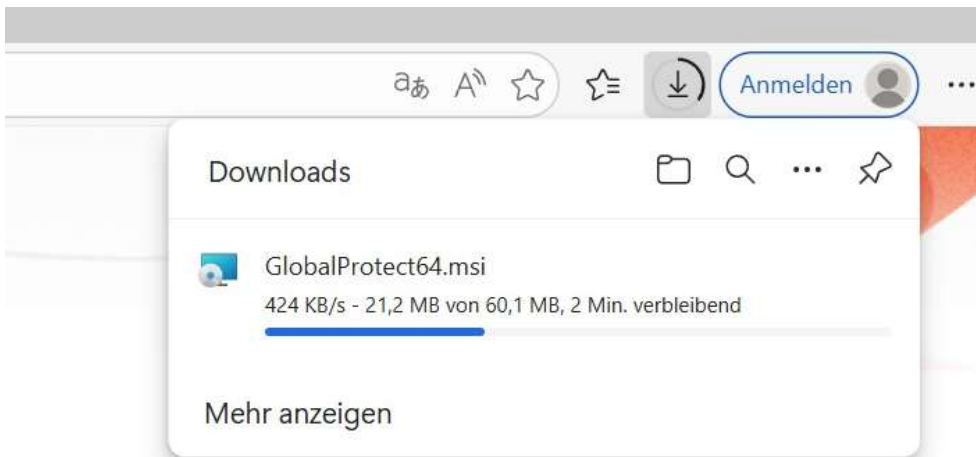
If you do not have the software, please download and install it:

Open browser and surf to '<https://fischer.gpcloudservice.com>' and log in using your fischer credentials and click on 'GlobalProtect Agent'



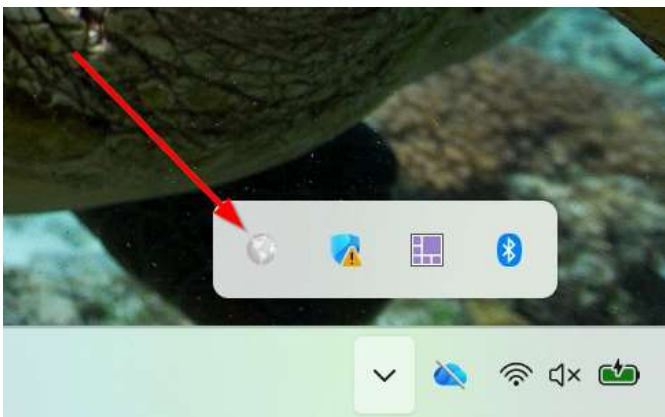
Download the matching agent file:





Install the downloaded software using administrative rights. If a reboot will be needed, the installation process will mention it.

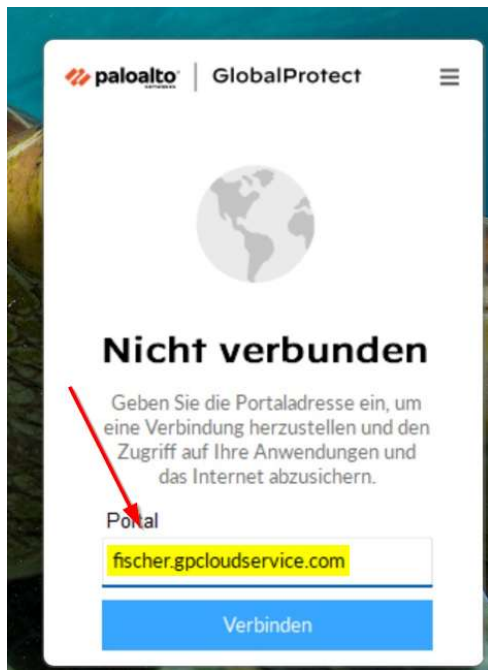
After that, you will find a new symbol in Systray, but the GlobalProtect agent is not activated, yet.



To activate it, click on the Systray icon. The agent will open. Click on 'Loslegen' (sorry, German screenshot)

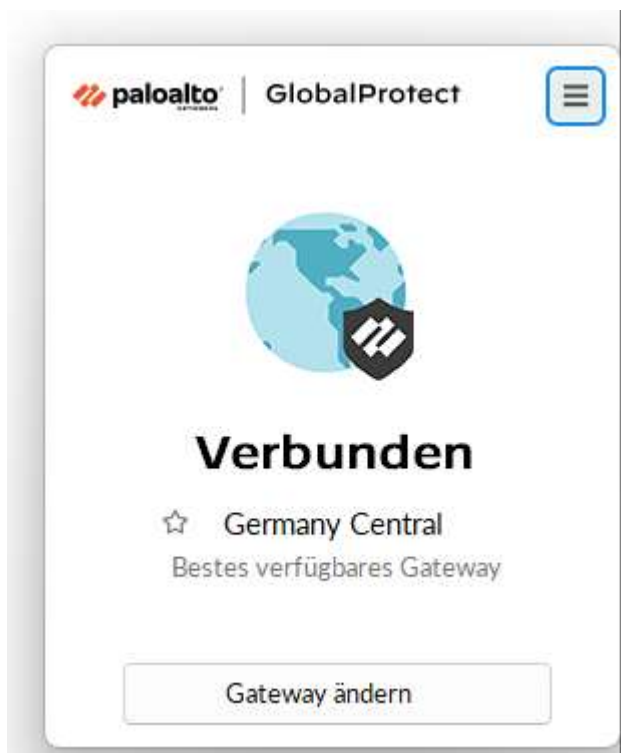


As portal please enter 'fischer.gpcloudservice.com' and click on 'connect'. You will be redirected to your local default browser to login with your fischer credentials together with MFA.



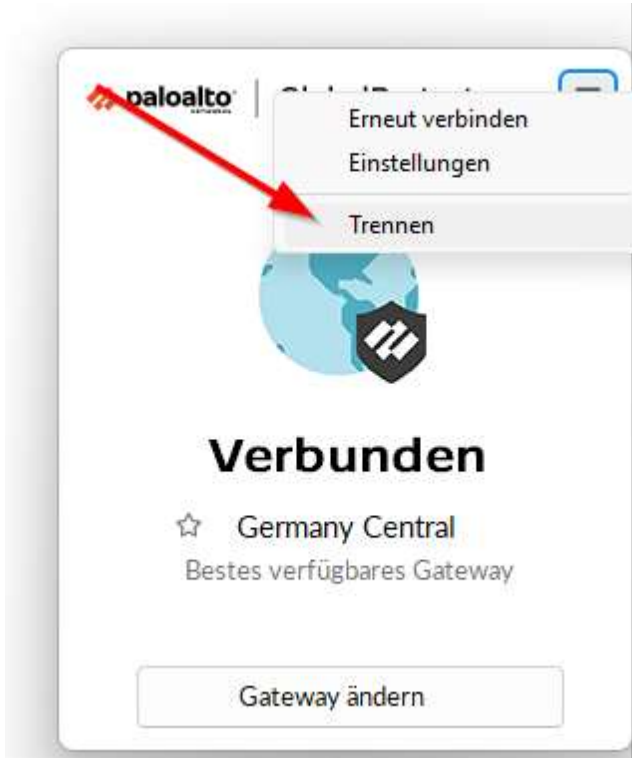
You might be asked to select a local security certificate from your device. If needed, the certificate(s) will be listed to choose one of them. They are not being used for connection.

After successful login, the agent connect to the next available gateway.



The specific resources should be available.

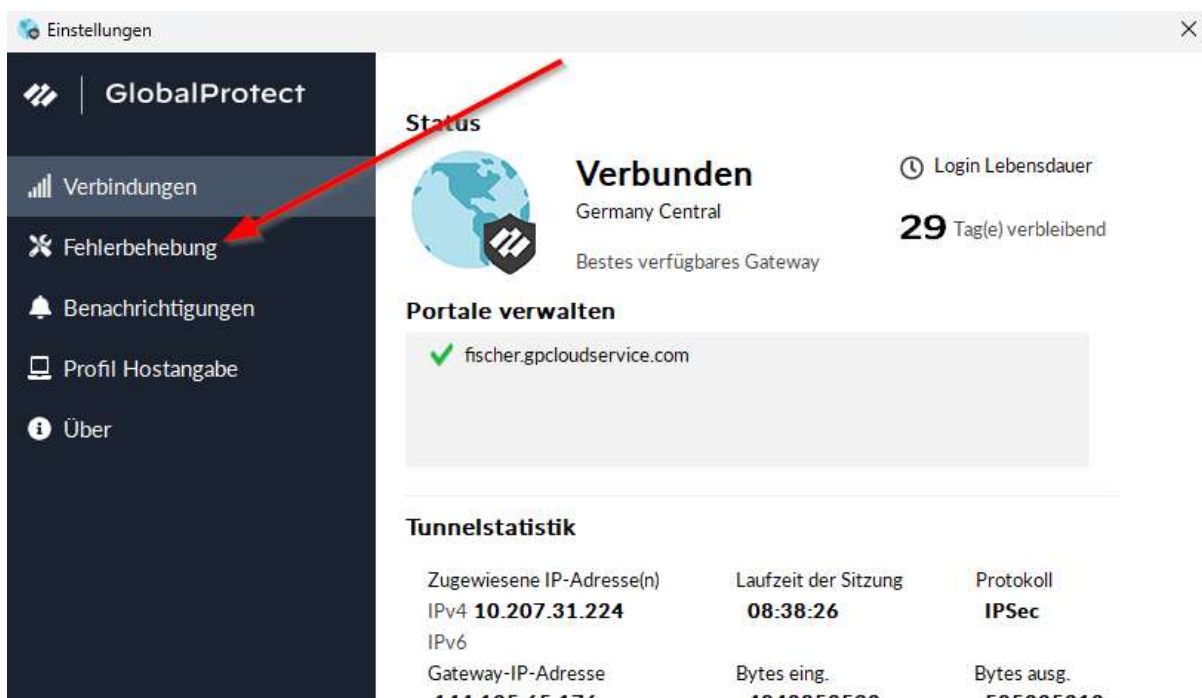
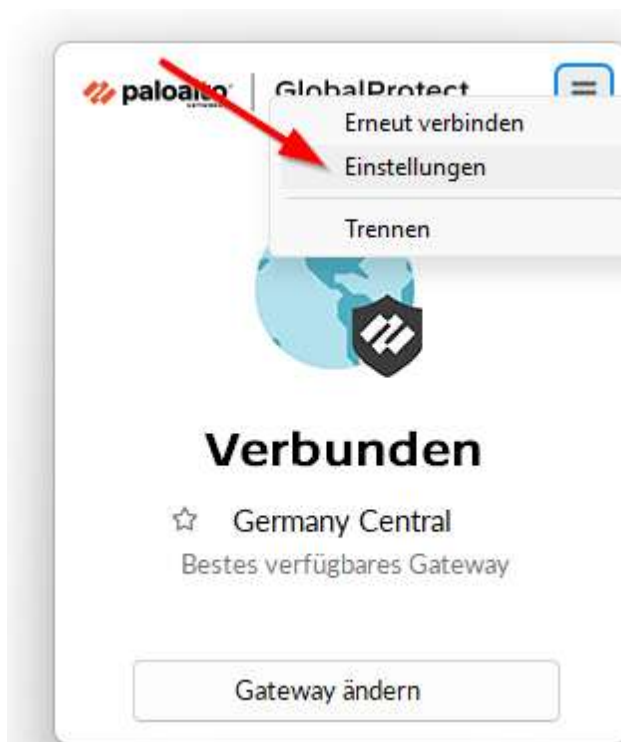
After finishing the work, the agent can be disconnected:

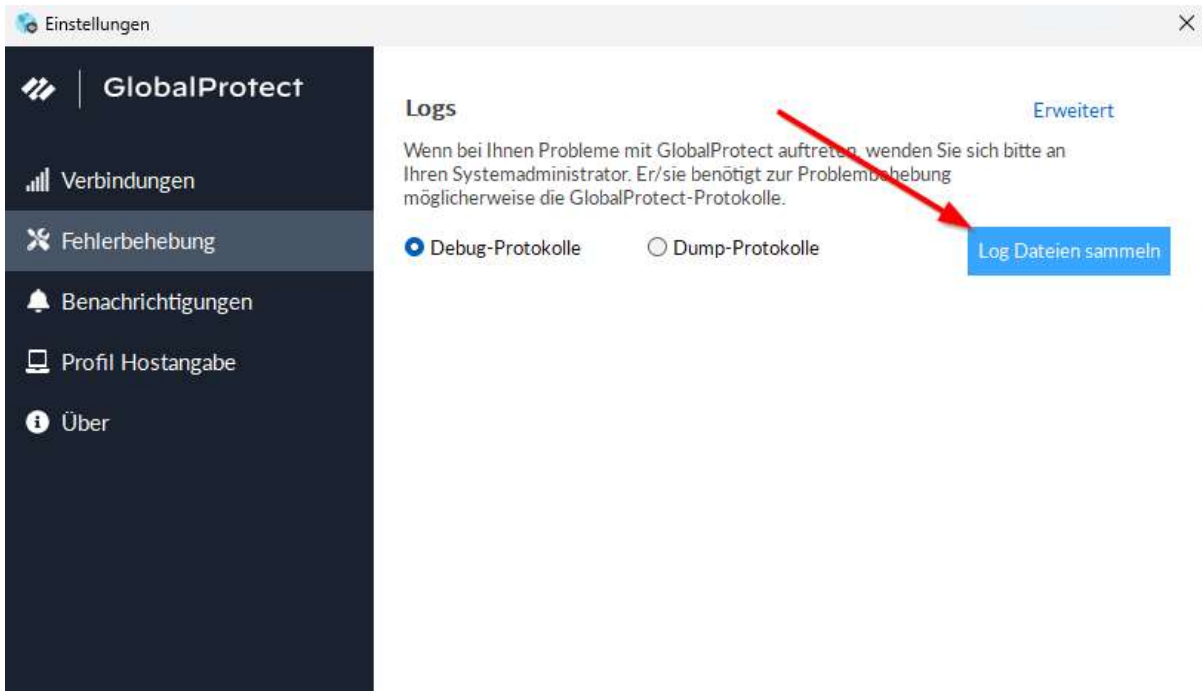


All entered parameters will be saved.

Finish.

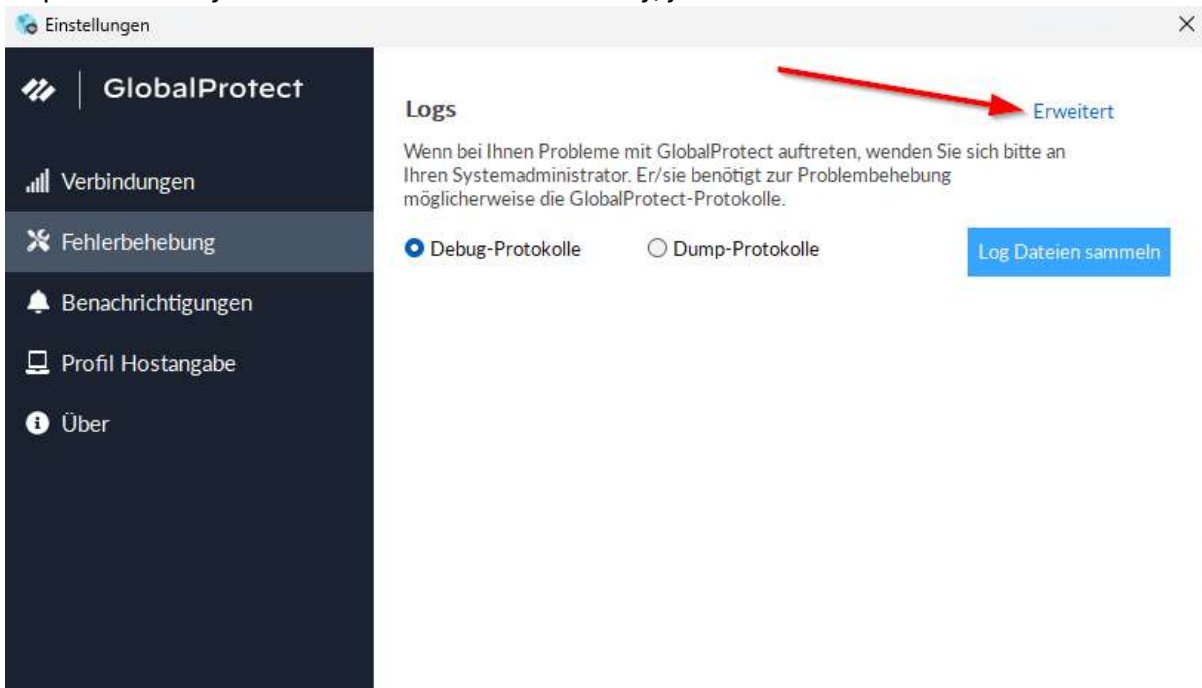
For troubleshooting purpose, you might be asked for logfiles. They can be generated using this way:



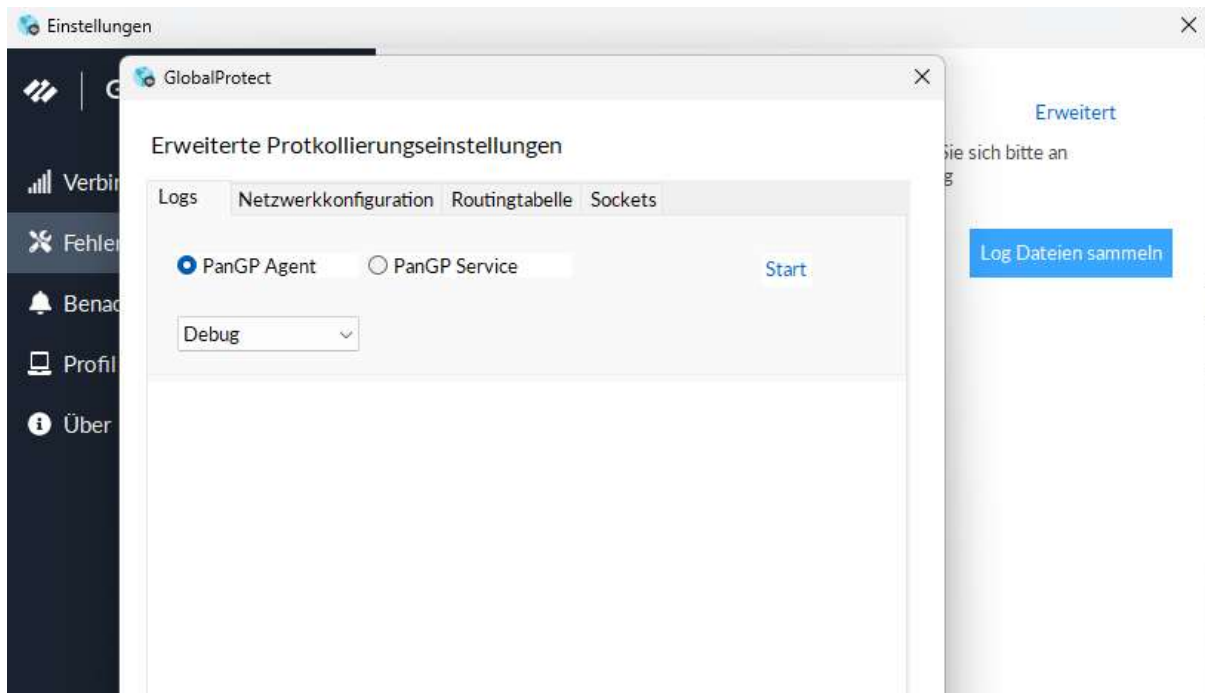


You will be prompted for a folder where to put the ZIP file containing the logs. Please submit them.

In very seldom cases, we need to involve PaloAlto support, there extended logfiles might be requested. They can be collected the same way, just click here:



Then you will get the more detailed view:



Proceed as requested, since here no ZIP will be generated here.