Installing the Newest Version of GlobalProtect

Penn State Student Affairs utilizes the IBM BigFix Self-Service application to allow end-users to install frequently requested software onto their computer on their own without needing administrative rights. To install one of the available software offers, please refer to the instructions below.

How to Install GlobalProtect via the IBM BigFix Self-Service Application

1. Open the IBM BigFix Self-Service application
   a. On your computer, on the bottom right corner to the left of the clock, click the UP arrow (^) as shown in the image below to expand your taskbar to reveal the blue “b” icon.
   b. Click on the blue “b” icon shown below to open the IBM BigFix Self-Service Application. Alternatively, you can find the Self-Service Application by searching “Self-Service” in the Start Menu.

![IBM BigFix Self-Service Application](image)

2. Install GlobalProtect from the IBM BigFix Self-Service application
   a. In the Catalog tab, the list of available software to install will appear. You should see the newest version of GlobalProtect as it is shown in the image below.

![Catalog - BigFix Self-Service Application](image)
b. Click on the GlobalProtect icon as shown above and then click the Get button from the pane that shows up on the right to start the installation.

**Note:** If you are currently connected to GlobalProtect, you will be briefly disconnected while the installation completes and you may need to manually reconnect again once it is completed.

c. Once initiated, the current status of the software installation will show at the bottom. The installation of the software is complete when the status bar turns green and shows Completed.