**Configuring the Palo Alto Networks GlobalProtect Client for Apple iOS**

Procedures for MobileIron Core and MobileIron Cloud

James Plouffe, Lead Solutions Architect, ServiceConnect Ecosystem Document Version: 1.0 (21-Dec-2015)

**Abstract**

This document provides information regarding the use of the “Custom SSL” VPN Configuration on MobileIron Core and MobileIron Cloud to configure the Palo Alto Networks GlobalProtect VPN client for Apple iOS-based devices. It is intended to provide basic guidance only. For more detailed information, consult the MobileIron Core Device Management for iOS, the MobileIron Cloud online documentation, and/ or the Palo Alto Networks GlobalProtect Gateway product documentation.

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# Overview of Procedures

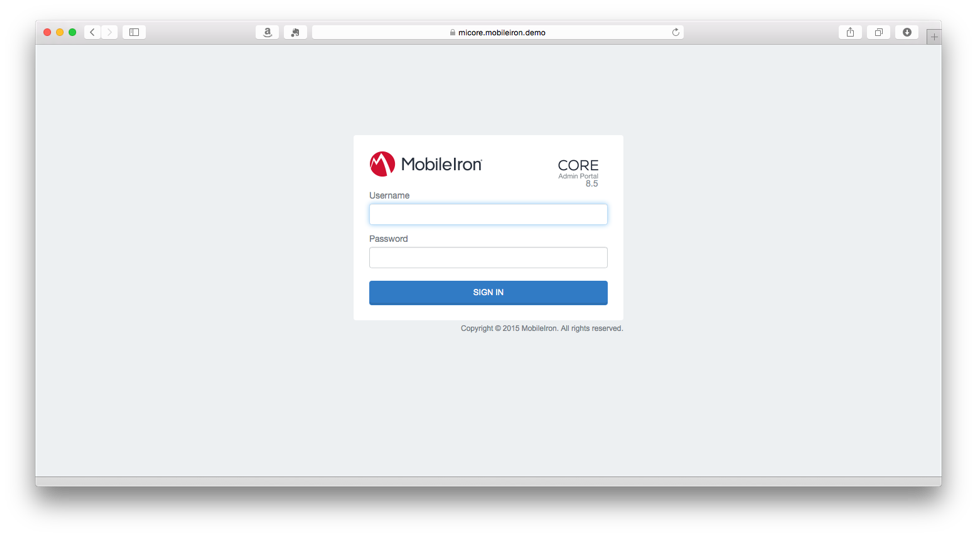
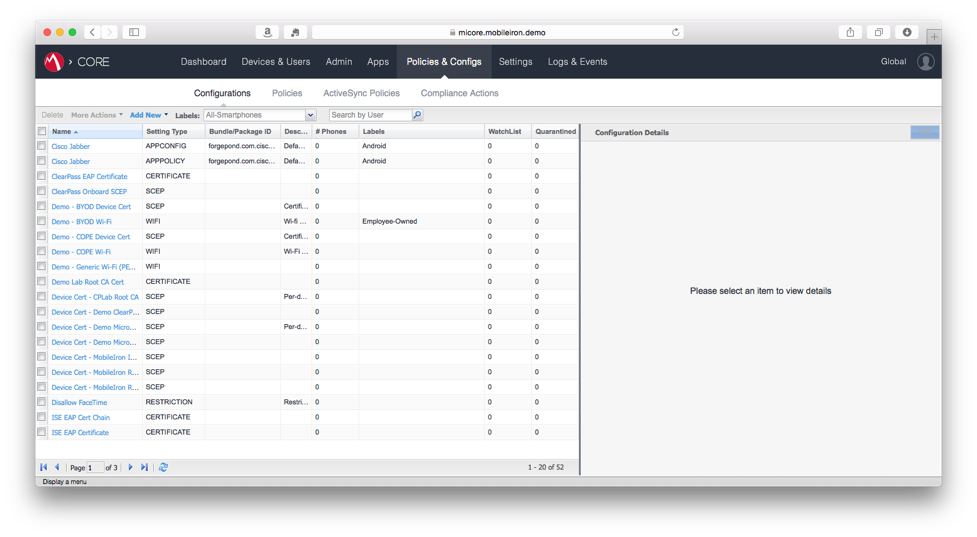
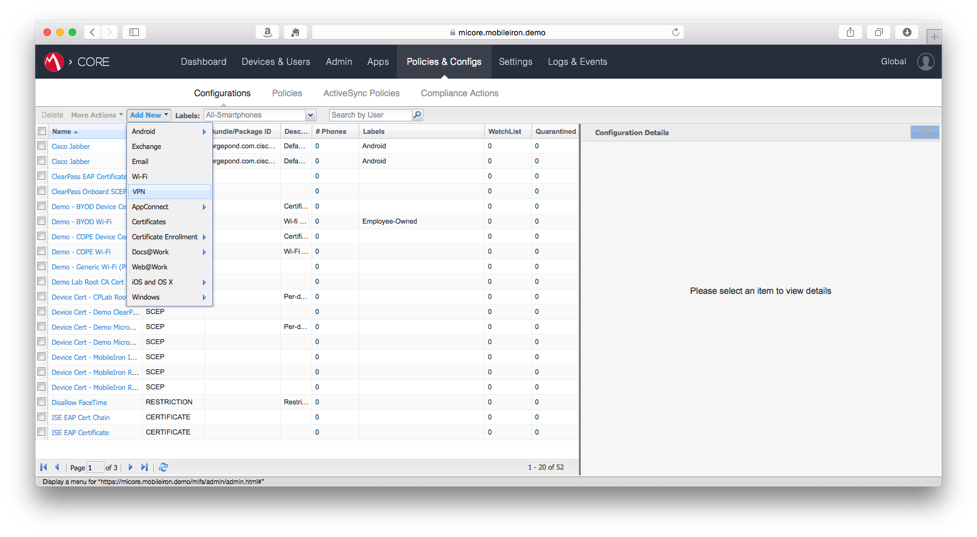
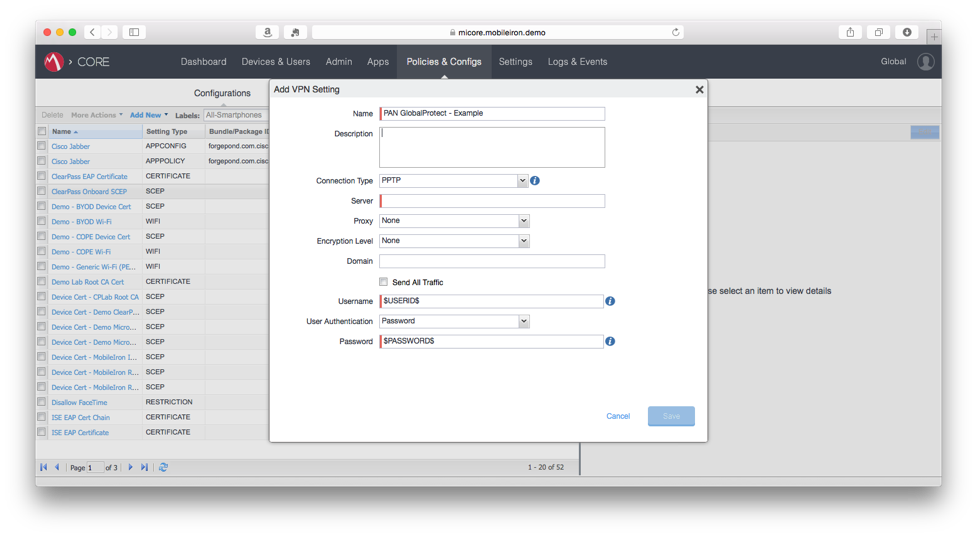
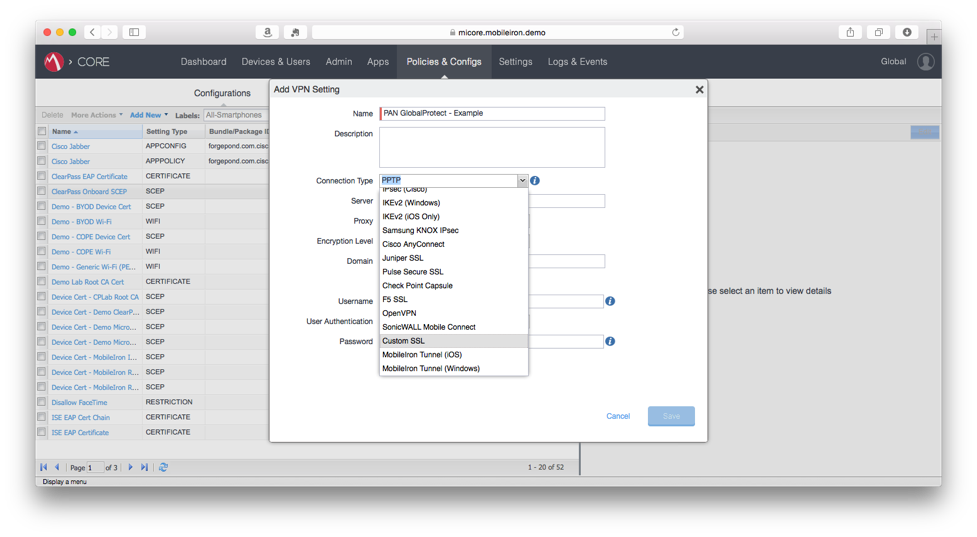
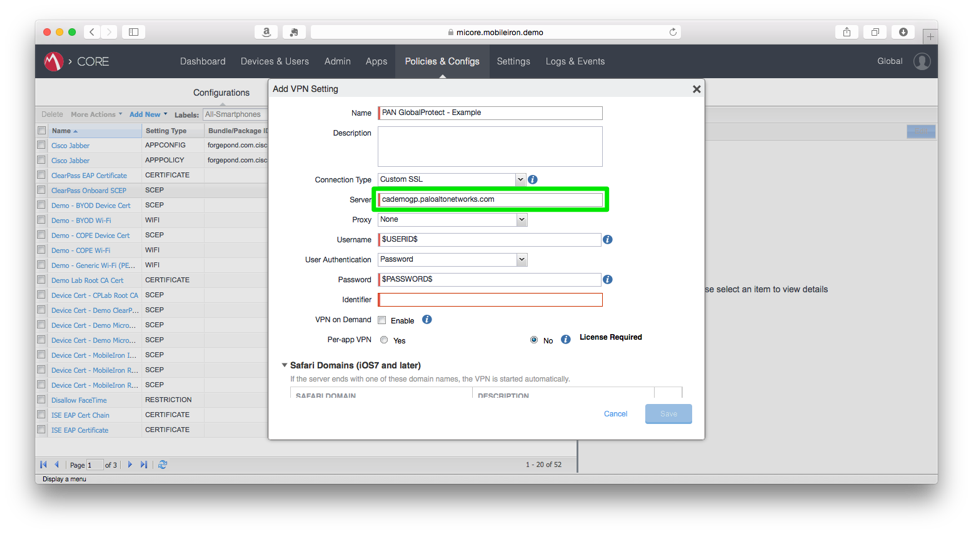
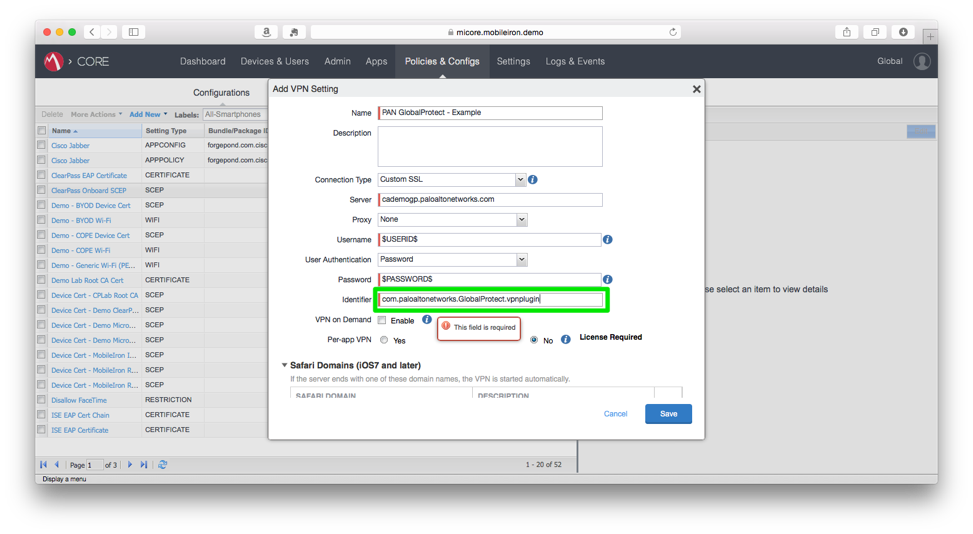
MobileIron products are capable of configuring various Virtual Private Network (VPN) clients on Apple iOS devices using the built-in VPN configuration framework in conjunction with Configuration Profiles. The VPN Configuration screens in the MobileIron Admin Portal contain pre-defined options for many—but not all—VPN vendors. For vendors without pre-defined options, configuration is accomplished via the “Custom SSL” VPN type. Configuration using this method is very similar to configuring pre-defined VPN clients, but requires the additional step of specifying the Bundle ID for the VPN Plug-In (note that the Bundle ID for the VPN Plug-In from a particular vendor is not the same as the Bundle ID for the VPN app in the App Store). As of this writing, there is no pre-defined VPN configuration option for the Palo Alto Networks GlobalProtect Client for Apple iOS. This document provides details for configuring the Palo Alto Networks GlobalProtect Client using the “Custom SSL” VPN type on MobileIron Core and MobileIron Cloud. Note that these examples are intended to be representative. You may need to consult your Palo Alto system administrator and/ or relevant product documentation to ensure that your configuration is appropriate for your environment.

Please note: while the Palo Alto GlobalProtect app does not need to be installed as a Managed App for the configuration to be applied, end users must download and activate the app for the VPN configuration to function.

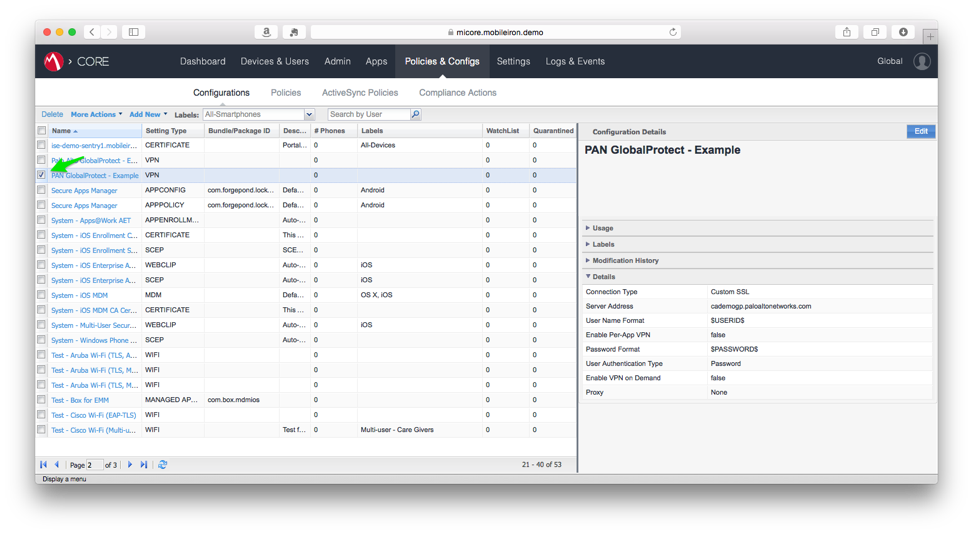
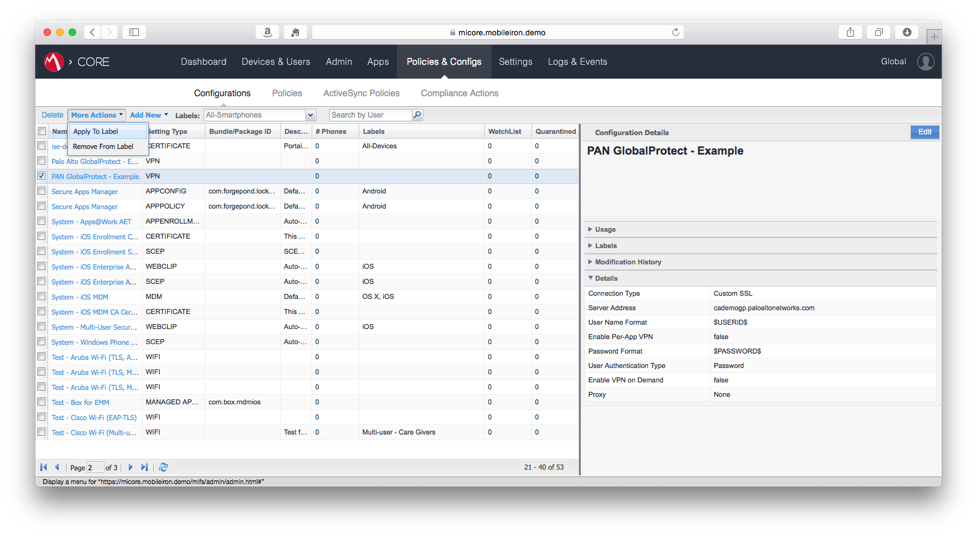
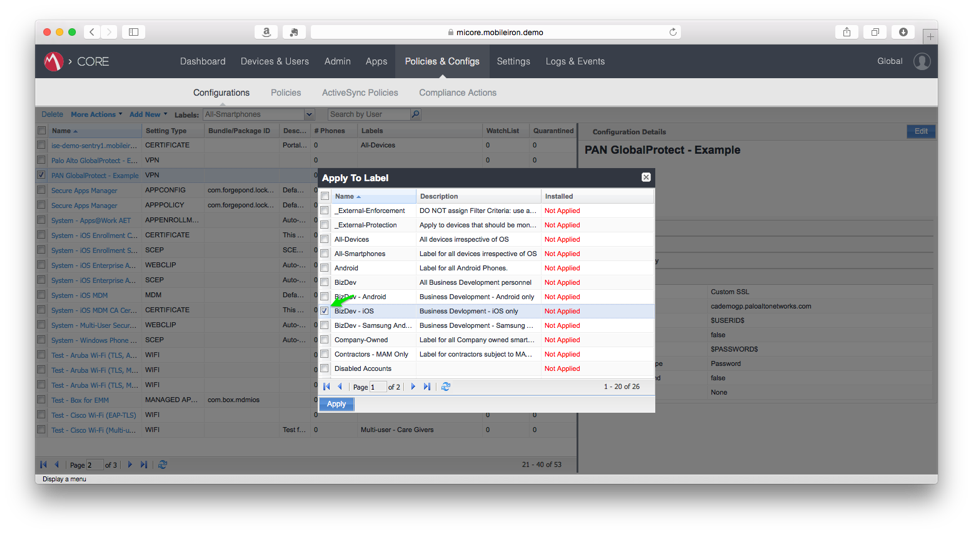
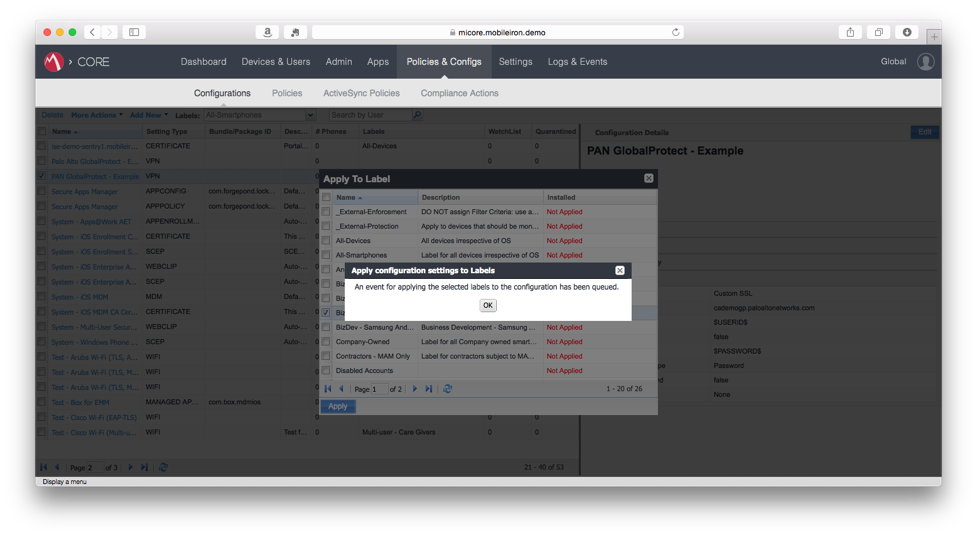
# Procedures for MobileIron Core

This section covers procedures for MobileIron Core only. If you are using MobileIron Cloud, please refer to the section labeled **Procedures for MobileIron Cloud**.

## Create a new VPN configuration

1. Log in to the MobileIron Core Admin Portal. 
2. Navigate to **Policies & Configs** in the navigation bar. 
3. Under **Configurations**, select the **Add New** drop-down menu and click VPN. 
4. Enter a configuration name in the **Name** field of **Add VPN Setting** dialog box. 
5. (Optional) Enter a description in the **Description** field.
6. Select **Custom SSL** from the **Connection Type** drop-down menu. 
7. In the **Server** field, specify the Fully Qualified Domain Name (FQDN) or IP address of the Palo Alto Networks GlobalProtect Gateway. 
8. Select or input the appropriate values for **Proxy**, **Username**, **User Authentication**, and **Password**. For more details about supported values and variable substitution, please consult the MobileIron Core Device Administration Guide for iOS.
9. In the **Identifier** field, specify the Bundle ID of the Palo Alto Networks GlobalProtect VPN Plug-In (com.paloaltonetworks.GlobalProtect.vpnplugin). Note that this value is mandatory and case sensitive.
10. Configure the **VPN on Demand**, **Per-app VPN**, and **Safari Domains** as appropriate for your environment. For more details about the configuration of these features, please consult the MobileIron Core Device Administration Guide for iOS.
11. Click the **Save** button.

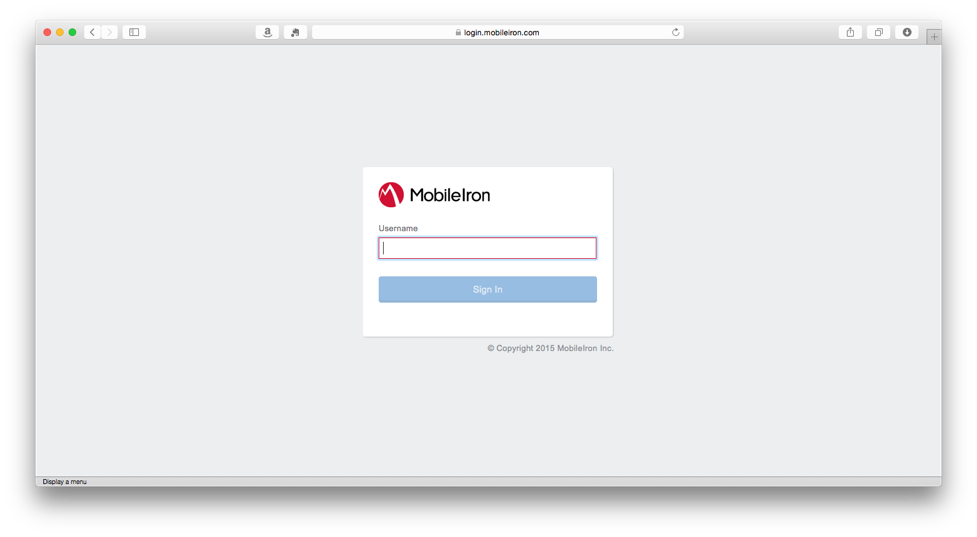
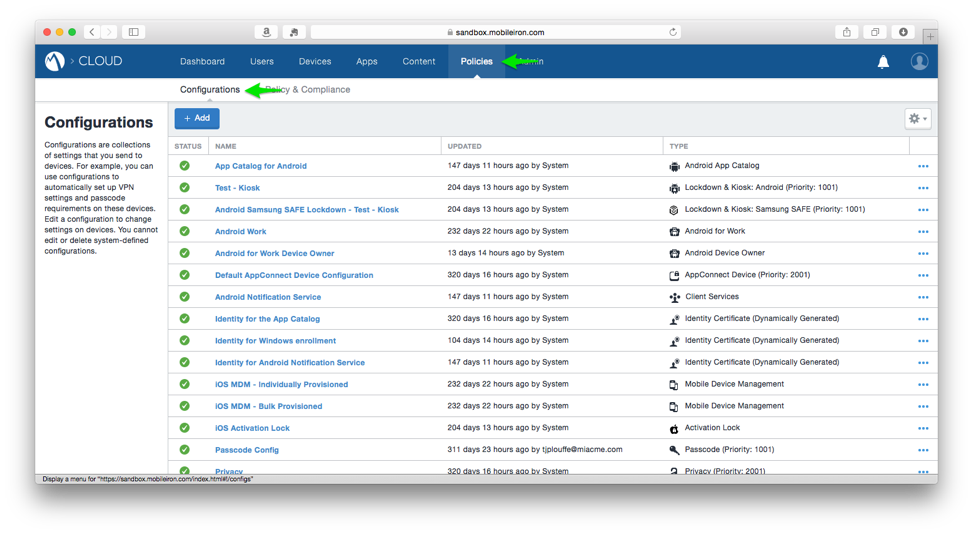
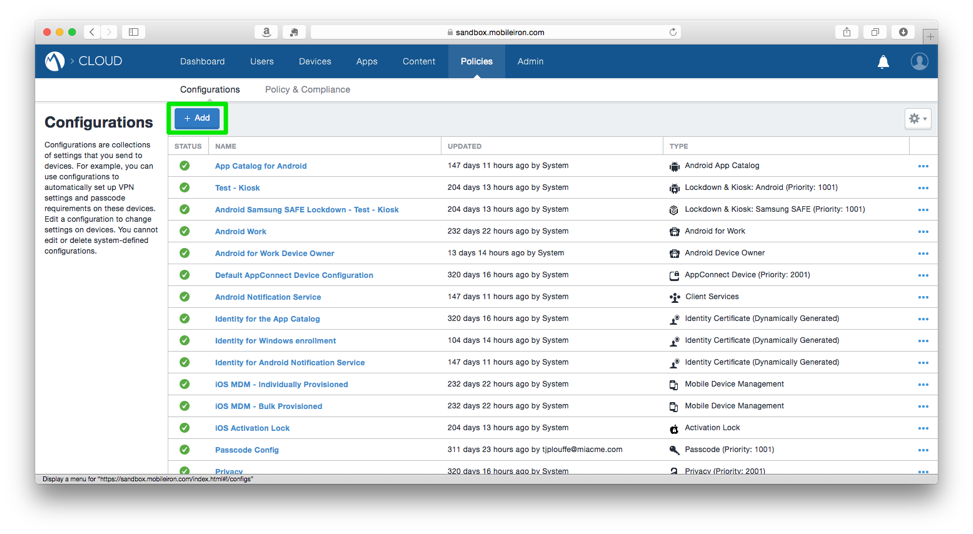
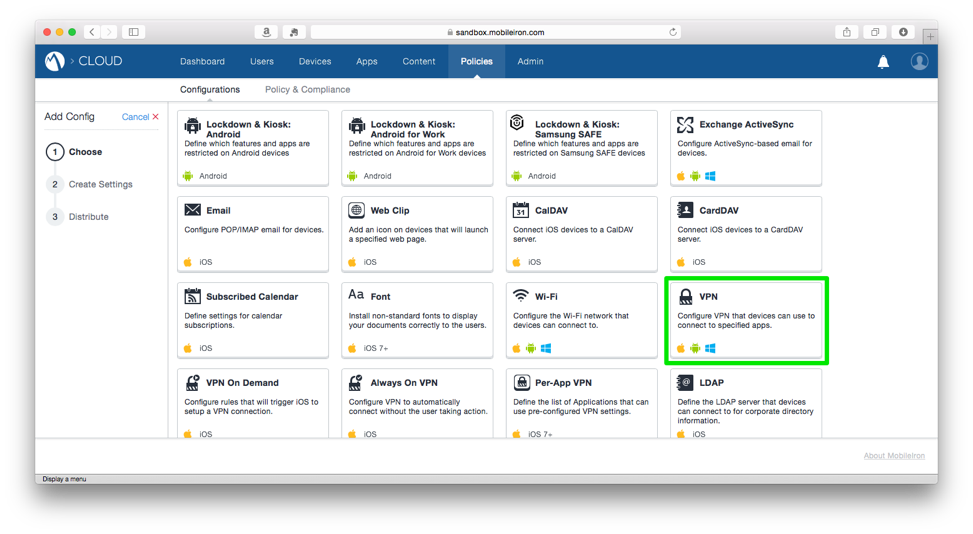
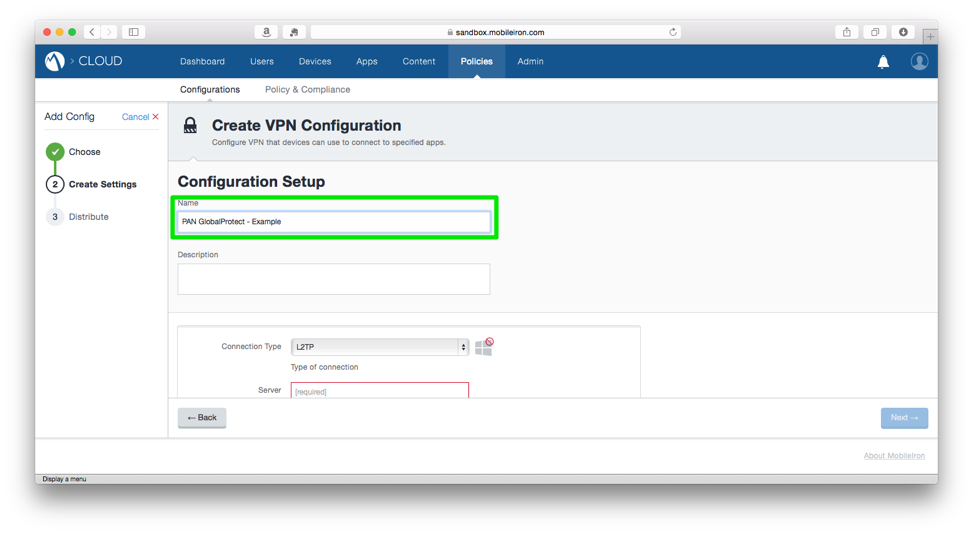
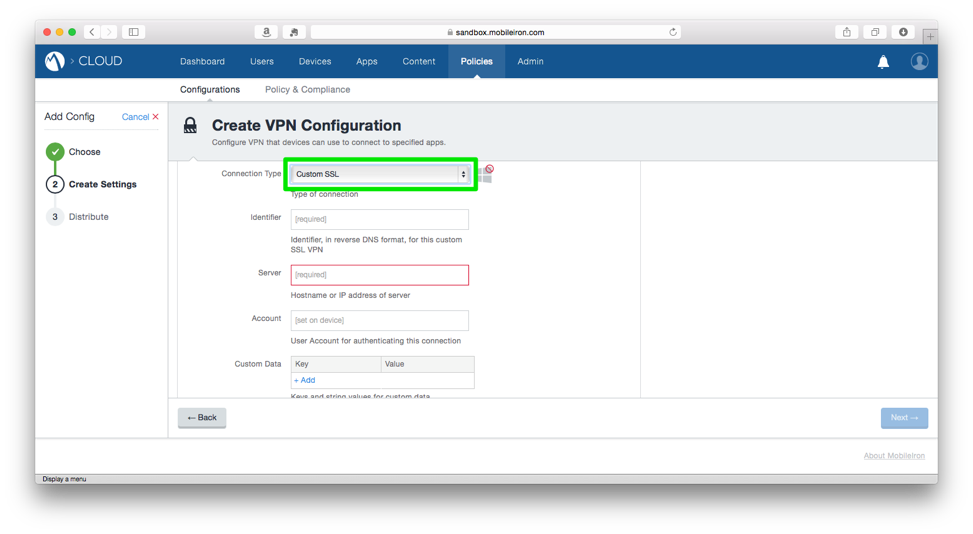
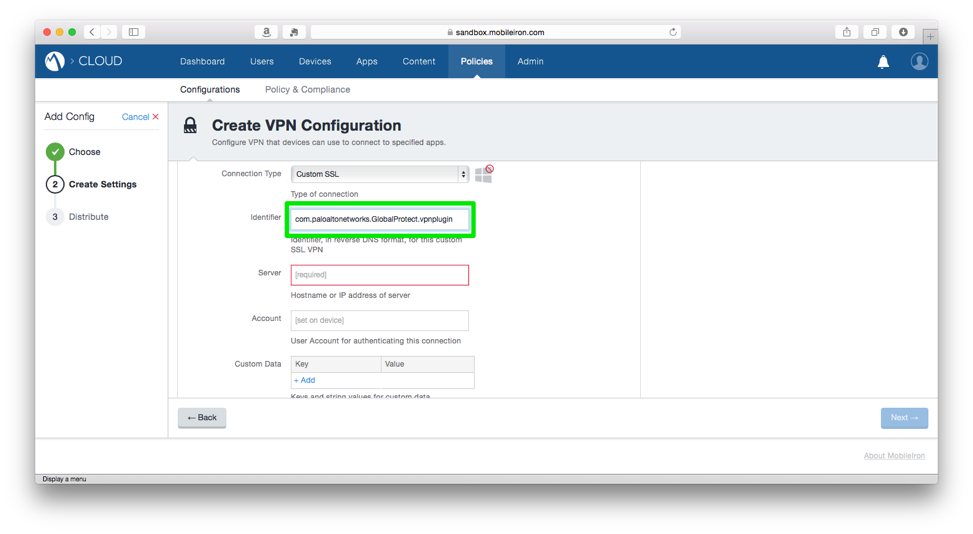
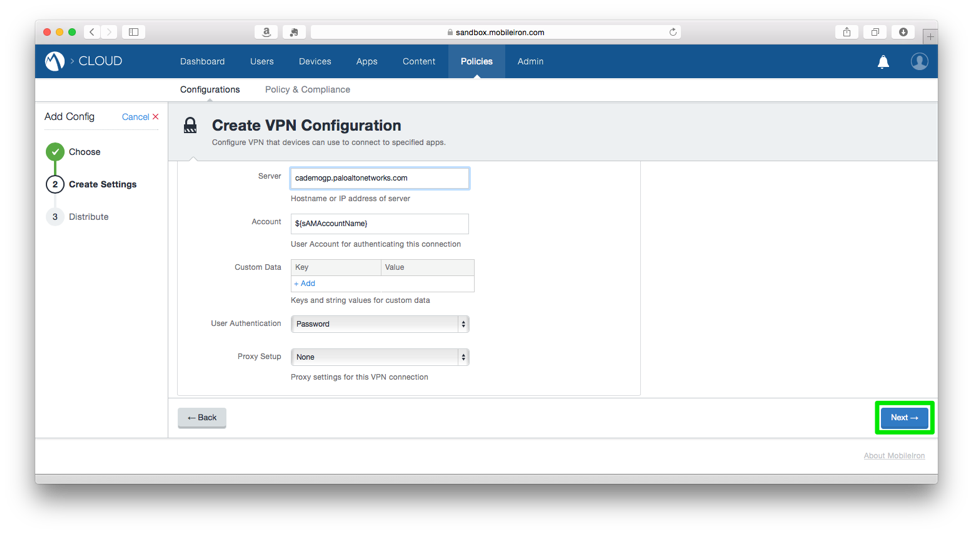
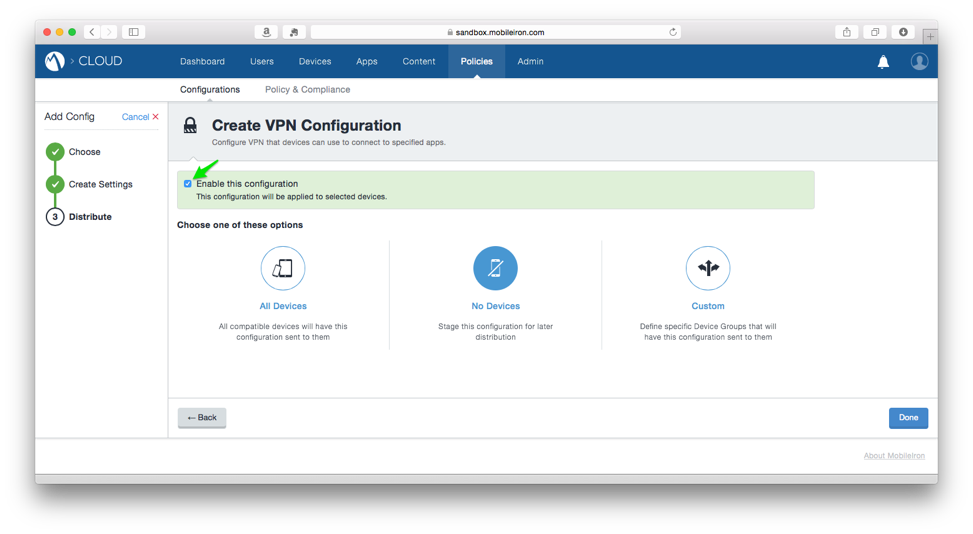
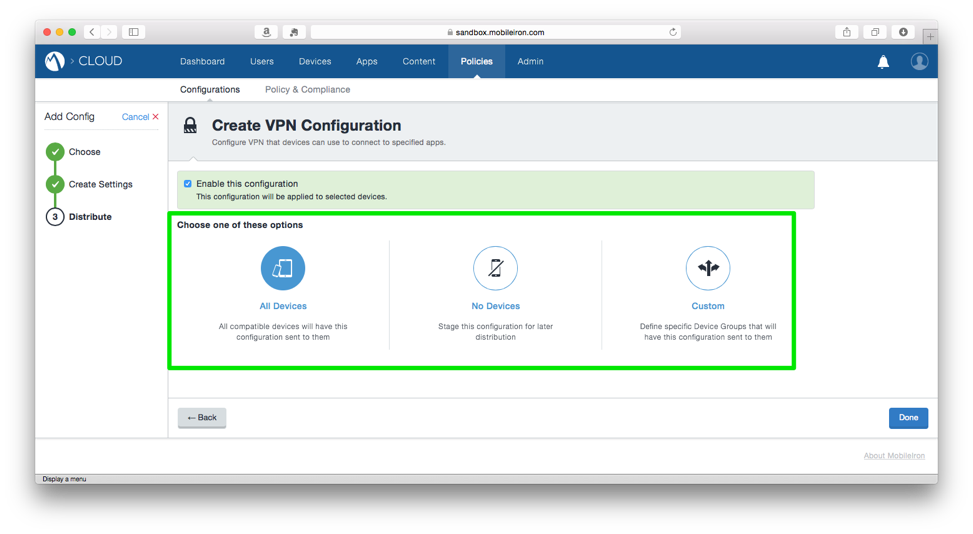
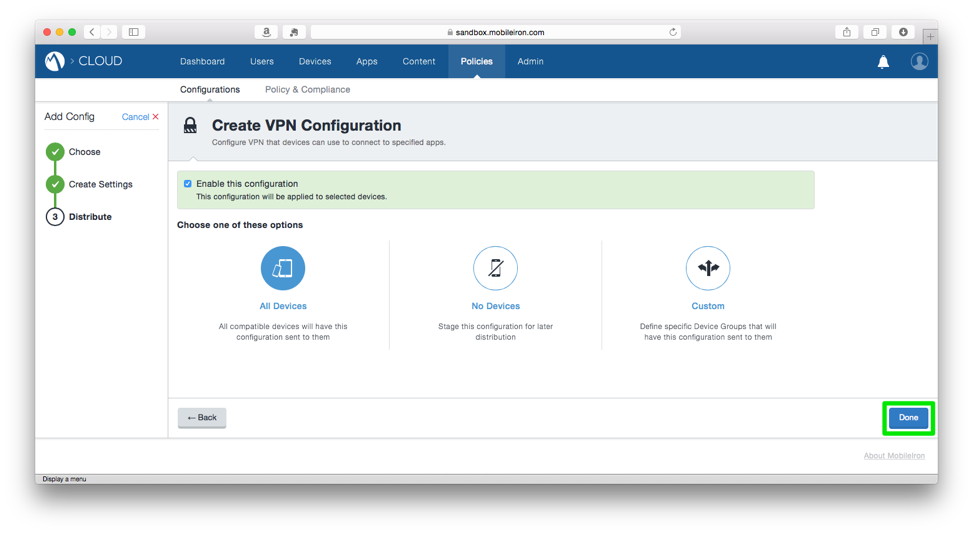
## Assign the configuration to a label

1. Under configurations, select the checkbox next to the newly created VPN Setting in the left-hand pane.
2. Click the **More Actions** drop-down menu and select **Apply to Label**. 
3. Select the checkbox next to the Label that matches the community of users and/ or devices that require the new VPN setting.
4. Click the **Apply** button.
5. Click the **OK** button in the **Apply configuration settings to Labels** dialog box. 

# Procedures for MobileIron Cloud

This section covers procedures for MobileIron Cloud only. If you are using MobileIron Core, please refer to the section labeled **Procedures for MobileIron Core**.

## Create and distribute a new VPN configuration

1. Log in to the MobileIron Cloud Admin Portal. 
2. From the navigation bar, select **Policies**. From the sub-navigation bar, select **Configurations**.
3. Click the **Add+** button.
4. On the **Choose Configuration** page, scroll down and click **VPN**.
5. Enter a configuration name in the **Name** field of the **Configuration Setup** section of the **Create VPN Configuration** screen.
6. (Optional) Enter a description in the **Description** field.
7. Select **Custom SSL** from the **Connection Type** drop-down menu.
8. In the **Identifier** field, specify the Bundle ID of the Palo Alto Networks GlobalProtect VPN Plug-In (com.paloaltonetworks.GlobalProtect.vpnplugin). Note that this value is mandatory and case sensitive.
9. Configure the **Server**, **Account**, **Custom Data**, **User Authentication** method, and **Proxy** settings as appropriate for your environment, then click the **Next** button. For more information on supported configurations and variable substitution in configurations, please refer to the MobileIron Cloud online documentation.
10. Confirm that the **Enable this configuration** checkbox is checked.
11. Choose which devices to distribute the configuration to. For more information on Custom Device Groups, please refer to the MobileIron Cloud online documentation.
12. Click the **Done** button.

# Additional Information

## MobileIron Core Documentation

MobileIron Core Device Management Guide for iOS (Login Required)

<https://support.mobileiron.com/docs/vsp/8.5.0.0/CoreDeviceMgmtiOS85_Rev03Dec2015.pdf>

## Palo Alto Networks Documentation

How to Configure Palo Alto Networks GlobalProtect <https://live.paloaltonetworks.com/t5/Configuration-Articles/How-to-Configure-GlobalProtect/ta-p/58351>

### Palo Alto Networks GlobalProtect Administrator’s Guide

<https://www.paloaltonetworks.com/content/dam/paloaltonetworks-com/en_US/assets/pdf/technical-documentation/pan-os-60/GlobalProtect_Admin_Guide_v6.0.pdf>

### Use the GlobalProtect iOS App with a Third-party MDM

<https://www.paloaltonetworks.com/documentation/61/globalprotect/globalprotect-admin-guide/set-up-the-globalprotect-infrastructure/use-the-globalprotect-ios-app-with-a-third-party-mdm.html>