

The Palo Alto Networks logo, featuring a green and blue stylized 'P' icon followed by the word 'paloalto' in a lowercase, sans-serif font.

TECHDOCS

GlobalProtect™ App Release Notes

Release 5.3

Contact Information

Corporate Headquarters:

Palo Alto Networks

3000 Tannery Way

Santa Clara, CA 95054

www.paloaltonetworks.com/company/contact-support.html

About the Documentation

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- To search for a specific topic, go to our search page docs.paloaltonetworks.com/search.html.
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GlobalProtect App 5.3 Release Information

Review important information about Palo Alto Networks GlobalProtect™ app software, including new features introduced and workarounds for open issues.

To ensure that you are viewing the most current version of these Release Notes, always defer to the [web version](#); do not store or rely on PDFs to be current after you download them.

- > [Features Introduced in GlobalProtect App 5.3](#)
- > [Changes to Default Behavior in GlobalProtect App 5.3](#)
- > [Associated Software and Content Versions](#)
- > [GlobalProtect App 5.3 Known Issues](#)
- > [Addressed Issues in GlobalProtect App 5.3](#)

Features Introduced in GlobalProtect App 5.3

The following table describes the new features introduced in GlobalProtect app 5.3.

| New GlobalProtect Feature | Description |
|-----------------------------|--|
| New Linux OS Support | GlobalProtect is now available for endpoints running the following Linux OS versions: <ul style="list-style-type: none">• Red Hat Enterprise Linux 8.4 (CLI-based and GUI-based GlobalProtect app)• Red Hat Enterprise Linux 8.3 (CLI-based and GUI-based GlobalProtect app)• CentOS 8.3 (CLI-based and GUI-based GlobalProtect app) |

Changes to Default Behavior in GlobalProtect App 5.3

The following topic describes changes to default behavior in GlobalProtect app 5.3:

- [Changes to Default Behavior in GlobalProtect App 5.3.3](#)
- [Changes to Default Behavior in GlobalProtect App 5.3.2](#)
- [Changes to Default Behavior in GlobalProtect App 5.3.1](#)
- [Changes to Default Behavior in GlobalProtect App 5.3.0](#)

Changes to Default Behavior in GlobalProtect App 5.3.3

There are no changes to default behavior in GlobalProtect app 5.3.3.

Changes to Default Behavior in GlobalProtect App 5.3.2

There are no changes to default behavior in GlobalProtect app 5.3.2.

Changes to Default Behavior in GlobalProtect App 5.3.1

There are no changes to default behavior in GlobalProtect app 5.3.1.

Changes to Default Behavior in GlobalProtect App 5.3.0

There are no changes to default behavior in GlobalProtect app 5.3.0.

Associated Software and Content Versions

There are no associated software dependencies.

GlobalProtect App 5.3 Known Issues

The following table describes known issues in the GlobalProtect app 5.3 releases.

| Issue ID | Description |
|---|--|
| PAN-176407 | When you install the CLI version of the GlobalProtect app 5.3.1 on Ubuntu Linux devices, the warning message <code>Warning: gpa.service changed on disk. Run 'systemctl --user daemon-reload' to reload units.</code> displays on the terminal. |
| GPC-14334 Fixed in GlobalProtect App 5.3.2 | When the GlobalProtect app was installed on Linux devices, the users were unable to logon to the app due to authentication failure in the gateway pre-login stage. |
| GPC-13410 | When end users use the GUI version of the GlobalProtect app on Red Hat Enterprise Linux 8.4 Linux devices and they launch the app, sign in, and try to lock or sign out from the RHEL 8 client system, the GlobalProtect system tray icon is missing from the taskbar. Workarounds: <ul style="list-style-type: none"> • Lock the screen and unlock with password. • Logout and login again. • Restart the device. • Power cycle to reboot the system. |
| GPC-13400 | On Red Hat Enterprise Linux 8.4 Linux devices, when the extended display is set as the left monitor, the GlobalProtect system tray icon and the GUI version of the GlobalProtect app are not displayed on the same monitor. |
| GPC-13396 | If you did not add or modify the pre-deployment settings correctly to the pre-deployment configuration file (<code>pangps.xml</code>) for the Linux devices, you might have issues to uninstall the GlobalProtect app. |
| GPC-13391 | When you uninstall the GlobalProtect app 5.2.5 and install 5.3.0 on Linux devices, the version of the GlobalProtect is not displayed correctly on the About GlobalProtect window. Workaround: End users must reboot and log out of their device. |

| Issue ID | Description |
|------------------|--|
| GPC-13390 | When you attempt to establish a connection with the portal on Linux devices, the portal is down or unreachable. The GlobalProtect app continues to stay in connecting state. |
| GPC-13327 | After end users can successfully authenticate with the Identity Provider (IdP) on Linux devices using Chrome or any Chromium-based browser, the callback window sometimes does not automatically appear. |

Addressed Issues in GlobalProtect App 5.3

The following topic describes the issues addressed in GlobalProtect app 5.3 for Android, iOS, Chrome, Windows, Windows 10 UWP, macOS, and Linux.

- [GlobalProtect App 5.3.3 Addressed Issues \(Linux Only\)](#)
- [GlobalProtect App 5.3.2 Addressed Issues \(Linux Only\)](#)
- [GlobalProtect App 5.3.1 Addressed Issues \(Linux Only\)](#)
- [GlobalProtect App 5.3 Addressed Issues \(Linux Only\)](#)

GlobalProtect App 5.3.3 Addressed Issues (Linux Only)

The following table lists the issues that are addressed in GlobalProtect app 5.3.3 for Linux

| Issue ID | Description |
|------------------|---|
| GPC-14490 | Fixed an issue where, when the GlobalProtect app was installed on Linux devices, the app stopped working when the user installed McAfee Endpoint Security on the devices. |

GlobalProtect App 5.3.2 Addressed Issues (Linux Only)

The following table lists the issues that are addressed in GlobalProtect app 5.3.2 for Linux.

| Issue ID | Description |
|------------------|--|
| GPC-14334 | Fixed an issue where, when the GlobalProtect app was installed on Linux devices, the users were unable to log in to the app due to authentication failure in the gateway pre-login stage. |
| GPC-13929 | Fixed an issue where, when the GlobalProtect app was installed on Linux devices, the app displayed segmentation fault warning messages. This issue occurred when the user upgraded the machine to Ubuntu 20.04.02 LTS. |
| GPC-13815 | Fixed an issue where, when the GlobalProtect app was installed on Linux devices, the app displayed erroneous HIP pop-up notifications such as old HIP notifications and garbled text. |
| GPC-13805 | Fixed an issue where, when the GlobalProtect app was installed on Linux devices, the GlobalProtect HIP report displayed encryption status as unencrypted even when encryption was complete. |

GlobalProtect App 5.3.1 Addressed Issues (Linux Only)

The following table lists the issues that are addressed in GlobalProtect app 5.3.1 for Linux.

| Issue ID | Description |
|-----------|---|
| GPC-13788 | Fixed an issue where, when the GlobalProtect app was installed on Linux devices and configured with On-Demand mode, the GUI version of GlobalProtect hangs in Connecting state after the device woke up from sleep mode. |
| GPC-13507 | Fixed an issue where, when the GlobalProtect app was installed on Linux devices, the GlobalProtect HIP check did not detect the correct definition date and year for the CrowdStrike Falcon application, which caused the device to fail the HIP check. |
| GPC-13476 | Fixed an issue where, when the GlobalProtect app was installed on Linux devices and when IPv4 was configured in the network interface card (NIC), the app was unable to establish a connection to the portal when the fully qualified domain name (FQDN) specified for the portal mapped to both IPv4 and IPv6 DNS entries. |
| GPC-13378 | Fixed an issue where, when the GlobalProtect app was installed on Linux devices, the hamburger menu on the status panel did not display the Report an Issue and Welcome Page options even when they were enabled in the GlobalProtect portal configuration. |
| GPC-13343 | Fixed an issue where, when the GlobalProtect app was installed on Red Hat Enterprise Linux 8.4 Linux devices, the hamburger menu on the status panel sometimes was not displayed correctly. |
| GPC-13298 | Fixed an issue where, when the GlobalProtect app was installed on Linux devices and the command-line interface (CLI) was used, the echo \$? command returned a status code of 1 to indicate that the commands were unsuccessful. |
| GPC-13274 | Fixed an issue where, when the GlobalProtect app was installed with the Cortex XDR agent on Linux devices, the GlobalProtect HIP check incorrectly reported two Anti-Malware products such as Traps and Cortex instead of one product (for example, Cortex). The GlobalProtect HIP check also incorrectly reported the real-time protection status, which caused the device to fail the HIP check. |

| Issue ID | Description |
|-----------|---|
| GPC-13136 | Fixed an issue where, when the GlobalProtect app was installed on Linux devices, the GlobalProtect system tray icon was not visible when using the dark background. |

GlobalProtect App 5.3 Addressed Issues (Linux Only)

The following table lists the issues that are addressed in GlobalProtect app 5.3 for Linux.

| Issue ID | Description |
|-----------|--|
| GPC-12784 | Fixed an issue where, when the GlobalProtect app was installed on Linux devices, the status of the Disk Encryption category displayed as partial because unencrypted was reported for the home partition on the device. |

Getting Help

The following topics provide information on where to find more about this release and how to request support:

- > [Related Documentation](#)
- > [Requesting Support](#)

Related Documentation

Refer to the following documents on the [Technical Documentation portal](#) for more information on our products:

- For more information on GlobalProtect™, refer to the [GlobalProtect Administrator's Guide](#).
- For other related content, including Knowledge Base articles and videos, [search](#) the Technical Documentation portal.

Requesting Support

To contact support, get information on support programs, manage your accounts or devices, or open a support case, visit the Palo Alto Networks [Support](#) site.

To provide feedback on the documentation, please write to us at:
documentation@paloaltonetworks.com.

Contact Information

Corporate Headquarters:

Palo Alto Networks

3000 Tannery Way

Santa Clara, CA 95054

<https://www.paloaltonetworks.com/company/contact-support>

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