VPN: Palo Alto GlobalProtect Usage and Setup Instructions

GlobalProtect Agent

GlobalProtect is an agent that may be installed on a Windows or Mac system to enable the system to connect to the ORU

network with a VPN connection. This document describes the installation, configuration, and usage of the GlobalProtect Agent.

Installation and Configuration

The agent must be installed and configured before it can be used. This is a onetime setup. Instructions are located at the end of this

document or at this link.

Installation Link: https://dialup.oru.edu

Using the GlobalProtect Agent

Instructions for using the GlobalProtect agent to connect to the ORU network are located here.

Instructions for disconnecting the GlobalProtect agent are located here.

If you desire additional information, the GlobalProtect user guide is available here.

Using the GlobalProtect Agent

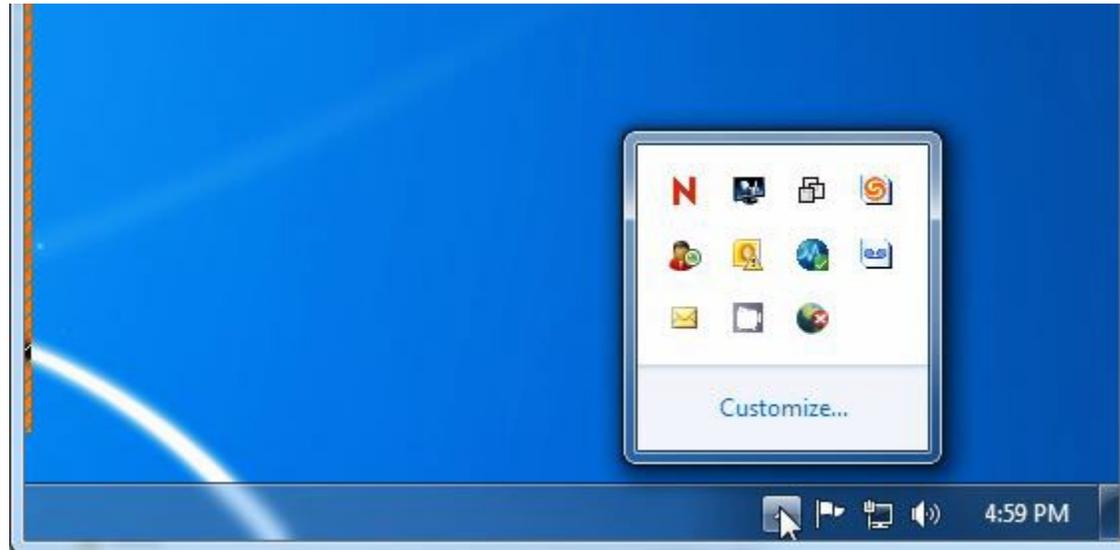## Establish VPN Connection

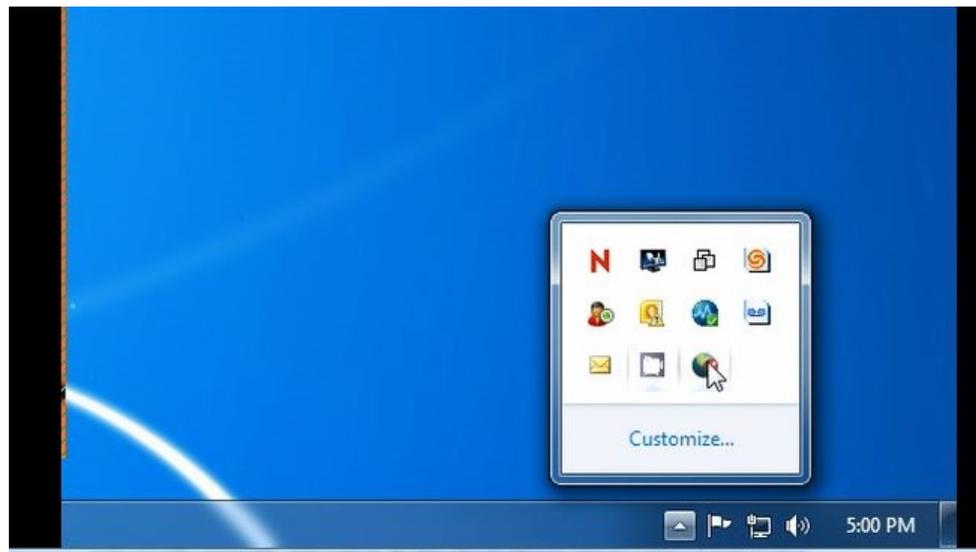Figure 1: Click the arrow to show hidden icons.
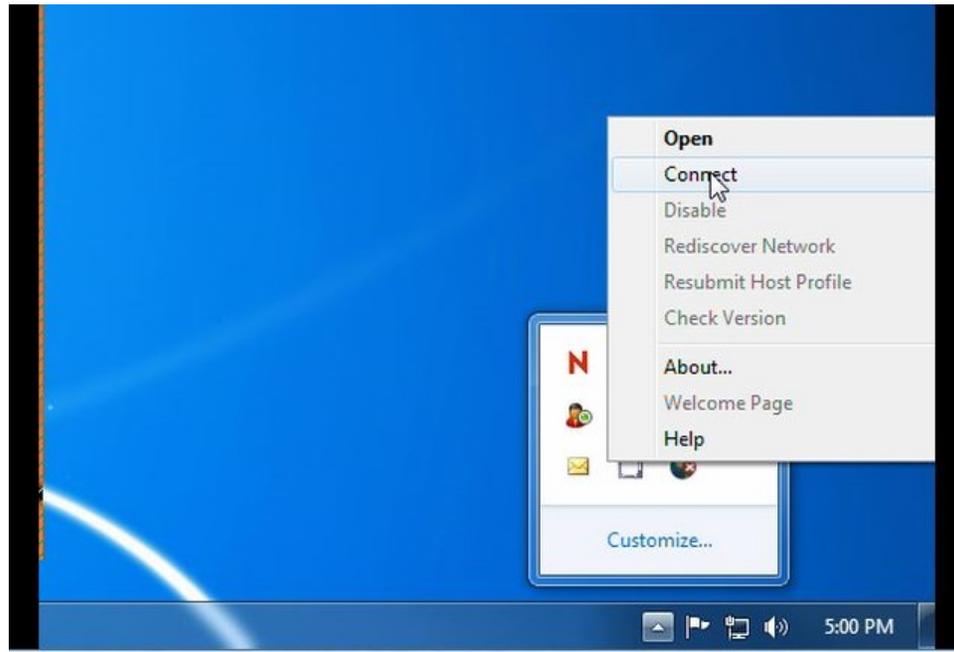

Figure 2: Right Click the Palo Alto Global Protect icon.
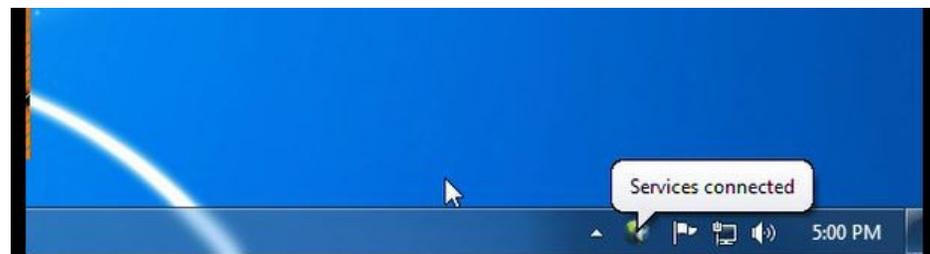
Figure 3: Click "Connect" on the pop up menu.

Figure 4: The system will require 10 to 15 seconds to establish a VPN connection. A pop up will be displayed when the connection is made.

The VPN connection has been successfully established the system is connected as a device on the network.

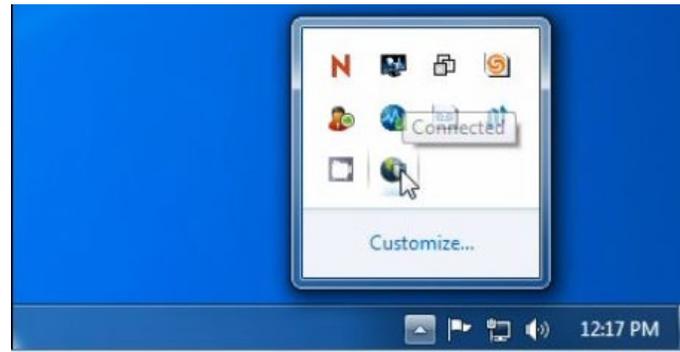**Top**

End VPN Connection

Figure 5: Click the arrow to display hidden icons. Right Click the GlobalProtect icon.
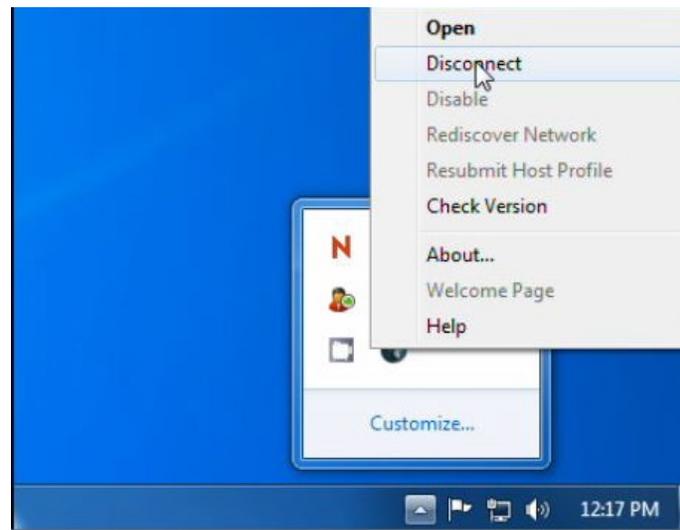

Figure 6: Click "Disconnect" in the pop up menu.

Figure 7: A "Disconnecting" pop up will be displayed. The VPN connection will be ended and your system will no longer be connected to the ORU network.

Top

Installation and Configuration

This section contains instructions for downloading, installing, and configuring the GlobalProtect Agent.

Figure 8: Open a web browser and open **https://dialup.oru.edu**.

Figure 8: Enter your user name and password. This is the user name and password you use to log onto your email account. Click "Login"
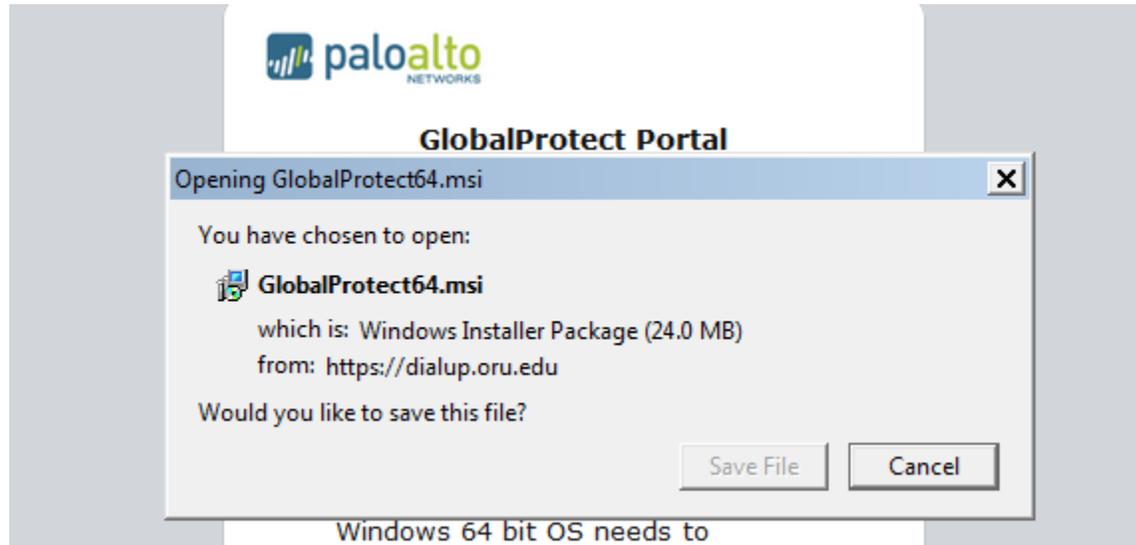
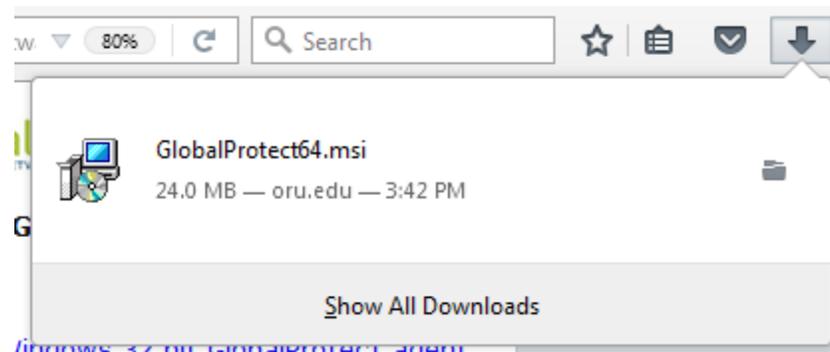Figure 10: This web page will appear after logging in.

Click the link for the appropriate download for your system. Most Windows systems are 64-bit. If 64-bit gives an error about compatibility, then select 32-bit.

The following are instructions for downloading and opening the installer from Firefox, Internet Explorer, and Chrome. Microsoft Edge will be very similar to Internet Explorer.

In Firefox, after selecting the download you will be presented with the option to download or run the file (see figure below).

Figure 11: Firefox Download Box. Click Save.

Figures 12: Click the blue downloads button, then click GlobalProtect.msi. The window displayed in figure 15 should appear.

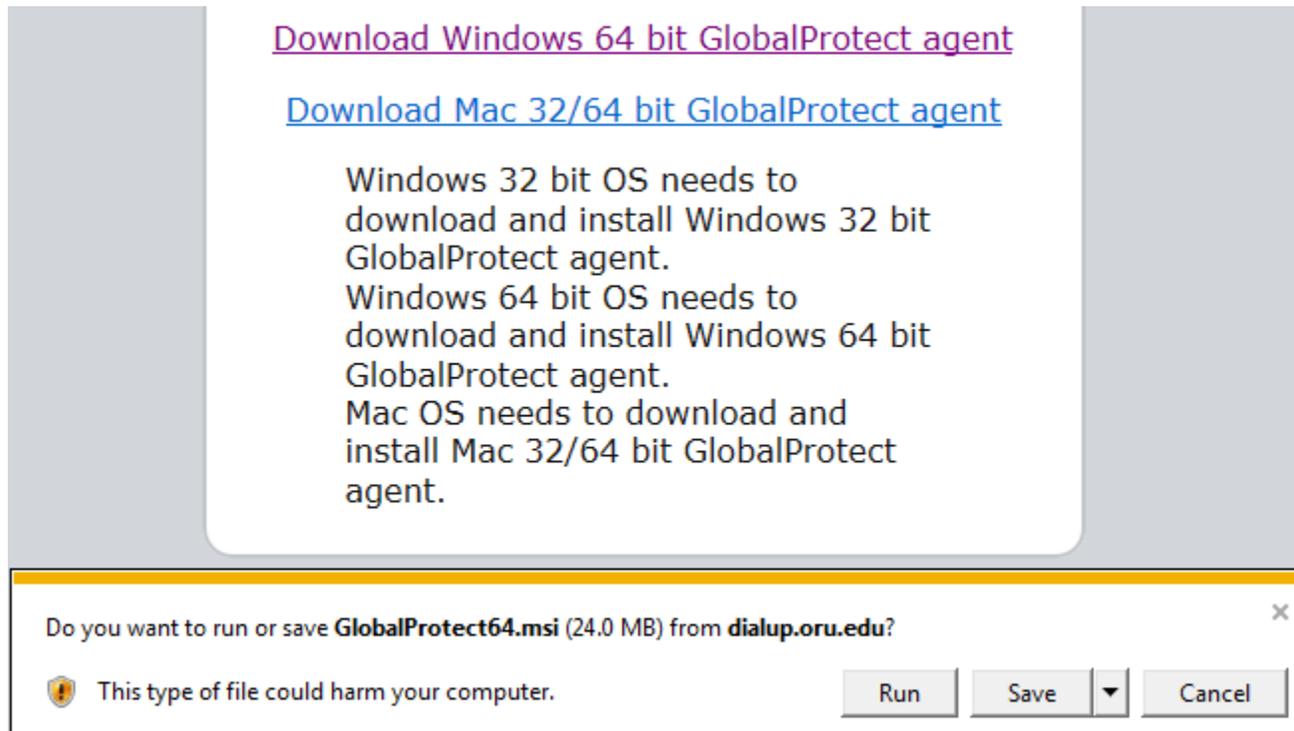The following figure will work in Internet Explorer:

Download Windows 64 bit GlobalProtect agent

Download Mac 32/64 bit GlobalProtect agent

Windows 32 bit OS needs to
download and install Windows 32 bit
GlobalProtect agent.
Windows 64 bit OS needs to
download and install Windows 64 bit
GlobalProtect agent.
Mac OS needs to download and
install Mac 32/64 bit GlobalProtect
agent.

Do you want to run or save **GlobalProtect64.msi** (24.0 MB) from **dialup.oru.edu**?

This type of file could harm your computer.   Run   Save ▼   Cancel   ✕

Figure 13: Click the "Run" button. The window displayed in Figure 15 should open.

The following figure is for Google Chrome Web Browser users:

Mac OS needs to download and
install Mac 32/64 bit GlobalProtect
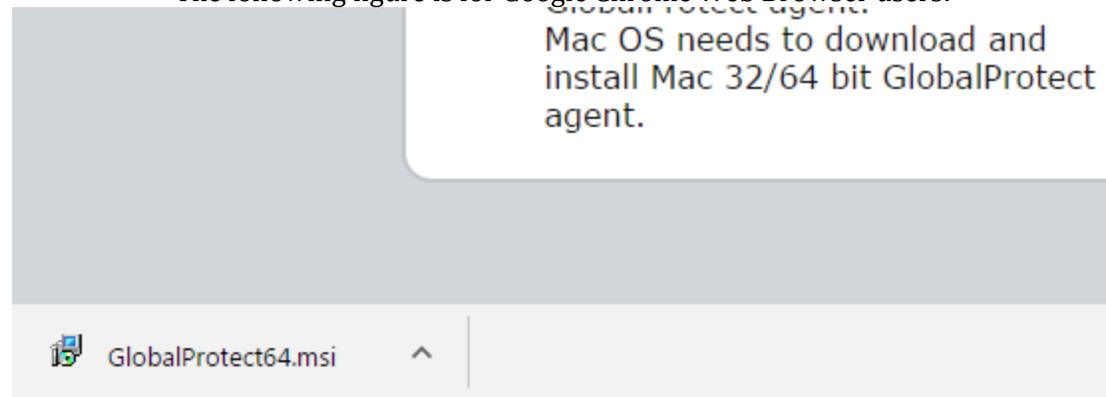agent.

GlobalProtect64.msi   ∧

Figure 14: Chrome Download bar at the bottom of the browser. Click on the download to launch the window displayed in Figure 15.

Figure 15
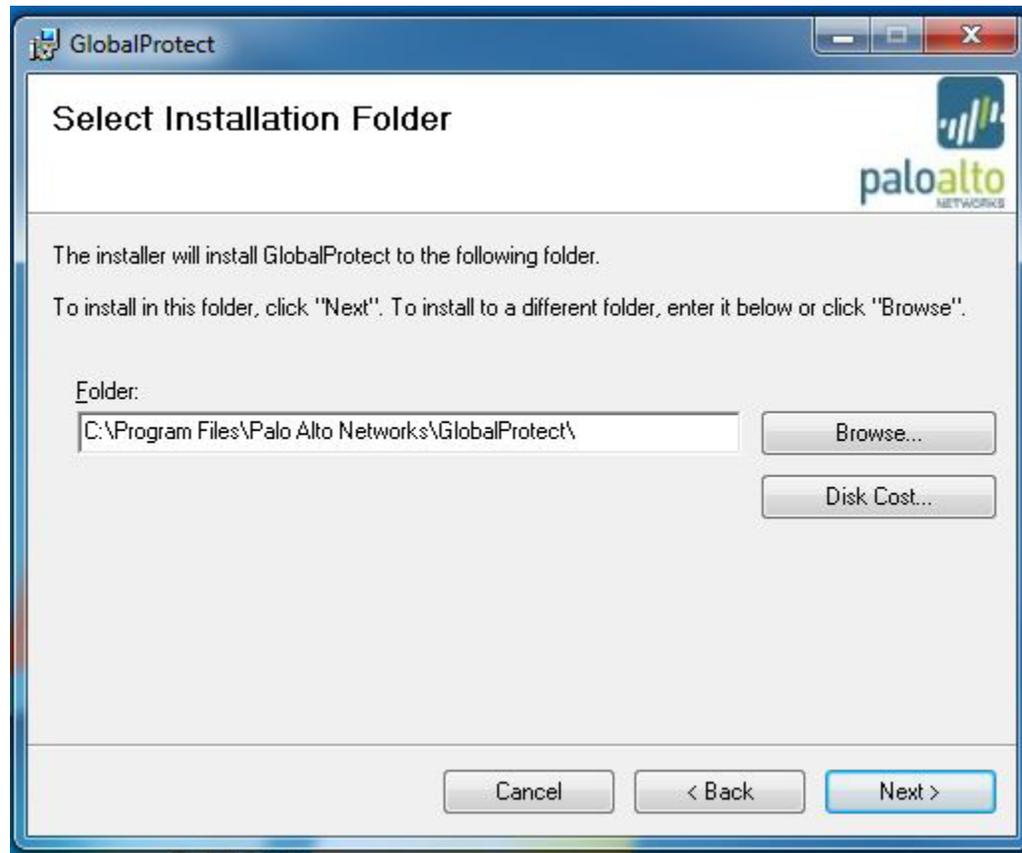Click "next". The window displayed in Figure 14 should open.

Figure 16

Click "Next" to accept the default installation location. The window displayed in Figure 17 should open.
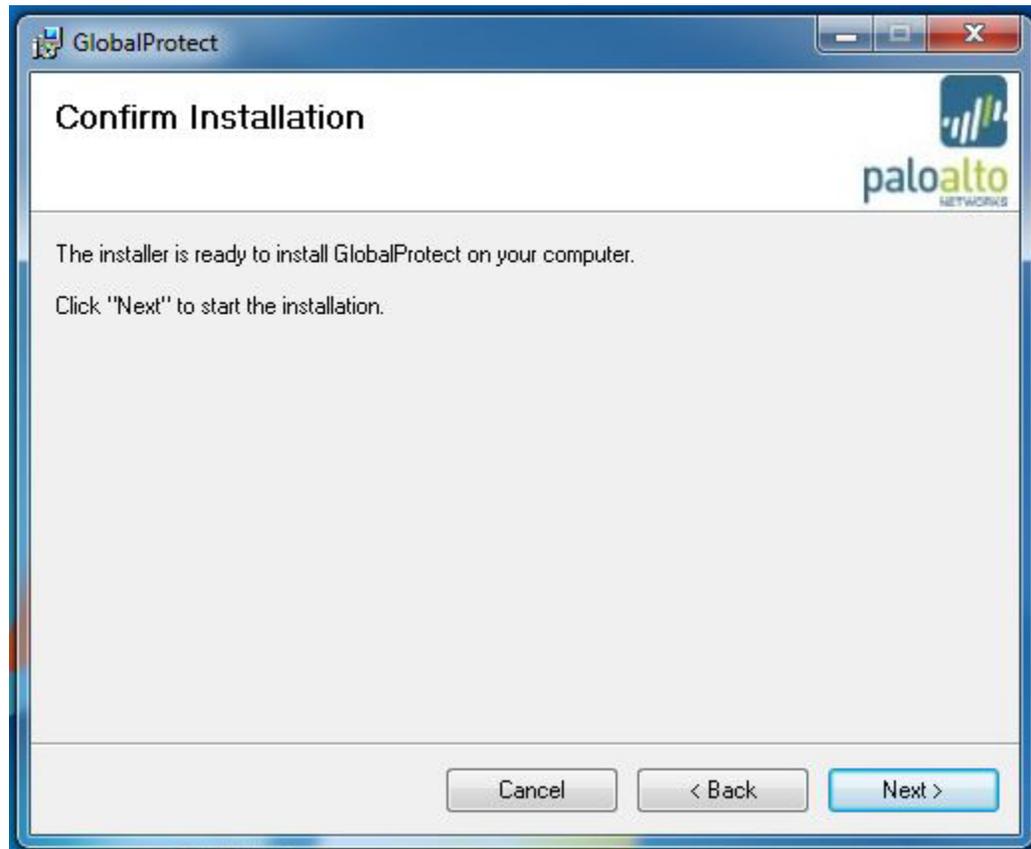
Figure 17
Click "Next" to begin the installation. The window displayed in Figure 18 should open. Click "OK" if you are prompted to confirm the installation.
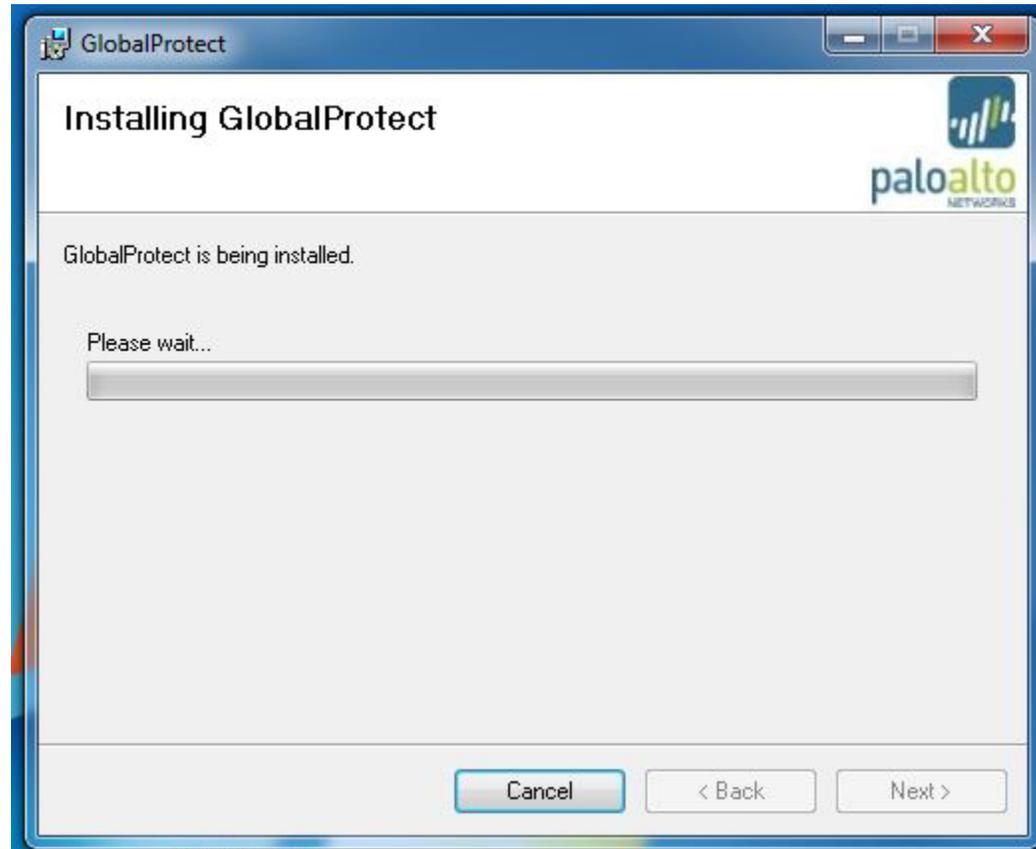
Figure 18
The installation may require a couple of minutes to complete. When the installation has completed it will display the confirmation window shown in Figure 19.
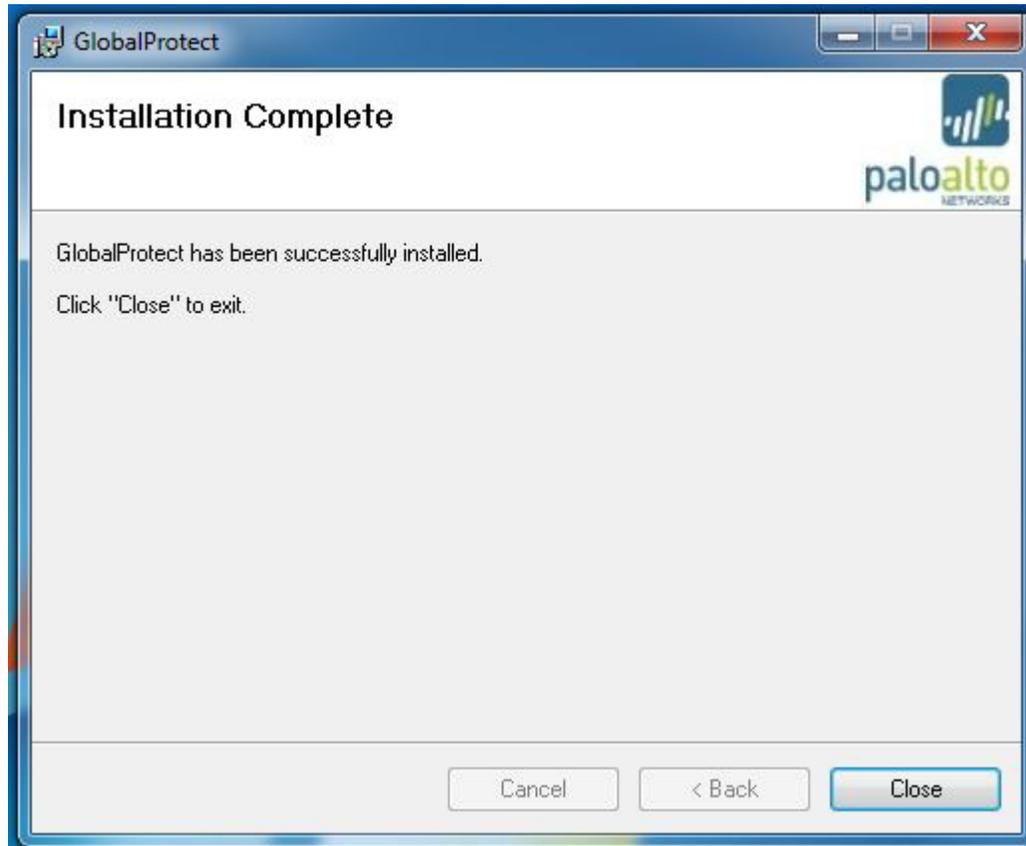
Figure 19
Click "Close" to close the window. The installer will launch the GlobalProtect application shown in Figure 18.

On Windows 7

Figure 20: Enter "dialup.oru.edu" for Portal and enter your user name and password.

Click "Connect". It may take more than one attempt to connect the first time. Simply click connect again.
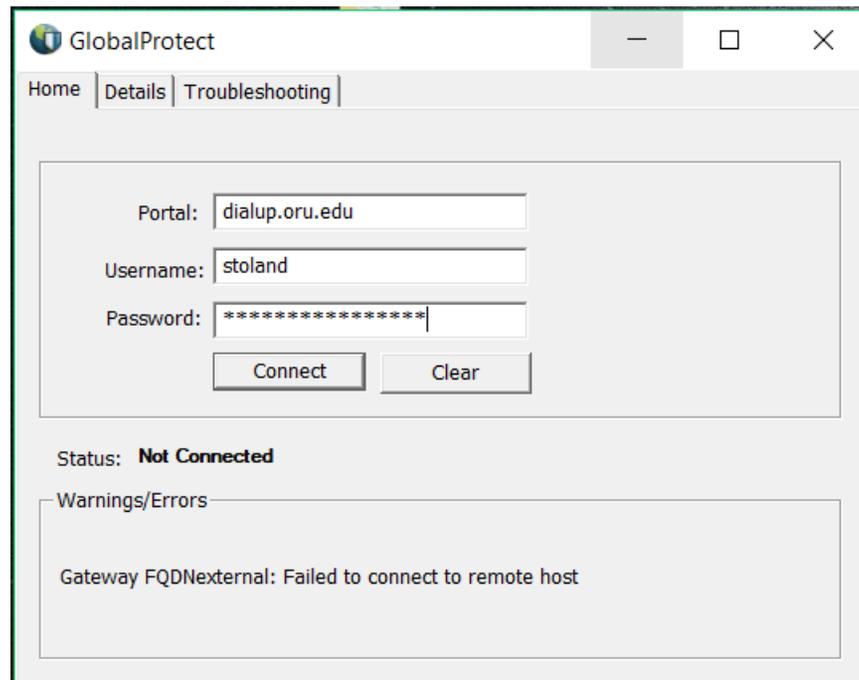
Figure 21: If the "Gateway FQDNexternal: Failed to connect to remote host" error is given, please ensure that you are connected to network or WiFi and that you can access the internet and try again.
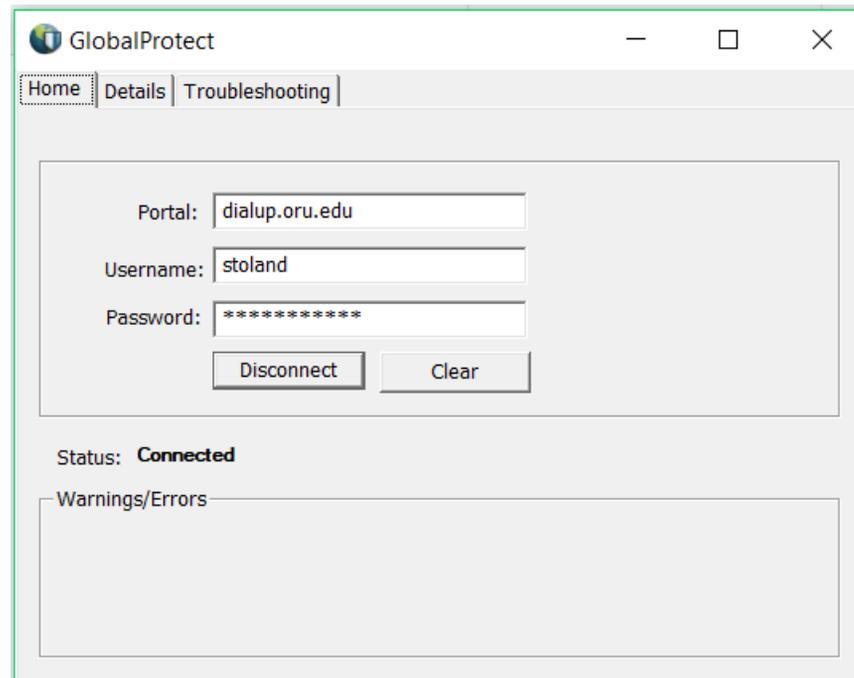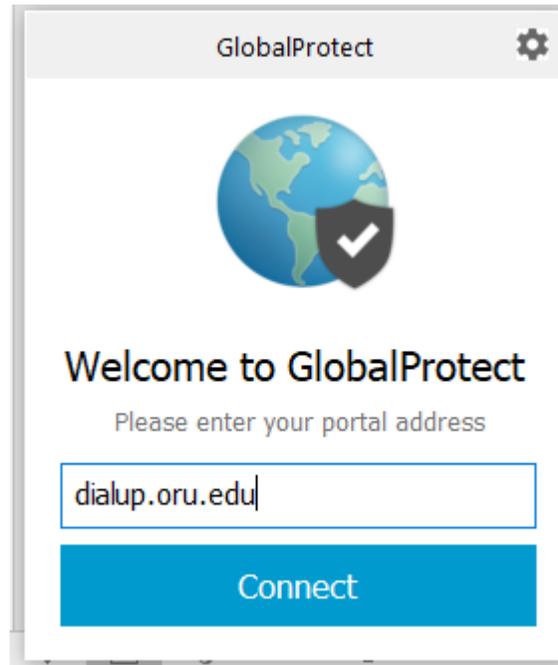
Figure 22: The system will require 10 to 15 seconds to establish a connection, depending on the speed of your connection. You will be connected as a device on the network at this point.

Ending the VPN connection is done by simply clicking "Disconnect." The status will update to "Not Connected".
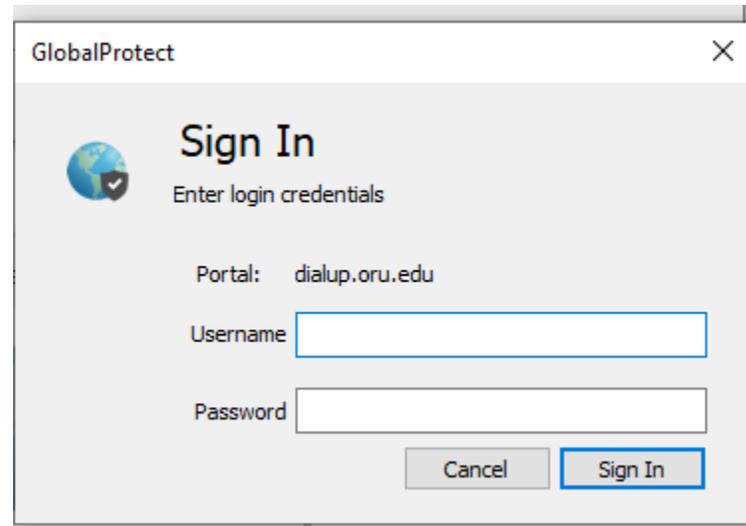
Dialogue box will pop up in bottom right corner:

Portal Adress: dialup.oru.edu
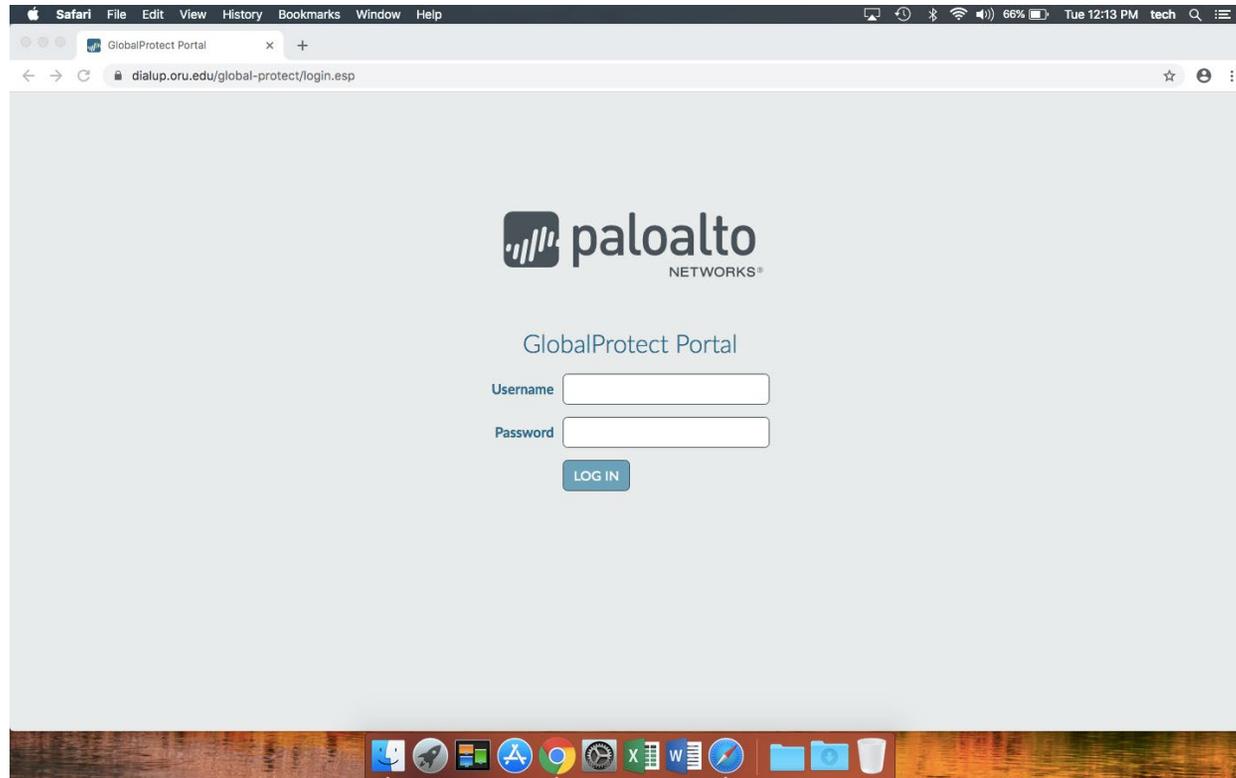
Sign in using single sign on credintials

Global Protect Icon will have color when connected otherwise it is grayed out.
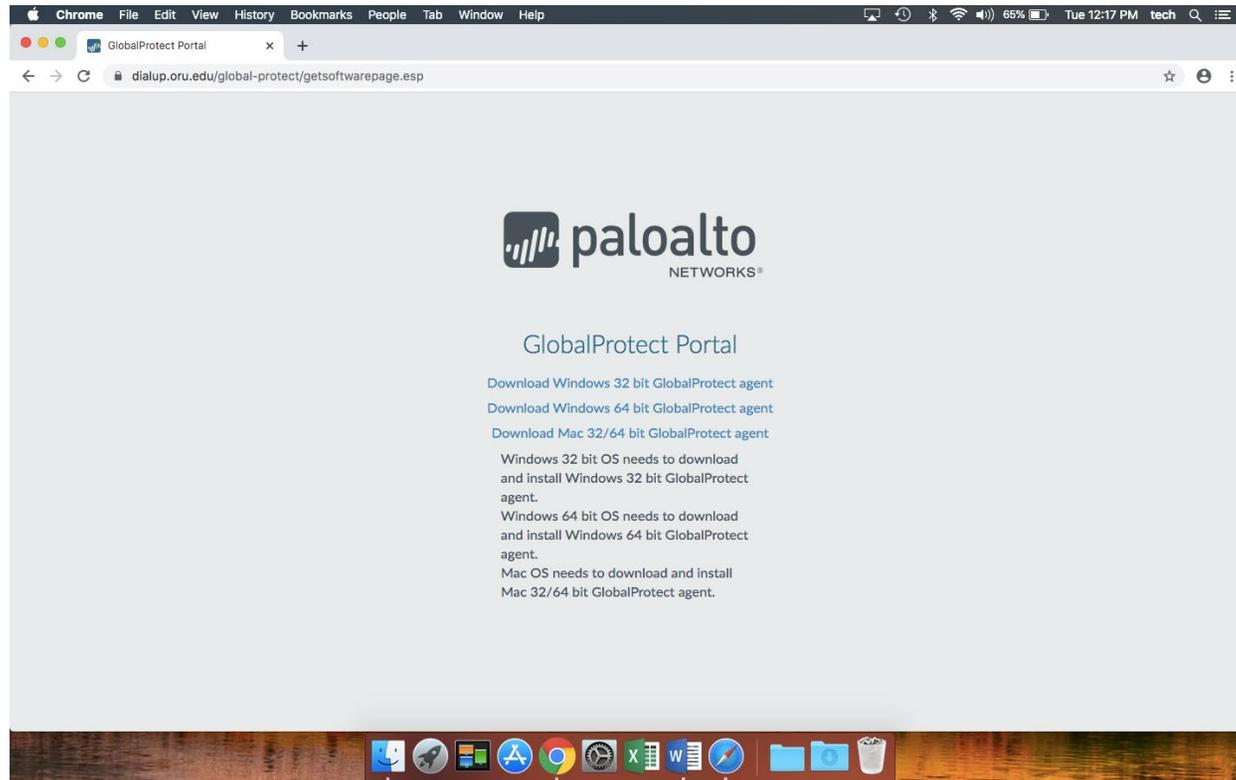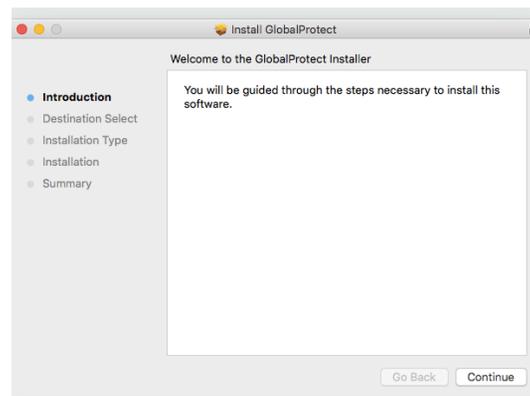
All Steps for Apple

Go to dialup.oru.edu and sign in using single sign on information
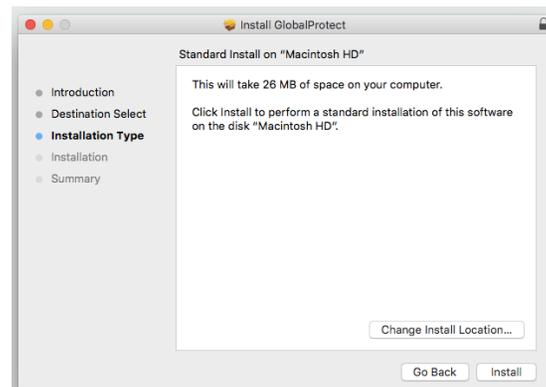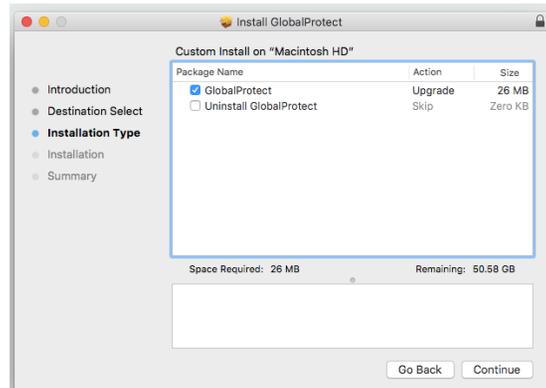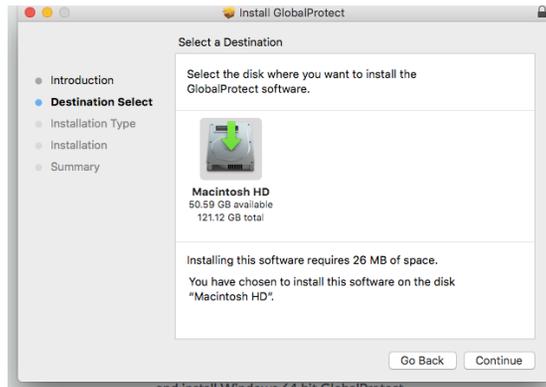
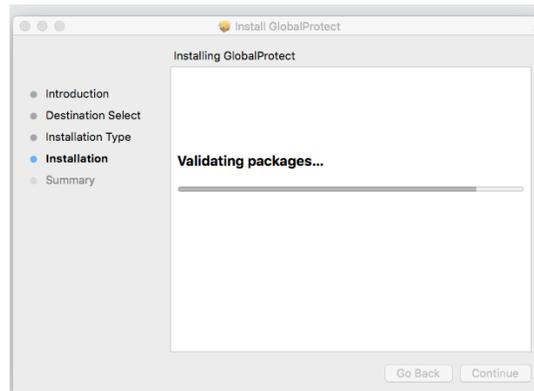## Select the download for Mac

Floow prompts for download

Install GlobalProtect — Select a Destination

Select a Destination

- Introduction
- **Destination Select**
- Installation Type
- Installation
- Summary

Select the disk where you want to install the GlobalProtect software.

Macintosh HD
50.59 GB available
121.12 GB total

Installing this software requires 26 MB of space.

You have chosen to install this software on the disk "Macintosh HD".

Go Back | Continue

Install GlobalProtect — Custom Install on "Macintosh HD"

Custom Install on "Macintosh HD"

- Introduction
- Destination Select
- **Installation Type**
- Installation
- Summary

Package Name	Action	Size
☑ GlobalProtect	Upgrade	26 MB
☐ Uninstall GlobalProtect	Skip	Zero KB

Space Required: 26 MB   Remaining: 50.58 GB

Go Back | Continue

Install GlobalProtect — Standard Install on "Macintosh HD"

Standard Install on "Macintosh HD"

- Introduction
- Destination Select
- **Installation Type**
- Installation
- Summary

This will take 26 MB of space on your computer.

Click Install to perform a standard installation of this software on the disk "Macintosh HD".

Change Install Location...

Go Back | Install
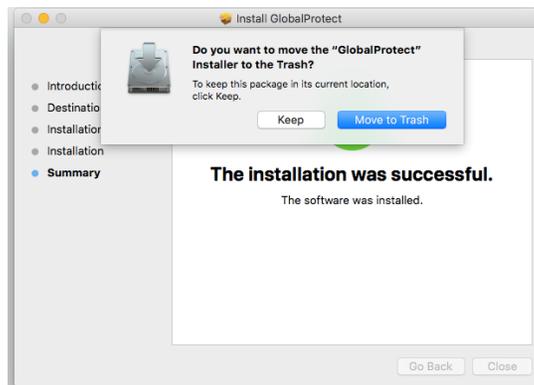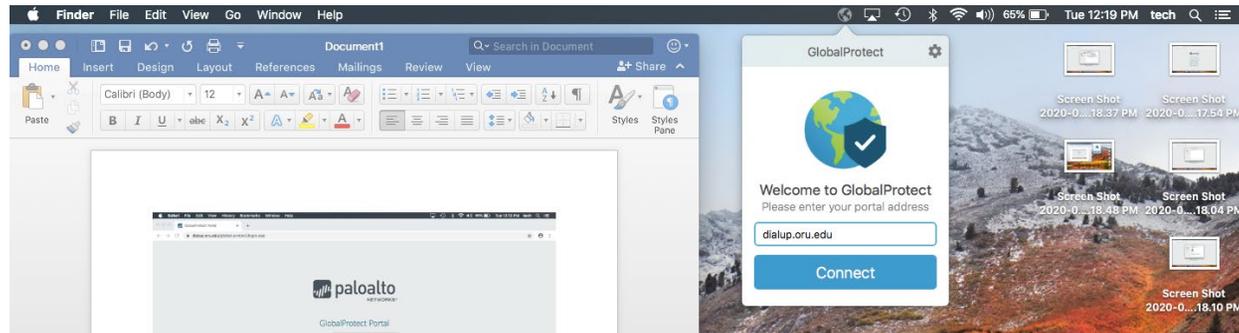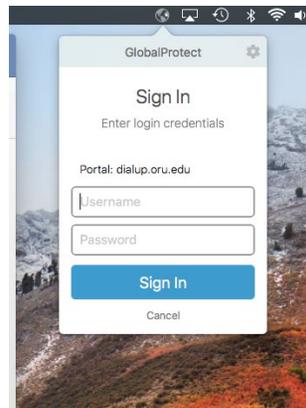
When done installing select "Move to Trash"

Global Protect will be located on the menu bar:

The portal name is: dialup.oru.edu

Please use single sign on credintials to log in:

It will also show the status of Global Protect on the menu bar: