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 <u>link</u>.

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 <u>here</u>.

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.



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.

<u>Top</u>

Installation and Configuration

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

GlobalProtect Portal	× (+	
 Https://doi.org/10.1000/000000000000000000000000000000	//dialup.oru.edu/ 90% C Q Search	☆ 🖻
	M paloalto	
	NETWORKS	
	GlobalProtect Portal	
	Name	
	Password	
	Login	

Figure 8: Open a web browser and open <u>https://dialup.oru.edu</u>.



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).





/indows 32 pit GlobalProtect agent 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?	
It is 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	e 15.

J GlobalProtect	_ _ x
Welcome to the GlobalProtect Setup Wizard	
	paloalto
The installer will guide you through the steps required to install GlobalProtect v2 computer.	2.1.0 on your
WARNING: This computer program is protected by copyright law and internation Unauthorized duplication or distribution of this program, or any portion of it, may or criminal penalties, and will be prosecuted to the maximum extent possible un-	mal treaties. result in severe civil der the law.
Cancel < Back	Next >

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

GlobalProtect	_ _ x
Select Installation Folder	.,,//
	paloalto
The installer will install GlobalProtect to the following folder.	
To install in this folder, click "Next". To install to a different folder, enter it belo	w or click "Browse".
Folder	
C:\Program Files\Palo Alto Networks\GlobalProtect\	Browse
	Disk Cost
Cancel < Back	Next >

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.

J클 GlobalProtect	
Installing GlobalProtect	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
	paloalto
GlobalProtect is being installed.	
Please wait	
Coursel Course	
Lancei	

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

🜒 GlobalProtec	t			_	\times
Home Details Tr	oubleshooting				
Portal:	dialup.oru.edu		_		
Username:	stoland				
Password:	********				
	Connect	Clear			
Status: Not Cor	nected				
-Warnings/Errors					

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.

🗊 GlobalProtect	—	\times
Portal: dialup.oru.edu		
Username: stoland		
Password: *************		
Connect Clear		
Status: Not Connected		
- Warnings/Errors		
Cateway EODNeyternal: Failed to connect to remote host		
Gateway robiexternal. Failed to connect to remote host		

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.

GlobalProtect	_	×
Home Details Troubleshooting		
Portal: dialup.oru.edu		
Username: stoland		
Password: *********		
Disconnect Clear		
Status: Connected		
-Warnings/Errors		

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".

For Windows 10

Dialogue box will pop up in bottom right corner:



Portal Adress: dialup.oru.edu

Sign in using single sign on credintials

GlobalProte	ect	×
	Sign In Enter login credentials	
	Portal: dialup.oru.edu Username	
	Password Cancel Sign In	
	Cancel Sign In	

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

GiobalProtect Portal × +	
→ C	☆ \varTheta :
paloalto	
GlobalProtect Portal	
Username	
Password	
LOGIN	

Select the download for Mac



Floow prompts for download

	Welcome to the GlobalProtect Installer
Introduction Destination Select Installation Type Installation Summary	You will be guided through the steps necessary to install this software.





• • •	😺 Install GlobalProtect	
 Introduction Destination Select Installation Type Installation Summary 	Install GlobalProtect Standard Install on "Macintosh HD" 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	

000		<u>_</u>
 Introduc Destinat Installati Installati Summar 	Installer is trying to install new software. Enter your password to allow this. User Name: tech Password: Cancel Install Software	
	Consta Co	
	Go Back C	ontinue

	🤯 Install GlobalProtect	
Introduction Destination Select Installation Type Installation Summary	Install GlobalProtect Installing GlobalProtect Validating packages	
	Go Back Continue	

When done installing select "Move to Trash"

000	🥪 Install GlobalProtect 🛛 🔒
Introductik Destinatio Installatior Installation	Do you want to move the "GlobalProtect" Installer to the Trash? To keep this package in its current location, click Keep. Keep Move to Trash
Summary	The installation was successful.
	The software was installed.
	Go Back Close

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:

