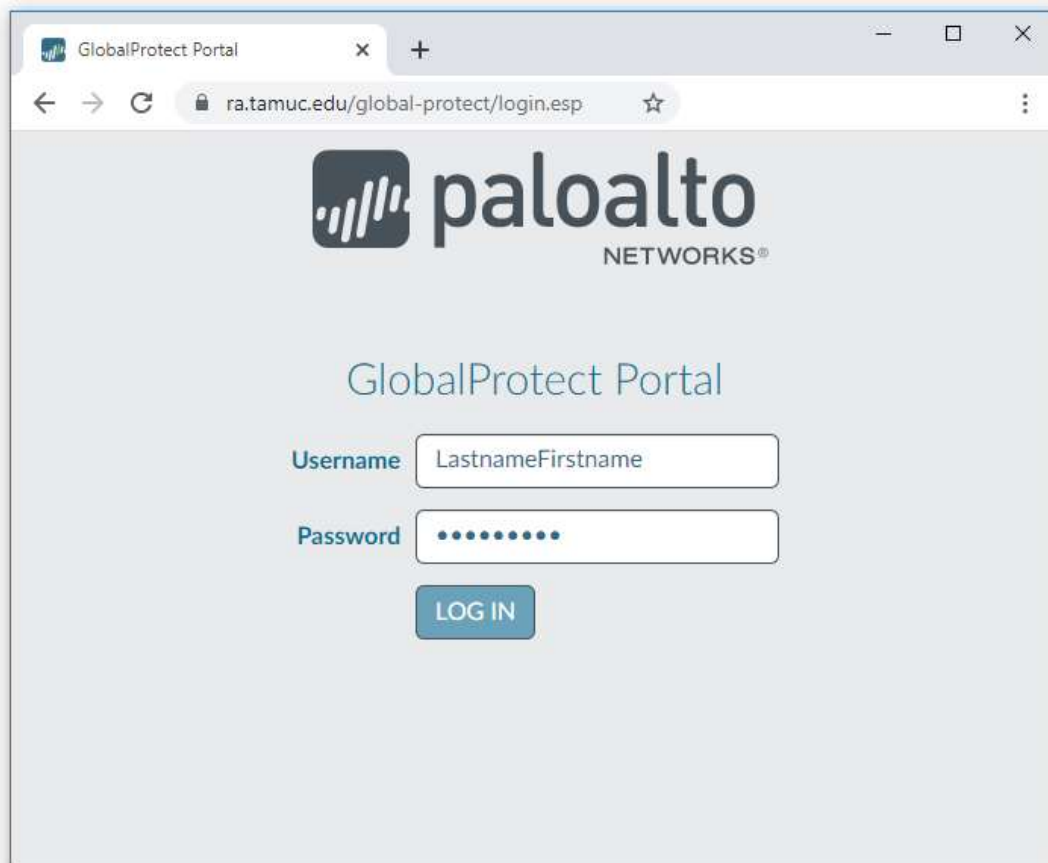## TAMUC PALO ALTO GLOBALPROTECT VPN INSTALL AND SETUP – WINDOWS DESKTOP

REQUIREMENTS:

- Laptop or desktop computer system running Windows 10 or later with administrator account or credentials for install (Contact CITE support @ 903-468-6000 for all other client systems)
- Active Directory account.   Note: Global Proctect, TAMUC's SSO, and the former Cisco VPN all use the same authentication backend.
- **Duo** account provisioned for **Push** operation to your mobile device. Login via the VPN is not possible without setting up **Duo Push**.   If you have not already provisioned Duo for your TAMUC credentials, navigate to https://appsprod.tamuc.edu/uportalapps/duodevmgtportal to get started.
- Network access to the TAMUC network from either external or internal location.

INSTALLATION PROCEDURE:

1. Boot and log into system using an appropriate account.
2. Verify Internet access for external systems or local access for internal systems. For internal systems note the IP address assigned. For more information on finding your system's IP address, see **Appendix A** at the end of this document.
3. Launch a browser and navigate to https://ra.tamuc.edu. For on-campus computers with IP addresses beginning with 10.28 use https://ra-vlan28.tamuc.edu.
4. From the GlobalProtect portal login page, enter your TAMUC Active Directory credentials as shown below. Do not prepend the username with any text such as "ctis\".

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5. After a successful login, the GlobalProtect portal will display a web page with three download links. Select the download link appropriate for your system. If you are not sure which version of windows are you running, see **Appendix A** at the end of this document. If you are not using of the listed systems contact CITE support. Do Not download the GlobalProtect App available from the Microsoft Store.
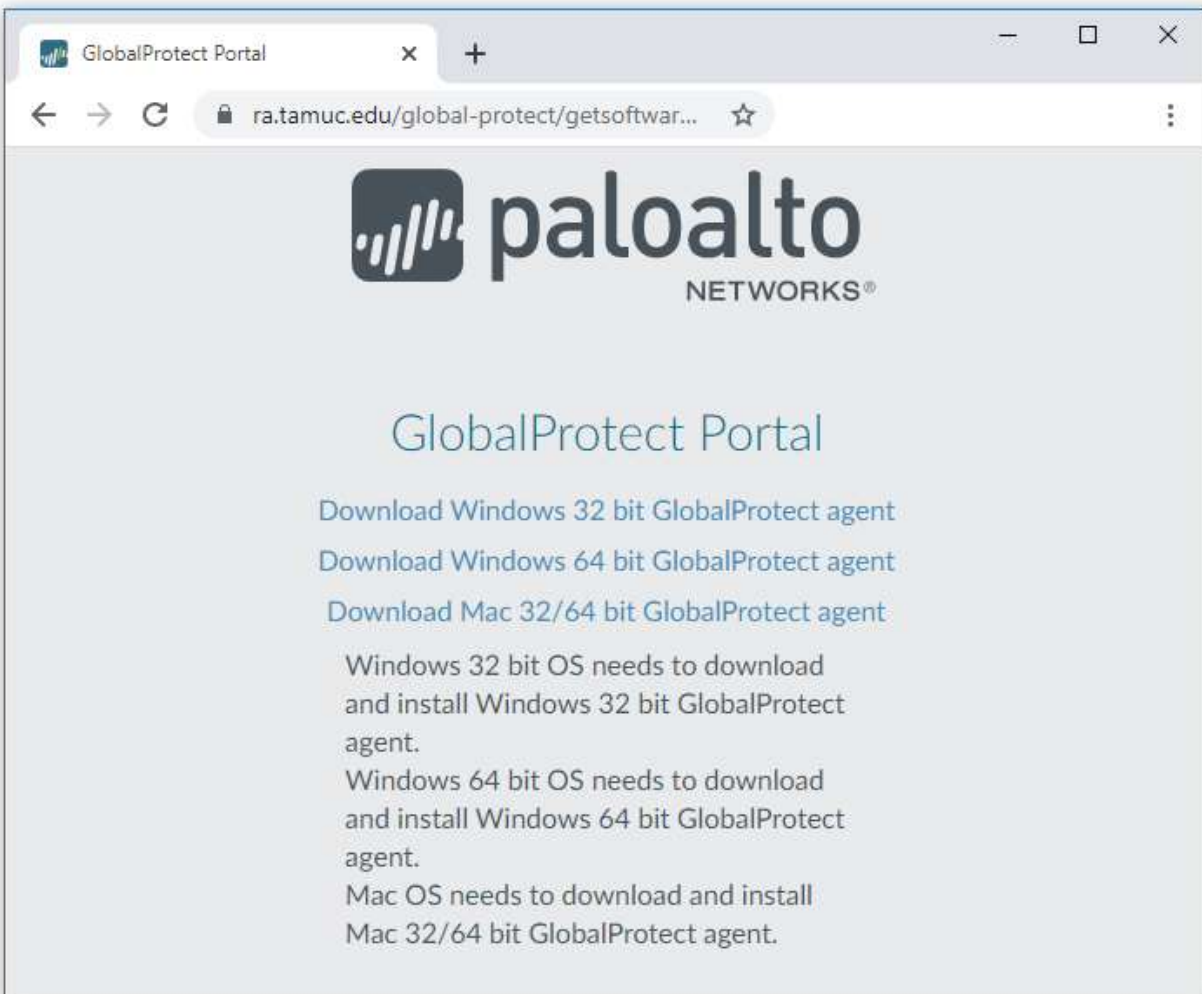
6. One of the following icons should appear in your selected download location. Double click to start the installation and click through the prompts that appear. You may close the browser window or tab you opened earlier as it is no longer needed.
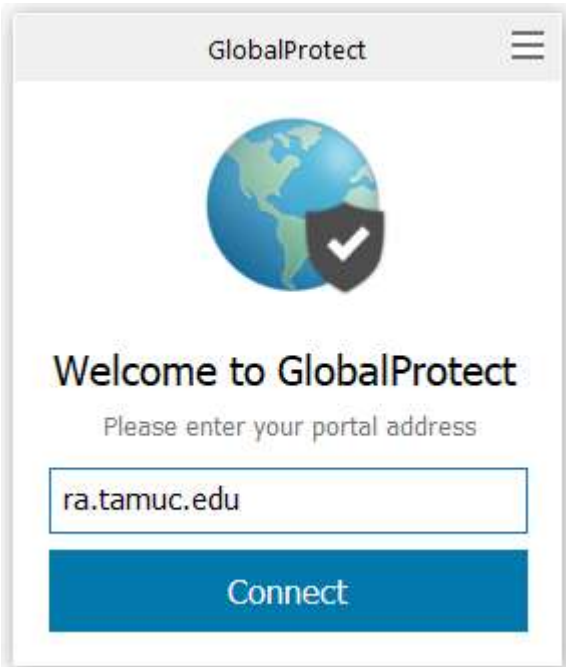

Windows 32 bit GlobalProtect agent   Windows 64 bit GlobalProtect agent

7. When the installation is complete a new icon should appear on the tray at the lower right part of the task bar as shown highlighted in yellow below. Note: the highlighting will not appear on your system.

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8. Clinking on this icon will bring up the "Connect" dialog box.

9. Enter the same GlobalProtect portal address used in step 3. Do not use the https:// prefix on this step. Press the "**Connect**" button. This GlobalProtect portal address will remain set for repeated use.

10. You will be prompted for credentials. Use the same credentials from step 4. *Do not prepend the username with any text such as "ctis\". Note that it is not necessary to capitalize any letters in the username*.

11. You will receive a **Duo Push** request on your mobile device. It must be approved within **60** seconds. *Note: If Badges or Alerts are disabled for the Duo app, you will need to open the app on your device to approve the connection*.

12. Once you are successfully logged in you will see the following confirmation:

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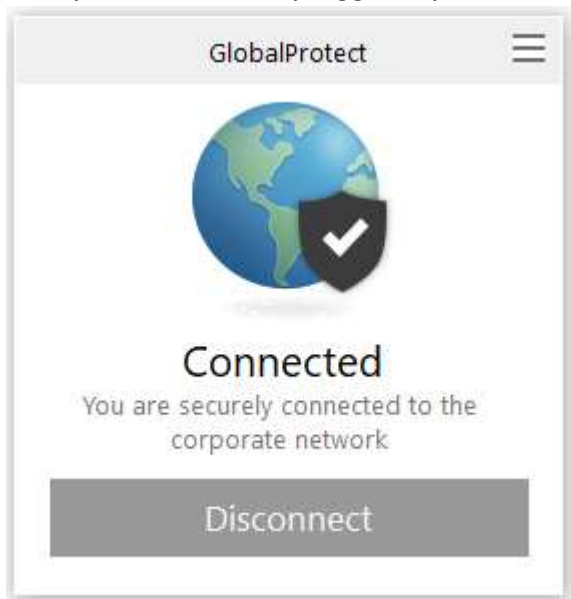
13. The system is ready for use.

MAINTENANCE AND NOTES

- Once the client is installed you no longer need to use the web page to log in. Simply click on the tray icon to access the VPN.
- This VPN only encrypts traffic to and from the TAMUC campus. Local system resources and network connections outside of the University are not protected and should be treated/secured appropriately using system firewalls and AV/security packages. Third party "VPN" software is not recommended for this purpose.
- Certain locally assigned addresses (10.x.x.x) on the client's local network end may conflict with the VPN. Contact CITE support if you encounter this situation.
- For optional updates, you may occasionally be presented with a dialog box similar to the one shown below. This means there is a required update available for download and installation. *Note: Client updates do not require administrative access to install.*
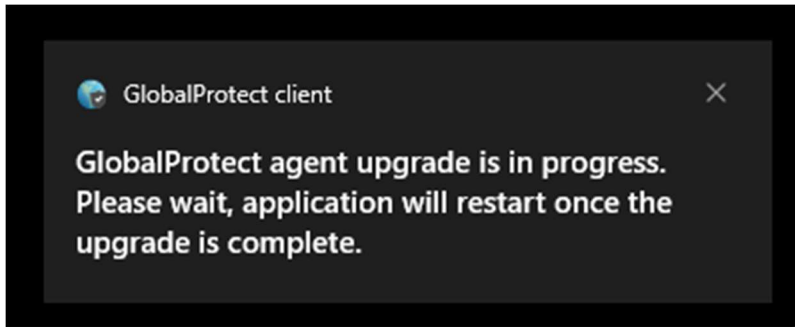
  1. Click "**Yes**" to download the client
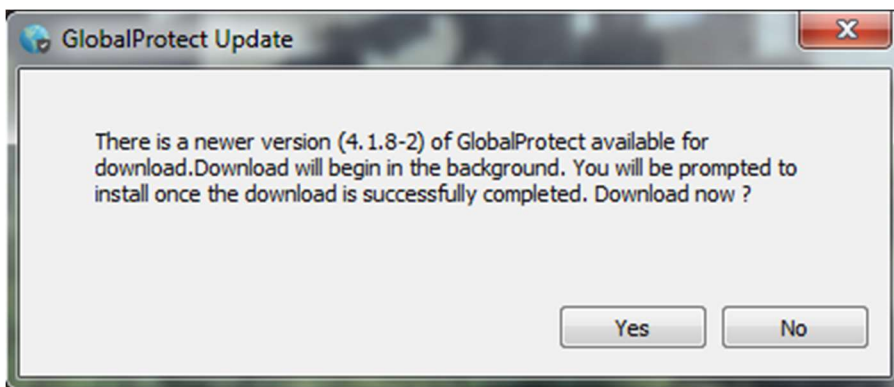
  2. Click "**Yes**" to install the client.
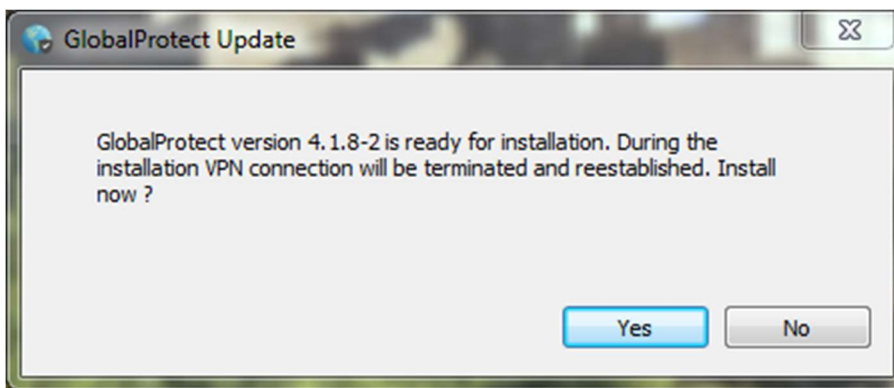

  3. Restart the VPN after the installation.

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- For mandatory updates, you may occasionally be presented with the following text box after connecting:

> **GlobalProtect client** ✕
>
> **GlobalProtect agent upgrade is in progress. Please wait, application will restart once the upgrade is complete.**

1. The VPN software will automatically update and disconnect within a minute or two.

2. You may then reconnect using the normal procedure.

- Note that certain locally assigned addresses (10.x.x.x) at the client end may conflict with the VPN. Contact CITE support if you encounter this situation.

- If the following message appears after login indicating that access to the network has been restricted then the client system has been placed in quarantine. The session will disconnect itself and you must contact the CITE helpdesk for assistance.

> **GlobalProtect** ✕
>
> Access to the network from this device has been restricted as per your organization's security policy. Please contact your IT Administrator.

- You may see a message similar to the one displayed below. This is a reminder that your TAMUC Active Directory password will soon expire. You may change it at your convenience using the normal procedures for password management.

> Password expires in 3 days.
>
> 9:33 AM
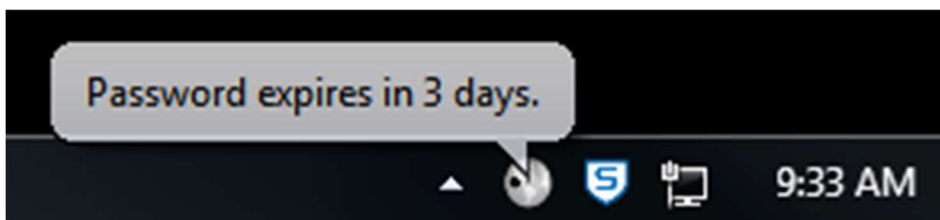
- If you change either to or from the 10.28.x.x internal network after installation you will need to modify your client before using it. This is a onetime process to add the additional portal address.

1. Click on the tray icon to display the GlobalProtect application

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2. At the top right of the dialog box there are three horizontal lines. Click this area to display the GlobalProtect App menu.
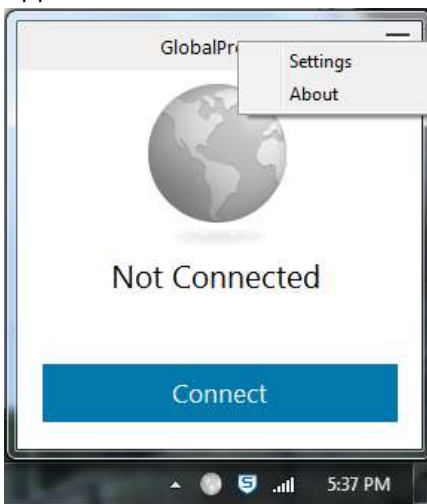
3. Click on "Settings" to display the dialog box below
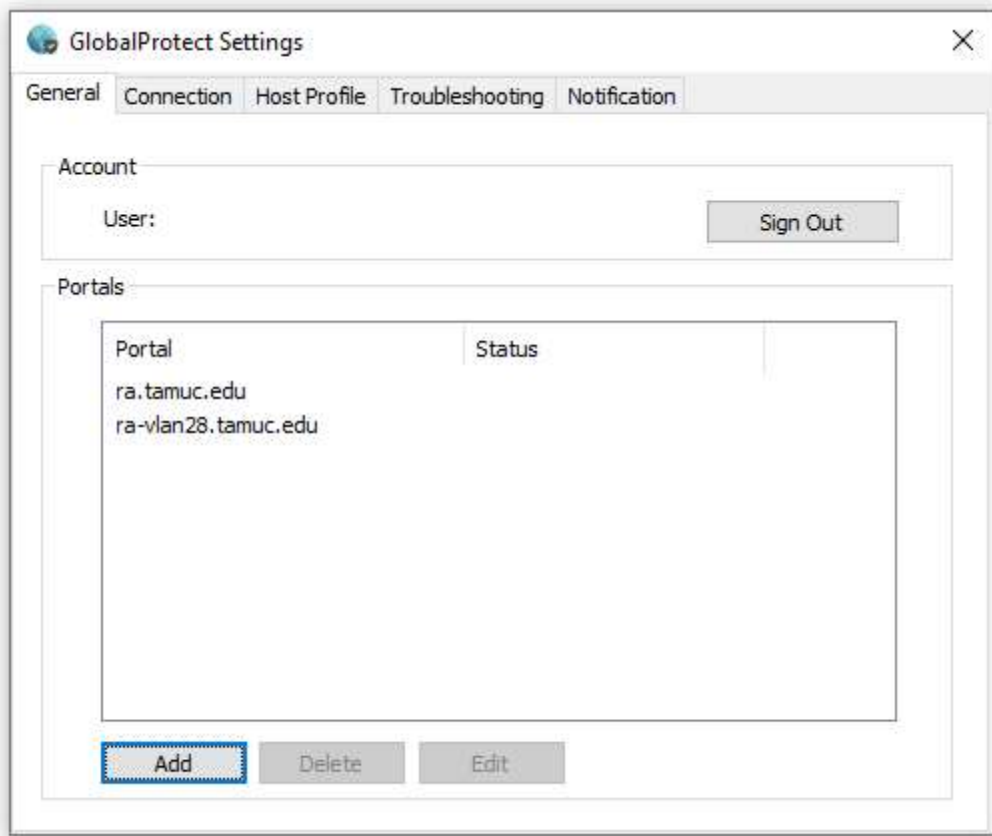
4. In the "**Portals**" frame you will see the address of the previously added GlobalProtect portal.

5. Click the "**Add**" button and enter the other GlobalProtect portal address as shown above. Click "**Save**".

6. Click ✕ to close the GlobalProtect "Settings" dialog box.

7. Clicking on the tray icon will now bring up a new "Portal" drop down menu in the login dialog box. Select the appropriate portal when logging in. Select *Ra-vlan28.tamuc.edu* for 10.28.x.x IP addresses and *ra.tamuc.edu* for all other locations. This setting will remain in its current state until changed.

Ver. 1.2.0
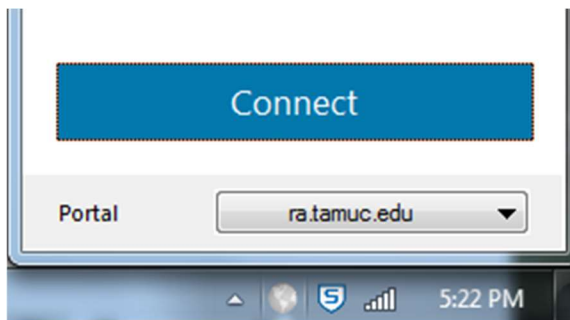
HOW CAN I TELL IF MY COMPUTER IS RUNNING A 32-BIT OR A 64-BIT VERSION OF WINDOWS?

WINDOWS 10 AND WINDOWS 8.1

1. Select the **Start** ⊞ button, then select **Settings** ⚙ > **System** 🖥 > **About** ⓘ

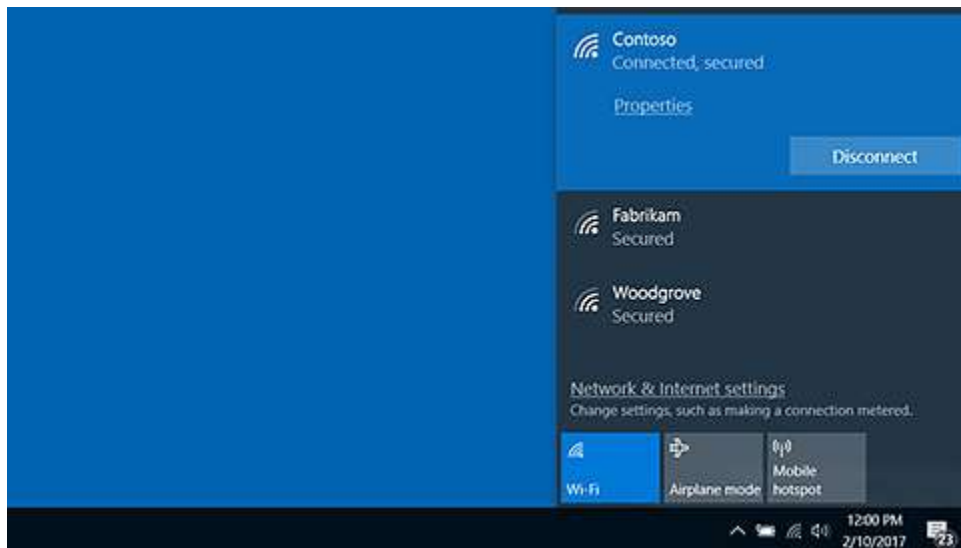2. At the right, under **Device specifications,** see **System type**

WINDOWS 7

1. Select the **Start** button, right-click **Computer**, and then select **Properties**.

2. Under **System**, see the system type.

FIND YOUR PC'S IP ADDRESS

WINDOWS 10

FOR WI-FI CONNECTION

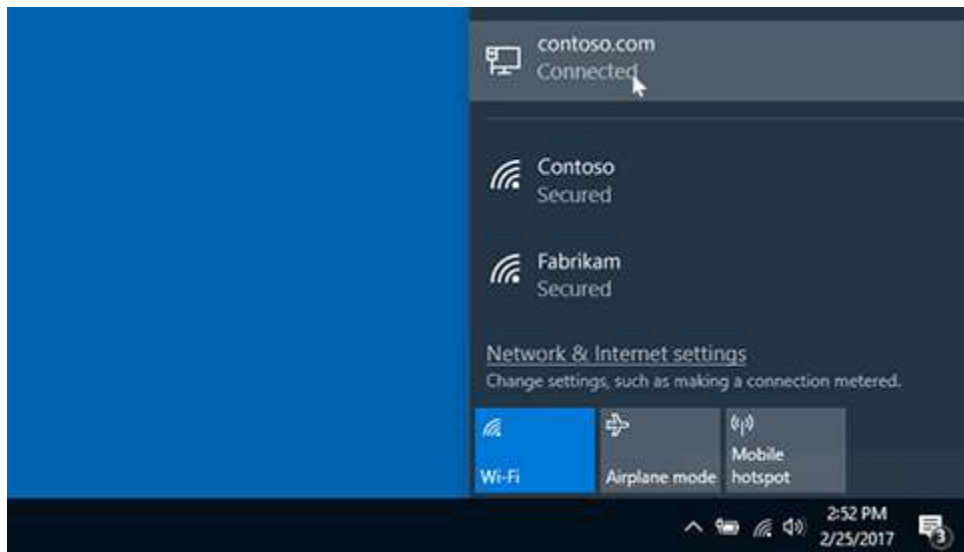1. On the taskbar, select **Wi-Fi network** 📶 > the Wi-Fi network you're connected to > **Properties**.

2. Under **Properties**, look for your IP address listed next to **IPv4 address**.

FOR ETHERNET CONNECTION

1. On the taskbar, select the **Ethernet network** 🖥 icon > the Ethernet network connection.

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2. Under **Ethernet,** select the Ethernet network connection.

3. Under **Properties,** look for your IP address listed next to **IPv4 address.**

WINDOWS 7, WINDOWS 8.1

1. Do one of the following:

   - In Windows 8.1, select the **Start** button , start typing **View network connections**, and then select it in the list

   - In Windows 7, open Network Connections by selecting the **Start** button, selecting **Control Panel**.

2. In the search box, type **adapter**, and then, under **Network and Sharing Center**, select **View network connections**.

3. Select an active network connection, and then, in the toolbar, select **View status of this connection**. (You might need to select the chevron icon to find this command.)

4. Select **Details**.

   Your PC's IP address appears in the **Value** column, next to **IPv4 Address**.

Ver. 1.2.0

CHANGE LOG

Version	Description	Date
1.2.0	Added maintenance notes and graphic for mandatory updates	4/1/2022
1.2.0	Added maintenance notes for routing issues for local network using 10.x.x.x address space	4/1/2022
1.2.0	Added maintenance notes and graphic for quarantine	4/1/2022
1.2.0	Update minimum system requirements from windows 7 to windows 10	4/1/2022

Ver. 1.2.0