

TAMUK GLOBAL PROTECT VPN

INSTRUCTIONS FOR WINDOWS PCS



TAMUK Global Protect VPN Prerequisites

IMPORTANT

Read these instructions completely before leaving campus and trying to connect from home

You **will not** need to use VPN to access any of the following which are all available via the internet – JNET, Blue & Gold, O365 Email, O365 One Drive, Synclicity, Banner, BDM, Argos & TAMUS SSO to include WorkDay & Javelina Buy.

You **will** need a VPN connection to access things like your User Share Folder (Redirected My Documents), your Department Shared Folder, and any specific applications that are installed on your campus PC. TAMUK Global Protect VPN will allow you to connect back to your university owned PC from your offsite location using a remote PC or Laptop.

Note that TAMUK VPN access is integrated with DUO. As a TAMUK Employee, you should already have DUO operational and be familiar with using it. You will need to have access to your DUO Authentication Notifier (Cell phone, Land line, etc) in order to connect to the VPN. This document describes the process for installing the Global Protect VPN Client.

The following 4 items are a must in order to successfully install and connect to the TAMUK Global Protect VPN:

1. If you plan on connecting remotely to your on campus PC – then your campus PC **MUST** be turned on before leaving campus. Not necessarily logged on but turned on.
2. If you plan on connecting remotely to your on campus PC – then you **MUST** know the IP Address of your on campus PC.
3. You **MUST** be sure that your DUO implementation is working for JNET or it will not work for VPN.
4. You **MUST** have access to your DUO Authentication Notifier method (Cell Phone, Land Line, eMail).

IMPORTANT: Global Protect VPN uses the same DUO implementation that is used for accessing JNET. If you are unable to receive a DUO Approval Prompt when attempting to login to JNET then you will be unable to receive a DUO Approval Prompt when attempting to connect to the Global Protect VPN. Most of the issues with connecting to VPN have to do with the user's DUO Authentication either not being setup correctly or not working at all so any issues with DUO must be resolved prior to trying to connect to VPN.

If you need assistance with your DUO implementation – please contact the ITS Help Desk at (361) 593-4357. It is suggested that you use your cell phone as your DUO authentication device as email and landline options will possibly limit you on the number of places that you have access. The ITS Help Desk can also assist you with changing your authentication device.

Installing the Global Protect Client for Windows

The VPN Client piece is called the "Global Protect Agent" and it can be installed from either on campus or off campus to your remote PC or laptop. Note that the client needs to be installed on something other than your TAMUK Office PC. Your TAMUK Office PC will be the "what" you are connecting to once you connect from off campus. Note that you can only connect back to campus using a supported Windows Operating System:

Windows Home Edition Operating System:

- Windows Home Edition is not capable of connecting back to your Campus PC.

Windows 7 Operating System:

- Microsoft ended support for Windows 7 on January 14, 2020 and it cannot be used to access the campus from a remote location using TAMUK Global Connect.

Windows 10 Operating System:

- All versions of Windows 10 are fully supported

Installation Permissions needed for setting up Global Protect on a TAMUK owned Laptop

- If you have TAMUK Viewfinity installed you should have no problems doing the installation.
- If you do not have TAMUK Viewfinity installed then you will need to contact the ITS Help Desk so that someone can assist you with the installation.

Installation Permissions needed to setting up a personal Laptop or PC

- If you are installing on your personal Laptop or PC you should have all the permissions you need to complete the installation.

Downloading the Global Protect VPN Client

- The Global Protect VPN Clients for both 32 Bit and 64 Bit Windows PCs/Laptops can be downloaded from the Tech Help page in Jnet under TECH HELP > TECH HELP and then under the References Guides & Video Tutorials section.
- Additionally, you can download the Global Protect VPN Client from the Global Protect Portal located at <https://vpn.tamuk.edu/global-protect/login.esp>



- When you see the Palo Alto Global Protect Portal you will need to enter your username and password:
 - **If you are installing to a Laptop when on campus** and are connected to the Tamuk Network or TAMUK Wifi using a TAMUK owned device then your username will be your “KU” username (kuabc123).
 - **If you are installing to a Laptop or PC when off campus** – and are connected to your own network or Wifi then your username here will be your TAMUK “KU” username with “@tamuk.edu” added to the end (kuabc123@tamuk.edu).
 - With either format of your username – your password will be the same as your current “KU” logon password.
- The Global Protect Portal will require you to authenticate through DUO after entering your username and password so you will need to have your DUO authentication device with you in order to continue.
- After entering your TAMUK username & password and then authenticating through DUO you should see the VPN Client download page as shown below where you can download the version (Windows 32/64 Bit or MAC OS) that is appropriate for your installation.
- Note that we have also provided the Global Protect VPN Client install package on the Tech Help JNET page if you find that you just can’t get past the login page for downloading the client. However, keep in mind that going forward – it will be necessary to authenticate with DUO each time you connect to VPN. So, if you are having issues with the Global Protect Portal for Client Downloads it would be best to get those resolved before going forward.



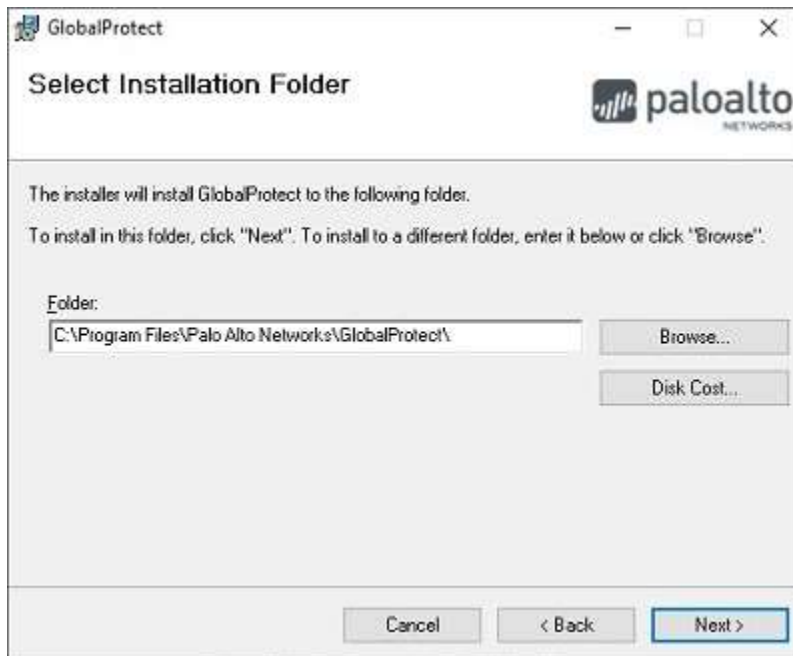
Click to download the appropriate version

Installing the Global Protect VPN Client on a Windows based PC/Laptop

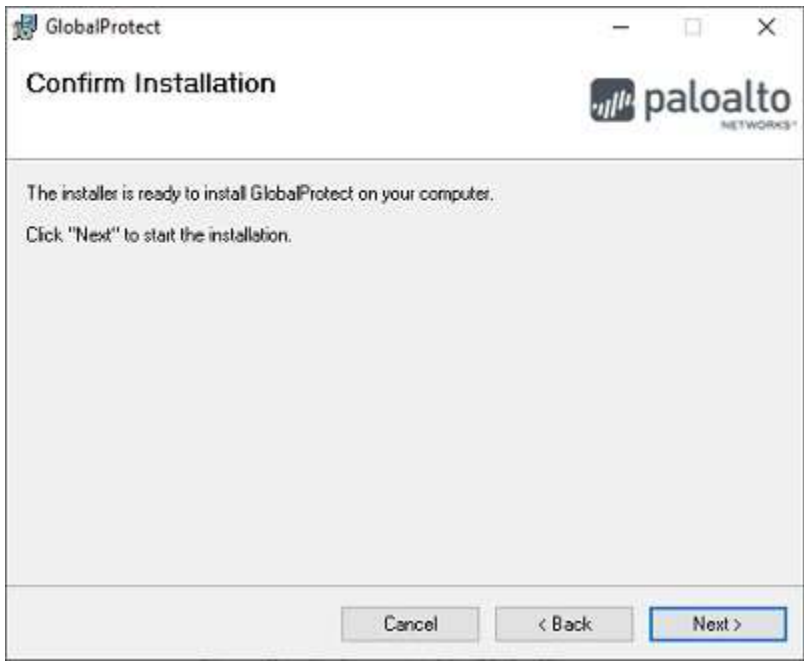
- If you need to do the install for an Apple OS Product (Mac, MacBook, etc) the MAC OS instruction set starts on page 11 - so go there now.
- For Windows (32/64 Bit) installations double click GlobalProtect.msi icon to begin the installation of the Global Protect VPN Client.



Follow the prompts to install the VPN Client



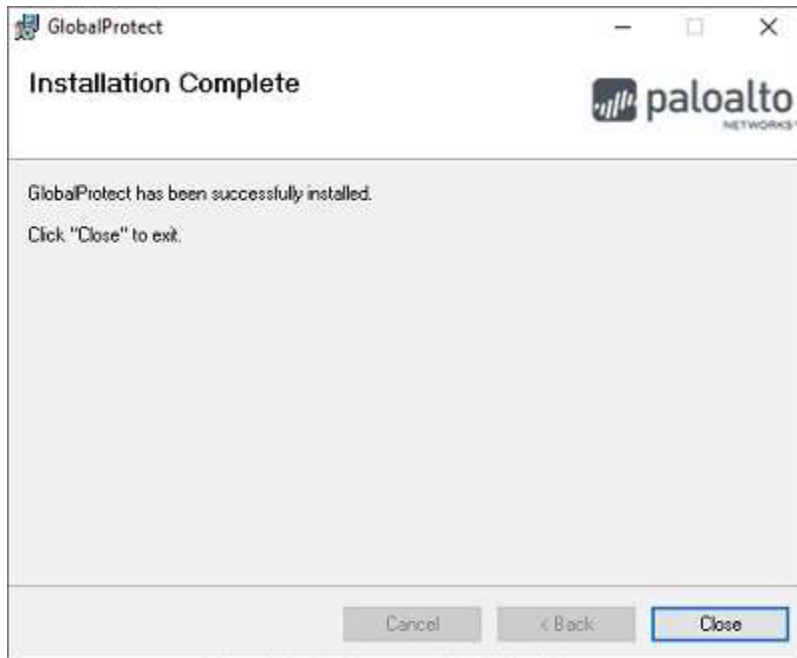
Keep the Default Install Location and click "NEXT"



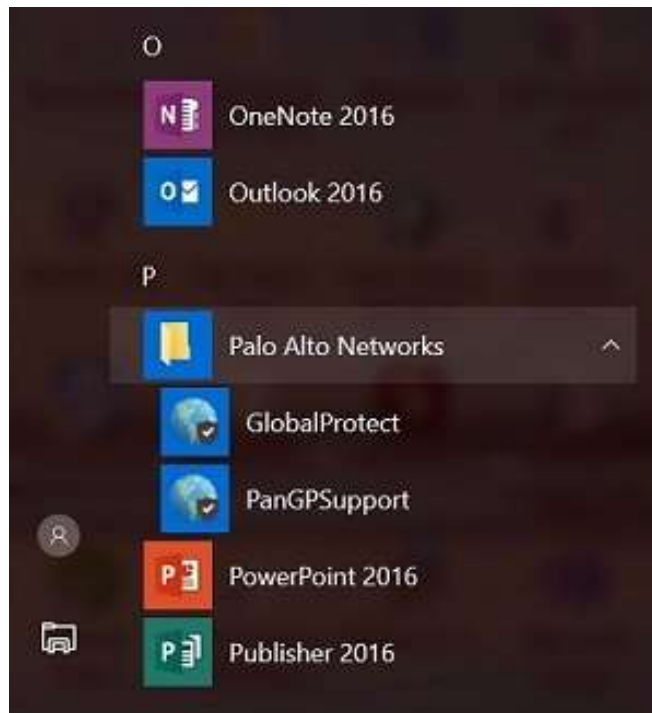
Click "NEXT"



The installation will begin



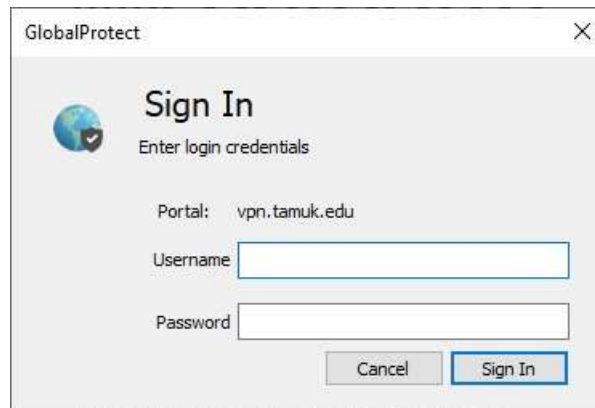
When installation is complete – Click "CLOSE" to continue



When the installation is complete – you will need to locate the "Global Protect" application. In Windows 10 the application can be found by going to your "Windows" Menu (bottom left of on your taskbar) and then clicking on "All APPS". Once you have located the Global Protect App you can run it by clicking on it. You can also Right Click on it and select "Add to your Taskbar" for easier future access. The first time that you attempt to connect to the VPN you will be asked to enter the "Portal Address" as shown below.



Enter "vpn.tamuk.edu" in the dialog box and then click on "Connect". Note that the TAMUK Global Protect connector requires Dual Factor Authentication (DUO) in order to provide security to you and to verify who is connecting. As we already use DUO on Campus you should automatically receive an "Approval" prompt notification on your designated DUO Authentication Device (typically your Cell Phone). Once you have completed the DUO authentication – you should see a logon screen as shown below.



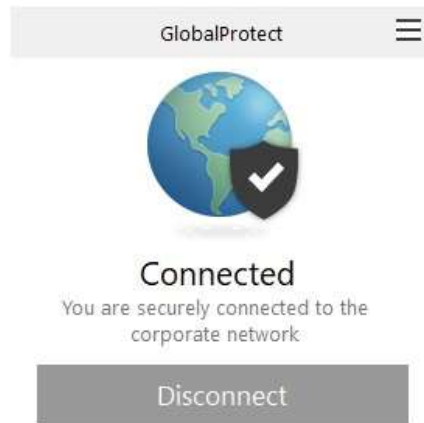
Sign in using your Username & Password

If you are logging in using a TAMUK owned PC or Laptop then your Username will be your normal username (i.e. kuabc123)

If you are logging in using a personal PC or Laptop then your Username will need to have "@tamuk.edu" added to the end (i.e. kuabc123@tamuk.edu)

In either case, your password will be the same as your normal logon password.

Once you have successfully connected you should see the "Connected" verification dialog as shown below.

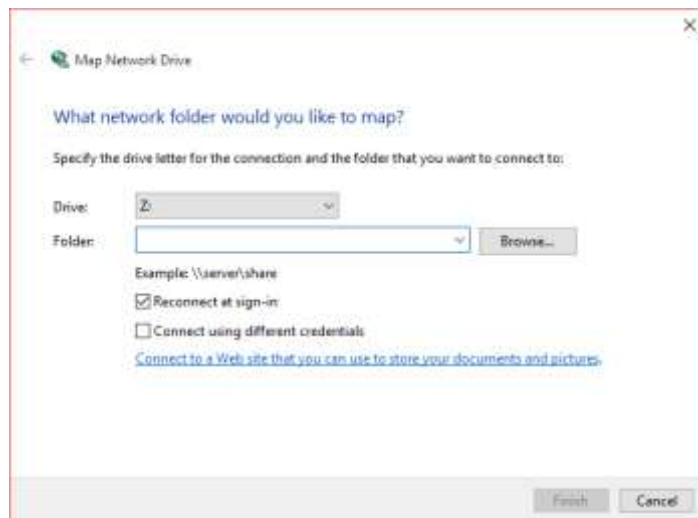


You are now connected via Secure VPN to the TAMUK Network and should be able to connect (via RDP) to your on campus PC and/or access your shared files as described below.

Accessing your Department or Personal User Share from your Personal Home PC

If you only need to access your on campus share drives (Redirected My Documents or Department Share Folder) then you can access them as soon as you "CONNECT" to the Global Protect VPN.

For the 1st time (only) that you access your "Shared Folders" you will need to "map" the Network Drives by right clicking on either your "This PC" or your "Network" Desktop Icon and selecting "Map Network Drive". Select a "Drive Letter" (Do not choose C,D,E, or F) to "Map" or associate your Shared Drive with. This needs to be a different Drive Letter for each mapping.



To connect your "Department Share" enter the following in the "Folder" space and click "Finish"

\\fs16.tamuk.edu\DS\$

To connect your Personal User Share Drive or “Redirected My Docs” enter the following in the “Folder” space and click “Finish”.

\\nfs.tamuk.edu\usershares\$\KUID000\Documents

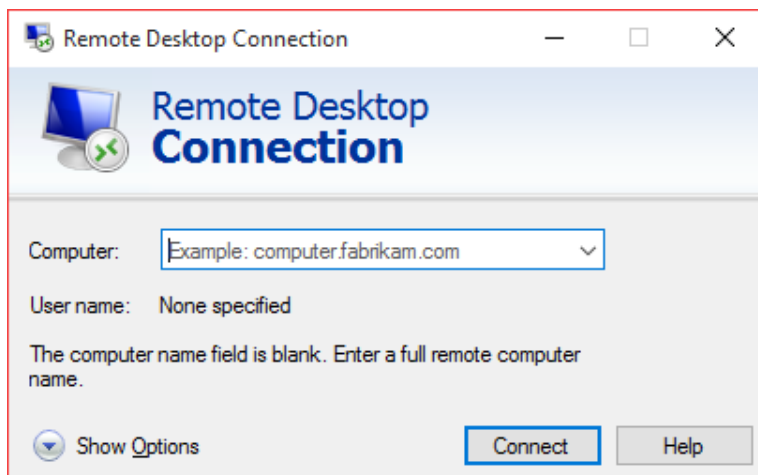
- Note that when mapping your Personal User Share Drive or “Redirected My Docs” folder you will need to change “KUID000” to your KU Logon ID when entering the path.
- If you are prompted to logon when connecting to either your personal Share Drive or your Department Share Drive – you will need to add “TAMUK\” to your Username (i.e. TAMUK\KUID000) and then use your normal password.

Accessing your Campus PC from your Remote PC or Laptop

Your campus computer must be ON in order to access remotely. Not necessarily logged in – but ON.

Once you have established a VPN Connection back to campus - you will then use the Windows RDP (Remote Desktop) Client to connect to your on-campus PC. The RDP Client can be found by clicking on your Windows button and then by selecting All Apps > Windows Accessories > Remote Desktop Connection. You can also enter “Remote Desktop” in your Windows Search bar.

In order to connect back to your campus computer - You will need to know your campus computer IP Address. See the section below **“How to Find Your Campus PC IP Address”**.



In the “Computer:” field enter your campus PC IP address and click the connect button and you should be able to connect remotely back to your campus desktop.

How to find your Campus PC IP Address

If you know how to determine the IP Address of your Campus PC - Make a note of it below as you will need it for your Remote session from home.

If you don't know how to determine the IP Address of your Campus PC – described below is one way to do that. Pull up a "Command" window to display your IP address. The "Command" window can be accessed by:

On Windows 10 Operating Systems:

- Type "CMD" in the "Search Windows" bar located on the left side of your bottom task bar and press "ENTER". This should open up a "Command" window on your desktop.
- At the Command Prompt (>) type in "**ipconfig /all**" and press enter. Note that there is a space between "ipconfig" and "/all".
- When the ipconfig information appears – locate your IPV4 address and make a note of it here.

Your IPv4 Address

_____ . _____ . _____ . _____

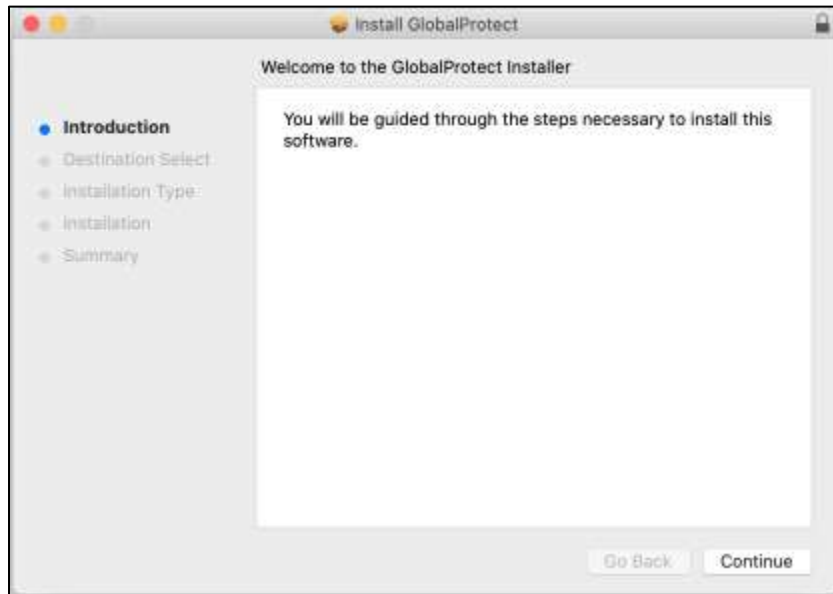
The ipconfig /all command will display the following information about your PC

```
Host Name . . . . . : PCNameHere
Primary Dns Suffix . . . . . : tamuk.edu
DNS Suffix Search List. . . . . : tamuk.edu
Ethernet adapter Local Area Connection 5:
Connection-specific DNS Suffix . : noc.tamuk.edu
Description . . . . . : Intel(R) 82579LM Gigabit Network Connection
Physical Address. . . . . : F8-B1-56-AC-9B-6C
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Link-local IPv6 Address . . . . : fe80::edb0:2fb4:c228:becd%21(Preferred)
IPv4 Address. . . . . : 259.9.9.99 (Preferred)
Subnet Mask . . . . . : 255.255.255.0
Lease Obtained. . . . . : Friday, June 27, 2014 12:49:14 PM
Lease Expires . . . . . : Saturday, July 05, 2014 12:48:44 PM
Default Gateway . . . . . : 139.94.3.254
DHCP Server . . . . . : 139.94.98.228
```

On Windows 7 Operating Systems:

- Microsoft ended support for Windows 7 on January 14, 2020 and it cannot be used to access the campus from a remote location using TAMUK Global Connect.

Installing the Global Protect VPN Client on a MAC OS based PC/Laptop



Once the download is complete, run the GlobalProtect.pkg file

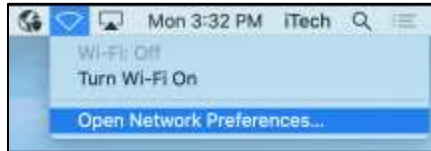


Here you will enter the TAMUK VPN portal address which is "vpn.tamuk.edu" in the dialog box and then click on "Connect". Note that the connect process requires DUO for multifactor authentication. See below for instructions on connecting and authenticating with DUO.

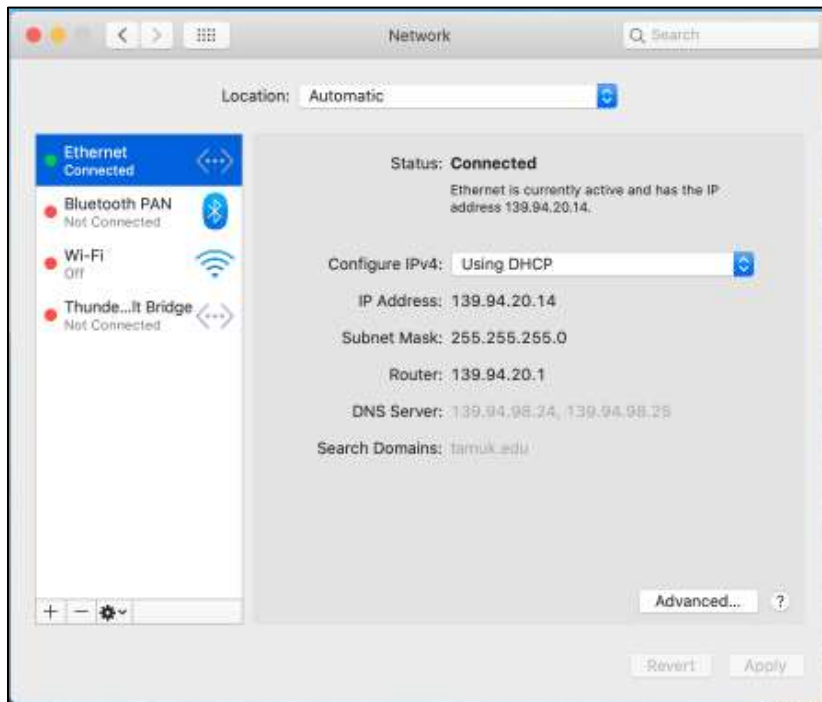
Preparing your On-Campus MAC for Remote Connection

Your MAC campus computer must be ON in order to access remotely. Not necessarily logged in – but ON.

In order to connect back to your campus computer - You will need to know your campus MAC computer IP Address and confirm the "Sharing" settings as shown below. This process must be done while you are on campus and sitting in front of your MAC OS device.



At the top right of the screen on your campus MAC OS device click the WiFi symbol and then click "Open Network Preferences"

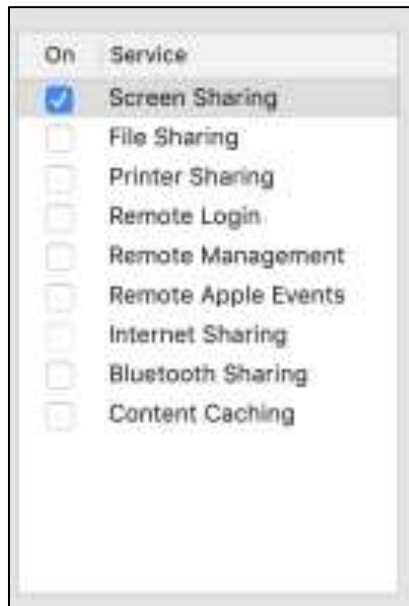


Your IP Address

Select the type of network connection that you use on campus (WIFI/Ethernet) to connect to the TAMUK Network and record your IP Address above. Next click the back arrow at the top to return to your Desktop.



Find and click "Sharing" icon



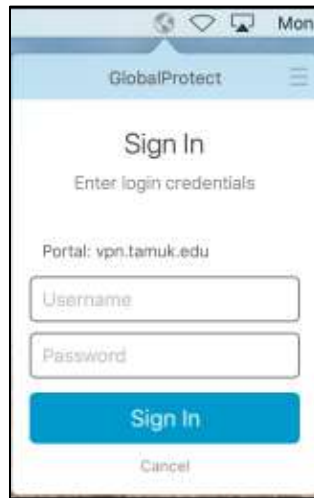
Check to see that 1 of the following options is checked :

If Remote Management is checked then you are good to go.

If Screen Sharing is checked then you are good to go.

If neither "Screen Sharing" or "Remote Management" is checked then select "Screen Sharing" (only).

Accessing your On Campus MAC PC Remotely

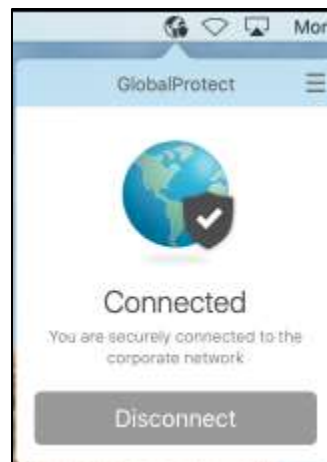


Enter your KU username - your password will be the same as your normal logon password.

Authenticate through DUO by clicking "ACCEPT" on your DUO Authentication device and you should see the "Connected" verification dialog as shown below.

Note that we have identified a potential issue that you may run into when "connecting" to the VPN portal on Macs :

- After the installation, there may be a prompt that redirects you to the "Security & Privacy" window ("General" tab) within "System Preferences" so that the VPN software can be allowed to run. If it does not get allowed to run, the VPN software will fall into a "connecting..." loop and not prompt for credentials or the DUO authentication.
- Once you allow the software to run and you are still stuck in a "connecting..." loop, you will need to open the "Activity Monitor" app within the "Utilities" window, find "Global Protect" and end the process. Once ended, it should immediately re-open and prompt for your credentials.



Once connected click on the grey "Earth" icon at the top of the "Connected" dialog box.



Click "Go" and then click "Connect to Server".



In the "Server Address", input "vnc://" followed by the IP Address of your on campus computer that you made note of earlier i.e. "vnc://139.94.20.14"



Enter the Username and Password for your account that you need to login to on the remote Mac.