

Access the UTHSCSA Palo Alto Networks (PAN) VPN using Global Protect VPN client and Two-Factor Authentication (2FA)

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Introduction

Palo Alto VPN

The University has implemented a VPN solution to provide easy to use secure access to on-campus resources from the Internet connected devices using the **GlobalProtect VPN** client from PAN. Previous users of the Juniper Networks Network Connect or Pulse Clients may uninstall those applications since they are being replaced with the PAN VPN client.

Note: The VPN is not accessible from our internal network. It can only be accessed from an Internet connection off campus.

Requirements

- Microsoft Windows XP, Vista, 7, 8, 8.1 and 10
- Mac OS X 10.6 or later
- Linux (using vpnc)
- iOS v6.0 or later. (App Store).
- Android 4.0.3 or later. (Google Play)

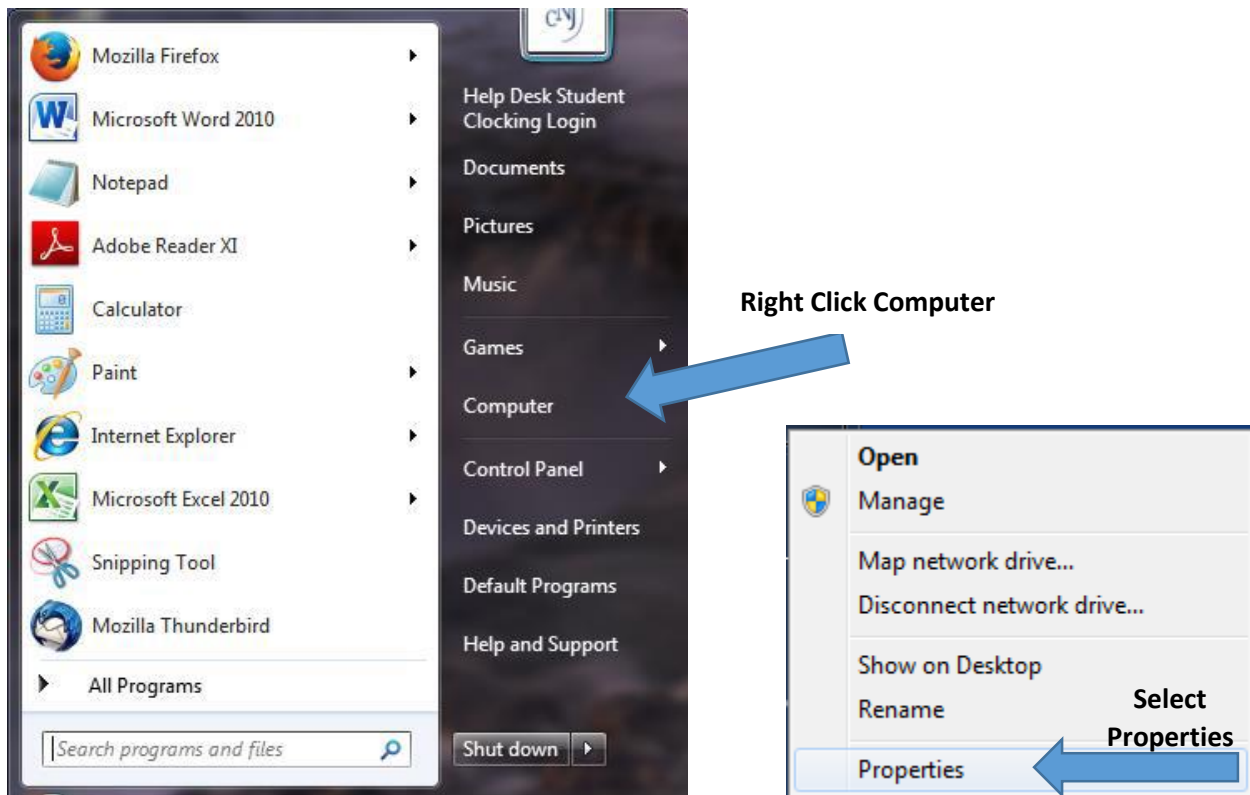
Two-Factor Authentication

In 2014, the Chancellor issued a directive requiring Two-Factor Authentication in situations that involve remote access to University resources. In compliance with this mandate, the Office of Information Security for the Health Science Center has integrated Two-Factor Authentication (2FA) to enhance our system access process.

Note: This document shows how to use the Duo 2FA Push technology to logon to VPN.

Windows - Determine the Windows Operating System Version

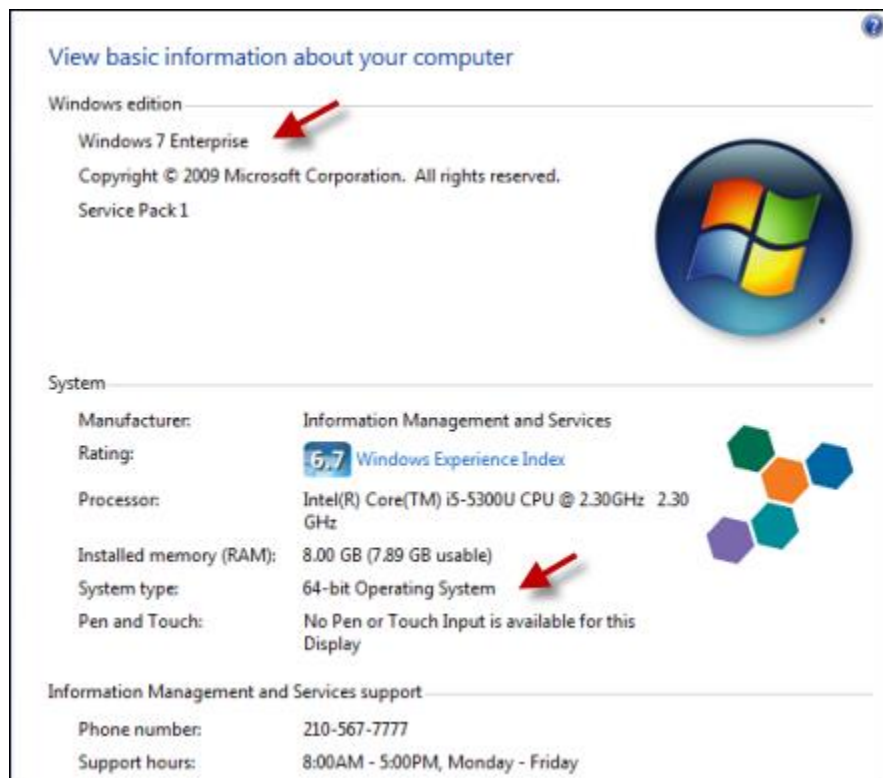
1. Click the **Windows** button (normally in the lower left and corner)
2. On the menu displayed, right click on **Computer** and select **Properties**



3. The Windows Edition section displays the version information.

4. The operating System type displays - **32-bit** or **64-bit Operating System**

This information is necessary in order to download the correct version of software for Windows.



Download and Install the GlobalProtect VPN client for your PC or Mac (only needs to be done once)

Browse to the following web page to download the GlobalProtect software for you PC or Mac.

http://ims.uthscsa.edu/services_solutions/vpn_landing.aspx

Select the link for your OS version

GlobalProtect -- NEW VPN software

Download and install the agent software for your operating system.

[Windows 32-bit agent](#)

[Windows 64-bit agent](#)

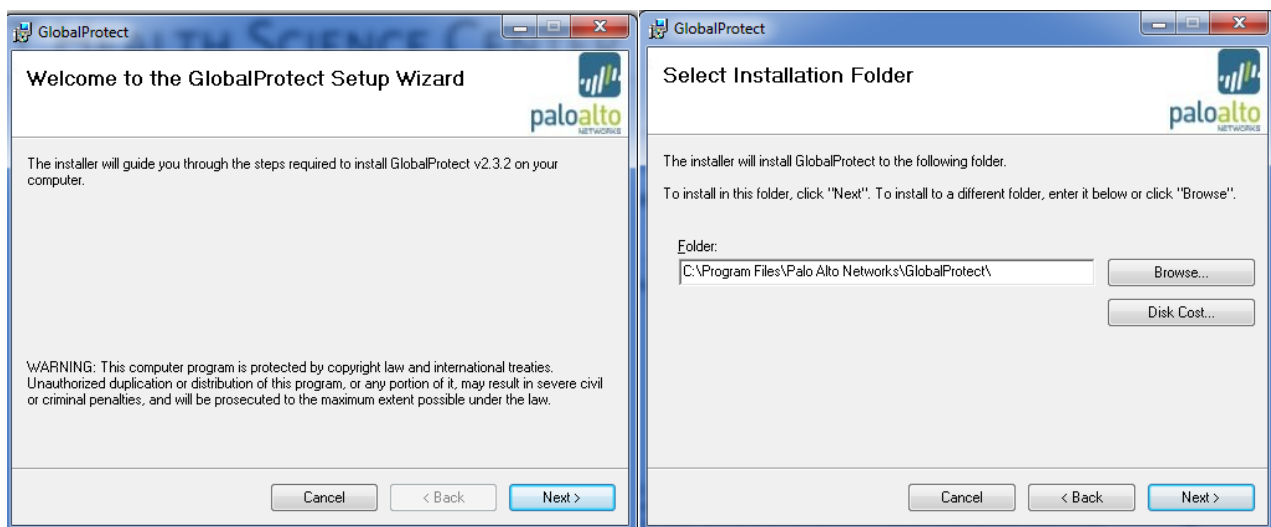
[Mac OS X 32-bit/64-bit](#)

If you are not sure of your Windows operating system version, [click here](#) for a short PDF with instructions (opens in a new window).

[Click here](#) to set up your VPN using two-factor authentication (2FA).

Install the GlobalProtect software

1. Install the GlobalProtect software by double clicking on the installer you downloaded.
2. Click through the installation process by clicking the **Next** button and accepting the default options.

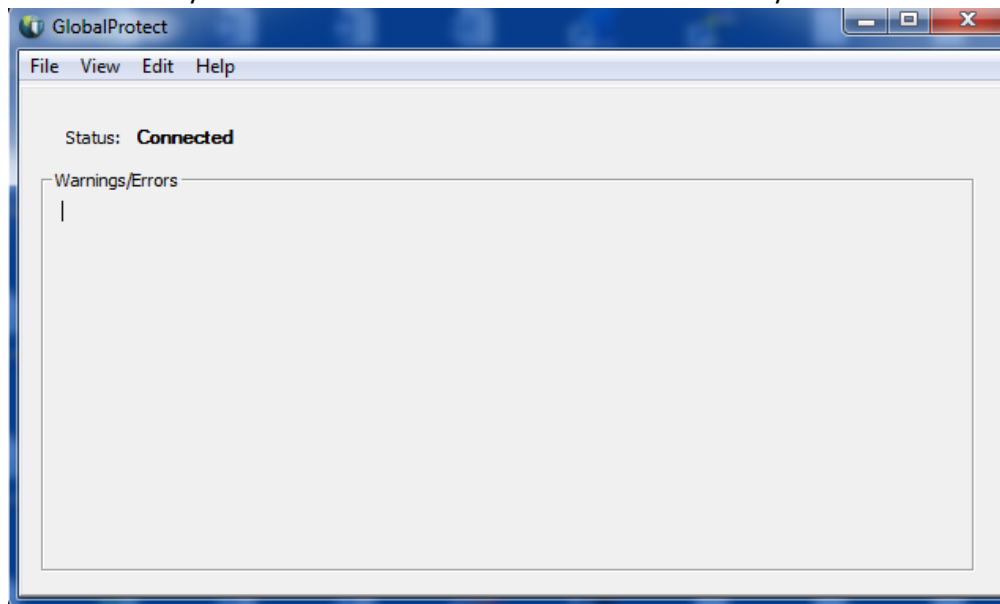


3. Once the Installation is Complete, Click Close to Exit.

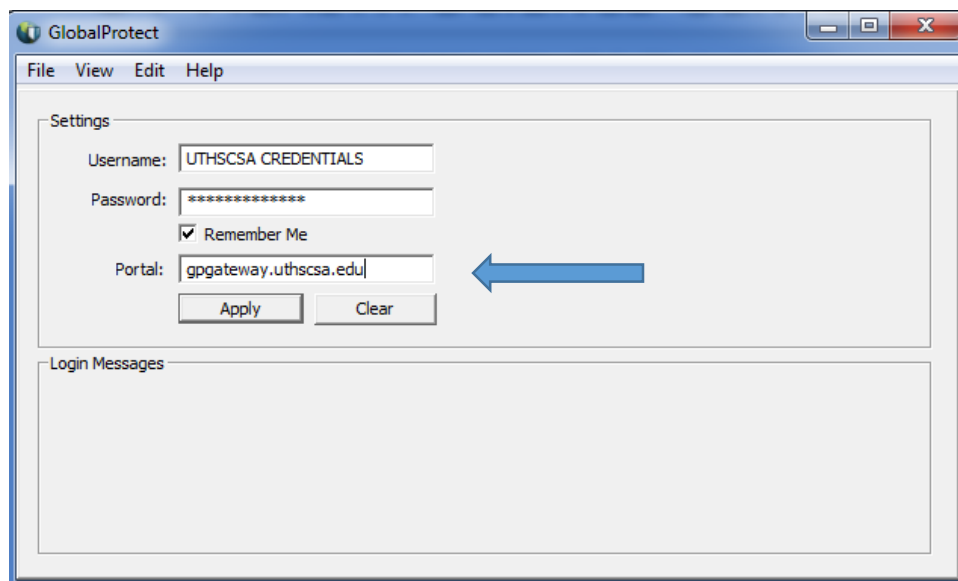
Configure the GlobalProtect VPN Client for Windows or Macs

Note: This only needs to be done once.

1. After the installation, the GlobalProtect VPN client should launch automatically. If it doesn't, you can launch it manually. The icon resembles the earth and should be in your Start Menu.



2. Enter your UTHSCSA username and password in the appropriate fields. Enter **gpgateway.uthscsa.edu** for the Portal address and click **Apply**. This will connect to the UTHSCSA VPN service for the first time automatically.



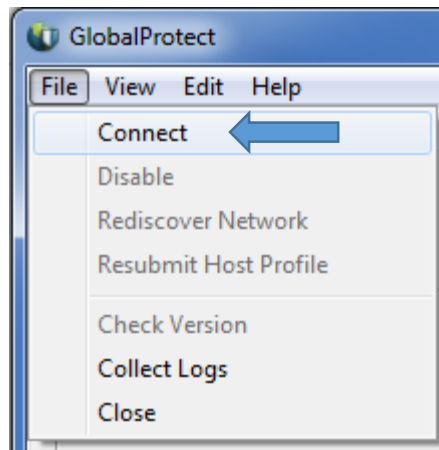
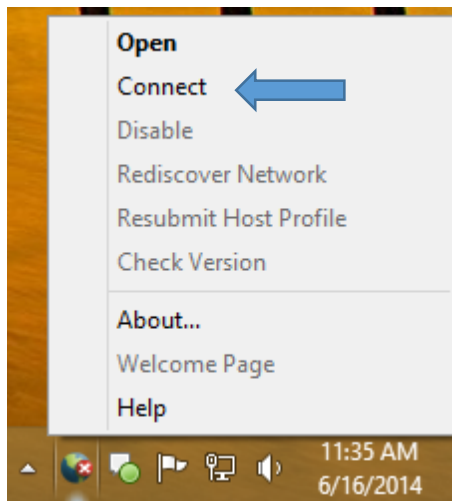
Using 2FA Push and Global Protect VPN client for Windows

2 Ways to Connect to the VPN on Windows

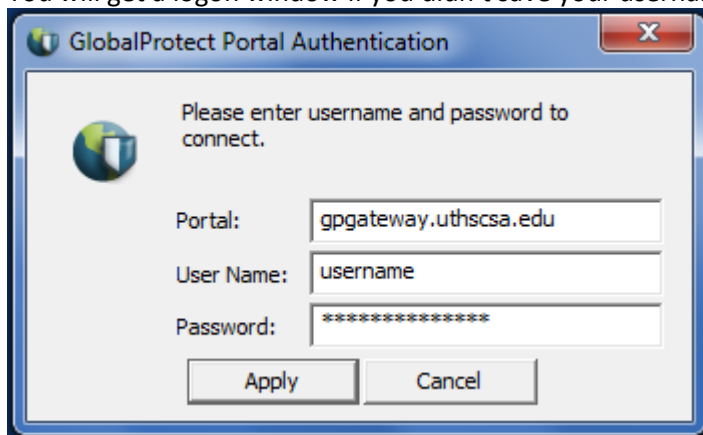
Find the GlobalProtect VPN client in your system tray. This icon resembles the Earth. Right click on the GlobalProtect icon. Select **Connect**.

Or

Launch the GlobalProtect VPN client from the Start menu application group named **Palo Alto Networks**. Select **File** and then **Connect**. The icon looks like a globe.



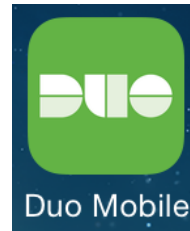
You will get a logon window if you didn't save your username and password.



The Options Window will appear. It will look similar to this picture. Key in the number 1 to use Duo 2FA Push

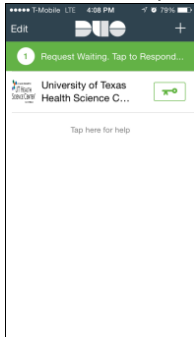


1. The DUO 2 Factor Authentication message will be sent to your Smart Phone.
See <http://infosec.uthscsa.edu/two-factor-faqs> for instructions on installing the Duo App and using the options.
2. Duo will contact your smartphone
3. Click on the Duo App

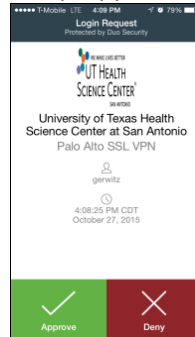


4.

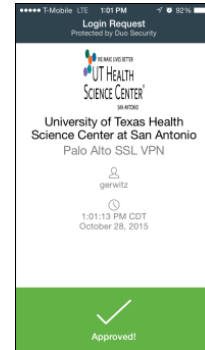
Tap the Green Request Bar



Tap Approve



Done



When the connection is successfully established the system tray will display **Services connected.**



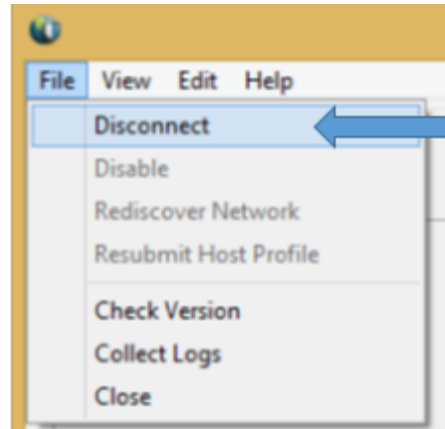
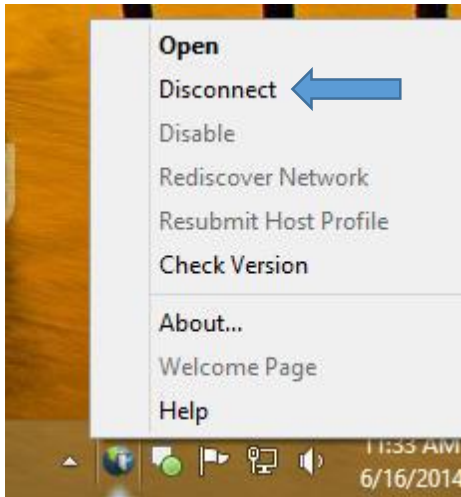
Disconnect from the UTHSCSA VPN service for Windows.

2 Ways to Disconnect from the VPN on Windows

Find the GlobalProtect VPN client in your system tray. The icon resembles the Earth. Right click on the GlobalProtect icon. Select **Disconnect**.

Or

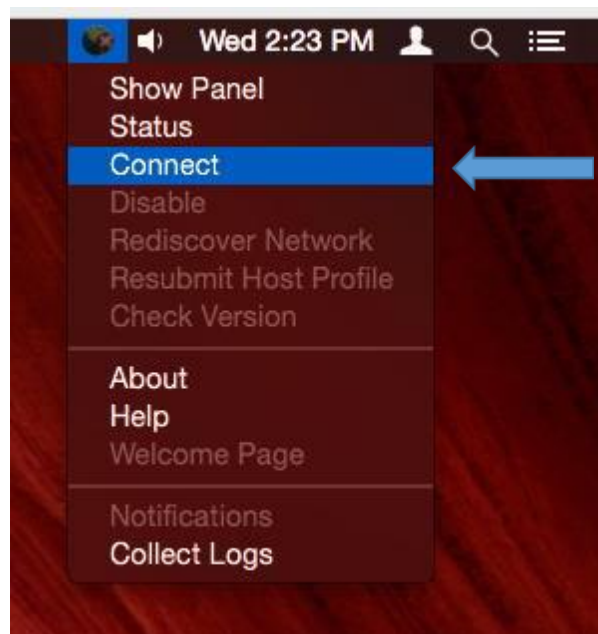
Launch the GlobalProtect VPN client from your Start menu application group **Palo Alto Networks**. Select **File** and then **Disconnect**.



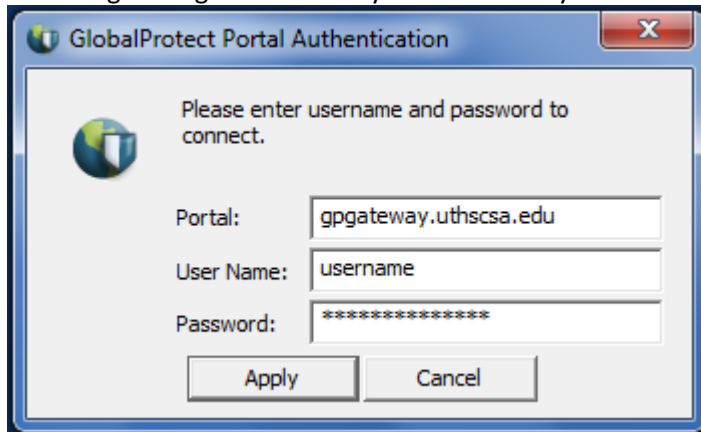
Using 2FA Push with GlobalProtect VPN client for a MAC

Connect

Find the GlobalProtect VPN client in your menu bar. The icon resembles the Earth. Click on the GlobalProtect icon. Select **Connect**.



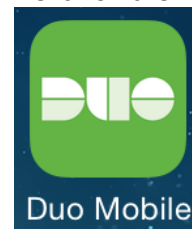
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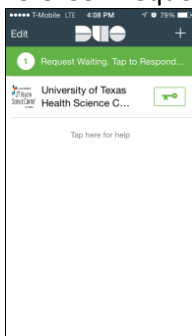
The Options Window will appear. It will look similar to this picture. Key in the number 1 to use Duo 2FA Push



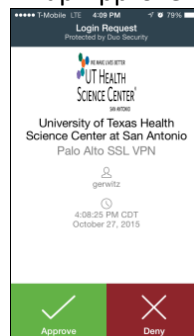
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2. Duo will contact your smartphone
3. Click on the Duo App



4. Tap the Green Request Bar



Tap Approve

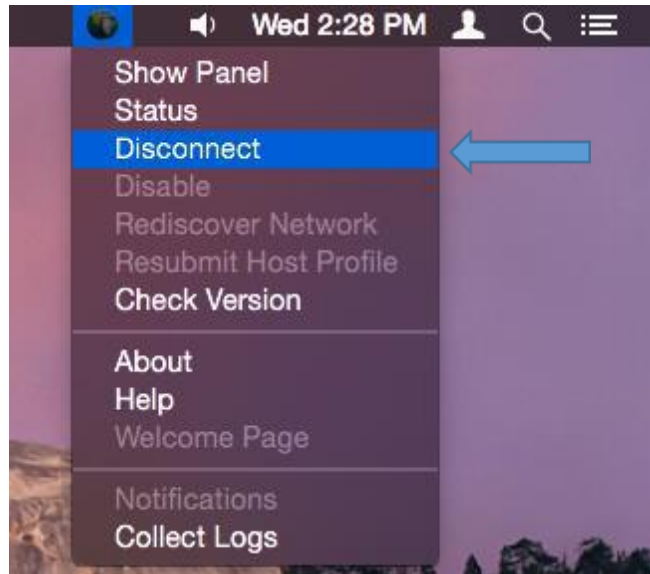


Done



Disconnect from the UTHSCSA VPN service for Mac

Find the GlobalProtect VPN client in your menu bar. The icon resembles the Earth. Click on the GlobalProtect icon. Select **Disconnect**.



Linux OS

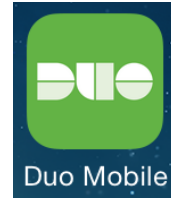
Use **gpgateway.uthscsa.edu** as the **portal address** when configuring the VPN client to access the University's GlobalProtect VPN.

The Options Window will appear. It will look similar to this picture.

Key in the number 1 to use Duo 2FA Push

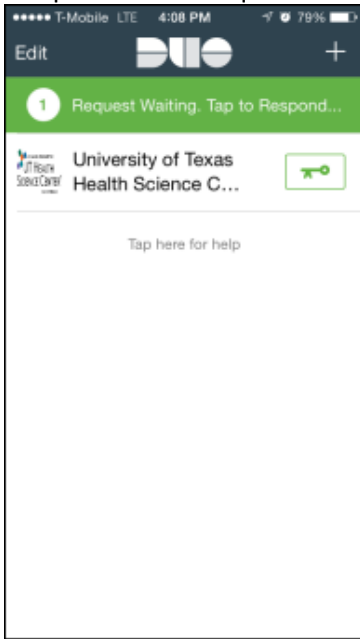


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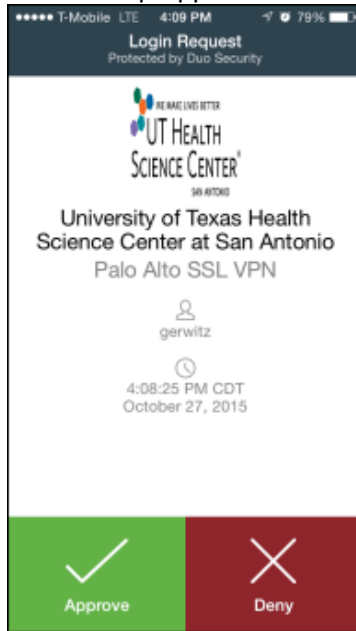


4.

Tap the Green Request Bar



Tap Approve



Done

