

TAMUK GLOBAL PROTECT VPN

INSTRUCTIONS FOR WINDOWS PCS



Connecting to the TAMUK Global Protect VPN

IMPORTANT

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

Note that 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, Syncplicity, 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 a remote location using a remote PC or Laptop. This document describes how to download, install, and connect to the VPN using the Global Protect client.

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 your DUO Authentication Notifier (Cell phone, Land line, etc) in order to connect to the VPN Portal. The following describes the process for installing on the Global Protect VPN Client on your Windows based PC or Laptop. Instructions for installing on a Mac PC or Laptop are at the end of this document.

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 <https://vpn.tamuk.edu/global-protect/login.esp>



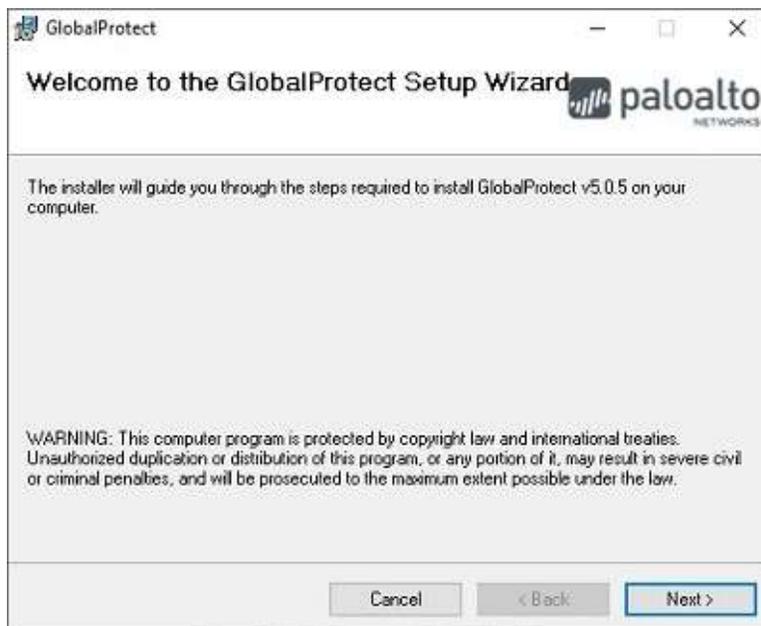
- When you see the Palo Alto Global Protect Portal you will need to enter your username and password.
- **If you are installing on campus** – on the Tamuk Network or TAMUK Wifi using a TAMUK owned device then your username will be your “KU” username (kuabc123).
- **If you are installing off campus** – on 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 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.

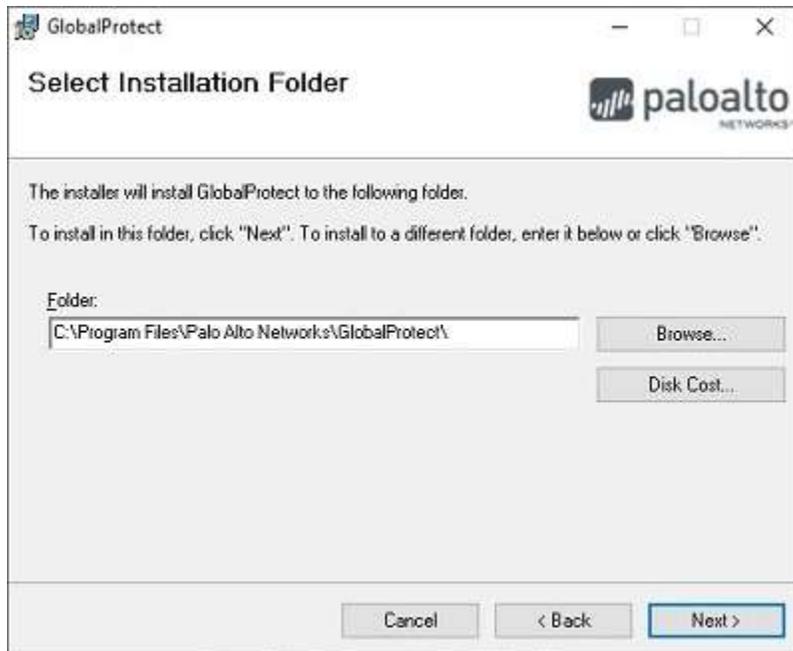


Installing the Global Protect VPN Client on a Windows based PC/Laptop

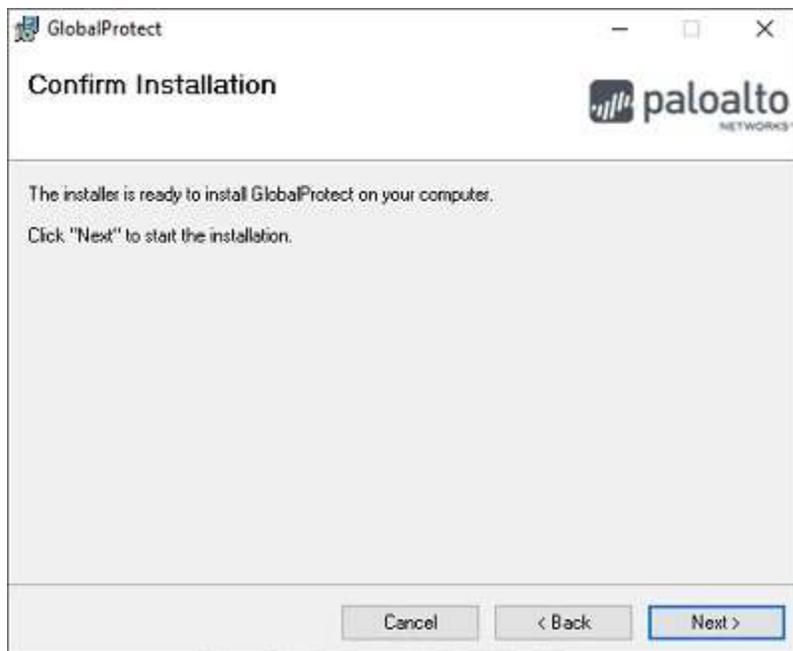
- If you need to do the install for an Apple Product (Mac, MacBook, etc) the MAC OS instructions start on page 11 so go there now.
- For Windows (32/64 Bit) installations double click GlobalProtect.msi icon to begin the installation of the Global Protect VPN Client.



Follow the prompts to install the VPN Client



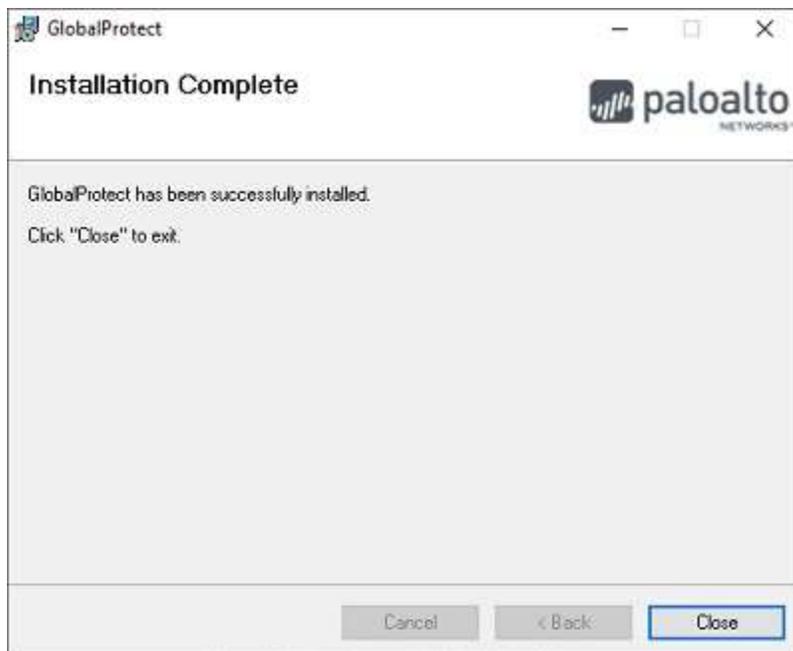
Keep the Default Install Location and click "NEXT"



Click "NEXT"



The installation will begin



When installation is complete – Click "CLOSE" to continue



Once the installation is complete – you will need to find 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 Global Protect – you can run it by Clicking on it or you can Right Click and select “Add to your Taskbar” for easier access going forward.



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.

Dual Factor Authentication (DUO & Active Directory)

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" notification on your designated DUO communication device (typically your Cell Phone). You will need to "Approve" the connection before proceeding. Once you have completed the DUO step – you should see a logon screen as shown below. Note that the VPN Connection requires a DUO authentication each time that you access and does not store your approval for 60 days as Jnet does.

A screenshot of a 'GlobalProtect Sign In' dialog box. The window title is 'GlobalProtect'. It features a globe icon with a checkmark. The text 'Sign In' is prominently displayed, followed by 'Enter login credentials'. Below this, the 'Portal' is listed as 'vpn.tamuk.edu'. There are two input fields: 'Username' and 'Password'. At the bottom right, there are two buttons: 'Cancel' and 'Sign In'.

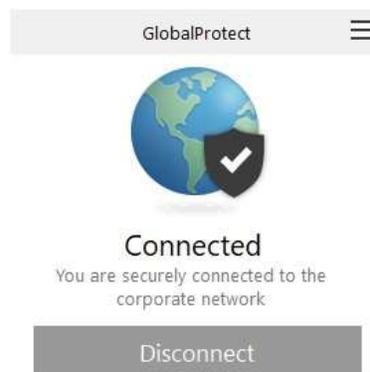
Sign in using your Username & Password

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 your own 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.

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

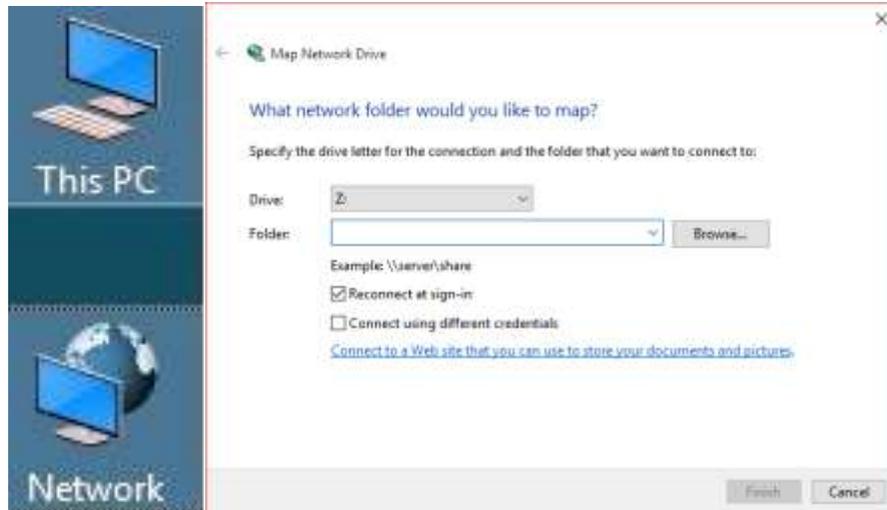


You are now connected via Secure VPN to the TAMUK Network and should be able to connect to your on campus PC and/or access your shared files as described below.

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

If you only need to access your share drives on campus (Redirected My Documents or Department Share Folder) then you can access them immediately after connecting to the Global Protect VPN tunnel.

If this is the first time that you are accessing your on campus "Shared Folders" then you will need to "map" the Network Drives by right clicking on either your "This PC" or your "Network" Icon and selecting "Map Network Drive"



From here you will need to do the following:

Select a "Drive Letter" (not C,D,E, or F) to "Map" (associate) your Shared Drive with. This needs to be a different Drive Letter for each mapping.

If you want to connect your "Department Share" enter the following in the "Folder" space and click "Finish":

\\fs16.tamuk.edu\DS\$

If you want to connect your "Redirected My Docs" enter the following in the "Folder" space and click "Finish":

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

IMPORTANT:

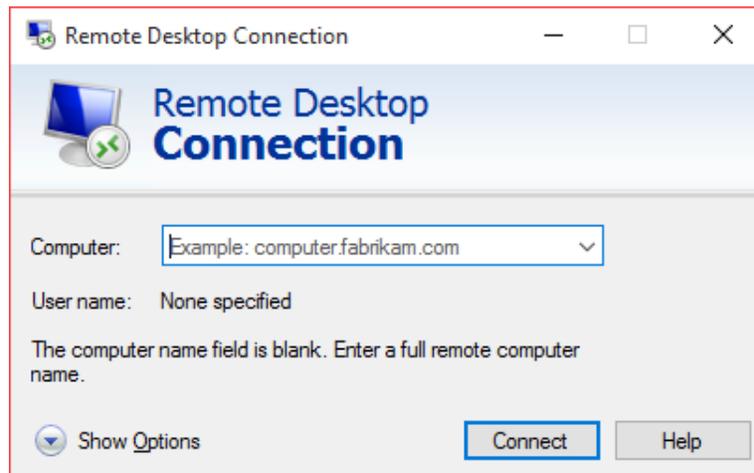
- You will need to change "KUID000" to your KU Logon ID for mapping your "Redirected My Docs" folder.
- If you are prompted to logon when connecting to either your personal Share Drive or your Department Share Drive – you will need to add "TAMUK\" to your Username (i.e. TAMUK\KUID000) and then use your 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.

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"**.

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.



You will need to know your campus computer IP Address for the RDP application to communicate with your university owned on-campus PC (See finding your IP Address below). 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

_____ . _____ . _____ . _____

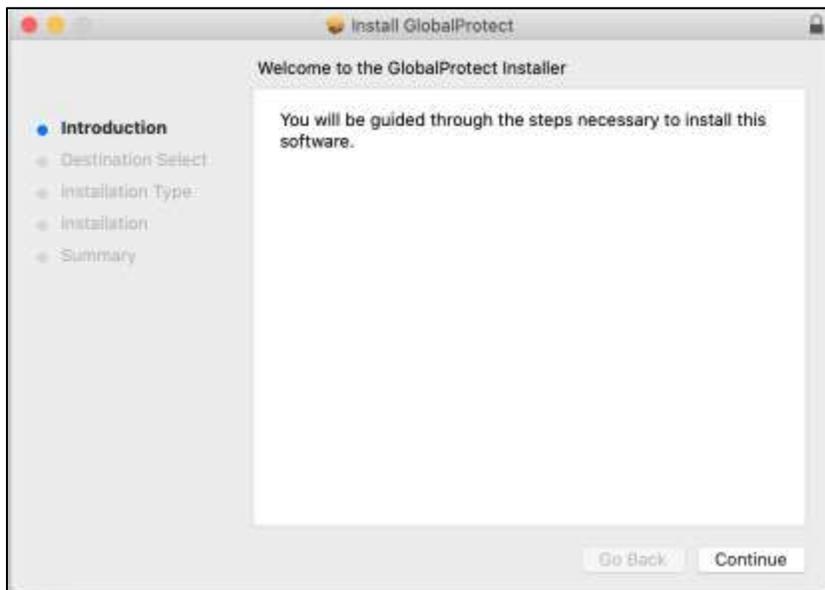
The ipconfig /all command will display the following information about your PC

```
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

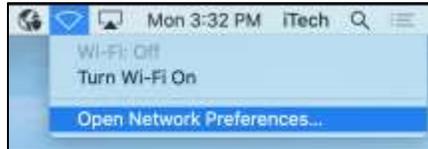


Here you will enter the TAMUK VPN portal address which is "vpn.tamuk.edu" in the dialog box and then click on "Connect". Note that the connect process requires DUO for multifactor authentication. See below for instructions on connecting and authenticating with DUO.

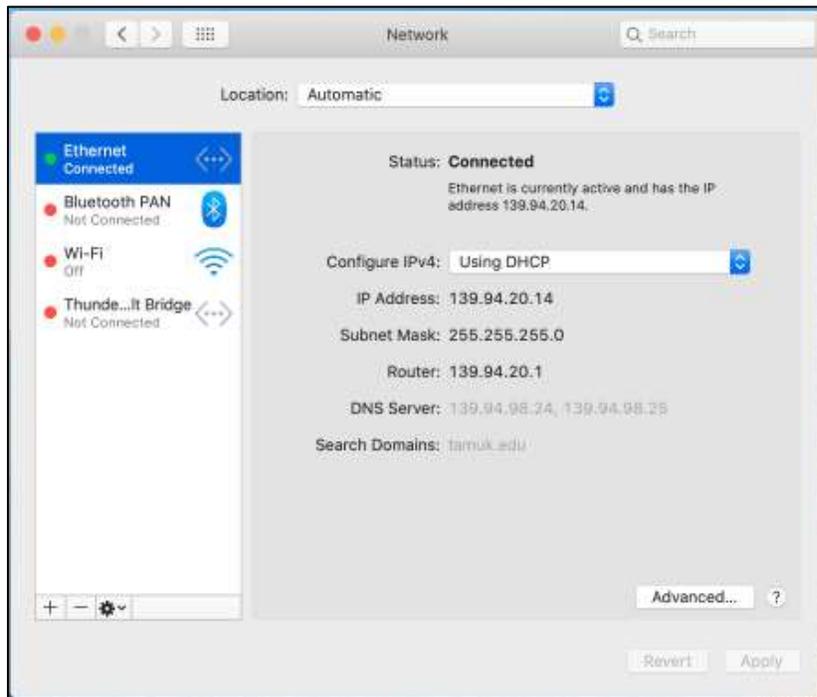
Preparing your On-Campus MAC for Remote Connection

Your 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 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"

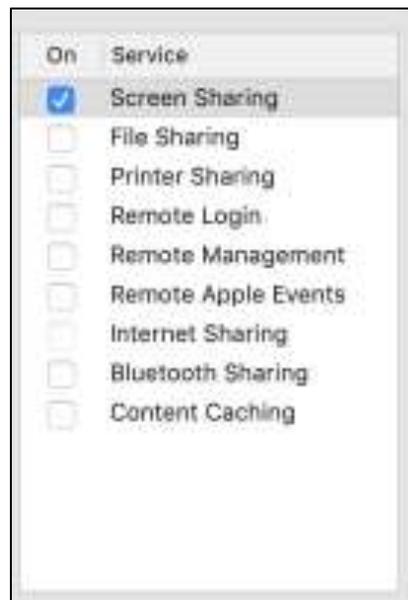


Your IP Address

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

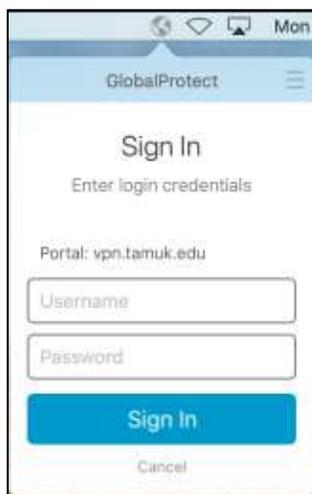


If Remote Management is checked then you are good to go.

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

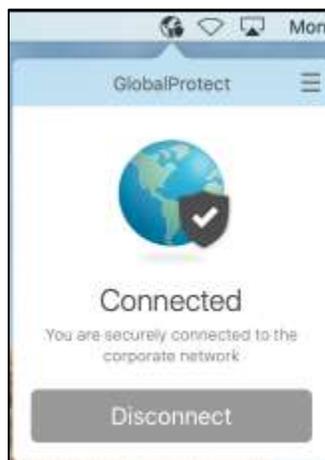
If neither "Screen Sharing" or "Remote Management" is checked then select "Screen Sharing" (only).

Accessing your On Campus MAC PC Remotely



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

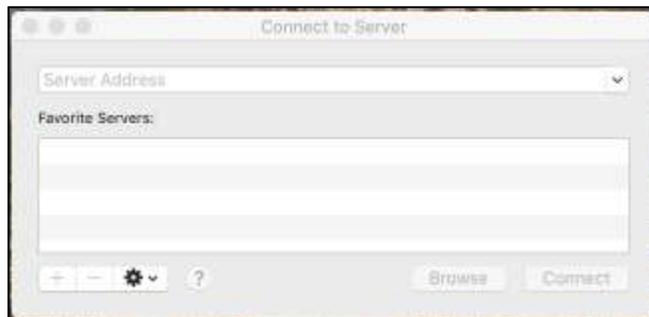
Authenticate through DUO by clicking "ACCEPT" on your DUO Authentication device and you should see the "Connected" verification dialog as shown below.



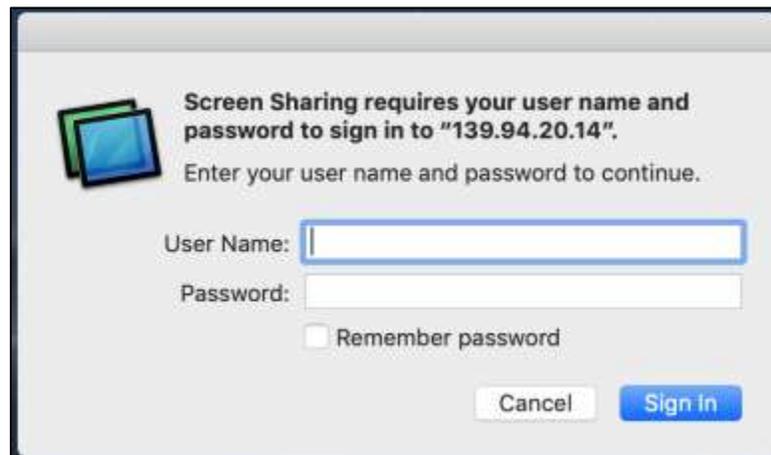
Once connected click on the grey "Earth" icon at the top of the "Connected" dialog box.



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.