

# Palo Alto Network VPN Connection Instructions

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## Summary

The Palo Alto Network Virtual Private Network (VPN) is a permanent replacement for the Microsoft VPN.

## Download the Software Agent

1. Using a browser and go to: <https://davpn.fhda.edu>

You should be presented with the GlobalProtect Portal login page.

2. In the *Username* field enter your **CWID** and in the *Password* field enter your **MyPortal password**.

3. Once logged in, the page you will be presented has software download links for the **GlobalProtect software agent**.

Choose the agent appropriate for your computer. If you need guidance, contact the ETS Call Center (408-864-8324 or submit an ETS Request for help-[etshelp.fhda.edu](mailto:etshelp.fhda.edu)).

Download Windows 32 bit GlobalProtect agent

Download Windows 64 bit GlobalProtect agent

Download Mac 32/64 bit GlobalProtect agent

5. See below for specific Installation instructions Windows/PC versus Apple/Mac.

## Windows/PC Installation Instructions:

1. Locate the agent in your downloads folder and **double click to begin the installation process.**
2. Click **Next->Next->Next** and wait for the installer to complete.
3. When the installer is complete, you should see a **Welcome to GlobalProtect** dialog box asking for a **portal address.**
4. In the box, type **davpn.fhda.edu**
  - 3a. To add an additional gateway in the case davpn.fhda.edu is unavailable see below -> \*\*\*
5. Click **Connect** and you will be asked to sign in.
  - 4.a. In the *Username* field enter your **CWID** and in the *Password* field ~~enter~~ your **MyPortal password.**
6. In your task bar (in the lower right corner of your screen), you should see a green globe with a check mark indicating you are connected.

## Apple/MAC:

1. In the window that opens titled, Opening GlobalProtect.pkg, click on **OK**. When the download is complete, the installation program will begin.

3. Click **Continue**.

4. Make sure the GlobalProtect box is checked then Click **Continue**.

5. Click **Install**.

6. You will be asked to enter your computer password and then wait for the installer to complete.

**7. IMPORTANT:** You may get asked if **GlobalProtect** can access your *Keychain*. **Enter your computer password to allow this access.**


**8. IMPORTANT:** To prevent **GlobalProtect** from asking each thetime, you can select the **Always Allow** button in the dialog box.

9. You should see a dialog box asking for a **portal address**. Enter **davpn.fhda.edu** then click **Connect**.

9.a. **If GlobalProtect does not connect and the authentication dialog box does not appear, see Troubleshooting below.**






10. In the *Username* field, enter your **CWID** and in the *Password* field, enter your **MyPortal password**.

11. If successfully authenticated, you will get a small window that has a globe with a check mark stating you are **Connected**.

12. In the menu bar (top right of screen), you will see a globe icon with a shield indicating the connection is secure. 

## Apple/Mac Troubleshooting:


If **GlobalProtect** does not present you with a dialog box, your system security may be blocking the extension.

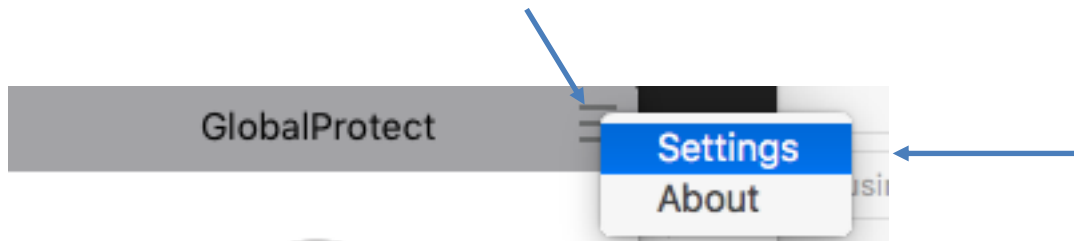
1. Go to the **Apple menu**  and select **System Preferences**.
2. In **System Preferences** locate and click to open **Security & Privacy**. 
3. Click the lock to unlock at the lower left of the window if it looks like this  (so you can make changes). Enter your computer password in the window that appears and click on **Unlock**.
3. Click on **General** near the top.
4. Under **Allow apps downloaded from:** there will be a button to **Allow** the **GlobalProtect System extension**. If you don't see this, contact the ETS Call Center at 408-864-8324 or submit an ETS Request for Help: using a browser go to [etshelp.fhda.edu](http://etshelp.fhda.edu).
5. Now lock your Security and Privacy preferences by clicking on the lock that looks like this . The lock should close and now look like this .

## Add a Second VPN Connection Gateway

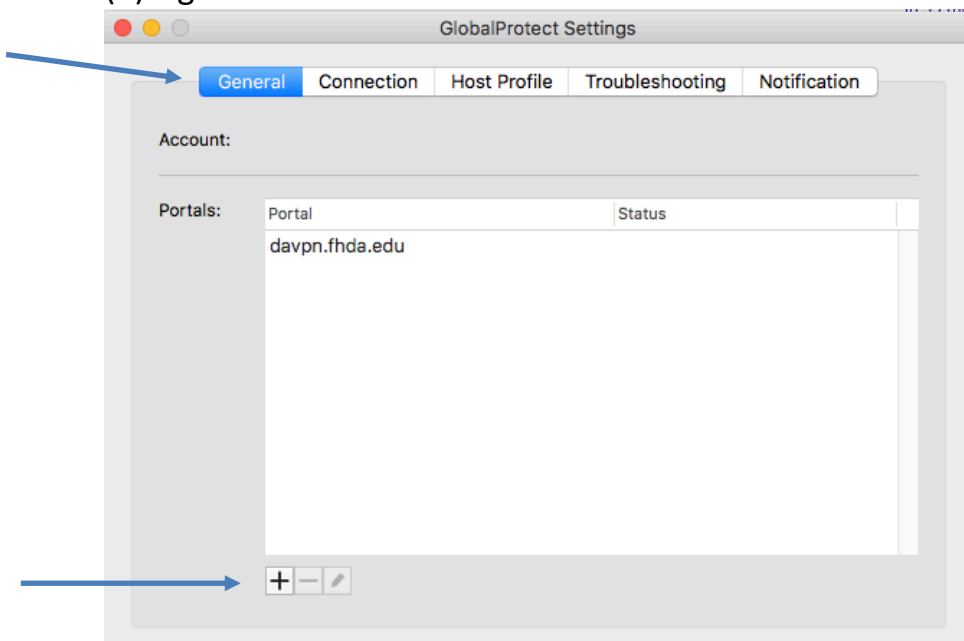
Technology sometimes fails and if you are unable to connect to the VPN configured during the installation process above (*davpn.fhda.edu*) the steps below guide you through adding a backup/**second VPN gateway** connection.

### Apple/Mac

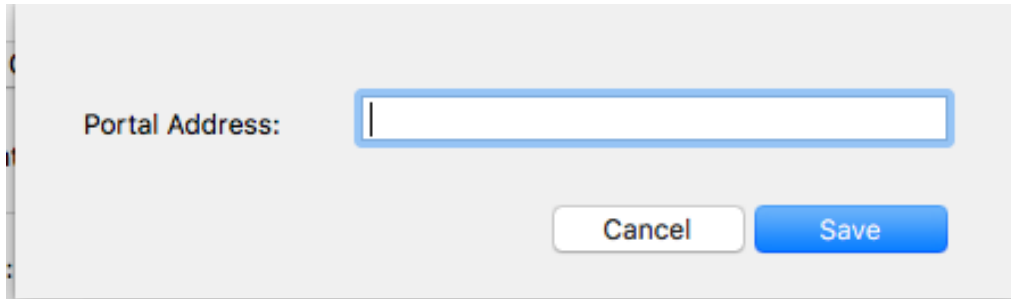
1. Click on the globe icon  located on the top right of the menu bar. Click on the three parallel lines at the top right of the window and Select Settings.



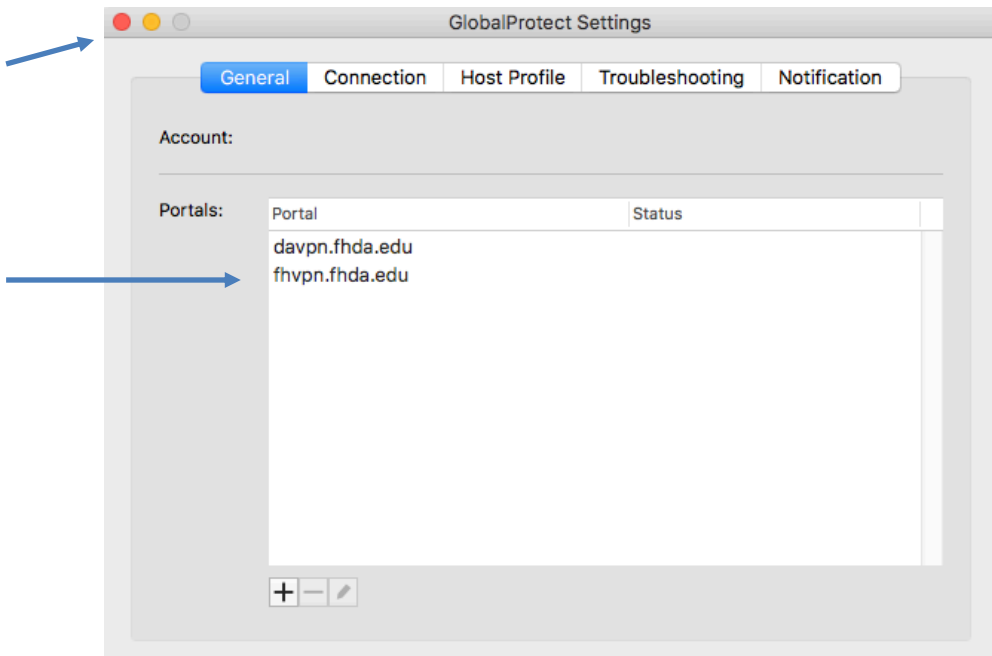
2. This window should appear. Make sure **General** is highlighted. Click on the **plus (+)** sign at the bottom of the window.



3. This window will appear. In the box for *Portal Address* type: **fhvpn.fhda.edu**  
Now **click** on **Save**.

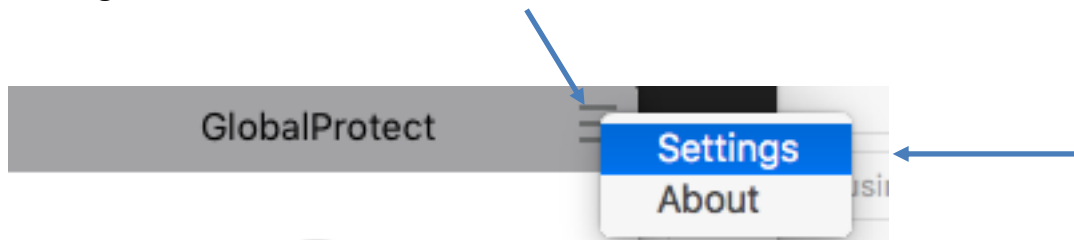


4. You should see both **davpn.fhda.edu** and **fhvpn.fhda.edu** under *Portal*. Now Close the window.

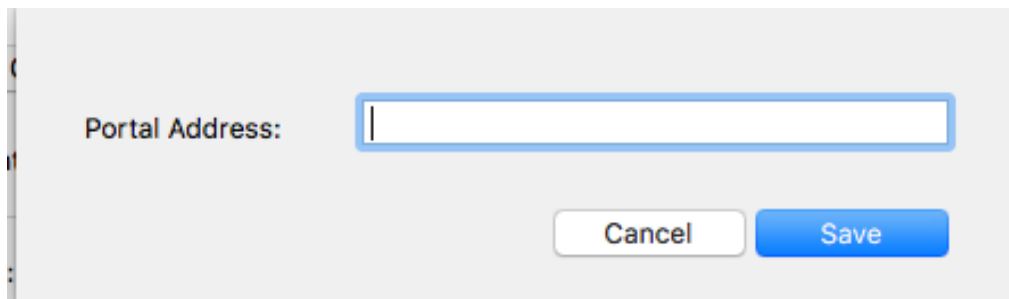


## Windows/PC

1. Click on the **GlobalProtect** icon in the task bar (in the lower right corner of your screen and **open** the menu.
2. **Click** on the three parallel lines at the top right of the window and Select **Settings**.



3. Make sure **General** is highlighted. Click the **Add** button.
4. This window will appear. In the box for *Portal Address* type: **fhvpn.fhda.edu**  
Now **click** on **Save**.



5. You should see both **davpn.fhda.edu** and **fhvpn.fhda.edu** under *Portal*. Now **close** the window by clicking on the **X** in the upper right corner.



## How to Use the Second VPN Connection Gateway

-On a Mac, click on the **globe icon** on the menu bar and pull down the **GlobalProtect connection** menu.

-On a PC, click the icon on the task bar (in the lower right corner of your screen) and open the **GlobalProtect** dialog box.

1. Across the bottom of the dialog box, click on **portal menu**, and select the alternate gateway.
2. Click **Connect**.

## GlobalProtect Update

When you connect to the VPN if a message appears stating there is a newer version of GlobalProtect, click on Yes or OK and follow the prompts as they appear. See example messages below on an Apple/MAC: *Click Yes to both.*

Once updated, you will need to Connect to the VPN again.

