

Palo Alto GlobalProtect Overview

IT has replaced our existing OpenVPN Remote Access VPN solution with Palo Alto GlobalProtect, a VPN solution that will increase network security and BYOD policies. This solution is modern, compatible with most of the operating systems, works on almost all networks where https access is allowed and coexists with other IPsec VPN clients.

Here are the instructions to install and use the Palo Alto GlobalProtect solution on Windows and Mac systems.

NOTE: If you never had a VPN account on our old system or you don't remember having. Please contact IT and we will enable VPN for your account.

Windows:

Installing and Connecting to Palo Alto GlobalProtect first time:

First, please go into your Programs and Features if you are on a Windows laptop and check to see if you have Microsoft Visual C++ 2013 Redistributable (x64) or (x86). If you do, then please ensure it is on version 12.0.30501. If it is on an older version than this, then download the update from here: <https://support.microsoft.com/en-us/kb/3138367>

1. Open any web browser (Internet Explorer, Firefox or Google Chrome) on your computer and type <https://gpa.appian.com>. The following screenshots are from an Internet Explorer installation, however the install procedure is inherently similar across various browsers.
2. You will be presented Palo Alto GlobalProtect logon screen similar to the one below.

The image shows a web browser window displaying the Appian login portal. At the top, the word "Appian" is written in a large, bold, black serif font. Below it, the text "Welcome to The Portal" is centered in a smaller, bold, black sans-serif font. Underneath, there are two input fields: the first is labeled "Name" and the second is labeled "Password". Both labels are in a small, black sans-serif font. Below the password field is a button labeled "Login" in a small, black sans-serif font. The entire login area is enclosed in a light gray border with rounded corners.

- In user name prompt enter your Appian Active Directory user name. For example firstname.lastname
- In password prompt enter your password, this password is same as what you use to login to your computer, Peoplesoft or Gmail or Home.appian.com.
- Click "Login"

3. Select your computer type to download the VPN GlobalProtect Agent.

Note: This is a one- time installation. Once it is installed you do not need to install this again.



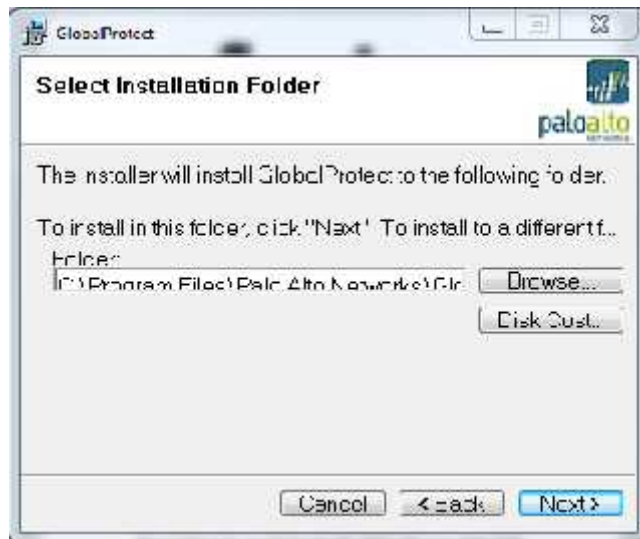
You will get a yellow bar on bottom of your screen asking to save or run. Click on "Run" to launch the installation.



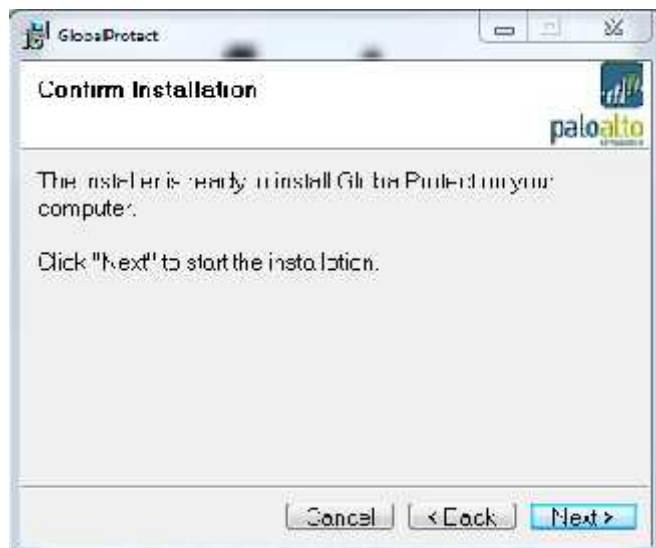
- Follow the Palo Alto GlobalProtect installation wizard instructions to complete the install
- Click "Next"



- Click "Next"



- Click "Next"



There will be a popup at the bottom of your screen. Click "Continue"

- Click "Close"



4. Once the installation is completed, you will get the below dialog box.

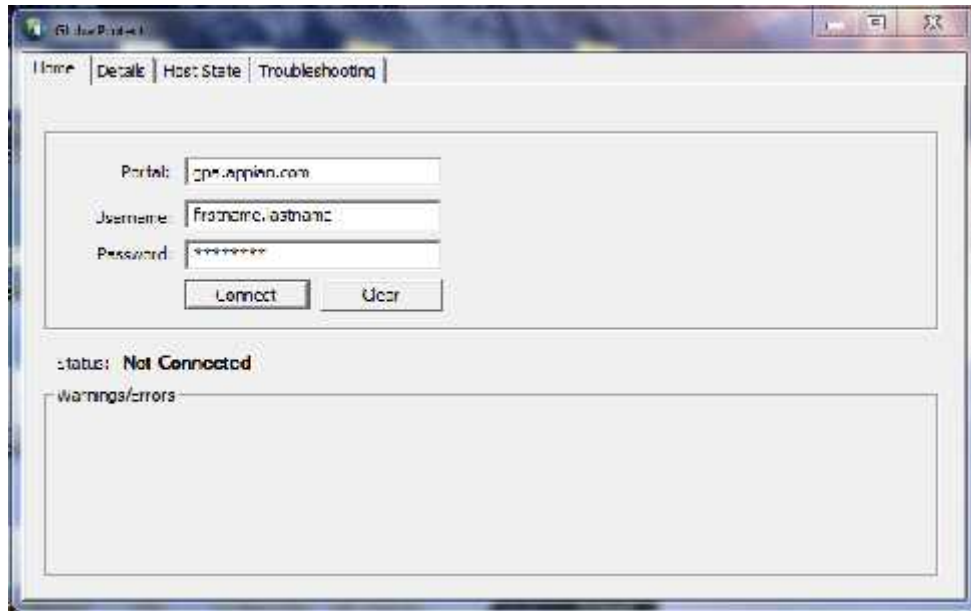
Enter the following information:

Portal: gpa.appian.com

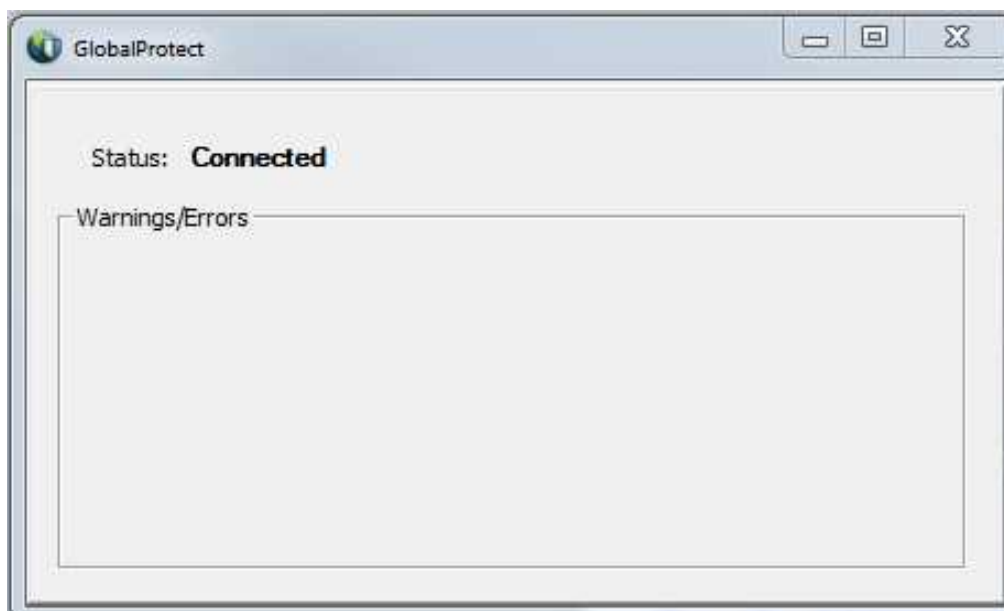
Username: AD username (Same account used in step above)

Password: AD password

Click "Connect"




You will be prompted for DUO authentication on your mobile device registered for DUO. It will take a few seconds to finish the VPN connection. Once VPN is connected the Status will change to **Connected**




Reconnecting/Disconnecting Palo Alto GlobalProtect:

Once Palo Alto GlobalProtect client is installed on your computer and the first VPN connection is made, you connect to VPN for your daily use using the GlobalProtect client.

Launch the GlobalProtect client:

- Launch the client from the system tray. Right click on the icon  and click "connect"
- The portal should be prepopulated with "gpa.appian.com", Enter your AD username and password, click "connect"

You will be prompted for DUO authentication on your mobile device registered for DUO. It will take a few seconds to finish the VPN connection. Once VPN is connected the GlobalProtect icon in the menu bar no longer has the red x, indicating it is now connected.

- To disconnect, locate the Palo Alto GlobalProtect icon on your taskbar (found in the bottom right-hand corner of Windows near your clock) and right click to "Disconnect". 

Mac

Palo Alto GlobalProtect Connection Setup Instructions for first use:

1. Launch your web browser and browse to <https://gpa.appian.com>
2. You will be presented the Palo Alto GlobalProtect login screen similar to the one below.



- In the user name field, enter your Appian Active Directory user name, for example firstname.lastname
 - In the password field, enter your password
 - Click "Login"
3. Click on Download Mac 32/64 bit to download the GlobalProtect Agent.

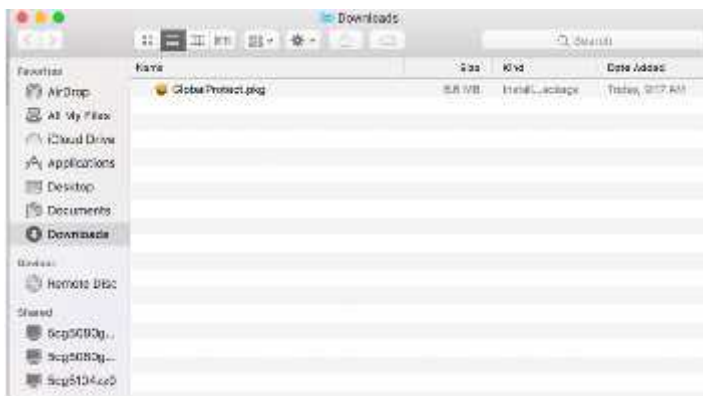
Note: This is a one- time installation. Once it is installed you do not need to install this again.



- Click on the download folder at the bottom of your screen to open the folder, you should see the GlobalProtect.pkg.

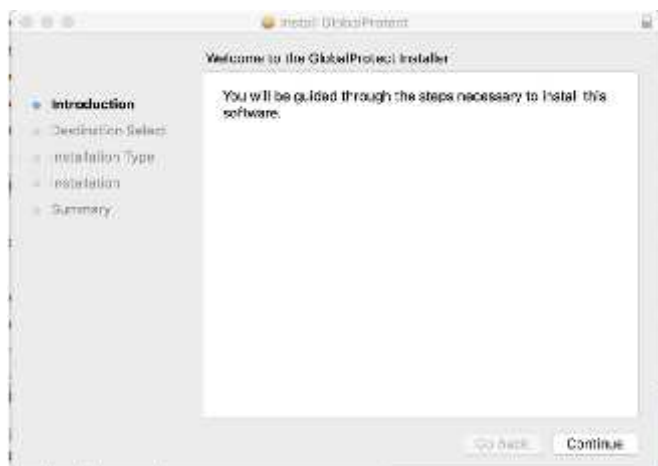


- Double click on the package to install the agent.

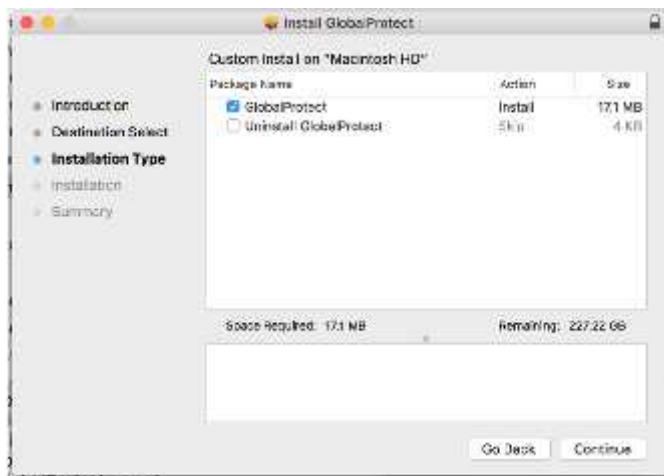


4. Follow the Palo Alto GlobalProtect installation wizard instructions to complete the install.

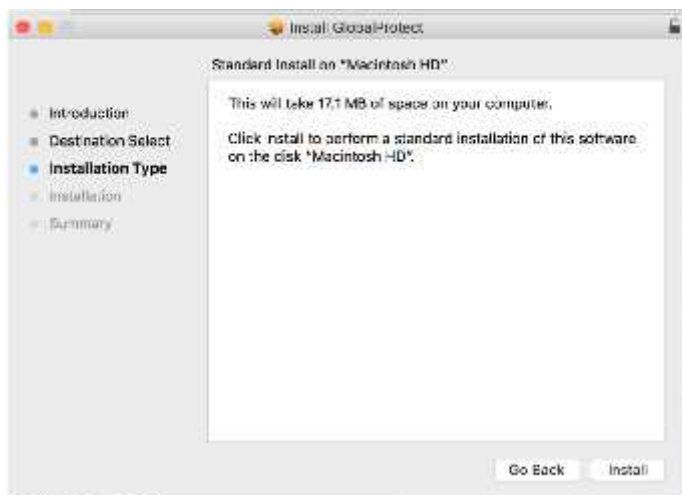
- Click "Continue"



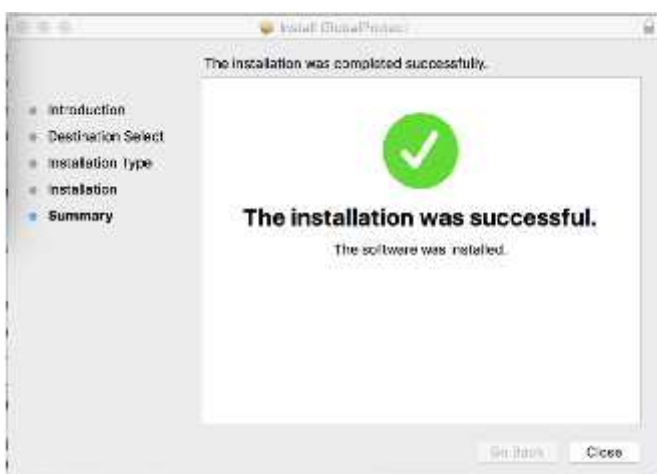
- Click "Continue"



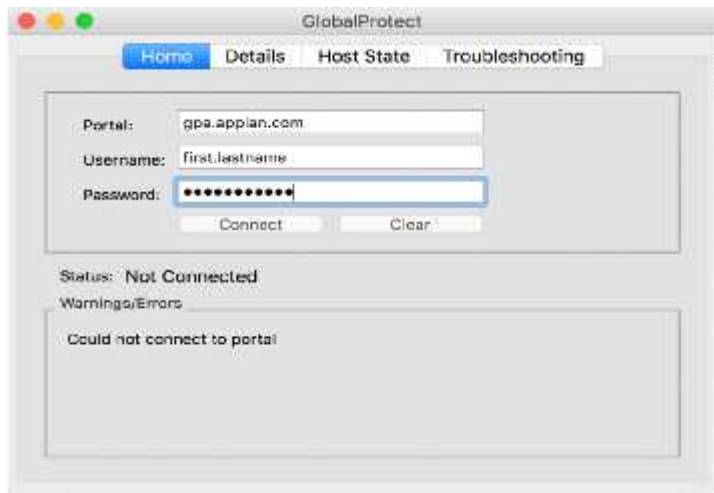
- Click "Install"



- Once the installation is completed
- Click "Close"



- Once the installation is completed, you will get the below dialog box.
Enter the following information:
Portal: gpa.appian.com
Username: AD username (Same account used in step above)
Password: AD password
Click "Connect"



You will be prompted for DUO authentication on your mobile device registered for DUO. It will take a few seconds to finish the VPN connection. Once VPN is connected the Status will change to **Connected**



Reconnecting/Disconnecting Palo Alto GlobalProtect on Mac:

Once Palo Alto GlobalProtect client is installed on your computer and the first VPN connection is made, you connect to VPN for your daily use using the GlobalProtect client.

Launch the GlobalProtect client

- Click on Palo Alto GlobalProtect icon on menu bar then click "Connect..." as shown in the screen capture below.



- The portal should be prepopulated with “gpa.appian.com”, Enter your AD username and password, click “connect”.



You will be prompted for DUO authentication on your mobile device registered for DUO. It will take a few seconds to finish the VPN connection. Once VPN is connected the GlobalProtect icon in the menu bar no longer has the red **x**, indicating it is now connected.

- To disconnect, click on Palo Alto GlobalProtect icon on your menu bar (top right-hand corner) and then Disconnect.