

VPN CLIENT INSTALLATION

FOR REMOTE CLOUD FIREWALL SERVICE
PORTAL USERS



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Introduction

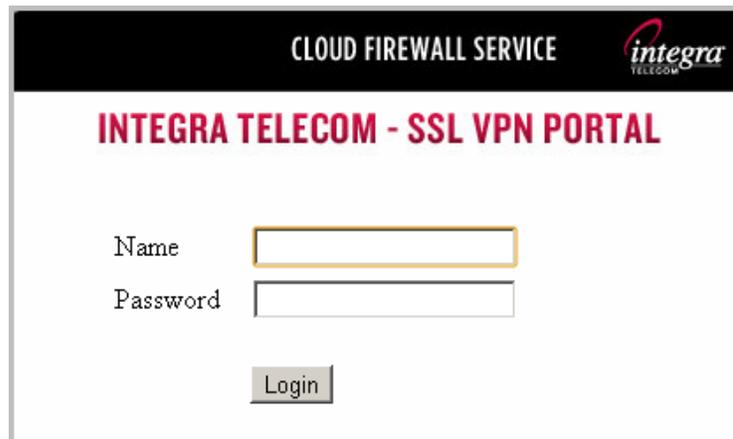
You can access your organization's network through Integra's Cloud Firewall Service (CFS) from remote locations using a secure Virtual Private Network (VPN). To enable VPN access, you must first download and install the VPN client (GlobalProtect) to your local system (laptop or desktop computer). This document describes how to download and install the Palo Alto Network's GlobalProtect VPN client software onto your local system.

VPN Client Install for Windows

Downloading the GlobalProtect VPN Client

1. Open a browser window and enter **the specific URL** provided by your administrator.

A login screen is displayed prompting you to enter your username and password:



2. Enter your **Username** and **Password**, then click **Login**.

The system displays a dialog box prompting you to choose the download agent applicable for your system:



Windows 32 bit OS needs to download and install Windows 32 bit GlobalProtect agent.
 Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent.
 Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent.

3. Click the **GlobalProtect download agent** that is appropriate for your system as described in the following table. After selecting the correct agent, the system downloads the install file to your default download folder.

If Your System Is A...	Then Click...
Windows 32 bit	Download Windows 32 bit GlobalProtect agent
Windows 64 bit	Download Windows 64 bit GlobalProtect agent
Mac	Download Mac 32/64 bit GlobalProtect agent

Installing the GlobalProtect VPN Client

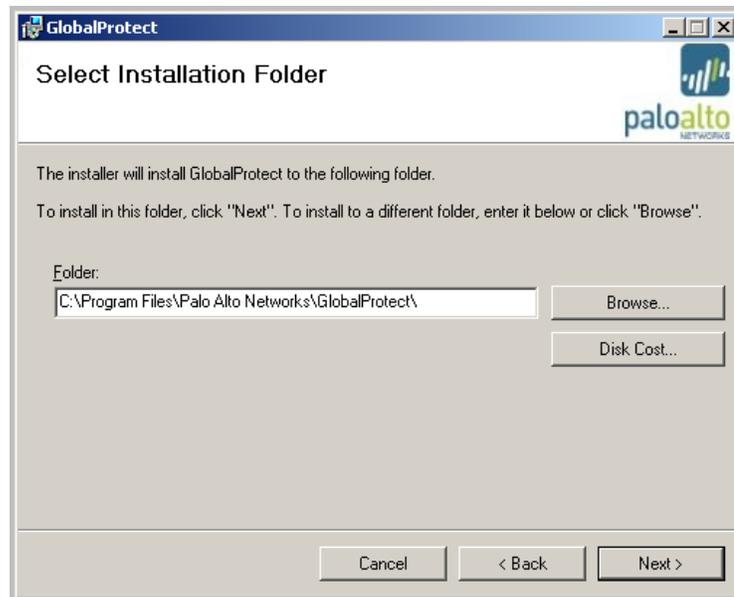
1. Open the GlobalProtect install file that you downloaded in Step 3 above.

The system starts the GlobalProtect Setup Wizard.



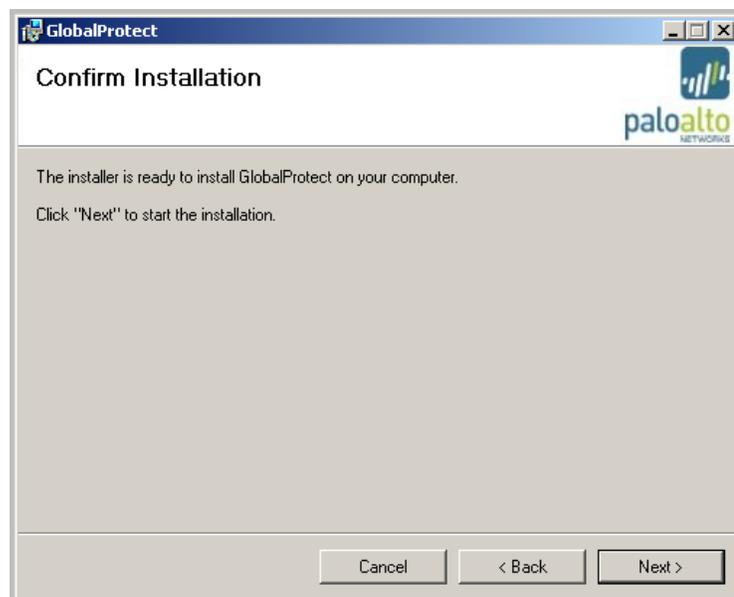
2. Click **Next** to start the installation.

The system prompts you for the installation location.



3. Click **Next** to accept the default installation folder shown, or click **Browse** and select (or create) the folder in which to install the GlobalProtect client.

The system displays the following confirmation dialog box:



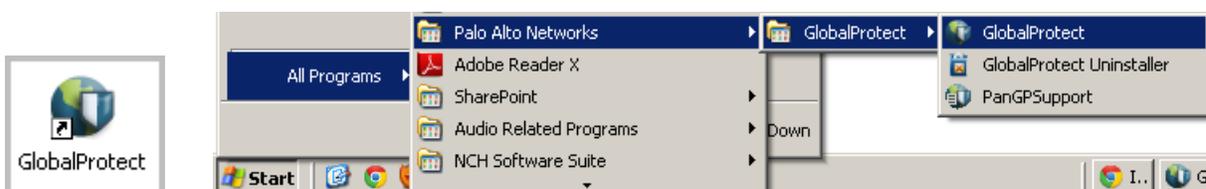
4. Click **Next** to install the GlobalProtect client.

Note: If NetConnect is currently installed on your system, the following dialog box is displayed:

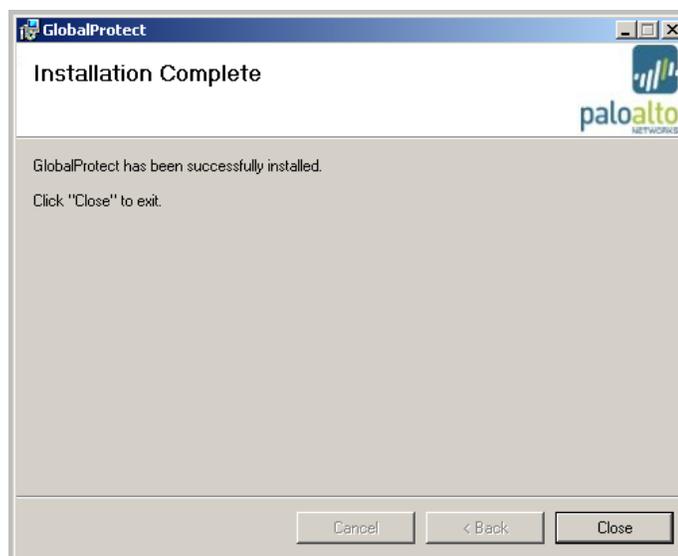


- In this case, ensure the **Uninstall SSLVPN** check box is **checked** and click **OK**.

The system installs the client software, adds a GlobalProtect shortcut icon to the desktop, and installs an entry in the Start menu (**All Programs > Palo Alto Networks > GlobalProtect > GlobalProtect**).



When the installation completes, the system displays the following dialog box:



- Click **Close** to close the dialog box.

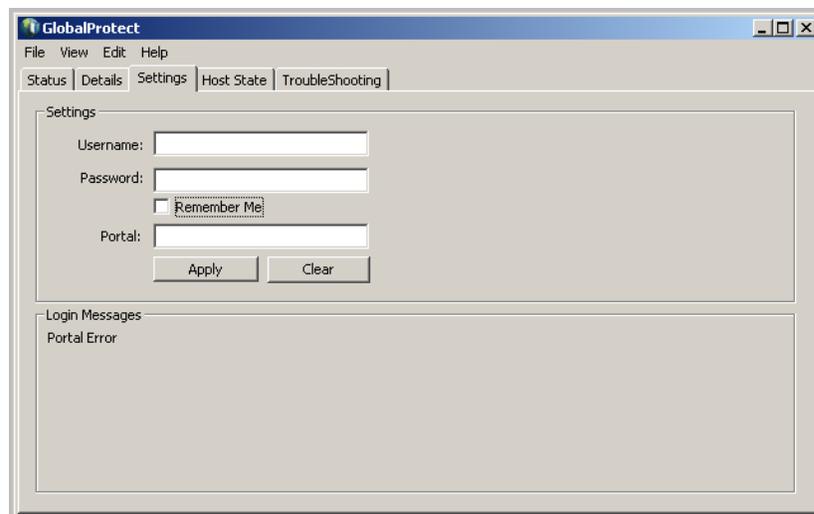
Establishing VPN Session

To establish a VPN client connection, click the **GlobalProtect** desktop icon , or navigate to the VPN Client through the Start Menu (**All Programs > Palo Alto Networks > GlobalProtect > GlobalProtect**).

While the user is connected, a GlobalProtect icon is displayed in the system tray. 

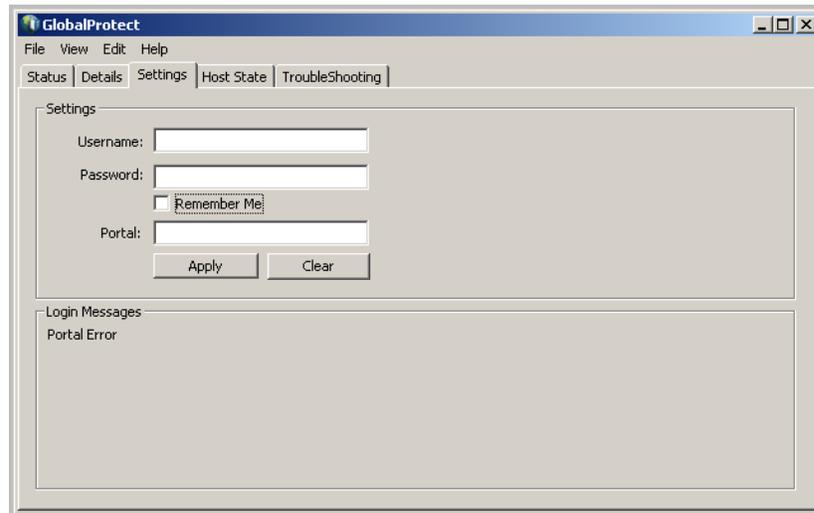
Disconnecting a VPN Session

To disconnect the session and exit the VPN Client, double-click the GlobalProtect icon  in the system tray to open the dialog box shown below, then Select **File > Disable**.



Establishing Subsequent Sessions

To establish subsequent sessions, double-click the GlobalProtect icon  in the system tray, or access the GlobalProtect software through the Start menu. This will display the login screen.



1. Enter your **Username** and **Password** (this is the same login information that you use to access your company's network).
2. In the **Portal** field enter the **URL** for the Integra Cloud Firewall Service (CFS) Gateway (provided by your System Administrator).
3. Click **Apply**.

VPN Client Install for Mac

Downloading the GlobalProtect VPN Client

To download the GlobalProtect VPN client software:

1. Open a browser window and enter **the specific URL** provided by your administrator.

A login screen is displayed.

2. Enter your **Username** and **Password** provided to you by your administrator.

Installing the GlobalProtect VPN Client

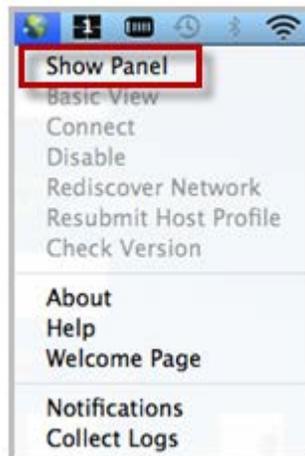
1. Double-click the **GlobalProtect** icon to start the installation.
2. When prompted, click **Install for All Users**.

Once the installation completes, a GlobalProtect starts automatically and a GlobalProtect icon is added to the Finder.



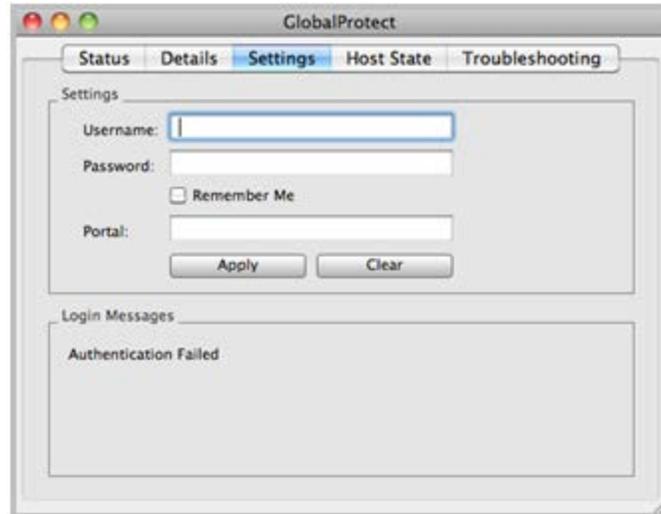
3. Click the **GlobalProtect icon** located in the Finder.

The system displays the following menu:



4. Click **Show Panel**.

The system displays a GlobalProtect dialog box as shown below:



The screenshot shows a window titled "GlobalProtect" with a tabbed interface. The "Settings" tab is active. It contains the following elements:

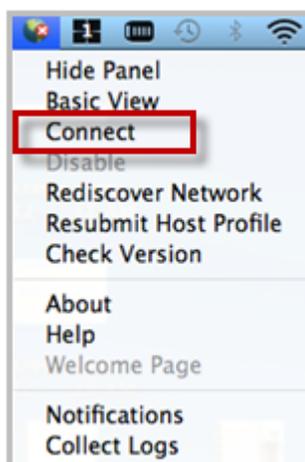
- Settings Section:**
 - Username:** A text input field.
 - Password:** A text input field.
 - Remember Me:** A checkbox.
 - Portal:** A text input field.
 - Buttons:** "Apply" and "Clear" buttons.
- Login Messages Section:**
 - A text area containing the message "Authentication Failed".

5. Enter your **Username** and **Password** (this is the same login information that you use to access your company's network).
6. In the **Portal** field enter the **URL** for the Integra Cloud Firewall Service (CFS) Gateway (provided by your System Administrator).
7. Click **Apply**.

Establishing a VPN Session

1. Click the **GlobalProtect icon** located in the Finder.

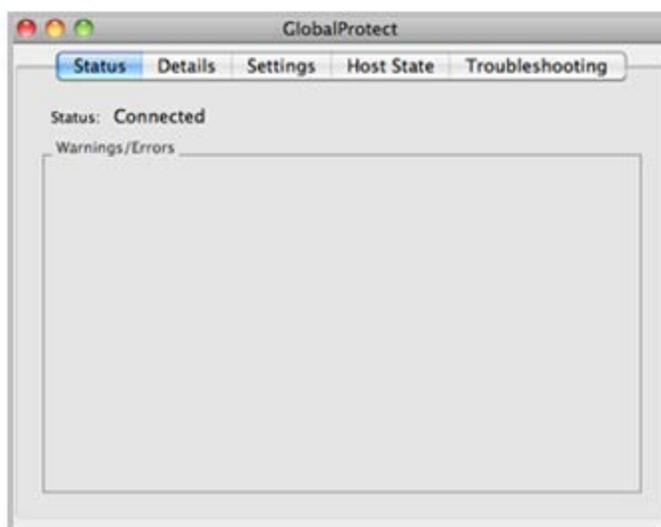
The system displays the following menu:



2. Click **Connect**.

The system connects to the Integra Cloud Firewall Service (CFS) portal.

3. To verify connection status, click **Status** in the GlobalProtect panel:



Disconnecting a VPN Session

To disconnect from your VPN session:

1. Click the **GlobalProtect icon** located in the Finder.

The system displays the following menu:



2. Click **Disconnect**.

The system disconnects from the Integra Cloud Firewall Service (CFS) portal, ending your VPN session.

Contacting Integra for Help

If you need help with the CFS Portal, logins, or making changes to your default firewall settings, contact the Integra Customer Repair Center.