

# Setting up VPN – GlobalProtect

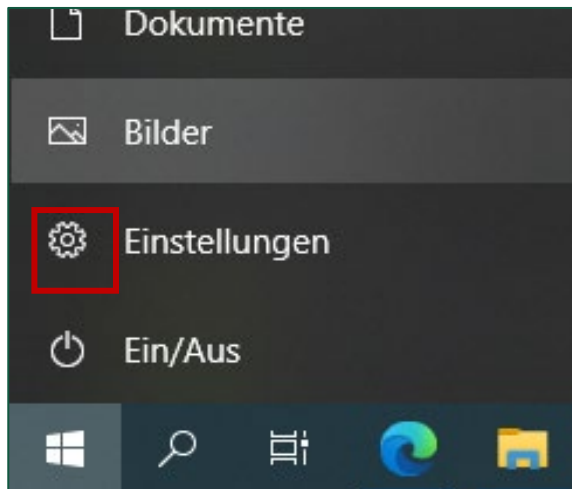


# GlobalProtect VPN

## For Employees:

The University of Salzburg provides its employees with the opportunity to work from computers that are not on the university network as if they were at their workplace in the university through their VPN access.

# 1 Requirements



## Windows Operating System Version

Before installation, you need to know whether you are using the 32-bit or 64-bit version of Windows 10:

*Windows button -> Settings -> System -> Info -> System type*

You may need administrator rights for your PC.

# 2

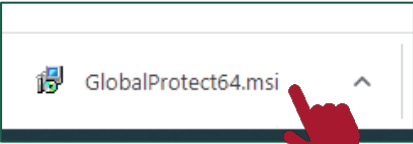
# Installation

Via the link: <https://access.sbg.ac.at> you can install GlobalProtect.

Select the operating system:



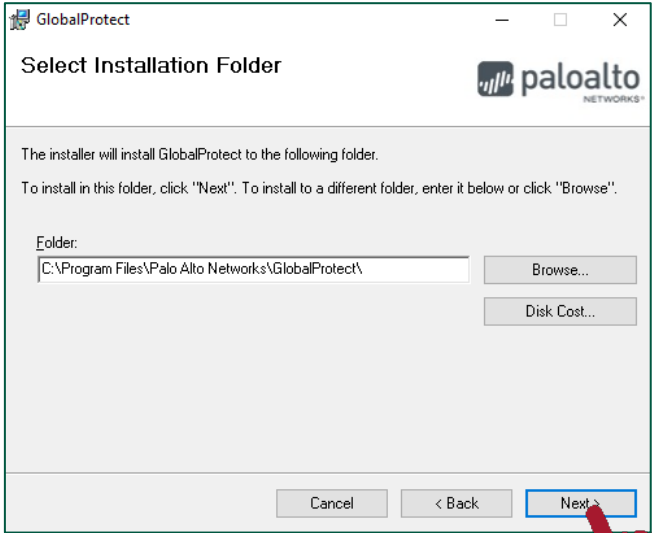
The screenshot shows the Palo Alto Networks VPN-Portal. It features the Palo Alto Networks logo at the top left. Below the logo, the text "VPN-Portal" is centered. Underneath, there are three download links: "Download Windows 32 bit GlobalProtect agent", "Download Windows 64 bit GlobalProtect agent", and "Download Mac 32/64 bit GlobalProtect agent". At the bottom, there are three paragraphs of text providing instructions for each operating 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.", and "Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent."



The screenshot shows a file explorer window with a search bar at the top. The search results show a file named "GlobalProtect64.msi". A red hand icon is pointing to the file name.



The screenshot shows the "GlobalProtect Setup Wizard" window. The title bar says "GlobalProtect". The main text reads "Welcome to the GlobalProtect Setup Wizard". Below this, it says "The installer will guide you through the steps required to install GlobalProtect v5.2.10 on your computer." At the bottom, there is a "WARNING" section: "WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law." At the bottom right, there are three buttons: "Cancel", "< Back", and "Next >". A red hand icon is pointing to the "Next >" button.

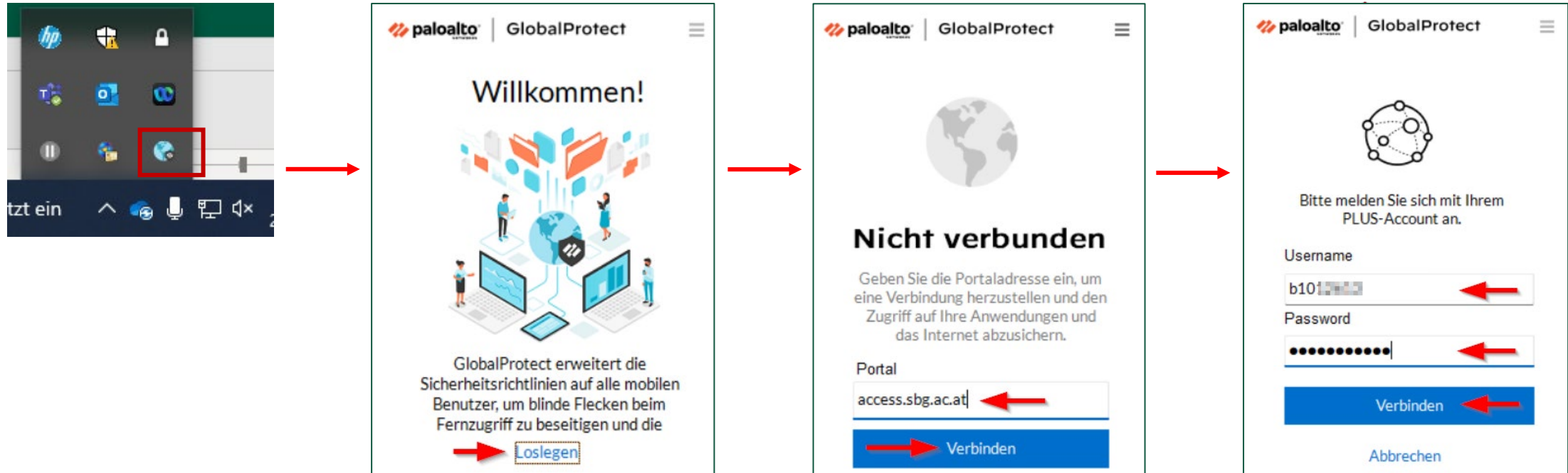


The screenshot shows the "GlobalProtect Setup Wizard" window at the "Select Installation Folder" step. The title bar says "GlobalProtect". The main text reads "Select Installation Folder". Below this, it says "The installer will install GlobalProtect to the following folder." and "To install in this folder, click 'Next'. To install to a different folder, enter it below or click 'Browse'." There is a text input field containing "C:\Program Files\Palo Alto Networks\GlobalProtect\" and a "Browse..." button to its right. Below the input field is a "Disk Cost..." button. At the bottom, there are three buttons: "Cancel", "< Back", and "Next >". A red hand icon is pointing to the "Next >" button.

### 3 Connecting 1

After installation, click on the GlobalProtect icon in the taskbar and enter “*access.sbg.ac.at*” in the empty field.

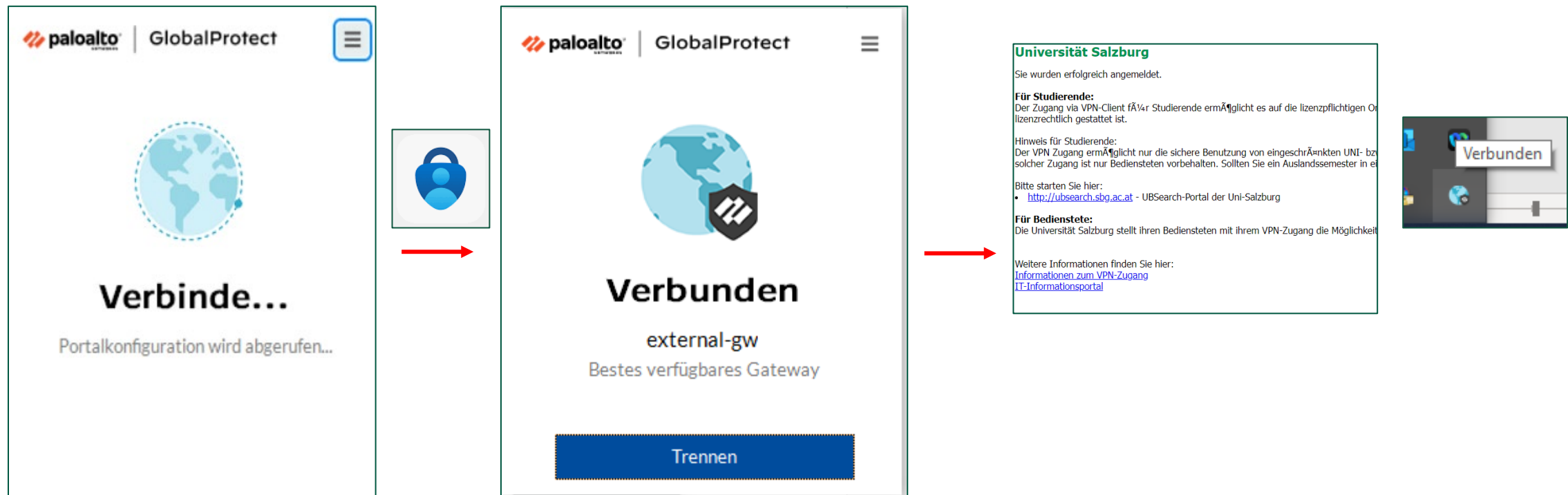
Enter university access data (Students: s-number) and click “Verbinden”.



## 4 Connecting 2

You will be prompted to perform **two-factor authentication** via your Authenticator (or other selected method).

Upon **successful connection**, the following browser window will open and the GlobalProtect icon in the taskbar will turn light blue.



# FAQs

**Q: The VPN connection is not working ? what should I do?**

**A:**

1. If you have multiple VPN clients installed, make sure only GlobalProtect is active. Using multiple VPN clients simultaneously causes problems.
2. Check for available system updates and install them. Then restart your device.
3. On the [Palo Alto Networks website](#), you can find out which operating systems are compatible with the GlobalProtect VPN client.
4. Make sure the correct portal address is entered.



**Q: I am using an Apple device**

**A:** On macOS, you can check under -> System Preferences -> Security -> General if loading software from “Palo Alto Networks” is allowed.

# IT-Service Desk

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