RU-VPN2 - GlobalProtect Installation for Windows

Use RU-VPN2 for a secure connection to Ryerson's Administrative system via the Internet. To use RU-VPN2, you will need to install and use client software called GlobalProtect which allows authorized users' access. It provides further security by creating a Virtual Private Network (VPN), which is like a "secure tunnel" through which all communication between the user PC and Ryerson must pass. All data transmissions are "encrypted" so that they cannot be read while traveling across the Internet. GlobalProtect runs on your PC, laptop computer or mobile device, protecting you with the same security policies that protect the sensitive resources on Ryerson University network.

Requirements

- Access to the Internet
- A valid my.ryerson username and password
- VPN access enabled by the CCS Help Desk
- Two-Factor Authentication enabled for "applications that require two-factor authentication"

Note: If you do not meet or understand the above requirements, contact the CCS Help Desk for information before proceeding.

Complete the following steps to use RU-VPN2:

Install GlobalProtect

Using GlobalProtect after Installation

Step 1 Contact CCS to request VPN access

Before you download and install Ru-VPN2, submit the request form for VPN access.

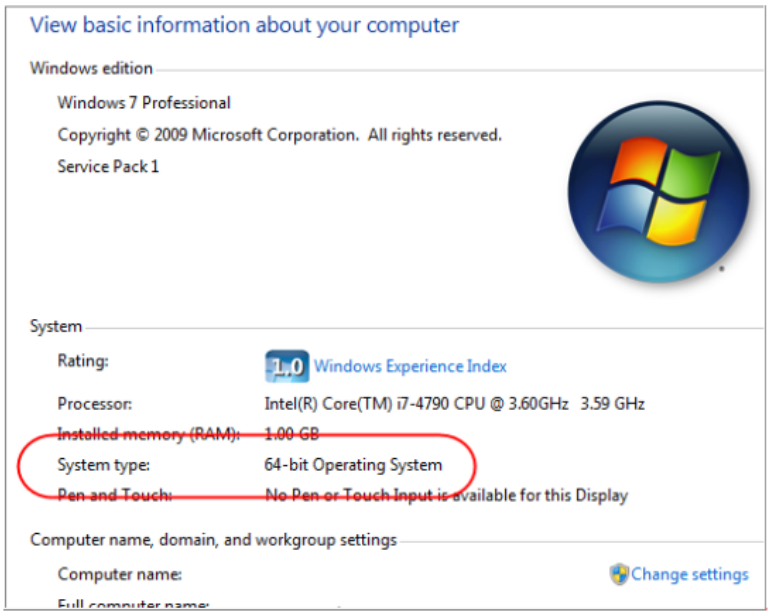
Step 2 Setup Two-Factor Authentication

To use RU-VPN2, you will need to setup Two-factor authentication. Please complete the instructions outlined at http://ryerson.ca/ccs/services/accounts/2FactorAuthentication.html before proceeding with the download and install of RU-VPN2, GlobalProtect.

Step 3 Download the RU-VPN2, GlobalProtect Software Client

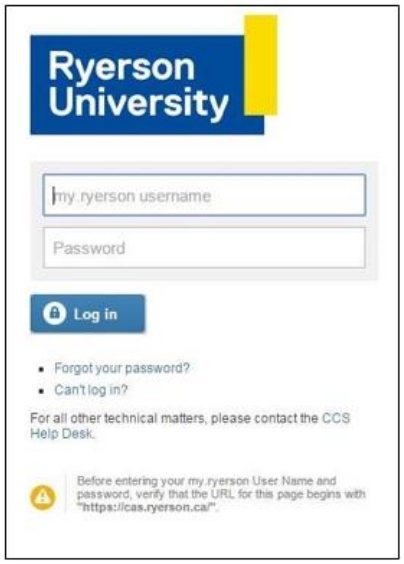
1. From the CCS download web page http://ryerson.ca/ccs/services/software/security.html find **RU-VPN2.** There are two versions of the RU-VPN2 client for Windows, 32-bit and 64-bit. Determine which version of Windows your computer is running and select the correct RU-VPN2 client software. You cannot install the 64-bit client on a 32-bit version of the Windows or vice versa.

   Check your Operating System: Click on **Windows**, **Control Panel** and click **System**. On the **"**View basic information about your computer" screen, the **System type:** shows which version of Windows is installed.



   Select the appropriate software for your computer.
   - For 32-bit Operation System, download RU-VPN2 32-bit.
   - For 64-bit Operating System, download RU-VPN2 64-bit.

2. At the **Software download** screen, type your my.ryerson username and password. Click **Log in**.



3. At the **File Download** screen, click **Save.** Save this file to your desktop or your Local Disk (C:).

Step 4 Install RU-VPN2 using GlobalProtect

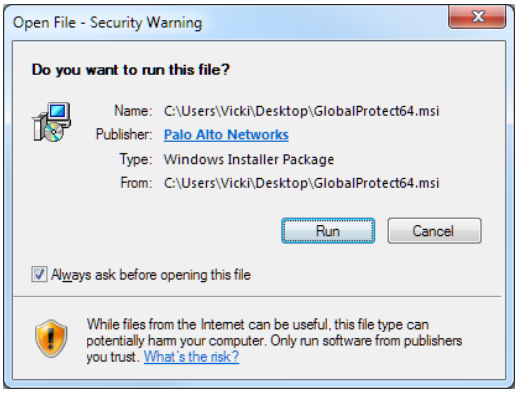
To use RU-VPN2, you will need to install and use the GlobalProtect client software. This is the software included in the files you downloaded.

1. Before install, make sure that the **RU-VPN2.msi** or **RU-VPN264.msi** file is located on your desktop.

2. Locate the downloaded file. Install the GlobalProtect client by double-clicking on the file **RU-VPN2.msi or RU-VPN264.msi.**

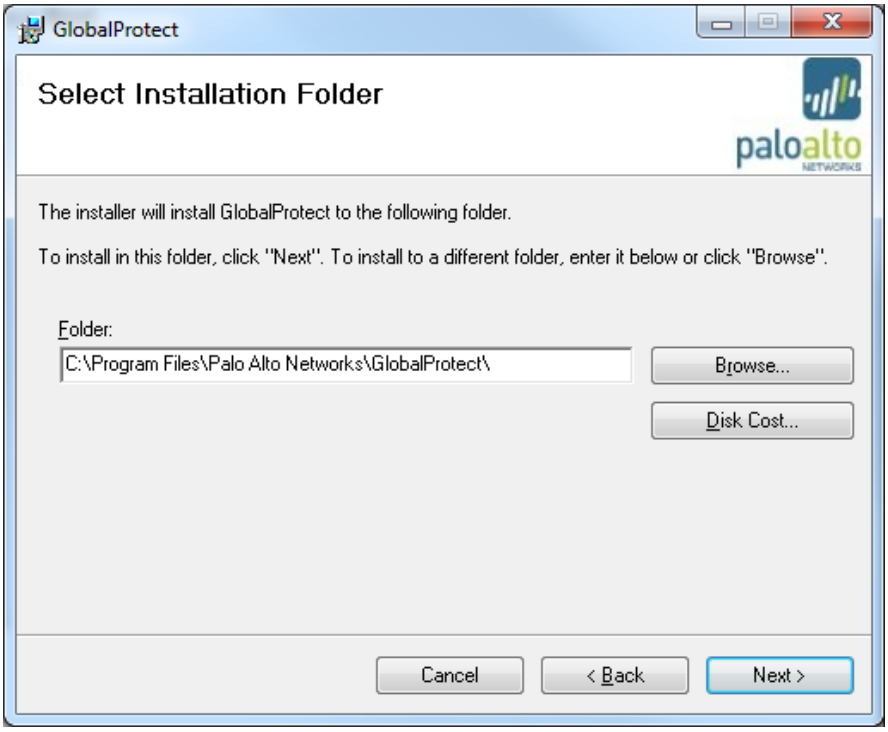
   Note: Running as administrator is mandatory. If you are not in the administrator group, please get help from your system administrator.

3. A **Security Warning** screen will appear, click **Run** to continue.

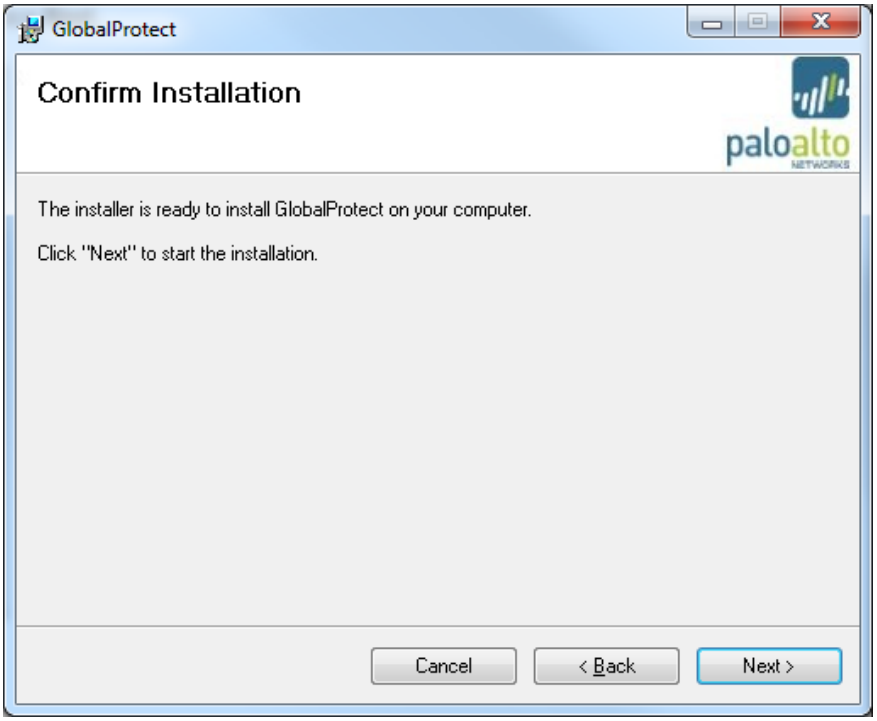


4. At the **Welcome to the GlobalProtect Setup Wizard**, click **Next.**

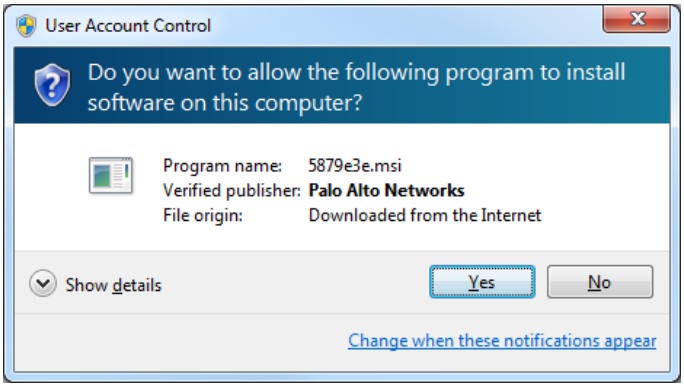
5. At the **Select Installation Folder** window**,** accept the folder and click **Next.**



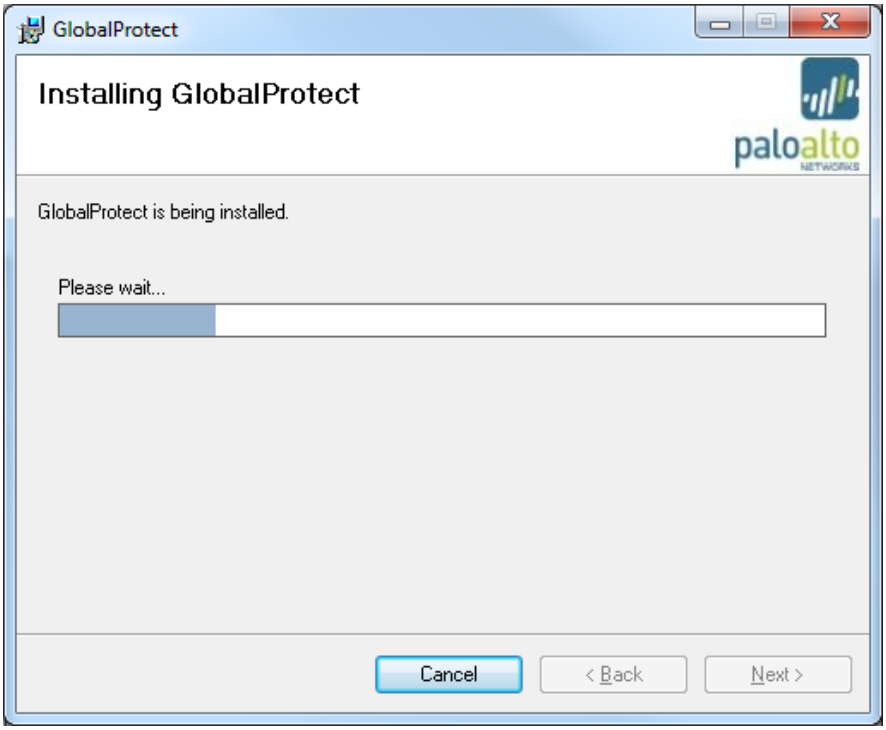
6. At the **Confirm Installation** screen, click **Next**.



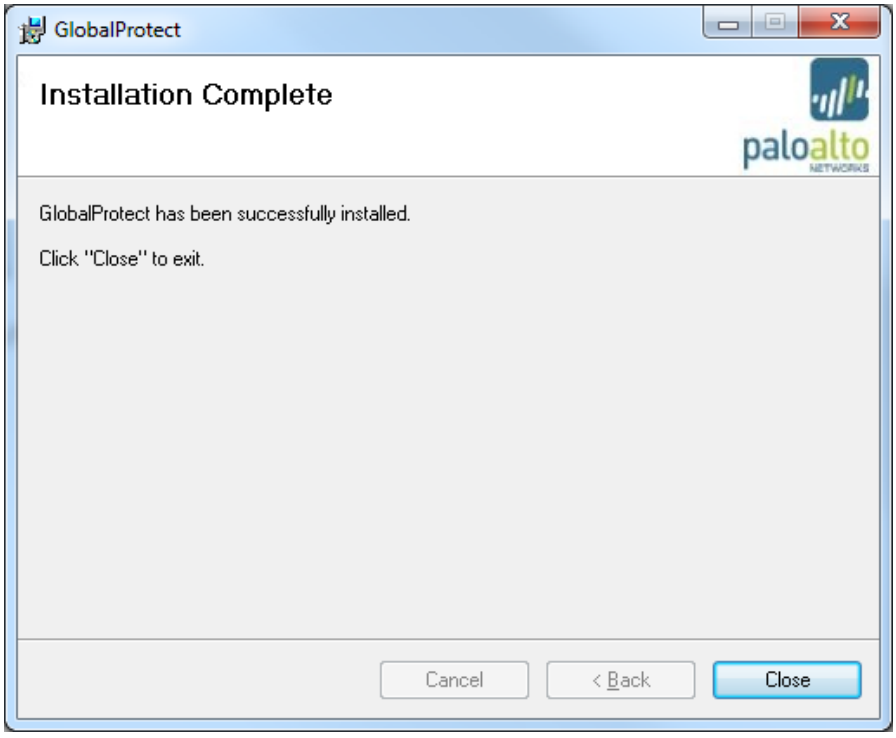
7. Accept the installation for the Palo Alto Networks software, click **Yes**.



8. GlobalProtect will begin installation.



9. At the **Installation Complete** screen, click **Close** to complete the Installation.

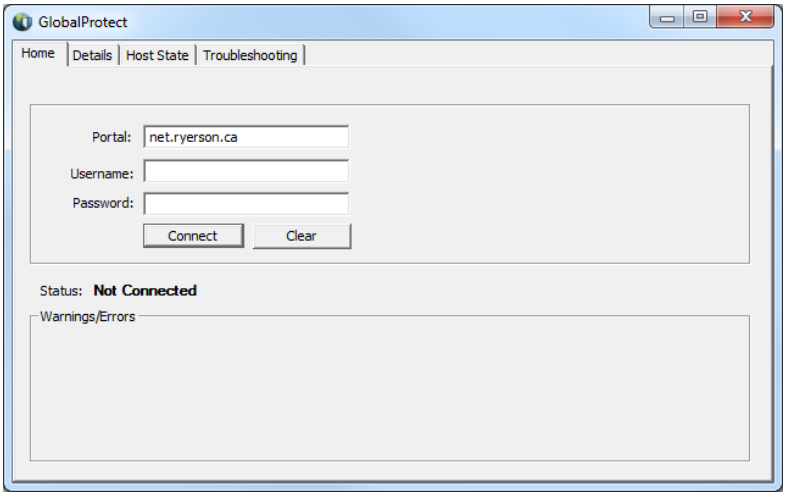


Step 5 Configure and Run GlobalProtect for the first time

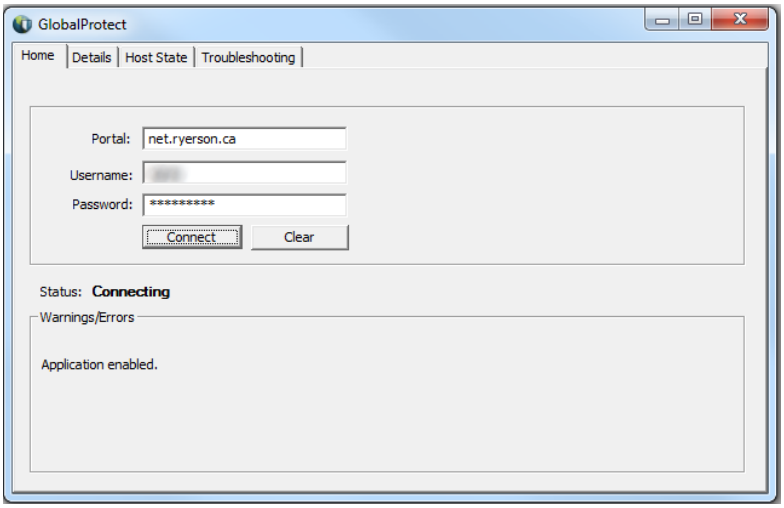
1. After Installation, please wait, this may take a few minutes. A GlobalProtect details window will display. If this does not automatically appear, click the GlobalProtect icon from the Start menu. At the Details Window enter the following:

   Portal: net.ryerson.ca
   Username: Your my.ryerson username
   Password: Your my.ryerson password

   Click on **Connect**

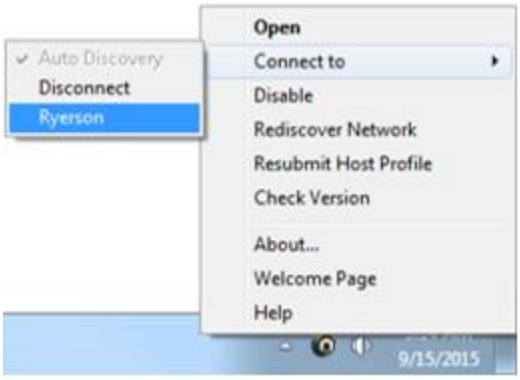


2. The GlobalProtect screen status will state **Connecting**.

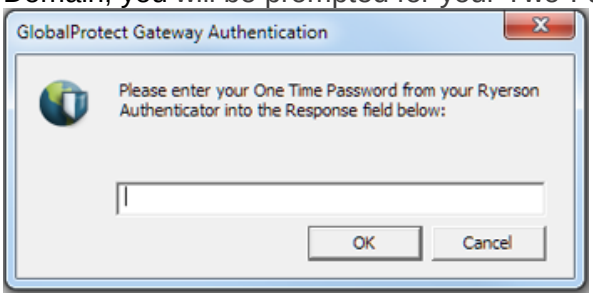


3. An icon will be added to your Taskbar. For internal connections, you will see this icon and for connections made outside the Ryerson campus network, this icon.
   If you do not see the icon, click on **Show hidden icons** to see the GlobalProtect icon.

4. If you are installing from the Ryerson campus, please proceed to the next step. If connecting from off campus, right click the GlobalProtect icon from the taskbar, and click **Connect to >** and **Ryerson**.

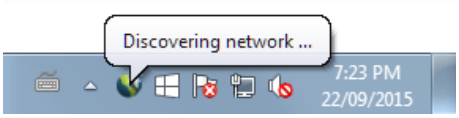


5. If you are connecting to RU-VPN2 from off campus or from the campus but through the Academic Domain, you will be prompted for your Two-Factor **One Time Verification Password**.

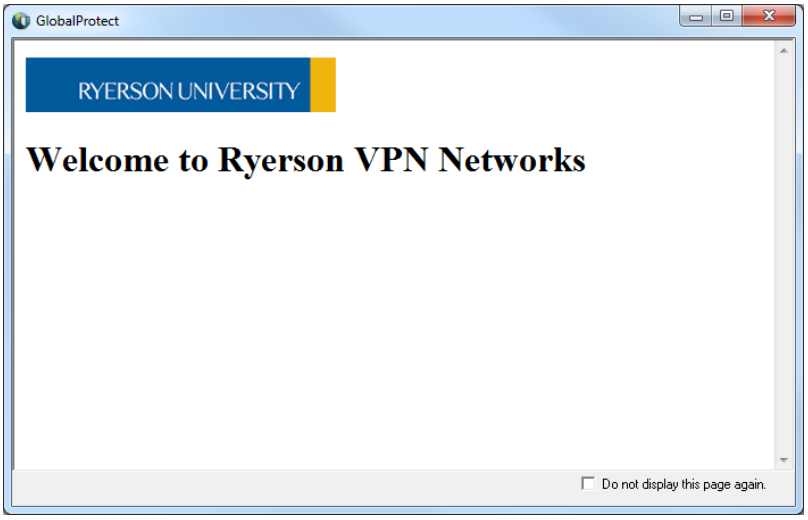


   Note: When GlobalProtect software is updating or if your PC is idle; GlobalProtect may need to reconnect and you may be prompted for the One Time Verification Password again.

6. You may see these Status messages, **Retrieving Configuration**, **Discovering Network** and finally **Services Connected**.

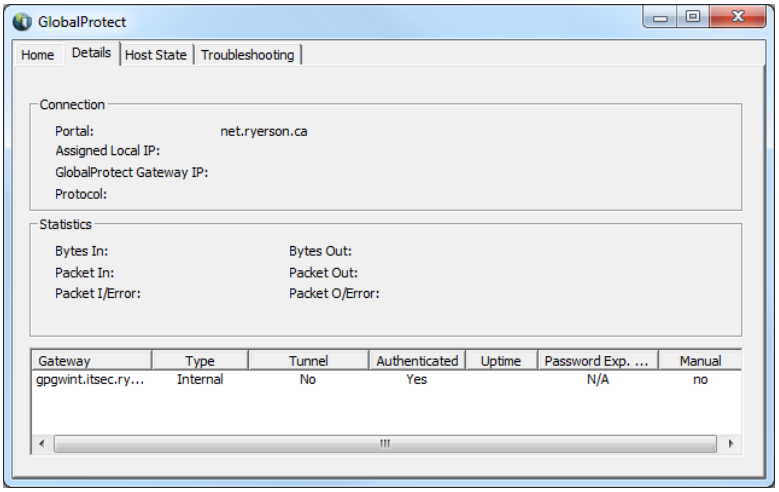


7. A **Welcome to Ryerson VPN Networks** window will display which you can close

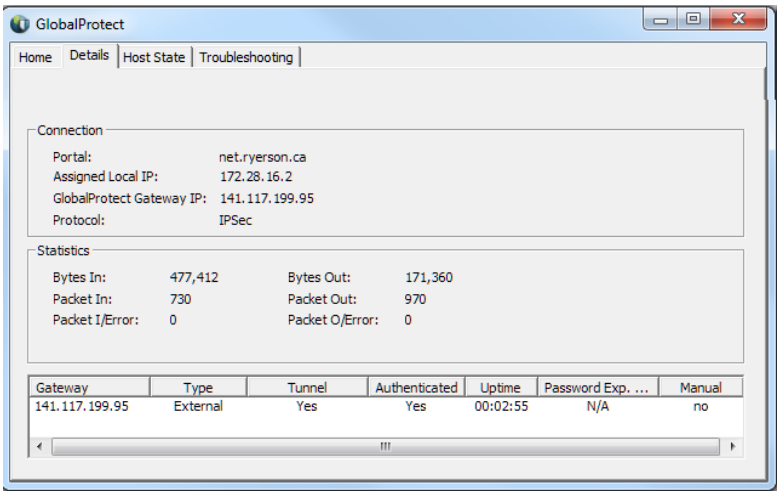


8. If there is a newer version of GlobalProtect available, this will automatically update. A message will display stating "GlobalProtect agent upgrade is in progress. Please wait, application will restart once the upgrade is complete." After the install you will be prompted for your One Time Verification Password a second time.
9. Right click on GlobalProtect icon from the taskbar, select **Show Panel**. Click the **Details** tab to see the Connection information.

   For **internal connections** you will see this screen:



For **external connections**, a detailed view is provided that includes the IP and statistics information which may differ from your instance:



10. When you are finished using GlobalProtect, to disconnect right click the GlobalProtect icon from the taskbar, then **Connect to >** and **Disconnect**. To disable GlobalProtect, right click the GlobalProtect icon from the taskbar, then **Disable**. You will be prompted for a reason to close the session and this will end your connection to VPN.
11. After installation, you can now delete from your desktop the GlobalProtect.msi or GlobalProtect64.msi file.

Step 6 Uninstall old RU-VPN

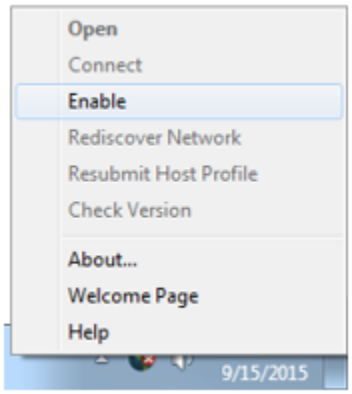
Once you have the new RU-VPN2 up and running you should uninstall the old RU-VPN.

1. Open the Windows Control Panel.
2. For Windows 7, click on **Programs and Features**
3. For Windows 8.x, click on **Uninstall A Program**.
4. Select **OpenVPN**. Click **Uninstall**.

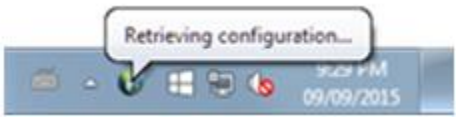
Connect to Ryerson using GlobalProtect

If your GlobalProtect was "disabled" the last time it was used:

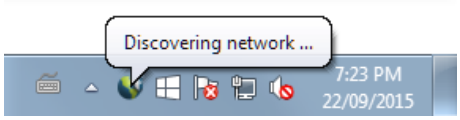
1. Right click the GlobalProtect icon from the taskbar. Click **Enable**. If you do not see the Enable option, then proceed to the **If your GlobalProtect was "disconnected" the last time it was used** section.



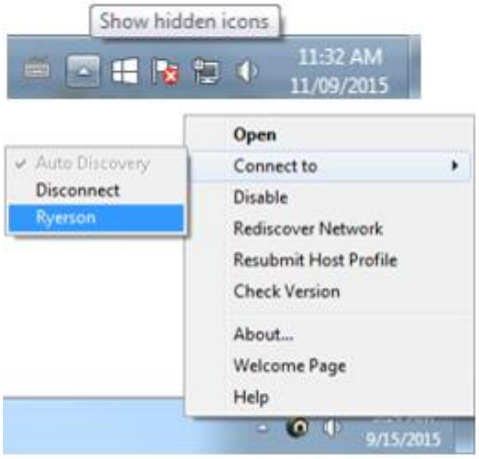
2. Wait to see these Status messages, **Retrieving Configuration** and **Discovering Network.**



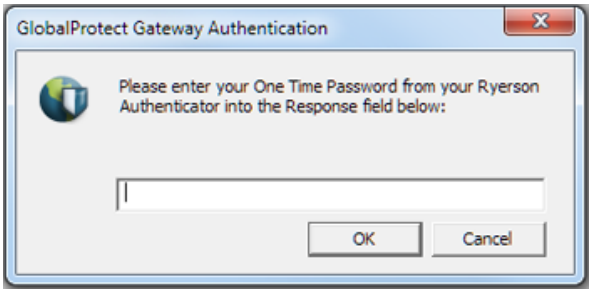
and



3. Right click the GlobalProtect icon from the taskbar. Then right click **Connect to >** and **Ryerson**.

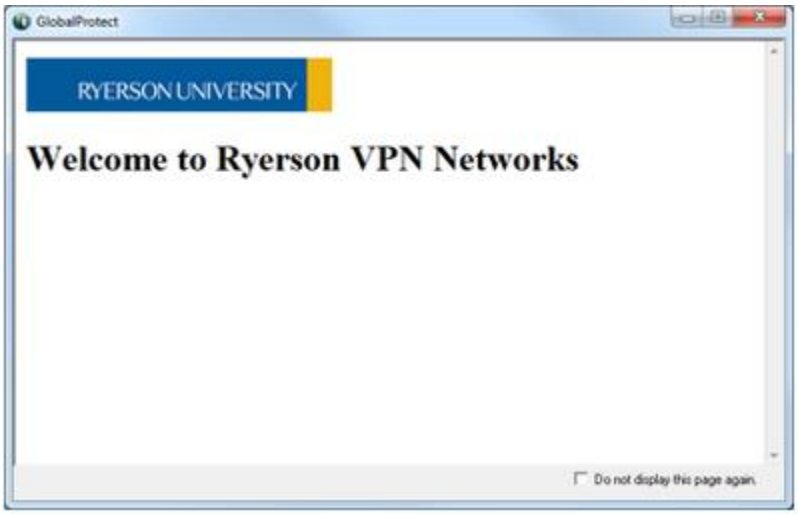


4. If you are connecting to RU-VPN2 from off campus or from the campus but through the Academic Domain, you will be prompted for your Two-Factor **One Time Verification Password**.



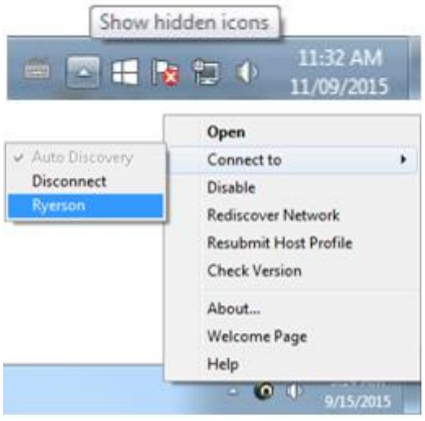
5. Wait to see the Status **Services Connected.**

6. A **Welcome to Ryerson VPN Networks** window will display which you can close and the icon on the taskbar will show as  . This confirms that you are connected.

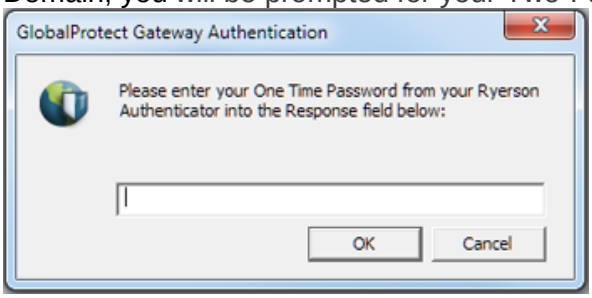


If your GlobalProtect was "disconnected" the last time it was used:

1. Right click the GlobalProtect icon from the taskbar. Then right click **Connect to >** and **Ryerson**.



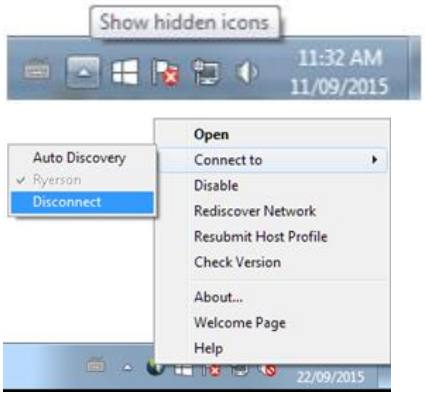
2. If you are connecting to RU-VPN2 from off campus or from the campus but through the Academic Domain, you will be prompted for your Two-Factor **One Time Verification Password**.



3. Wait to see the Status **Services Connect** and the icon on the taskbar will show as  . This confirms that you are connected.

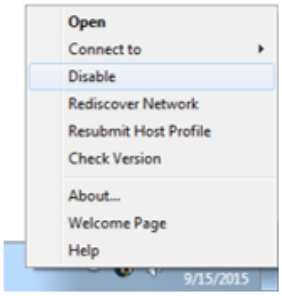
Disconnect from Ryerson using GlobalProtect

1. To end your GlobalProtect session, right click the GlobalProtect icon from the taskbar. Click **Connect to >** and **Disconnect**.

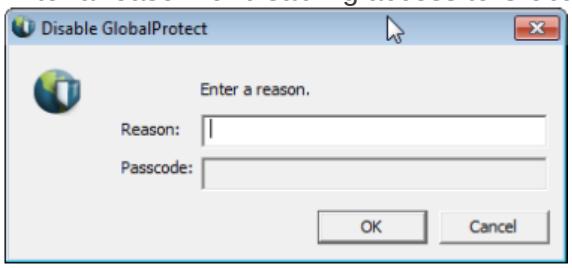


The GlobalProtect icon changes to a globe with a red X.  This is sufficient until the next time you use GlobalProtect.

2. If you need to disable GlobalProtect, right click the GlobalProtect icon from the taskbar and click **Disable**.



3. Enter a reason for disabling access to GlobalProtect and then click **OK**.

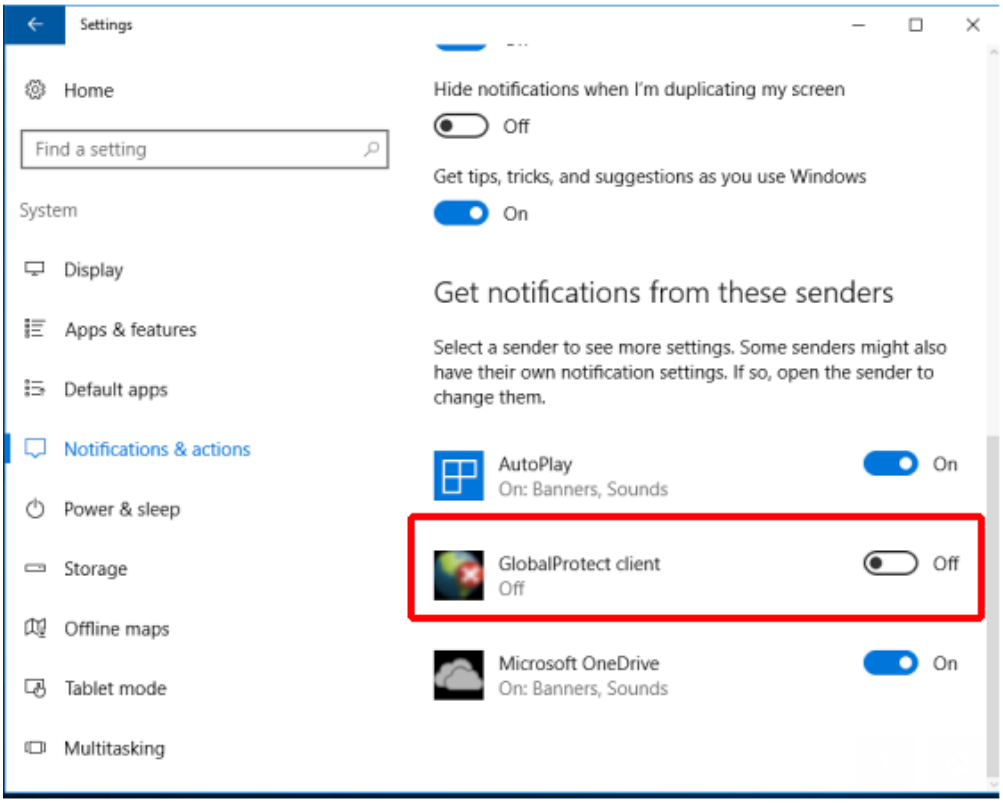


The GlobalProtect icon changes to a globe with a red X. 

Disable Notifications for Windows 10

The current version of Global Protect sends notifications. For Windows 10 users these can be quite frequent. To turn off these notifications go to Windows **Settings** then **System.**

From the **System** screen, select **Notifications and actions**. Locate GlobalProtect and turn off the notifications. If you do not see GlobalProtect listed, you may have to reboot your computer.



Frequently Asked Questions (FAQ)

Q. How can I tell that I am definitely connected to the GlobalProtect VPN?

A. The VPN status icon, that displays on the taskbar, at the bottom right of the screen, will indicate the current connection state:

GlobalProtect is connected as internal client, VPN is not initialized. This usually happens when you connected your laptop to a Ryerson trusted network such as Ryerson admin networks.

GlobalProtect is connected as external client, VPN is connected successfully. This also displays when you connect your laptop from home or a Ryerson untrusted network like wireless networks.

GlobalProtect is not connected, either because authentication failed or you choose to disconnect or disable.

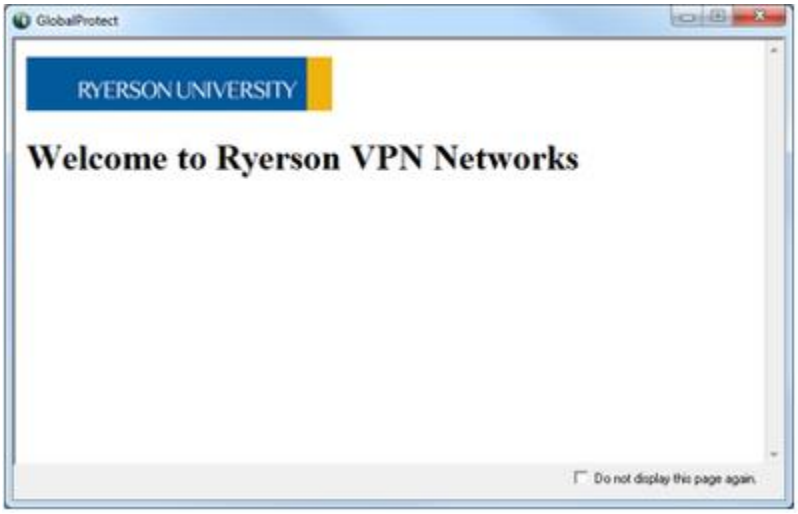
Q. How to uninstall RU-VPN on a Windows computer**?**

A. Steps to uninstall RU-VPN

1. Open the Windows Control Panel.
2. For Windows 7, click on **Programs and Features**
3. For Windows 8.x, click on **Uninstall A Program**.
4. Select **OpenVPN**. Click **Uninstall**.

Q. Can I check the Do Not Display This Page Again checkbox on the Welcome Page?

A. From the Welcome to Ryerson VPN Networks page, you can select **Do not display the page again**. This means that you will not have this window open whenever you connect to the Ryerson VPN.



Q. The GlobalProtect client will not install and is asking for an Administrator password?

A. If your computer is a Ryerson computer and supported by CCS please contact the CCS Help Desk at help@ryerson.ca or extension 6806, otherwise, you must contact the person who as administrator rights on the computer.

Q. When I try and make a VPN connection, I keep being taken back to the user name/password or one-time verification code screen?

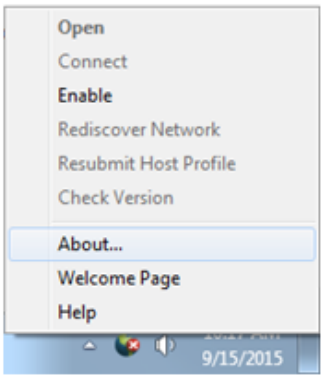
A. This may be caused by entering an incorrect or invalid my.ryerson user name, password or one-time verification code. Make sure you are entering your my.ryerson user name and password. Remember that user names and passwords are case-sensitive. If you are able to log on http://my.ryerson.ca using your my.ryerson user name and password, the problem may be your two-factor authentication setup. Try resetting your two-factor authentication by revoking your two-factor authentication and then reactivating two-factor authentication.

Q. How do I stop getting prompted to enter a one-time verification code, user name or password when I do not need connect to GlobalProtect?

A. Follow the Disconnect From Ryerson Using GlobalProtect instructions.

Q. How do I get the GlobalProtect client version information?

A. Find the GlobalProtect icon in the taskbar. Click on Show Hidden Icons. Next right-click on the GlobalProtect icon and click **About . . .**



Q. How does a new version of the GlobalProtect client get installed?

A. GlobalProtect is preset to check if there are new versions available. Once you have installed GlobalProtect and establish a VPN connection, the software will download the new version and put it in a queue. It will install by itself. You may see a message, "GlobalProtect agent upgrade is in progress. Please wait, application will restart once the upgrade is complete.".

Q. How do I get help with other GlobalProtect problems?

A. If the information here did not help to resolve your problem, you can contact the CCS Help Desk at help@ryerson.ca. Please include details of:

- Your operating system version, e.g. Windows 7 Professional with SP1, Mac OS X 10.10.2 etc. Your GlobalProtect Client version
- Your ISP (Internet Service Provider)
- Your Ryerson email address

Important Note

Ryerson is taking the issue of security very seriously. It is imperative that you disconnect your VPN session when you are finish with accessing any of the Ryerson systems or when your computer will be left unattended and unsecured for some period of time during the day.

Leaving your active VPN session open and unattended provides others with the opportunity for message forgery and other misuse, attributing them to you and creating an embarrassment to you and possibly compromising the integrity of Ryerson. This is especially important for people who share computers or have their computer located in a public area.

Some basic safeguards which can be used to aid data security are:

- Disconnect your VPN session and logout from your PC during periods of absence. (e.g. coffee break, lunch, meetings etc.)
- Lock your office or room during periods of absence during normal working hours.
- Always use a screen saver password and a computer power-on password.