

# Access the TCNJ Palo Alto Networks VPN using the GlobalProtect VPN client

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June 2014

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## Introduction

The College has implemented a VPN solution to provide easy to use secure access to on-campus resources from Internet connected devices using the GlobalProtect VPN client from Palo Alto Networks. Previous users of the Juniper Networks “Network Connect” or “Pulse” VPN clients may uninstall those applications as they are being replaced with the GlobalProtect VPN client.

### Requirements

- Windows 7 or later
- Mac OS X 10.6 or later
- Please contact the helpdesk for Linux info

### Mobile device requirements

- iOS v6.0 or later. Compatible with iPhone, iPad, and iPod touch.
- Android 4.0.3 or later.

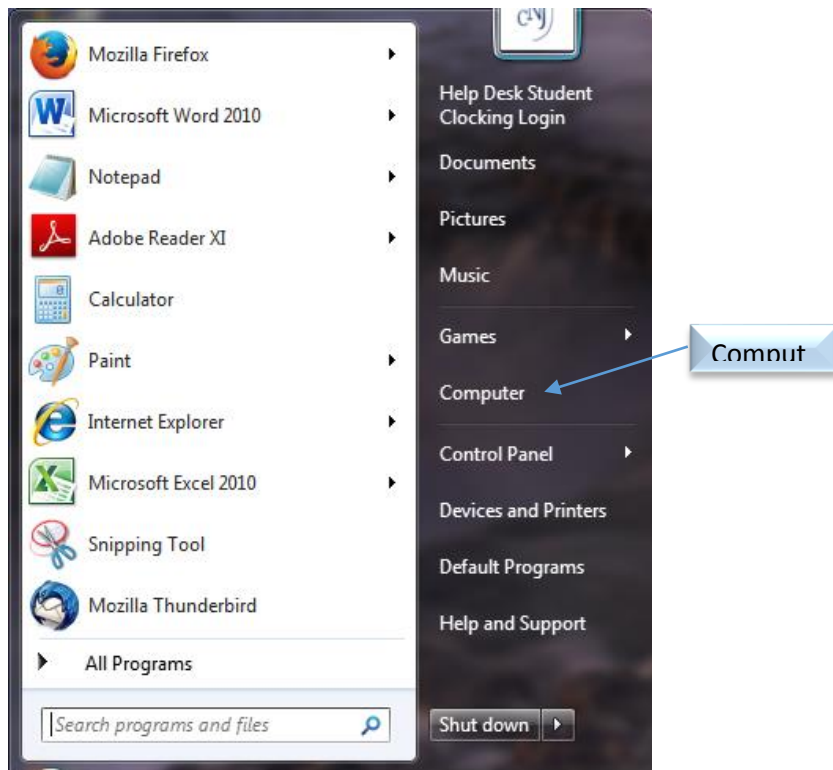
Please visit the appropriate app store for the GlobalProtect client for your mobile device.

### VPN portal web address

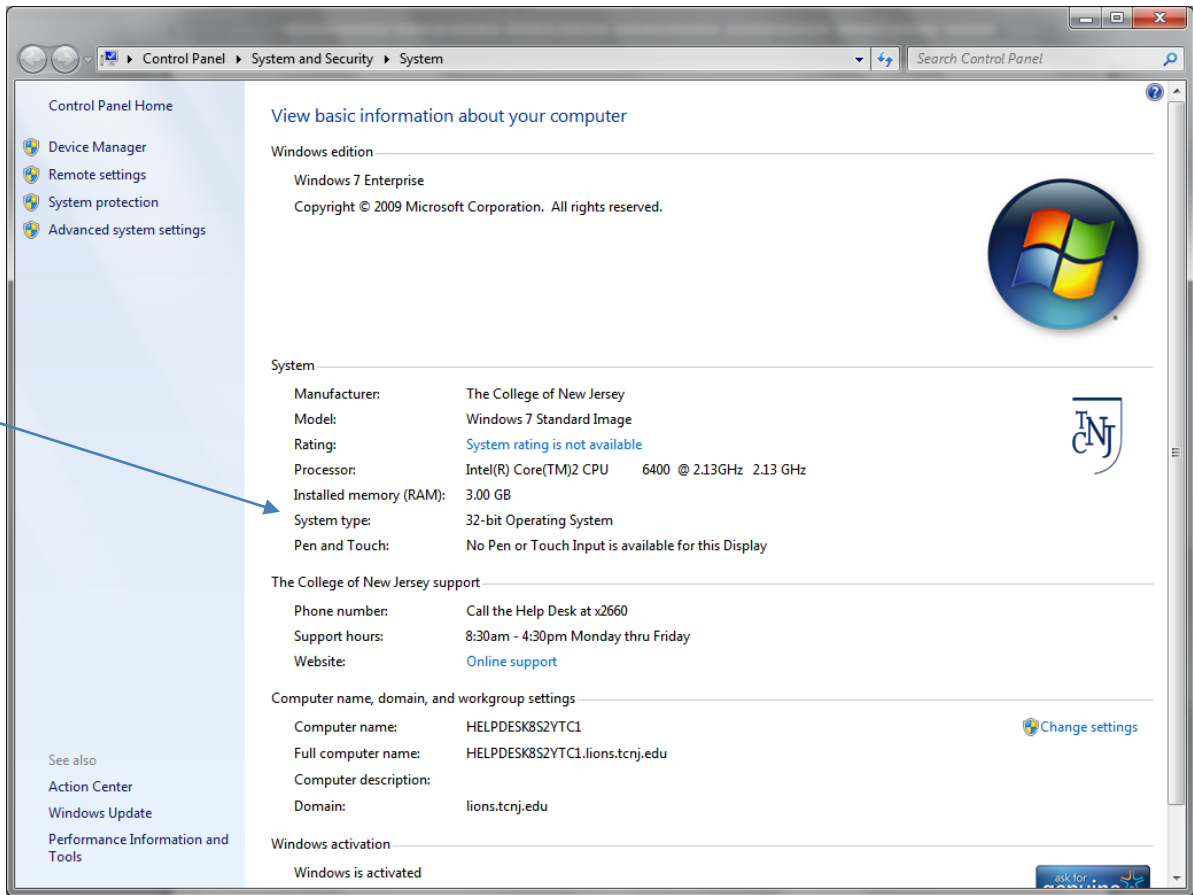
- <https://enclave.tcnj.edu> from your web browser
- Use enclave.tcnj.edu as the portal address when configuring the GlobalProtect VPN client

## Determine the Windows Operating System Version

1. Click the **Start** button (lower, left)
2. On the menu displayed, right click on **Computer** and select **Properties**



3. On the **System** window displayed, view the **System type**
4. The operating system type, **32-bit** or **64-bit Operating System**, will be identified



## Install the GlobalProtect VPN client for PC or Mac

Download and install the GlobalProtect VPN client for your PC or Mac. This only needs to be done once.

1. Open your web browser and visit <https://enclave.tcnj.edu>. Enter your TCNJ username and password into the appropriate fields and click "Login".



**TCNJ THE COLLEGE OF NEW JERSEY**

**TCNJ VPN Access**

**\*\* Unauthorized access is prohibited \*\* All activity may be monitored and logged \*\***

Please sign in using your Unix/email username and password.

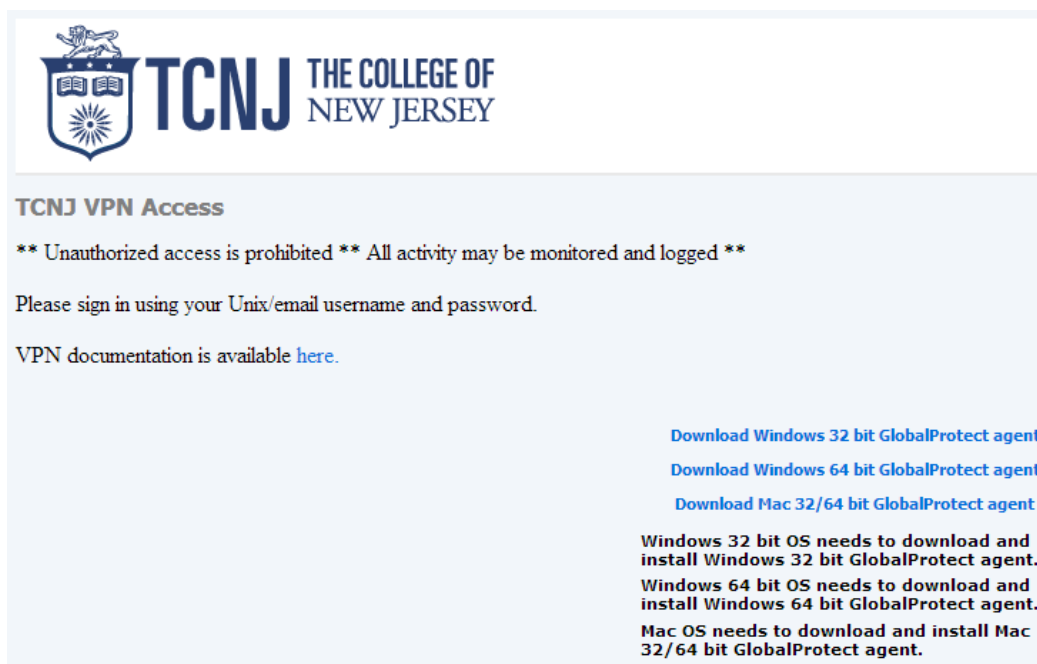
VPN documentation is available [here](#).

Name

Password

Login

2. Download the appropriate GlobalProtect client for your operating system.



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Please sign in using your Unix/email username and password.

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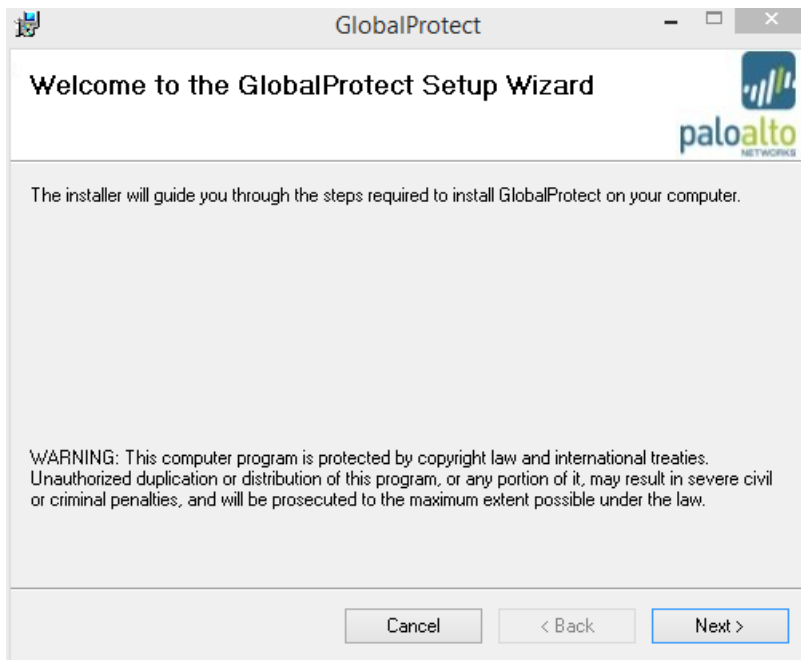
[Download Windows 32 bit GlobalProtect agent](#)

[Download Windows 64 bit GlobalProtect agent](#)

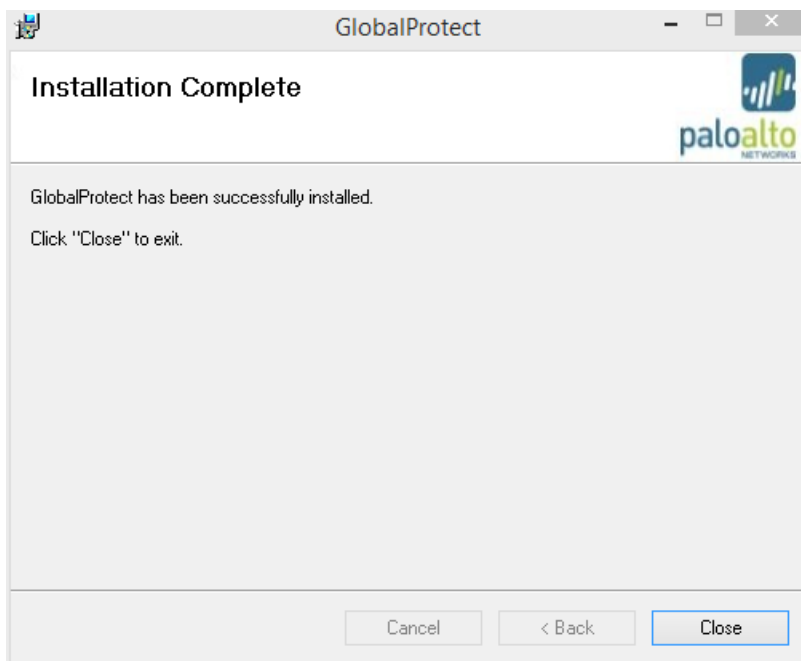
[Download Mac 32/64 bit GlobalProtect agent](#)

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. Install the GlobalProtect client by double clicking on the installer you downloaded.



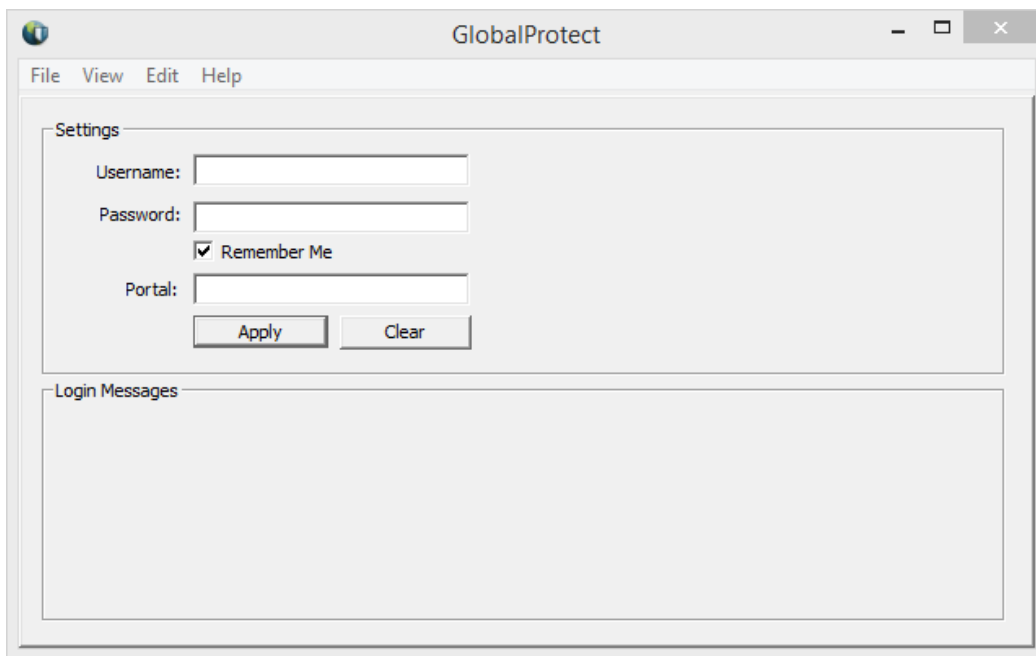
4. Click through the installer by selecting "Next" and accept the default options. Click "Close" when the installer is finished.



## Configure the GlobalProtect VPN client for PC or Mac

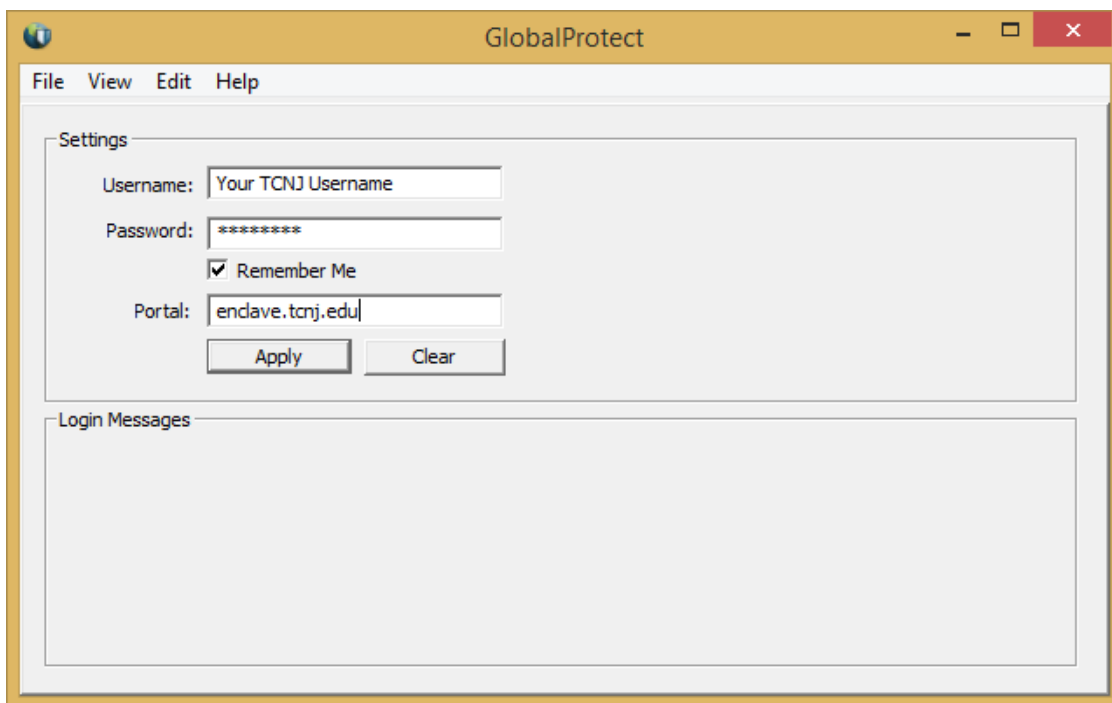
This only needs to be done once.

1. After installation, the GlobalProtect VPN client will launch automatically.



The screenshot shows the GlobalProtect application window. The title bar reads "GlobalProtect" and the menu bar includes "File", "View", "Edit", and "Help". The main content area is divided into two sections: "Settings" and "Login Messages". The "Settings" section contains four input fields: "Username:", "Password:", "Portal:", and a checked checkbox labeled "Remember Me". Below these fields are two buttons: "Apply" and "Clear". The "Login Messages" section is currently empty.

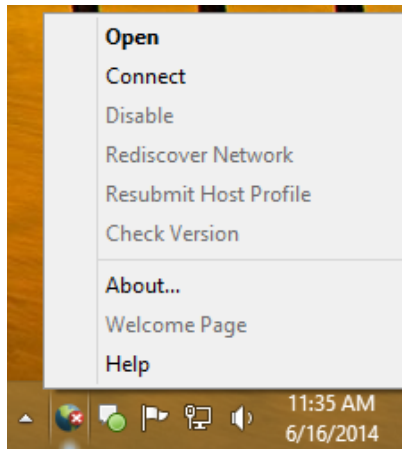
2. Enter your TCNJ username and password in the appropriate fields. Enter "enclave.tcnj.edu" (without quotes) for the Portal address and click "Apply". The VPN client will connect to the TCNJ VPN service this first time automatically.



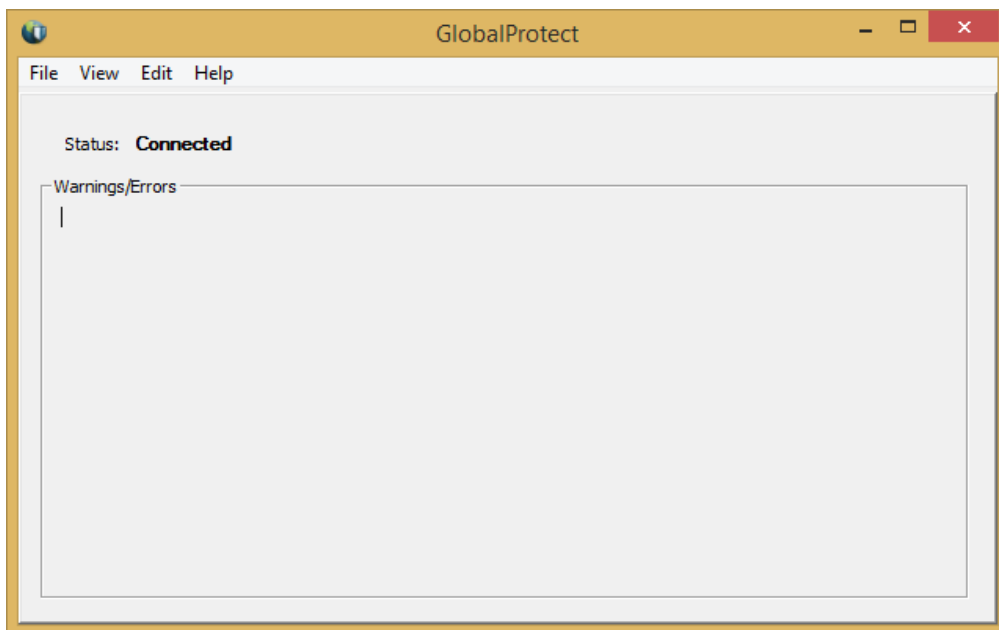
The screenshot shows the GlobalProtect application window with the settings filled in. The title bar reads "GlobalProtect" and the menu bar includes "File", "View", "Edit", and "Help". The main content area is divided into two sections: "Settings" and "Login Messages". The "Settings" section contains four input fields: "Username:" with the text "Your TCNJ Username", "Password:" with "\*\*\*\*\*", "Portal:" with "enclave.tcnj.edu", and a checked checkbox labeled "Remember Me". Below these fields are two buttons: "Apply" and "Clear". The "Login Messages" section is currently empty.

## Using GlobalProtect VPN client for PC

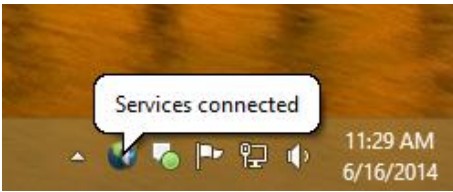
1. Find the GlobalProtect VPN client in your system tray. The icon resembles the Earth. Right click on the GlobalProtect icon. Select "Connect".



2. OPTIONAL - Alternatively, you can launch the GlobalProtect VPN client from your Start menu application group named "Palo Alto Networks". Select "File" and then "Connect".



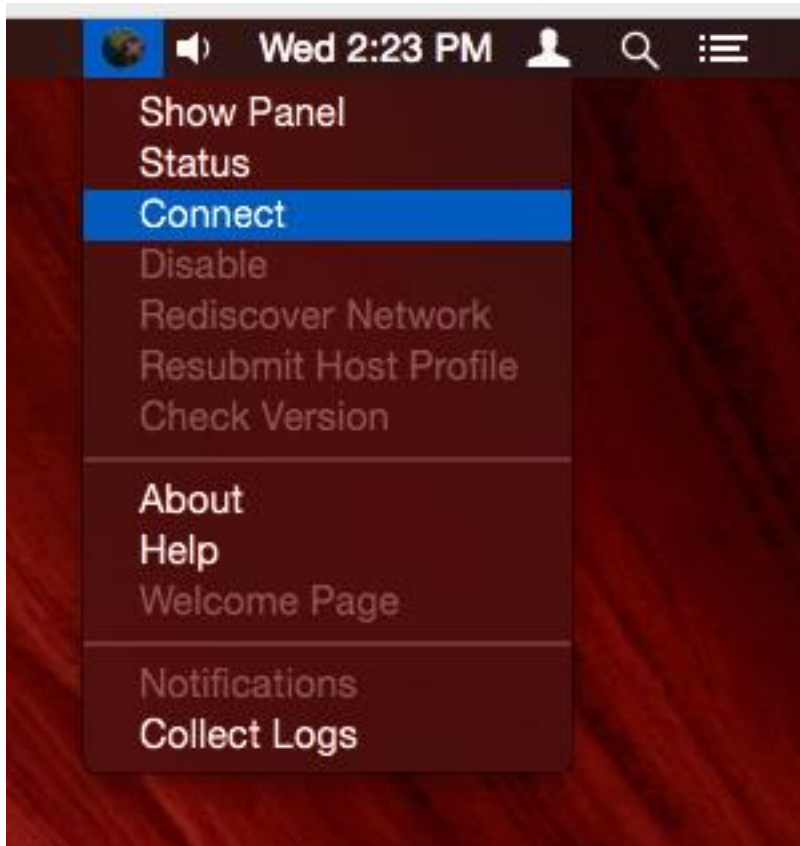
3. When the connection is successfully established the system tray icon will display “Services connected”.





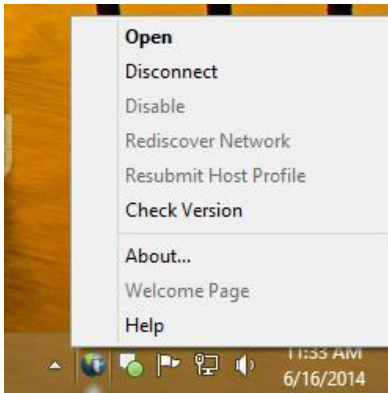
## Using GlobalProtect VPN client for Mac

1. Find the GlobalProtect VPN client in your menu bar. The icon resembles the Earth. Right click on the GlobalProtect icon. Select "Connect".

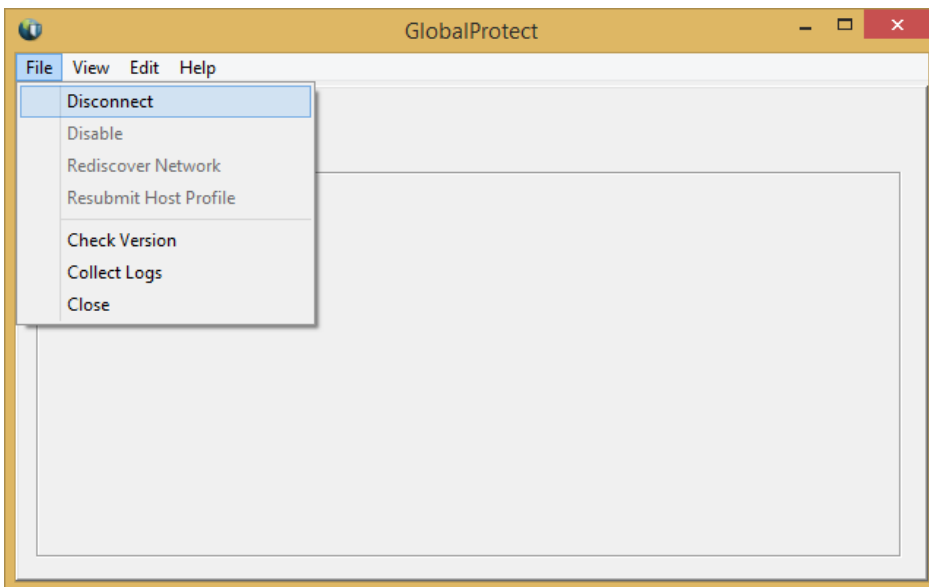


## Disconnect from the TCNJ VPN service for PC

1. Find the GlobalProtect VPN client in your system tray. The icon resembles the Earth. Right click on the GlobalProtect icon. Select "Disconnect".

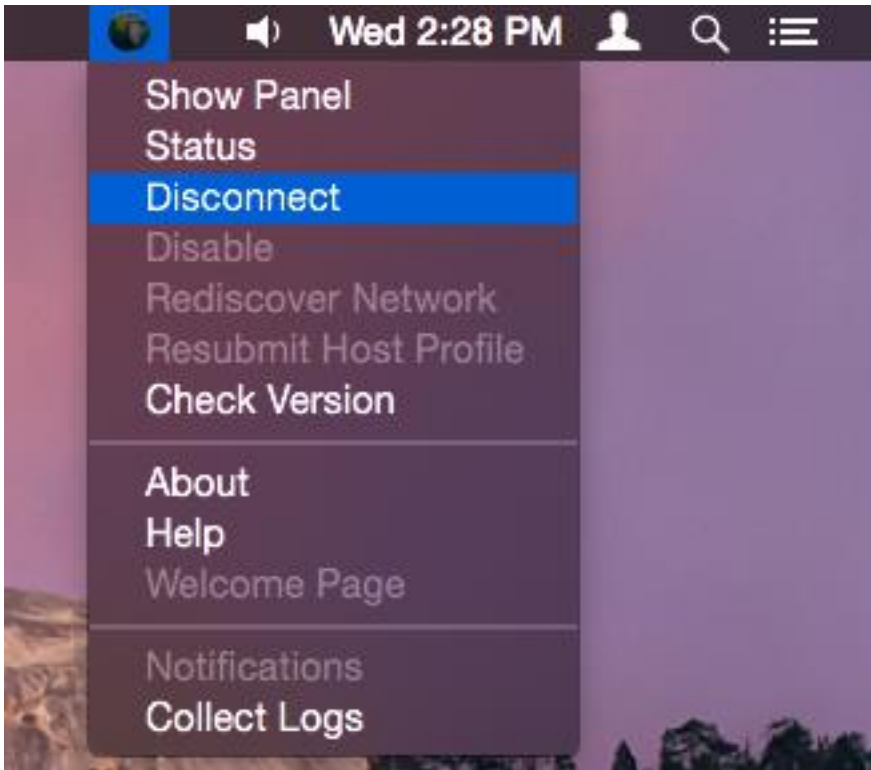


2. OPTIONAL - Alternatively, you can launch the GlobalProtect VPN client from your Start menu application group "Palo Alto Networks". Select "File" and then "Disconnect".



## Disconnect from the TCNJ VPN service for Mac

1. Find the GlobalProtect VPN client in your menu bar. The icon resembles the Earth. Right click on the GlobalProtect icon. Select "Disconnect".



## Access shared folders and network drives from the VPN

Step by step guides for mapping a TCNJ network drive for Windows or Mac OS X can be found on the TCNJ Helpdesk website:

Drive mapping instructions:

<http://askit.pages.tcnj.edu/2013/03/07/i-want-to-access-my-network-drive-h-or-r-from-off-campus-how-can-i-do-this/>

Helpdesk website:

<http://helpdesk.pages.tcnj.edu/>