

Installing Global Protect SSLVPN

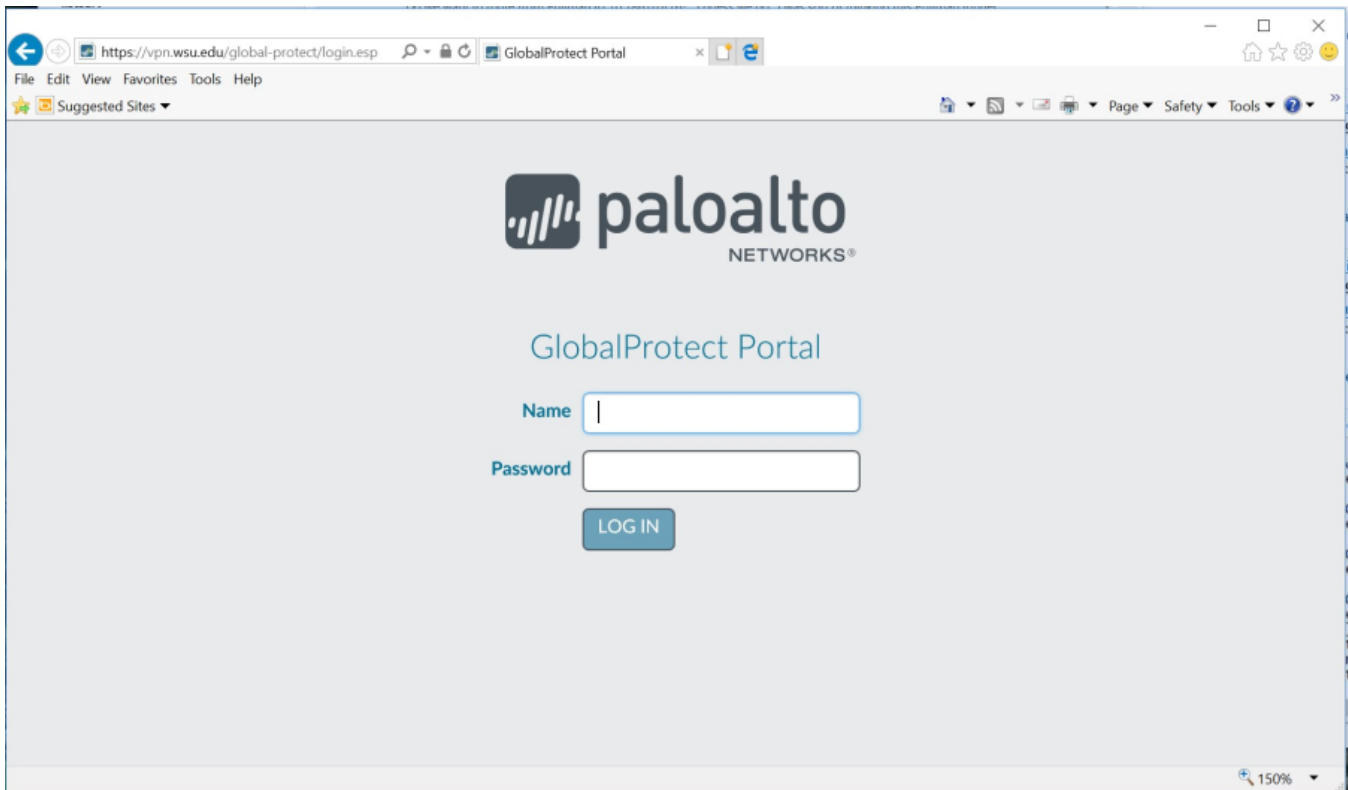
Installing Global Protect VPN

Download Client

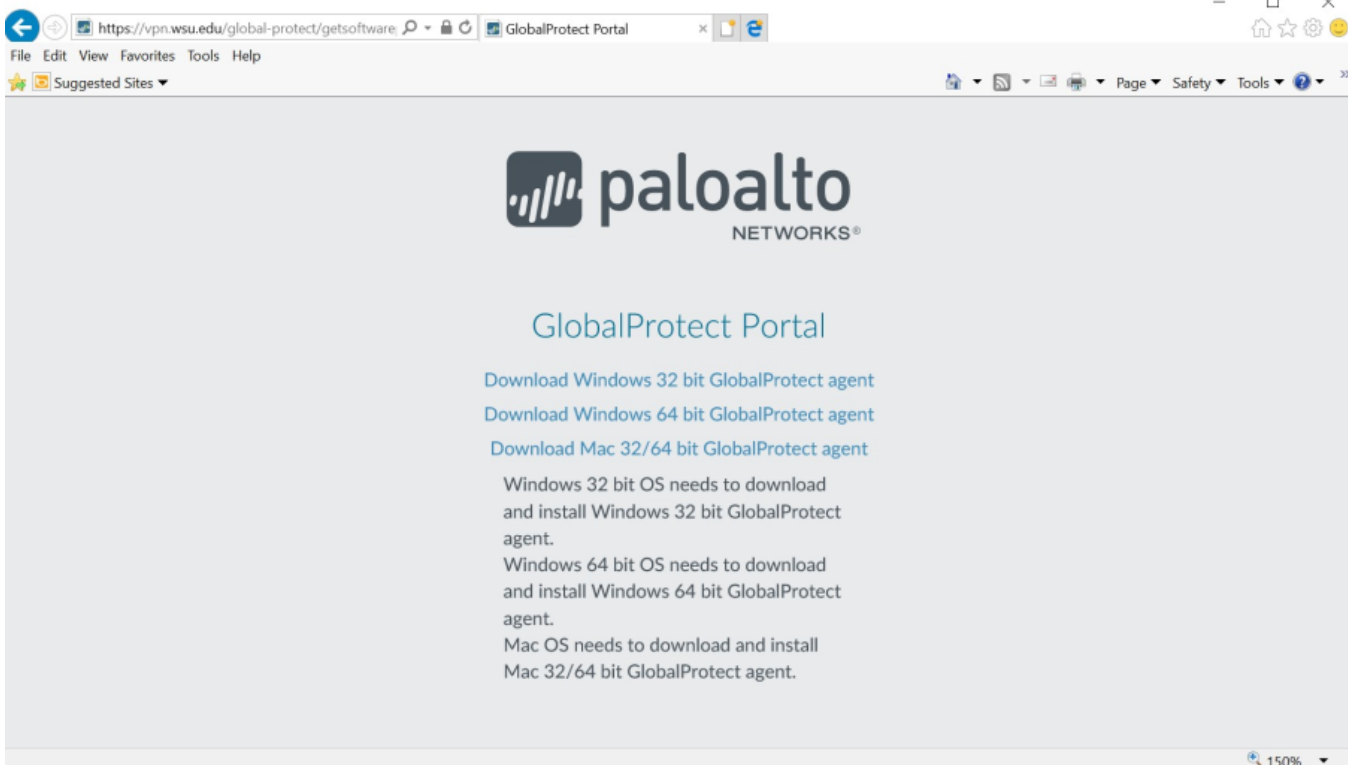
- [Download Global Protect SSLVPN for Window 32 bit](#)
- [Download Global Protect SSLVPN for Window 64 bit](#)

The latest client is available from the VPN portal. Use https with a web browser to connect to <https://vpn.wsu.edu>.

- Login with WSU AD credentials.
- No need for additional prefixes or suffixes.
- Example: john.smith@wsu.edu will only need username john.smith



After logging in, there will be several installation files available depending on operating system. Select the appropriate file and download it:

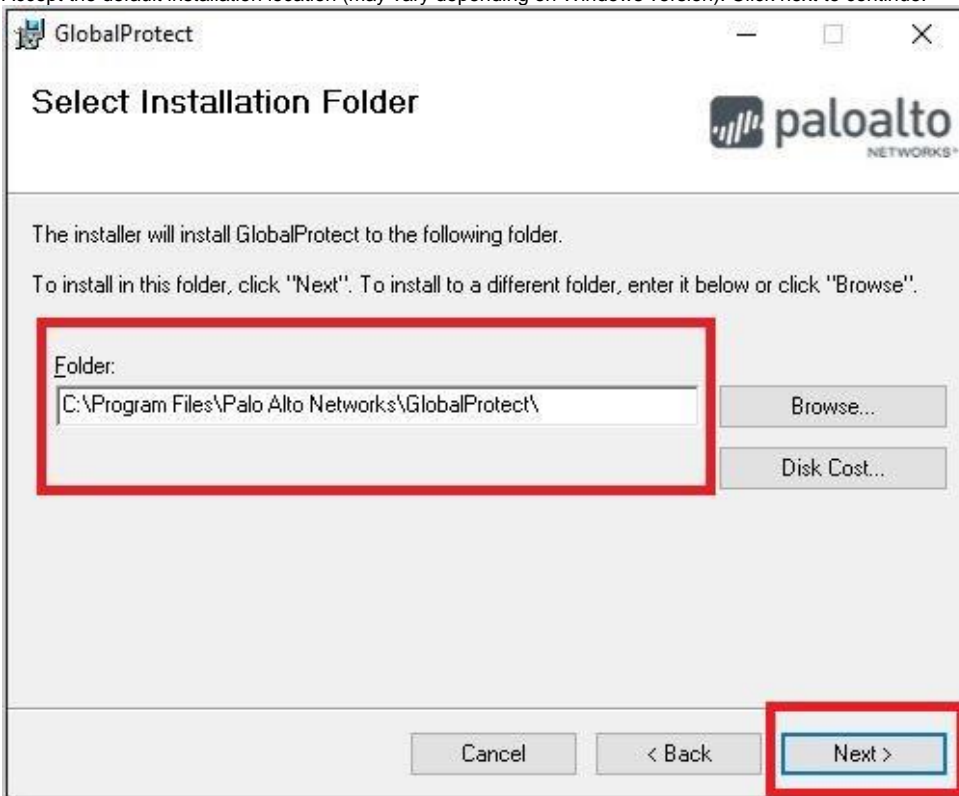


Installation and Configuration

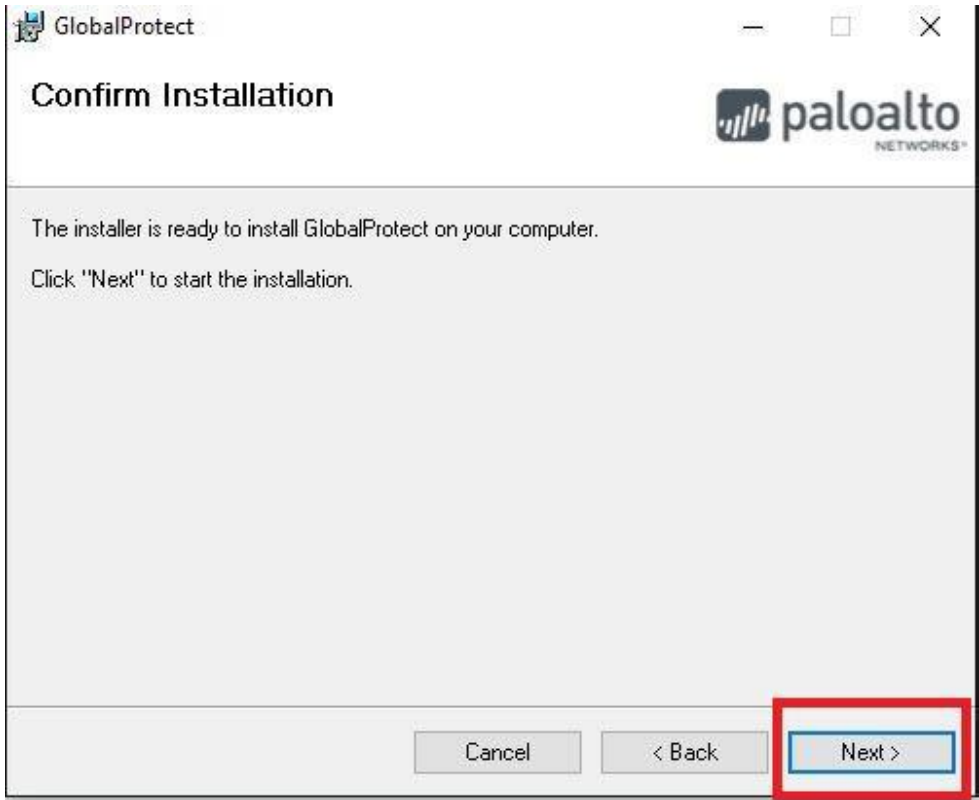
Locate the downloaded file and click on it to execute it. Click next to continue.



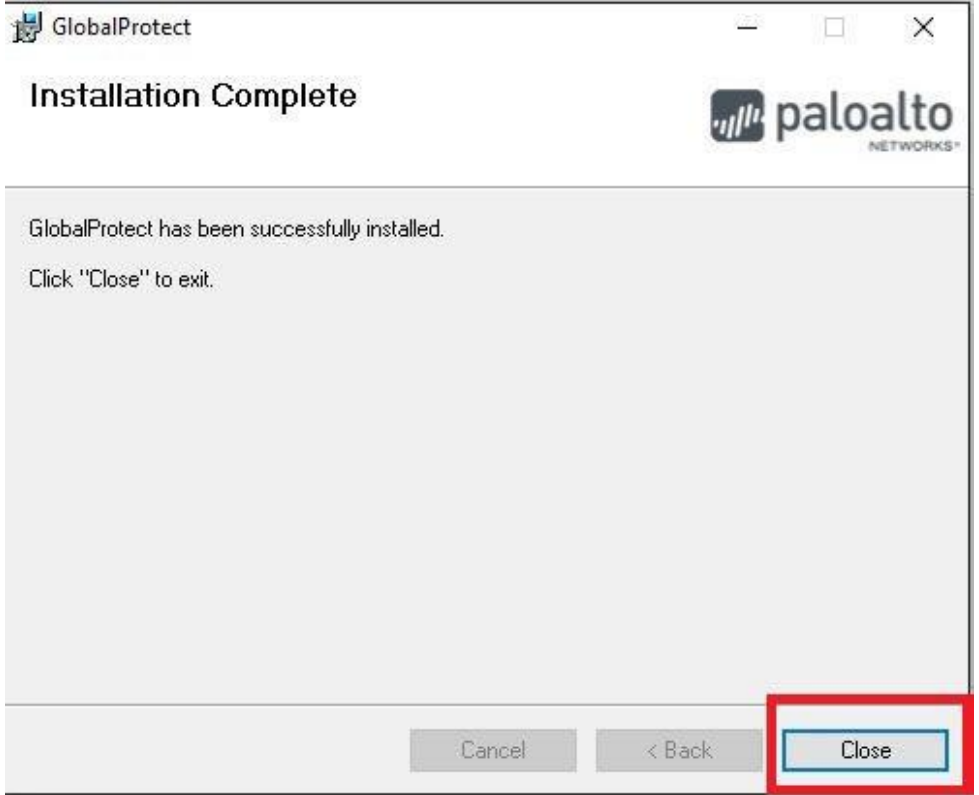
Accept the default installation location (may vary depending on Windows version). Click next to continue.



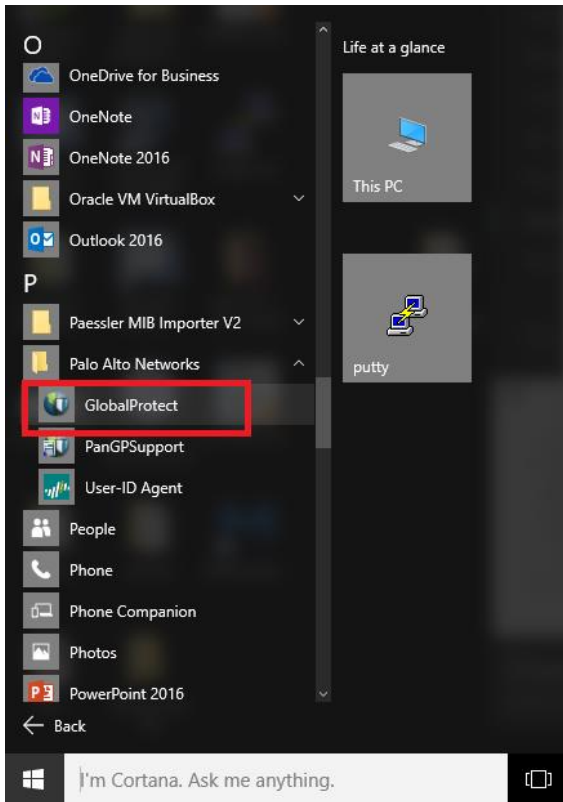
Click next to continue.



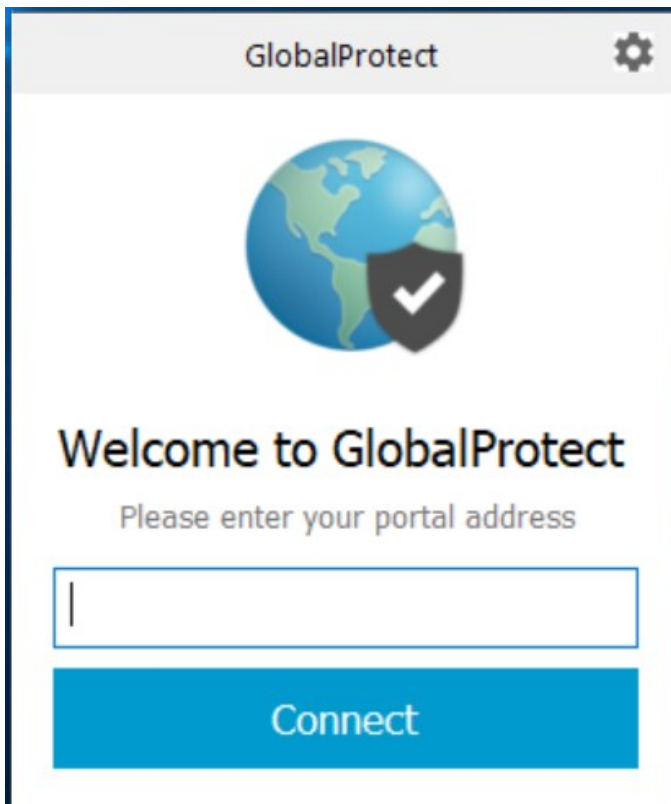
Select **Close** to complete the installation.



Once the installation has finished, the Global Protect client should start automatically. If not, you can launch the Global Protect client from the start menu:



Enter the portal address **vpn.wsu.edu**, just the DNS name (no https prefix) and then click Connect.



Once the Global Protect client connects to the portal, it will prompt for your username and password. Just enter your NID and then click "Sign In". Example: john.smith@wsu.edu will only need username john.smith.

GlobalProtect



Sign In

Authentication Failed. Enter login
credentials

Portal: vpn.wsu.edu

Sign In

Cancel

Once complete, the VPN should show as "Connected".

GlobalProtect



Connected

You are securely connected to the
corporate network

Disconnect

Operation

The Global Protect client should start automatically. It should appear in the systray in the lower right-hand corner of the screen in the form of a circular (globe) icon. Clicking on this icon will open the window that shows the status and the option to connect or disconnect. Be sure to disconnect the VPN when it is no longer in use.

Troubleshooting

4.1.1. Installation Issues

After the install, Global Protect may not open or may not be able to connect to the portal even if the computer is connected to the network. Verify the service pangps is installed and is running. If it is not installed or cannot start, uninstall and reinstall the client (may require elevated permissions).

4.1.2. Operational Issues

If Global Protect is installed and pangps service is running, there may be other potential issues. If the client indicates login issues, this may be due to the account being locked out after too many attempts. Or it could be due to trying to login to a VPN that the user does not have access to. For other issues, it may be necessary to review the logs on the client machine. The pangps.log can be retrieved from the Global Protect application folder or through the client. On the client, click the settings icon in the upper right corner and then go to the troubleshooting tab. Press the "Collect Logs" button and save the zip file to an easily accessible folder location –

