

VPN PaloAlto GlobalProtect Configuration

[versione italiana](#)

The **GlobalProtect** client allows you to use the UniTN network resources in the same way you can do in your office but from a remote site (home network or any internet connection) and it supports Windows, MacOS and Linux clients.

The **GlobalProtect Mobile** client is available on the app stores (Android/Apple) and can be used on mobile clients.

For security reasons, access to the VPN is only allowed to clients fulfilling a minimum security baseline:

- Windows: Supported OS (Windows 8.1, Windows 10, Windows 11), automatic updates enabled, antivirus installed
- MacOSX: Supported OS (OSX Version 10.13 or later), automatic updates enabled
- Linux: Automatic updates enabled (CentOS, RedHat, Ubuntu)

Supported devices and Operating Systems

Internet traffic will still flow from the active connection (ADSL, etc) while only the UniTN traffic will be routed into the tunnel (**Split Tunnel Mode**)

If you already have the GlobalProtect client installed on your PC, you can add another connection profile following these instructions: [Adding a new VPN profile](#)

GlobalProtect Download

You can install the GlobalProtect client in two ways:

- Navigate to URL <https://vpn.icts.unitn.it> and follow step 1)

Otherwise you can download it from the [download page](#) and jump to step 4)

1) login with your UniTN credentials on <https://vpn.icts.unitn.it> :

vpn.icts.unitn.it/global-protect/login.esp



GlobalProtect Portal

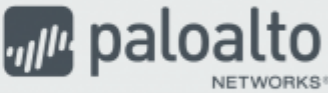
Name

Password

LOG IN

2) download the correct version

vpn.icts.unitn.it/global-protect/getsoftwarepage.esp



GlobalProtect Portal

[Download Windows 32 bit GlobalProtect agent](#)

[Download Windows 64 bit GlobalProtect agent](#)

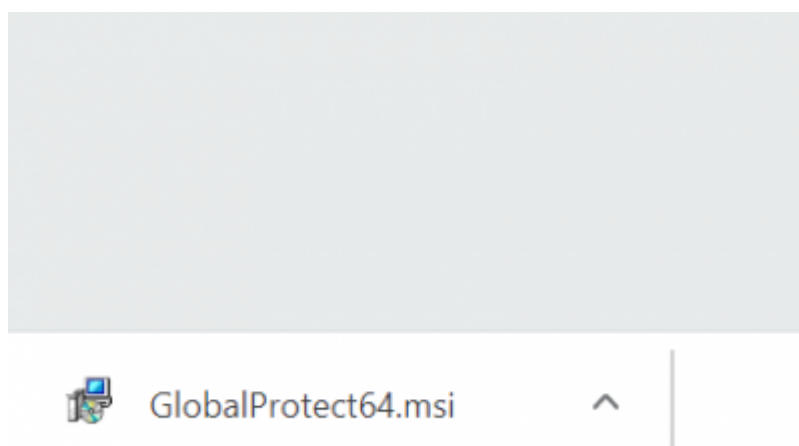
[Download Mac 32/64 bit GlobalProtect agent](#)

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

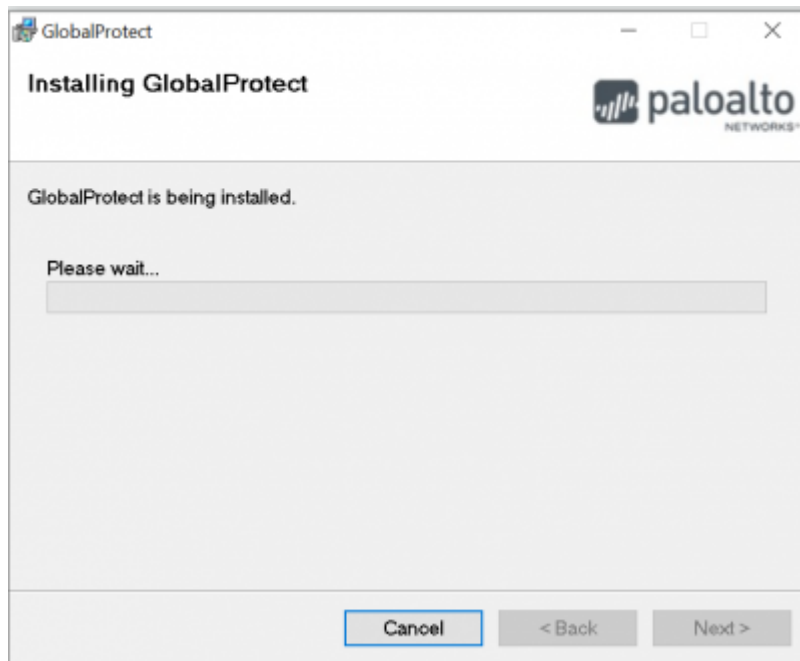
Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent.

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

3) finish the download



4) start the executable file and follow the default options in the installer



5) After the installation, the GlobalProtect client will start automatically. Fill in the Portal field: `vpn.icts.unitn.it`



6) Click on Connect, insert your UniTN credentials and confirm on Connect

GlobalProtect

Sign In

Enter login credentials

Portal: vpn.icts.unitn.it

user.name@unitn.it

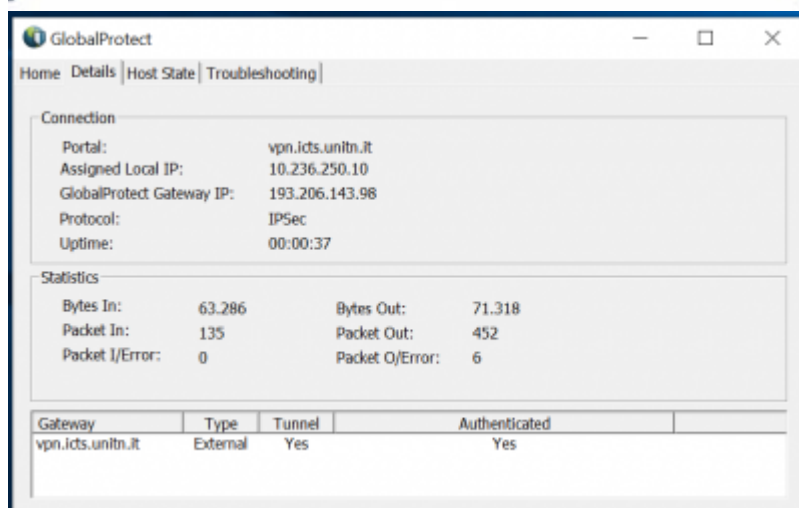
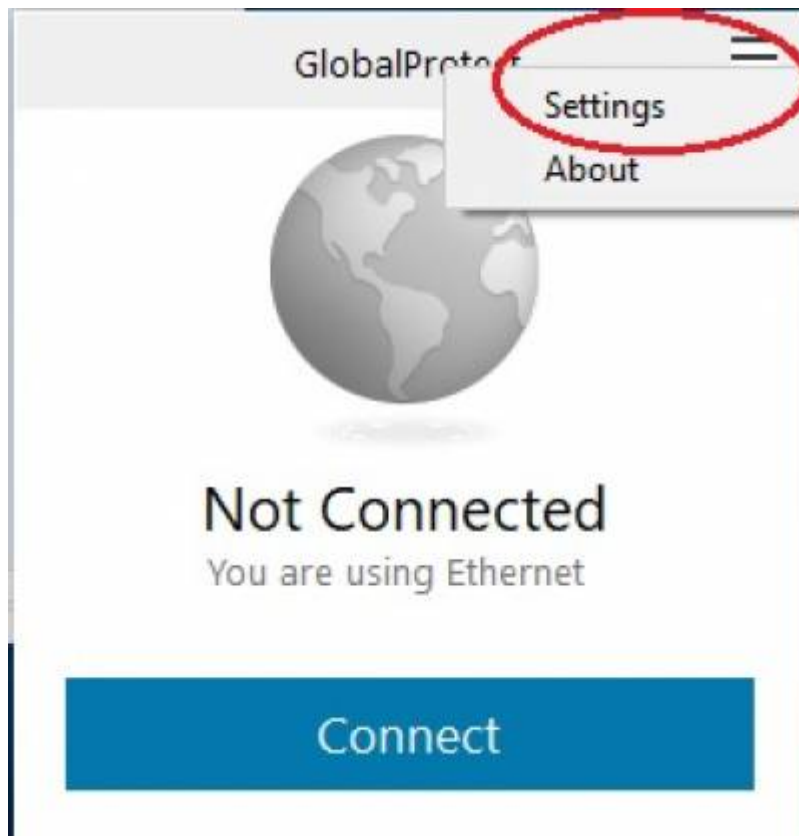
Password

Sign In

Cancel

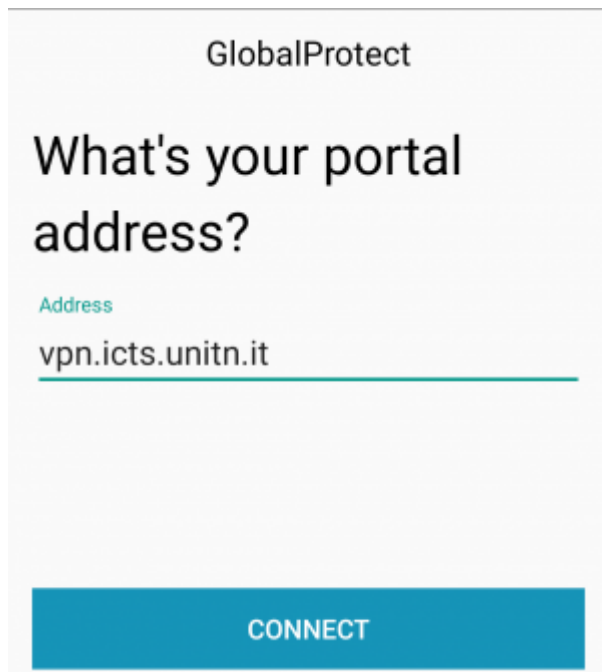
7) Wait until status “Connected”, now it is possible to use internal UniTN Network resources

8) If you click on the upper right corner on the client you'll be able to navigate the settings page. On the Details tab you can see connection details



GlobalProtect Mobile

- Download the client on Play/App Store, searching for “globalprotect”.
- Launch the app, in the Portal section, insert *vpn.icts.unitn.it*:



GlobalProtect

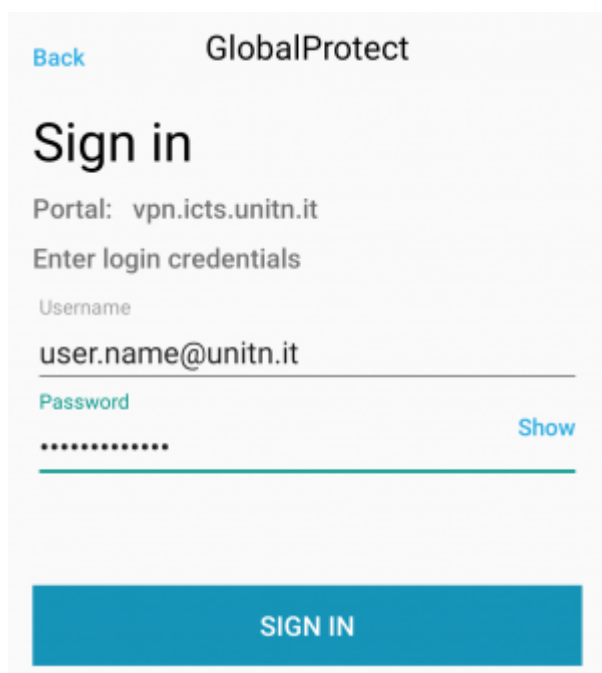
What's your portal address?

Address

vpn.icts.unitn.it

CONNECT

- When asked, insert the University credentials in the *user.name@unitn.it* format and click on *Sign IN*:



[Back](#) GlobalProtect

Sign in

Portal: vpn.icts.unitn.it

Enter login credentials

Username

user.name@unitn.it

Password [Show](#)

.....

SIGN IN

GlobalProtect for Linux

Get the client from the [download page](#)

Install the package using the commands related to your Linux distribution:

```
Debian Based: dpkg -i GlobalProtect_deb-5.2.3.0-10.deb  
RedHat Based: rpm -ivh GlobalProtect_rpm-5.2.30-10.rpm
```

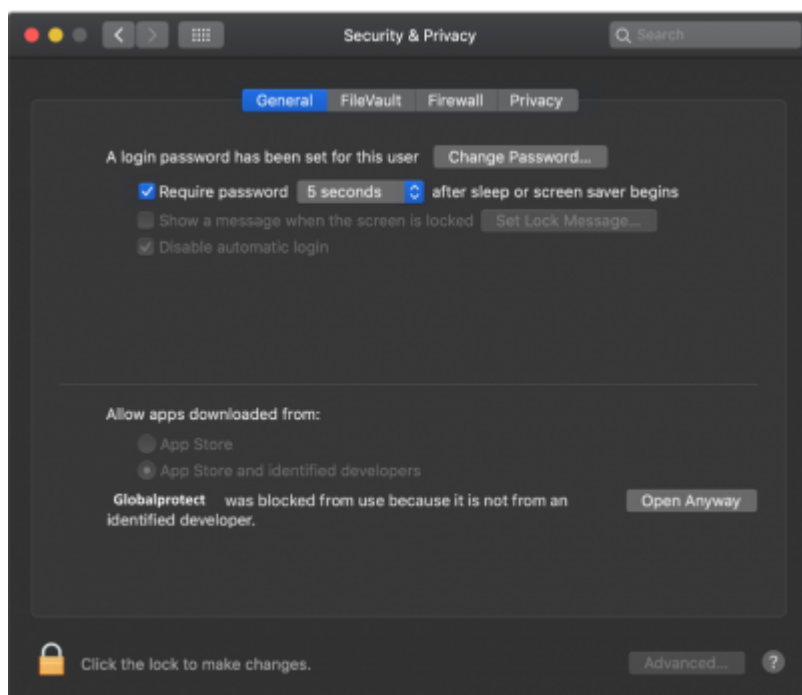
After the installation, you can use the *globalprotect* command line tool to manage the VPN

connection:

```
Connect: globalprotect connect --portal vpn.icts.unitn.it --username  
user.name@unitn.it  
Disconnect: globalprotect disconnect
```

macOS Catalina

NB: if you are using MacOS Catalina, before being able to establish the connection, you have to go to: Settings —> Security and Privacy —> General as you can see below e click on “Open Anyway”



Blocked resources

Users connection with unsupported operating systems will not be able to access the following resources:

alessandria1.unitn.it 192.168.206.42

nx-trento.unitn.it 192.168.132.11

nx-collina.unitn.it 192.168.123.6 192.168.123.5

fluidfs-prod.unitn.it 192.168.123.11

fluidfs-prod2.unitn.it 192.168.123.19 192.168.123.18

f87.unitn.it 192.168.187.25 f85.unitn.it 192.168.187.26

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<https://wiki.unitn.it/pub:conf-vpn-paloalto-en?rev=1639736642>



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