County of Butte

Global Protect – SSL VPN User Guide

Updated: March 30, 2020

VPN Basics

- Use of VPN resources is subject to all policies of the County of Butte including, but not limited to, the "County of Butte Computer Use and Information Security Policy" Section 1-6 & Section 7.
- Access to VPN resources is subject to audit and review and may be revoked in part or in whole at any time at the discretion of the County Chief Security Officer or their Designee(s).
- Access to VPN resources must be authorized, in writing before access is granted.
- Annual re-authorizations are required.

Basic County VPN Access

Section 1:

This section covers installation of the Global Protect Client. This should be/have been <u>performed by Support Staff</u>. Users of the VPN should skip to Section 2.

Support Staff are also required to configure the Remote Desktop settings on the Desktop(s)/Server(s) that the VPN user will be connecting to

1. Installation of the Global Protect Client should be performed by Support Staff by accessing https://gp.buttecounty.net to first obtain the most recent Global Protect Client software.
   - *Local Administrator rights are required.*
2. Enter the authorized County Username/Password and click the "Sign In" button:

3. After successful login, various Global Protect Client clients will be offered. Chose the appropriate client for the system, download and install.
   - For Macintosh users, please click HERE.
4. Support Staff can test/verify the installation in Section 2.

Section 2:

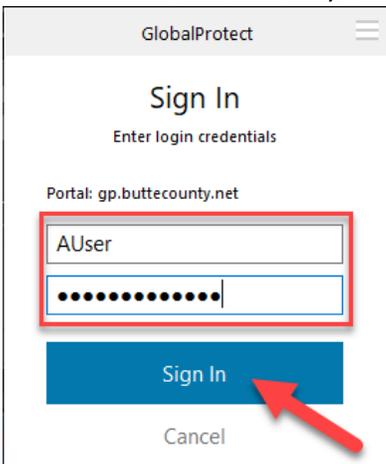**This section covers the use of the Global Protect Client.**

1. Locate the Global Protect Client in the system tray icon, near the computers clock in the lower right corner of the screen.

2. Click the icon.
3. If this is the first time opening the client the user will be prompted to enter in the County's Portal Address. The address is: gp.buttecounty.net
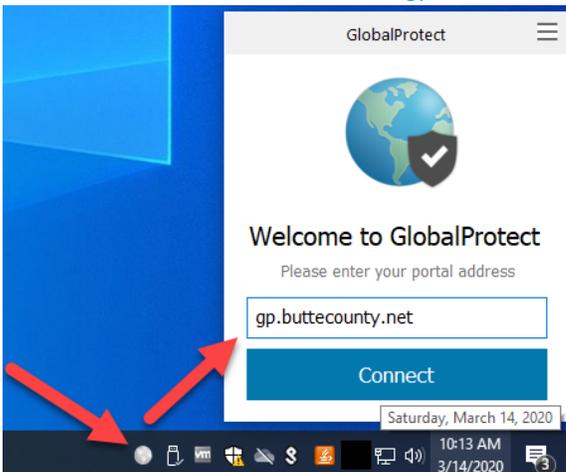
4. After entering the Portal Address, click the "Connect" button.
5. Enter the authorized County Username/Password and click the "Connect" button.


6. The VPN should now be connected.
7. When finished using the VPN, please click the hamburger icon in the upper right corner of the Global Protect Client and choose "Disable".

Section 3:

This section covers configuring and launching a Remote Desktop Session

*In order to connect to a remote system(s), the IP Address of the remote system(s) must be known ahead of this configuration.

1. In order to successfully complete the following steps, the Global Protect VPN must be connected as described in section 2 of this document.
2. Click on the Windows Icon in the lower left corner of the screen and start typing "Remote Desktop Connection".
3. Launch "Remote Desktop Connection".
4. Click on the "Show Options" drop down arrow.
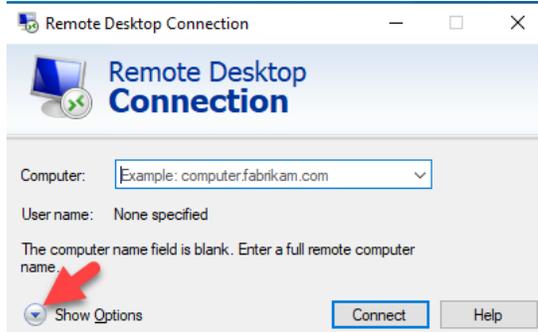
5. Enter the"
   - IP address of the target remote desktop/server
   - Username that will be used, formatted like "BCI\Username"
   - **DO NOT** check the save credentials box
   - Click the "Save As…" button
   - Name the connection and save it to the Desktop
   - Click the "Connect" button to test the connection
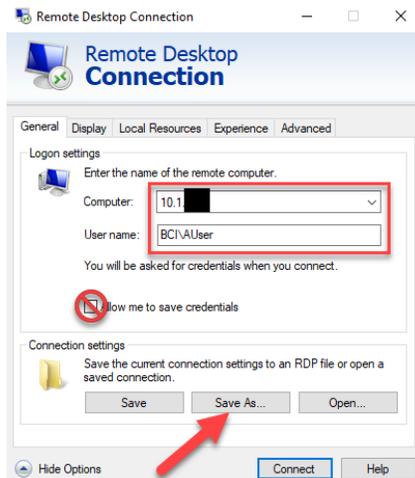
6. There should now be a prompt to enter the password associated with the user account entered in the previous step. Enter the password and click the "OK" button.
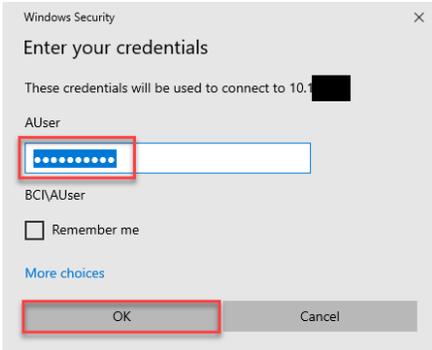
7. If this is the first time connecting to this remote system, a certificate prompt will pop up. Check the box "Don't ask me again for connection to this computer" and click the "Yes" button.

8. Connection to the remote system should now be established.
9. To disconnect, click the X in the upper middle of the screen.

10. When finished using the VPN, please click the hamburger icon in the upper right corner of the Global Protect Client and choose "Disable".

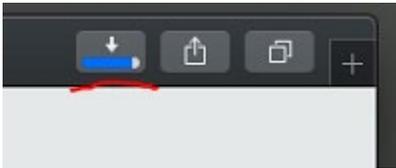## Section 4:

This section covers troubleshooting.

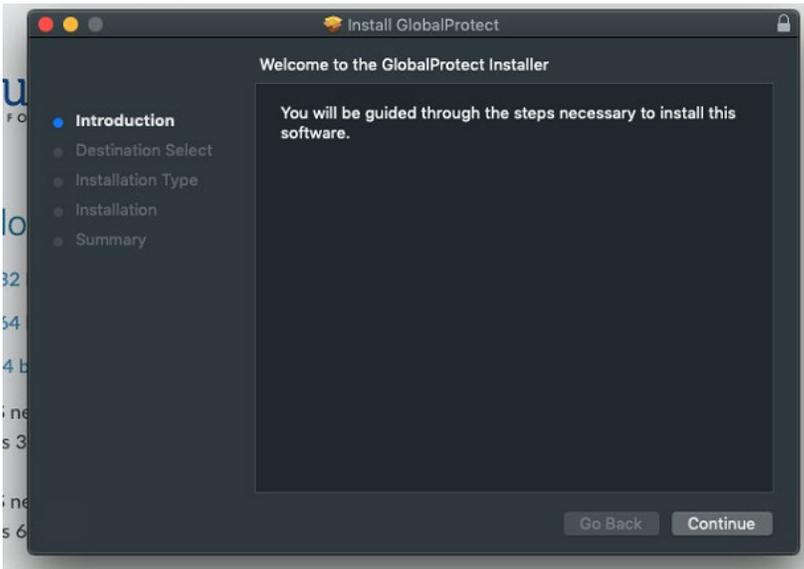- Below indicates that the remote desktop/server is not configured to access the connection.
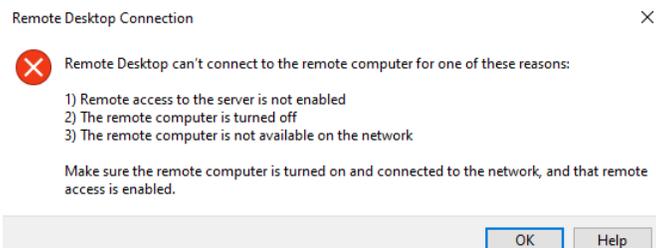
Section 1 For Macintosh Users:

1. **For Mac users only**, click on the "Download Mac 32/64 bit GlobalProtect Agent"
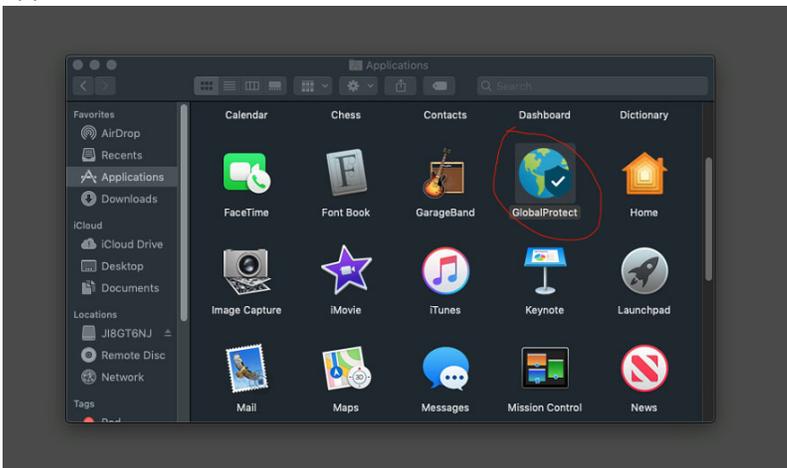
2. When download has finished click the downloads icon and click on the global protect install file
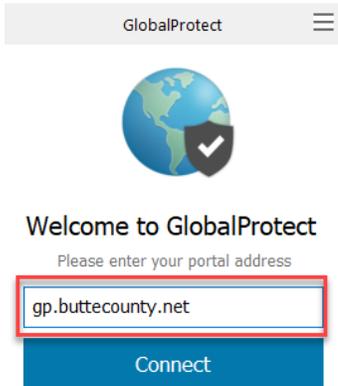

3. Follow the programs instructions to install GlobalProtect


4. Once the install has finished open the finder and click on applications. Click on the GlobalProtect app to run it.

5. A new globe icon will appear near the clock. Click on the icon and the program will prompt for a portal address. Enter gp.buttecounty.net and click connect.

6. The program should now prompt for a username and password. Enter your buttecounty username and password and choose sign in.
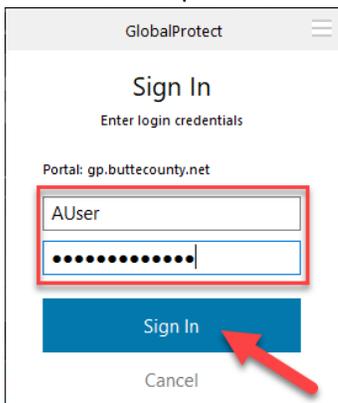
7. The globe icon will now appear lit.

8. To disconnect click on the globe icon and then the three lines in the right corner of the pop up window. Choose Disable.

9. You will now need to find a "Remote Desktop Client" for your operating system and install it accordingly. Please return to Section 3 but clicking HERE for configuration instructions. Follow this section AFTER you install your software. County IS has no recommendation on what client you use.