

# VPN GlobalProtect Service

University at Albany provides remote access service via a Virtual Private Network (VPN)—**GlobalProtect** at [uavpn.albany.edu](http://uavpn.albany.edu)—for faculty, staff, and students. When connected to the VPN, information is securely transmitted to the campus network. This service allows faculty, staff, and students to access University resources from off-campus connections.

## GlobalProtect Client Installation and Connection Instructions

### Mac/Windows

- [Palo Alto GlobalProtect VPN Client Installation \(Mac\)](#)
- [Palo Alto GlobalProtect VPN Client Installation \(Windows\)](#)
- [Palo Alto GlobalProtect VPN Client Installation \(Windows 10 in S-Mode\)](#)

### Linux

The only officially supported Linux distributions are official flavors of Ubuntu, CentOS, and RedHat Enterprise Linux. Users of Debian and non-official Ubuntu derivatives may be able to install the client using the Debian/Ubuntu instructions but must make note of the special instructions. Linux users may also use OpenConnect (version 8.00+) if it is available for your distribution.

- [Palo Alto GlobalProtect VPN Client Installation \(Debian/Ubuntu Linux\)](#)
- [Palo Alto GlobalProtect VPN Client Installation \(CentOS/RHEL Linux\)](#)

### Mobile Clients

- [Palo Alto GlobalProtect VPN Client Installation \(Android\)](#)
- [Palo Alto GlobalProtect VPN Client Installation \(iOS\)](#)

## Troubleshooting

If you are unable to connect to the VPN using the GlobalProtect client, see [Palo Alto GlobalProtect VPN Troubleshooting](#).

## Services Requiring VPN Connection

- Network Drives, including U: and V: drives, UAReports, and research drives: see [File Storage - Mapping Network Drives, Accessing S: Drive with SFTP](#)
- OpenText/RedDot: see [Web Site Management](#)
- Group Access Manager: see [Group Access Manager Documentation](#)
- Remote Desktop: see [How to Use Remote Desktop through the GlobalProtect VPN Client](#)
- Research Computing, including Jupyterhub, RStudio, SSH tunneling
- Academic Virtual Machines
- IAS Report Repository
- Cisco phone services and applications, including Cisco Self Care Portal, Finesse (ACD access) and Intelligence (Reports): see [Telephone Services](#)

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