Prisma Access VPN Landing Page

Overview

The Prisma Access VPN service is a cloud-based VPN offering, and is a modernization of our current Cisco AnyConnect VPN offering, which it will eventually replace. IS&T currently plans to continue to offer support for both VPN platforms during the transition period.

On this page:

- Overview
- What will my IP Address be?
- How to Obtain
- Settings
- Install and Connect (Use)
- Frequently Asked Questions
- Have Questions or Still Need Help?

Overview

The Prisma Access VPN provides a secure connection between your computing device and the cloud VPN gateway using the GlobalProtect VPN client, helping provide a level of privacy and security for your computing activities as well as the ability to access protected resources on MITnet that are only accessible from devices on MITnet.

As the new VPN service is a cloud-based solution, it provides the ability to rapidly scale VPN capacity to meet the MIT community's needs, better supports MIT's hybrid cloud computing environment, and offers a consistent, secure experience regardless of your location.

What will my IP Address be?

Your IP address will appear to be an MITnet address (18.30.128.x or 18.28.128.y) to MITnet sites and services. It will appear to be a Prisma Access IP address to sites and services that are not on MITnet. This allows for better connectivity to sites not on MITnet because your internet traffic is not required to pass through MITnet and can be routed more directly. It also allows the service to scale up more quickly as demand increases.

You can see this in the Connection tab in Settings in your GlobalConnect client. The following is an example connecting through the US East gateway.

<table>
<thead>
<tr>
<th>Assigned Local IP:</th>
<th>18.30.138.55</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gateway IP:</td>
<td>137.83.218.121</td>
</tr>
<tr>
<td>Gateway Location:</td>
<td>SSL</td>
</tr>
<tr>
<td>Uptime:</td>
<td>00:00:33</td>
</tr>
</tbody>
</table>

For more, see: Why doesn't GlobalProtect VPN show public MIT IP addresses?

How to Obtain

Download and install the app for your device:

- **Windows and MacOS**: GlobalProtect Portal
- **Linux**: MIT download
- **iOS**: Apple Store
- **Android**: Google Play Store

You may need to enter your local administrator password and/or update some security settings to allow software developed by "Palo Alto"
Networks" to install on your device.

Settings

You do not need to uninstall your Cisco AnyConnect client, but you cannot use AnyConnect and GlobalProtect at the same time.

Portal Address: gpvpn.mit.edu

Install and Connect (Use)

- MacOS
- Windows
- Linux
- iOS
- Android

Frequently Asked Questions

- How do I print to my local printer when connected to the VPN?
  LAN (local area network) access is enabled by default. You should be able to print to your local printer without taking any additional action.
- Does LAN (local area network) access being on by default mean I can connect to local speakers, projectors and other devices on my network while being connected to the VPN?
  Yes, you should be able to reach anything on your local network when connected to the VPN that you could when not connected to the VPN.
- In MacOS should I set the GlobalProtect app to be a login item that starts automatically?
  No. The GlobalProtect app will automatically start upon login and the globe icon will appear in your menubar. You can then click on the globe icon and connect. If you set GlobalProtect as a login item, it will try to start a second time and throw repeated error messages about there already being an instance running.
- How do I access library services that aren’t on MITnet from off campus?
  Use the MIT Libraries Libproxy service to authenticate. See: MIT Libraries: Connect from on and Off Campus: Manually edit the URL of a web resource to be authenticated through MIT’s Touchstone.
- Is there an idle timeout for GlobalProtect if my computer sits idle for an extended period of time?
  Yes, the Inactivity Timeout is set to 3 hours.
- I upgraded to MacOS Mojave or later and keep getting optimization error messages when I start applications. What do I do?
  Error Message: Mac OS X - Identity of developer cannot be confirmed
  Error Message: GlobalProtect app can't be opened because it was not downloaded from the App Store
  How do I uninstall the Prisma Access VPN on MacOS?
  On my Android phone, why do I get a notification that the MIT Prisma Access VPN is always on? Can I turn it off?
- I'm on Windows and getting the error:
  PanGPS.exe - System Error
  The code execution cannot proceed because mfc120.dll was not found. Reinstalling the program may fix this problem.
  Install Microsoft Visual C++ runtime components and try again.

Have Questions or Still Need Help?

- Contact the IS&T Service Desk

Additional escalation information for Help Staff can be found here: [Prisma Access VPN Recon].