

Install and Connect to the Prisma Access VPN on Windows

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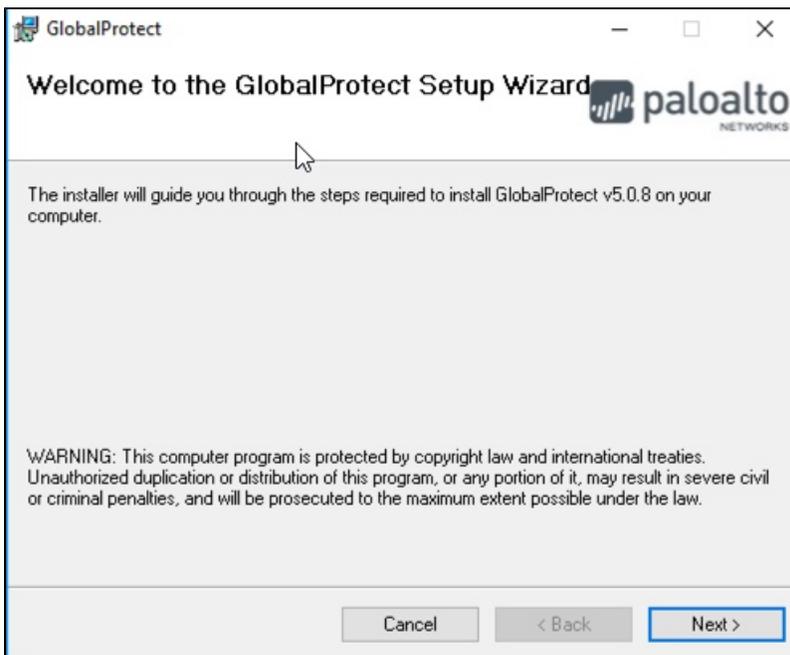
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Install

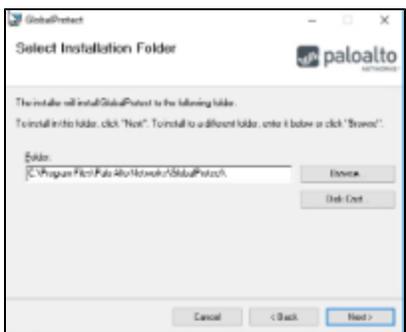
1. If they are not already installed on your system, install the [Microsoft Visual C++ runtime components](#).
2. Download the app for Windows from the [GlobalProtect Portal](#).
3. Open the installer you just downloaded. It's called `GlobalProtect64.msi` or `GlobalProtect32.msi`. It is probably in your **Downloads** folder, if not use search to find it.

Result: The Installer Opens

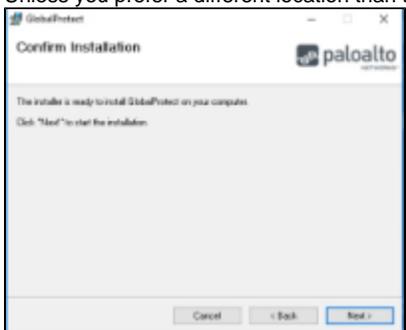


 Click on the thumbnails to see the full size images.

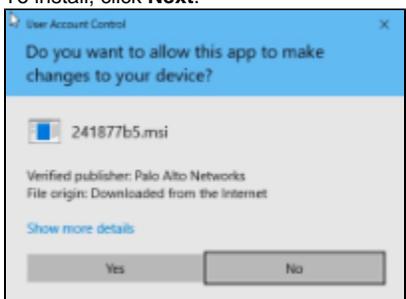
4. Click **Next**.



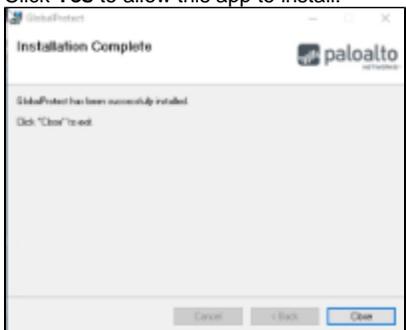
5. Unless you prefer a different location than the default, click **Next**.



6. To install, click **Next**.



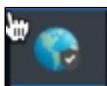
7. Click **Yes** to allow this app to install.



8. Click **Close**.
Result: The GlobalProtect App is installed and immediately prompts you to connect (continue below).

First Connection

*Please note that you are required to install and run Certaid before attempting to authenticate using certificates. You can obtain Certaid from the IS&T software grid [here](#).



1. Click on the globe icon in your taskbar if it is not already open.
Result: The VPN window opens and prompts you to enter the portal address.



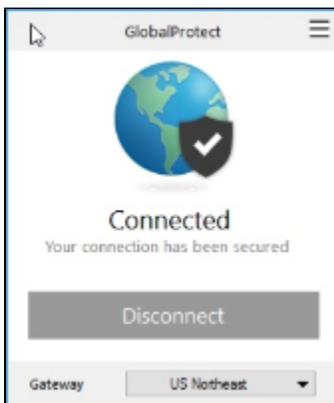
2. Enter the address: **gvpn.mit.edu**

3. Click **Connect**.

Result: You are prompted to authenticate with MIT Touchstone Authentication.

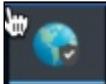
4. Authenticate using [Touchstone Authentication](#).

Result: You're connected to MIT GlobalProtect VPN service and may go about your computing activities normally.

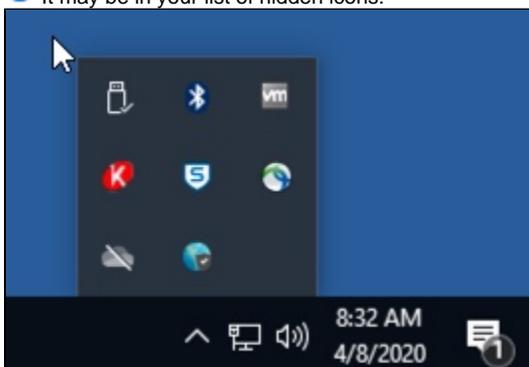


Authenticating using certificates for Windows 10 currently only works on build 1909 and higher

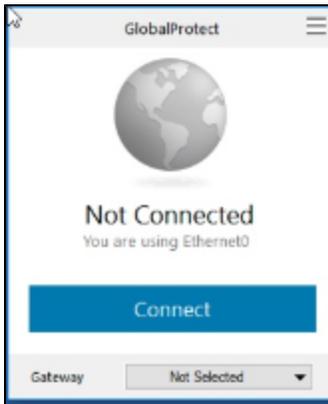
After the first time you connect

1. Click on the globe icon  in your taskbar.

 It may be in your list of hidden icons.

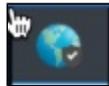


Result: The VPN window opens.



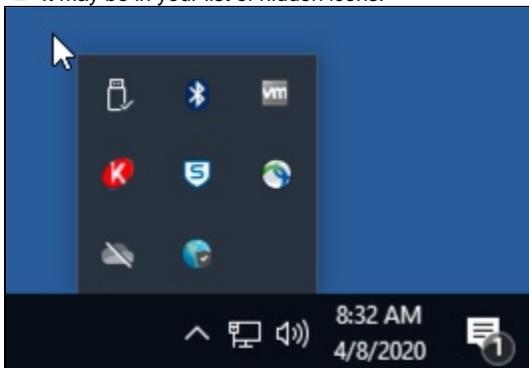
2. Tap the **Connect** button to connect. You may be prompted to authenticate again depending on how long it has been since your last connection.
Result: You're connected to MIT GlobalProtect VPN service and may go about your computing activities normally as though you were on MIT's campus.

Disconnect

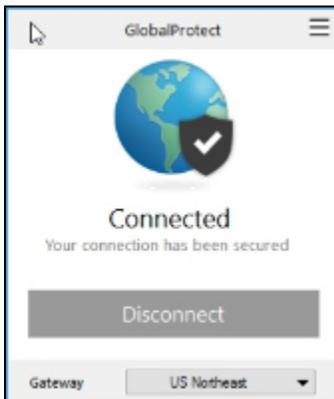


1. Click on the globe icon in your taskbar.

 It may be in your list of hidden icons.



Result: The VPN window opens.



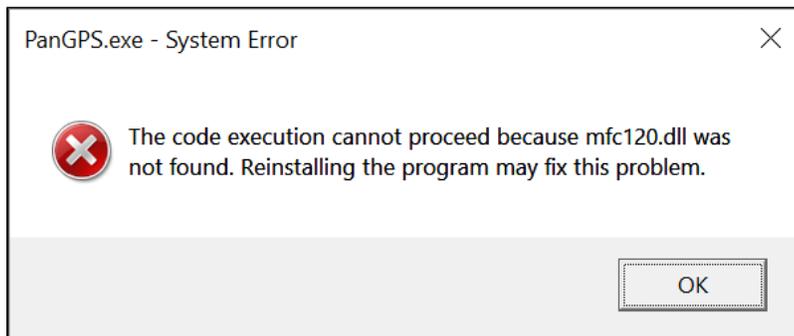
2. Click the **Disconnect** button.
Result: You have been disconnected from the MIT GlobalProtect VPN service.

 If you already have Prisma GlobalProtect installed (Windows10) and try to install NordVPN (and possibly other 3rd party vpn clients) the additional client will fail to install.
If NordVPN is already installed, installing Prisma GlobalProtect second works.

PanGPS.exe - System Error

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The code execution cannot proceed because mfc120.dll was not found. Reinstalling the program may fix this problem.



This error occurs when the [Microsoft Visual C++ runtime components](#) that are required to run GlobalProtect successfully are not present. Install them and try again.

See Also

- [Prisma Access VPN Landing Page](#)
- [Duo prompt shows blank after connecting to Prisma Access GlobalProtect \(Windows\)](#)