CYBERDEFENSE

4.

Haven Cloud VPN

Installation Guide

How to Install the Haven Cloud VPN Agent



Contents

| Installation Instructions | 2 |
|---------------------------|---|
| | |
| Windows Installation | 2 |
| MacOS Installation | 6 |
| | - |



Installation Instructions

The following install guide outlines instructions for both the <u>Windows</u> and <u>MacOS</u> Operating Systems.

Windows Installation

The following section describes how to download and install the Haven Cloud VPN agent for Windows.

- 1. Download the GlobalProtect VPN Client
 - a) The currently supported VPN client is available for download from: <u>https://cloud.corvidcd.com</u>
 - b) You will need to authenticate with the unique username and password previously provided to download the GlobalProtect VPN client

| 2. | Download and | Install the Correct | Version for Your | ⁻ Computer's Opera | iting System |
|----|--------------|---------------------|------------------|-------------------------------|--------------|
|----|--------------|---------------------|------------------|-------------------------------|--------------|

a) Select the appropriate GlobalProtect VPN agent based on your system platform



- b) Follow the following steps to find your Windows 10 Operating System version
 - a. On your Windows 10 system, right-click on the Windows Start Icon and select "Settings". Your System Type can be found under Device Specifications

| Device spec | ifications |
|-----------------------------|--|
| Precision 55 Device name | 30 |
| Processor | Intel(R) Core(TM) i7-8850H CPU @ 2.60GHz 2.59 GHz |
| Installed RAM | 32.0 GB (31.7 GB usable) |
| Device ID | |
| Product ID | |
| System type | 64-bit operating system, x64-based processor |
| Pen and touch | No pen or touch input is available for this display |

3. Double-click the GlobalProtect agent installer and accept the default options by clicking "Next"

| 🛃 GlobalProtect | — | | × |
|---|---|--|----------|
| Welcome to the GlobalProtect Setup Wiz | ard,,,,,,IV | palo | etworks. |
| The installer will guide you through the steps required to install GlobalF computer. | Protect v4.1.2 | 2 on your | |
| 0 | | | |
| WARNING: This computer program is protected by copyright law and Unauthorized duplication or distribution of this program, or any portion or criminal penalties, and will be prosecuted to the maximum extent po- | international of it, may res ssible under l | treaties. ult in severe the law. | e civil |
| Cancel < | Back | Next | > |



4. Congratulations, the GlobalProtect VPN agent has been installed! Click "Close" to exit the installer window

| . 🛃 GlobalProtect | _ | |
|--|-----------------|----------|
| Installation Complete | .,, 1 | paloalto |
| GlobalProtect has been successfully installed. | | |
| Click "Close" to exit. | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| Cano | el < Back | Close |

5. Connect to Haven Cloud VPN

- a) Open the GlobalProtect agent
- b) Enter a Haven Cloud GlobalProtect VPN address, "cloud.corvidcd.com"





c) If the GlobalProtect Client does not open, locate and open the GlobalProtect Client on the Toolbar of your desktop. Expand the app icons if you cannot find the GlobalProtect icon.



6. CONGRATULATIONS! You are connected to the Haven Cloud VPN.





MacOS Installation

The following section describes how to download and install the Haven Cloud VPN agent for MacOS.

- 1. Download the GlobalProtect VPN Client
 - a) The currently supported VPN client is available for download from: <u>https://cloud.corvidcd.com</u>
 - b) You will need to authenticate with the unique username and password previously provided to download the GlobalProtect VPN client
- 2. Download the correct version for Your Computer's Operating System

| GlobalProtect VPN | |
|--|--|
| 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. | |

- a) Select the appropriate **GlobalProtect VPN agent** based on your system platform. In this case it will be the "**Download Mac 32/64 bit GlobalProtect agent**"
- 3. Install the GlobalProtect.pkg installer package

*Note: Mac users running High Sierra (10.13) and higher may need to complete the following steps.

- a) Double click the GlobalProtect.pkg file to begin the installation
- b) Open "System Preferences" by clicking on the Apple icon in the upper left of your screen, or locating the "System Preferences" icon on your dock.
- c) Click on "Security & Privacy"



| | < > [#] | | System P | references | | Q Search | |
|----------|---------------------------|----------|--------------------|----------------------|------------------------|-----------|---------------|
| | | | 2 0 | 0 | 0 | | |
| General | Desktop & Screen Saver | Dock | Mission Control | Language & Region | Security & Privacy | Spotlight | Notifications |
| | | | | | = | ۵ | |
| Displays | Energy Saver | Keyboard | Mouse | Trackpad | Printers & Scanners | Sound | |

d) **High Sierra** may generate a message informing that Palo Alto installed software and asking whether you would like to allow. Click on the message to allow the software installation.

| A login password has | been set for this use | r Change Pa | ssword | |
|----------------------|------------------------|----------------|----------------|-------|
| Require passw | rord immediately 3 | after sleep or | screen saver b | agins |
| Show a messa | ge when the screen i | s locked Set 1 | ock Message | |
| Usable autom | atic login | | | |
| | | | | |
| | | | | |
| | | | | |
| Allow apps download | ed from: | | | |
| App Store | | | | |
| App Store and | l identified developer | 5 | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

e) Accept all the default options to complete the installation. Note, you may be prompted to enter your user credentials or an Administrator's credentials to install the software.



| 000 | |
|---|---|
| Introduc License Destinat Installati Summar | Installer is trying to install new software. Type your password to allow this. Username: Mac User Password: ••••••• Cancel Install Software |
| | Go Back Continue |



f) If prompted, check the "GlobalProtect" box

| | 🤯 Install GlobalProtect | | |
|--------------------|----------------------------------|-----------|------------|
| | Custom Install on "Macintosh HD" | | |
| | Package Name | Action | Size |
| Introduction | GlobalProtect | Install | 14 MB |
| Destination Select | Uninstall GlobalProtect | Skip | 4 KB |
| Installation Type | | | |
| Installation | | | |
| Summary | | | |
| | | | |
| | | | |
| | | | |
| | Space Required: 14 MB | Remaining | : 360.2 GB |
| | | | |
| | | | |
| | | | |
| | | Co Book | Continue |
| | | GO Back | Continue |

g) Click "Close" to exit the install window and launch the GlobalProtect home screen



support@corvidcd.com



4. Connect to Haven Cloud VPN

- a) Open the GlobalProtect agent
- b) Enter a Haven Cloud GlobalProtect VPN address, "cloud.corvidcd.com" and click "Connect"

| Home Details Host State Troubleshooting | |
|---|--|
| | |
| | |
| Portol | |
| cloud convided com | |
| Connect | |
| | |
| Status: Not Connected | |
| Warnings/Errors | |
| | |
| | |
| | |
| | |
| | |

c) Enter your username and password in the GlobalProtect Login dialog box.

| | GlobalP | rotect Login |
|----------|----------------|--------------------|
| (| Enter login cr | edentials |
| | Portal: | cloud.corvidcd.com |
| | Username: | |
| | Password: | |
| | | Cancel Connect |

d) Click "Connect" and you should see the "Welcome to GlobalProtect" screen. The GlobalProtect icon status should change to connected



| Welcome to GlobalProtect |
|---------------------------------|
| |
| |
| |
| |
| |
| |
| Do not display this page again. |

e) CONGRATULATIONS! You are connected to the Haven Cloud VPN.

| | GlobalProtect | |
|-------------------|---------------|--|
| Status: Connected | | |
| Warnings/Errors | | |
| | | |
| | | |
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