

VPN – WINDOWS 32/64-BIT INSTALLATION AND CONFIGURATION QUICK GUIDE

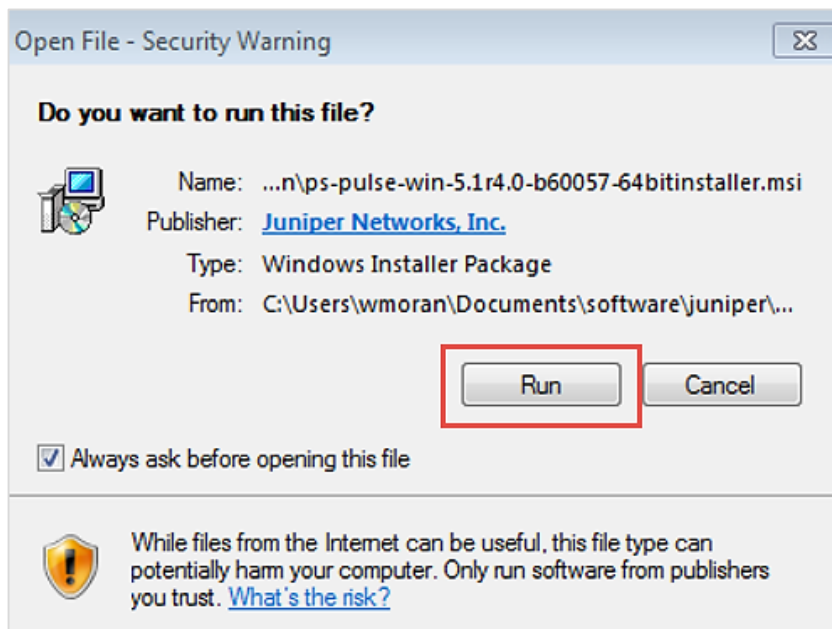
INTRODUCTION

These instructions are intended to provide students, faculty and staff members with instructions for downloading VPN Client (Pulse Secure) to their home and campus laptop or desktop computers.

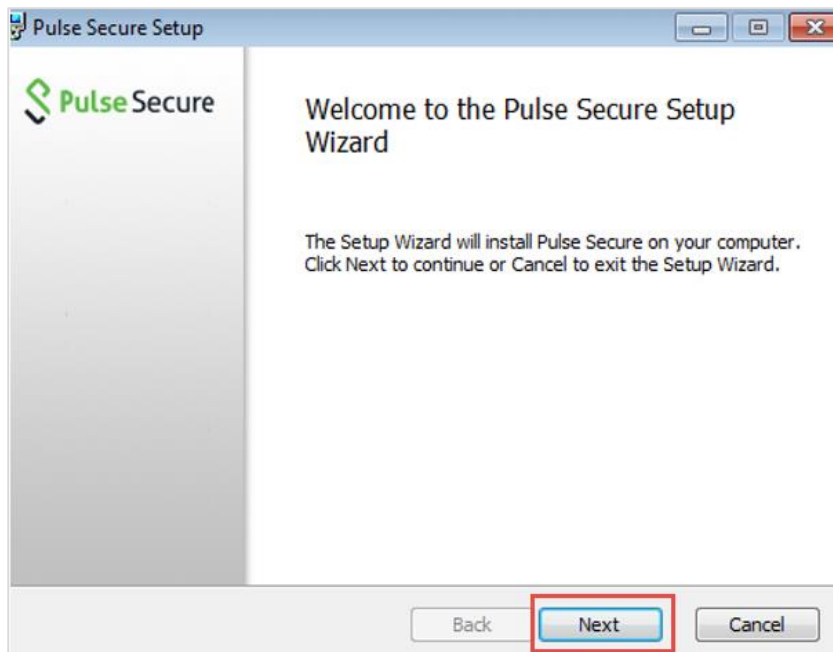
NOTE: Faculty and staff who require additional assistance in configuring VPN for their campus computer should contact their local technical support staff.

DOWNLOAD VPN SOFTWARE

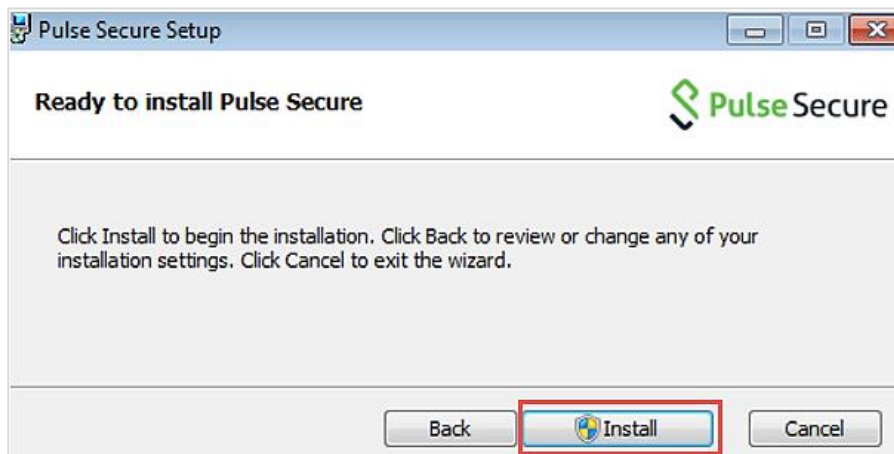
1. Visit the CSUN Software Downloads page: <https://www.csun.edu/itr/downloads/index.cgi>
2. Log in with your CSUN user ID and password.
3. From the software downloads page, select **Pulse Secure Virtual Private Network for Windows 32 or 64-bit**.
4. Select the **Download** button.
5. In the **Open File – Security Warning** window, select the **Run** button.



6. In the **Welcome to Pulse Secure Setup Wizard** screen, select the **Next** button.

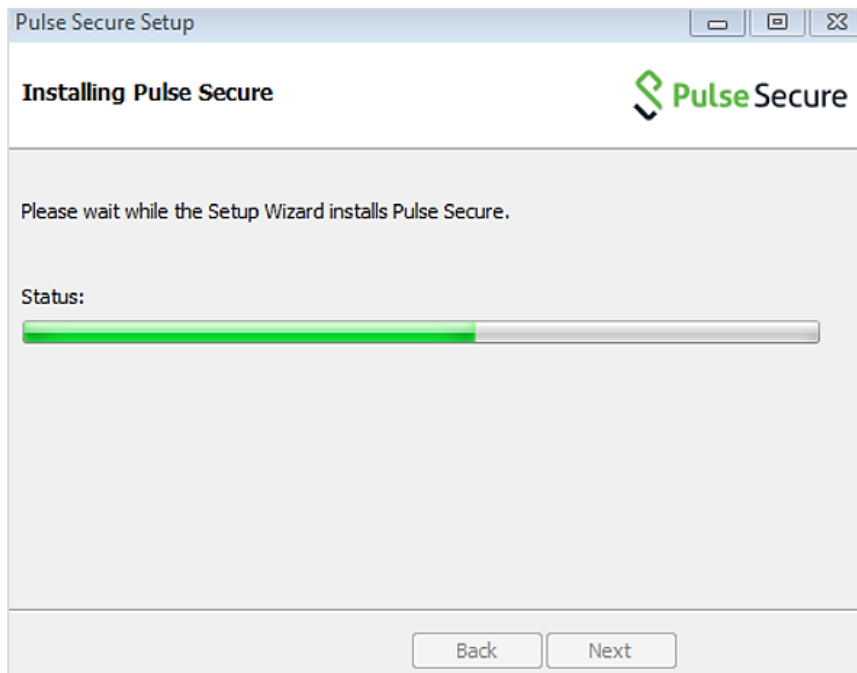


7. In the **Ready to install Pulse Secure** screen, select the **Install** button.

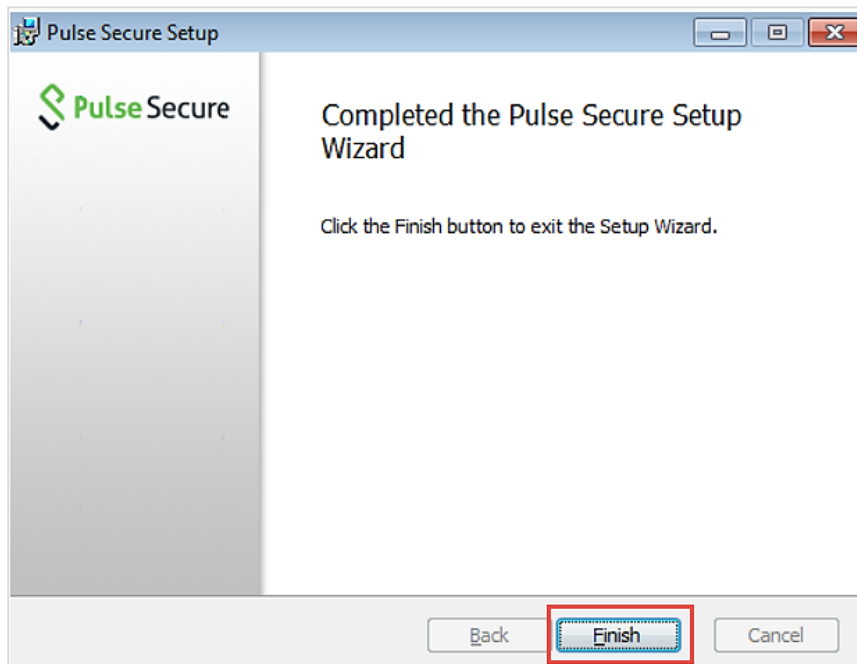


8. You will be asked to allow or deny a change to your computer. To continue, allow the “Juniper Networks File” to make a change to your computer.

9. The **Installing Pulse Secure** window displays the status of the installation.



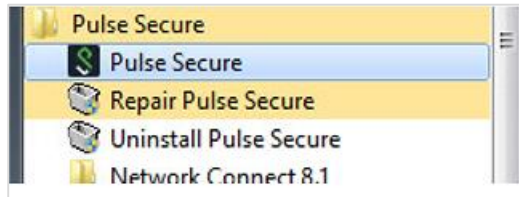
10. In the **Completed the Pulse Secure Setup Wizard**, select the **Finish** button.



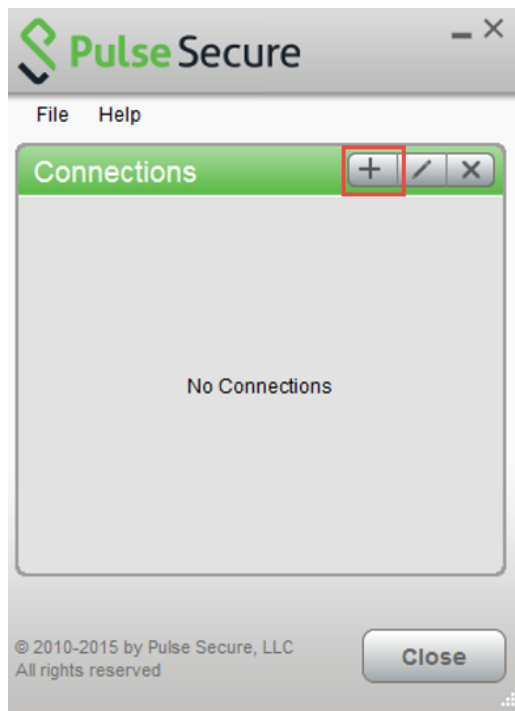
11. Installation is complete.

RUN THE VPN PULSE SECURE CLIENT

1. In your program menu, search for and select **Pulse Secure**.

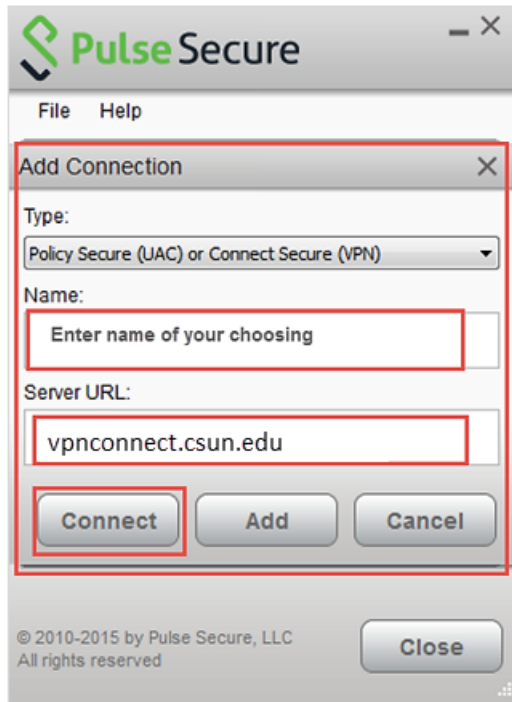


2. The **Pulse Secure** screen displays. Select the + (plus sign) to add a connection.



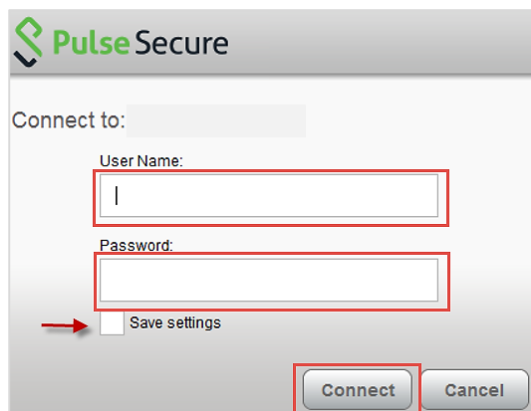
3. On the **Pulse Secure Add Connection** screen, in the **Name** field, enter a name of your choosing. For example: CSUN VPN. The actual name does not matter but it will help you identify your connection if you choose to add more than one.

4. In the **Server URL** field, enter **vpnconnect.csun.edu** and then select the **Connect** button.



5. In the **Connect to:** window, complete the **User Name** and **Password** field using your CSUN user ID and password. The **Save settings** checkbox is optional.

6. Select the **Connect** button.



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- After authentication, a small Pulse Secure window should be visible in your taskbar. In this case you see an S with an up arrow next to it.



- Your connection to CSUN is now complete and you should be able to perform most tasks that require a user to be on the CSUN campus network.

TROUBLESHOOTING

Some quick troubleshooting notes – Your IP address should be 130.166.139.x which can be checked by opening up a command window and typing in “ipconfig” | more. Scroll down to the connections and you should see one that shows an IP address of 130.166.139.x.

The example below shows 130.166.139.1. Don’t worry about the gateway as the VPN knows how to route traffic.

```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\wmoran>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection* 18:

    Connection-specific DNS Suffix  . : csun.edu
    IPv4 Address. . . . . : 130.166.139.1
    Subnet Mask . . . . . : 255.255.255.255
    Default Gateway . . . . . : 0.0.0.0

Wireless LAN adapter Wireless Network Connection 2:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

Ethernet adapter Local Area Connection* 16:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :
```

You can also check your IP address by going to any of the “What is My IP” sites on the internet. Browsing to the campus website or other publicly available website will tell you whether your network connection is working but will not tell you whether the VPN is working as these sites don’t need the VPN to work.

NEED HELP?

Contact the IT Help Center by phone (818-677-1400), online at (<http://techsupport.csun.edu>) or in person in (Oviatt Library, First Floor, Learning Commons).