

GlobalProtect VPN

Using Remote Desktop with GlobalProtect

Permissions

Permission for remote Remote Desktop server access via GlobalProtect is handled in two ways:

- Most staff have permission to connect to *remote.essex.ac.uk* and *sernt43.essex.ac.uk* and can use them if required for their work.
- Individual per-user permissions. See <https://www1.essex.ac.uk/it/services/forms/vpn/> for details of your access profile – only RDP entries allow remote desktop access, usually to your personal PC on campus.

GlobalProtect must be connected before you can connect using Remote Desktop.

Remote Desktop instructions for Windows

The Microsoft Remote Desktop client comes pre-installed on Microsoft Windows.

1. Click *Start -> Remote Desktop* and enter the on-campus computer name that you want to connect to (e.g. *remote.essex.ac.uk*, *sernt43.essex.ac.uk* or a personal PC such as *s223456.essex.ac.uk* specified in your VPN profile)



2. Click **Show Options**



3. Click **Advanced** then **S**ettings



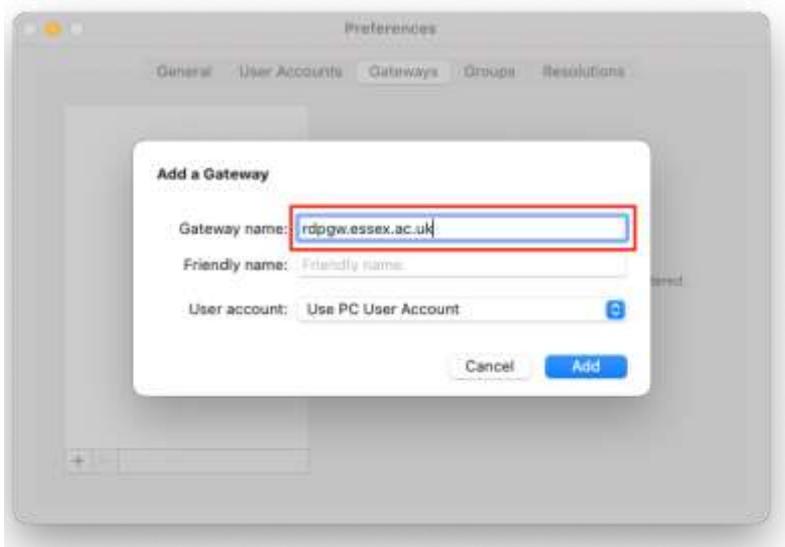
4. Click **Use these RD Gateway server settings**
5. Enter **rdpgw.essex.ac.uk** into the Server name box.
6. Ensure that **Bypass RD Gateway for local addresses is unchecked**
7. It is also recommended to check **Use my RD Gateway credentials for the remote computer**.
8. Click **OK**, then **Connect**. You'll be prompted to login – use your University user name followed by essex.ac.uk e.g. jb20000@essex.ac.uk and your password.



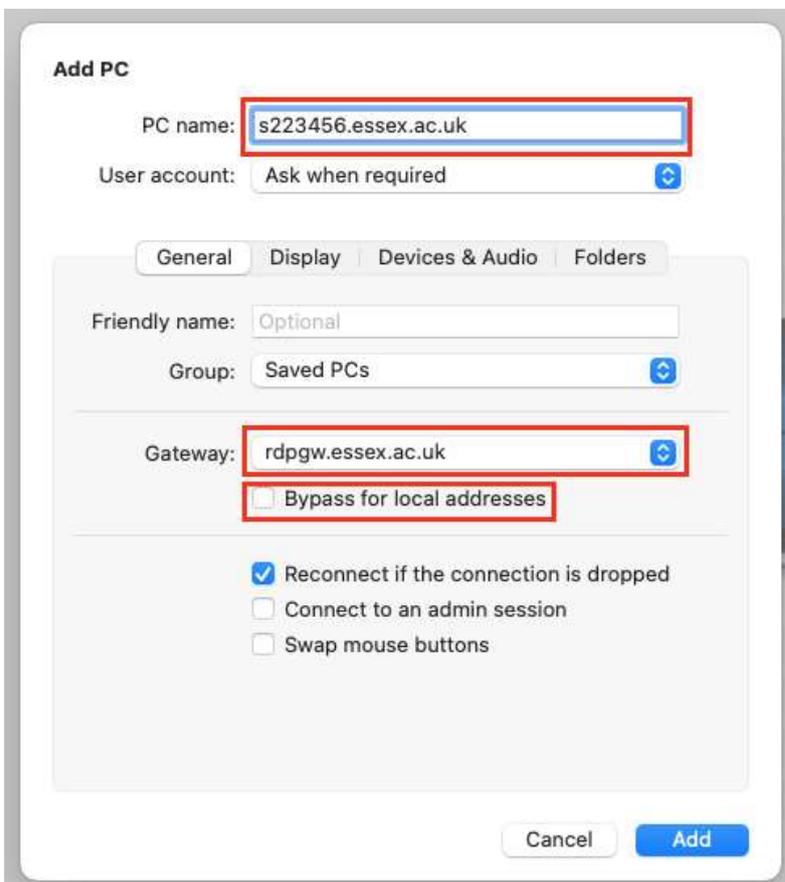
Remote Desktop instructions for Mac

The Microsoft Remote Desktop App can be downloaded for free from the Apple Store. Once downloaded, you can configure your connection using.

1. Open Microsoft Remote Desktop, click then Microsoft Remote Desktop -> Preferences, choose Gateways tab
2. Click + and enter the **rdpgw.essex.ac.uk** name into the Gateway name box.



3. In the main window, click on + at the top and select **Add PC** and enter the on-campus computer name that you want to connect to (e.g. *remote.essex.ac.uk*, *sernt43.essex.ac.uk* or a personal PC such as *s223456.essex.ac.uk* specified in your VPN profile). Ensure you also select the gateway you setup in step (2) and ensure that *Bypass for local addresses* is **unchecked** and click **Add**.



4. You can now connect by double clicking on the saved PC.



Remote Desktop instructions for Linux

Linux provides a number of remote desktop clients. The package `xfreerdp` is one of the simplest. Once installed, you can run from the command line using

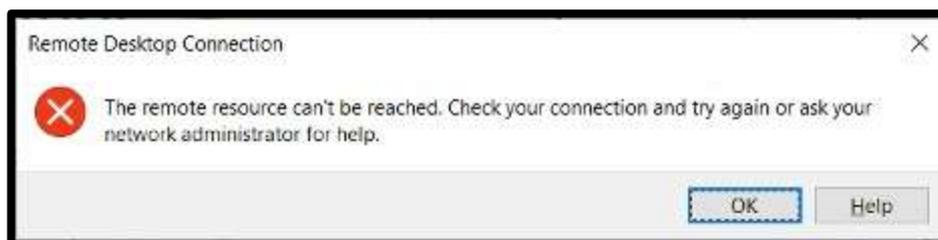
```
xfreerdp /u:ex22101 /v:s223456.essex.ac.uk /g:rdpgw.essex.ac.uk /gd:campus /gu:ex22101
```

You should change `ex22101` for your login name (note this is specified twice) and `s223456.essex.ac.uk` for the on-campus computer name that you want to connect to (e.g. `remote.essex.ac.uk`, `sernt43.essex.ac.uk` or a personal PC such as `s223456.essex.ac.uk` specified in your VPN profile).

Troubleshooting remote desktop connection problems

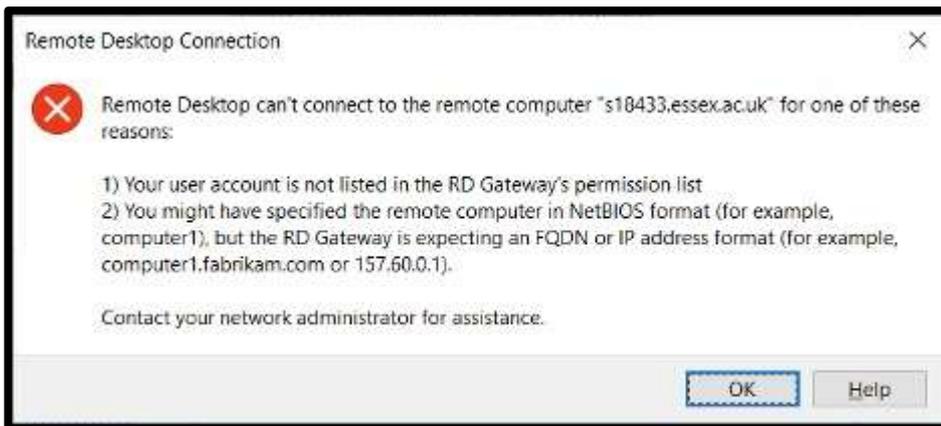
If you are having trouble logging in, you can contact the [IT Helpdesk](#). Noting the error message that is displayed will help them diagnose the problem.

If the RD Gateway server is unreachable, you'll see the following error.



Double-check that you are connected to GlobalProtect and that you have configured the settings correctly – in particular, the use of `rdpgw.essex.ac.uk` and unchecking the *Bypass RD gateway for local addresses*.

If you can connect to the RD Gateway server but can't log into your PC on campus, you'll see the following error.



Double-check your VPN profile allows connection to the named host.

University of Essex, Digital
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