



District of Columbia Courts Information Technology Division (ITD)

CONFIGURING GLOBAL PROTECT AND AVAYA ONE-X COMMUNICATOR

USER INSTRUCTIONS

Version 1.0

Document Revision History						
Version	Document Changes	Changes Made By:	Date			
1.0	Version for release		November 10, 2022			

Table of Contents

Installation and Configuration of Global Protect	. 3
Avaya One-X Communicator Settings Update	. 7

Installation and Configuration of Global Protect

- Check to make sure you are not currently connected to AnyConnect.
 a. If connected to AnyConnect, disconnect before proceeding.
- 2. Open a web browser and navigate to https://remotel.dccourts.gov
- 3. Authenticate using your Active Directory credentials

← → C ☆ 🗎 remote1.dccourts.gov/global-	protect/login.esp	str 🔲 🎯 Incognito (2) 🚦
	GlobalProtect Portal	
	Password	

4. Click the link to Download the Windows 64 Global Protect client.

← → C û i remotel.d.cocurts.gow/global protect/getsoftwarepage.esp?user*	1 🕜 Incegnite (2) :
GlobalProtect Portal	
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.	

5. Double click the file from your Downloads folder to start the installation process.

- 6. After the installation is complete open the Global Protect client.
- 7. From the Start menu browse to the Palo Alto Network folders. Click the Global Protect Client icon.
 - a. You can also open Global Protect from the System Tray in the lower right corner of Windows.





 The first time you connect with Global Protect you need to click Get Started and then enter the name of the Portal for a connection. Enter remote1.dccourts.gov in the Portal field. (Screenshots below)





- 9. Enter your Active Directory username and password.
- 10. At the next prompt enter your DUO code or the word push to receive a notification on your mobile device.

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C	
Enter login credentials	Enter DUO code from your mobile device or type the word PUSH to receive a notification prompt.
Username	Username
i ·	and the second se
Password	DUO Code
Password	DUO Code
Connect	Connect
Cancel	Cancel

11. After authenticating the client will go throug a Connecting phase and then to a Connected state.



12. To Disconnect, open the Global Protect client and click the menu button in the upper right. Click Disconnect.



Avaya One-X Communicator Settings Update

To use Avaya One-X Communicator with Global Protect while working remotely, a one-time change is required in the One-X Communicator application. This applies to non-VDI users only.

1. Open the Avaya One-X Communicator program from the Start menu in Windows

Chrome	Horiz Editor			
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	Avaya one-X Communicator			
	Microsoft Accessory Center		w	×
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	Access		14	
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	🚨 Adobe Acrobat	OneDrive	Teams	
	Adobe Acrobat Distiller	Explore		
э 🚺	Adobe Creative Cloud		-	
	🚺 Avaya New	<u> </u>		
	Avaya one-X Communicator	Microsoft Edge	Microsoft Store	
		Dell		
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2. The Login page will open if you are not already signed in. Do not Login at this point. Click the Settings icon in the upper right of the Login page as depicted below.

Avaya one-X® Communicator Login @-	Avaya one-X® Communicator Login	0	₩
			Settings
Please log In:	Plana las las		Help Contents
	Please log In:		About Avaya one-X® Communicator
Extension: 10010	Extension: 10010		Exit
Password:	Password:		
Place and receive calls using This Computer \diamond	Place and receive calls using This Computer ¢		
		g In	

Note: If you are already logged into the Avaya One-X program you must Log Out before changing settings. Click the gear icon in the upper right and then click Log Out.



3. From the General Settings dialog click the Network menu item on the left under Devices and Services. Click the checkbox next to "Specify local UDP/TCP port range preference. Confirm the Low and high values are the same as the screenshot below. Click OK when finished.

General Settings ? ×		General Settings		
Accounts Telephony	Network	Accounts Telephony	Network	
Login Messaging IM and Presence Security Offline Call Journaling	Network Settings Specify local UDP/TCP port range preference Low: 1024 High: 65535	Login Messaging IM and Presence Security Offline Call Journaling	Network Settings ✓ Specify local UDP/TCP port range preference Low: 1024 High: 65535	
Devices and Services Outgoing Calls Phone Numbers Dialing Rules Audio Video Public Directory Preferences Desktop Integration Hot Keys Network Advanced	Quality of Service (QoS) Settings ✓ Use Differentiated Services for Audio DSCP: 46 □ Use 802.1p prioritization for Audio Priority: 6	Devices and Services Outgoing Calls Phone Numbers Dialing Rules Audio Video Public Directory Preferences Desktop Integration Hot Keys Network Advanced	Quality of Service (QoS) Settings ✓ Use Differentiated Services for Audio DSCP: 46 Use 802.1p prioritization for Audio Priority: 6	
Auto-configure	OK Cancel	Auto-configure	OK Cancel	

You will be returned to the Login dialog. Click Login and use the Avaya X-One Communicator.