



**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

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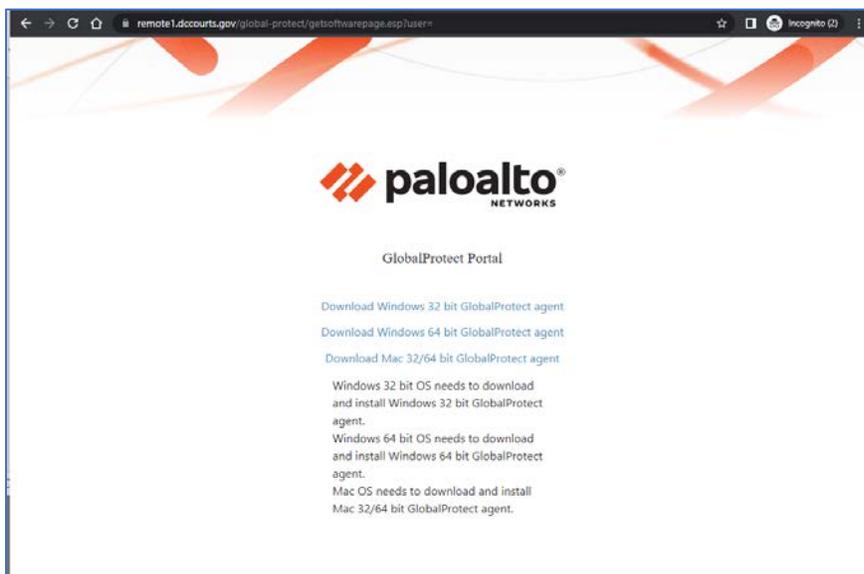
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Installation and Configuration of Global Protect

1. 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://remote1.dccourts.gov>
3. Authenticate using your Active Directory credentials



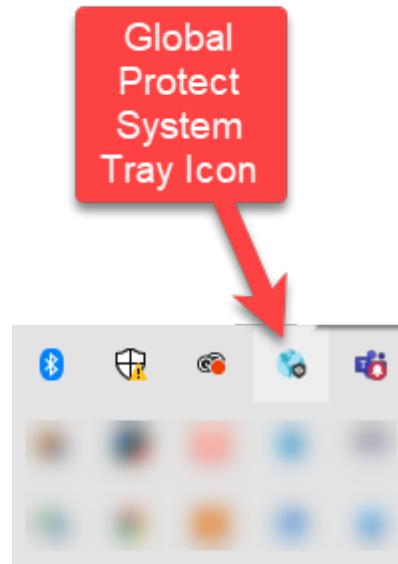
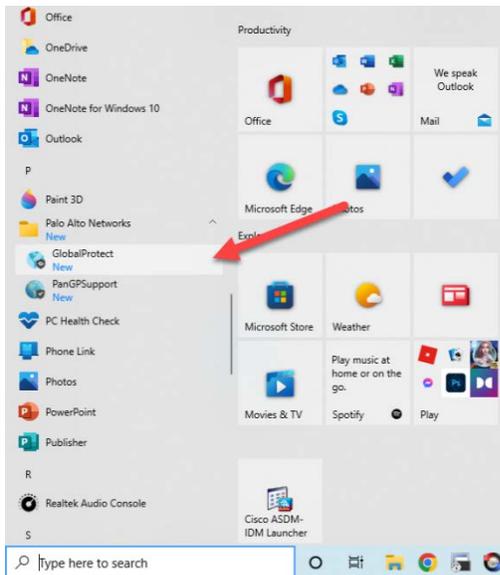
4. Click the link to Download the Windows 64 Global Protect client.



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

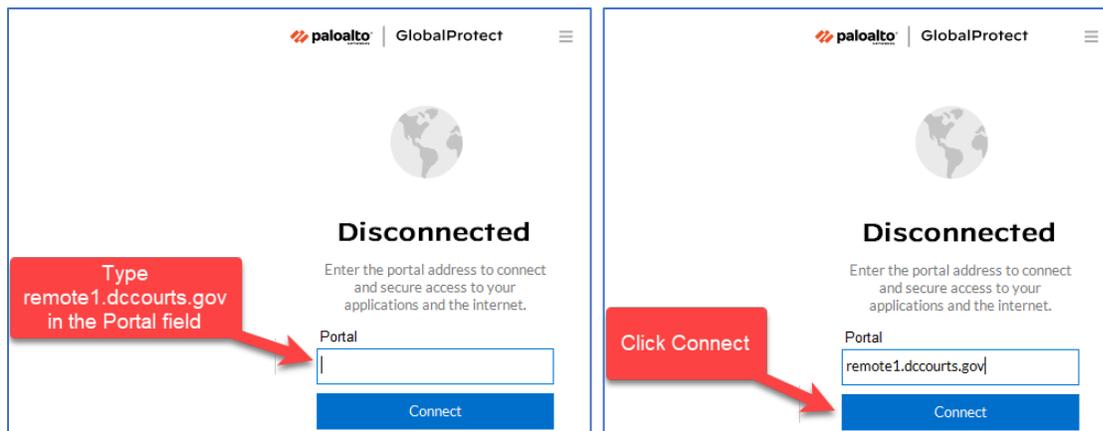
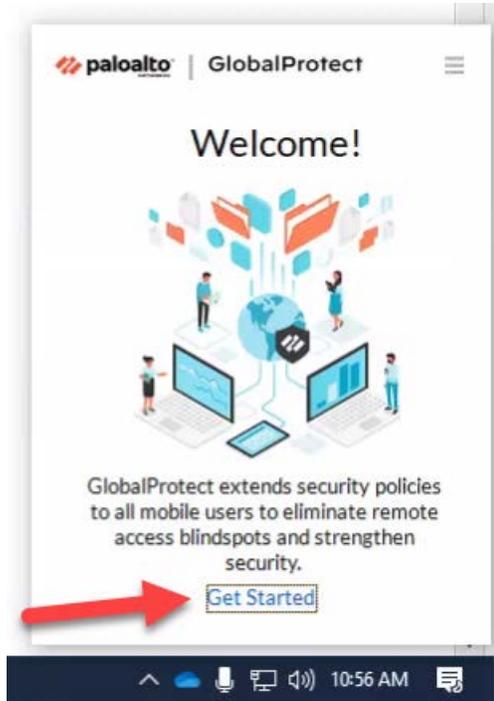
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6. After the installation is complete open the Global Protect client.
7. From the Start menu browse to the Palo Alto Networks folders. Click the Global Protect Client icon.
 - a. You can also open Global Protect from the System Tray in the lower right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



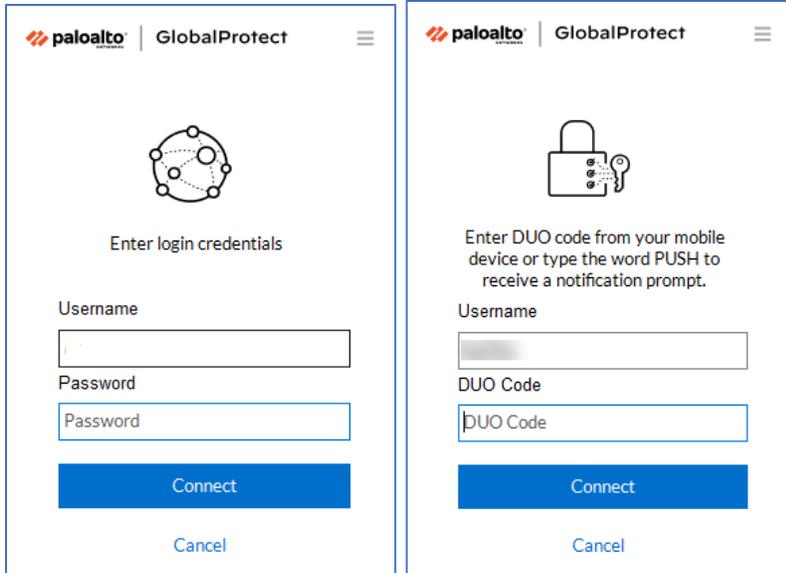
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- The first time you connect with Global Protect you need to click Get Started and then enter the name of the Portal for a connection. Enter remote1.dccourts.gov in the Portal field. (Screenshots below)

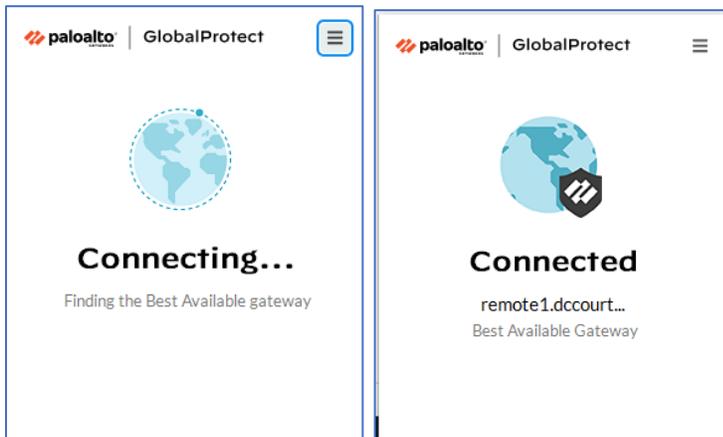


- Enter your Active Directory username and password.
- At the next prompt enter your DUO code or the word push to receive a notification on your mobile device.

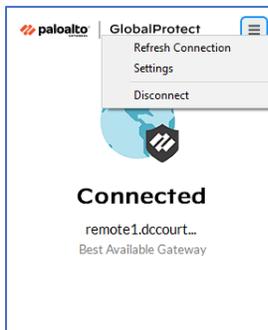
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11. After authenticating the client will go through a Connecting phase and then to a Connected state.



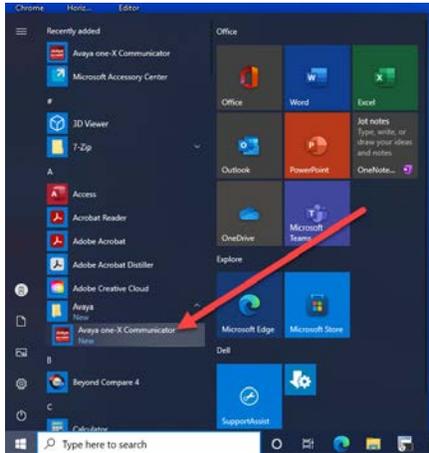
12. To Disconnect, open the Global Protect client and click the menu button in the upper right. Click Disconnect.



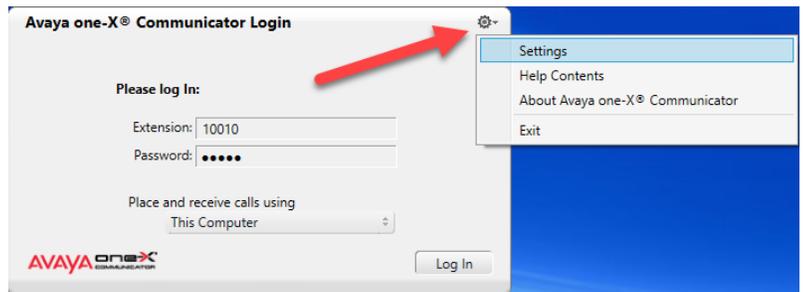
Avaya One-X Communicator Settings Update

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.**

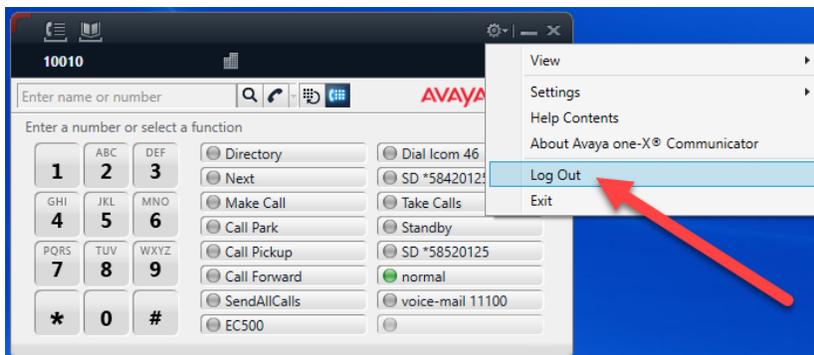
1. Open the Avaya One-X Communicator program from the Start menu in Windows



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.

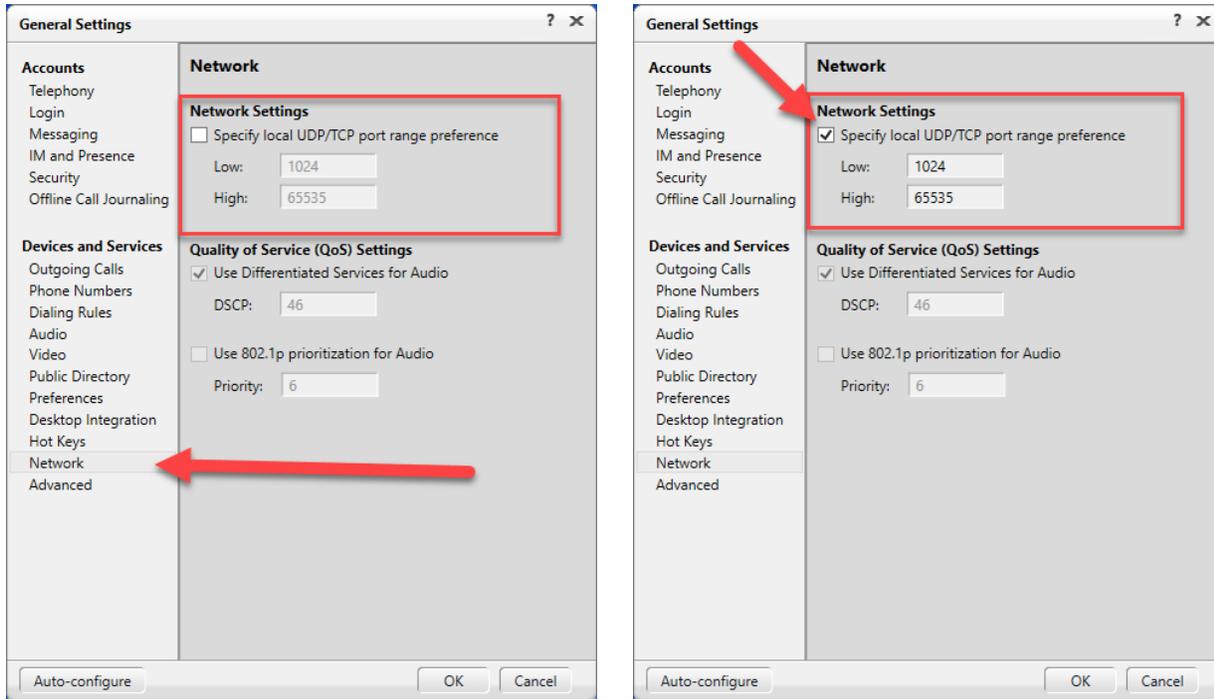


Note: If you are already logged into the Avaya One-X program you must Log Out before changing settings. Click the gear icon in the upper right and then click Log Out.



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- 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.



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