Connect to CUHK VPN on a Mac
(This user guide is applicable to OS X 10.7 or above)

Table of Contents
A. Set IPv6 to an Automatic Mode (for 1st time Users) ................................................................. 2
B. Add CUHK VPN Profile (for 1st time Users) .................................................................................. 5
C. Connect to CUHK VPN ..................................................................................................................... 10
D. Disconnect from CUHK VPN ............................................................................................................ 12

Notes on Max. Connection Time Per Session

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>For OS X 10.9 or above</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Applications running on a VPN session may be interrupted every 48 minutes.</td>
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<td>During the interrupted period, applications normally will try to perform recovery itself. If the recovery can be made successfully, the application can be used again after a short pause. Otherwise, users will find the applications stop working and need to restart the applications.</td>
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</tbody>
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| Solutions                 | • There is no solution right now. ITSC is now working with Apple to fix this problem. |
A. Set IPv6 to an Automatic Mode (for 1st time Users)

You need to set IPv6 as an automatic mode before adding CUHK VPN profile.

1. Choose **Apple menu** and select **System Preferences**.

2. Double-click the **Network icon**.
Select

a. **Ethernet** on the left menu column if you are using a wired network; OR

b. **Wi-Fi** on the left menu column if you are using WiFi

Click **Advanced**.

(if you are using a wired network)

OR

(if you are using WiFi)
4. Under the TCP/IP tab, select **Automatically** for **Configure IPv6**, and click **OK**.

(if you are using a wired network)

**OR**

(if you are using WiFi)

5. Click **Apply Now** to apply new changes. Then **close** the window.
B. Add CUHK VPN Profile (for 1st time Users)

1. Choose **Apple menu** and select **System Preferences**.

2. Double-click the **Network icon**.

3. Click the “+” button at the left bottom.
4. Select VPN under the **Interface**.

5. Select **L2TP over IPSec** for **VPN Type**, and click **Create**.

6. A new VPN profile will be created. Click **Add Configuration** for **Configuration**.
7. Type the name of the connection as **CUHK VPN**. Click **Create**.

8. Enter the following:

**Server Address**: vpn.cuhk.edu.hk

**Account Name**: Your Computing ID*

*Computing ID:
- s1155xxxxxx for students
- bxxxxxx for staff
9. Click **Authentication Settings** and enter the following:

   Under **User Authentication**, select **Password** and type your OnePass (CWEM) Password.

   Under **Machine Authentication** Select **Shared Secret** and type “ipsec-vpn”.

   Click **OK**.
10. Click the Advanced... button of VPN,

   Under the Options tab,

   Check Send all traffic over VPN connection.

   Click OK.

   And then click Apply.
## C. Connect to CUHK VPN

1. Make sure you are connected to the internet. Choose **Apple menu** and select **System Preferences**.

2. Double-click the **Network icon**.

3. Select **VPN (L2TP)** in the left menu column and on the right, select

   **Configuration**: CUHK VPN

   Click **Connect**.
(For Staff only) If you have enrolled your account to use DUO two-factor authentication, you need to provide the 2nd factor to log in. Please refer to step 4 below. If not, please enjoy the VPN service.

4. **For using DUO Push**

   Click OK after providing your login ID and password in step 4 above.

   A notification will be popped out from DUO Mobile for your approval.

   Otherwise, open the mobile app “Duo Mobile”

   ![Duo Mobile](image)

   Click the green bar “Request Waiting” on the top and click Approve.

   ![Request Waiting](image)

If you do not see the bar, please check if you are connected to the internet and slide down to refresh the app.
D. Disconnect from CUHK VPN

1. Choose Apple menu and select System Preferences.

2. Double-click the Network icon.

3. Select VPN (L2TP) in the left menu column and on the right. Click Disconnect to disconnect from the network.