Connect to CUHK VPN on a Windows PC / Notebook
(This user guide suits Windows 10 the best and is applicable to Windows 7 / 8.1 with slight difference.)

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Notes on Max. Connection Time Per Session

All operation systems

- 8 hours with 1 hour idle time out.
- You can make the connection again when the session expires.

Special notes for Windows 8.0 / 8.1 Symptoms

- A VPN session may end after one hour.
- You can make a new VPN connection when the session ends. Some users may also need to manually disconnect from network (e.g. Wi-Fi) and the reconnect to it before they can make a VPN connection again.

Solutions

- If you are using Windows 8.0, you can request a hotfix directly from the solution released by Microsoft at KB2955808. Or, you can also obtain the hotfix from CUHK by (1) connecting to CUHK VPN; (2) visiting here. Please follow the VPN setup instruction below if you have not set up the VPN.
- If you are using Windows 8.1, you should be able to obtain at least the Update Rollup June 2014 from Windows Update - For more information, please visit the solution KB2955808 released by Microsoft.
# A. Set up VPN Client

1. Right click
   a. the **Network** icon on the taskbar if you are using a wired network; **OR**
   b. the **WiFi** icon on the task bar if you are using WiFi

2. Click **Open Network and Sharing Centre**.

3. Choose **Network and Sharing Center**

![Network and Sharing Center](image)
4. In Network and Sharing Centre, choose Set up a new connection or network.
5. Choose **Connect to a workplace** and click **Next**.

6. Choose **Use my Internet connection (VPN)**.
7. Enter the following information:
   Internet address: “vpn.cuhk.edu.hk”
   Destination name: “CUHK VPN”

   Then click Create.

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<th>8. Right click</th>
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| 9. Click **Open Network and Sharing Centre** |

![Image of Open Network and Sharing Centre]
10. Choose **Network and Sharing Center**

**Settings**
- Home
- Find a setting

**Network & Internet**
- Status
- Ethernet
- Dial-up
- VPN
- Data usage
- Proxy

**Status**
**Network status**
You're connected to the Internet.
If you have a limited data plan, you can make this network a metered connection or change other properties.
Change connection properties
Show available networks
Change your network settings
Change adapter options
View network adapters and change connection settings.

Sharing options
For the networks you connect to, decide what you want to share.

HomeGroup
Set up a filegroup to share pictures, music, films and printers with other PCs on your network.

Network troubleshooter
Diagnose and fix network problems.
View your network properties

Windows Firewall

Network and Sharing Center

OR
11. In the newly opened window, click Change adapter settings.
12. In the newly opened window, right click **CUHK VPN**. Click **Properties** in the pop-up menu.

13. Under the **Security** tab,
   a. Select **Layer 2 Tunneling Protocol with IPsec (L2TP/IPsec)** under **Type of VPN**.
   b. Select **Require encryption (disconnect if server declines)** under **Data encryption**.
   c. Select **Allow these protocols**
   d. Check the following boxes:
      - **Unencrypted password (PAP)**
      - **Microsoft CHAP Version 2 (MS-CHAP v2)**
   e. Click **Advanced settings**.
14. Under **Advanced Properties**, select **Use pre-shared key for authentication**. Enter the key as “ipsec-vpn”.

Click **OK**.

15. Under the **Networking** tab, uncheck the box next to **Internet Protocol Version 6 (TCP/IPv6)**.

Click **OK** to complete the setup.
## B. Connect to CUHK VPN

1. Make sure you are connected to the internet.
   a. Right click the **Network icon** on the taskbar if you are using a wired network; OR
   b. Right click the **WiFi icon** on the task bar if you are using WiFi

2. Select **CUHK VPN** and click **Connect**.
3. Login with your **Computing ID** and **OnePass Password**.

*Computing ID:*
- s1155xxxxxx for students
- bxxxxxx for staff

(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 directly go to step 5.

4A. **For using DUO Push**
Click OK after providing your login ID and password in step 4 above.

You will see the following on your Windows.

A notification will be popped out from DUO Mobile for your approval. Otherwise, open the mobile app “Duo Mobile”

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

4B. **For Using DUO Passcode**
After entering your login ID and password, please don’t click OK but check the mobile app “Duo Mobile”

On your mobile, tap “DUO-PRITECTED CUHK” to view the passcode.

You can always refresh the passcode if necessary.
If you do not see the bar, please check if you are connected to the internet and slide down to refresh the app.

*If you OnePass Password is abc@123 and DUO passcode is 824085 (always check in DUO for before login), you should enter abc@123,824085 as your VPN password (just add one common between two passcode).

5. CUHK VPN is now connected

Back to your Windows, please enter the password as OnePass,DUO passcode. Click OK.
## C. Disconnect from CUHK VPN

1. Right click
   a. the **Network icon** on the taskbar if you are using a wired network;
   OR

   b. Right click the **WiFi icon** on the task bar if you are using WiFi

2. Click **CUHK VPN**.

3. Click **Disconnect** to end your CUHK VPN connection.

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**Prepared by:** User Support Services, Information Technology Services Centre

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