Connect to CUHK VPN on Windows platform

(This user guide suits Windows 10 the best and is applicable to Windows 8 with slight difference in user interface.)

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For enquiries, please contact ITSC

• Hotline: 3943 8845 (during office hours)
• Online Service Desk: http://servicedesk.itsc.cuhk.edu.hk

A. Get Started

Maximum Connection Time Per Session:

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

Known Issue:

• You may experience an unstable VPN connection from mainland China with the gradual upgrade of China’s Great Firewall.

B. Add a new VPN profile

1. Right click Network icon OR WiFi icon on the taskbar (right bottom).
2. Open Network & Internet settings

> Network and sharing Center

> Set up a new connection on network

3. Select **Connect to a workplace** then click **Next**.

4. Select **Use my Internet connection (VPN)**
5. Enter with
   - Internet address: *vpn.cuhk.edu.hk*
   - Destination name: **CUHK VPN**

   Click **Create**.

6. Right click **Network icon**
   OR
   **WiFi icon** on the taskbar (right bottom).

7. **Open Network & Internet settings**

   > **Change adapter options**

8. Right click **CUHK VPN** profile (which is created by you in step 5).

   Click **Properties**.
9. Click **Security > Advance settings**

Select **Use preshared key for authentication.**

Enter the Key: `ipsec-vpn`

Click **OK**.

10. Select the settings as below.

   - **Type of VPN:** Layer 2 Tunneling Protocol with IPsec (L2TP/IPsec)
   - **Data encryption:** Require encryption (disconnect if server declines)
   - **Authentication:** Allow these protocols
     - Unencrypted password (PAP)
     - Microsoft CHAP Version 2 (MS-CHAP v2)

   Click **OK** to complete the setup.

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**C. Connect to CUHK VPN**

1. In the Windows search box, type **VPN settings**.

   Click to open **VPN Settings**

2. **CUHK VPN > Connect**
3. Login with
   - *Computing ID
   - CUHK OnePass

*Computing ID:
s1155xxxxxx for students
bxxxxx xx for staff

Click OK to establish the connection.

- For staffs and students who enrolled DUO Two Factor Authentication (2FA), then input either one of the following forms of password (3A, 3B or 3C), follow the format exactly the same as shown:
- For others, the VPN connection should be established successfully.

3A. password (DUO Mobile App – Push)
DUO Notification will be prompt on your mobile.
Tap Login request

   OR

Open the DUO Mobile App on your mobile device, then tap on the notification message, a Login Request with the information of requesting source is displayed.

Tap Approve, the VPN connection should be established successfully.

Reminder: Duo Push is not available offline. Please ensure you got a good Internet connection when using this method. Or, you switch to log in with passcode which does not required an Internet connection.

3B. password,passcode (DUO Mobile App – Generate Codes)

You can get the passcode from your DUO Mobile App. Open the DUO Mobile App on your mobile device, then tap on the key icon next to your account, a one-time passcode is generated.
Login with
- *Computing ID
- CUHK OnePass, 767809

*Computing ID:
s1155xxxxxx for students
bxxxxxx for staff

Click OK, the VPN connection should be established successfully.

3C. password,bypasscode (Use a temporary DUO Bypass Code)

In case you have problem with your mobile (e.g. forgot to bring, malfunction, lost or stolen) and cannot provide the 2nd factor for VPN connection, you can generate a temporary DUO Bypass Code by yourself via DUO Self-Service Portal at https://duo.itsc.cuhk.edu.hk.

Login with
- *Computing ID
- CUHK OnePass, 273635110

*Computing ID:
s1155xxxxxx for students
bxxxxxx for staff

Click OK, the VPN connection should be established successfully.
D. Disconnect from CUHK VPN

1. Network icon or WiFi icon > CUHK VPN > Disconnect

   The VPN should be disconnected

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