

Connect to CUHK SSL VPN on Mac platform

(This user guide uses Mac OS 10.14.x as illustration.)

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For enquiries, please contact ITSC

- Hotline: 3943 8845 (during office hours)
- Online Service Desk: <http://servicedesk.itsc.cuhk.edu.hk> > Get help > General Enquiries

A. Get Started

Secure Sockets Layer Virtual Private Network (**SSL VPN**) provides CUHK staff with a secure remote access to on-campus resources over an Internet connection. Once connected, all traffic for accessing on-campus resources go through the VPN tunnel. The rest traffic goes through your original Internet connection.

Prerequisites:

- **DUO Two Factor Authentication (2FA)** is **mandatory** when using SSL VPN. You must enable DUO 2FA on your account and install DUO Mobile App on your mobile before continuing. Get the setup details at <https://www.itsc.cuhk.edu.hk/all-it/information-security/two-factor-authentication-2fa>.
- **Aruba Virtual Intranet Access (Aruba VIA)**, as SSL VPN client, installed on your MacOS device.

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.
- For MacOS / iOS / iPadOS: With the network policy in Mainland China, you may not able to download the SSL VPN client (Aruba VIA) from Apple App Store. Please download the app before you go to the mainland. You can then connect to SSL VPN in the mainland.

B. Install SSL VPN client (Aruba VIA)

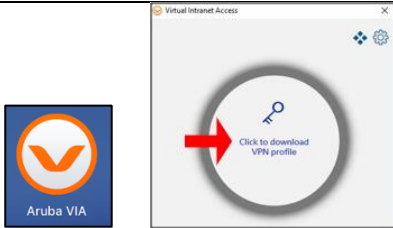
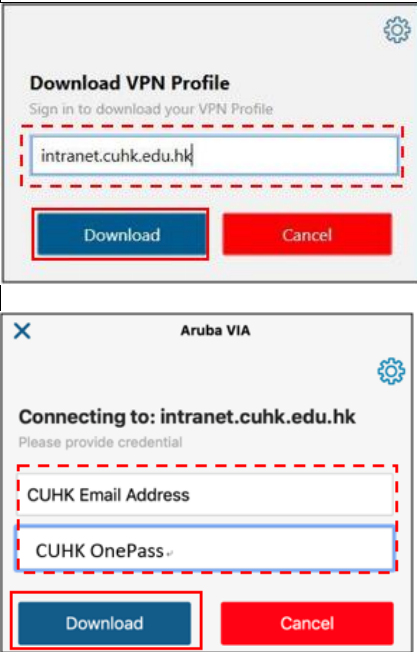
Aruba Virtual Intranet Access (VIA) is used as SSL VPN client. You can download it direct from **App Store**.

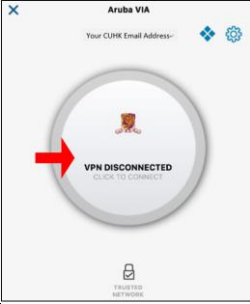

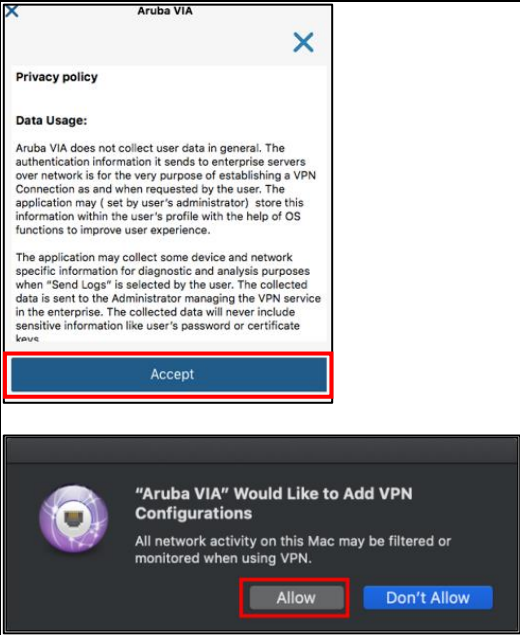
<p>1. Open App Store</p> <p>Search and install Aruba VIA</p>	
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C. Set up CUHK SSL VPN Profile

Note: Before running VIA client for SSL VPN service, please ensure that

- (1) DUO Two Factor Authentication (2FA) has been enabled on your account.
- (2) DUO Mobile App has been properly installed on your mobile device.

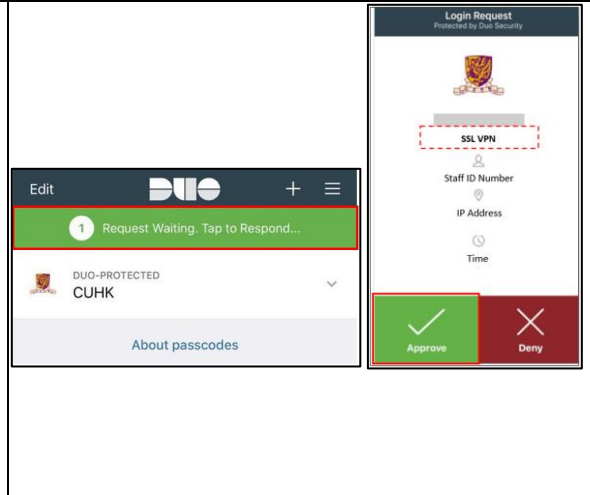
<p>1. Open Aruba VIA > Click to download VPN profile</p>	
<p>2. Enter the following information</p> <p>At Download VPN Profile</p> <ul style="list-style-type: none"> • VPN Server URL: <i>intranet.cuhk.edu.hk</i> • Click Download. <p>At Connecting to: intranet.cuhk.edu.hk</p> <ul style="list-style-type: none"> • Username: <i>CUHK email address</i> (e.g. Student: student_id@link.cuhk.edu.hk Staff: alias@cuhk.edu.hk) • Password: <i>CUHK OnePass</i> • Click Proceed. 	

<p>3. Press Click to Connect to continue the set up.</p>	 <p>The screenshot shows the Aruba VIA interface with a large circular button in the center that says "VPN DISCONNECTED" and "CLICK TO CONNECT". A red arrow points to this button. Above the button, it says "Your CUHK Email Address". Below the button, there is a small icon of a mobile device and the text "TRUSTED NETWORK".</p>
<p>4. Enter</p> <ul style="list-style-type: none"> • CUHK Email Address (i.e. Student: student_id@link.cuhk.edu.hk Staff: alias@cuhk.edu.hk) • OnePass password <p>Click Proceed to connect.</p>	 <p>The screenshot shows the "Create VPN Connection" screen in Aruba VIA. It has a title bar "Aruba VIA" with a close button. Below the title bar, it says "Create VPN Connection" and "Enter user credentials". There are two input fields: "CUHK Email Address" and "CUHK OnePass". Both fields are highlighted with a red dashed border. At the bottom, there are two buttons: "Proceed" (highlighted with a red border) and "Cancel".</p>
<p>5. To continue, you must agree to the Privacy policy and allow ArubaVIA to add VPN configurations on your device.</p> <p>If you do, tap Accept > Allow to complete the set up.</p>	 <p>The screenshot shows two parts of the setup process. The top part is a "Privacy policy" dialog box with a close button in the top right. It contains text about data usage and a blue "Accept" button at the bottom, which is highlighted with a red border. The bottom part is a system prompt titled "'Aruba VIA' Would Like to Add VPN Configurations" with a purple icon. It says "All network activity on this Mac may be filtered or monitored when using VPN." and has two buttons: "Allow" (highlighted with a red border) and "Don't Allow".</p>

6. SSL VPN requires DUO 2FA. In this illustration, Duo Push is used.

- Check your mobile that **DUO App** has been installed
- Tap **Login request > Approved**
- For some Mac OS version, you may need to return to ArubaVIA, tap **Proceed** to confirm the connection.

The set up is now completed with a SSL VPN connection made too.

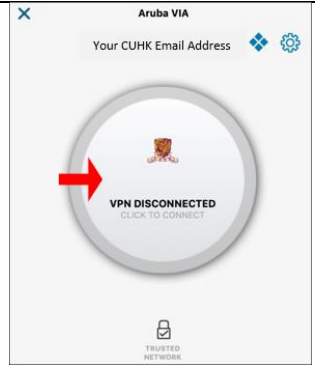


D. Connect to CUHK SSL VPN

1. Open **Aruba VIA**, VPN DISCONNECTED will then be prompted.

Click **Tap To Connect** to establish a SSL VPN connection.

Then input either one of the following forms of password (2A, 2B or 2C), follow the format exactly the same as shown below.



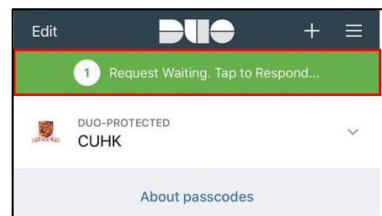
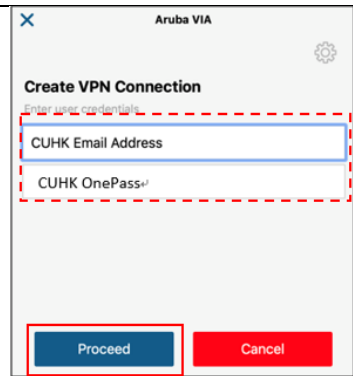
2A. Password
(Duo Mobile App – Push)

When prompted, login with

- **CUHK Email Address**
(e.g. Student: student_id@link.cuhk.edu.hk
Staff: alias@cuhk.edu.hk)
- **CUHK OnePass Password**

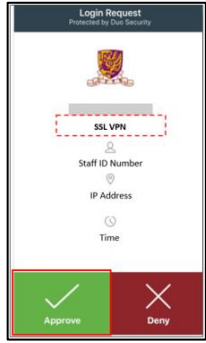
Click **Proceed** to connect.

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



Tap **Approve**, the VPN connection should be established successfully.

Reminder: Duo Push requires an Internet connection. If your mobile has an unstable or no Internet connection, please switch to log in with passcode which does not required an Internet connection.



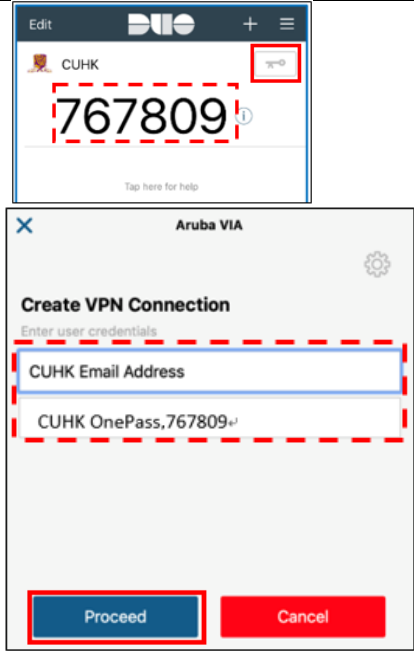
2B. password, passcode
(Duo Mobile App – Generate Codes)

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

- **CUHK Email Address**
(i.e. Student: student_id@link.cuhk.edu.hk)
- Staff: alias@cuhk.edu.hk)
- **CUHK OnePass, Passcode**

Then click **Proceed**, the VPN connection should be established successfully.



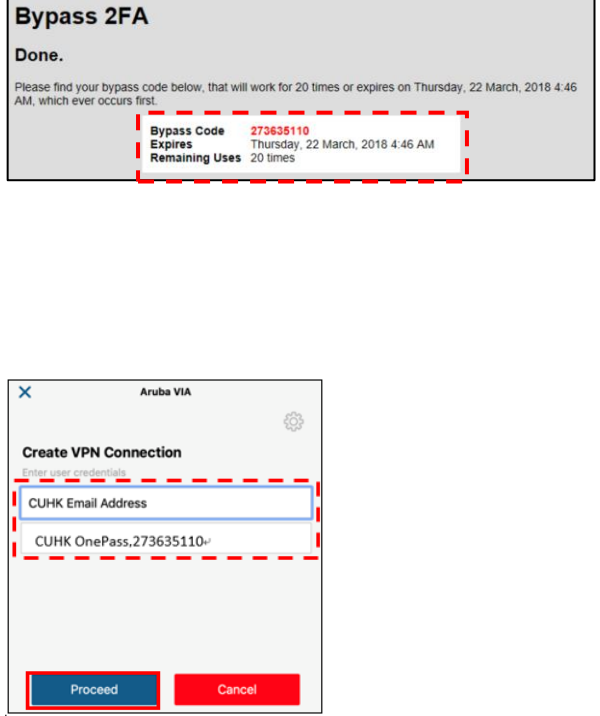
2C. password, bypasscode
(A temporary Duo Bypass Code)

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

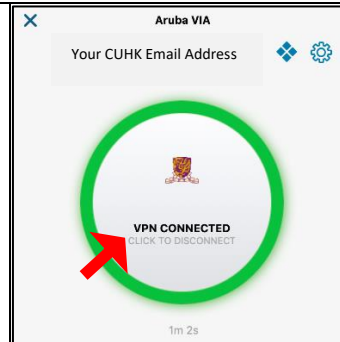
- **CUHK Email Address**
(i.e. Student: student_id@link.cuhk.edu.hk
Staff: alias@cuhk.edu.hk)
- **CUHK OnePass, Bypasscode**

Then click **Proceed**, the VPN connection should be established successfully.



E. Disconnect from CUHK SSL VPN

1. Open Aruba VIA
2. When **VPN CONNECTED** is shown, **CLICK TO DISCONNECT** to terminate the current SSL VPN connection.



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