

Connect to CUHK VPN on Mac platform

(This user guide suits Mac OS 10.14 the best and is applicable to other Mac OS versions 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


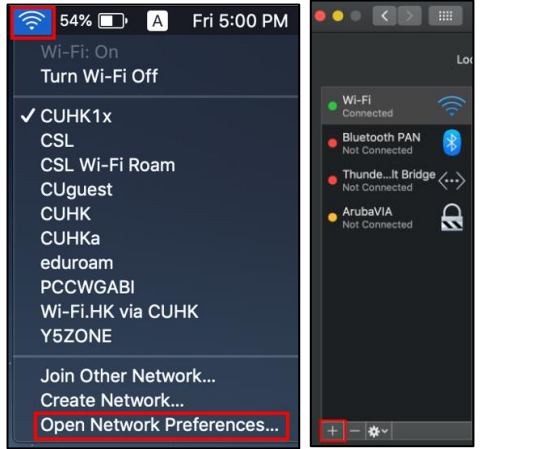

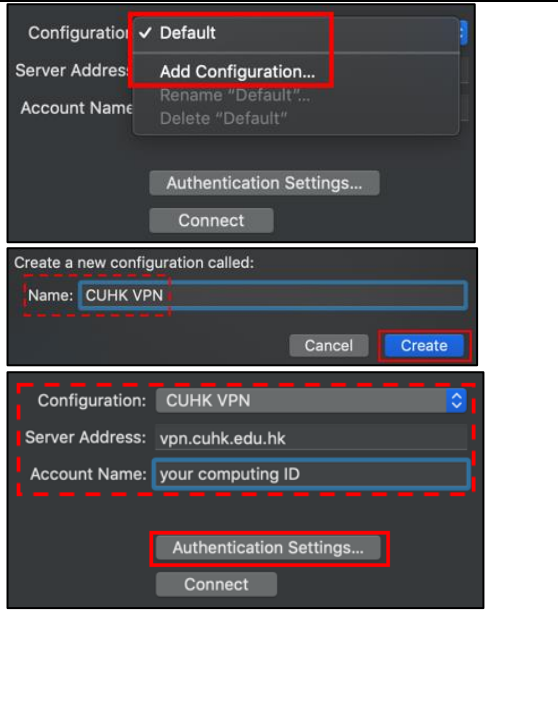
Maximum Connection Time Per Session:

- 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.
- (For MacOS / iOS / iPadOS) Applications running on a VPN session may be interrupted every 48 minutes. 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.

B. Add a new VPN profile

<p>1. Network icon  > Open Network Preferences... > +</p>	
<p>2. Set up as below.</p> <ul style="list-style-type: none"> Interface: VPN VPN Type: L2TP over IPSec Service Name: CUHK VPN <p>Click Create</p>	
<p>3. Select Add Configuration... for Configuration</p> <ul style="list-style-type: none"> Name: CUHK VPN <p>Click Create.</p> <ul style="list-style-type: none"> Configuration: CUHK VPN Server Address: vpn.cuhk.edu.hk Account Name: your *Computing ID <p>Click Authentication Settings...</p> <p>*Computing ID: s1155xxxxxx for students bxxxxxx for staffs</p>	

4. Select ***Password** and **Shared Secret**

- Shared Secret: *ipsec-vpn*
*No need to enter password here.

Click **OK**.

Advanced...

Check the box for **Send all traffic over VPN connection**

OK > Apply.

Your VPN profile set-up is completed.

User Authentication:

Password:

RSA SecurID

Certificate

Kerberos

CryptoCard

Machine Authentication:

Shared Secret:

Certificate

Group Name:

(Optional)

Show VPN status in menu bar ?

Options TCP/IP DNS Proxies

Session Options:

Disconnect when switching user accounts


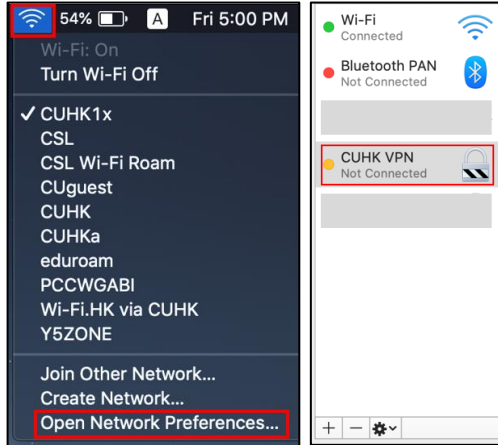
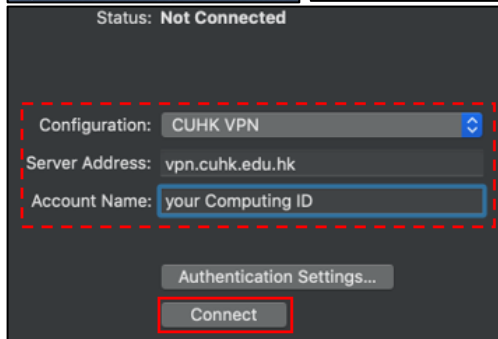
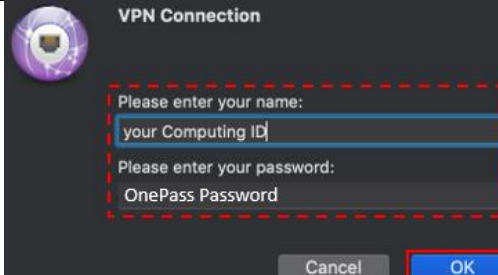
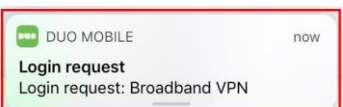
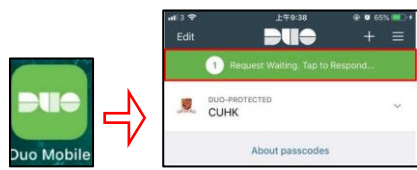
Disconnect when user logs out

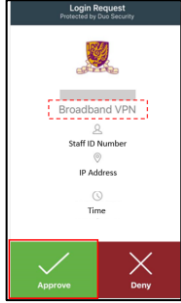
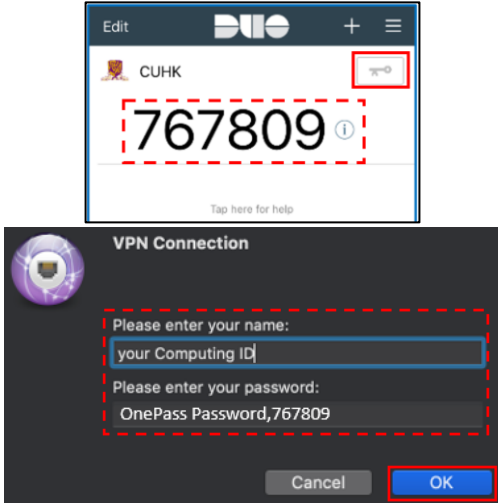
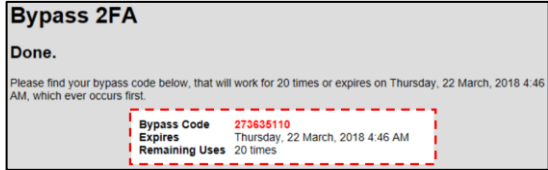
Send all traffic over VPN connection

Advanced Options:

Use verbose logging

C. Connect to CUHK VPN

<p>1. Network icon  > Open Network Preferences... > CUHK VPN</p> <p>Make sure below information is correct.</p> <ul style="list-style-type: none"> • Configuration: CUHK VPN • Server Address: vpn.cuhk.edu.hk • Account Name: your *Computing ID <p>*Computing ID: s115xxxxxx for students bxxxxxx for staffs > Connect.</p>	 
<p>2. Enter as below</p> <ul style="list-style-type: none"> • Name: your *Computing ID • Password: OnePass Password <p>*Computing ID: s115xxxxxx for students bxxxxxx for staffs Click OK.</p>	
<p>3A. <u>password</u> (DUO Mobile App – Push) DUO Notification will be prompt on your mobile.</p> <p>Tap Login request</p> <p style="text-align: center;">OR</p> <p>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.</p>	 <p style="text-align: center;">OR</p> 

<p>Tap Approve, the VPN connection should be established successfully.</p> <p>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.</p>	
<p>3B. <u>password,passcode</u> (DUO Mobile App – Generate Codes)</p> <p>You can get the <u>passcode</u> 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.</p> <p>Login with</p> <ul style="list-style-type: none"> • <i>*Computing ID</i> • <i>CUHK OnePass,767809</i> <p>*Computing ID: s1155xxxxx for students bxxxxxx for staff</p> <p>Click OK, the VPN connection should be established successfully.</p>	
<p>3C. <u>password,bypasscode</u> (Use a temporary DUO Bypass Code)</p> <p>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.</p> <p>Login with</p>	

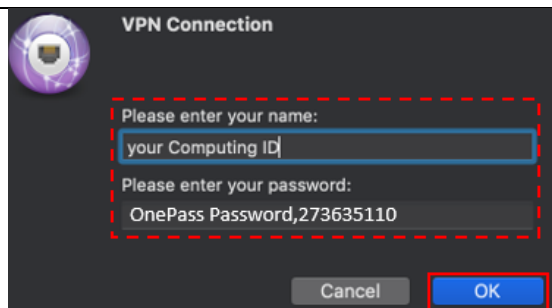
- **Computing ID*
- *CUHK OnePass,273635110*

***Computing ID:**


s1155xxxxx for students

bxxxxxx for staff

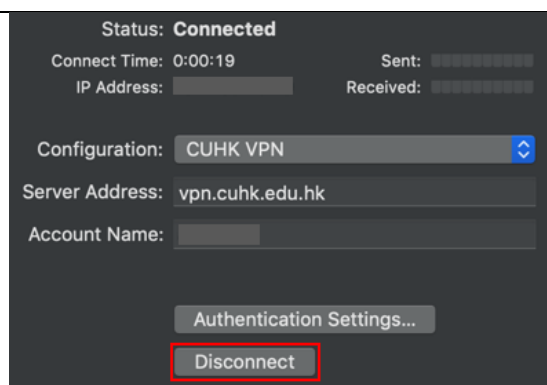
Click **OK**, the VPN connection should be established successfully.



D. Disconnect from CUHK VPN

1. Network icon  > Open Network Preferences... > CUHK VPN > Disconnect

The VPN should be disconnected



Prepared by: User Support Services, Information Technology Services Centre

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The Chinese University of Hong Kong