

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:

- **Aruba Virtual Intranet Access (Aruba VIA)**, as SSL VPN client, installed on your MacOS device.

Maximum Connection Time Per Session:

- 12 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)

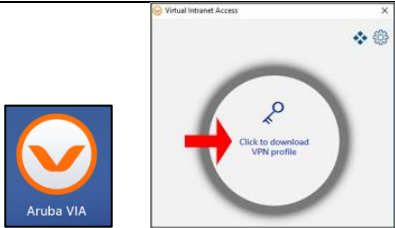
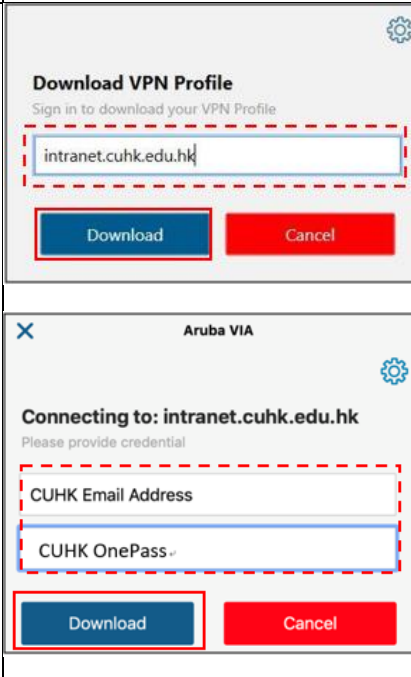
Aruba Virtual Intranet Access (VIA) is used as SSL VPN client. You can download it direct from App Store.

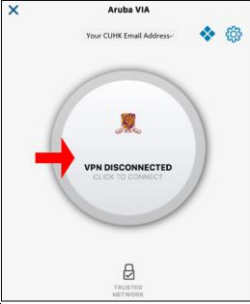

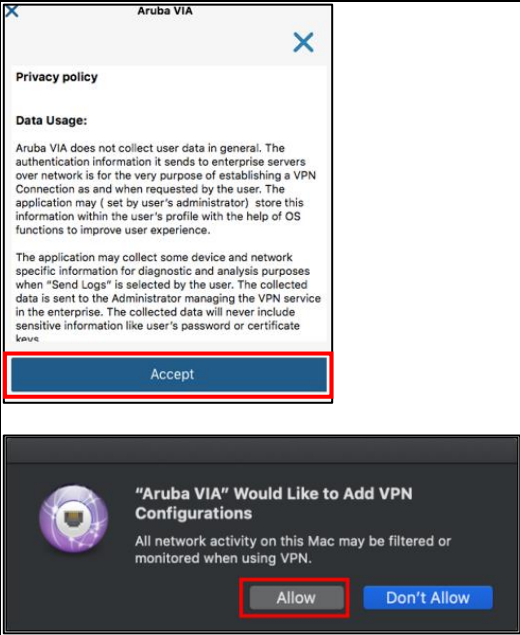
<p>1. Open App Store</p> <p>Search and install Aruba VIA</p>	
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C. Set up CUHK SSL VPN Profile

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

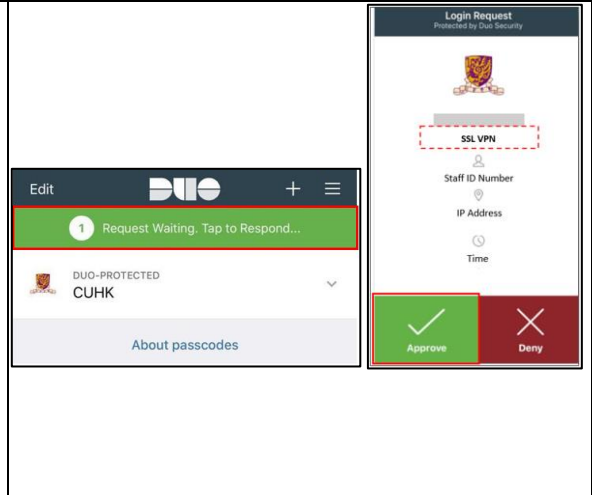
- (1) DUO Two Factor Authentication (2FA) has been enabled on your account.
- (2) DUO Mobile App has been properly installed on your mobile device.

<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 application interface. At the top, it says 'Aruba VIA' and 'Your CUHK Email Address'. In the center, there is a large circular button with a red arrow pointing to it, labeled 'VPN DISCONNECTED' and 'CLICK TO CONNECT'. Below this, there is a 'TRUSTED NETWORK' icon.</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 the Aruba VIA app. It prompts the user to 'Enter user credentials'. There are two input fields: 'CUHK Email Address' and 'CUHK OnePass'. Below the fields are two buttons: 'Proceed' (highlighted with a red box) 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 top screenshot shows the 'Privacy policy' screen. It contains a 'Data Usage' section with text explaining that Aruba VIA does not collect user data in general, but authentication information is sent to enterprise servers. A red box highlights the 'Accept' button at the bottom. The bottom screenshot is a system alert titled '"Aruba VIA" Would Like to Add VPN Configurations'. It states that network activity on the Mac may be filtered or monitored when using VPN. A red box highlights the 'Allow' button.</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.

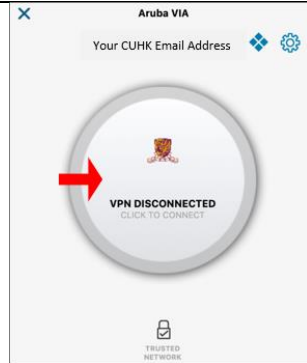


D. Connect to CUHK SSL VPN

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.



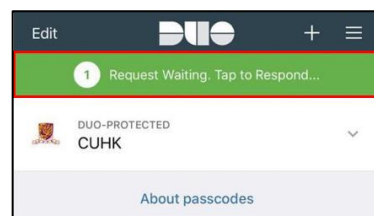
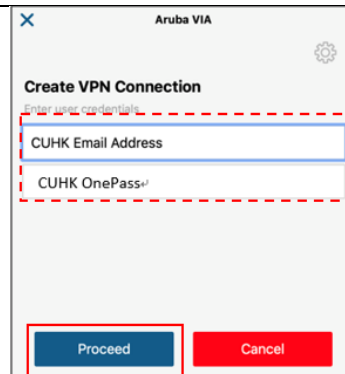
2A. Password (Duo Mobile App – Push)



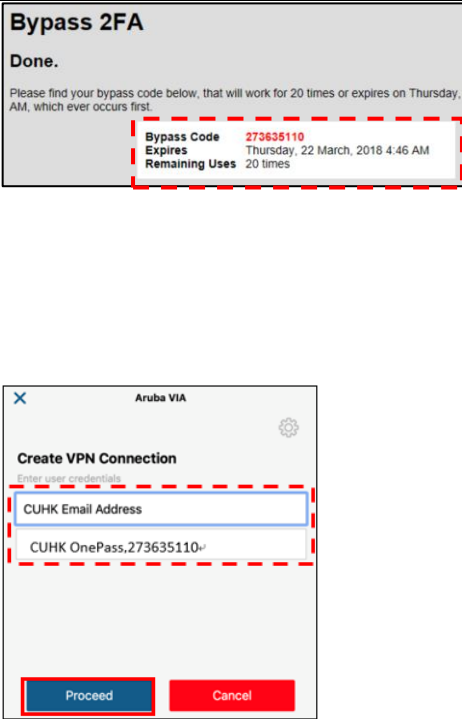
When prompted, login with

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

Click **Proceed** to connect.

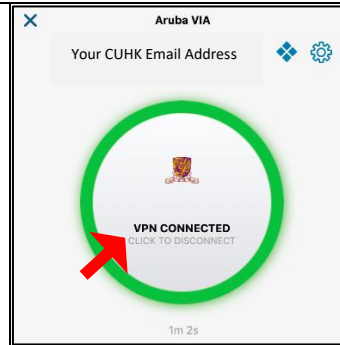
Open the **DUO Mobile App** on your mobile device, then **tap on the notification message**, a Login Request with the information of requesting source will be displayed.



<p>Tap Approve, the VPN connection should be established successfully.</p> <p>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.</p>	
<p>2B. <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"> • CUHK Email Address (i.e. Student: student_id@link.cuhk.edu.hk) • Staff: alias@cuhk.edu.hk) • CUHK OnePass, Passcode <p>Then click Proceed, the VPN connection should be established successfully.</p>	
<p>2C. <u>password, bypasscode</u> (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> <ul style="list-style-type: none"> • CUHK Email Address (i.e. Student: student_id@link.cuhk.edu.hk Staff: alias@cuhk.edu.hk) • CUHK OnePass, Bypasscode <p>Then click Proceed, the VPN connection should be established successfully.</p>	

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.



Prepared by: User Support Services, Information Technology Services Centre

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