

Accessing UWA from China



For our students studying in China, you need to connect with UWA's Virtual Private Network (VPN) to connect you to UWA's IT systems.

To access the service, you will need to download, install, configure and run FortiClient (VPN software) on any device you wish to use to access UWA systems and services.

While streaming lectures is supported, we recommend that you download local copies of lecture content if you encounter any connection or speed issues.

REQUESTING YOUR VPN ACCESS

If you've never connected to UWA's FortiClient VPN, you'll need to request an account. This can be done via email, phone or chat. Email: askuwa-lib@uwa.edu.au

DOWNLOAD THE VPN CLIENT

Download the FortiClient software for your device:

- **Windows (32-bit)**
- **Windows (64-bit)**
- **MacOS**
- **Android**

INSTALL FORTICLIENT

Run the installer and open the software once the install is complete.

A screenshot of the 'New VPN Connection' dialog box in FortiClient. The dialog has a title bar and several fields with numbered red markers (1-8) corresponding to the setup steps. Field 1 is 'VPN' with a dropdown menu showing 'SSL-VPN' selected and 'IPsec VPN' as an option. Field 2 is 'Connection Name' with an empty text box. Field 3 is 'Remote Gateway' with an empty text box and a small 'x' icon. Below it is a '+Add Remote Gateway' button. Field 4 is 'Customize port' with a checked checkbox and a text box containing '10443'. Field 5 is 'Client Certificate' with a dropdown menu showing 'None'. Field 6 is 'Authentication' with two radio buttons: 'Prompt on login' (unselected) and 'Save login' (selected). Field 7 is 'Username' with an empty text box. Field 8 is 'Do not Warn Invalid Server Certificate' with a checked checkbox. At the bottom are 'Cancel' and 'Save' buttons.

SET UP FORTICLIENT

After accepting the product support statement, select the **Configure VPN** option, then fill in the following:

1. VPN: **SSL-VPN**
2. Connection Name: **UWA**
3. Remote Gateway – choose the city closest to you:
 - a. For Shenzhen, enter **47.115.152.155**
 - b. For Beijing, enter **39.106.107.95**
4. Customize port: **Enable**, and set the port to **10443**
5. Client Certificate: **None**
6. Authentication: **Save login**
7. Username: *enter the username provided in the email you received*
8. Do not Warn Invalid Server Certificate: **Enable**
9. Finally, click **Save**.

CONNECT TO THE VPN

With FortiClient open, select the UWA connection, enter the password provided in the email you received and **Connect**.

Once connected, the status screen will display your session time, and will allow you to **Disconnect** once you are finished accessing UWA resources.

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TROUBLESHOOTING

- **Error: Unable to establish the VPN Connection. The VPN Server may be unreachable.**
 1. Check if the port in VPN Settings is set to 10443 and not 443
 2. Check the IP Address of the Remote Gateway in VPN Settings
 3. Check if there is any Firewall blocking the connection on client end (Windows Firewall or any physical firewall)
 4. Check your internet connectivity
- **Error: Authentication failure / Incorrect Username or Password**
 1. Check your username and password and make sure that it matches what is provided to you.
 2. **Usernames and passwords are both case-sensitive.**
 3. Make sure that you have not connected to VPN on any other device
- **Error: Failed to establish VPN Connection. This may be caused by a mismatch in the TLS version. Please check the TLS version settings in the Advanced section of Internet options. (-5209)**
 1. Check the OS version and update Windows to the latest patch levels
 2. Open Internet Explorer
 3. Go to "Settings" and click on "Internet Options"
 4. Go to the "Advanced" tab
 5. In the "Settings", scroll down to "Use TLS 1.0" and enable "Use TLS 1.0", "Use TLS 1.1" and "Use TLS 1.2". Also enable "Warn about certificate address mismatch"

If you need IT support, please visit:

www.uwa.edu.au/library/help-and-support/contact

