



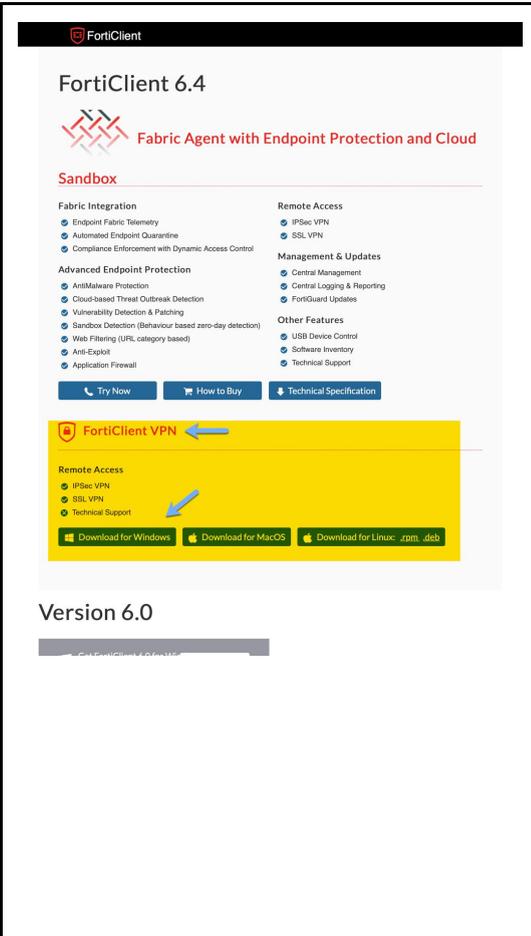
## University of Alberta Alibaba Cloud Network Service for Students in China

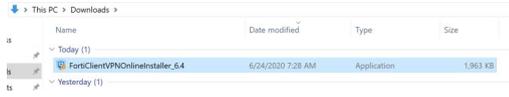
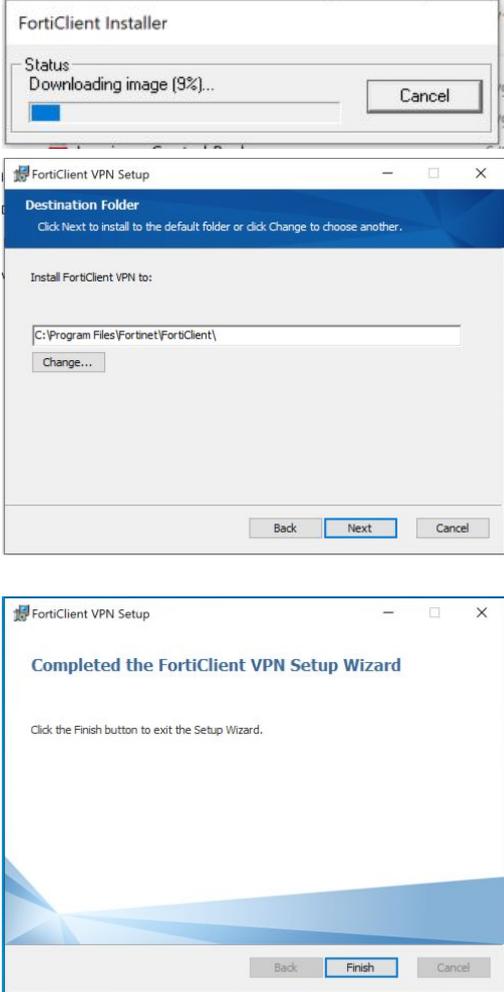
The University of Alberta has subscribed to a cloud network service for students learning from China to improve their connectivity to UofA learning resources such as eClass, Gmail, G Suite, online proctoring, etc.

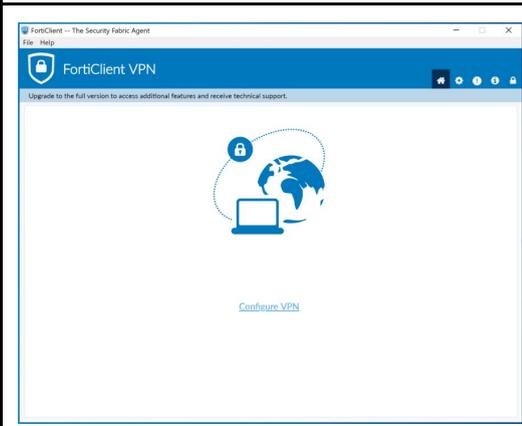
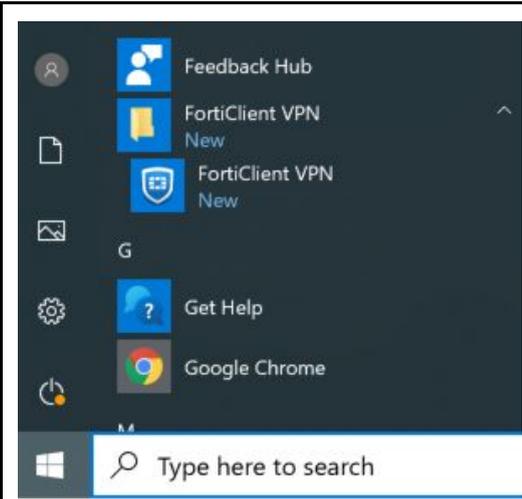
To connect to this service please use the following instructions. If you experience any issues with downloading, installing, or testing this service, please contact [ist@ualberta.ca](mailto:ist@ualberta.ca).

[Installation Instructions](#)  
[Common Problems, Causes and Solutions](#)

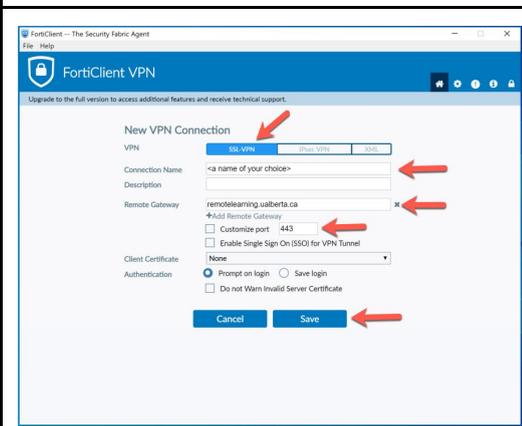
### Installation Instructions

	<ol style="list-style-type: none"><li>1. Download the free FortiClient VPN software from: <a href="#">Windows Offline Installer</a> <a href="#">Mac Offline Installer</a> <a href="#">Linux Deb Offline Installer</a> <a href="#">Linux Rpm Offline Installer</a> <a href="#">Windows Online Installer</a> <a href="#">Mac Online Installer</a></li></ol> <p>Alternate site: <a href="#">Windows Offline Installer</a> <a href="#">Mac Offline Installer</a> <a href="#">Linux Deb Offline Installer</a> <a href="#">Linux Rpm Offline Installer</a> <a href="#">Windows Online Installer</a> <a href="#">Mac Online Installer</a></p> <p><b>Note:</b> The Offline installer contains all files required to install the software without any further downloading. This file may take additional time to download and install than the Online installer. The Online installer will download all required files during installation. This may be faster than the offline method, but</p>
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	<p>may be blocked. If you're unsure which file to download, select the Offline installer.</p>
	<p>2. Find the downloaded file on your computer</p>
	<p>3. Double Click on the file to start the installer</p> <ol style="list-style-type: none"> <li>Allow changes if asked</li> <li>Accept the License</li> <li>Set the installation location (default recommended)</li> <li>Click the Install button</li> <li>Click the Finish button</li> </ol> <p><b>Note:</b> You may get a popup asking for Administration rights. Ensure your user account has administrator rights and click Okay.</p>
	<p>4. Double click on the FortiClient VPN icon on your desktop or using the Windows button on the bottom left corner go to FortiClient VPN Folder &gt; FortiClient VPN to run the application</p>



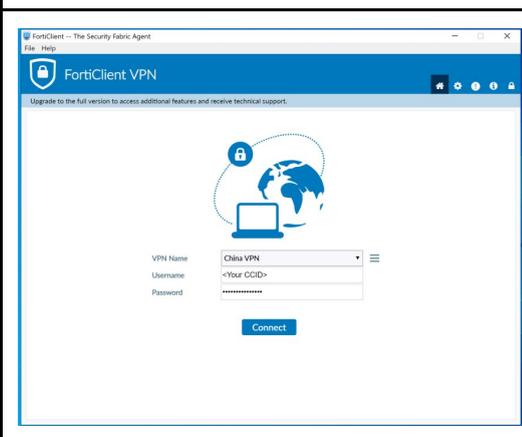
5. Click on the Configure VPN link



6. In the New VPN Connection screen put in the following values:

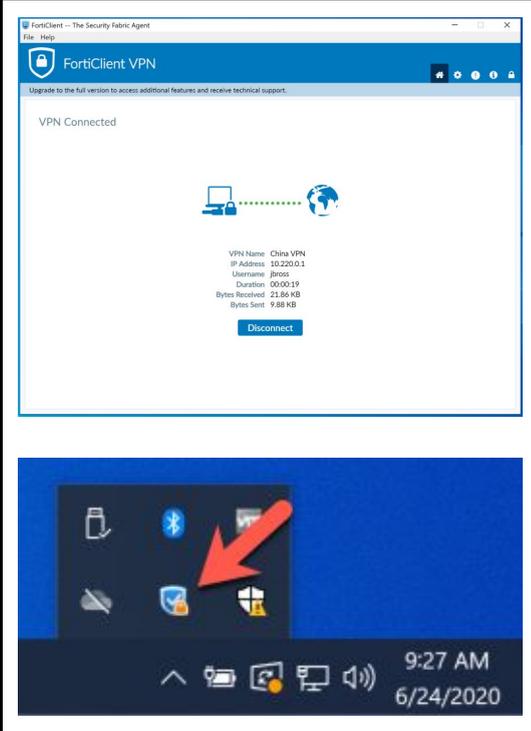
- a. VPN: SSL-VPN
- b. Connection Name: UofA China VPN
- c. Remote Gateway: **remotelearning.ualberta.ca**
- d. Customize Port: 443
- e. Authentication: Prompt on login

Click Save



7. FortiClient VPN main page

- a. VPN Name: UofA China VPN
- b. Enter in your CCID as the username
- c. Enter in your CCID password in the password field
- d. If a certificate error pops up, press Yes to proceed.

 <p>The image shows two parts of the FortiClient VPN interface. The top part is a window titled 'FortiClient VPN' with a status bar indicating 'VPN Connected'. Below the status bar, there is a graphic of a laptop connected to a globe, and a list of connection details: VPN Name: China VPN, IP Address: 10.220.0.1, Username: jross, Duration: 00:00:19, Bytes Received: 21.86 KB, Bytes Sent: 9.88 KB. A 'Disconnect' button is visible. The bottom part of the image shows the Windows system tray with the FortiClient VPN icon highlighted by a red arrow. The system tray also shows the time as 9:27 AM on 6/24/2020.</p>	<p>8. Your screen will say VPN Connected.</p> <p>This screen can be closed with the X and will still run in your system tray</p>
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## Common Problems, Causes and Solutions

- 1. Problem: A password is required to install the FortiClient VPN software.**  
Cause: The FortiClient VPN software requires local admin.  
Solution: Run the installation software with local admin credentials.
- 2. Problem: The installation stalls when downloading the additional VPN software components.**  
Cause: Access to the Fortinet controlled server is being blocked or is unreliable.  
Solutions: Download the offline installer from the UofA managed storage service in the Alibaba Cloud. This installer comes with the additional components that do not require separate downloading.

Windows Offline Installer

<http://vpnclientstorage.oss-accelerate.aliyuncs.com/forticlientvpnoffline.exe>

Mac Offline Installer

<http://vpnclientstorage.oss-accelerate.aliyuncs.com/forticlientvpnoffline.dmg>

Linux Deb Offline Installer

<http://vpnclientstorage.oss-accelerate.aliyuncs.com/forticlientvpn.deb>

Linux Rpm Offline Installer

<http://vpnclientstorage.oss-accelerate.aliyuncs.com/forticlientvpn.rpm>

3. **Problem: Antivirus software is not permitting access to oss.aliyuncs.com**  
Cause: The antivirus software believe oss.aliyuncs.com to be malicious  
Solution: Add an exception to permit oss.aliyuncs.com by following your antivirus products documentation. Note\* consider removing this exception when the FortiClient VPN is fully installed.
4. **Problem: The connection stalls around 10% and generates an error 'Unable to establish a VPN connection. The VPN server may be unreachable'**  
Cause: The remote gateway settings are incorrect  
Solutions: Confirm the Remote Gateway setting is remotelearning.ualberta.ca  
Workaround: If this fails, change the Remote Gateway to IP 47.102.112.209 and reconnect. The user will get a certificate error. Click Yes/Accept.
5. **Problem: The connection stalls around 40% or 45%**  
Cause: Certificate validation has failed  
Solutions:
  - 1) Try reconnecting - random failures do occur but are rare.
  - 2) Check for a pending window/prompt with a certificate error. Occasionally it pops up behind the FortiClient window. Click Yes/Accept.
  - 3) Try again on a different device or network
6. **Problem: The connection stalls around 80% and generates an error 'Unable to establish a VPN connection. The VPN server may be unreachable'**  
Cause: Credentials could not be validated  
Solutions:
  - 1) Ensure the user has not typoed their CCID or password.
  - 2) Ensure the username is just their CCID and not ccid@ualberta.ca
  - 3) Try reconnecting - random authentication failures do occur but are rare
7. **Problem: Browser errors occur when trying to access websites. The error message may read something similar to ""An application is stopping Chrome from safely connecting to this site"" "Fortinet is not configured correctly. Uninstalling Fortinet usually fixes the problem. Applications that can cause this error include antivirus, firewall, and web-filtering or proxy software"**  
Cause: The VPN service is unable to properly identify the website or service in question and is attempting to further identify the site.  
Solution: If possible, follow the browsers documentation to accept the error message. If the site is ultimately blocked, see the Problem below.
8. **Problem: User is unable to access a website they expected to be accessible.**  
Cause: The service is blocking the website or service trying to be accessed.  
Solution: This VPN service is not a commercial 'unblocking' service and thus open access to the entire internet is out-of-scope. The VPN service by default blocks all traffic and only permits traffic explicitly required to access UofA owned learning management systems. If the user thinks the site being accessed should be

unblocked then record the full URL or domain they want unblocked and send a ticket to IST Security for review.

Note\* Social media platforms like Facebook, media sharing sites like Youtube and translation services like Google Translate will not be permitted. No exceptions.