University of Alberta Alibaba Cloud Network Service for students learning from China

The University of Alberta has developed a cloud network service for Chinese 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 or installing this service please contact ist@ualberta.ca

Notes about the University cloud network service usage:

Due to Chinese regulation law we are not able to offer full access to the Internet through this cloud network service connection. Websites such as YouTube and Google Translate are regulated and need to be restricted.
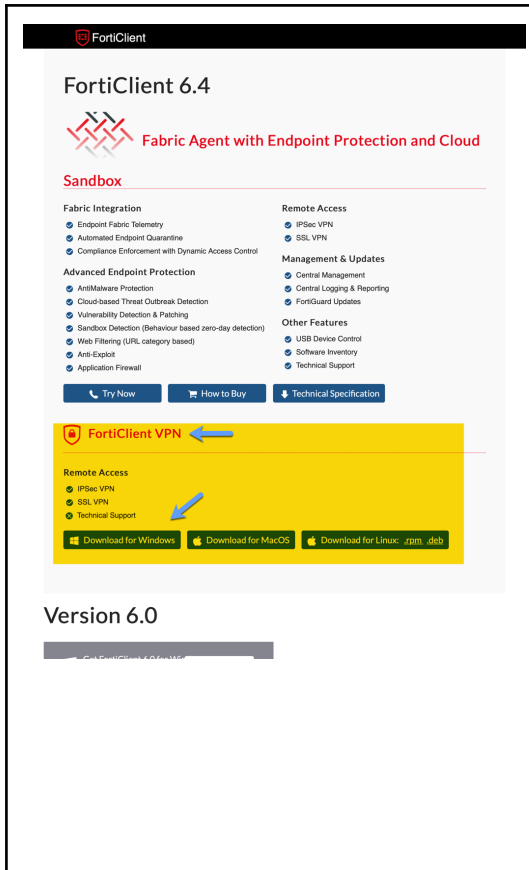
Some of the restricted sites will display the message similar to the following:
"An application is stopping Chrome from safely connecting to this site" "Fortinet is not configured correctly. Uninstalling Fortinet usually fixes the problem. Applications that can cause this error include antivirus, firewall, and web-filtering or proxy software"

If this happens, record the URL, disconnect from the cloud network service service, and try accessing again. If the link came from eClass or a University website please email ist@ualberta.ca with the url and a brief description of where it came from. We will do our best to enable that url while still complying with Chinese regulations.

Having Problems? See Problems/Causes/Solutions at the bottom of this article.

Install, Connect, and Test with the China cloud network service Service

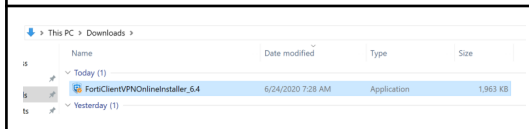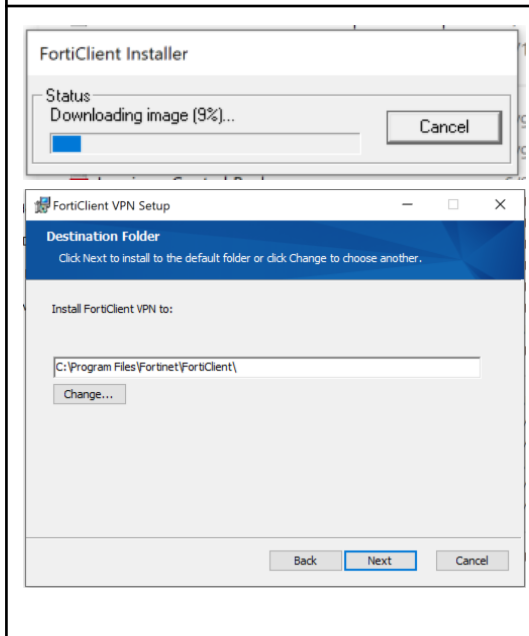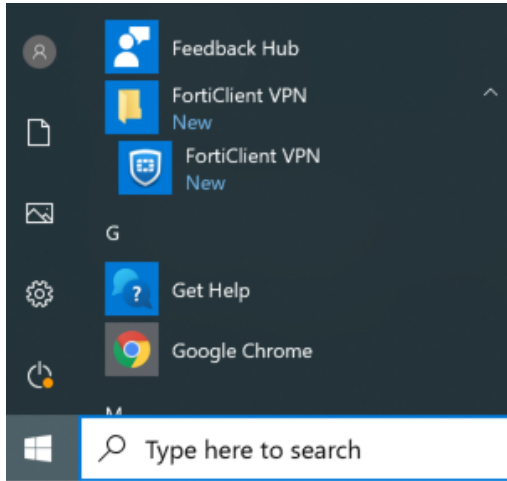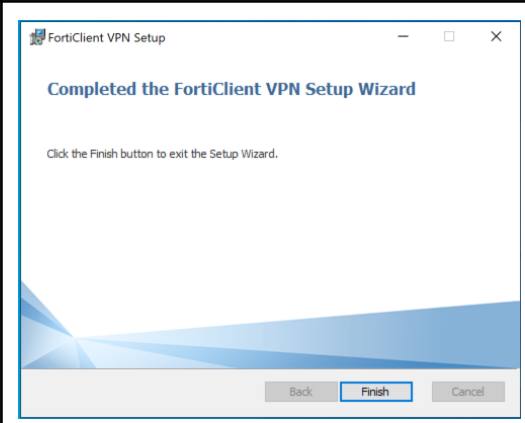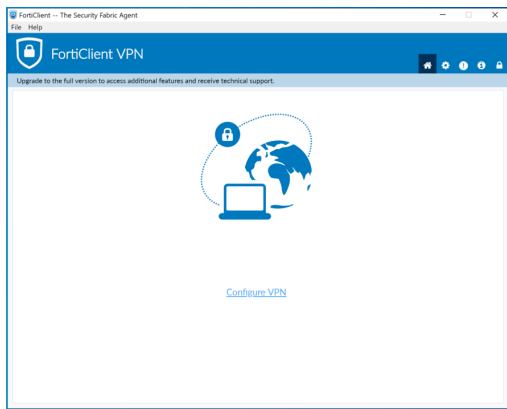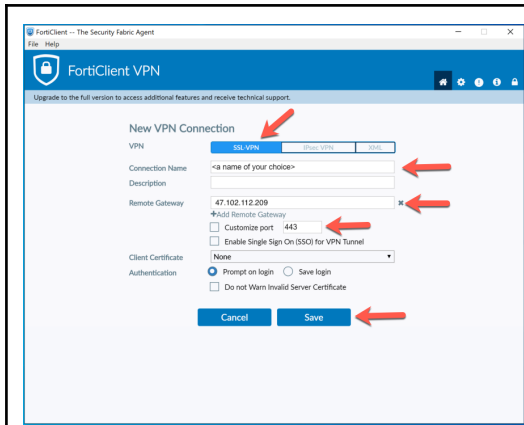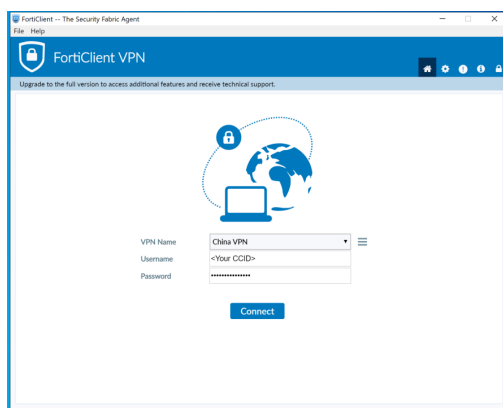|	
FortiClient 6.4 **Fabric Agent with Endpoint Protection and Cloud** **Sandbox** **Fabric Integration** ✓ Endpoint Fabric Telemetry ✓ Automated Endpoint Quarantine ✓ Compliance Enforcement with Dynamic Access Control **Advanced Endpoint Protection** ✓ AntiMalware Protection ✓ Cloud-based Threat Outbreak Detection ✓ Vulnerability Detection & Patching ✓ Sandbox Detection (Behaviour based zero-day detection) ✓ Web Filtering (URL category based) ✓ Anti-Exploit ✓ Application Firewall **Remote Access** ✓ IPSec VPN ✓ SSL VPN **Management & Updates** ✓ Central Management ✓ Central Logging & Reporting ✓ FortiGuard Updates **Other Features** ✓ USB Device Control ✓ Software Inventory ✓ Technical Support [📞 Try Now] [🛒 How to Buy] [⬇ Technical Specification] 🔒 **FortiClient VPN** ⟵ **Remote Access** ✓ IPSec VPN ✓ SSL VPN ✓ Technical Support [⊞ Download for Windows] [🍎 Download for MacOS] [🍎 Download for Linux: .rpm .deb] Version 6.0	1. Download the free FortiClient VPN software from: [Windows Offline Installer](#) [Mac Offline Installer](#) [Linux Deb Offline Installer](#) [Linux Rpm Offline Installer](#) [Windows Online Installer](#) [Mac Online Installer](#) Alternate site: [Windows Offline Installer](#) [Mac Offline Installer](#) [Linux Deb Offine Installer](#) [Linux Rpm Offline Installer](#) [Windows Online Installer](#) [Mac Online Installer](#) ***Note:** Please use the online installer where possible. Only use the offline installer if the online installer fails to download the installation files.*
This PC > Downloads > Name / Today (1) / FortiClientVPNOnlineInstaller_6.4 — Date modified 6/24/2020 7:28 AM — Type Application — Size 1,963 KB / Yesterday (1)	2. Find the downloaded file on your computer

FortiClient Installer
 	
Status
Downloading image (9%)... [Cancel]
 	
--- 	
 	
FortiClient VPN Setup — □ ✕
 	
Destination Folder
Click Next to install to the default folder or click Change to choose another.
 	
Install FortiClient VPN to:
 	
C:\Program Files\Fortinet\FortiClient\
 	
[Change...]
 	
[Back] [Next] [Cancel]
	3. Double Click on the file to start the installer
	    a. Allow changes if asked
	    b. Accept the License
	    c. Set the installation location (default recommended)
	    d. Click the Install button
	    e. Click the Finish button
	
	***Note:** You may get a popup asking for Administration rights. Ensure your user account has administrator rights and click Okay.*

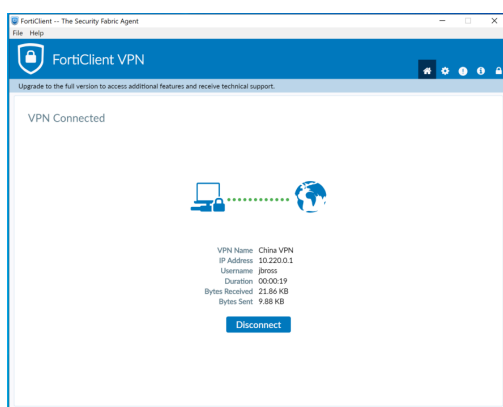|	
FortiClient VPN Setup — □ × **Completed the FortiClient VPN Setup Wizard** Click the Finish button to exit the Setup Wizard. Back Finish Cancel	
FortiClient VPN Feedback Hub FortiClient VPN — New FortiClient VPN — New G Get Help Google Chrome Type here to search	4. Double click on the FortiClient VPN icon on your desktop or using the Windows button on the bottom left corner go to FortiClient cloud network service Folder > FortiClient cloud network service to run the application
FortiClient -- The Security Fabric Agent — □ × File Help **FortiClient VPN** Upgrade to the full version to access additional features and receive technical support. Configure VPN	5. Click on the Configure VPN link

	6. In the New VPN Connection screen put in the following values: a. cloud network service: SSL-cloud network service b. Connection Name: UofA China cloud network service **c. Remote Gateway: 47.102.112.209** d. Customize Port: 443 e. Authentication: Prompt on login Click Save
	7. FortiClient VPN main page a. cloud network service Name: UofA China cloud network service b. Enter in your CCID as the username c. Enter in your CCID password in the password field d. **A certificate error will be presented.** Press Yes to proceed.
	8. Your screen will say VPN Connected. This screen can be closed with the X and will still run in your system tray

Common Problems, Causes and Solutions

Problem: A password is required to install the FortiClient cloud network service software.

Cause: The FortiClient cloud network service software requires local admin.
Solution:
1) Run the installation software with local admin credentials.

Problem: The installation hangs when downloading the additional cloud network service software components.
Cause: Access to the Fortinet controlled server is being blocked or is unreliable.
Solutions:
1) 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://cloud network serviceclientstorage.oss-accelerate.aliyuncs.com/forticlientcloud network serviceoffline.exe
Mac Offline Installer - http://cloud network serviceclientstorage.oss-accelerate.aliyuncs.com/forticlientcloud network serviceoffline.dmg
Linux Deb Offine Installer - http://cloud network serviceclientstorage.oss-accelerate.aliyuncs.com/forticlientcloud network service.deb
Linux Rpm Offline Installer - http://cloud network serviceclientstorage.oss-accelerate.aliyuncs.com/forticlientcloud network service.rpm

Problem: Antivirus software is not permitting access to oss.aliyuncs.com
Cause: The antivirus software believe oss.aliyuncs.com to be malicious
Solution:
1) Add an exception to permit oss.aliyuncs.com by following your antivirus products documentation. Note* consider removing this exception when the FortiClient cloud network service is fully installed.

Problem: The connection hangs 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

Problem: The connection hangs around 80% and generates an error 'Unable to establish a cloud network service connection. The cloud network service 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

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 cloud network service 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.

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 cloud network service service is not a commercial 'unblocking' service and thus open access to the entire internet is out-of-scope. The cloud network service 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.