



VPN Service for University Online Services Access within Mainland China

Please note:

This VPN solution is optimised to improve the student experience from within mainland China.

If you are attempting to connect to University of Newcastle resources from outside mainland China please do not use this service.

Download and install the FortiClient VPN software for Windows or Mac:

Download the correct file for your device.

[Windows 7 to 10](#)

[Windows 7 to 10 \(Legacy 32 bit\)](#) (press Win+I and select "About" to see your system type if you do not know which version of Windows you are using)

[MacOS](#)

Please note: this download may take some time. Once FortiClient VPN is set up, in most cases, your connection to University resources will be much faster.

Step through the installation process. When asked, accept the licence agreement and allow the installation.

FortiClient VPN should now be in your list of installed programs.

Windows 7 to 10

Windows 7 to 10 (Legacy 32 bit)

MacOS

Setting up your laptop, computer or mobile device with FortiClient VPN

FortiClient VPN

Preparing the FortiClient VPN software for use:

1. Start the FortiClient VPN program by clicking it in your Start menu
2. Click the **I acknowledge** message and click **I accept**
3. Click the **Configure VPN** link
4. Enter the following details:
 - A. VPN type: **SSL-VPN**
 - B. Connection Name: **University of Newcastle**
 - C. Description: **leave blank**
 - D. Remote Gateway: please put in the details for your nearest city. If you are unable to connect to your nearest city, or if the service is very slow, try the other location from the options below.
 - Shanghai: **47.102.107.129**
 - Shenzen: **47.106.186.51**
 - E. Customise port: **Tick**, enter **10443**
 - F. Client Certificate: **None**
 - G. Authentication: **Save login**
 - H. Username: your **University of Newcastle student number**
 - I. Do not Warn Invalid Server Certificate: **Tick**

The screenshot shows the FortiClient VPN configuration window. The title bar reads 'FortiClient -- The Security Fabric Agent'. The main window has a blue header with the FortiClient logo and 'FortiClient VPN'. Below the header, there is a message: 'Upgrade to the full version to access additional features and receive technical support.' The main content area is titled 'New VPN Connection' and contains the following fields and options:

- VPN: SSL-VPN, IPsec VPN
- Connection Name:
- Description:
- Remote Gateway: Add Remote Gateway
- Client Certificate: Customize port
- Authentication: Prompt on login, Save login
- Username:
- Do not Warn Invalid Server Certificate

At the bottom, there are two buttons: 'Cancel' and 'Save'.

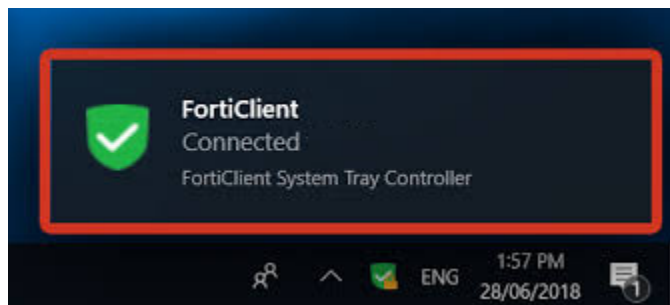
5. Click **Save**

Connecting and disconnecting to the University network with FortiClient VPN

To connect:

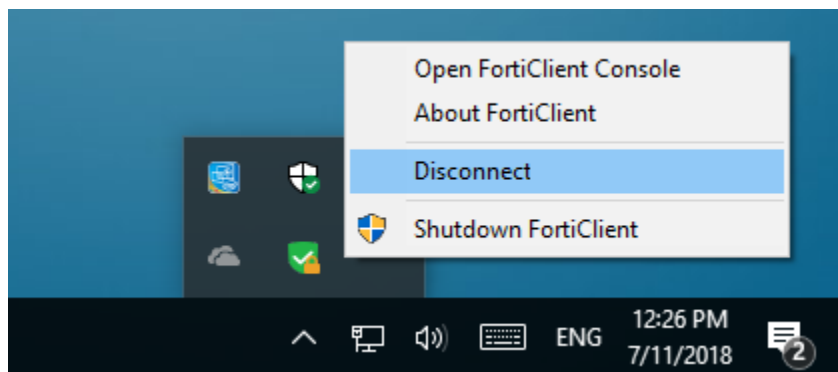
1. If you are not already in the FortiClient VPN window, start this by clicking it in your Start menu
2. At the login screen, enter your **University of Newcastle password**. Click **Connect**

The VPN will begin to connect. When it is complete you will see a screen that says **FortiClient Connected**.



To disconnect:

From the **FortiClient VPN window** click **Disconnect**, or **right click the green FortiClient VPN icon** in the system tray as shown (see picture for location), **and left click Disconnect**.



Troubleshooting and FAQs

Q. I can't get FortClient VPN to install / am receiving an error message, what should I do?

A. Please see some steps below to help you install the FortiClient VPN. If this doesn't address the problem please log a ticket with the IT Service Desk. If you cannot do this, you can call on +61 2 4921 7000 between 8am and 6pm AEST.

Error message – Certificate Error (-5)

"The server you want to connect to request identification, please choose a certificate and try again. (-5)"

The following steps apply to

- Windows 7 / 10 versions
- Disconnect from any other VPN client (if any)
- Verify that you have a stable internet connection
- Check if the VPN settings are identical to those listed in the “To prepare the FortiClient VPN for use” section.

Then complete these steps:

- Go to Internet Explorer (Windows 7) or Edge (Windows 10)
- Go to “Tools” and select “Internet Options”
- Select the “Advanced” tab in Internet Options
- Enable(check) “TLS 1.1”, “TLS 1.2”
- Click on “Apply” and “OK” to complete the procedure
- Try the FortiClient VPN connection now

Error message – Connection error (-14)

“Unable to establish VPN connection. The VPN server may be unreachable. (-14)”

The following steps apply to

- Windows 7 / 10

First please:

- Disconnect from any other VPN client (if any)
- Verify that you have a stable internet connection
- Check if the VPN settings are identical to those listed at the top of this page

Then complete these steps:

- Reinstall FortiClient VPN using the file linked at the top of this page (instructions on uninstalling and installing are available in this guide)
- Restart the computer
- Try the FortiClient VPN connection now

Error message – Unlicensed VPN Access Error

“Unlicensed VPN access is available until ‘Date Time’.

The following steps apply to

- MacOS 10.12 (Sierra) and higher

First please:

- Disconnect from any other VPN client (if any)
- Verify that you have a stable internet connection
- Check if the VPN settings are identical to those listed in the “To prepare the FortiClient VPN for use” section.

Then complete these steps:

- Uninstall the current version of VPN (instructions on uninstalling and installing instructions are available above)
- Restart the computer
- Install FortiClient VPN using the link and instructions above for – [MacOS 10.12+](#)
- Please check the following:
 1. The licence error should no longer appear
 2. Check if the connection error no longer appears

Q. Why do I need to use the FortiClient VPN?

A. If you have experienced slower speeds and received ‘time outs’ when using University resources, connecting to the University network with FortiClient VPN should correct this.

Q. Do I always need to use FortiClient VPN to access the University of Newcastle network?

A. It is not required to always use the FortiClient VPN but we do recommend it for a better experience.

Q. How do I uninstall the FortiClient VPN?

A. Please follow the instructions below:

- Press the Windows key and without clicking anything type “Programs”. You will see “Add or Remove Programs” at the top of the start menu.
- Click “Add or Remove Programs” and an “Apps & Features” window will appear.
- Type “Forti” in the “search this list” box and when FortiClient VPN appears in the list below, click it.
- Press the uninstall button.