

## XJTLU VPN User Guide and FAQ

### XJTLU VPN User Guide

XJTLU Staff and student are able to access campus intranet resources (Incl. library database) off-campus by VPN (Virtual Private Network).

If the computer OS is:

1. Windows7/8:

Option1: open <https://sslvpn.xjtlu.edu.cn> with VPN plugin auto installation

Option2: download/install VPN client from web page <https://sslvpn.xjtlu.edu.cn>

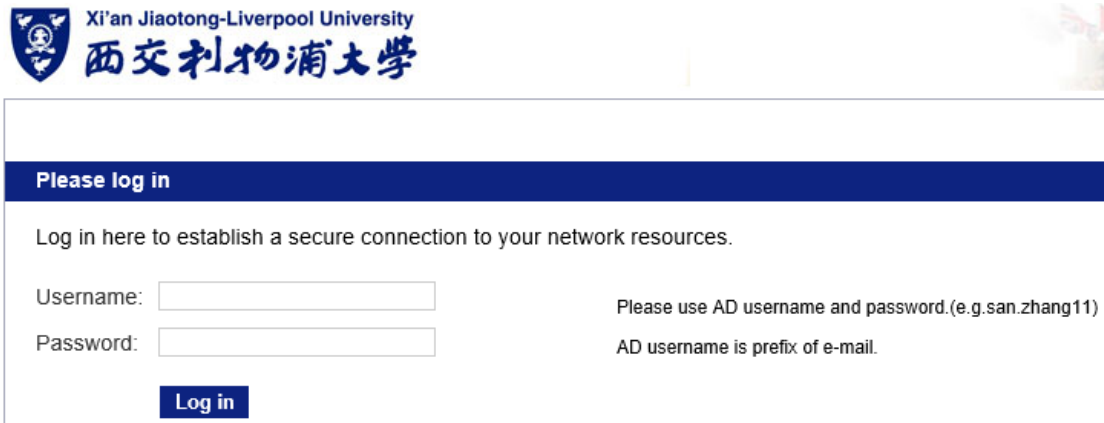
2. Windows10: download/install VPN client from web page <https://sslvpn.xjtlu.edu.cn>

3. Mac OS/Android: download/install “Sonicwall Mobile Connect” from APP store.

#### 1. For Windows7/8

Option1

(1) Open <https://sslvpn.xjtlu.edu.cn> and fill in the user name and password.



Xi'an Jiaotong-Liverpool University  
西交利物浦大学

Please log in

Log in here to establish a secure connection to your network resources.

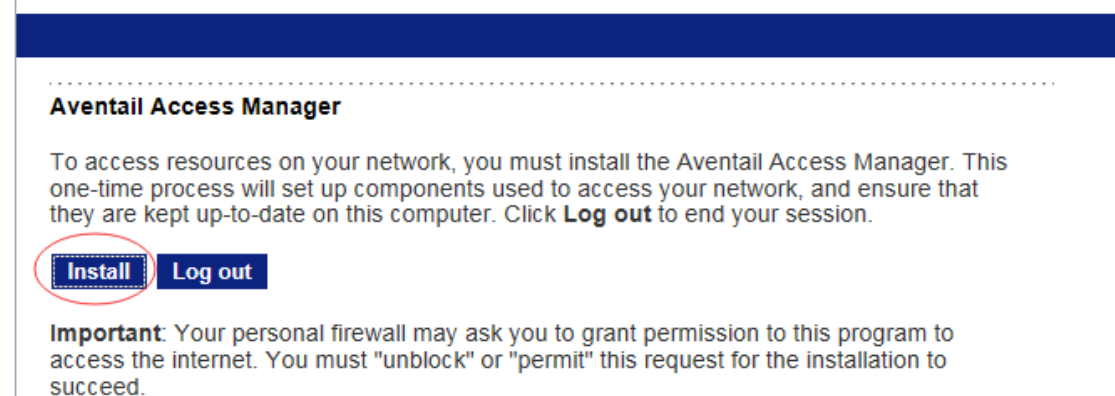
Username:

Password:

Please use AD username and password.(e.g.san.zhang11)  
AD username is prefix of e-mail.

Log in

(2) Click the "Install" button (only do once for first time)



Aventail Access Manager

To access resources on your network, you must install the Aventail Access Manager. This one-time process will set up components used to access your network, and ensure that they are kept up-to-date on this computer. Click **Log out** to end your session.

Install Log out

**Important:** Your personal firewall may ask you to grant permission to this program to access the internet. You must "unblock" or "permit" this request for the installation to succeed.

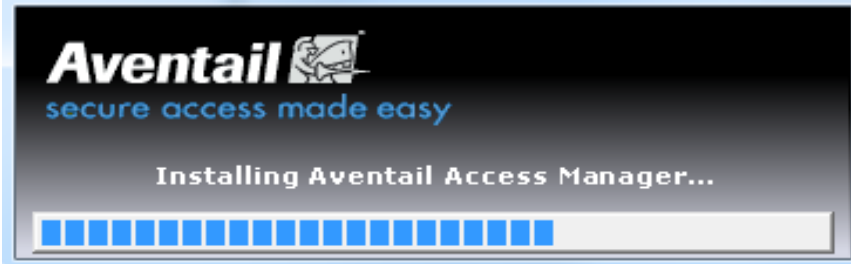
(3) Click the “Run” button to start to install VPN plugin, you will see:

View and track your downloads

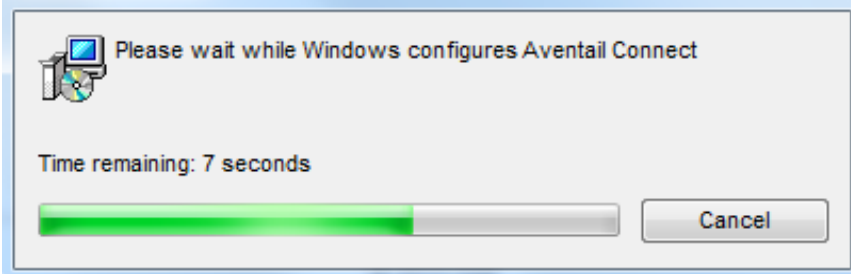
Search downloads

Name	Location	Actions
AventailComp...exe sslvpn.xjtlu.edu.cn	618 KB Do you want to run or save this program?	<input type="button" value="Run"/> <input type="button" value="Save"/> ▾

Aventail Access Manager



Aventail Connect

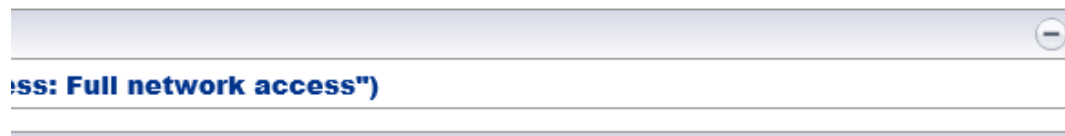


(4) If the browser appears as shown below the interface and Access is “Full network access”, the VPN plugin has been installed successfully and VPN is ready.

[Log out](#) | [Help](#) | [Details](#)

Access: **Full network access** User:  Session start: 10:24

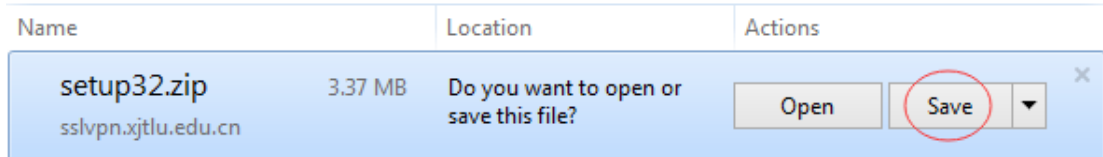
he list below.



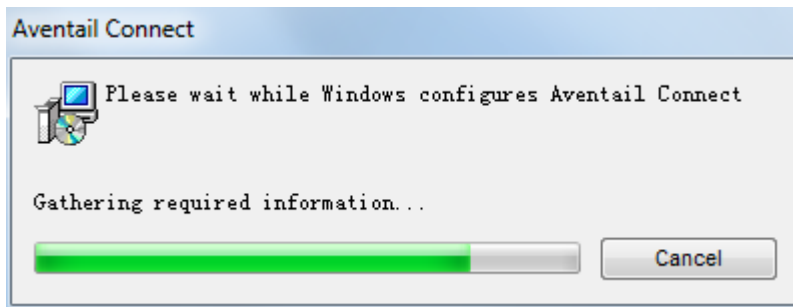
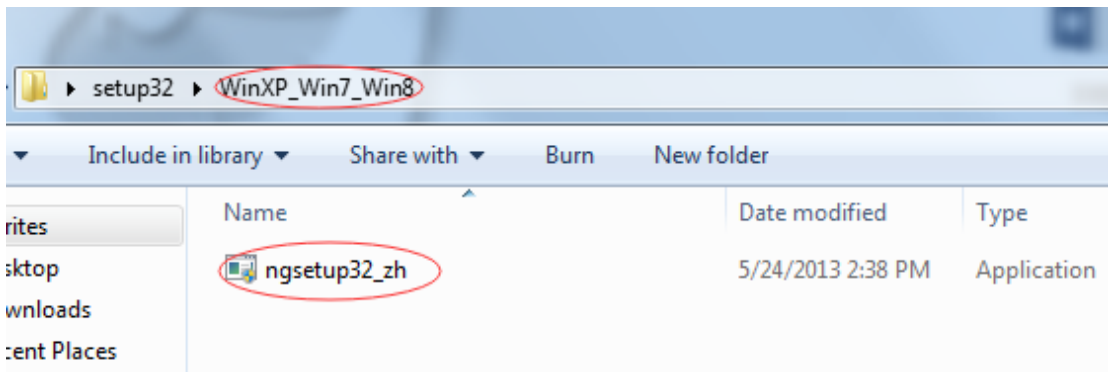
Option2

(1) Open <https://sslvpn.xjtlu.edu.cn> and download the VPN client

If you want to install independent sslvpn client, please check here to download [\(32bit | 64 bit\)](#)

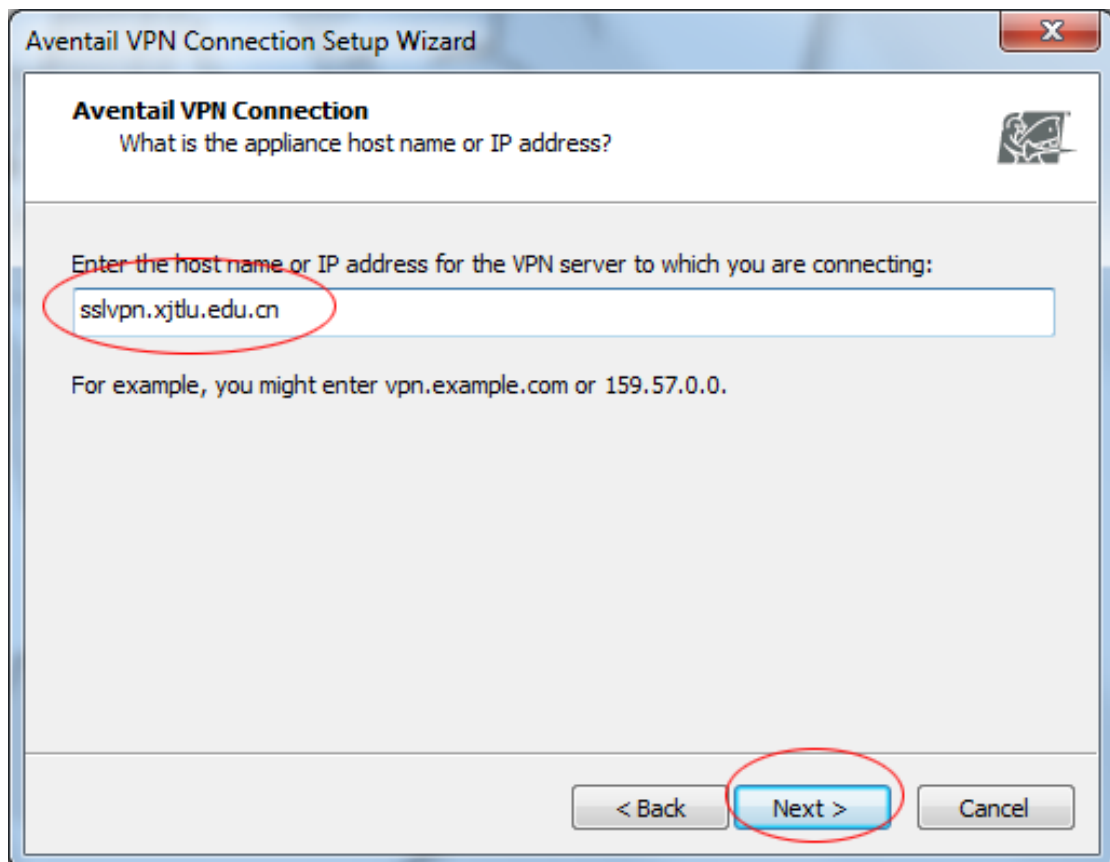
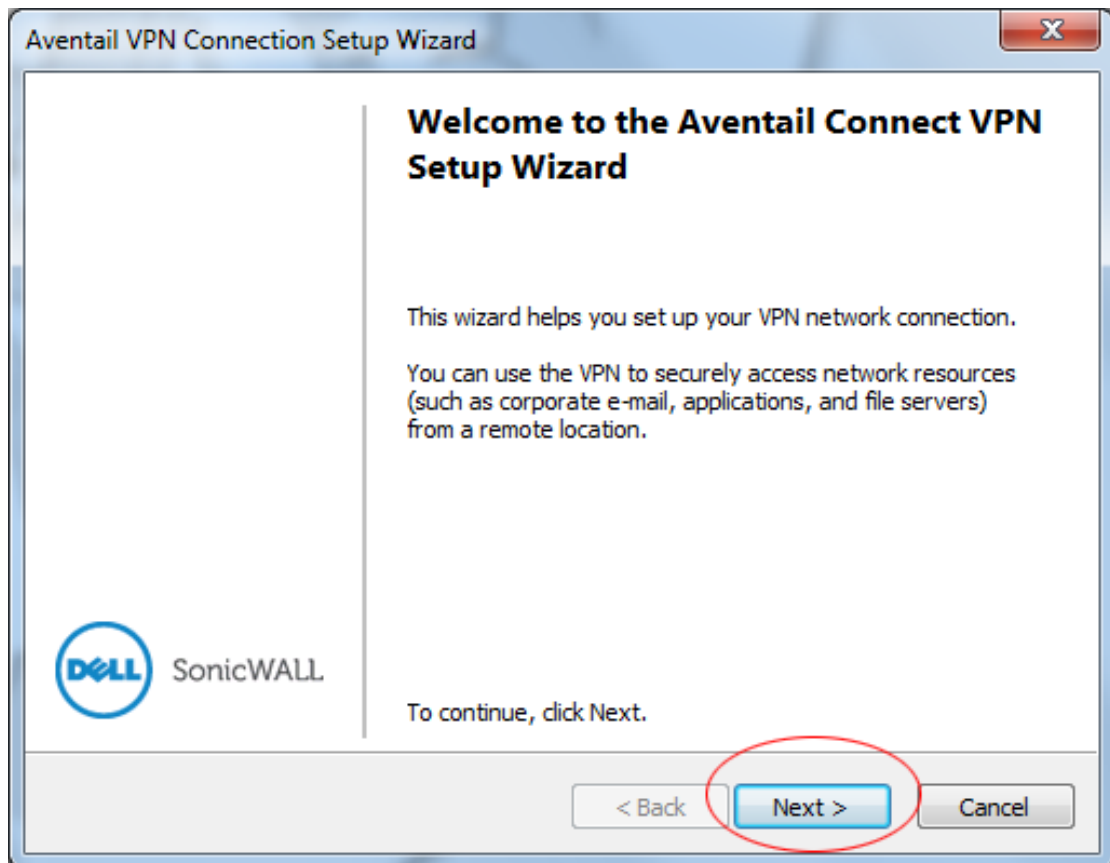


(2) Extract files and install



(3) Double click on the desktop icon, open the VPN client software

Note: VPN server is: sslvpn.xjtlu.edu.cn



Aventail VPN Connection Setup Wizard

### Aventail VPN Connection

What is the login group?

Select or type the group name associated with your login account (this information should have been supplied by your system administrator). Click Refresh to retrieve an updated list of group names from the appliance.

Logon group

Select or enter your login group from the list.

Click the Refresh button to update the list from the appliance.

Select or enter your login group:

Refresh Cancel

< Back **Next >** Cancel

Aventail VPN Connection Setup Wizard


### Finished

You have successfully completed the basic steps needed to create your VPN network connection.

Advanced Setup

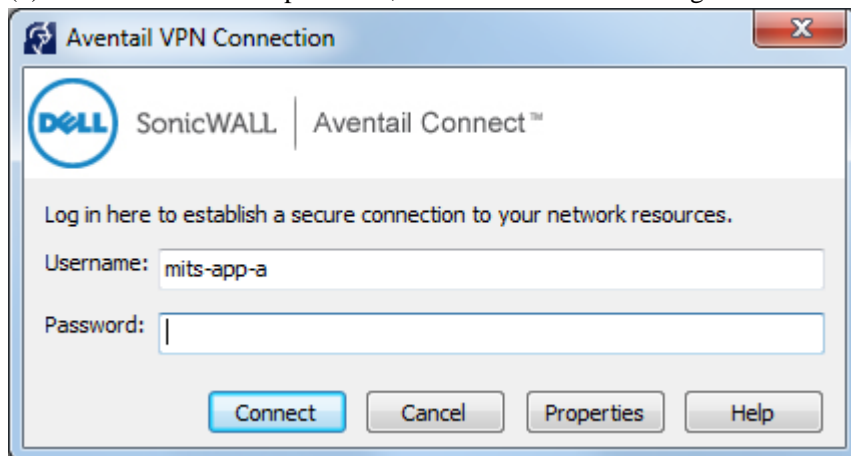
To review or change the VPN connect properties, click Properties.

Properties

 Click Finish to exit the wizard.

< Back **Finish** Cancel

(4) Enter user name and password, then VPN client is running.



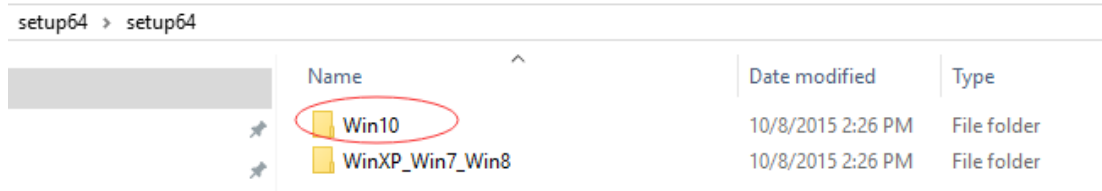
## 2. For windows 10

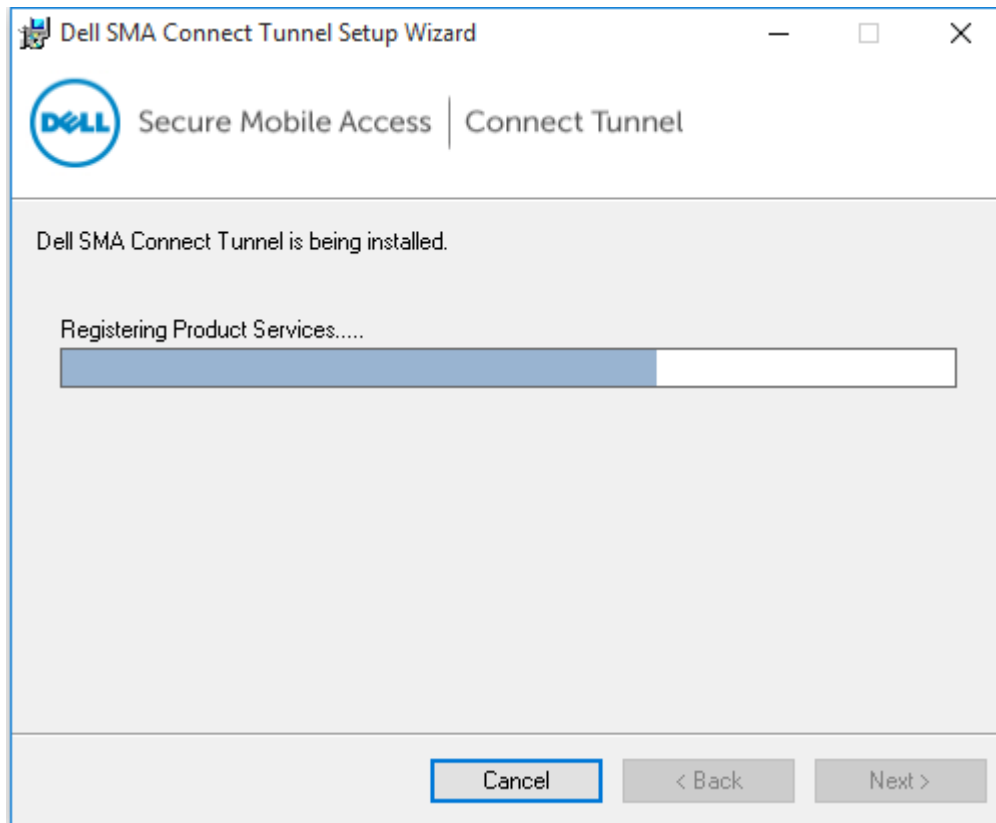
(1) Open sslvpn link address <https://sslvpn.xjtlu.edu.cn>, right click “64bit” and save sslvpn client software

If you want to install independent sslvpn client, please check here to download ([32bit](#) | [64 bit](#))

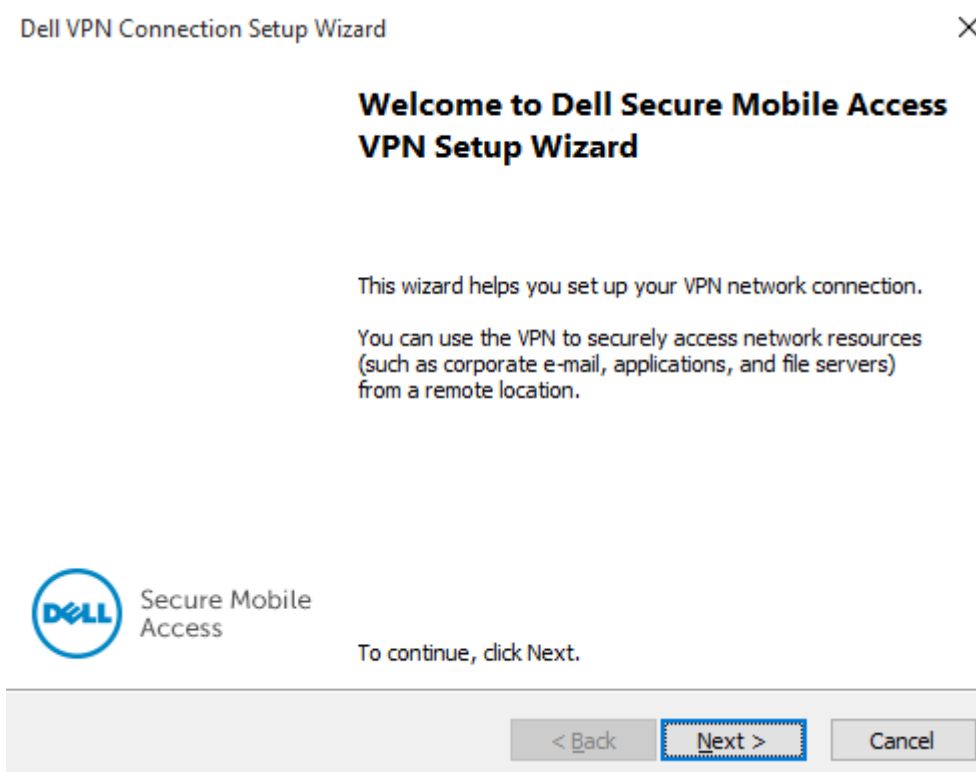


(2) Unzip “setup64.zip”, choose “win10” or “win8” to setup software.





(3) After the installation is complete, click “Dell VPN Connection” on desktop.




Click “next”

(4) Enter “sslvpn.xjtlu.edu.cn”, and then click “next”

Dell VPN Connection Setup Wizard ✕

**Dell VPN Connection**  
What is the appliance host name or IP address?




Enter the host name or IP address for the VPN server to which you are connecting:

For example, you might enter vpn.example.com or 159.57.0.0.

Click “next”

Dell VPN Connection Setup Wizard ✕

**Dell VPN Connection**  
What is the login group?



Select or type the group name associated with your login account (this information should have been supplied by your system administrator). Click Refresh to retrieve an updated list of group names from the appliance.

Logon group

Select or enter your login group from the list.

Click the Refresh button to update the list from the appliance.

Select or enter your login group:

Click “finish”



## Finished

You have successfully completed the basic steps needed to create your VPN network connection.

### Advanced Setup

To review or change the VPN connect properties, click Properties.

Properties



Secure Mobile Access

Click Finish to exit the wizard.

< Back

Finish

Cancel

(5) Now enter your username and password to login in VPN system.



Secure Mobile Access | Connect Tunnel

Log in here to establish a secure connection to your network resources.

Username:

Password:

Connect

Cancel

Properties

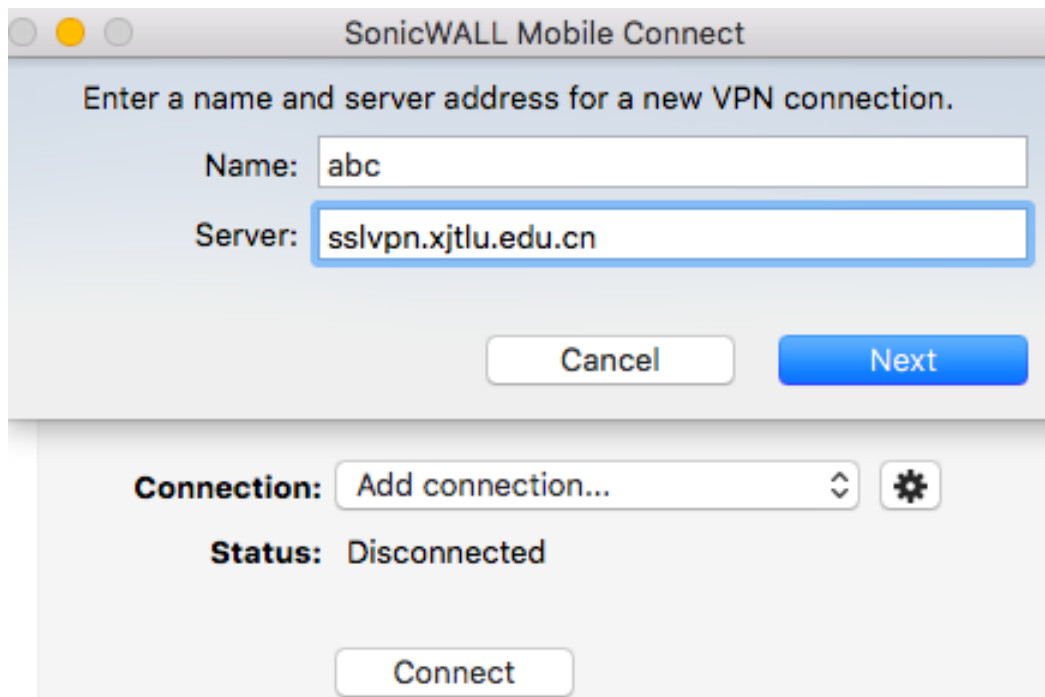
Help

3. For Mac OS/Android:

(1) Search and install “Sonicwall Mobile Connect” from APP store.



(2) Lunch the app, key in Server Name: sslvpn.xjtlu.edu.cn



## VPN FAQ

**Q1: I am off campus, how can I access library database?**

A: depend on your computer and OS

Windows7/8:

Option 1: open <https://sslvpn.xjtlu.edu.cn> with VPN plugin installation

Option 2: download/install VPN client from web page <https://sslvpn.xjtlu.edu.cn>

Windows10: download/install VPN client from web page <https://sslvpn.xjtlu.edu.cn>.

Mac OS /Android: Search/install “Sonicwall Mobile Connect” from APP store.

(Refer detail in VPN User Guide)

**Q2: I use Apple laptop (Mac OS), I fail to access library database when I use safari <https://sslvpn.xjtlu.edu.cn>**

A: Because you use safari web page without full access of VPN. Pls download/install “Sonicwall Mobile Connect” from Apple APP store.

(Refer detail in VPN User Guide)

**Q3: I try to access <https://sslvpn.xjtlu.edu.cn> off campus, but web page is pending and no response after I key user name and password, I use widows 7.**

A: Try one of below solutions

**Solution 1:** if the browser Java plug-in version is too low, it will lead to no response. Pls install latest java plugin as below:

<http://www.java.com/en/download/>

All Java Downloads

If you want to download Java for another computer or Operating System, click the link below.  
[All Java Downloads](#)

Report an issue

Why am I always redirected to this page when visiting a page with a Java app?

## Free Java Download

Download Java for your desktop computer now!

**Version 8 Update 73**  
Release Date February 5, 2016

**Free Java Download**

» [What is Java?](#) » [Do I have Java?](#) » [Need Help?](#)

**Solution2:** remove/uninstall program starting prefix “Aventail\*” and open page <https://sslvpn.xjtlu.edu.cn> to re-install plugin.

**Solution 3:** download/install VPN client from web page <https://sslvpn.xjtlu.edu.cn>

(Refer detail in VPN User Guide)

**Q4: I access <https://sslvpn.xjtlu.edu.cn> off campus, when I use library discover, meet error as below:**

Your Current IP is: 180.106.137.153

You are out of campus, for remote access to library e-resources, please login VPN.

### Off-Campus Access

XJTLU SSL VPN facilitates and secures you to work off campus from a range of access methods including Windows, Mac and Linux. You can use SSL VPN (<https://sslvpn.xjtlu.edu.cn>) to access campus internal websites, file server, and mail server at home or during your trip (Please refer to [SSLVPN Manual](#)). Furthermore, VPN login popups a web page to guide you access different XJTLU resource. If you have any problem, please contact the help-desk via 86161250.

Management Information Technology and System (MITS) Office

A: Normally, if the status is “access web” (not Full network access), means network is not good or VPN plugin is not installed successfully.

If you use windows 7/8, please make sure to install VPN plugin successfully.

If you use MAC OS, please install “Sonicwall Mobile Connect” from APP store.

If you use Windows10, please install “Sonicwall Mobile Connect” from windows APP store.

[Log out](#) | [Help](#) | [Details](#)

Access: Web

Session start: 13:36

from the list below.

Access: Full network access")

**Q5: I access <https://sslvpn.xjtlu.edu.cn> off campus, when I input my name and password, page show error: “The credentials provided were invalid”**

A: Don't input whole mail address as user name (like [zhangsan@xjtlu.edu.cn](mailto:zhangsan@xjtlu.edu.cn)), only prefix

#### Please log in

Log in here to establish a secure connection to your network resources.

Username:

Please use AD username and password.(e.g.san.zhang11)

Password:

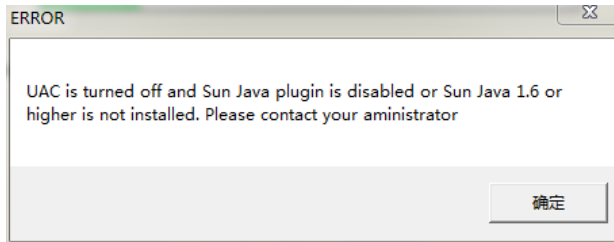
AD username is prefix of e-mail.

The credentials provided were invalid.

[Log in](#)

**Q6: I access <https://sslvpn.xjtlu.edu.cn> , I receive an alert message:**

**“UAC is turned off and Sun Java plugin is disabled or sun Java1.6 or higher is not installed. please contact your administrator” ?**



A: update java plugin using below link

<http://www.oracle.com/technetwork/java/index-141825.html>

**Q7: I access <https://sslvpn.xjtlu.edu.cn> ,and try to download VPN client, but the page display chaotic characters?**

A: Please use the IE browser

PK~HGsetup32/Win10/PKX}HG"M C@setup32/Win10/ngsetup32\_en.exe  
SI6uJ\_41C~qYe/.[vWQ|  
I-6iY|h,r,vI^c9/Q3DJ Sj/ Gc3