

VPN – Windows 10

# VIA – Virtual Internet Access



University  
of Exeter

To create the VPN connection to the UoE network you will need to connect to the secure website and install Aruba VIA. The VPN software allows you to connect securely to the University network as if your device was directly connected. **IMPORTANT** - You will require administrative rights on your computer to complete the initial installation of Aruba VIA. Initial setup of VPN service. Open your web browser and navigate to <https://www.exeter.ac.uk/it/howdoi/vpn/> Look for the correct version of windows 10 – many windows machines are 64bit.

Via		
Operating System	VIA Client Software	How to Connect to the VPN
Windows 32 bit	<a href="#">Aruba-VIA-3.4.2.0.1912113-32</a>	
Windows 64 bit	<a href="#">Aruba-VIA-3.4.2.0.1912113-64</a>	
Mac OS X	<a href="#">Aruba VIA MacOS Installer 3.1.1.106650</a>	

Click on the correct version of software (shown below). This will begin the downloading of the required software. If in doubt, choose the 64 bit.

Windows 32 bit	<a href="#">Aruba-VIA-3.4.2.0.1912113-32</a>
Windows 64 bit	<a href="#">Aruba-VIA-3.4.2.0.1912113-64</a>

Once you have clicked on the software it will download by default to the “Download” folder. This can be located by using file explorer from the taskbar



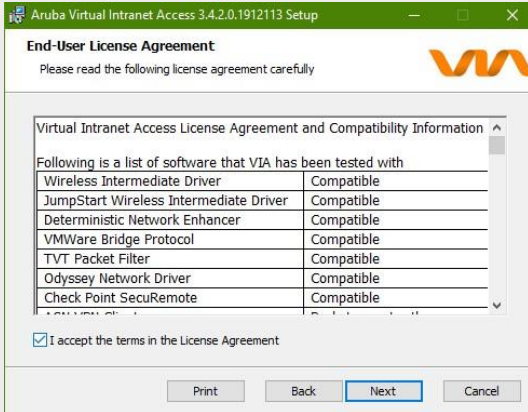
In the window opened by clicking the above icon look for the folder called “Downloads”. Locate the file with the name above - and double click on it to install

The install procedure will begin.

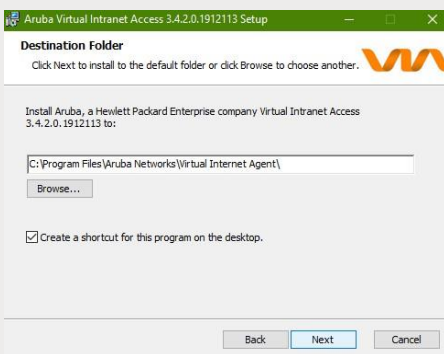


Click next.

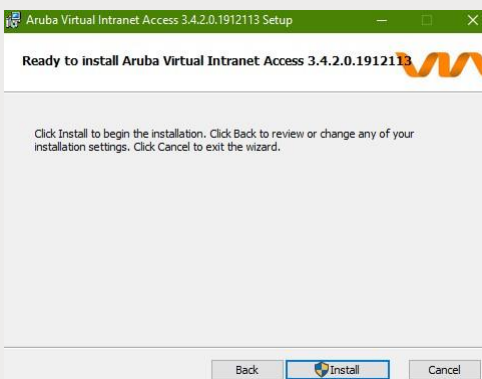
Accept the End-user license agreement by placing a tick in the box.



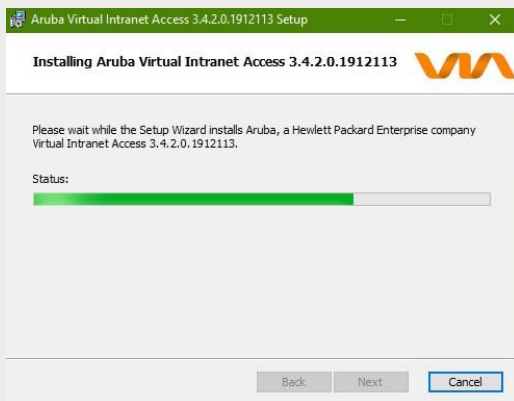
Click next.



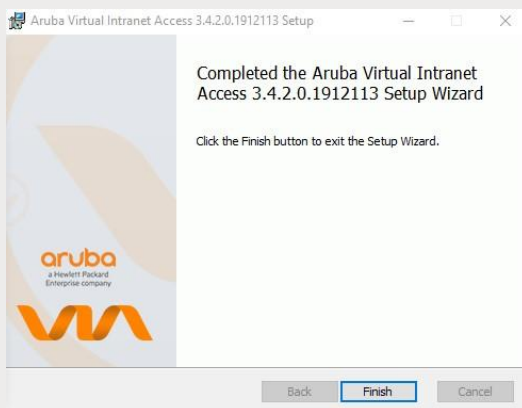
Click next to accept the default install folder.



Click install to start the installation.



Once completed the following screen will be shown.



Click finish.

Your desktop should now show the following icon.

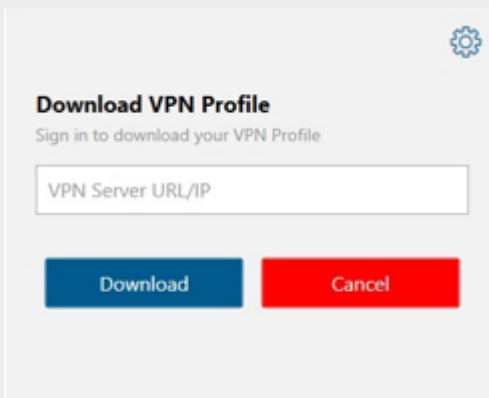


Double click the icon to open the application.

The following window will be shown, click within the circle to download your VPN profile.



The following will be displayed.



Enter remote.exeter.ac.uk in the box.



Click Download.

The following prompt will pop-up



Create VPN Connection

Enter user credentials

Enter user name

Enter password

PROCEED CANCEL

Enter your university username and password and click proceed.

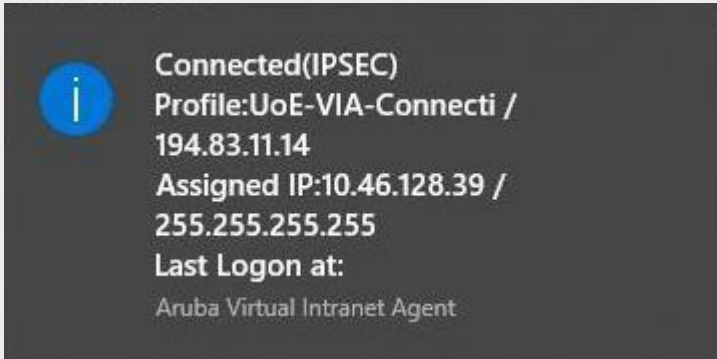


The client will attempt to connect and will trigger your chosen MFA method for confirmation, approve the MFA request.

Once a connection is in place. An entire green circle is shown.



Confirmation of your connection will pop up like this:



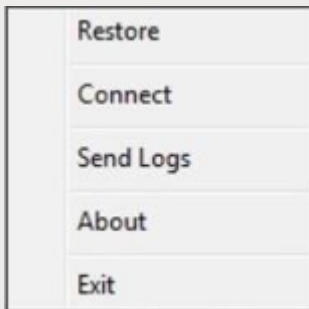
Upon connecting, VIA automatically minimizes to the taskbar after two seconds.

Click the VIA tray icon to display the VIA home screen. The VIA tray icon colour indicates the status of the network connectivity, as described below:

Tray icon Color	Description
	No profile is downloaded in VIA.
	Profile is downloaded but VPN is disconnected.
	Profile is downloaded and VPN is connected.

## Using Aruba VIA

After installation, the Aruba VIA client will automatically load every time you start windows. Click the VIA tray icon to display the menu with relevant quick options. This menu changes based on the status of the VIA application. Once a profile has been downloaded but the VPN is not connected, the following menu is shown. Clicking on Connect will start the VPN session.



To disconnect, the Via tray icon will display this option.



Choose Disconnect.

## IMPORTANT INFORMATION WHEN USING THE VPN SERVICE

Once connected, your device will have a secure tunnel to the University network and will be allocated a UoE network address. It will effectively be treated as directly connected to the University network. Unless specifically requested otherwise, all the network traffic your device generates during an active VPN session will travel via the secure tunnel and the University network. This is useful to know when accessing external resources that will only permit access from known University network addresses. Ensure you need to be using the VPN for the work you are doing. Many of the University's commonly used applications work without being connected to the VPN.