VPN – Windows 11

VIA – Virtual Internet Access

University of Exeter

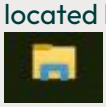
To create the VPN connection to the UoE network you will need to connect to the secure website and install Aruba VIA. The VPN software allows you to connect securely to the University network as if your device was directly connected. IMPORTANT - You will require administrative rights on your computer to complete the initial installation of Aruba VIA.Open your web browser and navigate to https://www.exeter.ac.uk/it/howdoi/vpn/ Look for the correct version of windows 11 – note Windows 10 Versions does not work correctly on recent Windows 11 version (22H2 onwards) due to changes in security protocols.

Operating System	VIA Client Software	How to Connect to the VPN
Windows 7 32bit	Win 7 Aruba Via	Instructions for VIA Windows 7
Windows 7 64bit	win 7 Aruba VIA - 64bit	Instructions for VIA Windows 7
Windows 10 - 32 bit	Win 10 Aruba VIA 32bit	Instructions for VIA Windows 10
Windows 10 - 64 bit	Win 10 Aruba VIA 64bit	Instructions for VIA Windows 10
Windows 11	Win 11 Aruba Via Client 4.5	*
MacOS and iOS	Apple App Store download link	Instructions for VIA MacOS
Android	Play Store download link	
Centos 64bit	Centos 64 bit VIA 4.1.0 Linux Certificate for VIA	Installing VIA VPN on Linux Centos
Ubuntu 64bit	Ubuntu 64 bit VIA 4.1.0 Linux Certificate for VIA	Installing VIA on Linux Ubuntu

Click on the correct version of software (shown below). This will begin the downloading of the required software.

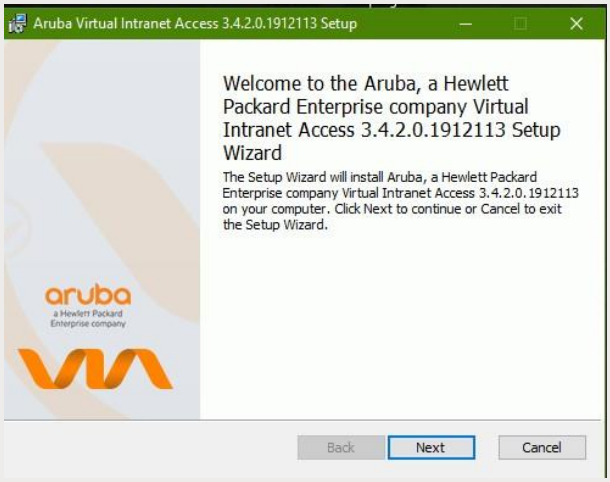
Windows 11	Win 11 Aruba Via Client 4.5

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



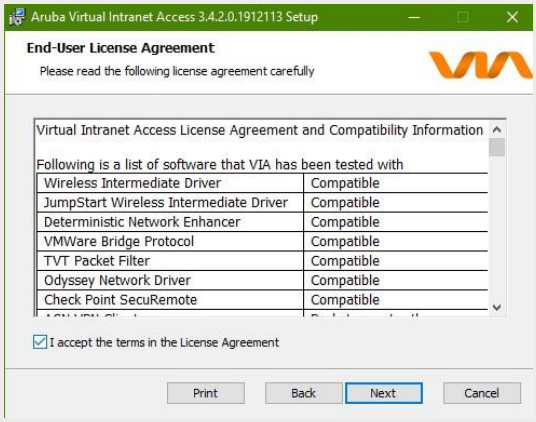
In the window opened by clicking the above icon look for the folder called “Downloads”. Locate the file with the name above - and double click on it to install

The install procedure will begin.

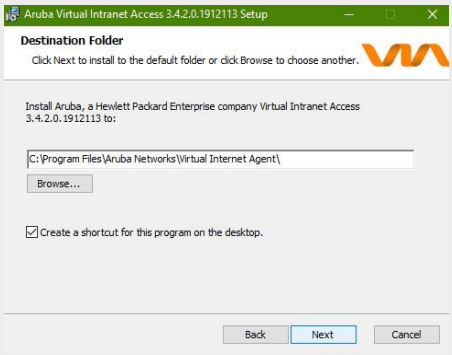

Aruba Virtual Intranet Access 3.4.2.0.1912113 Setup
Welcome to the Aruba, a Hewlett Packard Enterprise company Virtual Intranet Access 3.4.2.0.1912113 Setup Wizard
The Setup Wizard will install Aruba, a Hewlett Packard Enterprise company Virtual Intranet Access 3.4.2.0.1912113 on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
aruba
a Hewlett Packard Enterprise company
Back
Next
Cancel

Click next.

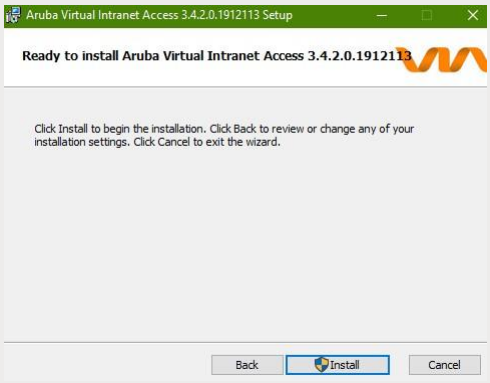
Accept the End-user license agreement by placing a tick in the box.



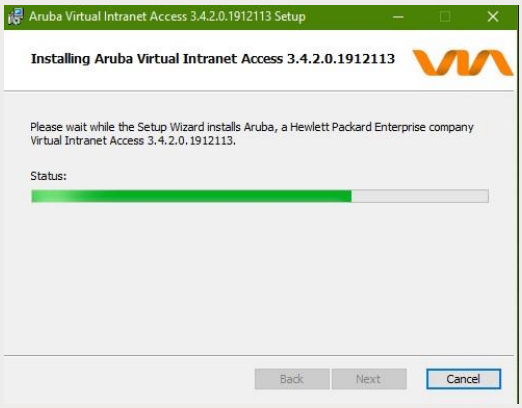
Click next.



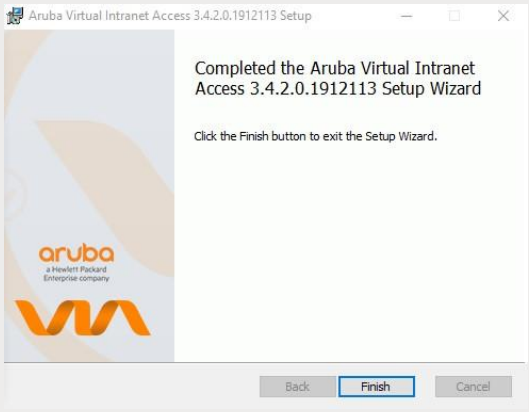
Click next to accept the default install folder.



Click install to start the installation.



Once completed the following screen will be shown.



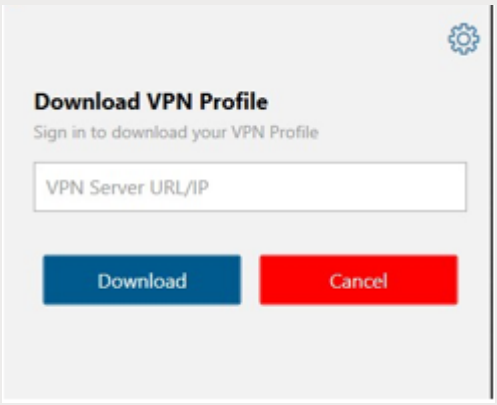
Click finish.

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.

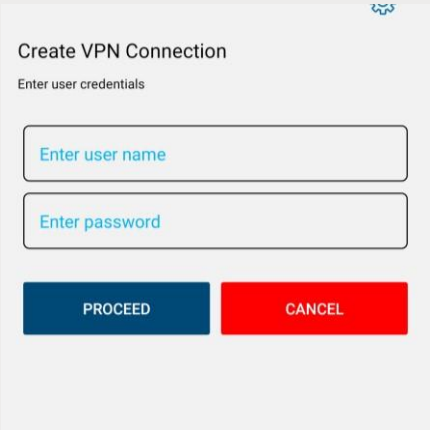
The following will be displayed.



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

Click Download.

The following prompt will pop-up

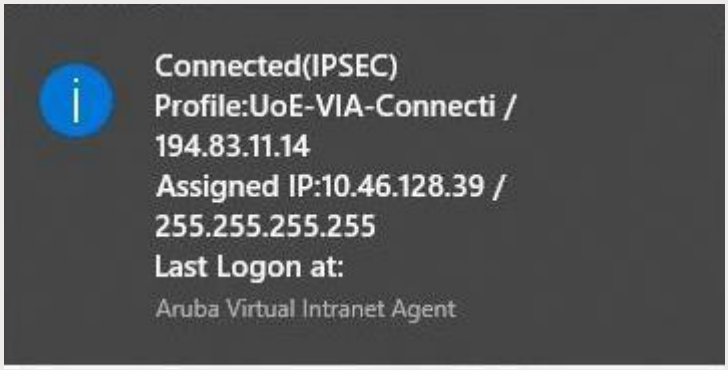


Enter your university username and password and click proceed.

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.