

FortiClient Remote Access VPN for West Hartford

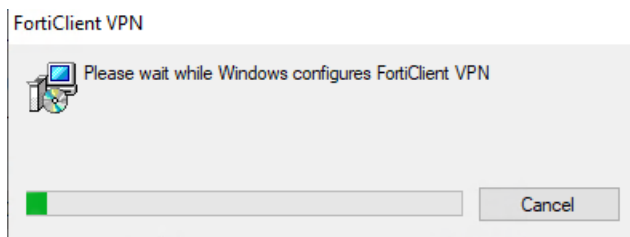
Last update 2024-01-31

Introduction

If your computer already has FortiClient installed, you can skip to the [Configuring](#) or [Connecting](#) section.

Installation –Windows users

1. Use a web browser to download the client from <https://www.westhartfordct.gov/vpnClient>
2. Run the installer.



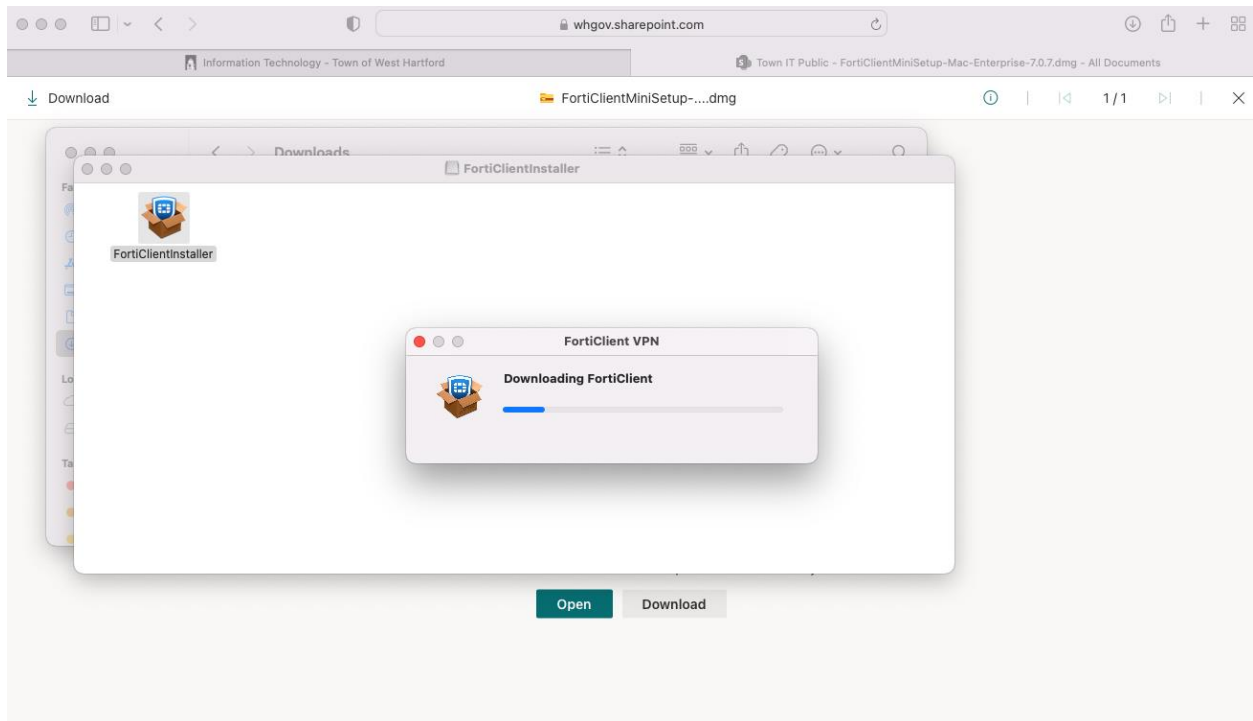
3. Once the installer finishes, you will have a FortiClient VPN icon on your desktop and in your Start menu.



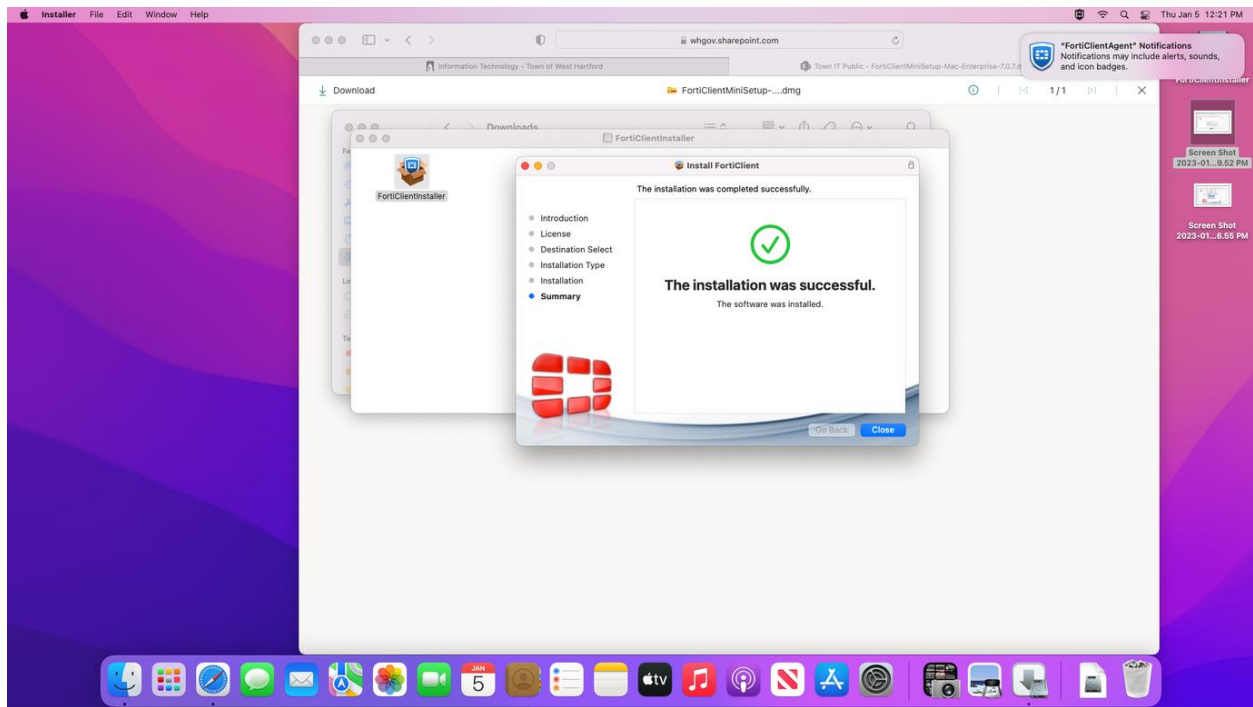
4. Proceed to the “[Configuring](#)” section of this document.

Installation –Mac

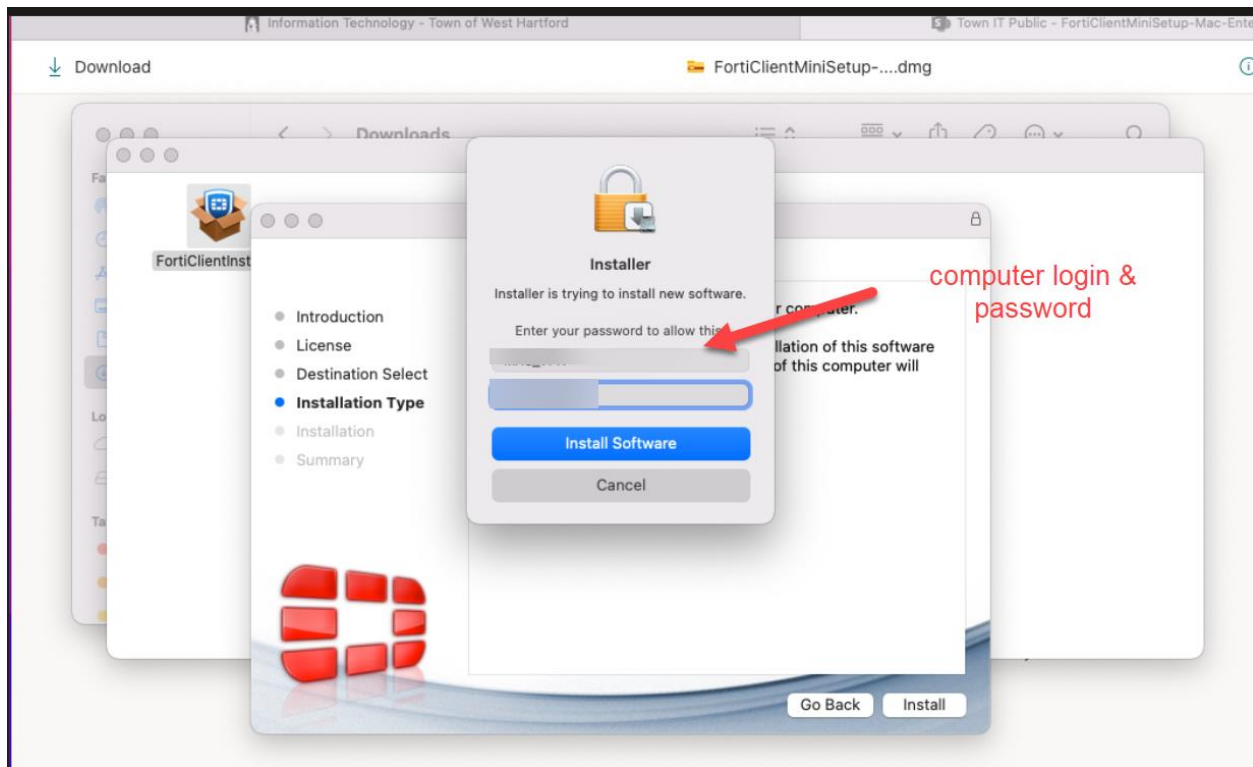
1. Go to <https://WestHartfordCT.gov/vpnClientMac>
2. Download and run the file



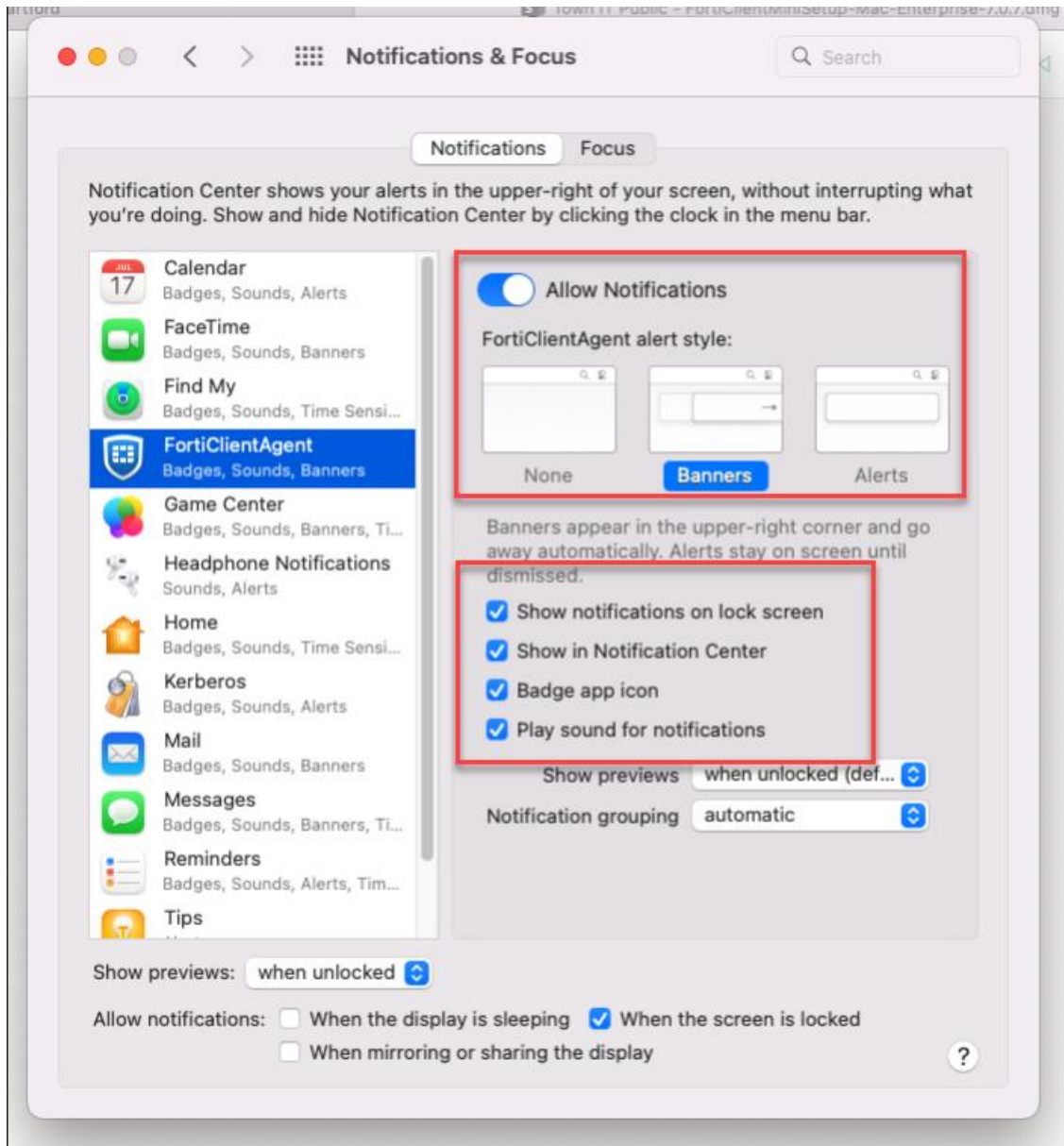
3. Click Install once download is completed
4. Accept all defaults for following step:
 1. Introduction
 2. License
 3. Destination Select
 4. Installation Type
 5. Installation



5. Allow any VPN configurations if prompted. If your security is set for an administrator login to download the vpn, enter the username and password of the device.



6. Turn on notifications for FortiClientAgent



7. Once the installer finishes, click Finder and find the FortiClient VPN icon
8. Click ok if prompted to allow vpn client to access folders/documents
9. Proceed to the [“Configuring”](#) section of this document.



Installation and Connecting – Linux (Ubuntu, etc.)

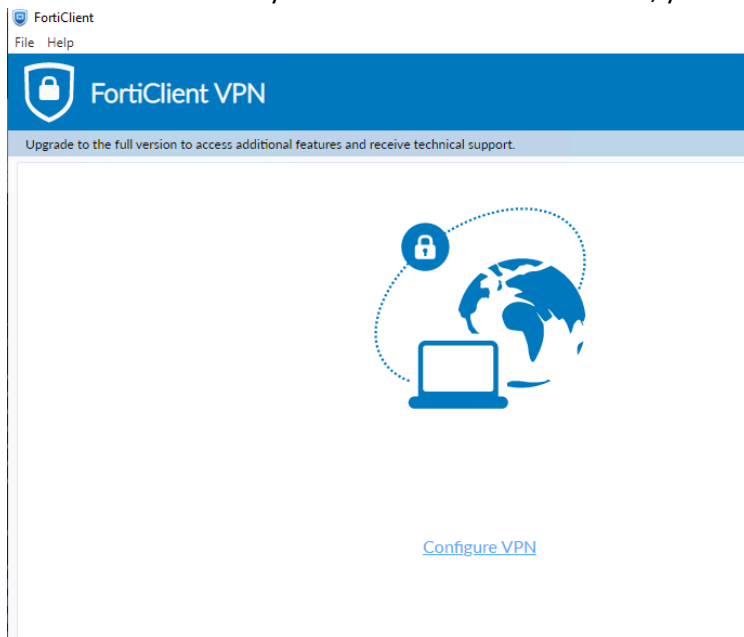
The latest official builds from Fortinet don't work on Ubuntu or its variants. We have not tested on other Linux platforms. Version 6.x builds connect, but DNS is broken. We recommend just using OpenFortiVPN, instead.

To install, open a terminal window and run
sudo apt install openfortivpn
and supply your password when prompted.

To connect, open a terminal windows and run:
sudo openfortivpn vpn.westhartfordct.gov -u your.username
and supply your West Hartford password when prompted. You need to run with sudo, since it's changing network settings. You will need to use the full name of internal resources to connect to – e.g. computername.westhartford.org since the client doesn't honor the supplied domain suffixes.

Configuring

The first time you run the FortiClient software, you will only have one choice – “Configure VPN”



Clicking on the “Configure VPN” link will present you with a screen of options to fill out. **SSL VPN is the recommended method of connection.** You can also set up an IPSec VPN if you want, or if SSL VPN doesn't work for you, but you will need to contact West Hartford IT to get the pre-shared key.

SSL (recommended)

Choose the “SSL-VPN” option at the top, and fill out the required/recommended fields

Connection Name: whatever will be meaningful to you, e.g. “WH SSL-VPN” or “Work”

Remote Gateways: at least one of vpn.westhartfordct.gov and/or vpn2.westhartfordct.gov – recommend to use both

Authentication: Save login (only saves username)

Username: Your WH username, e.g. John.Smith

Hit the **Save** button

FortiClient
File Help

FortiClient VPN

Upgrade to the full version to access additional features and receive technical support.

New VPN Connection

VPN: **SSL-VPN** | IPsec VPN | XML

Connection Name: WH SSL-VPN

Description:

Remote Gateway: vpn.westhartfordct.gov, vpn2.westhartfordct.gov

Client Certificate: None

Authentication: ☐ Prompt on login ☒ Save login

Username: Your.WestHartford.Username

☐ Enable Single Sign On (SSO) for VPN Tunnel

☐ Enable Dual-stack IPv4/IPv6 address

Cancel Save

IPsec (alternate)

Choose the “IPsec VPN” option at the top, and fill out the required/recommended fields

Connection Name: whatever will be meaningful to you, e.g. “WH IPsec”

Remote Gateways: at least one of vpn.westhartfordct.gov and/or vpn2.westhartfordct.gov – recommend to use both

Authentication Method: Pre-shared key (contact WH IT for the key)

Authentication: Save login (only saves username)

Username: Your WH username, e.g. John.Smith

Hit the **Save** button

The screenshot shows the FortiClient VPN configuration window. The title bar reads "FortiClient" with "File" and "Help" menus. Below the title bar is a blue header with the FortiClient VPN logo and a home button. A message bar says "Upgrade to the full version to access additional features and receive technical support." The main content area is titled "Edit VPN Connection". It features three tabs: "SSL-VPN", "IPsec VPN" (which is selected and highlighted with a red box), and "XML". The configuration fields are as follows: "Connection Name" is "WH IPsec" with a red box and a note "You can call this whatever you want"; "Description" is empty; "Remote Gateway" has two entries, "vpn.westhartfordct.gov" and "vpn2.westhartfordct.gov", both highlighted with red boxes; "Authentication Method" is "Pre-shared key" with a red box and a note "Contact WH IT for key"; "Authentication (XAuth)" has three radio buttons: "Prompt on login", "Save login" (which is selected), and "Disable"; "Failover SSL VPN" is "[None]"; and "Username" is "Your.WestHartford.Username" with a red box. At the bottom, there are "Cancel" and "Save" buttons, with the "Save" button highlighted with a red box. A "+ Advanced Settings" link is also present.

FortiClient
File Help

FortiClient VPN

Upgrade to the full version to access additional features and receive technical support.

Edit VPN Connection

VPN:

Connection Name: You can call this whatever you want

Description:

Remote Gateway:

Authentication Method: Contact WH IT for key

Authentication (XAuth): ☐ Prompt on login ☒ Save login ☐ Disable

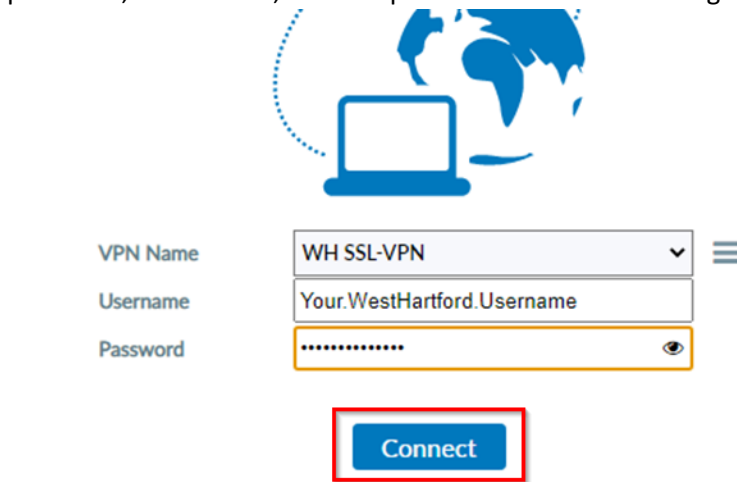
Failover SSL VPN:

Username:

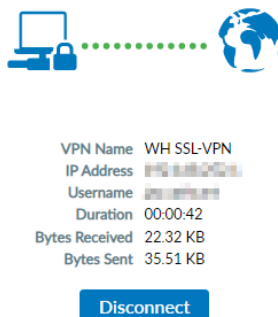
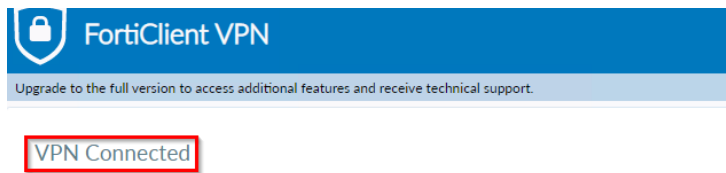
+ Advanced Settings

Connecting

1. In the FortiClient VPN software, choose the connection, enter your West Hartford username and password, hit Connect, and complete the Duo MFA challenge on your phone.



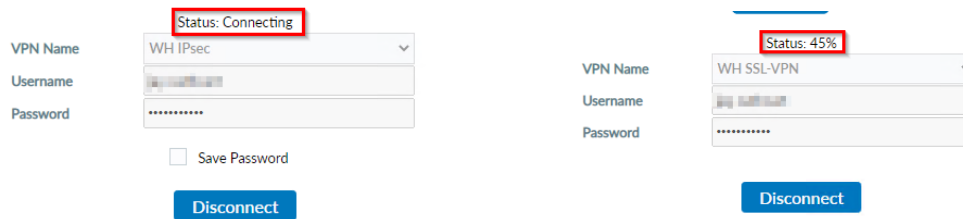
2. No, seriously, complete the Duo MFA challenge on your phone.
3. You will then be connected



4. Click the Disconnect button in the FortiClient VPN software to disconnect, as needed.

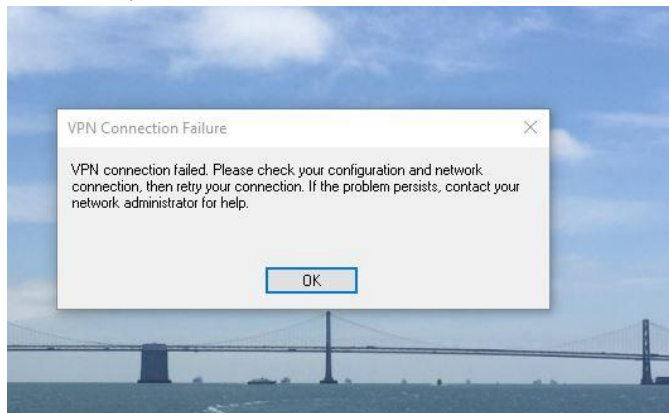
FAQs

Q1. Why does my vpn client hang at “Status: Connecting” (for IPsec) or “Status: 45%” (for SSL)?

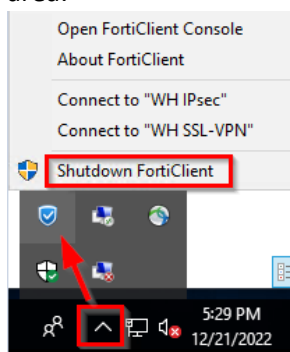


A1. Make sure to complete the Duo MFA challenge on your phone, if your VPN client hangs up at “Status: Connecting” or “Status: 45%”

Q2. Why does my computer complain about the VPN connection failing every time I wake it up from sleep?



A2. We’ve seen on some versions of the FortiClient software, including the latest (as of Dec 2022) version 7.0.7, that the client will try to automatically reconnect to the VPN tunnel whenever the computer resumes from sleep. The only known fix (other than upgrading to a newer version) is to completely shut down the FortiClient software by right-clicking its icon in the system tray/notification area:



Q3. Why does my VPN client say “connecting” then just disconnect?

A3. This could happen for a number of reasons. The most likely is that the client is not configured properly. If this is happening with the West Hartford pre-configured installer, please try changing the [IPsec pre-shared key](#). Contact the WH IT department if you don’t know the key. Alternatively, use the SSL VPN connection, instead.

Q4. I’m using the Linux client, and can’t connect to my remote desktop. I know that the remote computer I’m trying to connect to is powered up. What gives?

A4. Make sure you’re using the fully-qualified name of the remote computer you’re trying to connect to – e.g. SomeComputerName.westhartford.org

Q5. I upgraded to MacOS 14, and I can no longer connect to the VPN. What do I do?

A5. Check the version of your FortiClient VPN software. If it’s not at least version 7.2.3, please upgrade to version 7.2.3 or newer. You can download the installer from the link above, in the “[Installation – Mac](#)” section of this document.