

# FAQs:

## University of Miami's VPN Upgrade – All SSL VPN Users

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Please review the following FAQs with important information on changes to the VPN system:

### Why are we upgrading University of Miami's VPN?

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The VPN upgrade will give us the ability to provide seamless support of multiple desktop and mobile platforms, improved security features and performance, and consolidated access to University of Miami resources.

### Who will this change affect?

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This change affects all current Coral Gables and Medical users of the current Remote Access SSL infrastructure to include users of:

- Coral Gables (Sphinx SSL VPN): [sphinx.miami.edu](http://sphinx.miami.edu)
- Medical (SG Secure Gateway SSL VPN): [sg.med.miami.edu](http://sg.med.miami.edu)

**On September 30, 2016, the legacy VPN solutions at Medical and Coral Gables was consolidated to the new VPN solution: [remote.miami.edu](http://remote.miami.edu) or [remote.med.miami.edu](http://remote.med.miami.edu).**

### What's new and different?

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The new VPN client will be needed to make a VPN connection. To download and install the new VPN client, please visit: <https://miami.box.com/vpn>. The sign-in experience has also been updated with CaneID Single Sign-On integration (logging in with your CaneID and password) and enhanced security with Multi-Factor Authentication (MFA).

### How do we install?

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Instructions for installation of the new VPN client can be found [here](#).

### What operating systems are supported?

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Supported operating systems are Windows 7 and greater, and Mac OS X.

### Important details for System Administrators and Advanced users

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Please note that the IP address range from which VPN users will appear to originate will be between 10.16.8.0 and 10.16.15.250. If needed, please apply any local firewall modifications to your systems to allow the new IP range the access your systems.

Be sure to notify vendors, consultants, and other necessary 3<sup>rd</sup> party users with the new connection information provided.

### Need help?

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Please contact the UMIT Service Desk at: (305) 284-6565 or [help@miami.edu](mailto:help@miami.edu).