

VPN Configuration on macOS Ventura and later (macOS Sonoma)

- [Download the Configuration profile](#)
- [Installing the configuration profile](#)
- [Set network priority](#)
- [Troubleshooting](#)
- [Removing the VPN connection / configuration profile](#)

[german version](#)

For older versions of macOS, please consult [our older installation instructions](#).

Download the Configuration profile

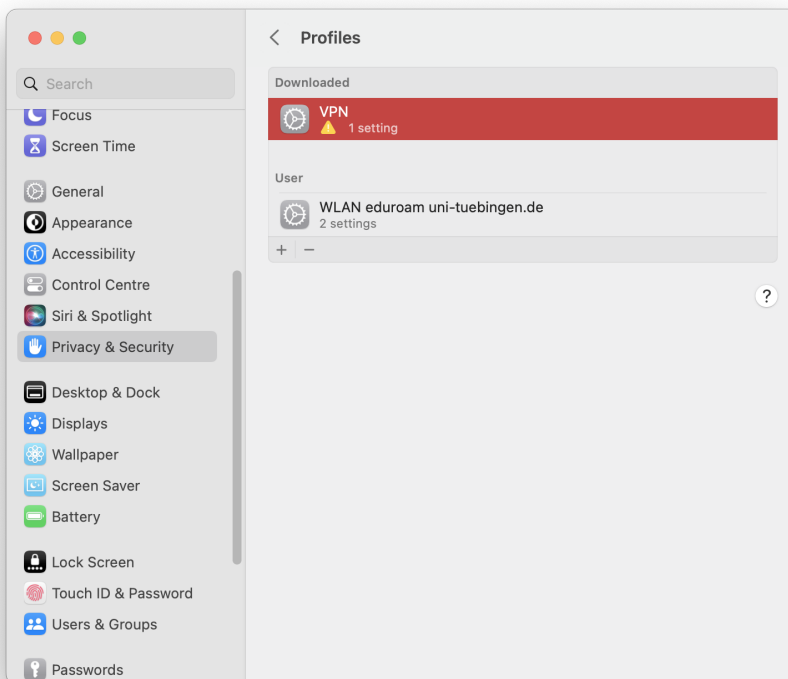
Please download the configuration profile from <https://uni-tuebingen.de/de/2178>.

If your download fails, please try downloading it using Safari. Other web browsers may not know what to do with a configuration profile for macOS.

Installing the configuration profile

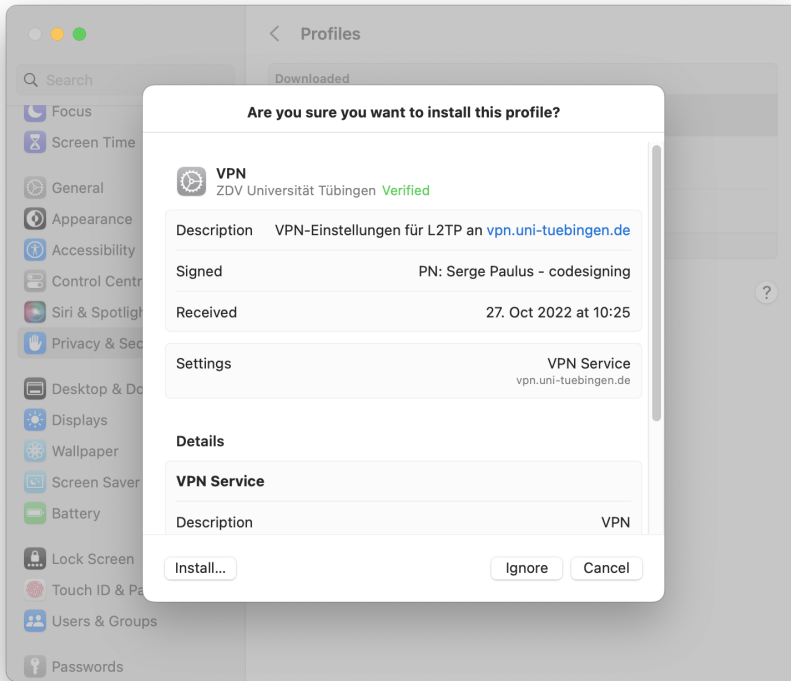
System Settings App looks different than in previous system versions, and got some significant changes compared to previous system versions.

Start the installation process by double-clicking on the downloaded configuration profile "vpn-uni-tuebingen-2021.mobileconfig". You'll get a notification to continue installation in System Settings. Open System Settings and go to "Privacy & Security", and then Profiles. Double-click on the Downloaded VPN Profile.

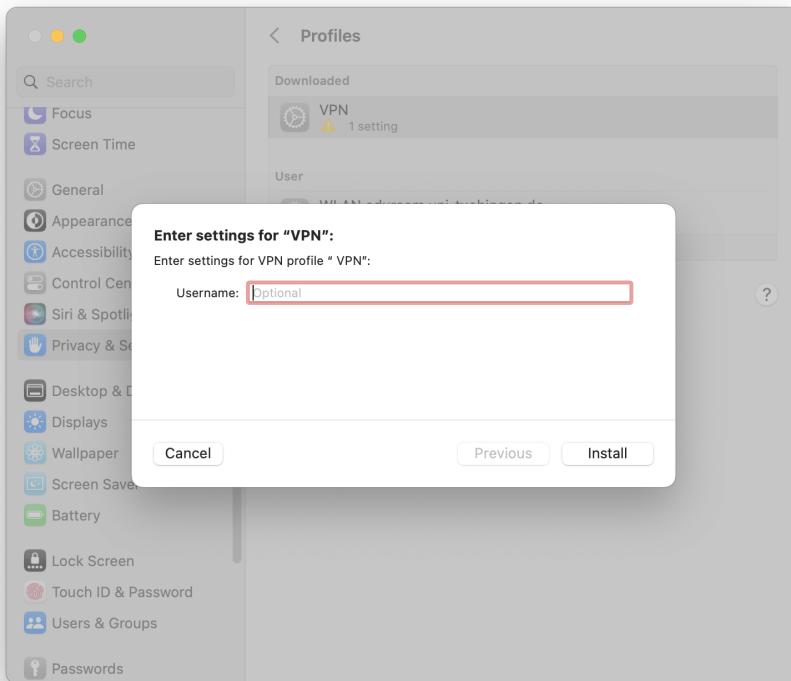


In the next screen, you'll see some details about the configuration profile. Continue with a click on "Install...".

The current (2024) configuration profile is not signed, macOS will warn about this. You can continue the installation.



Enter your ZDV LoginID (not your mailadress, the ZDV LoginID is normally 5 characters and 2 numbers long) in the field "Username" in the next screen. Finish by clicking on "Install...".

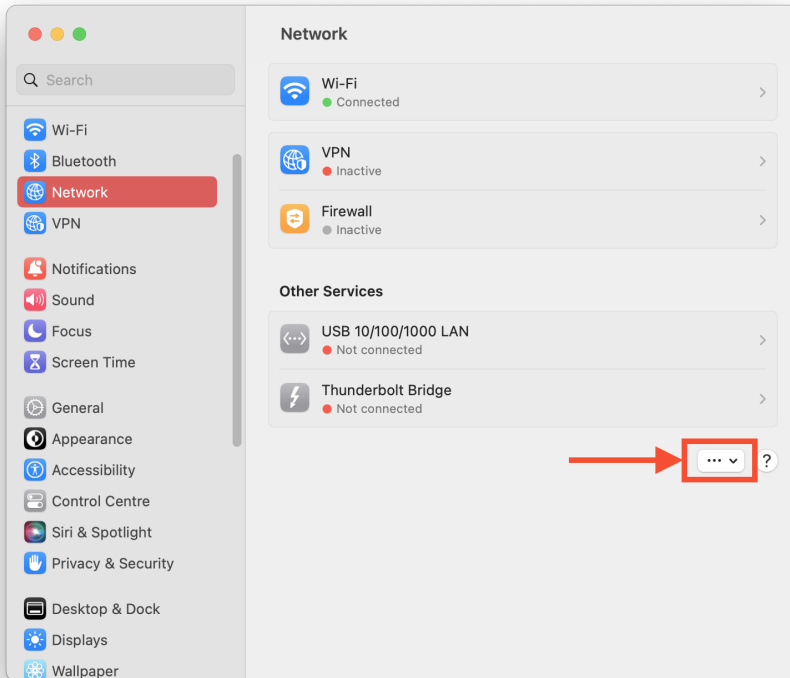


Authenticate with an admin-account to allow the installation. After authentication, the configuration profile has configured the vpn connection and it is ready to be used.

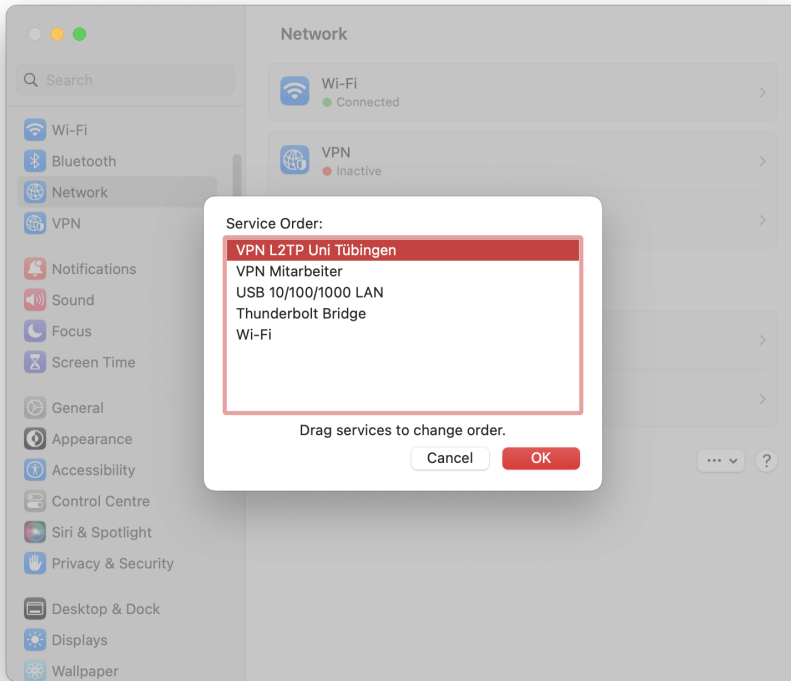
There are a few addendums however that need to be addressed before the vpn connection works as intended.

Set network priority

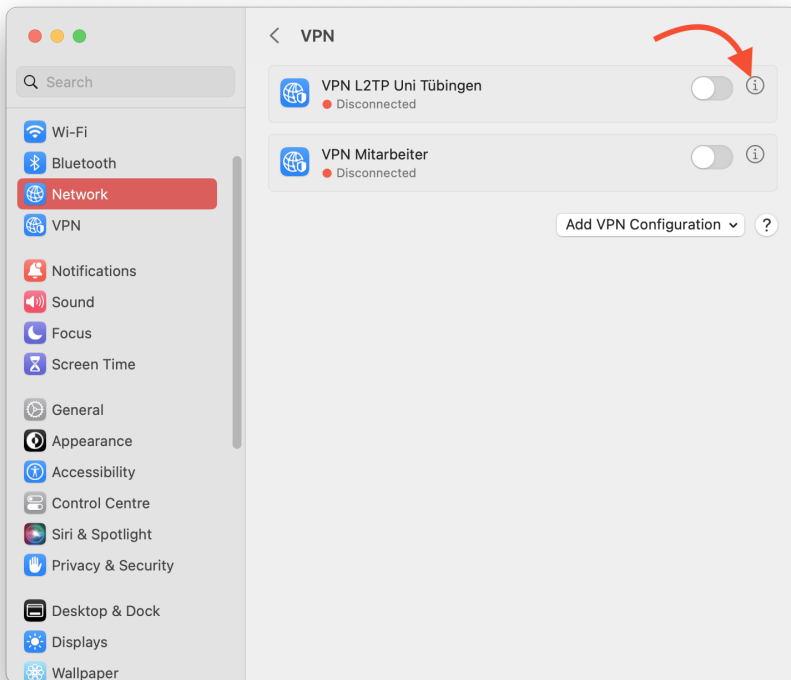
Network priority should be changed, as normal configuration adds it at the bottom of the list of network connections. As we want the vpn to be used as primary network whenever it is connected, the priority settings need to be changed.



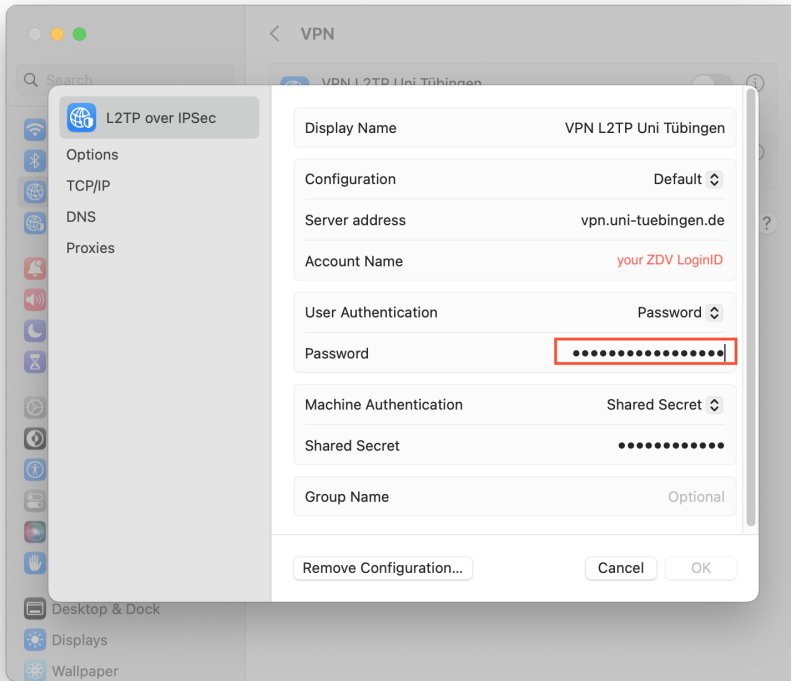
Go to System Settings › Network and click on the menu with the 3 dots, choose "Set Service Order...".



Change the service order by dragging "VPN L2TP Uni Tübingen" on top of the list with your mouse. Confirm by clicking on "OK".



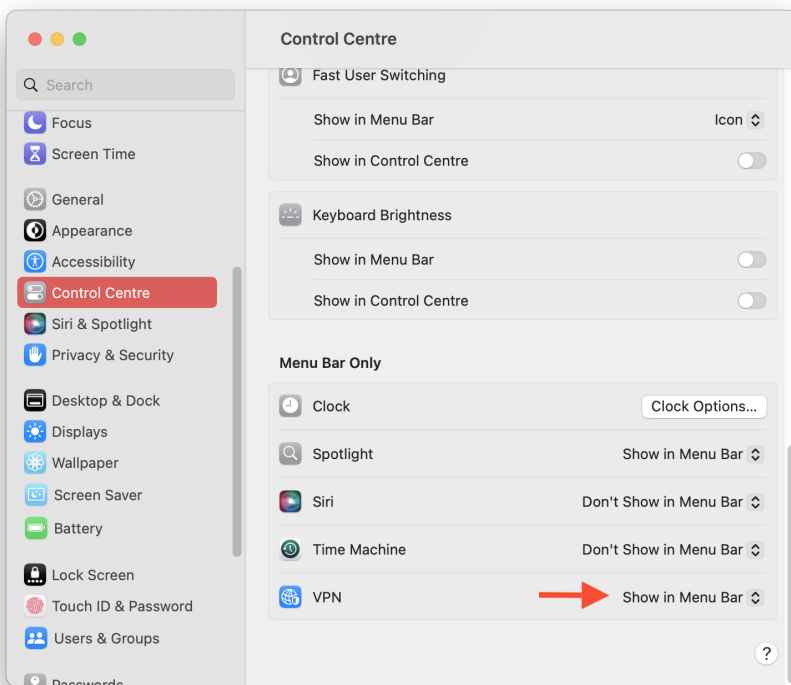
Next, select VPN, in the following screen, click on the i in the circle next to "VPN L2TP Uni Tübingen".



You can see all the settings of the vpn connection. In the password-field, you can type your password (if you leave it blank, the password will be asked every time you want to connect to the vpn). Please do not change any other settings here, as this will probably make your connection to fail. If you do, the only way to recover is to remove the profile and start again at the beginning.

Confirm by clicking on "OK".

Now, you can use the vpn-connection by going to System Settings › VPN and switch on "VPN L2TP Uni Tübingen".



If you prefer controlling the vpn-connection in the menu bar, you can put a vpn menu in the left upper corner of your menu bar by going to System Settings › Control Centre (sic), then set the VPN to "Show in Menu Bar".

Troubleshooting

When something goes wrong, you'll get an error message. Please check your settings, especially check if your password is correct.

But even without error message, there might be more trouble ahead. Some people complain about not being able to use some services that should work with a vpn-connection. If this happens, please visit <https://www.whatismyip.com/> to check your IP-address. If your IPv4 is in the range 134.2.x.x, the VPN connection is fine. If you get an IPv4 in another range or get an IPv6 as primary address, then there is something wrong with your connection. Either your network traffic is not routed through the vpn (please check if your network priority is set correctly), or there is something wrong in your local network. Check your router if vpn-passthrough is enabled (if available) or contact your provider (if you only get an IPv6 and no IPv4) and tell the support that you need an L2TP-connection for your work (L2TP only works with IPv4).

For further support, please contact the ZDV [Hotline](#) or the ZDV [Genius-Bar](#).

Removing the VPN connection / configuration profile

The VPN cannot be removed from System Settings › Network. You need to remove it in System Settings › Privacy % Security › Profiles: Activate the vpn profile, then remove it by clicking on the "-"-button. After entering the credentials for a local system administrator account, the profile is removed.