

ZF Net Remote 3.00 Operating Instructions - Internal Users



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Lenkungsinformationen / Control Information

		ZF Net Remote 3.00
Titel:	Titel:	Operating instructions
		Internal User

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Table of contents

1.	Introduction	4
1.1.	Needs for using ZFNR3.00 with success	4
2.	Establish a VPN connection	5
2.1.	Disconnect the VPN connection	7
3.	Troubleshooting and Assistance	8
3.1.	Problem: Connection is not well working	8
3.2.	Problem: WLAN connection is not working	8
3.3.	Maximum sessions reached	9
3.4.	VPN Connections via Firewall Systems	9
3.5.	Determine VPN type (speed relevant). How to do this?	10
4.	IT HelpDesk / IT Global Service Desk	11



Important information:

- Before using the software for the first time
 - ZF managed WINDOWS / LINUX Computer (Notebook)
 - Internet access without restrictions
 - Installed ZFNR 3.00 Software
 - Valid ZFNR 3.0 access rights
 DivA: request access rights via "Global Security Form"
 DivB-Z: request access rights via "AnGeBeR" process"
 - **o** Authorization groups for internal users
- Please close all programs that are processing data from the ZF or another network if you establish or terminate a connection with ZF Net Remote. Warning: Data may otherwise be lost.
- If a VPN connection is established, no devices in your local network are usable.

1. Introduction

ZF Net Remote 3.00 is used to connect your mobile computer to the ZF company network (ZF Net).

In addition, a video tutorial is available at: https://web-ras.zf.com/zfnr3/manuals/videos/ZFNR3.00_Operational_Instructions_Video.wmv

1.1. Needs for using ZFNR3.00 with success

- ZF managed WINDOWS / LINUX Computer (Notebook)
- Internet access without restrictions
- Installed ZFNR 3.00 Software
- Valid ZFNR 3.0 Service account
- Authorization groups for internal users (pool or fixed)

VPN connection to ZF network the necessary VPN software Pulse Secure is located at Start-> All Programs -> ZFNR



Introduction



2. Establish a VPN connection

The connection establishment in the ZF network is started via a VPN software (Pulse Secure) on your computer after input of UserID and current windows password.

To establish a VPN connection to one of the four gateways please click to the correspondent link buttons.

Note:

Please close ALL programs (Outlook, Skype, SAP, etc.) before connecting. After the connection is successfully established, start the software you need. Reason: Server supported software can establish the needed connection better.

An Internet network connection is a requirement for this. You can then establish a connection to the ZF network. Click on the "Connect" button belonging to the connection of your ZF region (ZF-EMEA+, ZF-AMERICA+, ZF-APA+, ZF-CHINA+).

Secure 准) ZFNR 3.00 - ×
File Help	
Connections	
>ZF- EMEA+ Disconnected	Connect
>ZF-AMERICA+ Disconnected	Connect
>ZF-APA+ Disconnected	Connect
>ZF-CHINA+ Disconnected	Connect
)
© 2010-2018 by Pulse Secure, LLC All rights reserved	Close

Browser with Login page. Use the data from your **current windows login** on the computer.

If the window is smaller you can enlarge it with pressed left mouse button.



Establish a VPN connection

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Before establishing the connection, it is checked whether the "Pulse Secure Host Checker" is installed. If not, it will be installed automatically without user intervention.

24-Kenn elle - Resse Valat - Inferent Lapla o er Astrinalia und Fahrunarksanturia
Loading Components Please wait. Ihis may take several minutes. • Host Checker
If an error prevents a component from loading properly, you can dick here to continue. Not all functionality may be available.
Components loaded successfully

After about 25 seconds waitir	ng time	Antriebs- und Fahrwerktech Welcome Client App Puls Note I becau Copyright © 2001-2017 Puls	nik Connection Section	Logged-in as: Ozf Secure will terminate your browser sess siley specified by your administrator.	Home Prefere Øzf.com. Start	nces 🔮	Sign Out
The window disappears after a few seconds	Antriebs- und Fahrw Welcome to ZF-Remo For security	erktechnik	s no longer acc	zessible from this web browse	r.		

Successful connection setup (*right picture*): Once you have successfully connected to the network, you have access to all the services and servers in the ZF network enabled for you. Once you have finished the work requiring ZF network access, you can disconnect from the ZF network.

... if not successful:

The effect can occur, e.g. at first use after new installation or reinstallation. Restart your computer. Then reconnect as

described in this chapter.



Establish a VPN connection



2.1. Disconnect the VPN connection

If you do not require the connection, it can be closed once again via the "Disconnect" button.



Establish a VPN connection

3. Troubleshooting and Assistance

3.1. Problem: Connection is not well working

A local proxy in your network can cause applications fail to can started or not working during an existing connection (e.g., ZF_EMEA ...).

A possible workaround is:

Establish the connection. After the connection is established -> disable the using of local proxy.

If the connection is no longer needed -> disconnect and enable the using of local proxy. For more or additional information please ask your IT.

3.2. Problem: WLAN connection is not working

The WLAN appears in the list of available Wi-Fi networks, but a connection attempt is aborted with an error message.

Cause:

If the laptop is connected to a LAN with a network cable, technical reasons prevent a simultaneous connection to WLAN.

Solution:

Disconnect the network cable from the laptop to enable the WLAN connection. You may have to switch the WLAN switch off and then on again. In other cases, it may be necessary to double-click on the WLAN connection.

3.3. Maximum sessions reached

The user gets a message that the maximum number of open user sessions set by the administrator has been reached during the login process. See screenshot DE at workaround / quick fix below.

Cause:

The last connection was

- recently disconnected or broken and the VPN session wasn't completed.
- the user try to establish a 2nd connection from another computer.

The server recognizes that there is still a session because a second session is not allowed and therefore offers to close the "last session".

Workaround / Quick fix:

- 1. Place the mark in the rectangle in the line with the IP address.
- 2. Click the button "Close Selected Session and Log in".

You have reached the administrator	maximum number of	open user sessions	allowed by your
To complete the login process, se	elect one or more of the followi	ing sessions to close	
Login IP Address	Login Time	Idle Time 0:01:04	Browser Windows 10 MSIE
	Close Selected Sessions	and Log in Cancel]

3.4. VPN Connections via Firewall Systems

In order to be able to connect to the ZF network, some ports and/or IP addresses must be enabled. For more information's ask the help desk. For contacting help desk please refer to chapter 4.



3.5. Determine VPN type (speed relevant). How to do this?

The VPN type shows which connection type is currently used. An existing connection is therefore a prerequisite.

The VPN-type takes affects the connection speed.

Line of action:

- Establish a connection to one of the ZF gateways.
- Wait a minute. The precise automatic negotiation of the VPN type takes time.
- Click the current connection. The connection will be marked (highlighted blue).

File Help	
	+ / ×
>ZFNR3- EMEA+ Connected	Disconnect
Server URL: ras3.emea.zf.com/zf	
Status: Connected	
compliance: Meets security policies	
>ZFNR3-AMERICA+ Disconnected	Connect
>ZFNR3-APA+ Disconnected	Connect
>ZFNR3-CHINA+ Disconnected	Connect

• Click on "File" → "Connections" → "Advanced Connection Details...".

Connections	>	Disconnect
Logs	>	Suspend
Close		Advanced Connection Details
npliance: Meets security	policies	Edit
>ZFNR3-AMERICA+ Disconnected		Delete
>ZFNR3-APA+ Disconnected		Forget Saved Settings
>ZFNR3-CHINA+		Add

The connection details are now displayed in a new window.

Your current VPN type can be found in the line "VPN type:". There are two possibilities. Either "ESP" or "SSL/VPN".

- The "ESP" type is more powerful.
- The "SSL/VPN" type is usually slower, but more robust.

S Pulse Secure ZFNR 3.00	S Pulse Secure	ZFNR 3.00
Advanced details: >ZFNR3- EMEA+	Advanced details: >ZFNR	3- EMEA+
Season drams-remaining: 23h 59m 43r Season dramstore: 17 Turnel type: 172 VPN Hype 650 Assigned PV4: 172 Types: 0 Bytes art: 0 Dytes out: Precentigued Connection surce: Precentigued Owner: 27-EME-AcL1 Last molified: 2019-07-017-37-14 UTC Server ID 153/e94-369-46-863-3433-11-657 Devended het: 27-EME-AcU17_2-EME-AcU17 Devende het: 22-65-52-05-44-11 UTC	Session time remaining: Session duration: Tunnet type VPN type Assigned IPV4 Bytes in: Bytes out Connection source: Connection source: Connection set Name: Owner: Last modified: Server ID:	23h 50m 28s 1m 22s VPN 172 28 22 133 66 3817 175 124 Preconfigured 27FR_3_0, 0, VPH Plus 27-EMEA-CL1 2019-07-0 0737-01 UTC 2019-07-0 0737-01 UTC
Refresh Close	Download host 2 Download time: Automatically refresh	2F-EMEA-CL1:2F-EMEA-GW1 2020-05-22 05:44:17 UTC Refresh Close

Troubleshooting and Assistance

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4. IT HelpDesk / IT Global Service Desk

Div B-Z

ZF EMEA IT HelpDesk	ZF APA IT HelpDesk
(Europe, Middle East, Africa)	(Asia, Pacific area, Australia)
MoFr. 05:00 am – 22:00 pm (UTC+1) ¹	MoFr. 08:30 - 18:00 (UTC+8)
Tel.: +49 (7541) 77-3600	Tel.: +86 (21) 3761-3600
ZF AMERICA - North IT HelpDesk MoFr. 07:00 - 17:00 EST (USA) (UTC-7) Tel.: +1 (734) 582-8330 MoFr. 08:00 - 17:30 CST (Mexico) (UTC-6) Tel.: + 52 33 32080000 ext 1911 (Mexico)	ZF AMERICA - South IT HelpDesk MoTh. 07:30 am - 05:15 pm (UTC-3) Fr. 07:30 am - 03:30 pm Tel.: +55 15 4009 3600

Div A (A, R and U)

Is available in multiple languages during the below times:

- Div A (A, R and U) Chat is available 24 x 7 in english.
- Div a (A, R and U) from monday to friday via the below phone numbers.

Canada	Mexico
Phone: +1 514 841 2148	Phone: +52 55 5091 2012
Germany	ик
Phone: +49 69 2993 419	Phone: +44 207 660 0251
Italy	USA
Phone: +39 0238 591 071	Phone: +1 703 865 3885

IT HelpDesk / IT Global Service Desk

¹ EMEA (UTC+1) - summer time, (UTC+2) - winter time

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