ZF Net Remote 3.00
Operating Instructions - Internal Users

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Net Remote 3.xx
Operating Instructions Internal User

Lenkungsinformationen / Control Information

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

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2019-10-08	3.00.01	First version	
2019-10-11	3.00.02	Chapter 2 extended	
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2019-12-05	3.00.04	Minor bug fixes	
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2020-03-25	3.00.06	Add Maximum sessions reached	
2020-06-22	3.00.07	Determine VPN type	
2021-03-19	3.00.08	Change to EN only	
2021-11-19	3.00.09	Helpdesk page corrected	

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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"
  - **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
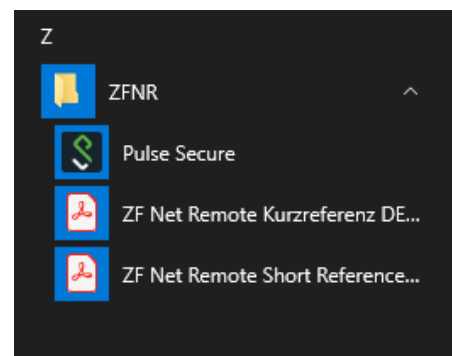
Introduction

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+).
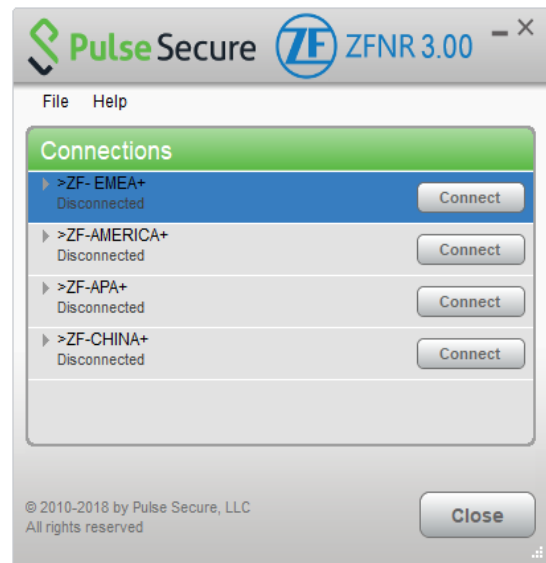

Browser with Login page.
Use the data from your **current windows login** on the computer.

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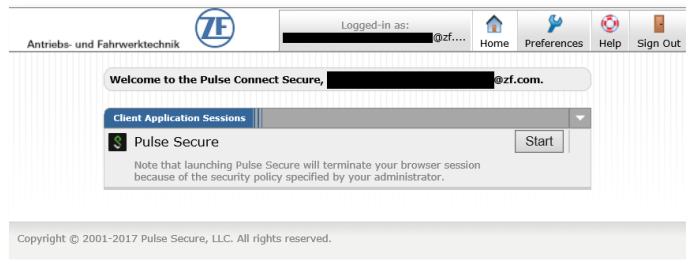

Use your current Windows login data

Establish a VPN connection
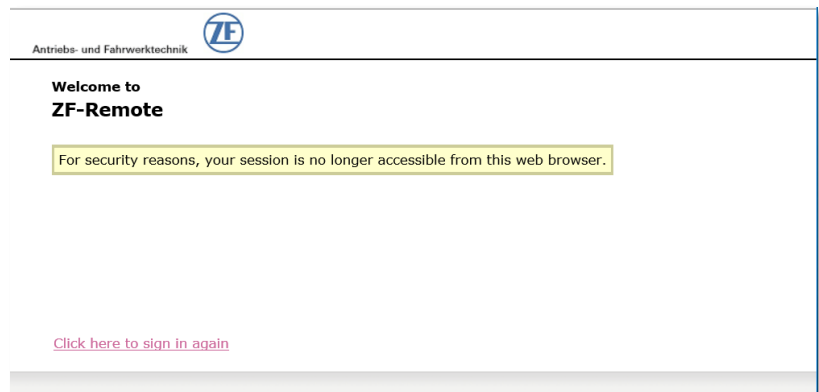
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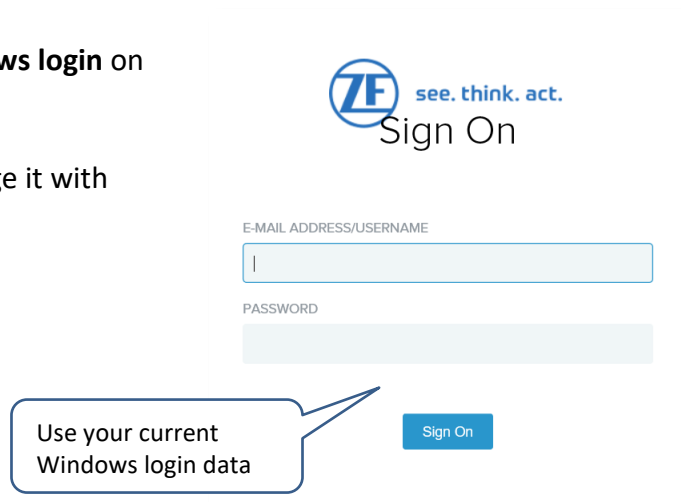
Before establishing the connection, it is checked whether the "Pulse Secure Host Checker" is installed. If not, it will be installed automatically without user intervention.
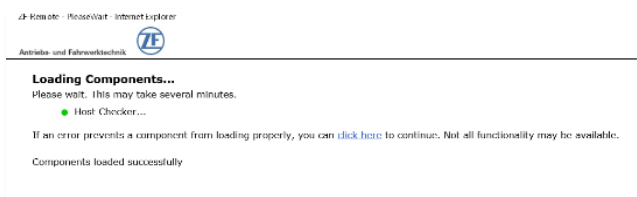
After about 25 seconds waiting time


The window disappears after a few seconds

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.
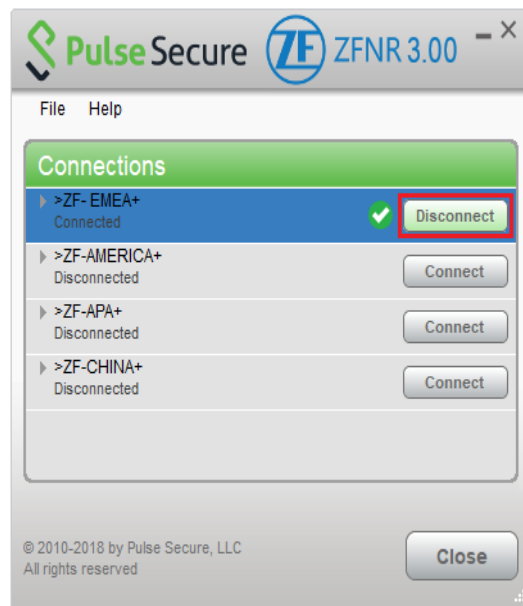Restart your computer. Then reconnect as described in this chapter.

Establish a VPN connection

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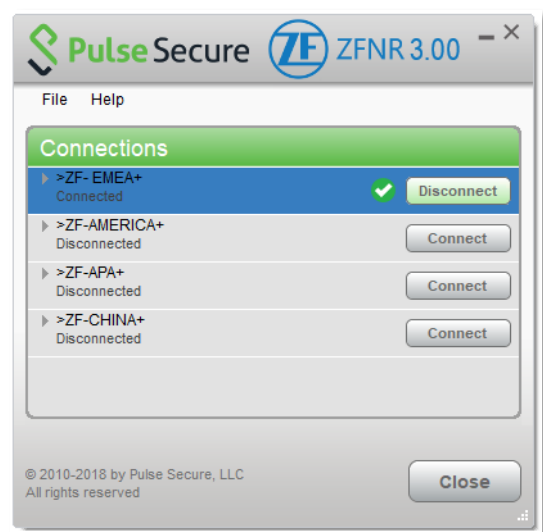
2.1. Disconnect the VPN connection

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

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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".

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.
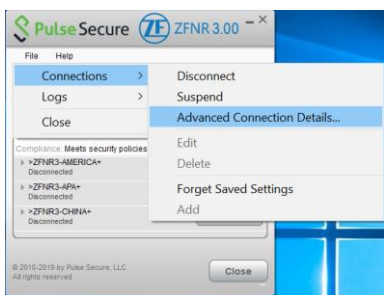The VPN-type takes affects the connection speed.

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.
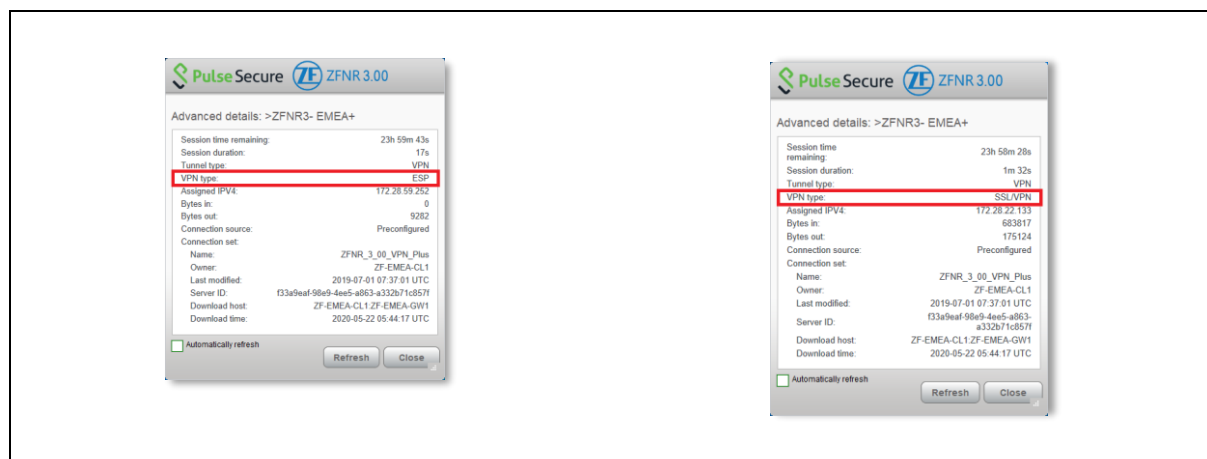- Click the current connection. The connection will be marked (highlighted blue).
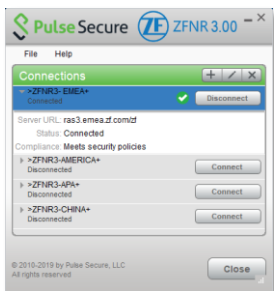
- Click on „File" → „Connections" → „Advanced Connection Details…".

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.

Troubleshooting and Assistance

4. IT HelpDesk / IT Global Service Desk

Div B-Z

ZF EMEA IT HelpDesk (**E**urope, **M**iddle **E**ast, **A**frica) Mo.-Fr. 05:00 am – 22:00 pm (UTC+1)[1] Tel.: +49 (7541) 77-3600	**ZF APA IT HelpDesk** (**A**sia, **P**acific area, **A**ustralia) Mo.-Fr. 08:30 - 18:00 (UTC+8) Tel.: +86 (21) 3761-3600
ZF AMERICA - North IT HelpDesk Mo.-Fr. 07:00 - 17:00 EST (USA) (UTC-7) Tel.: +1 (734) 582-8330 Mo.-Fr. 08:00 - 17:30 CST (Mexico) (UTC-6) Tel.: + 52 33 32080000 ext 1911 (Mexico)	**ZF AMERICA - South IT HelpDesk** Mo.-Th. 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:
- o   Div A (A, R and U) Chat is available 24 x 7 in english.
- o   Div a (A, R and U) from monday to friday via the below phone numbers.

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

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