



ZF Net Remote 4.0

Operating Instruction – Internal Users



Doc.version 4.0.00

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Control Information

Title:	ZF Net Remote 4.0.x Operating instructions for Internal user
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Important information:

- Before using the software for the first time
 - ZF managed WINDOWS / LINUX / MacOS computer (Notebook)
 - Internet access without restrictions
 - Installed ZFNR 4.0 software
 - Valid ZFNR access rights
 - Request access rights via “ZIM” portal.
 - Authorization groups for internal users
- Please close all programs that are processing data from the ZF or another network if you set up or end 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 4.0.xx is used to connect your mobile computer to the ZF company network (ZF Net).

1.1 Needs for using ZF Net Remote 4.0.xx with success

ZF managed WINDOWS / LINUX /MacOS Computer (Notebook)

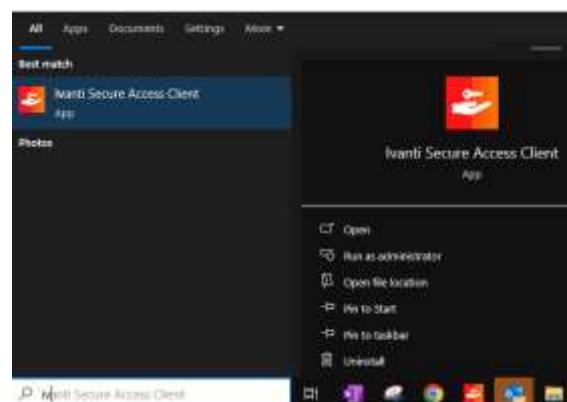
Internet access without restrictions

Installed Ivanti Secure Access Client (ISAC) software

Valid ZF account

Authorization groups for internal users (pool or fixed)

VPN connection to ZF network the necessary VPN software Ivanti Secure Access client is located at Start menu.

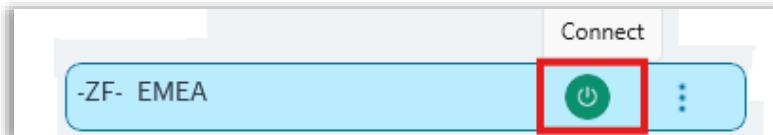




2. Establish a VPN connection

The connection establishment in the ZF network is started via a VPN software (Ivanti ISA client).

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



Note:

In case of any issue please close ALL programs (Outlook, MS Teams, 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, ZF-INDIA).

Authentication is based of MS EntralID and don't need to type login and password. All data are uploading form Windows account.

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

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.

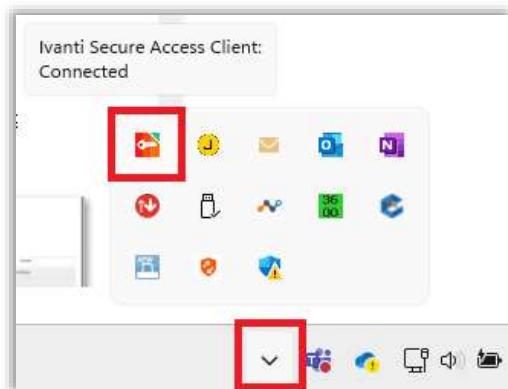
Restart your computer. Then reconnect as described in this chapter.





2.1 Connection status

The Ivanti Secure Access Client tray icon shows the current state of your network connection.



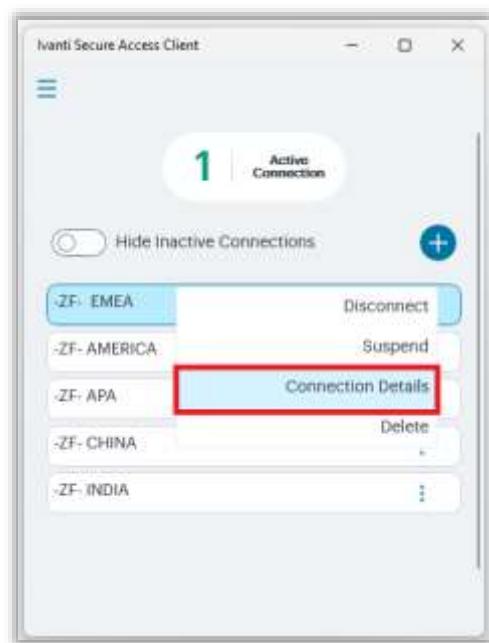
When any active connection has an issue, the system tray icon changes its state. The following icons show connection status.

Tray Icon	Description
	No connection.
	Connecting. A connection stays in this state until it fails or succeeds.
	Suspended.
	Connected with issues.
	Connection failed.
	Connected.
	Connected to the local network but no Internet access available.

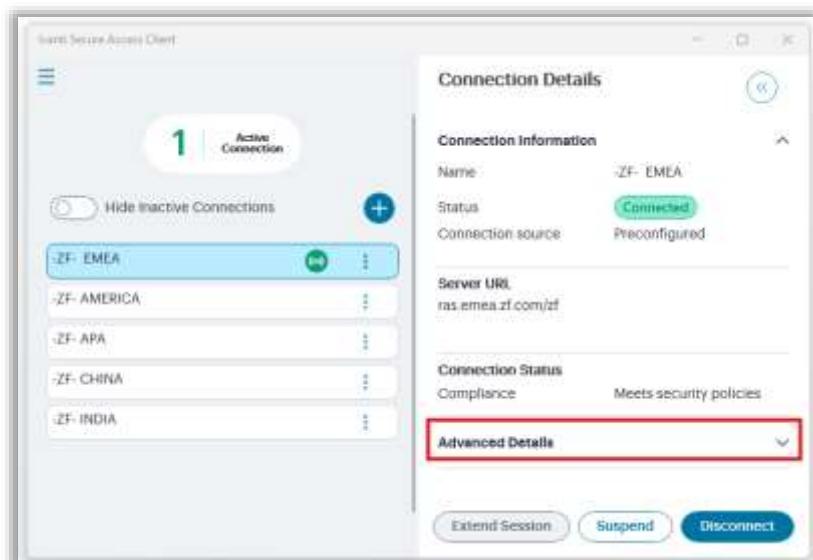


2.2 VPN Connection information

To check more information about selected connection you can click Advanced Connection Details from the local “File” menu.



Ivanti Screenshot
To check more parameters please extend presented information and use Advanced Details option.



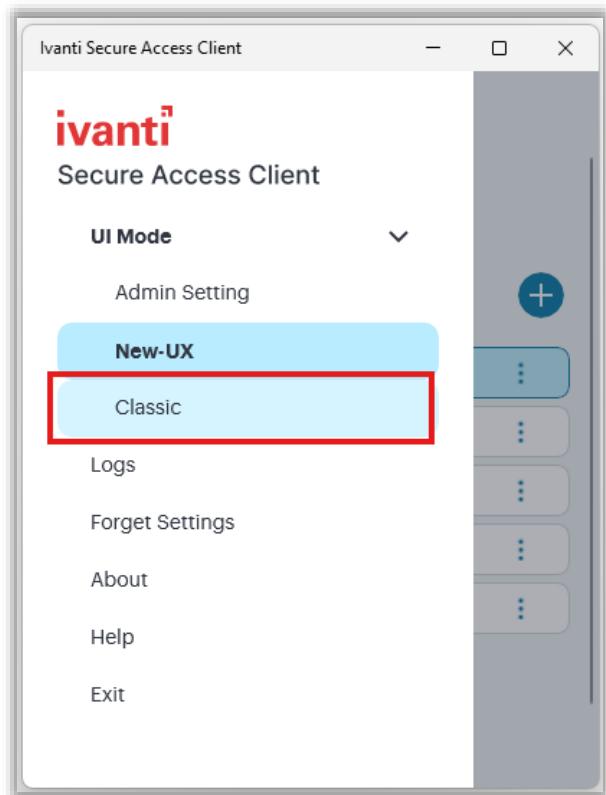
In case of service issue requested to the ZF please send / attach this data / screenshot to analyzing.



2.3 Switching UI models

The Ivanti Secure Access Client allows to navigate from the New-UX to Classic UI mode and vice versa.

On New-UX mode, click **File > Classic** to switch between the modes.



After switching and confirming entire process you can use the classic UI mode:



Technically, it doesn't matter which UI mode is used. The user can switch modes at any time, but some details are different from the classic mode.

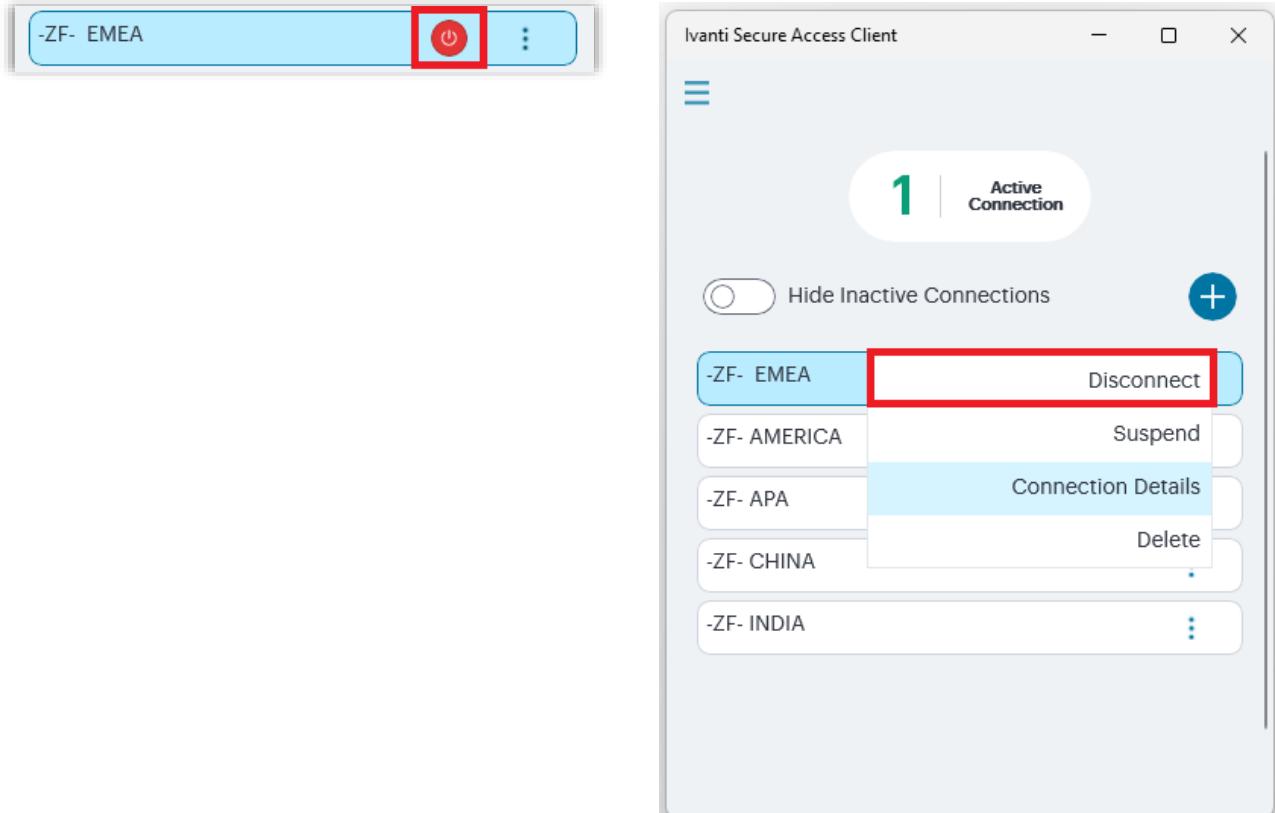
Please use ISA Client Help from top menu to find more details concerning a new interface.





2.4 Disconnect the VPN connection

To disconnect the VPN connection, simply press the red power button or select the 'Disconnect' option from the context menu.



Another way is use “Disconnect” button on the try menu bar:





3. Troubleshooting and assistance

3.1 Problem: Connection is not well working

A local proxy in your network can cause applications fail 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 department.

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 session 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 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 3rd connection from another computer.

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

Workaround / Quick fix:

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



3.4 VPN connections via firewall systems

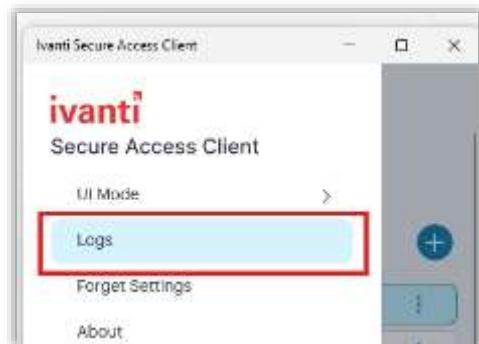
To be able to connect to the ZF network, some ports and/or IP addresses must be enabled.

For more information's ask the Help Desk.



3.5 Save log file

In case of service issue requested to the ZF please send / attach log file to analyzing.



Go to the Ivanti app.

- First, he should enable details:

Ivanti-> Menu -> Logs -> Set Annotate Logs

The text should be "username or Z-number".

-Go to log level settings:

Ivanti-> Menu -> Logs -> Set Log Level "Detailed"

- Save the Log in preferred destination



After save log file send to ZF Help Desk and attach directly to the service case.



3.6 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:

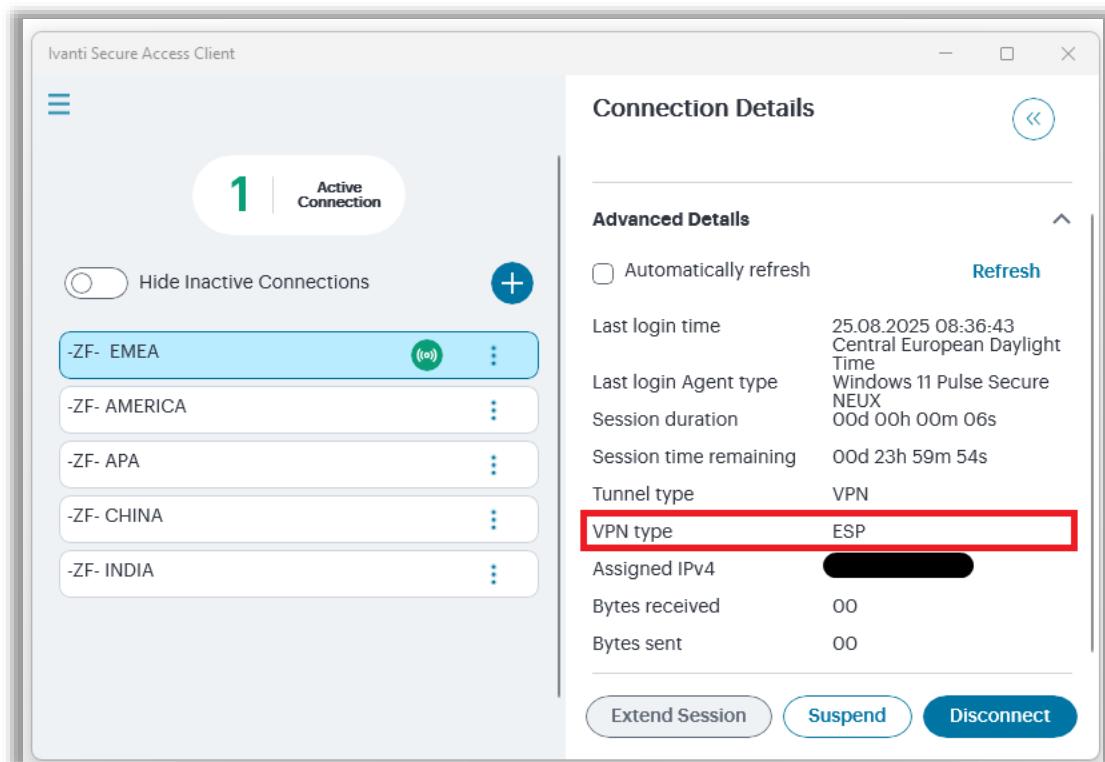
- Establish a connection to one of the ZF gateways.
- Wait a minute. The precise automatic negotiation of the VPN type takes time.
- Click the current connection. The connection will be marked (highlighted blue).

Open „Advanced Connection Details...“ (How to find: chapter 2.2).

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.





4. IT HelpDesk / IT Global Service Desk

To contact ZF IT Global Service Desk call 3600 (or site number + extension 3600*)

The IT Global Service Desk is available in multiple languages via phone. Always contact us by phone for URGENT issues relating to outages!

If you do not know your site number and cannot call via 3600 then please use:

+49 7541 77 3600.

English	24 hours a day, 7 days a week
German, Polish, Romanian	Mon - Fri, 7am to 7pm CET
Spanish	Mon - Fri, 7am CET to 7pm CDT
<u>GSD Chat</u> via IT HelpBot (English only)	24 hours a day, 7 days a week