


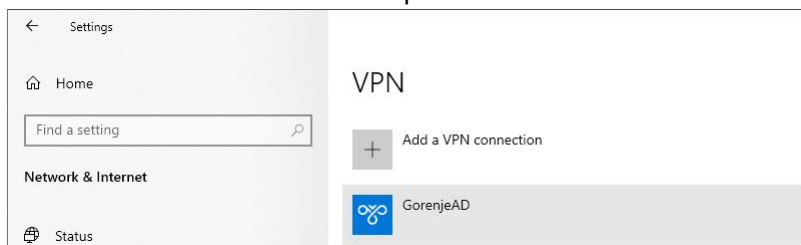
Hisense Gorenje Europe, d.o.o.
IT department

GorenjeAD – VPN

GorenjeAD VPN enables remote access to internal network of Gorenje for ad.gorenje.si users using domain member computers.

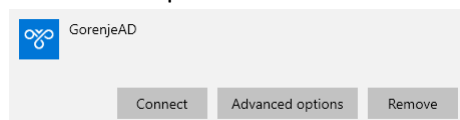
1 First connection

1. Make sure you are connected to **external network** (e.g. Wi-Fi hotspot on your phone or your home network) and you need to have active **Internet access**
2. Open VPN settings – you can do this by clicking on the VPN icon  on your desktop
3. The list of VPN connections will open:



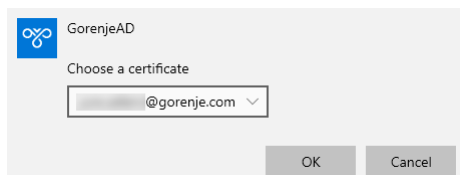
Click on **GorenjeAD**

4. Connection options will be as follows:



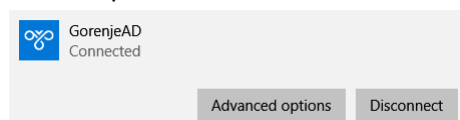
Click **Connect**

5. You will be asked to select the certificate:




Select the certificate with your AD username and click **OK**

6. The computer will establish the connection:



2 Normal connection

1. Make sure you are connected to **external network** (e.g. Wi-Fi hotspot on your phone or your home network) and you need to have active **Internet access**.
2. Click on a network icon in the taskbar 
3. The list of connections will open. Click on **GorenjeAD**

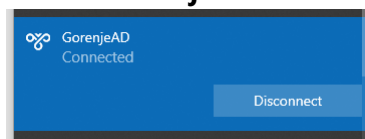


4. Click **Connect**. The computer will establish the connection:



3 Disconnecting from GorenjeAD

1. Click on **GorenjeAD** and click **Disconnect**

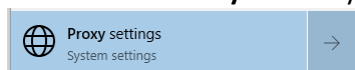


4 Web proxy

When connected to GorenjeAD, you might get a notification that you do not have Internet connection; as a result, your email and some other online services might not work.

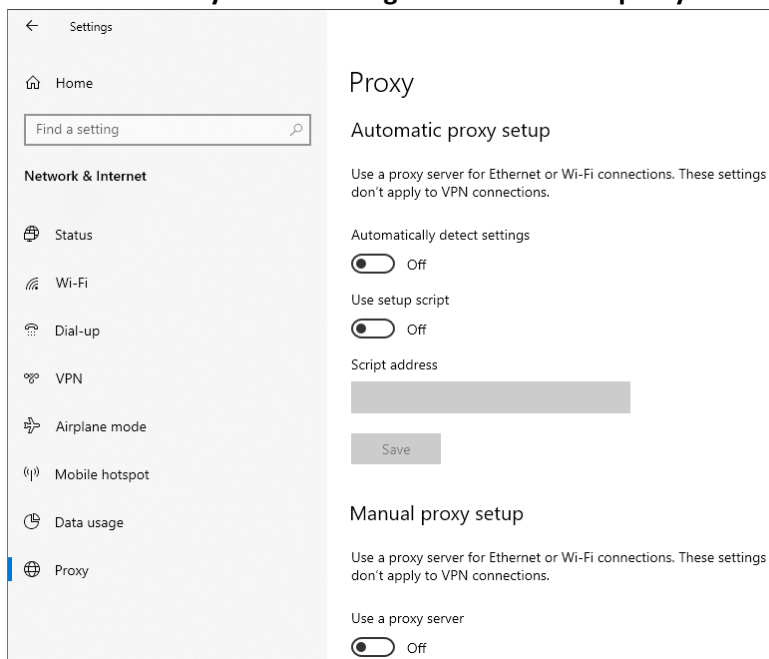
If this happens, go to Proxy settings and disable proxy:

1. Press **Windows key**  and type **Proxy**




Open **Proxy settings**

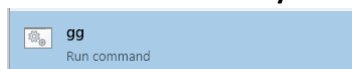
2. Set **Automatically detect settings** to **Off** and **Use a proxy server** to **Off**.



5 Updating the policy

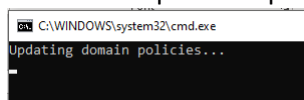
When you need to update the VPN policy, do the following:

1. Make sure you are connected to internal network (directly or via the VPN)
2. Press the **Windows key**  and type **GG**

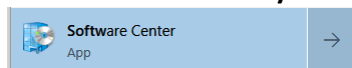


Click on the result

3. The domain policies update will start:

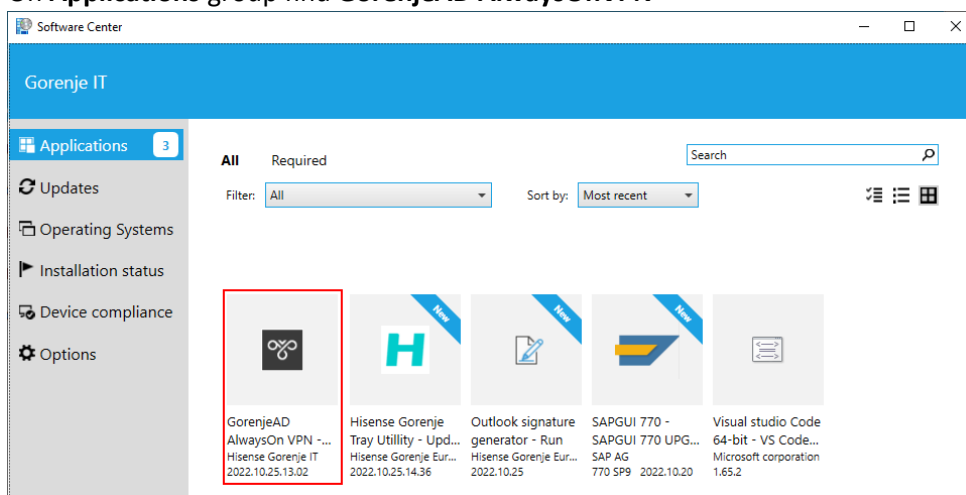


4. Press the **Windows key**  and type **Software Center**



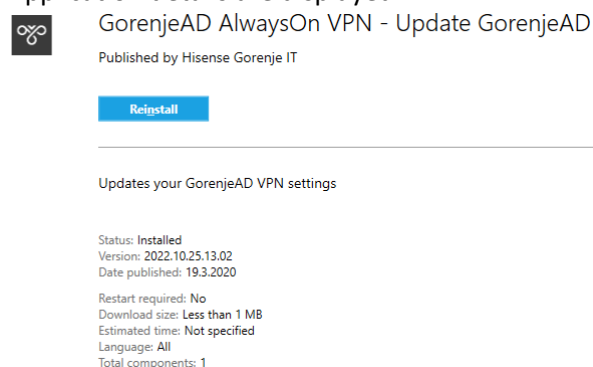
Open the **Software Center**

5. On **Applications** group find **GorenjeAD AlwaysOnVPN**



Click on **AlwaysOnVPN – Update GorenjeAD**

6. Application details are displayed:

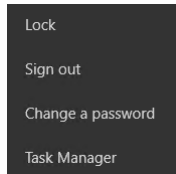


Click on **Install** or **Reinstall** button.

7. After the policy is updated, you will be disconnected, and you will have to repeat the **First connection**

6 Resetting the password

When you want to change your **ad.gorenje.si** password, make sure you are connected to GorenjeAD VPN and change the password by pressing **Ctrl+Alt+Del**:



Select **Change a password**




Enter the **old password**, the **new password** and **confirm password**, then press **Enter**.

When changing the password please pay attention to the password policy:

- The password must be changed at least every 90 days
- Minimum password length is 8 characters
- The password must consist of 3 out of 4 categories of characters (uppercase letters, lowercase letters, digits, special symbols)
- The password must not contain your name, surname, company name or job description
- The password must not be identical to previously used passwords

If the helpdesk has reset your password while you were offline, please do the following:

1. Sign-in to your computer with your old password
2. Establish GorenjeAD VPN connection
3. Press the **Windows key**  **+L** to lock the computer
4. Press **Ctrl+Alt+Del** to unlock the computer
5. Sign-in with your new password

7 Frequently asked questions

7.1 When connecting I get "There are no more files" error

If you have this problem, please do the following:

1. Open VPN settings (the cog icon on your desktop)
2. Click on GorenjeAD
3. Click on Advanced Options
4. Click on Clear Sign in Info
5. Close VPN settings

After this the VPN should work as normal. Please repeat the **First connection** procedure.

7.2 I deleted my VPN policy

Please update the policy as described in **Updating the policy** – start at step 4. If this does not help, please contact the **IT Helpdesk**.

7.3 VPN Sign-in requires username and password

You have probably selected a wrong certificate. The right certificate is named in a form of name.surname@gorenje.com – please see **First connection**.

7.4 What is the current version of GorenjeAD VPN?

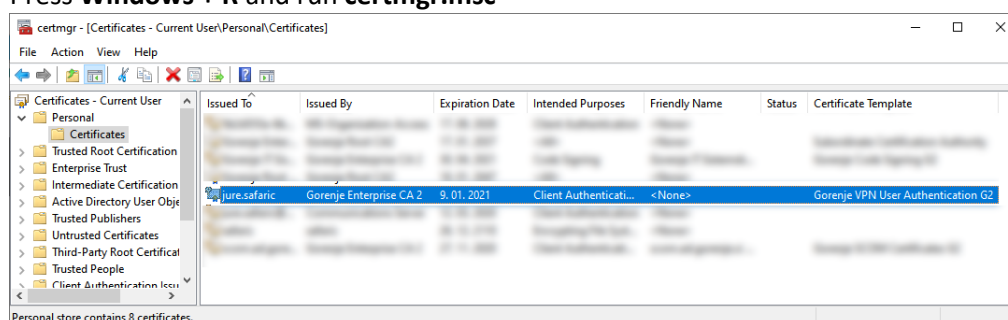
The current version at the time of writing this email is 2021.02.02.09.08. If you have an older version or if you think an update might be needed, we recommend you to update the VPN policy – see **Updating the policy**.

7.5 Can I use GorenjeAD VPN on my home computer?

Unfortunately, no. GorenjeAD VPN only works on ad.gorenje.si domain member computers.

7.6 When I try to connect, there is no certificate in the list

1. Press **Windows + R** and run **certmgr.msc**



2. Open **Certificates / Current user / Personal / Certificates**. You should find a certificate with your username. The publisher of the certificate should be **Gorenje**

Enterprise CA 2 and the certificate template should be **Gorenje VPN User Authentication G2**

3. If you don't have the certificate and you are in the internal network of Gorenje, run the command **GG**. The new certificate will appear in your certificate store (press **F5** to refresh the view)

If you don't have the certificate and you are not in internal network of Gorenje, please contact the **IT Helpdesk**.

7.7 Can I manually configure the VPN?

No. The VPN configuration should be automatically pushed to your computer when it is connected to the internal network. The only thing you need to do is to make sure you have the right certificate.

If you do not have the VPN configuration on your computer, follow the instructions for **Updating the policy**. In case this does not help, please contact the **IT Helpdesk**.

7.8 What is the IT Helpdesk Contact?

helpdesk@gorenje.com

<https://helpdesk.gorenje.com>

Phone: +386 3 899 2222 or internal call 2222