

# GSD. Windows - Password Synchronization Issues on VPN connection

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**Category:** {'link':

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General Information:

Possible symptoms/errors:

User is getting a prompt to provide the Windows password while using the VPN.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

If user's network password is not synchronized or expired they will get a prompt for their LAN password, preventing them from accessing network resources that require connection to the Fresenius network (e.g. the Sharepoint).

To resolve the issue, advise user to press Ctrl+Alt+Del on their keyboard, then to select Change Password and provide the new password details.

To see how to check user's password status please go to KB0039682 GSD. How to use 'User\_checker' script in PowherShell

If the issue still occurs, follow the further guidelines available in KB0039776: GSD. VPN - VPN and home office.

If the issue still cannot be resolved, please gather details about the fault and assign the ticket to one of the resolving teams.

Local IT (KB0039767 GSD. Work Instruction - Local IT Assignment Group) - In case of Local issues on user's PCInt\_WW\_Network-Operations\_SLS\_FDT - VPN infrastructure issues

Assignment Group:

Int\_WW\_Network-Operations\_SLS\_FDT

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A