

GSD. Mobile Phone – How to handle issues with Microsoft Tunnel VPN for Mobile Phone

Article ID: KB0039889

Created: 2024-12-19 14:03:44

Updated: 2024-12-19 14:03:44

Author: {'link':

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General Information:

Possible symptoms/errors:

User is facing issue connecting to Microsoft Tunnel VPN used for Mobile

Intra link for Microsoft Tunnel VPN are not working

Alternative names of the system:

Microsoft Tunnel VPN

IMPORTANT NOTICE: N/A

Solution:

Microsoft Tunnel is a VPN gateway solution for Microsoft Intune that runs in a container on Linux and allows access to on-premises resources from iOS/iPad OS devices using modern authentication and Conditional Access.

The initial steps for troubleshooting that we can guide the user to follow are given below:

Steps for Force Restart for iPad device:

Advise the user to force restart the iPad. If the iPad of the user does not have the Home button, refer to the following process:

Press and quickly release the volume button nearest to the top button
Press and quickly release the volume button farthest from the top button
Press and hold the top button
When the Apple logo appears, release the top button

Steps for Force Restart for iPhone device:

Advise the user to force restart the iPhone. If the iPhone of the user does not respond, refer to the following process:

Press and quickly release the volume up button.
Press and quickly release the volume down button.
Press and hold the side button.
When the Apple logo appears, release the side button

After restarting the device, advise the user to launch the Company Portal Application.

If necessary, log in and click on "Devices" at the bottom. Swipe from the top to bottom to update current view
Select "Device you are currently using" and click on "Check status"
Wait for confirmation of the

device settingsClose the Company Portal Application and open the MS Defender ApplicationClick on "Tunnel" and then click to "Fresenius PerAppVPN Tunnel - All" configClick on the "Connect if needed" button to disable the connection and again to enable itAdvise the user to leave it activated and close the application

The VPN Connection will automatically start, while using Safari browser, for example while user opens the Intranet Page.

Please note if VPN is not required for some websites or so it will not connect

Open Safari Browser. Then, open an Intranet Page and check in the upper right corner for a VPN icon.

If the issue related to Microsoft Tunnel VPN persists, create a ticket and pass it to
Ext_WW_Mobile-Workplace_SLS_Capgemini

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

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

Important Links:

N/A