GSD. Network - Reinstallation the VPN client After Receiving a New Certificate

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General Information:

Possible symptoms/errors:

User wants to know if they have to Reinstall the VPN client After Receiving a New Certificate.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Overview:

When a new certificate had been created for user, no matter of which type, they will receive a certain e-mail concerning this, including a manual about how to install the VPN client. This guide will show what should be done when user received it.

Details:

User do not have to follow the installation instructions since their VPN client is not affected in any way.User only has to consider the part of the manual which describes how the new certificate has to be activated or imported.

NOTE: In case user does have to reinstall the VPN client advise them to do so by using the Software Center.

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A