GSD. VPN - VPN and home office

General Information:

Possible symptoms/errors:

User encounters issues while working offsite through the VPN connection.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Due to the current situation, employees are asked to work from home, if possible. As this experience is a new situation for many, which may raise a number of questions and can also cause some technical problems, we would like to support users as much as possible.Therefore we have created this article, in which we provide as many useful information and guidelines as possible.Note: This article is updated from time to time, so please reopen it from time to time.

What does work from home/on the road mean?

The possibility to work offsite or even at home means working from any location with simultaneous access to all company data and applications.To make this possible, a few prerequisites are necessary, such as:

The availability of a sufficiently fast and stable Internet connection, whether at home, in a hotel or at the airportThe availability of a corresponding device. A notebook is the first choice here. But a smartphone can also be used to access company data and applications. Information on using VPN via smartphone can be found under this link.An Office365 license for the use of the corresponding applications such as Outlook, Skype, OneDrive, but also Word, Excel and PowerPoint without VPN connectionThe installation of a VPN client including certificate

The following article is divided into three sections that provide important information on some topics related to VPN:

Section 1:

VPN access: Work like being onsite

To be able to work offsite or at home, as if user was onsite, they need VPN access. The abbreviation "VPN" is translated as "Virtual Private Network", and describes a virtual network with an encrypted

connection, which, thanks to an Internet and VPN connection, "feels" as if user was working in the office.

With the exception of Office 365 applications, user needs a VPN connection to access network drives, services and systems such as SAP, Intranet, Notes databases, etc. The prerequisite for this is, in addition to apply for access with a corresponding certificate, the installation of the VPN client on user's computer. User can do this via the Software Center, which they can find under "START/All Programs" (Windows 7) or "START/Software Center" (Windows 10):

Note: Advise the user to set up their VPN access in the company. This is the only way to ensure that onsite support can help them if necessary, in case of questions or problems during setup. User may also need a connection to the Fresenius network for the setup.

Which applications, services or platforms can be used with the VPN now?

In short: Anything user can use in the office, provided they are authorized to do so. This includes intranet pages, SAP applications, but also access to files within the Fresenius Medical Care network in the respective company directories.

Note: For the connection via RDP ("Remote Desktop Connection") to servers in the network, an activation in our firewall must first be made. User will find a corresponding request form for this under this link.

Working with Office 365

Furthermore: For Office 365 applications such as Outlook, Excel, PowerPoint, Word, Teams, Skype and others, VPN is not required. As these are cloud services, user can access these applications and files at any time, provided they have working Internet access and the files they want to edit are located locally on their computer or in Microsoft OneDrive or OneNote.User can work with Office 365 either by double clicking on the appropriate program icon on their computer or with their Web browser. User needs to go to https://www.office.com , click on "Login" and enter their Fresenius mail address and, if necessary, their Windows password. User will then be shown an overview of the available Office applications and an overview of the documents they have recently edited.

When using Office 365 only, advise the user to disconnect the VPN connection if they have one open and do not necessarily need to access files, services, applications and platforms in the Fresenius network; to reduce the load on the VPN.

Note: If Skype cannot be used without VPN, advise the user to open the following link without VPN connection: https://portal.office.com. When logging in with their email address and password, user may be asked to register for Multifactor Authentication (via app, SMS or phone number). Once this has been successfully completed, all Office 365 applications should be able to run without VPN.

Note: It is possible that user will only see a part of the available articles, because not all of them are available in English.

Which problems can occur when using VPN access?

The use of VPN access requires Internet access. If user can access websites at home via their Internet connection, in a hotel, at the airport or on the road via UMTS, they can also use the VPN client. If there is no Internet connection available or if it is not sufficient (too weak), the VPN connection either does not work at all or breaks down.

What are the most common problems?

Disconnects

If user experiences repeated connection failures, this may have various causes:

Too weak or interrupted mobile/internet connection

If user is connected to their service provider and the Internet via Wi-Fi or mobile phone, they should first check whether the signal strength is sufficient and, if in doubt, look for a place with a better connection. Advise the user to check the status lights and the logfile of their home router for information about a possible termination of their Internet connection. They will find the protocol after logging on to the web interface of their router (via web browser) in the system settings of the device. User has to follow the instructions for their router for logging on and further steps.Advise the user to try to reduce the use of programs and services that require a lot of Internet bandwidth (e.g. streaming services for movies and music, online games, downloads, etc.)If user are using Wi-Fi, they should try to connect their computer to their Internet router by cable if possible, as this type of connection is usually faster and more stable than the wireless connection

The network drives (H:\, K:\, L:\ etc.) are not displayed

By default, the network drives are not displayed over VPN and must be added manually. The reason is of technical nature and is due to the fact that, when using VPN, user first logs on to their PC/notebook locally and thus offline. The script, running in the background to connect the drives, cannot find the network directories due to the missing network connection and therefore fails.If the manual connection does not succeed either, advise the user to follow the instructions below:

If there was no error message when running "map.exe" and the drive letters are not displayed, ask the user to log out of Windows and log in again.If there was no error message when running "map.exe" and the drive letters are not displayed, advise the user to make sure that their Windows password has not expired (runtime: 60 days).If there was an error message when running "map.exe", ask the user to check and note it. If user cannot solve the error via the message, SD should assist them with mapping the drive manually.

No access to Internet, Sharepoint or directories in the network

If access to network directories is not possible, Ask the user to first make sure that they have an existing VPN connection and that their Windows password has not expired. If in doubt, they can change their Windows password by simultaneously pressing the "CTRL", "ALT" and "DEL" keys on their keyboard. Advise the user to make sure that they use at least 8 characters consisting of upper and lower case letters, special characters and numbers and that the new password does not correspond to the last five passwords used.

No connection via mobile phone abroad

If user does not have access to the Internet and thus no VPN connection abroad, advise them to check whether:

Data roaming is activated in the settings of their smartphoneTheir mobile phone contract includes data roaming (data use abroad). In case of any questions concerning this, user can contact the relevant department by e-mail TelecommunicationFNC@fresenius-netcare.com.

VPN error messages

"The VPN driver encountered an error" = The VPN client must be reinstalled or a newer version must be installed. User can do this via the Software Center or, if they do not have access to the Software Center, via an installation file.The prerequisite for installation via the file are local admin rights.

Section 2

Mobile printing

Of course, user may also need to print out something when they are working offsite. They can do this via:

a network printer orvia a local printer at home

In this section we will briefly discuss this topic, because especially printing at home might cause difficulties.

Printing on a company network printer

If user works at a Fresenius site and is connected to the network there, they can print their documents on printers within the same network. This is also the case if they use a VPN connection. Since the VPN connection gives user access to Fresenius network services, they can also print on network printers. However, this is of limited use if neither user nor a colleague can get the documents from the printer.

Printing on a private printer

If user wants to use a private printer, they must prepare the following:

Apply for temporary local administrator rights so that user can install the printer drivers and set up the machine if they are not already doing so.Make sure that they have the necessary connection cables (power, USB) available

Printing on a local printer connected by cable

Once user has installed the printer drivers and connected the printer to their computer by cable, they can print their documents locally. A VPN connection is not necessary for this, because it is a device at user's home, outside the company network.They should find the printer in the list of installed printers in Windows.

Printing to a local printer via Wi-Fi

If user has installed the printer drivers and now wants to print via their wirelessly connected printer, they must first disconnect the VPN connection, otherwise they will not be able to control their printer.The reason is, that: If user establishes a VPN connection to Fresenius, they are now part of the company network and their PC receives a network address from Fresenius. It is then in the Fresenius network and no longer in the user's private one. If user disconnects the VPN connection, the connection to the Fresenius network is also disconnected and their computer obtains a network address from their home network after a few moments. It is then (again) in the same network as the printer, which can finally be reached again.

Section 3

Mobile working and the Windows password

For logging on to their company computer as well as to authenticate against the network services and platforms, user needs a password in conjunction with their user name.When working offsite, special attention must be paid to the password and the associated technical conditions.For this reason, we would like to provide some important information in this section to help user to work offline without as less problems as possible.

Certain prerequisites