

SUPPORT FROM EXTERNAL SERVICE PROVIDERS – USE OF SPLASHTOP BUSINESS

The following section describes how remote maintenance of a system computer is carried out.

Access is implemented via software called "Splashtop". There are basically two different ways to use this software.

For the first method, a VPN client must be installed on your computer and the "Splashtop Business" software must be running on your computer. If it is not possible for you to install a VPN client on your computer or run the "Splashtop Business" software on your computer, access via a web browser is also possible.

Access via Web:

- 1. Visit <u>https://access.krone.group</u> and log in with your username (firstname.lastname@ext.krone.group) and password.
- 2. Click on "Terminalserver", wait until the login screen appears, and log in with your username and password.



3. Click on "Splashtop [GENERAL]"





4. Click on "Splashtop [GENERAL]" and click on "Allow" in the following window



5. Select the Option "Single Sign-On-login"

> splashtop business
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Kennwort
Angemeidet bleiden
Kennwort vergessen? Single Sign-On Anmeldung
Kostenlosen Test starten

6. Enter your username here (firstname.lastname@ext.krone.group) and click on "Log in". A browser window will then open in which you must log in again with your username and password.

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If the following error message appears, please send an e-mail with this error message to (servicedesk@krone.de)



Establishing a connection

- 1. Before remotely accessing a computer, ask an employee with direct access to the computer to run the "SplashtopRemoteAccess-OT.exe" on the desktop. A 9-digit PIN will now be displayed for the KRONE employee, which you need for remote access.
- 2. To initiate remote access, click on the following icon when you are logged in to the Splashtop Business Client.



- 3. In the following window, enter the 9-digit PIN that you received from the employee and click on the arrow next to the input field.
- 4. Remote maintenance access to the computer to be accessed must now be permitted by the employee with direct access to the computer.

Access via client

1. Establish the VPN connection via the GlobalProtect Client





 Visit the following website and download "Splashtop Business" <u>https://www.splashtop.com/downloads</u> It is best to choose the portable version (no installation is necessary for this)



 Start the downloaded "Splashtop Business" client and click on "Single Sign-On Login".

(The login is only possible with an existing VPN connection via GlobalProtect!)

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Single Sign-On-Konto (E-Mail-Adresse)					
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Kostenlosen Test starten					



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