

USING THE VPN SERVICE

Setting up the VPN User

You will receive an email with your VPN user credentials from the email address: <u>servicedesk@krone.de</u>. The first step is to change the initial password.

1. Open the webpage access.krone.group in your web browser. You will be automatically redirected and should see a login screen:



If your browser tries to log you in with a saved account, you will see the following message. You need to log out from your account.

e	
Hierauf Zugriff.	haben Sie keinen
Ihre Anmelo Berechtigun	lung war erfolgreich, aber Sie haben keine g für den Zugriff auf diese Ressource.
Melden Sie anderen Ko	sich ab, und melden Sie sich mit einem nto an.
Weitere Det	ails

2. Log in with your username (<u>firstname.lastname@ext.krone.group</u>) and your initial password from the email. After the first login, you need to change your initial password. Please follow the password guidelines on the next page.



@ext.krone.gr	oup
Ändern Sie Ihr Ken	nwort
Sie müssen Ihr Kennwort änder entweder erstmalig anmelden abgelaufen ist.	n, weil Sie sich oder Ihr Kennwort
Aktuelles Kennwort	
Neues Kennwort	

Password Guidelines:

- a) At least 8 characters
- b) Must meet 3 out of the following 4 criteria:
 - i) Uppercase letters
 - ii) Lowercase letters
 - iii) Numbers
 - iv) Special characters
- c) Must not contain words from the password list, such as:
 - i) Your own (first/last) name
 - ii) The company (Krone)
 - iii) Simple passwords like "Password123"
- d) Must not be any of the previous passwords.
- 3. After choosing a new password, you should see the following message. You will be prompted to set up multi-factor authentication (MFA) for the user. Click "Next" and follow the on-screen instructions.

	@ext.krone.group
Weit erfor	ere Informationen derlich
lhre Org zum Sch	anisation benötigt weitere Informationer nutz Ihres Kontos.
Anderes	Konto verwenden
Weitere	Informationen

4. There are several ways to set up the second factor. The first and recommended way is to use the "Microsoft Authenticator" app on a smartphone. Click "Next" to proceed.



If using a smartphone is not possible, you can also confirm the second factor via a phone call. To set this up, click "I want to set up a different method."

Micros	oft Authenticator
6	Rufen Sie zuerst die App ab.
	Installieren Sie die Microsoft Authenticator-App auf Ihrem Smartphone. Jetzt herunterladen
	Nachdem Sie die Microsoft Authenticator-App auf Ihrem Gerät installiert haben, wählen Sie "Weiter".
	Ich möchte eine andere Authentifikator-App verwenden
	Weiter
Ich möchte ein	ne andere Methode einrichten.

5. After setting up and confirming the second factor, you will be automatically redirected and should see the following message. Click on the method you set up as the second factor and confirm it.

@ext.krone.group
Überprüfen Ihrer Identität
Ihre Organisation verlangt zusätzliche Anmeldemethoden für den Zugriff auf diese Ressource.
Die Überprüfung Ihres Kontos konnte nicht vorgenommen werden. Wiederholen Sie den Vorgang. Details anzeigen
Eine Anforderung in meiner Microsoft Authenticator-App bestätigen
123 Verwenden eines Prüfcodes
Weitere Informationen
Sind Ihre Überprüfungsmethoden aktuell? Überprüfen sie unter https://aka.ms/mfasetup



6. After confirming the second factor, you should see the following webpage. Here you can see all the resources available to you in the clientless VPN.

	PN PORTAL @Applicati	on URL 🗸 🛓 GlobalProtect Age	ent 💄 6johannes.husing@ext.	krone.group 🗸
MFA Setup	Administration Terminalserver	Terminalserver	F ile Browser	
	Anleitung	Manual		

If the targets or resources you need are not accessible through the KRONE VPN Portal, you need to install the VPN client and establish a VPN connection to the KRONE network. (See the following section for VPN client installation



Installing the VPN Client

For certain resources, it is not possible to access them through the VPN Portal. In these cases, you need to install the Krone VPN client.

You can download the GlobalProtect client from the Krone VPN Portal (access.krone.group).



Download the appropriate VPN client for your device. Usually, this is the "Windows 64 bit GlobalProtect agent."





The installer is ready to install GlobalProtect on your computer.

< Back

Next >

Cancel

Click "Next" to start the installation.

The installation can be completed by clicking through the prompts. No settings need to be adjusted.

Welcome to the GlobalProtect Setup Wizard			
		Select Installation Folder	🊧 paloalto
The installer will guide you through the steps required to install Glob computer.	balProtect on your	The installer will install GlobalProtect to the following folder. To install in this folder, click "Next". To install to a different folde "Browse". Folder:	er, enter it below or click
		C:\Program Files\Palo Alto Networks\GlobalProtect\	Browse
			Disk Cost
treaties. Unauthorized duplication or distribution of this program, or result in severe civil or criminal penalties, and will be prosecuted to possible under the law.	any portion of it, may the maximum extent		
< Back Next >	Cancel	< Back N	Xt > Cancel
🛃 GlobalProtect	– 🗆 X	GlobalProtect	- Clabali
Confirm Installation	🊧 paloalto [*]	Installing GlobalProtect	<pre>//> paloalto[*]</pre>

GlobalProtect is being installed.

< Back

Next >

Cancel

Please wait...

🔁 GlobalProtect		-		X
Installation Complete		14	paloa	alto [.]
GlobalProtect has been successfully i	nstalled.			
Click "Close" to exit.				
Please use Windows Update to check	k for any critical	updates to the .NET	Framewo	ork.
	< Back	Close	Cano	el



Establishing a VPN Connection

First, open the client via the system tray icon.



Enter the portal address access.krone.group. This address only needs to be entered for the first connection.





The client will open a login screen in an embedded browser. Log in with your VPN user (<u>firstname.lastname@ext.krone.group</u>).



If an automatic login occurs and the following message appears, select the highlighted text. Then you should be able to enter the correct username..

Zugriff.	en Sie keinen
Ihre Anmeldung war Berechtigung für der	erfolgreich, aber Sie haben keir 1 Zugriff auf diese Ressource.
Melden Sie sich ab, u anderen Konto an.	ind melden Sie sich mit einem

After a successful login, the client will switch to connected status. You should now be able to access Krone resources directly.





Troubleshooting

Password Expired

If the password has expired, it must be changed; otherwise, the remote apps will not be available. If the password cannot be changed, a new password must be requested from the ServiceDesk.

Resetting Multi-Factor Authentication

If there are issues with the MFA connection and it needs to be reset, this must be requested from servicedesk@krone.de.

When changing phones, the MFA connection can be transferred to the new phone via the MFA Setup tile. If the previously used device is no longer available, the reset can be requested from the ServiceDesk.

Logging in from a MacBook

There may be issues with logging in as the login does not go through the VPN tunnel. If logging in is not possible, enable the GlobalProtect system extensions checkbox during installation (disabled by default).

