ASFINAG Anwenderhandbuch

MSG / SM / ITC / SECURITY

PRIVILEGED IDENTITY & ACCESS MANAGEMENT

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Documents are released by means of a signature run or in DOXiS by means of a release workflow (no signature required).		
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Table of contents

1 General

This user manual is primarily intended for users who require administrative access to ASFiNAG IT systems. This administrative access is made possible with the help of the ASFINAG Privileged Identity & Access Management (PIAM) system.

2 Requirements

A valid PIAM user account including Microsoft MFA authorization is required to establish a connection. Furthermore, a current Windows PC/notebook with paloalto Globalprotect VPN Client installed and a stable internet connection is required.

Operating system requirement:

- Windows 11 with the latest patch level
- activated End Point Protection

The MS RDP client (already included in Windows 11) is required for remote desktop connections. The use of PuTTY is recommended for SSH connections. Alternative RDP clients (e.g.: FreeRDP, Linux) are neither tested nor supported.

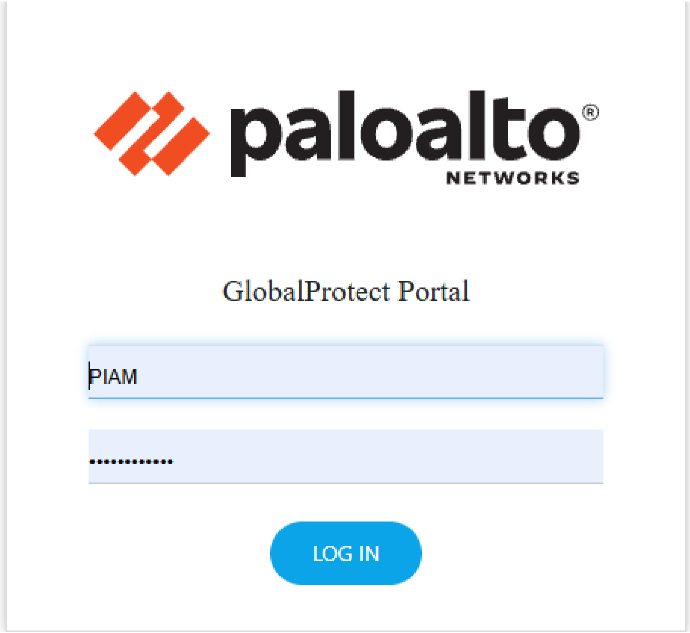
3 Installation of the paloalto GlobalProtect VPN Client

3.1 Downloading the paloalto GlobalProtect VPN Client

Please open the following link in a web browser.

https://piam.ztna.asfinag.at/global-protect/login.esp

*(Important: **Note upper and lower case!**)*
USERNAME = PIAM
PASSWORD = see mail with the access data

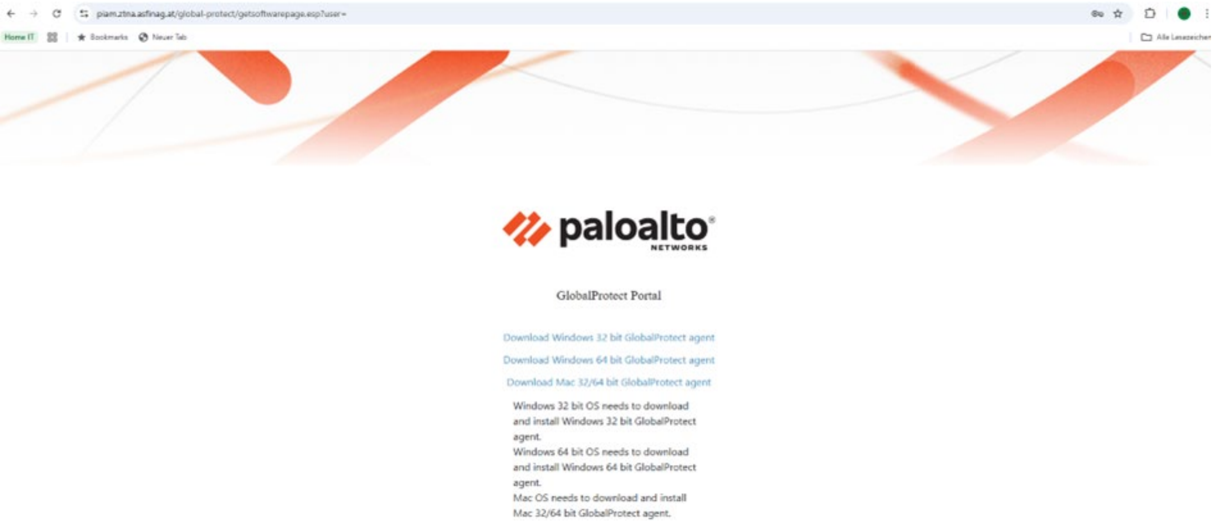


GlobalProtect Portal

PIAM

••••••••••••

Continue with „Download 64-bit GlobalProtect Agent”...



piam.ztna.asfinag.at/global-protect/getsoftwarepage.esp?user=

GlobalProtect Portal

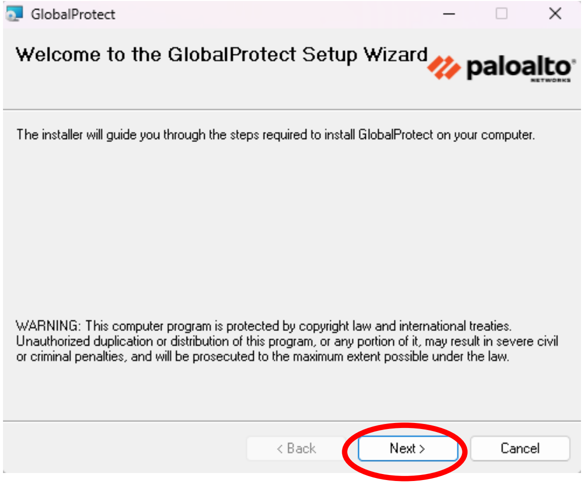
Download Windows 32 bit GlobalProtect agent

Download Windows 64 bit GlobalProtect agent

Download Mac 32/64 bit GlobalProtect agent

Windows 32 bit OS needs to download and install Windows 32 bit GlobalProtect agent.
Windows 64 bit OS needs to download and install Windows 64 bit GlobalProtect agent.
Mac OS needs to download and install Mac 32/64 bit GlobalProtect agent.

The installation program is downloaded and can be started with „Open”.

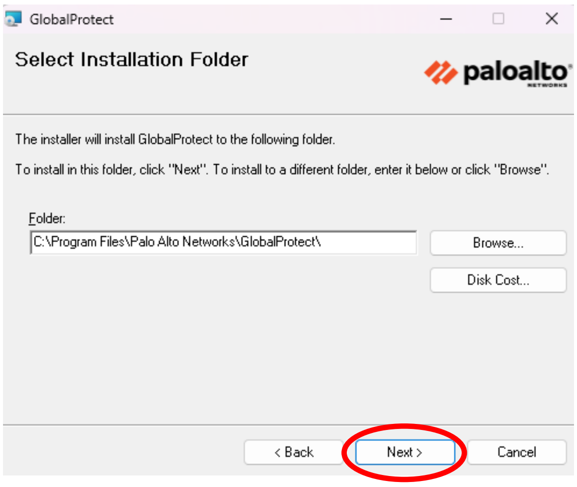


GlobalProtect

Welcome to the GlobalProtect Setup Wizard

The installer will guide you through the steps required to install GlobalProtect on your computer.

WARNING: This computer program is protected by copyright law and international treaties. Unauthorized duplication or distribution of this program, or any portion of it, may result in severe civil or criminal penalties, and will be prosecuted to the maximum extent possible under the law.



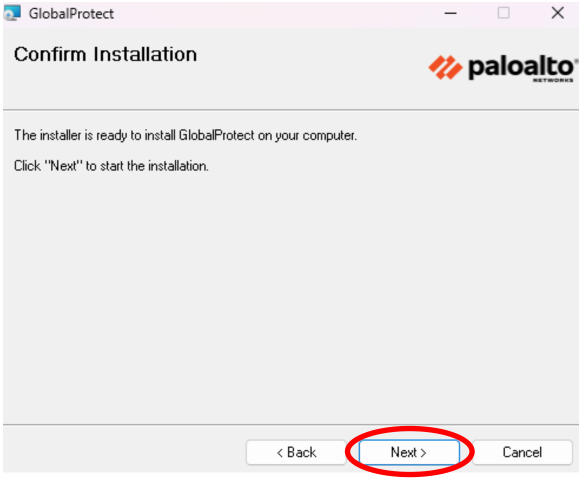
GlobalProtect

Select Installation Folder

The installer will install GlobalProtect to the following folder.

To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".

Folder: C:\Program Files\Palo Alto Networks\GlobalProtect\

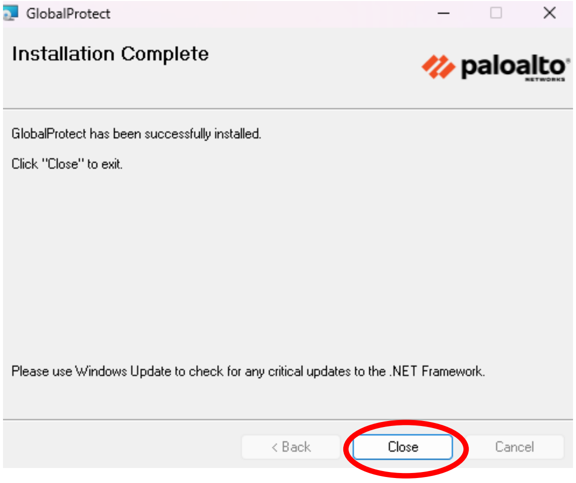


GlobalProtect

Confirm Installation

The installer is ready to install GlobalProtect on your computer.

Click "Next" to start the installation.



GlobalProtect

Installation Complete

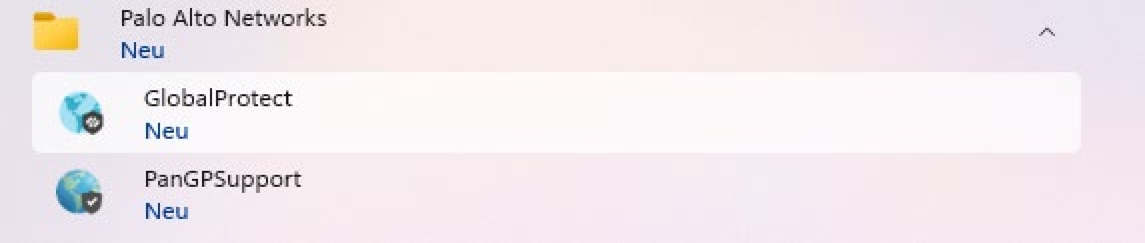
GlobalProtect has been successfully installed.

Click "Close" to exit.

Please use Windows Update to check for any critical updates to the .NET Framework.

3.2 Establishing the VPN connection

After successful installation, the Cisco AnyConnect VPN Client can be opened in the Start menu.

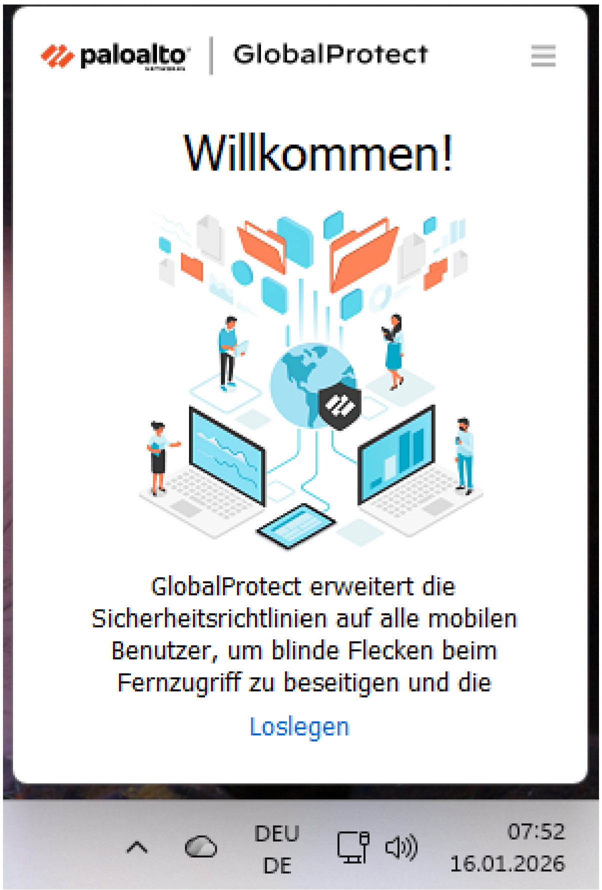


Palo Alto Networks
Neu

GlobalProtect
Neu

PanGPSupport
Neu

After entering **piam.ztna.asfinag.at** the VPN connection can be opened.



GlobalProtect erweitert die Sicherheitsrichtlinien auf alle mobilen Benutzer, um blinde Flecken beim Fernzugriff zu beseitigen und die

USERNAME = **PIAM** and PASSWORD see mail with the access data.

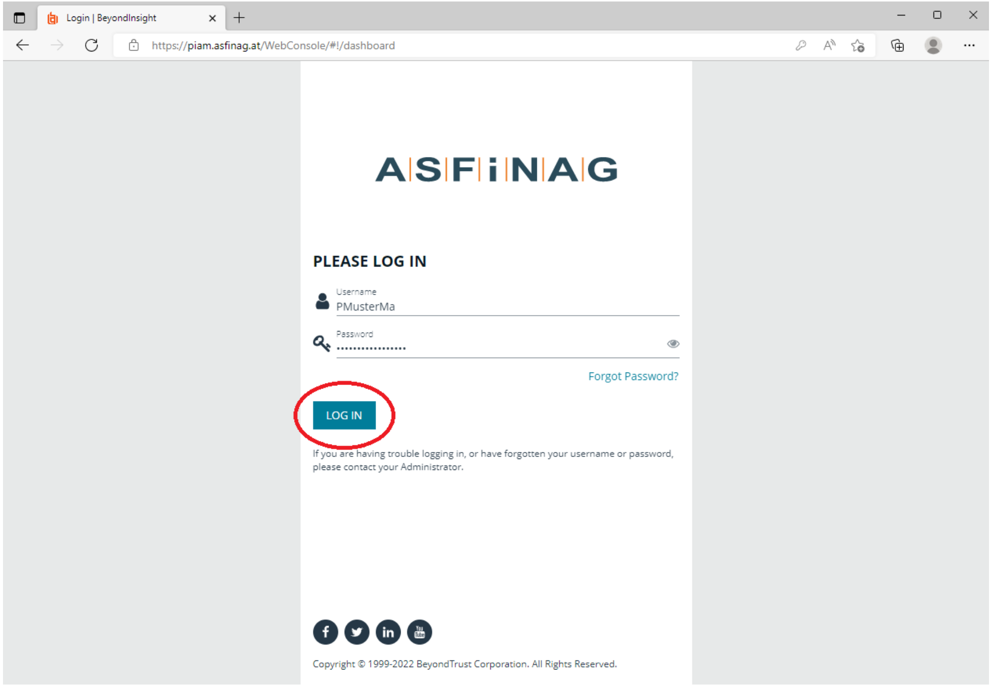
4 PIAM web interface

4.1 Opening the PIAM web interface

As soon as the VPN connection has been established, the following link can be opened using a web browser:

https://piam.asfinag.at

USERNAME and PASSWORD see mail with access data.



Login | BeyondInsight

https://piam.asfinag.at/WebConsole/#!/dashboard

ASFiNAG

PLEASE LOG IN

Username
PMusterMa

Password
•••••••••••••••••

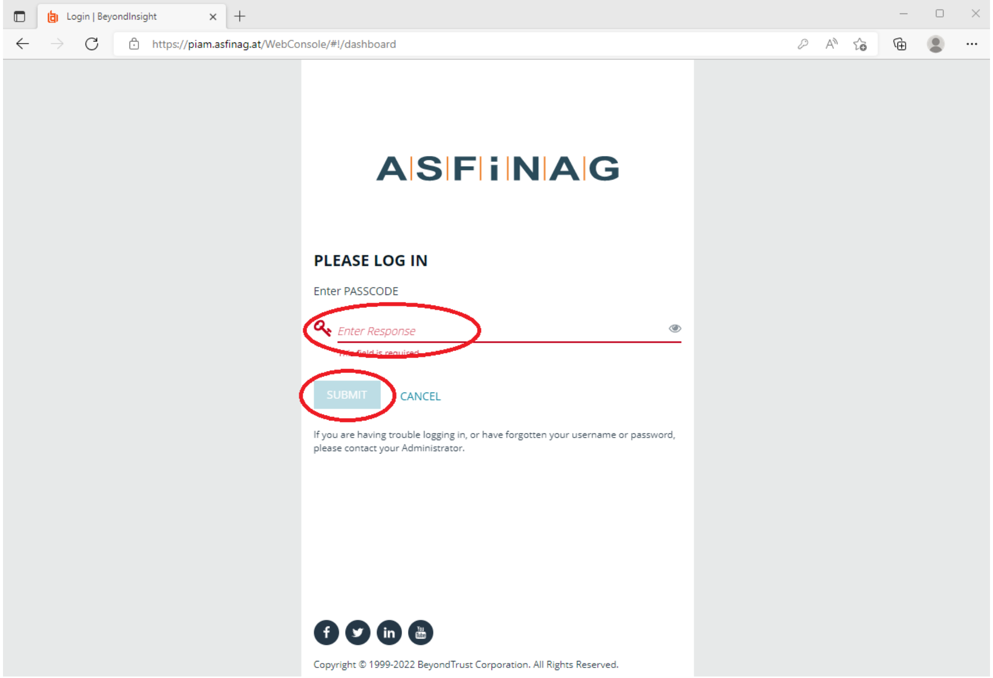
Forgot Password?

LOG IN

If you are having trouble logging in, or have forgotten your username or password, please contact your Administrator.

Copyright © 1999-2022 BeyondTrust Corporation. All Rights Reserved.

Please enter the Microsoft verification code that you received via SMS after successful authentication:



Login | BeyondInsight

https://piam.asfinag.at/WebConsole/#!/dashboard

ASFiNAG

PLEASE LOG IN

Enter PASSCODE

Enter Response

This field is required

SUBMIT CANCEL

If you are having trouble logging in, or have forgotten your username or password, please contact your Administrator.

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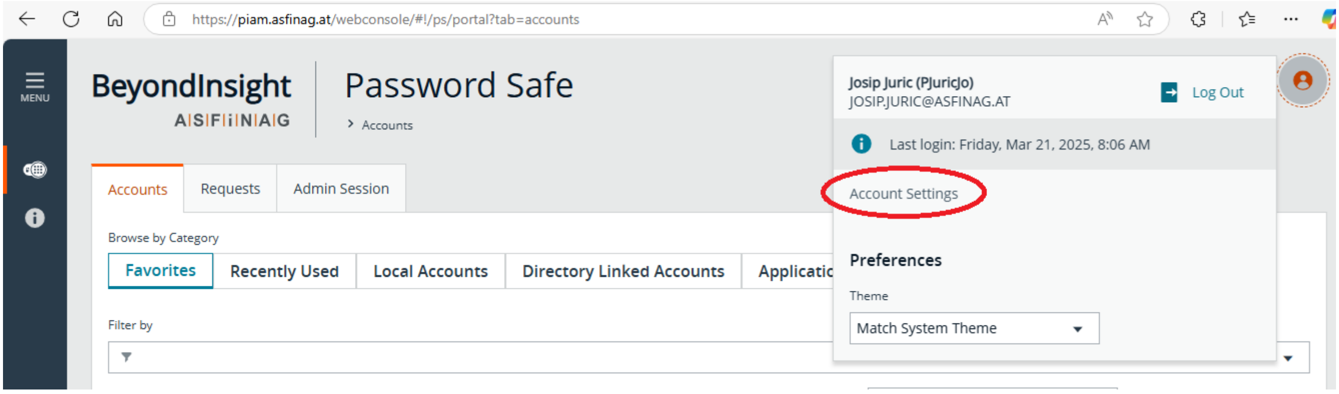
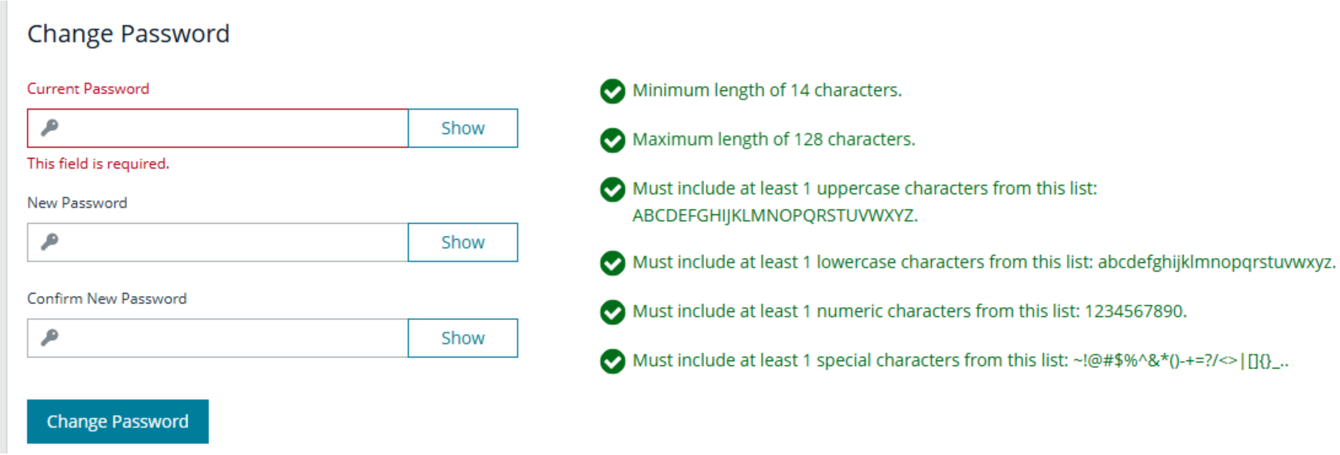
4.2 Changing the PIAM user password

It is strongly recommended to change the login password of the PIAM user after the first login!




Change Password

Current Password

This field is required.

New Password

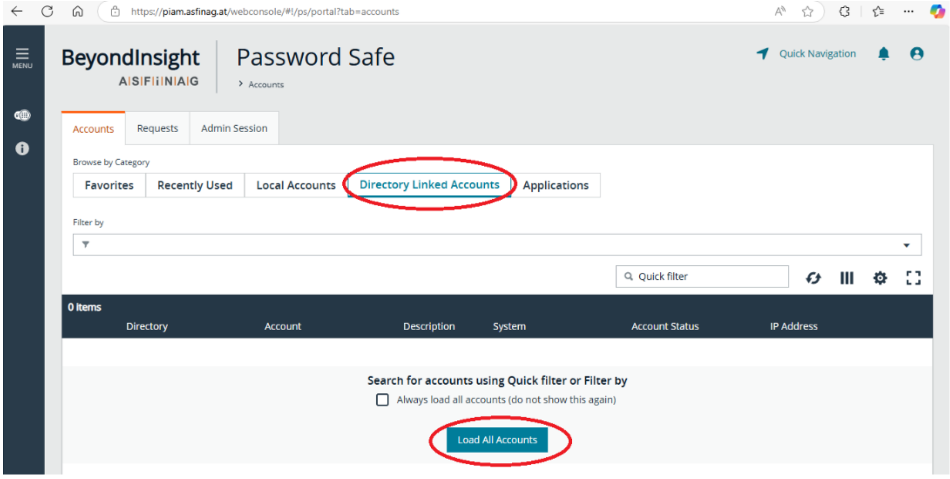
Confirm New Password

- ✓ Minimum length of 14 characters.
- ✓ Maximum length of 128 characters.
- ✓ Must include at least 1 uppercase characters from this list: ABCDEFGHIJKLMNOPQRSTUVWXYZ.
- ✓ Must include at least 1 lowercase characters from this list: abcdefghijklmnopqrstuvwxyz.
- ✓ Must include at least 1 numeric characters from this list: 1234567890.
- ✓ Must include at least 1 special characters from this list: ~!@#$%^&*()-+=?/<>|[]{}_.

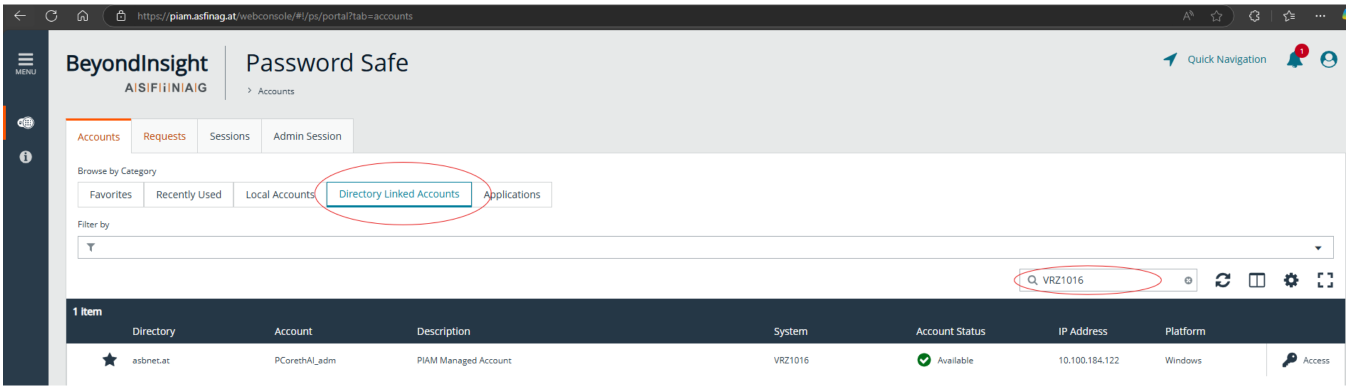
4.3 Favorites

All systems are displayed in the PIAM user interface. Depending on the user rights, a remote connection to the target system can be established. A personal server list can be created using the favorites' function.

First open the list of all available systems with „**Domain Linked Accounts**".

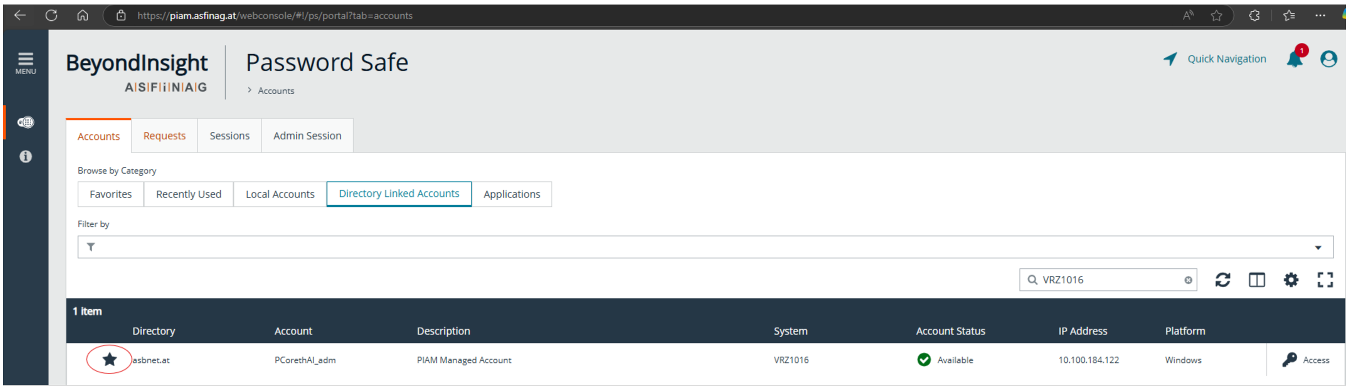


The desired system can now be searched for by typing in the host name.



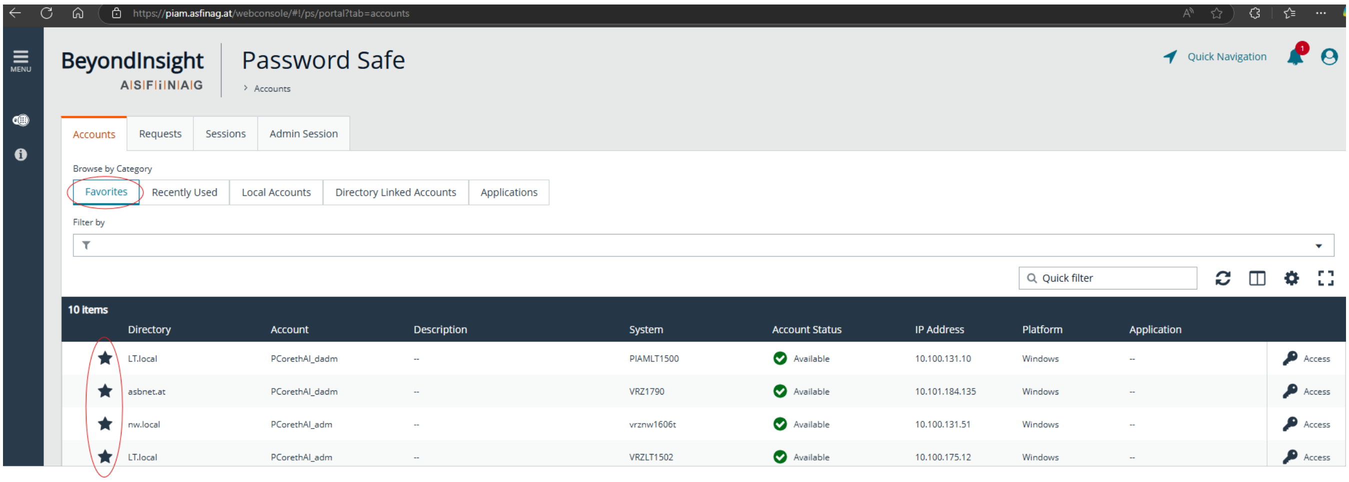
	Directory	Account	Description	System	Account Status	IP Address	Platform	
★	asbnet.at	PCorethAl_adm	PIAM Managed Account	VRZ1016	✓ Available	10.100.184.122	Windows	Access

The star symbol can be used to add the desired system to your favorites.



	Directory	Account	Description	System	Account Status	IP Address	Platform	
★	asbnet.at	PCorethAl_adm	PIAM Managed Account	VRZ1016	✓ Available	10.100.184.122	Windows	Access

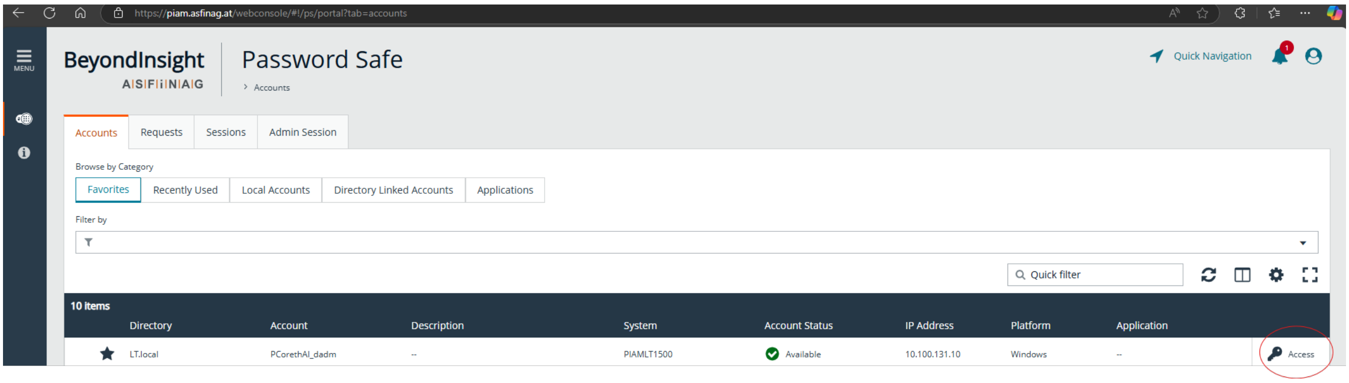
The selected servers are now displayed under „Favorites“.



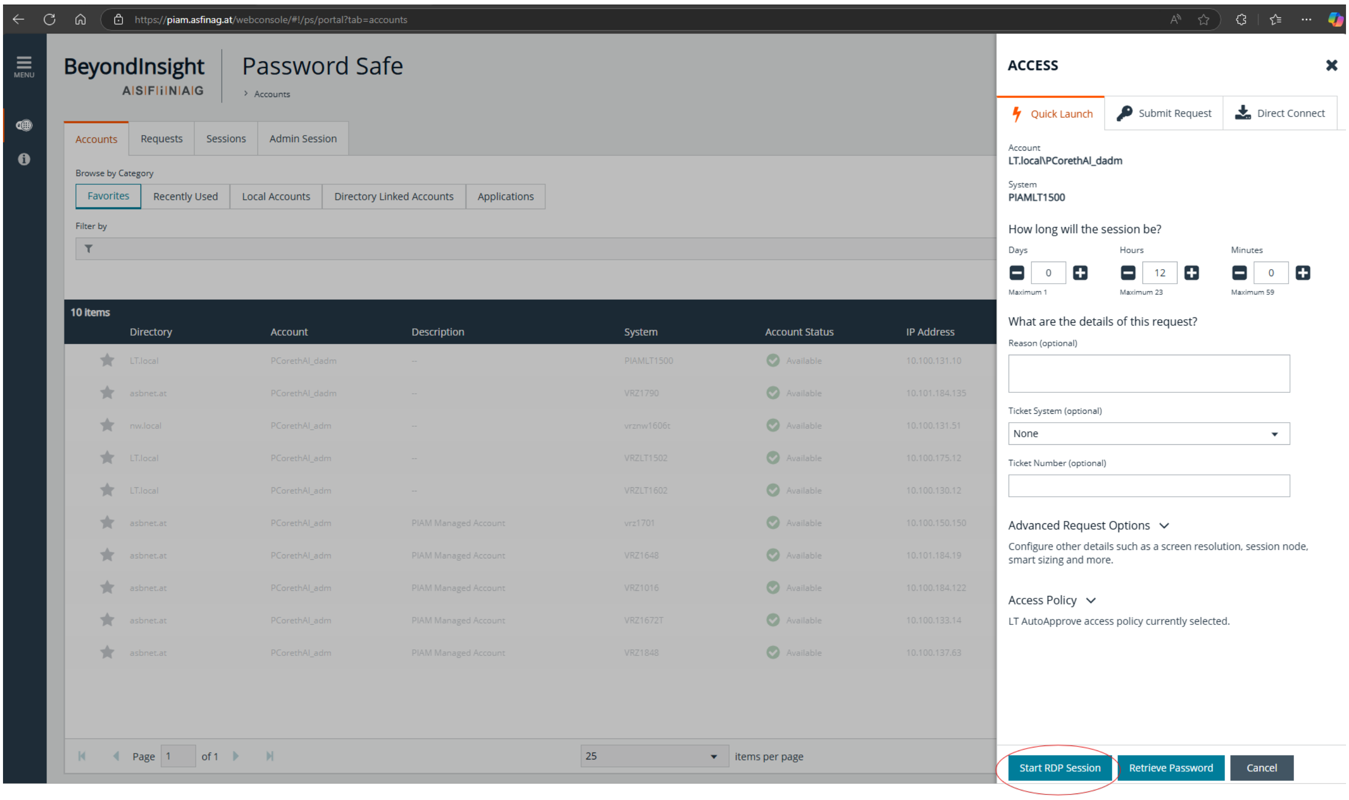
	Directory	Account	Description	System	Account Status	IP Address	Platform	Application	
★	LT.local	PCorethAl_dadm	--	PIAMLT1500	✓ Available	10.100.131.10	Windows	--	Access
★	asbnet.at	PCorethAl_dadm	--	VRZ1790	✓ Available	10.101.184.135	Windows	--	Access
★	nw.local	PCorethAl_adm	--	vrznw1606t	✓ Available	10.100.131.51	Windows	--	Access
★	LT.local	PCorethAl_adm	--	VRZLT1502	✓ Available	10.100.175.12	Windows	--	Access

4.4 Opening an RDP session to the target system

Depending on the user rights a remote connection is established by clicking on the Access icon / Start RDP session.



	Directory	Account	Description	System	Account Status	IP Address	Platform	Application	
★	LT.local	PCorethAl_dadm	--	PIAMLT1500	✓ Available	10.100.131.10	Windows	--	Access



	Directory	Account	Description	System	Account Status	IP Address
★	LT.local	PCorethAl_dadm	--	PIAMLT1500	✓ Available	10.100.131.10
★	asbnet.at	PCorethAl_dadm	--	VRZ1790	✓ Available	10.101.184.135
★	nw.local	PCorethAl_adm	--	vrznw1606t	✓ Available	10.100.131.51
★	LT.local	PCorethAl_adm	--	VRZLT1502	✓ Available	10.100.175.12
★	LT.local	PCorethAl_adm	--	VRZLT1602	✓ Available	10.100.130.12
★	asbnet.at	PCorethAl_adm	PIAM Managed Account	vrz1701	✓ Available	10.100.150.150
★	asbnet.at	PCorethAl_adm	PIAM Managed Account	VRZ1648	✓ Available	10.101.184.19
★	asbnet.at	PCorethAl_adm	PIAM Managed Account	VRZ1016	✓ Available	10.100.184.122
★	asbnet.at	PCorethAl_adm	PIAM Managed Account	VRZ1672T	✓ Available	10.100.133.14
★	asbnet.at	PCorethAl_adm	PIAM Managed Account	VRZ1848	✓ Available	10.100.137.63

ACCESS

Quick Launch | Submit Request | Direct Connect

Account
LT.local\PCorethAl_dadm

System
PIAMLT1500

How long will the session be?

Days	Hours	Minutes
0	12	0
Maximum 1	Maximum 23	Maximum 59

What are the details of this request?

Reason (optional)

Ticket System (optional): None

Ticket Number (optional)

Advanced Request Options

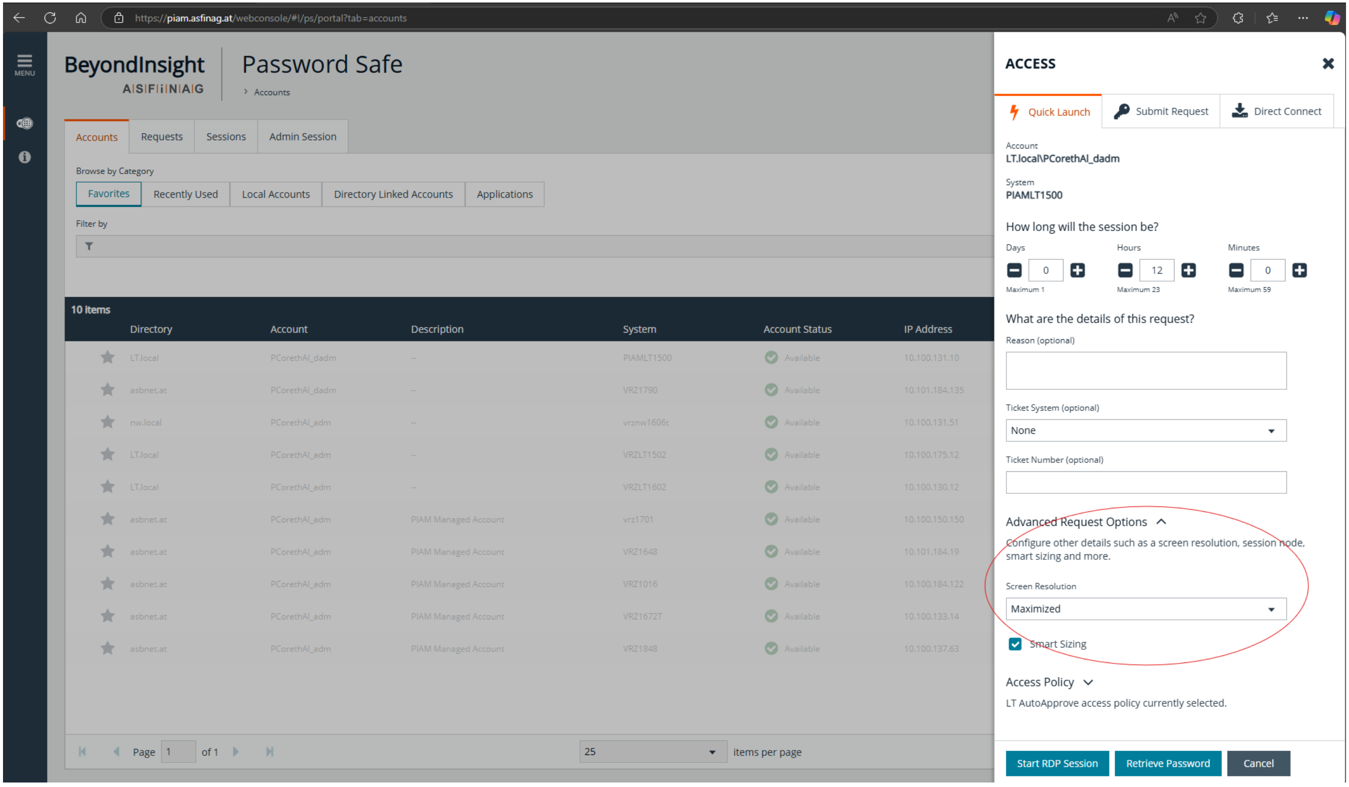
Configure other details such as a screen resolution, session node, smart sizing and more.

Access Policy

LT AutoApprove access policy currently selected.

Start RDP Session | Retrieve Password | Cancel

Optionally, the RDP resolution can also be adjusted.



10 items

	Directory	Account	Description	System	Account Status	IP Address
★	LT.local	PCorethAl_dadm	--	PIAMLT1500	✓ Available	10.100.131.10
★	asbnet.at	PCorethAl_dadm	--	VRZ1790	✓ Available	10.101.184.135
★	nw.local	PCorethAl_adm	--	vrznw1606t	✓ Available	10.100.131.51
★	LT.local	PCorethAl_adm	--	VRZLT1502	✓ Available	10.100.175.12
★	LT.local	PCorethAl_adm	--	VRZLT1602	✓ Available	10.100.130.12
★	asbnet.at	PCorethAl_adm	PIAM Managed Account	vrz1701	✓ Available	10.100.150.150
★	asbnet.at	PCorethAl_adm	PIAM Managed Account	VRZ1648	✓ Available	10.101.184.19
★	asbnet.at	PCorethAl_adm	PIAM Managed Account	VRZ1016	✓ Available	10.100.184.122
★	asbnet.at	PCorethAl_adm	PIAM Managed Account	VRZ1672T	✓ Available	10.100.133.14
★	asbnet.at	PCorethAl_adm	PIAM Managed Account	VRZ1848	✓ Available	10.100.137.63

Page 1 of 1 — 25 items per page

ACCESS

Quick Launch | Submit Request | Direct Connect

Account
LT.local\PCorethAl_dadm

System
PIAMLT1500

How long will the session be?

Days: 0 (Maximum 1) — Hours: 12 (Maximum 23) — Minutes: 0 (Maximum 59)

What are the details of this request?

Reason (optional):

Ticket System (optional): None

Ticket Number (optional):

Advanced Request Options

Configure other details such as a screen resolution, session node, smart sizing and more.

Screen Resolution: Maximized

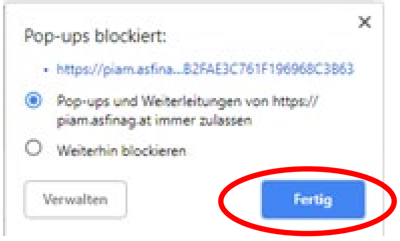
☑ Smart Sizing

Access Policy

LT AutoApprove access policy currently selected.

Start RDP Session | Retrieve Password | Cancel

Depending on which browser is used, pop-up windows must be allowed.

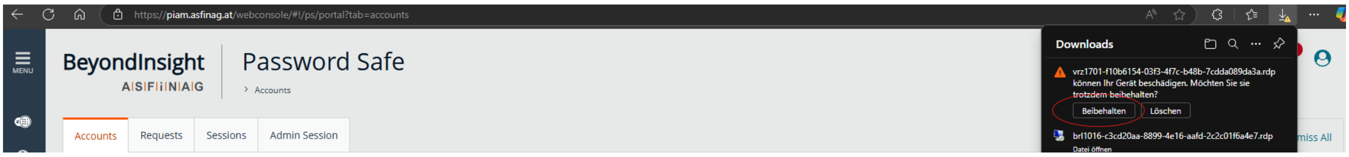

Pop-ups blockiert:

- https://piam.asfina...B2FAE3C761F196968C3863

● Pop-ups und Weiterleitungen von https://piam.asfinag.at immer zulassen

○ Weiterhin blockieren

Verwalten | Fertig



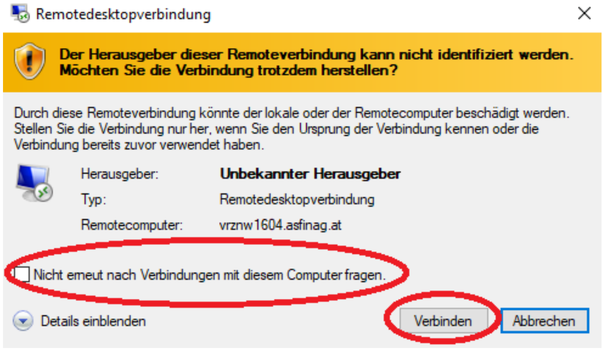
Downloads

vrz1701-f10b6154-03f3-4f7c-b48b-7cdda089da3a.rdp können Ihr Gerät beschädigen. Möchten Sie sie trotzdem beibehalten?

Beibehalten | Löschen

brl1016-c3cd20aa-8899-4e16-aafd-2c2c01f6a4e7.rdp
Datei öffnen

Depending on the security settings of the operating system used the opening of the RDP file must be confirmed with „Connect".



Remotedesktopverbindung

Der Herausgeber dieser Remoteverbindung kann nicht identifiziert werden. Möchten Sie die Verbindung trotzdem herstellen?

Durch diese Remoteverbindung könnte der lokale oder der Remotecomputer beschädigt werden. Stellen Sie die Verbindung nur her, wenn Sie den Ursprung der Verbindung kennen oder die Verbindung bereits zuvor verwendet haben.

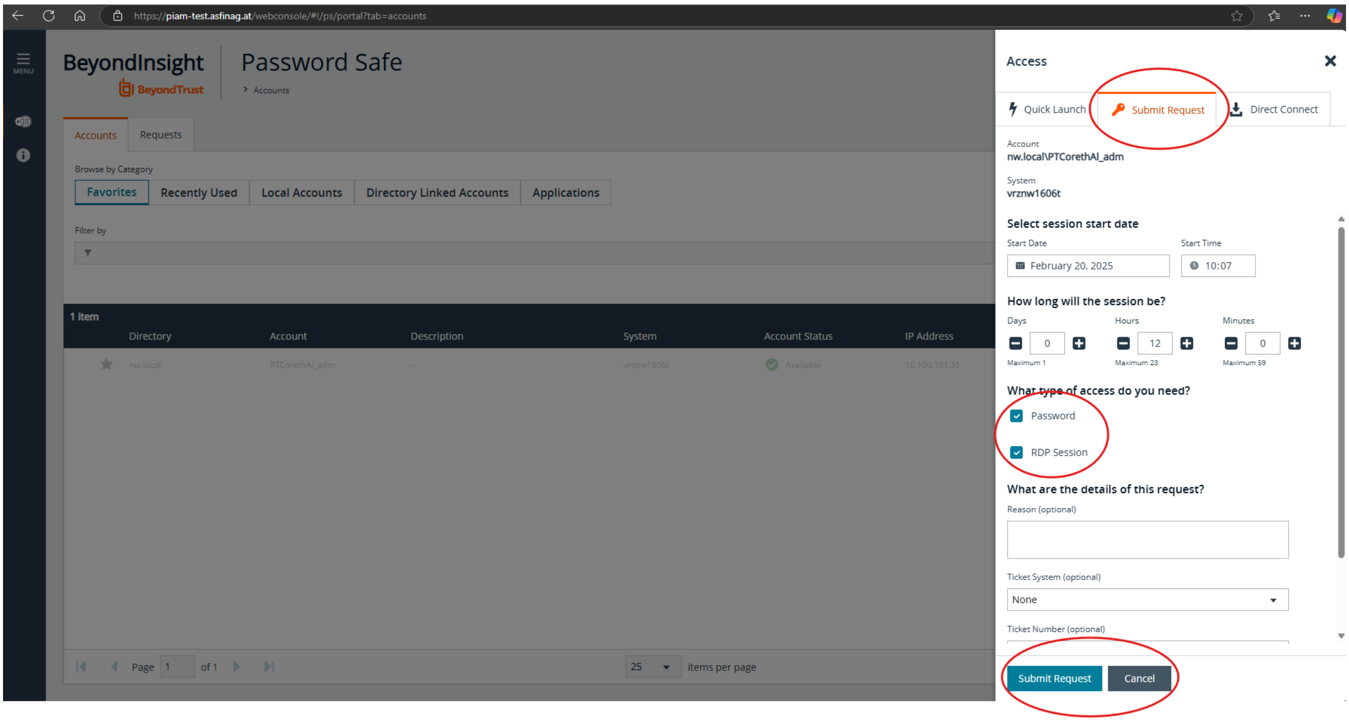
Herausgeber:	**Unbekannter Herausgeber**
Typ:	Remotedesktopverbindung
Remotecomputer:	vrznw1604.asfinag.at

□ Nicht erneut nach Verbindungen mit diesem Computer fragen.

You are automatically logged on to the target system (SSO).

4.5 Opening an RDP session and reading out the current password at the same time

To start an RDP session and activate the reading of the current password, the following intermediate step is necessary.



https://piam-test.asfinag.at/webconsole/#!/ps/portal?tab=accounts

1 item

Directory	Account	Description	System	Account Status	IP Address
nw.local	PTCorethAl_adm	--	vrznw1606t	Available	10.100.131.51

Access

Account
nw.local\PTCorethAl_adm

System
vrznw1606t

Select session start date

Start Date: February 20, 2025
Start Time: 10:07

How long will the session be?

Days: 0 (Maximum 1)
Hours: 12 (Maximum 23)
Minutes: 0 (Maximum 59)

What type of access do you need?

☑ Password

☑ RDP Session

What are the details of this request?

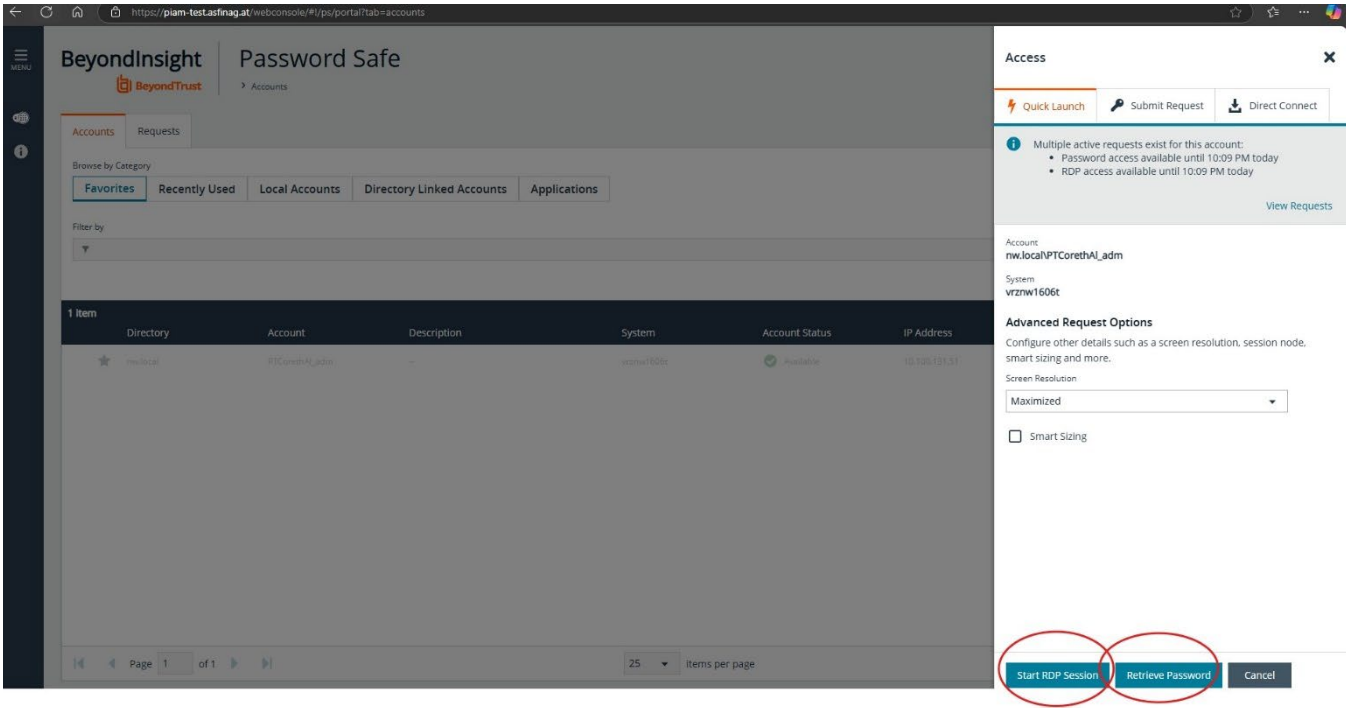
Reason (optional):

Ticket System (optional): None

Ticket Number (optional):

Attention: If an RDP session has already been started, the „RDP session” checkbox must be unchecked!

An RDP session can now be started, and the password can be read out:



Access

Multiple active requests exist for this account:
- Password access available until 10:09 PM today
- RDP access available until 10:09 PM today

Account
nw.local\PTCorethAl_adm

System
vrznw1606t

Advanced Request Options

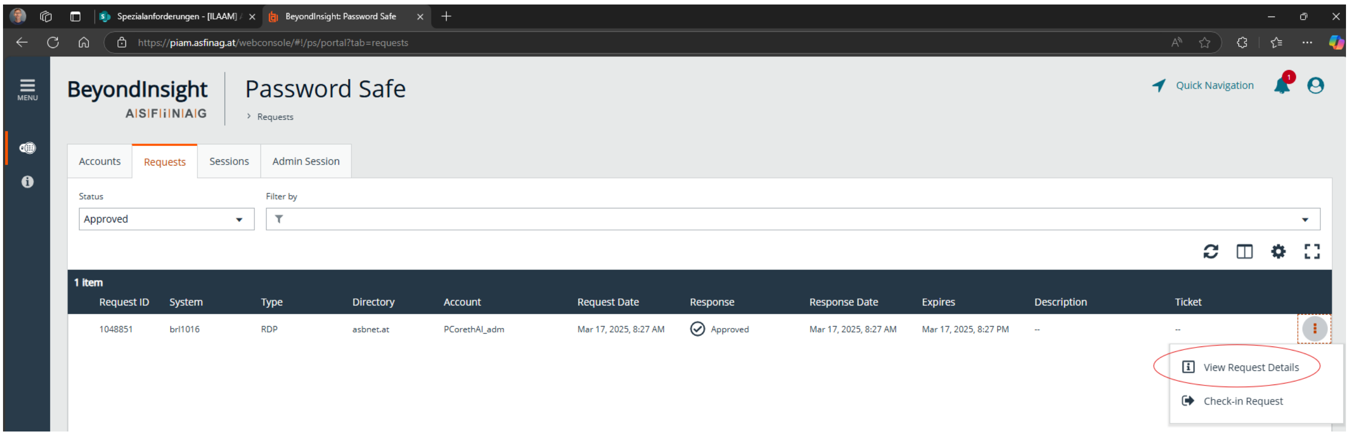
Configure other details such as a screen resolution, session node, smart sizing and more.

Screen Resolution: Maximized

□ Smart Sizing

4.6 Reconnecting an RDP session or reading out the current password again

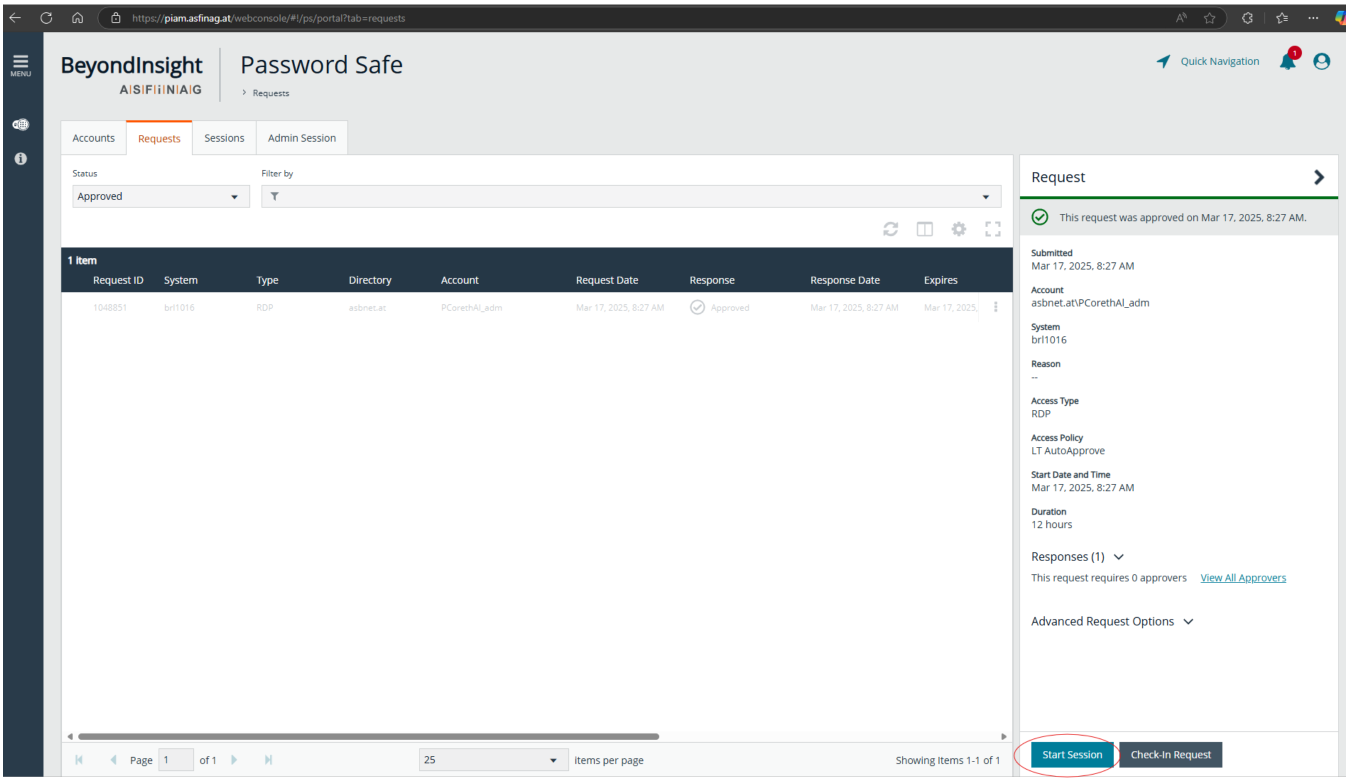
To reconnect a terminated RDP connection, the current request must be used.



Status: Approved

1 item

Request ID	System	Type	Directory	Account	Request Date	Response	Response Date	Expires	Description	Ticket
1048851	brl1016	RDP	asbnet.at	PCorethAl_adm	Mar 17, 2025, 8:27 AM	Approved	Mar 17, 2025, 8:27 AM	Mar 17, 2025, 8:27 PM	--	--



Status: Approved

Filter by

1 item

Request ID	System	Type	Directory	Account	Request Date	Response	Response Date	Expires
1048851	brl1016	RDP	asbnet.at	PCorethAl_adm	Mar 17, 2025, 8:27 AM	✓ Approved	Mar 17, 2025, 8:27 AM	Mar 17, 2025,

Request

This request was approved on Mar 17, 2025, 8:27 AM.

Submitted
Mar 17, 2025, 8:27 AM

Account
asbnet.at\PCorethAl_adm

System
brl1016

Reason
--

Access Type
RDP

Access Policy
LT AutoApprove

Start Date and Time
Mar 17, 2025, 8:27 AM

Duration
12 hours

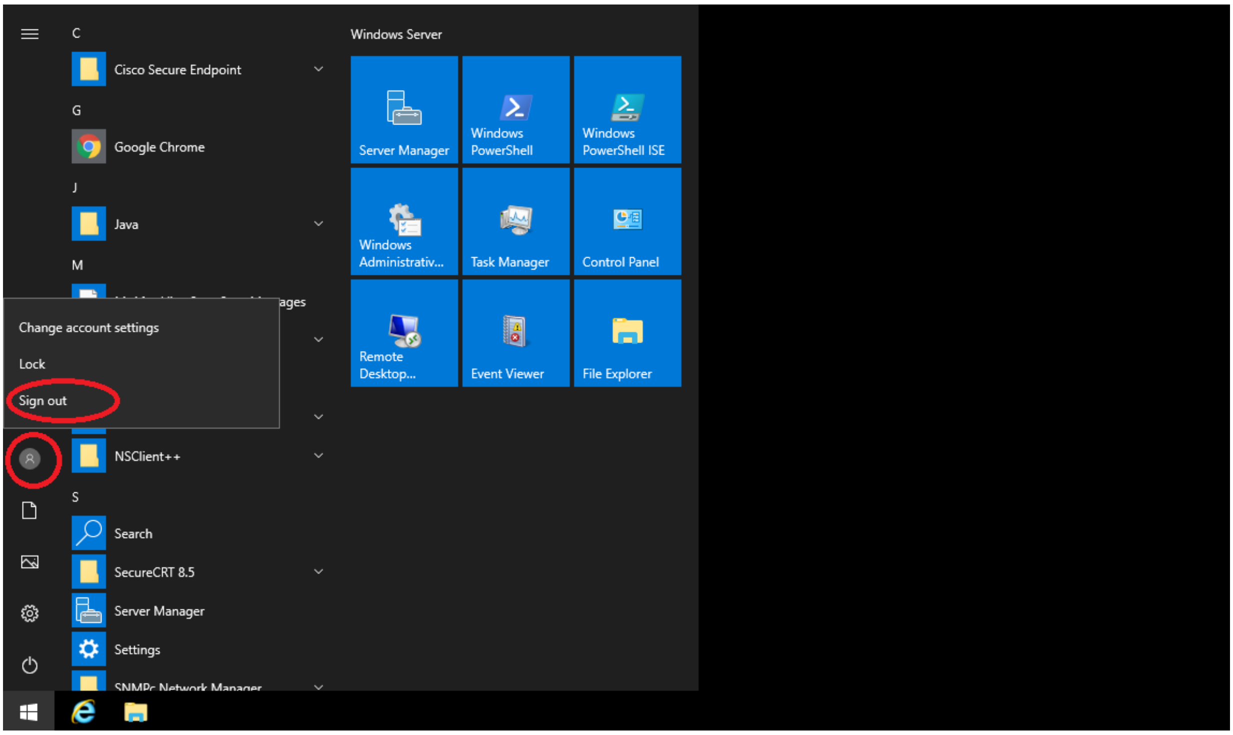
Responses (1)

This request requires 0 approvers View All Approvers

Advanced Request Options

4.7 Ending an RDP session to the target system

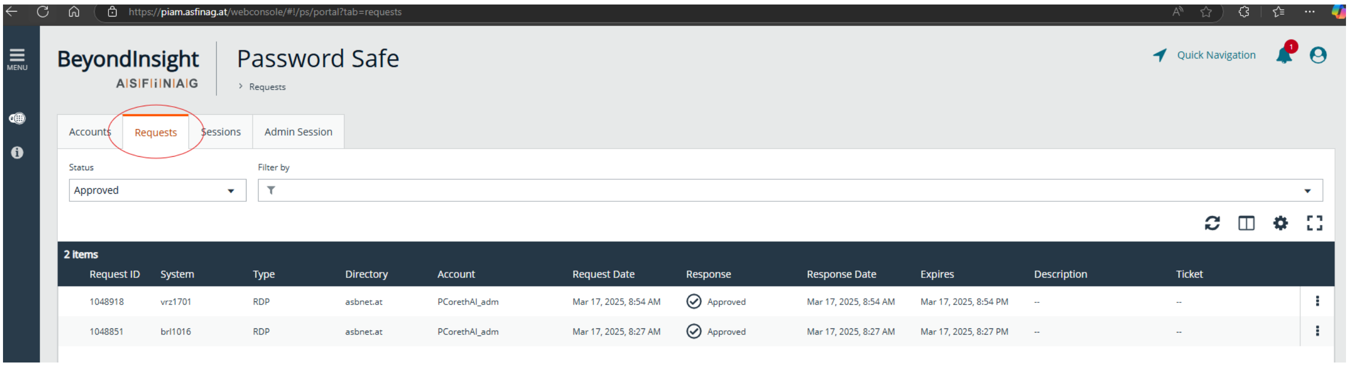
For security reasons, it is necessary to end all existing RDP sessions with „Sign out" after completing the administration activities. „Disconnect" RDP sessions with open programs almost always lead to the user account being locked out!



4.8 Displaying requests or requesting requests with a runtime of up to 23 hours

Opening an RDP/SSH connection or reading a password represents a request in the PIAM system. A standard request is valid for 12 hours. After the request expires, the passwords of the accounts are being changed by the PIAM system.

A list of active requests and expiry times can be queried as follows:



https://piam.asfinag.at/webconsole/#!/ps/portal?tab=requests

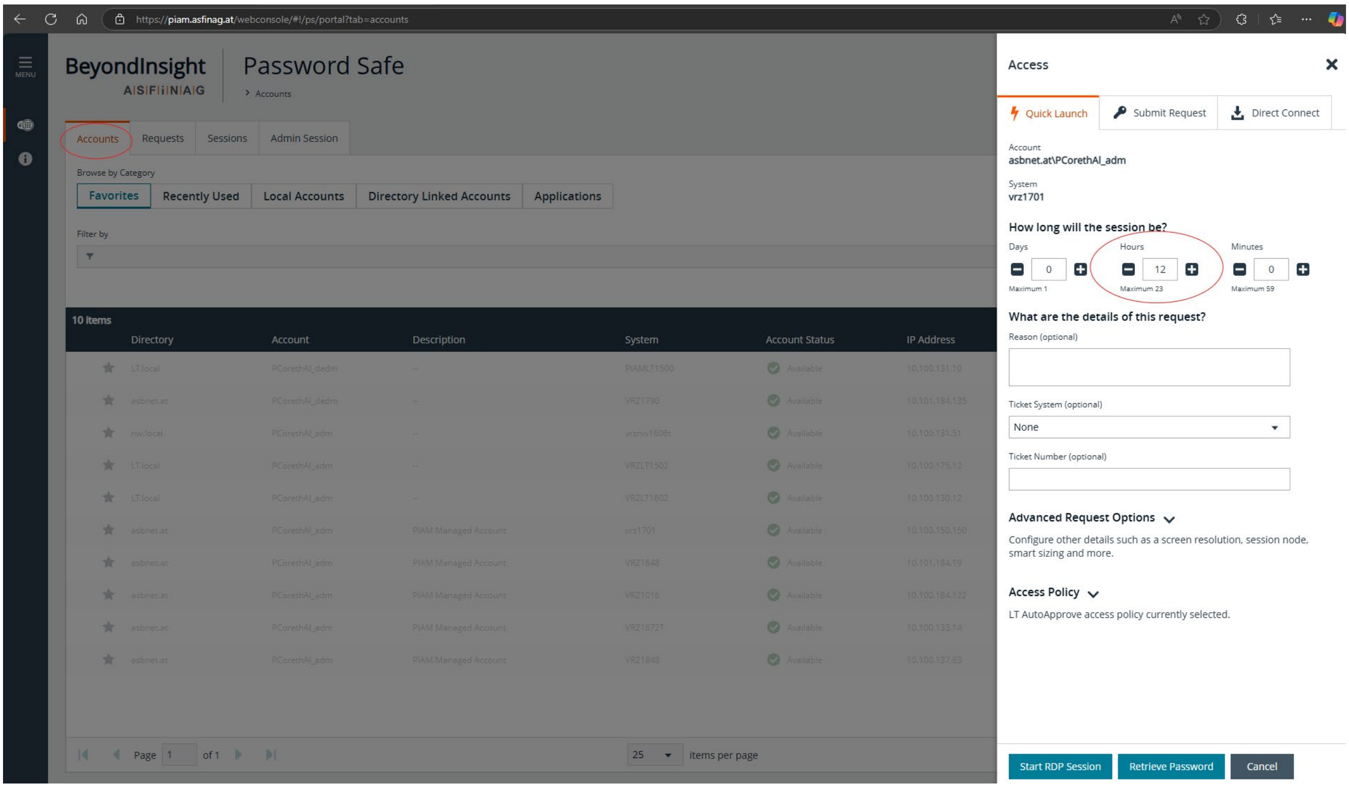
Status: Approved

Filter by

2 items

Request ID	System	Type	Directory	Account	Request Date	Response	Response Date	Expires	Description	Ticket
1048918	vrz1701	RDP	asbnet.at	PCorethAl_adm	Mar 17, 2025, 8:54 AM	✓ Approved	Mar 17, 2025, 8:54 AM	Mar 17, 2025, 8:54 PM	--	--
1048851	brl1016	RDP	asbnet.at	PCorethAl_adm	Mar 17, 2025, 8:27 AM	✓ Approved	Mar 17, 2025, 8:27 AM	Mar 17, 2025, 8:27 PM	--	--

The request can be opened as follows up to a duration of 23 hours.



https://piam.asfinag.at/webconsole/#!/ps/portal?tab=accounts

10 items

Directory	Account	Description	System	Account Status	IP Address
LT.local	PCorethAl_dadm	--	PIAMLT1500	Available	10.100.131.10
asbnet.at	PCorethAl_dadm	--	VRZ1790	Available	10.101.184.135
nw.local	PCorethAl_adm	--	vrznw1606t	Available	10.100.131.51
LT.local	PCorethAl_adm	--	VRZLT1502	Available	10.100.175.12
LT.local	PCorethAl_adm	--	VRZLT1602	Available	10.100.130.12
asbnet.at	PCorethAl_adm	PIAM Managed Account	vrz1701	Available	10.100.150.150
asbnet.at	PCorethAl_adm	PIAM Managed Account	VRZ1648	Available	10.101.184.19
asbnet.at	PCorethAl_adm	PIAM Managed Account	VRZ1016	Available	10.100.184.122
asbnet.at	PCorethAl_adm	PIAM Managed Account	VRZ1672T	Available	10.100.133.14
asbnet.at	PCorethAl_adm	PIAM Managed Account	VRZ1848	Available	10.100.137.63

Page 1 of 1 — 25 items per page

Access

Account
asbnet.at\PCorethAl_adm

System
vrz1701

How long will the session be?

Days	Hours	Minutes
0	12	0
Maximum 1	Maximum 23	Maximum 59

What are the details of this request?

Reason (optional)

Ticket System (optional): None

Ticket Number (optional)

Advanced Request Options

Configure other details such as a screen resolution, session node, smart sizing and more.

Access Policy

LT AutoApprove access policy currently selected.

5 Troubleshooting

5.1 Browser

ASFINAG has no influence on the installed browser and browser settings of our partners and service providers. For this reason, we recommend using a different browser in the event of problems in order to rule out possible incompatibilities or incorrect browser settings.

Further solutions for experienced users:

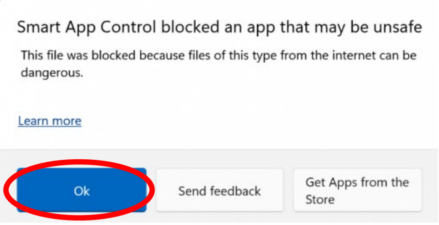
- Deleting the browser cache
- Resetting the browser settings to default values

5.2 Pop-Up Blocker

Pop-up windows on the PIAM website must not be blocked by the browser. If a pop-up blocker is used, an exception must be set up for the PIAM website.

5.3 Smart App Control Blocks RDP-files

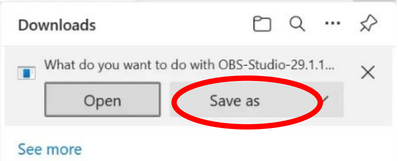
On certain installations of Windows 11, Smart App Control prevents the download of RDP files.



Smart App Control blocked an app that may be unsafe

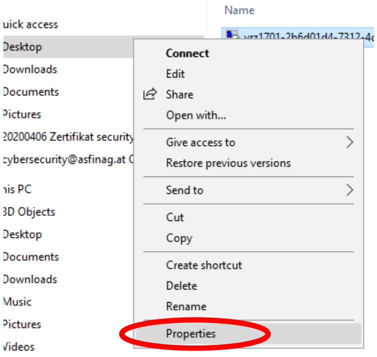
This file was blocked because files of this type from the internet can be dangerous.

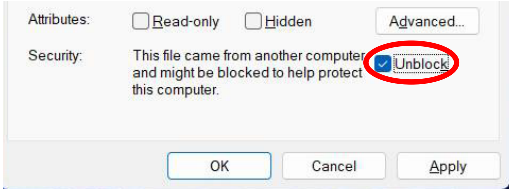
Therefore, the RDP file must first be saved locally.



What do you want to do with OBS-Studio-29.1.1...

After that, the properties of the RDP file can be adjusted as follows.



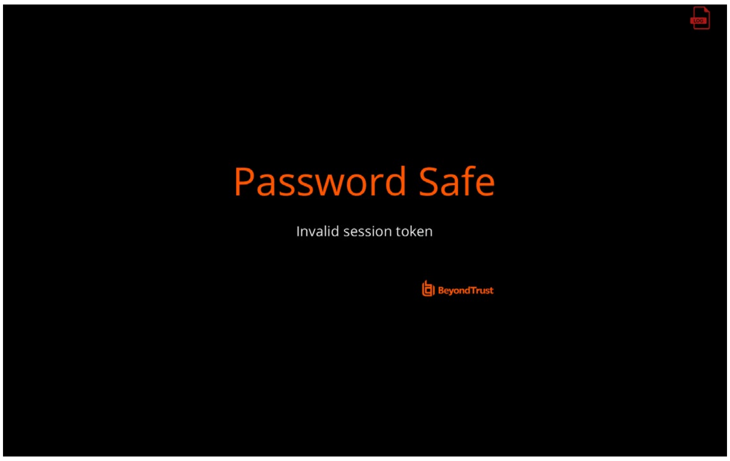


Attributes: □ Read-only □ Hidden

Security: This file came from another computer and might be blocked to help protect this computer. ☑ Unblock

After the adjustment, the file can be opened.

5.4 Error message: „Invalid Session Token“



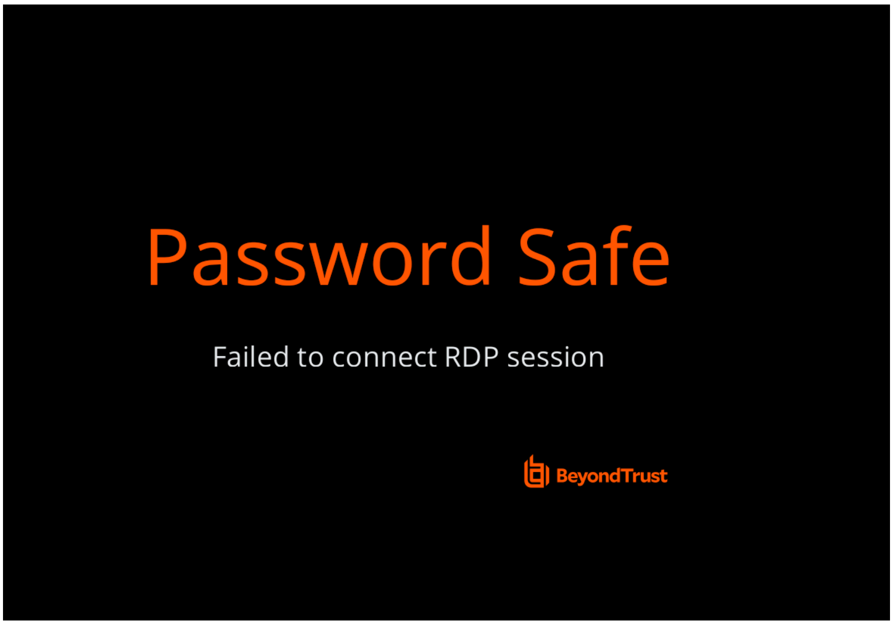
Password Safe

Invalid session token

It is not possible to log on to the target server. This error probably occurs due to missing authorizations on the target server. Please clarify with Technical Support whether your PIAM user has the necessary rights.

External employees can request missing authorizations via their ASFiNAG contact person. ASFiNAG employees can request missing rights directly at https://meinshop.asfinag.at.

5.5 Error message „Failed to Connect RDP Session“



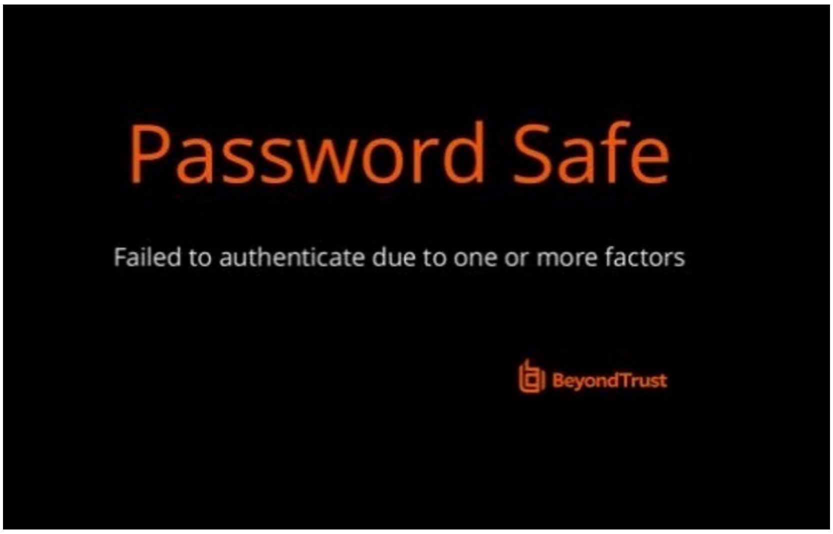
Password Safe

Failed to connect RDP session

This message indicates an error on the target server or a login problem on the target server. This may be switched off or not accessible due to a technical problem. Please coordinate with Technical Support to verify the status of the target server and confirm that the necessary access permissions have been granted.

5.6 Error message „Failed to authenticate due to one or more factors"

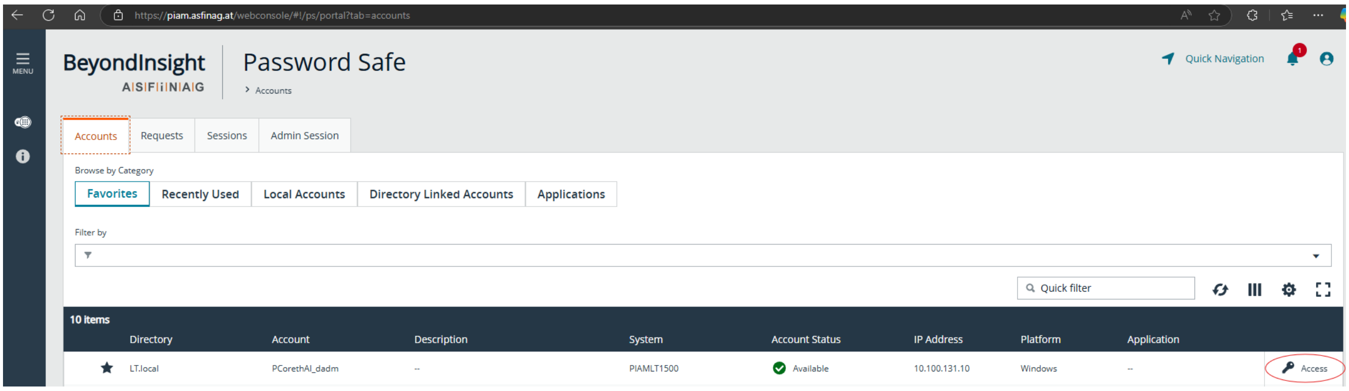
After opening the RDP session via the PIAM web interface, the error message „**Failed to authenticate due to one or more factors**" is displayed.



Password Safe

Failed to authenticate due to one or more factors

Important: Please note that an RDP session must always be started via the „Access" button!

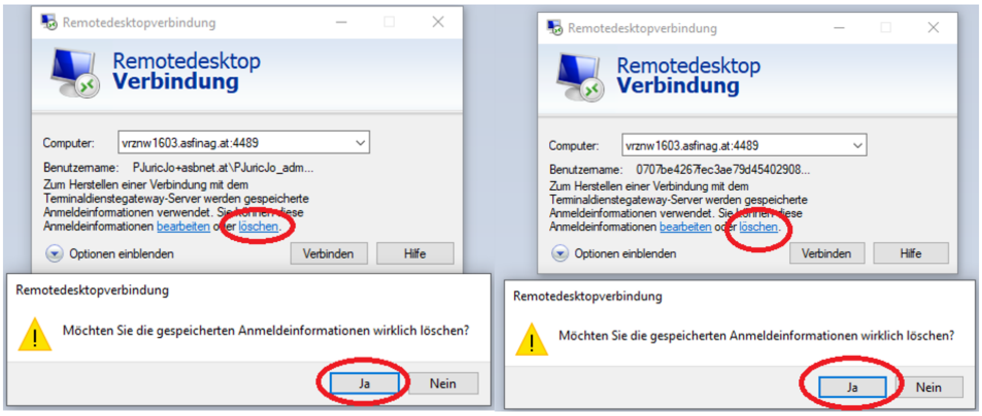


https://piam.asfinag.at/webconsole/#!/ps/portal?tab=accounts

	Directory	Account	Description	System	Account Status	IP Address	Platform	Application	
★	LT.local	PCorethAl_dadm	--	PIAMLT1500	✓ Available	10.100.131.10	Windows	--	Access

If the error persists, this usually indicates a faulty configuration of the Windows remote desktop program or an error in the user profile of the client computer.

First, please check whether the Windows Remote Desktop program has saved login information for the computers: piam.asfinag.at, vrznw1603.asfinag.at, vrznw1604.asfinag.at, brlnw1603.asfinag.at or brlnw1604.asfinag.at. If this is the case, please delete the login information and test the connection again.



Remotedesktopverbindung

Remotedesktop Verbindung

Computer: vrznw1603.asfinag.at:4489

Benutzername: PJuricJo+asbnet.at\PJuricJo_adm...

Zum Herstellen einer Verbindung mit dem Terminaldienstegateway-Server werden gespeicherte Anmeldeinformationen verwendet. Sie können diese Anmeldeinformationen bearbeiten oder löschen.

Remotedesktopverbindung

Möchten Sie die gespeicherten Anmeldeinformationen wirklich löschen?

Remotedesktopverbindung

Remotedesktop Verbindung

Computer: vrznw1603.asfinag.at:4489

Benutzername: 0707be4267fec3ae79d45402908...

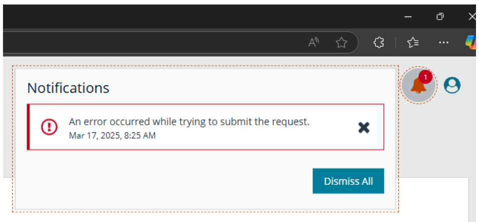
Zum Herstellen einer Verbindung mit dem Terminaldienstegateway-Server werden gespeicherte Anmeldeinformationen verwendet. Sie können diese Anmeldeinformationen bearbeiten oder löschen.

Remotedesktopverbindung

Möchten Sie die gespeicherten Anmeldeinformationen wirklich löschen?

If the error persists, the error can also be rectified by deleting the Windows user profile. This step should only be carried out by experienced users. To avoid data loss, a backup should be created before deleting the user profile. For company PCs, please contact your IT department to discuss how to proceed.

5.7 Error message „An error occurred while trying to submit the Request”



Notifications

An error occurred while trying to submit the request.
Mar 17, 2025, 8:25 AM

This error occurs when a terminated RDP session is reopened via „Accounts”. The correct way to reconnect is described under point 4.6.

5.8 https://piam.asfinag.at cannot be opened in the browser

This message indicates an error in the DNS resolution of piam.asfinag.at on the client. The DNS resolution can be checked with the following command on Windows computers:

nslookup piam.asfinag.at

The result must be as follows:

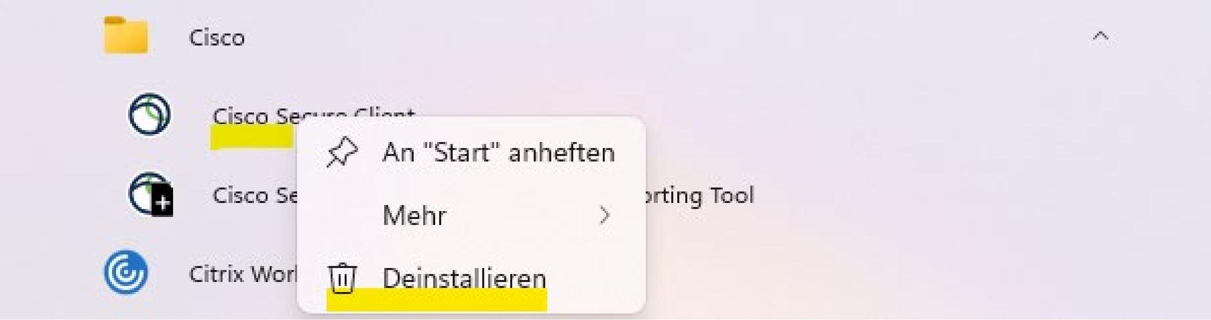
Name: piam.asfinag.at
Address: 10.100.131.253

If the command does not return an answer, there is a DNS problem on the client. A firewall in the client network often blocks DNS responses with private IP addresses 10.x.x.x.. However, these are absolutely necessary for PIAM to function.

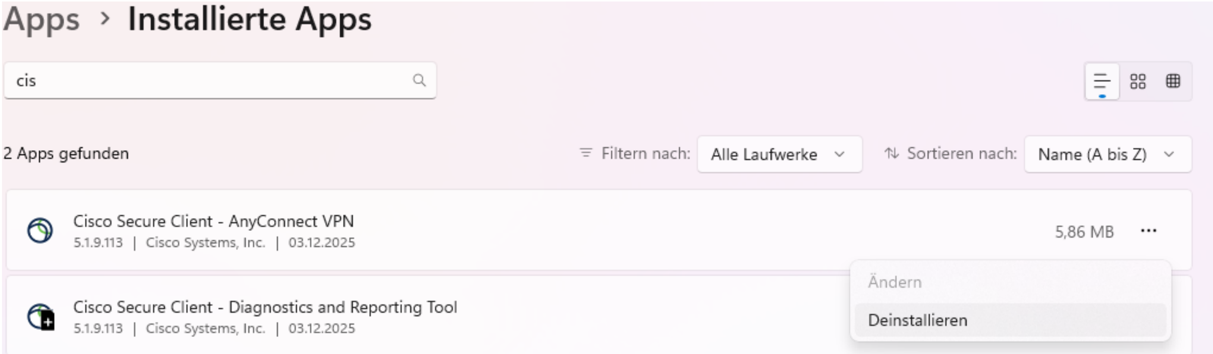
5.9 Uninstallation Cisco AnyConnect

It is recommended to uninstall the Cisco AnyConnect client, as running it in parallel with the Palo Alto GlobalProtect VPN client may lead to connectivity or routing conflicts. Please use the Palo Alto GlobalProtect client exclusively.

This can be done in the Start Menu.



Uninstall the following Cisco apps.



Apps › Installierte Apps

cis

2 Apps gefunden

Filtern nach: Alle Laufwerke

Sortieren nach: Name (A bis Z)

Cisco Secure Client - AnyConnect VPN
5.1.9.113 | Cisco Systems, Inc. | 03.12.2025
5,86 MB

Cisco Secure Client - Diagnostics and Reporting Tool
5.1.9.113 | Cisco Systems, Inc. | 03.12.2025

6 Error messages and technical support

Faults and errors in the PIAM system can be reported by telephone or e-mail to the ASFINAG MSG Service Desk.

E-Mail support:	**support@asfinag.at**
Telephone Support:	+43 50 108 – 99999 and „2“
Accessibility:	24x7

By providing the following information, fault clearance can be accelerated, as some faults can already be ruled out by specific checks.

PIAM user account	z.B.: Pext_MusterMa
Target server	z.B.: VRZLT1500

7 Appendix

7.1 Abbreviations and definitions

Abbr. / term	Meaning
PIAM	**P**rivileged **I**dentity & **A**ccess **M**anagement
MSG	ASFiNAG Maut Service GmbH
RDP	MS Remote Desktop Protocol

7.2 History

Release version	**Valid from**	**Created by** Comp./Dep./Name	**Reason for change**
1.0	14.04.2018	MSG/SE/ACO	
1.1	04.12.2018	MSG/SE/ACO	VPN firewall swap remote.cnas.at → rfw.cnas.at
1.2	08.01.2019	MSG/SE/ACO	Chapter Troubleshooting added
1.3	04.09.2019	MSG/SE/ACO	Favorites function, ending an RDP session, Request management, troubleshooting extended
1.4	18.08.2020	MSG/SM/ACO	Chapter 5.5 Error message: „Failed to authenticate due to one or more factors" added.
1.5	14.09.2020	MSG/SM/ACO	VPN Firewall Link changed to rfw.cnas.at
1.6	25.09.2020	MSG/SM/ACO	Error messages revised
1.7	23.05.2022	MSG/SM/ACO	piam.asfinag.at and node selection customized
1.8	05.08.2022	MSG/SM/JJR	Screenshots, node names and texts updated
1.9	14.03.2025	MSG/SM/ACO	Screenshots, texts adapted, further chapters added
2.0	20.03.2025	MSG/SM/ACO	Screenshots, texts adapted, further chapters added
2.1	03.02.2026	MSG/SM/ACO	Paloalto GlobalProtect