WACKER

CREATING TOMORROW'S SOLUTIONS

USER GUIDE
BUSINESS PARTNER ACCESS

What methods can an external-company employee use to access the data network of Wacker Chemie AG and its subsidiaries?

WACKER

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WACKER

1 General information

Wacker Chemie AG gives external-company employees of its business partners access to the WACKER data network. Depending on the requirements of the business partner there are different ways for remotely accessing the Wacker network.

1. **Citrix Access Gateway (CAG) – STANDARD**
   The preferred access method for business partners is the usage of the Citrix Access Gateway (CAG).

2. **VPN client based business partner access**
   If due to technical reasons the remote access by Citrix Access Gateway is not possible, the remote access to the Wacker network is also possible using a VPN (virtual private network) connection.

3. **VPN access without a VPN client for business partner companies with a direct connection to the Wacker network**
   For some special business partners, it may also be necessary that the business partner company gets directly connected to the Wacker network by a permanent VPN connection between the Wacker network and the business partner's network.

You will be informed via e-mail which type of access has been provided for you.

This document describes the two following access methods:

- **VPN client based business partner access**
- **VPN access without a VPN client for business partner companies with a direct connection to the Wacker network**

Attention: If you have access via the Citrix Access Gateway (CAG), please use the documentation for the Citrix Access Gateway (CAG).
Please refer to the Userhelpdesk (Chapter 4 Contact) to get the CAG documentation

2 VPN-Client based business partner access

Users who want to access the Wacker network via VPN need a VPN client on their computer: the Palo Alto Global Protect client.

Attention: The Palo Alto Global Protect client is not necessary when the business partner is using a business partner direct connection which has explicitly been setup for the connection between the business partner's company and Wacker Chemie AG. Please proceed with chapter *3 - VPN access without VPN client for business partners with direct connection to the Wacker network*

2.1 Pre-requisites

Usage of the VPN client business partner access requires:

- Approved IDM USS "Request for VPN access for business partners"
- Computer with an internet connection
- Single-use administrative rights for the installation of the VPN client Palo Alto Global Protect
- User name and logon password
- installed & configured Smartphone App "netIQ Advanced Authentication"
- Access rights for the application.

Attention: Initial setting of the logon password

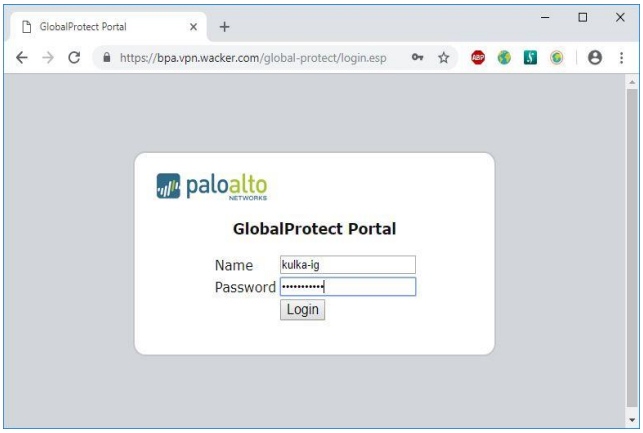
- AD-Account: If you logon to the Wacker network using an AD account please contact the Wacker UserHelpDesk for setting the initial AD password.
- CD-Account: If you logon to the Wacker network using an CD account please set your CD password according to the method described in the email, which you received after successful completion of the IDM USS „Request for VPN access for business partner".

2.2 Installing and configuring the MFA Smartphone App

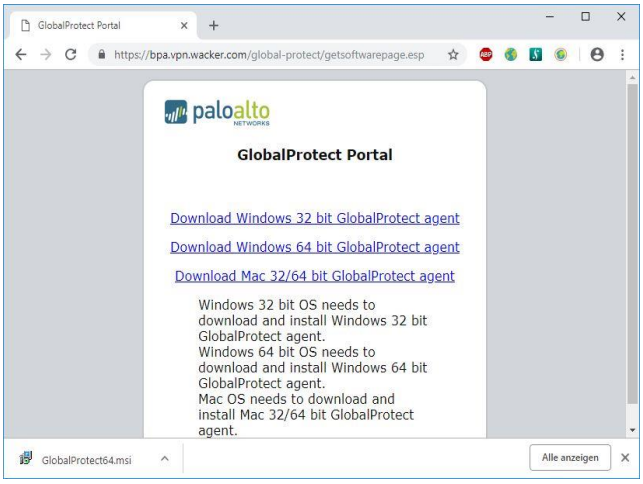
The instruction for our MFA Smartphone App is here: https://www.wacker.com/cms/media/en/asset/customer_service/quickstart_guide.pdf

2.3 Installation of the VPN client

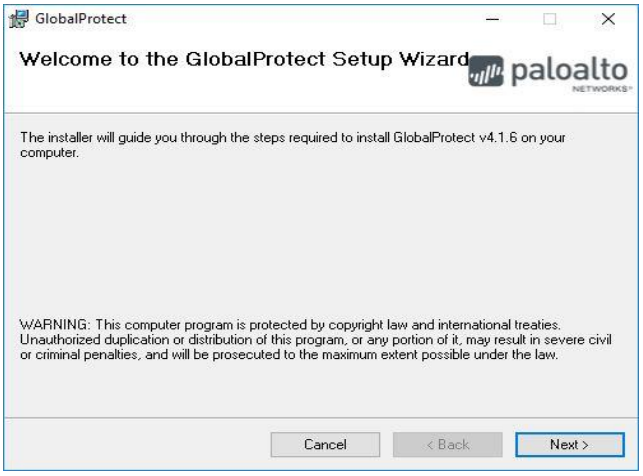
Start your web browser and enter the URL (web address) https://bpa.vpn.wacker.com. Then enter your user name in the *Name* field and your logon password in the *Password* field.



After successfully logging on, you can download the VPN software. Select the version designed for your operating system.



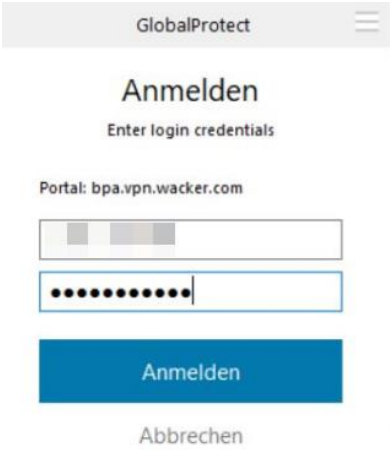
Click *Next* > to launch the installation assistant.



After successful installation the configuration window appears automatically. In the *Portal* field enter „bpa.vpn.wacker.com“. Then click *Connect* to start logging on for the first time.

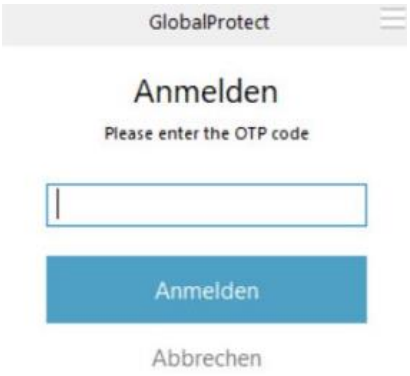
Logging on

Enter your user-id in the field *Username* and your password ion the field *Password*. Click on *Apply* to start logging in.



In the *GlobalProtect Gateway Authentication* window, enter your 6-digit one-time password (OTP) from your Smartphone App.

Click *OK* to confirm this.



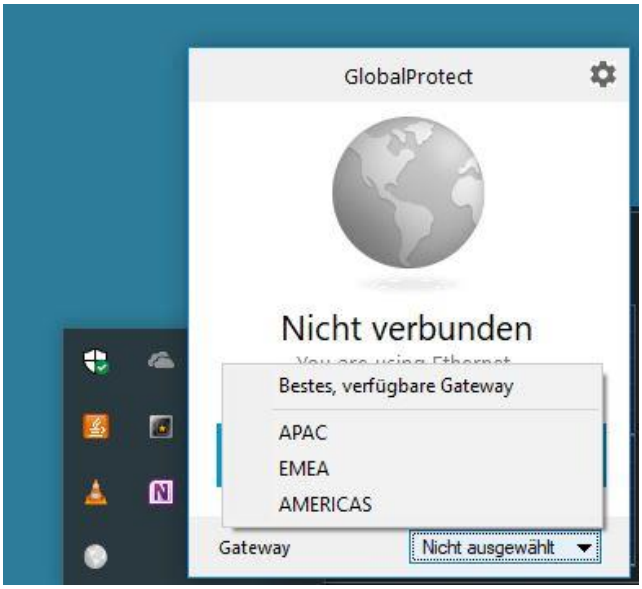
As soon as a VPN connection has been established the following window appears. The *GlobalProtect* icon in the taskbar also shows that the connection is established .

Note
From now, you log on to the WACKER VPN Gateway as described section 2.4 *Logging* on.

2.4 Logging on

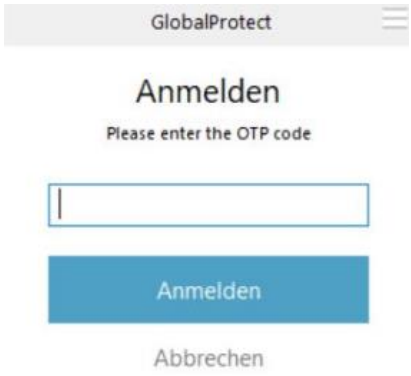
To log on at the next VPN gateway start the *GlobalProtect client* and click on *Connect.*

Then choose “Best available gateway”.



Enter your user-id in the field *Username* and your password ion the field *Password*. Click on *Apply* to start logging in.

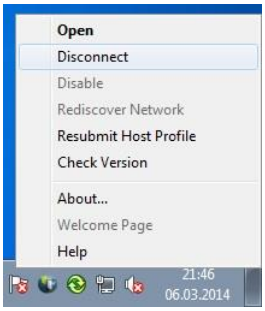
In the *GlobalProtect Gateway Authentication* window, enter your 6-digit one-time password (OTP) from your Smartphone App



As soon as a VPN connection has been established the following window appears. The *GlobalProtect* icon in the taskbar also shows that the connection is established .

2.5 Logging off

To end the VPN connection, right-click the GlobalProtect icon in the taskbar and select *Disconnect*.



When you have been disconnected, the message *Disconnected* appears in the taskbar and a red „X“ appears on the GlobalProtect icon in the taskbar .

2.6 Technical information

Note

The installation and usage of the VPN software *Palo Alto Networks GlobalProtect* does not require a license.

WACKER uses the following networks, and after you have successfully logged on, the information you enter is transmitted in encrypted form to the WACKER VPN gateway:
10.0.0.0/8
57.195.8.0/24
172.16.0.0/12
192.168.0.0/16
193.18.0.0/16
193.19.0.0/19

The following networks are exempt, so the information you enter in these networks is not transmitted to WACKER and you can also use these networks locally:
169.254.0.0/16
192.168.0.0/24
192.168.1.0/24

The DNS configuration is handled automatically when you log on to the VPN gateway.

If you are using a firewall please make sure that this firewall is permitting SSL (TCP port 443) and IPsec-ESP-UDP (UDP port 4501) to the following WACKER networks:
193.18.240.0/24
193.18.92.128/25
193.18.191.128/25

Note

If you are using proxies they are automatically detected and used by the VPN software *GlobalProtect*. In case of a proxy authentication GlobalProtect is showing an additionally login window for requesting the login information for your proxy. Because it is difficult for users to distinguish between the proxy login window and the WACKER login window we recommend to allow the access to the above mentioned WACKER networks without authentication.

3 VPN access without VPN client for business partners with direct connection to the Wacker network

3.1 Pre-requisites

Usage of a VPN access without a VPN client requires the following:

- Direct connection between your company's network and the network of WACKER Chemie AG
- User name and logon password
- installed & configured Smartphone App "netIQ Advanced Authentication"
- Access rights for the application.

Note
To find out if your company has a connection to WACKER's Business Partner MPLS, please contact your IT department.

To access applications in the WACKER network, you must first authenticate yourself at the business partner firewall.

Attention: Initial setting of the logon password

- AD-Account: If you logon to the Wacker network using an AD account please contact the Wacker UserHelpDesk for setting the initial AD password.
- CD-Account: If you logon to the Wacker network using an CD account please set your CD password according to the method described in the email, which you received after successful completion of the IDM USS „Request for VPN access for business partner".

3.2 Installing and configuring the MFA Smartphone App

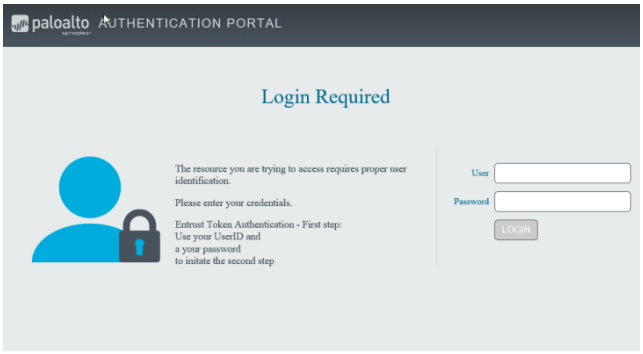
The instruction for our MFA Smartphone App is here: https://www.wacker.com/cms/media/en/asset/customer_service/quickstart_guide.pdf

3.3 Authentication

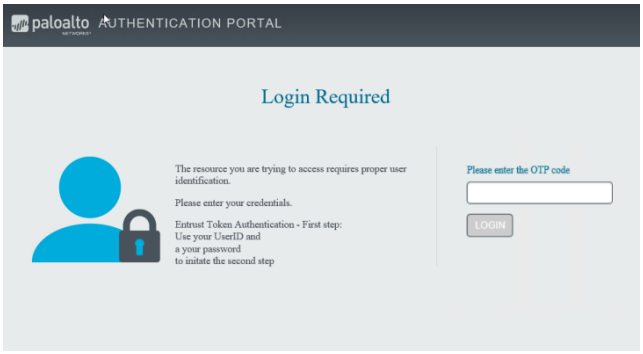
In your web browser, enter the URL (web address) corresponding to the region in which you are located.

Region	URL
Europe	http://auth-bpa-emea.vpn.wacker.com
America	http://auth-bpa-amer.vpn.wacker.com
Asia	http://auth-bpa-apac.vpn.wacker.com

You are forwarded to the WACKER User Identification Portal. Enter your user name in the *Name* field and leave the *Password* field blank. Then click *Login*.



You are now prompted to enter your 6-digit one-time password (OTP) from your Smartphone App. Confirm by clicking *Login*.



If the authentication is successful, the message *You are authenticated* appears.

3.4 Security restrictions

The authentication is valid for 10 hours, after which all connections are terminated for security reasons.
The authentication provides a 15-minute window for you while you can launch the applications.
As long as you keep the authentication window (the window with the message *You are authenticated*) open in your web browser and a recent update is displayed after the word *[Last check:*, the start window's timeout period is automatically extended.

3.5 Alternative method

For the authentication process (accessing the URL), your computer must be able to resolve the following host names and access these web sites using your web browser:

Europe	
auth-bpa-emea.vpn.wacker.com	193.18.65.1
cp-bpa-emea.vpn.wacker.com	193.18.64.19
America	
auth-bpa-amer.vpn.wacker.com	193.18.88.129
cp-bpa-amer.vpn.wacker.com	193.18.88.19
Asia	
auth-bpa-apac.vpn.wacker.com	193.18.80.129
cp-bpa-apac.vpn.wacker.com	193.18.80.19

You can either resolve the DNS using the WACKER DNS or your company's own DNS.
If this is not possible, an address-based authentication can be performed using the following URL:

Region	URL
Europe	https://193.18.64.19:6082/php/uid.php?vsys=5&url=http://193.18.65.1
America	https://193.18.88.19:6082/php/uid.php?vsys=5&url=http://193.18.88.129
Asia	https://193.18.80.19:6082/php/uid.php?vsys=5&url=http://193.18.80.129

Security warnings related to the certificates of the sites 193.18.64.19, 193.18.88.19 and 193.18.80.19 appear, but you can ignore these warnings.

4 Contact

If you experience a problem, please contact the WACKER UserHelpDesk.

USA (Americas):
Tel. +1 800 430-8374
help.desk@wacker.com

Asia (APAC):
Tel. +86 21 6100-3456
helpdesk.asiapac@wacker.com

Europe (EMEA):
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