

Dept.: D-IB3
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Citrix Access with Citrix Netscaler Gateway

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Citrix Access with Citrix Netscaler Gateway ,

1. PC / Laptop

1.1 Requirements

- Internet Connection
- Internet browser like Internet Explorer or Chrome
- Citrix Receiver (Download <https://www.groz-beckert.com/en/microsites/it-services/remote-access.html>) – Software can be downloaded and installed over the Groz-Beckert KG homepage. Please install the three components to you Windows PC.



Remote Access - Europe

Last names from A-K >

Last names from L-Z >

Instruction PC and Mac

Contact Person



IT Support

Phone +49 7431 10 2103

Send e-mail →



Remote Access - Asia

Users >

Instruction PC and Mac



Remote Access - India

Users >

Instruction PC and Mac

Citrix Gateway Prerequisites

- 1 Citrix Receiver Web EXE-Dokument, 43.46 MB
- 2 Sectigo CA CRT-Dokument, 0.00 MB
- 3 Comodor CA CRT-Dokument, 0.00 MB

- Permissions to access the Citrix Gateway at Groz-Beckert KG
- Install OneTimePassword Authenticator App (e.g. Google Authenticator, FreeOTP Authenticator, ...) on your mobile device
- Configure OneTimePassword Token

1.2 Configure OneTimePassword Token / Use Authenticator App

You do have access to Internal GB Network

1. Use a Groz-Beckert device which is connected to the internal network (LAN / WLAN).
Open <https://gbkqlinotp01.company.internal> with your logon credentials within your Citrix-session:

Login to LinOTP self service

Username:

Password:

Enter username and password (as you use it in the office)

2. Klick "enroll your time based token."

Citrix Access with Citrix Netscaler Gateway ,

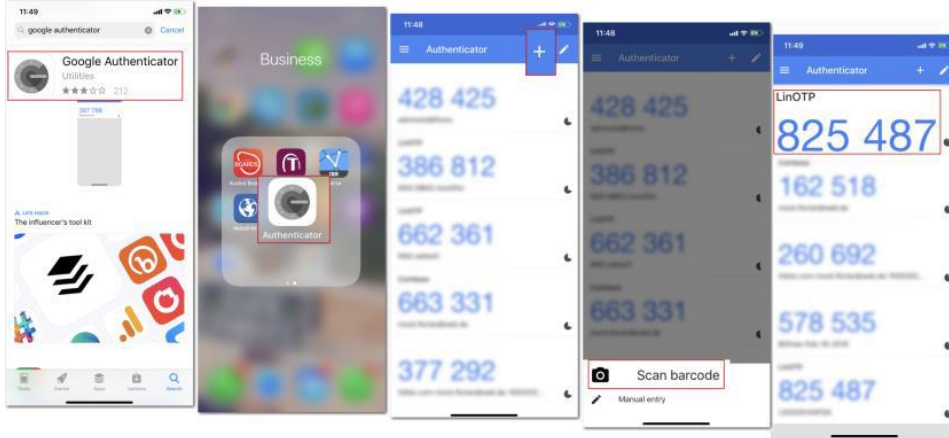
3. Open your preferred authenticator-app on your mobile device and scan QR-Code:

Provision your OATH soft token

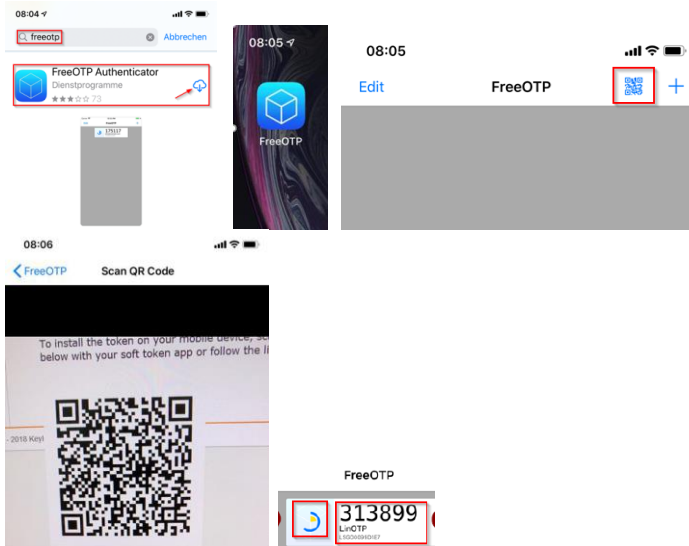
1. You need an OATH compatible soft token app installed on your mobile device.
(FreeOTP, Google Authenticator or another OATH compatible soft token)
2. Provision your soft token in LinOTP:
enroll your time based token.
3. Install your soft token profile:
To install the token on your mobile device, scan the QR code below with your soft token app or follow the link:



4. Authenticator App Examples
“Google Authenticator”



“FreeOTP Authenticator”



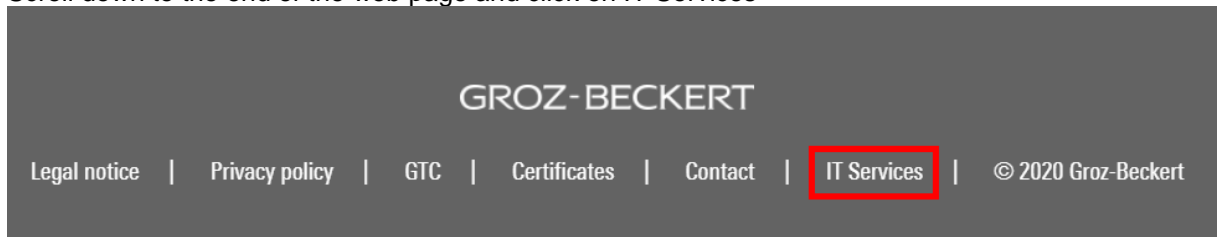
External Users – if you do NOT have access to internal GB Network

Please contact local IT support. They enable access to the internal LinOTP server from within a Bomgar remote session.

Citrix Access with Citrix Netscaler Gateway ,

1.3 Get Access

1. Open internet browser
2. Enter address <https://www.groz-beckert.com>
3. Scroll down to the end of the web page and click on IT Services



4. Click on **Remote Access**

Remote Access

Dial-up options from external end devices (PC and Mac)



5. Choose the regional access gateway
For **Europe** and **North America** choose the link corresponding to your user name. If your user name starts with A-K choose **Last names from A-K**; if your user name start with L-Z, choose **Last names from L-Z**. For **Asia** click under Remote Access - Asia on **Users**. For India click "Remote Acces – India on **Users**.



Remote Access - Europe

Last names from A-K >

Last names from L-Z >

Instruction PC and Mac

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Remote Access - Asia

Users >

Instruction PC and Mac

Citrix Gateway Prerequisites

Citrix Receiver Web EXE-Dokument, 43.46 MB

Sectigo CA CRT-Dokument, 0.00 MB

Comodor CA CRT-Dokument, 0.00 MB



Remote Access - India

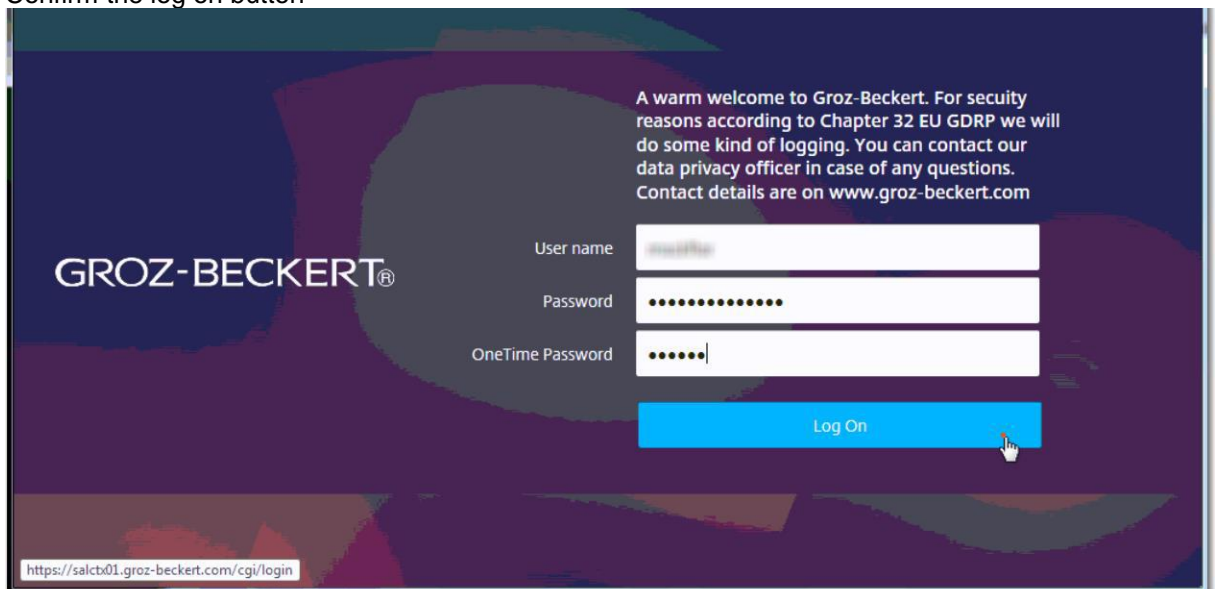
Users >

Instruction PC and Mac

6. You will be forwarded to the Groz-Beckert remote access portal.
Enter your credentials as followed:
Username: *username* (as you use it in the office)
Password: *password* (as you use it in the office)
OneTime Password: (generated with configured Authenticator App)

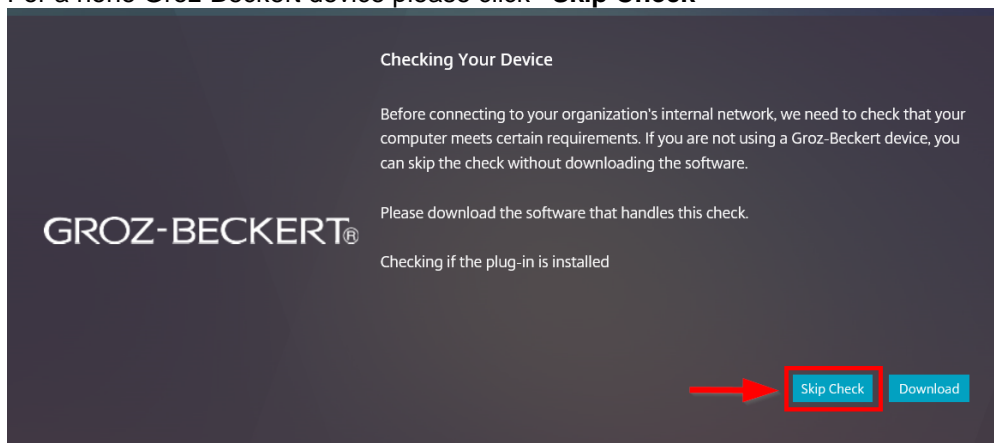
Citrix Access with Citrix Netscaler Gateway ,

Confirm the log on button



Endpoint Scan: The system checks whether you are logging in from a Groz-Beckert or a none Groz-Beckert device.

For a none Groz-Beckert device please click **“Skip Check”**

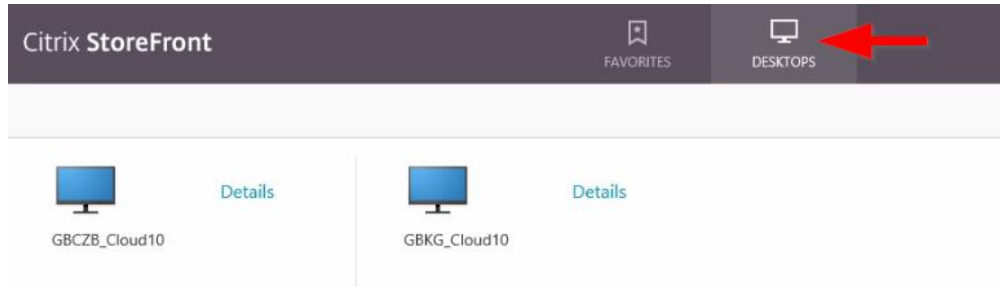


7. In the next step you will see the available desktops for your user, which you can start by clicking on the respective symbol. Please click on the **<LocationName>_Cloud10** where *LocationName* is the shortcut of your site.

Example: for Groz-Beckert KG (GBKG) use **GBKG_Cloud10**.

If you will not see icons, please click on the DESKTOPS icon.

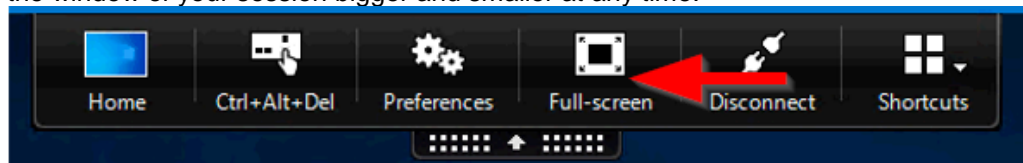
Citrix Access with Citrix Netscaler Gateway ,



8. The Citrix session will start.
9. Enlarge/reduce the window size of the Citrix session.
 - a. You can change the size of your Citrix session by using the black bar at the top edge of your Citrix session.

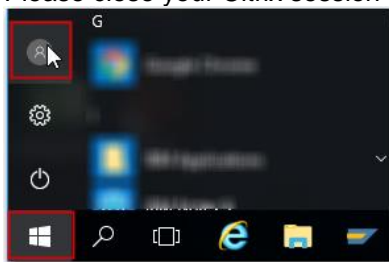


- b. You can chose between full screen and window mode. In window mode, you can drag the window of your session bigger and smaller at any time.



1.4 Close Session

Please close your Citrix session via Start → Log off



To ensure safety, close your browser afterwards.

1.5 Support

In case of trouble please contact Groz-Beckert KG IT-Support team. You can reach the support team over the following options:

1. Call: +49 7431 10-2103
2. Click on IT Support within the remote access web page.

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7431 10 2103
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IT Services



Overview →


IT Support →

E-Mail security →

You will reach the Groz-Beckert KG remote IT Support web page where you can request remote assistance for your device. Please call the support team, before you request remote assistance.

Groz-Beckert worldwide > [English](#) Deutsch 中文 Customer Portal →

GROZ-BECKERT Company Products Services Career  



Representatives	
349 -	David Jones
350 -	Mathias Kottling
363 -	Thomas Kottling
779 -	Julian Fuchs
822 -	Michael Kottling
853 -	Oliver Kottling
881 -	Oliver Kottling
901 -	Oliver Kottling
1005 -	Oliver Kottling

Session Key	
<input type="text"/>	<input type="button" value="Submit"/>

BeyondTrust Remote Support

Contact Person



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IT Services

Overview →

Remote Access →