

## Contents

Procedure for Using Pulse Secure .....	1
Citrix Receiver Install.....	1
Internet Explorer Check and Setup .....	5
Pulse Secure VPN Setup .....	12
Launch Virtual Workspace .....	17
Additional Notes: .....	19
Common Issues .....	20
How to enter authentication Code and where is the secure Code?.....	20
Citrix is giving me error of .net version to be installed.....	20
I am not able to scan the QR code on IOS .....	20
Does this Solution work with MAC System? .....	20
Pulse Secure App Launcher is giving a Pop up of Detected an Internal Error .....	21
How to manually login to Pulse Secure?.....	21

## Procedure for Using Pulse Secure

- Install Citrix workspace for Windows 10 Operating System or Citrix Receiver
- Restart your laptop / desktop
- Install Microsoft of Google Authenticator app from Play store or App store on your mobile device.
- Install Pulse Secure as instructed below
- Launch Virtual Workspace

## Citrix Receiver Install

Install [Citrix workspace](#) or [Citrix Receiver](#) for Windows 10 Operating System

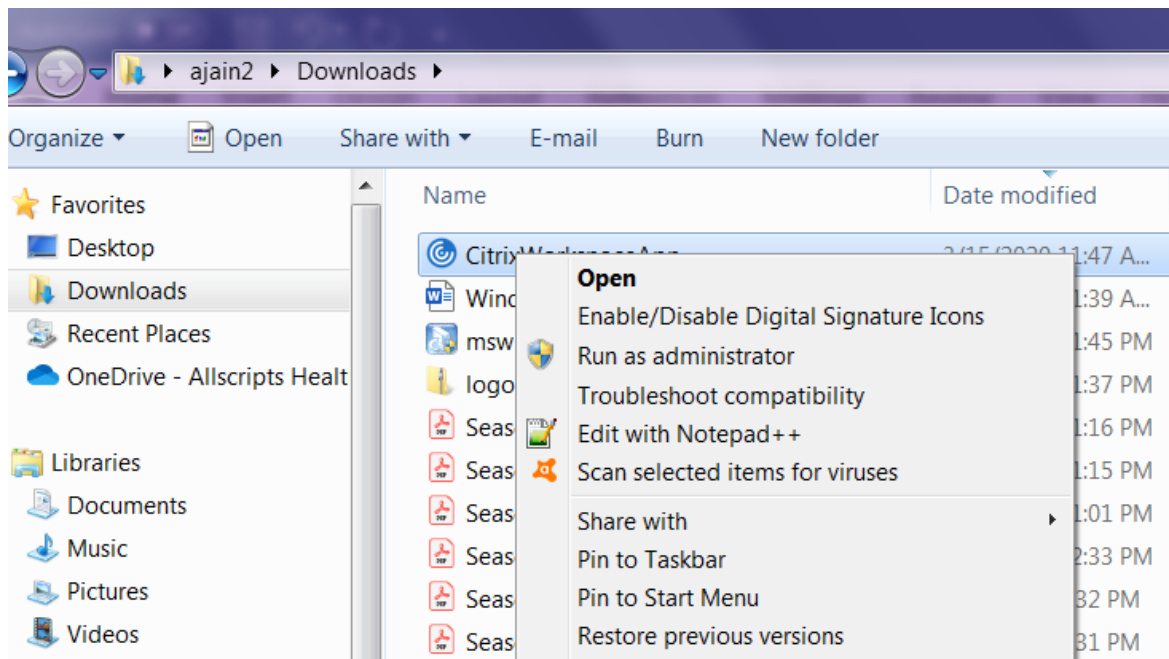
Citrix Receiver:- <https://www.citrix.com/en-in/downloads/citrix-receiver/legacy-receiver-for-windows/receiver-for-windows-49LTSR.html>

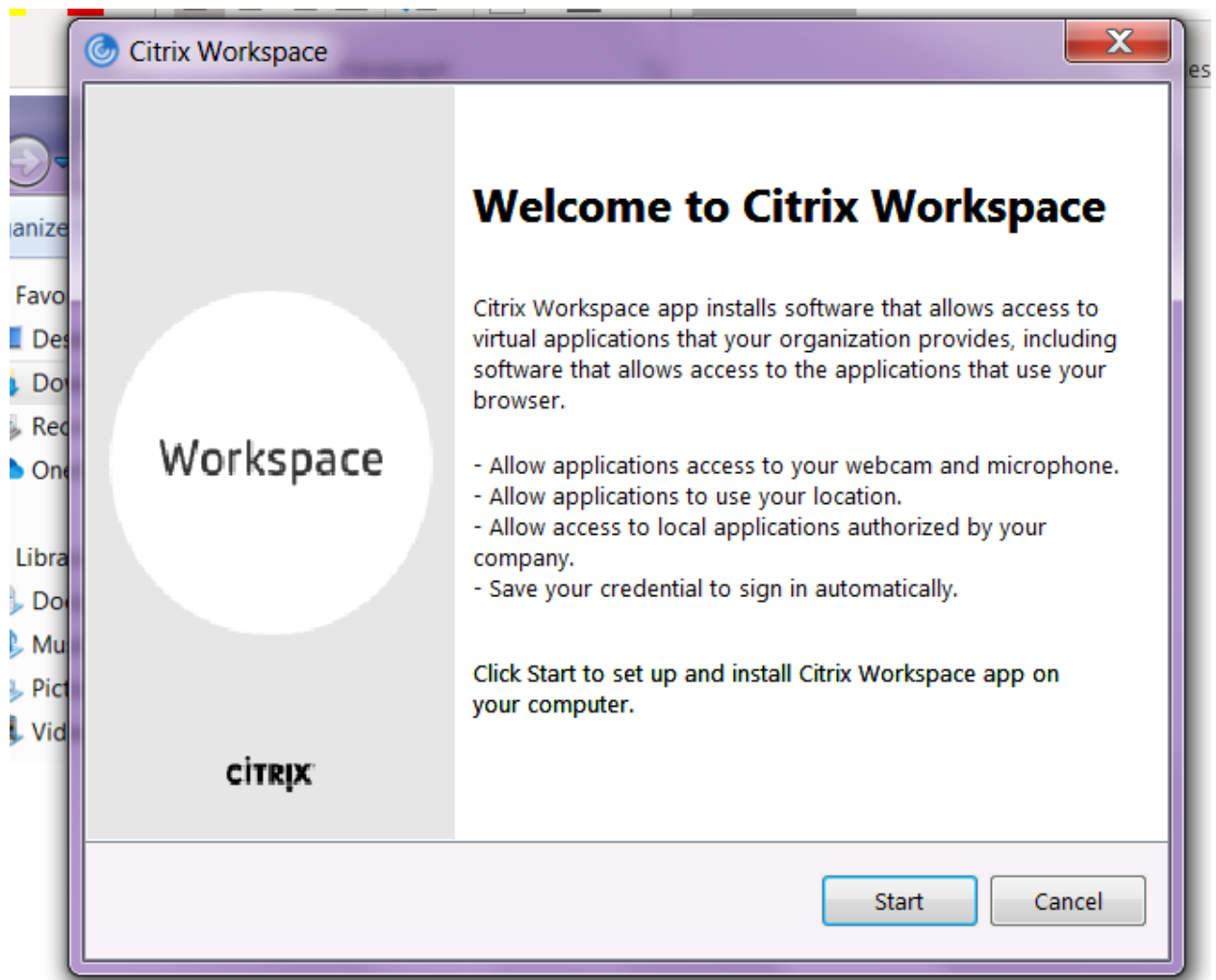
Citrix Workspace:- <https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>

- In case facing any issue use IE, Chrome or Firefox to download

- Once downloaded, click on the Citrix Workspace Receiver exe and click on each screen next to finish installation.
- In case of any issue during installation try by rebooting sometime because of some reboot pending it can give error.

Now Right click on the Citrix Receiver file and select run as Administrator





Accept the terms and click Next till it start installing and finish.

Install

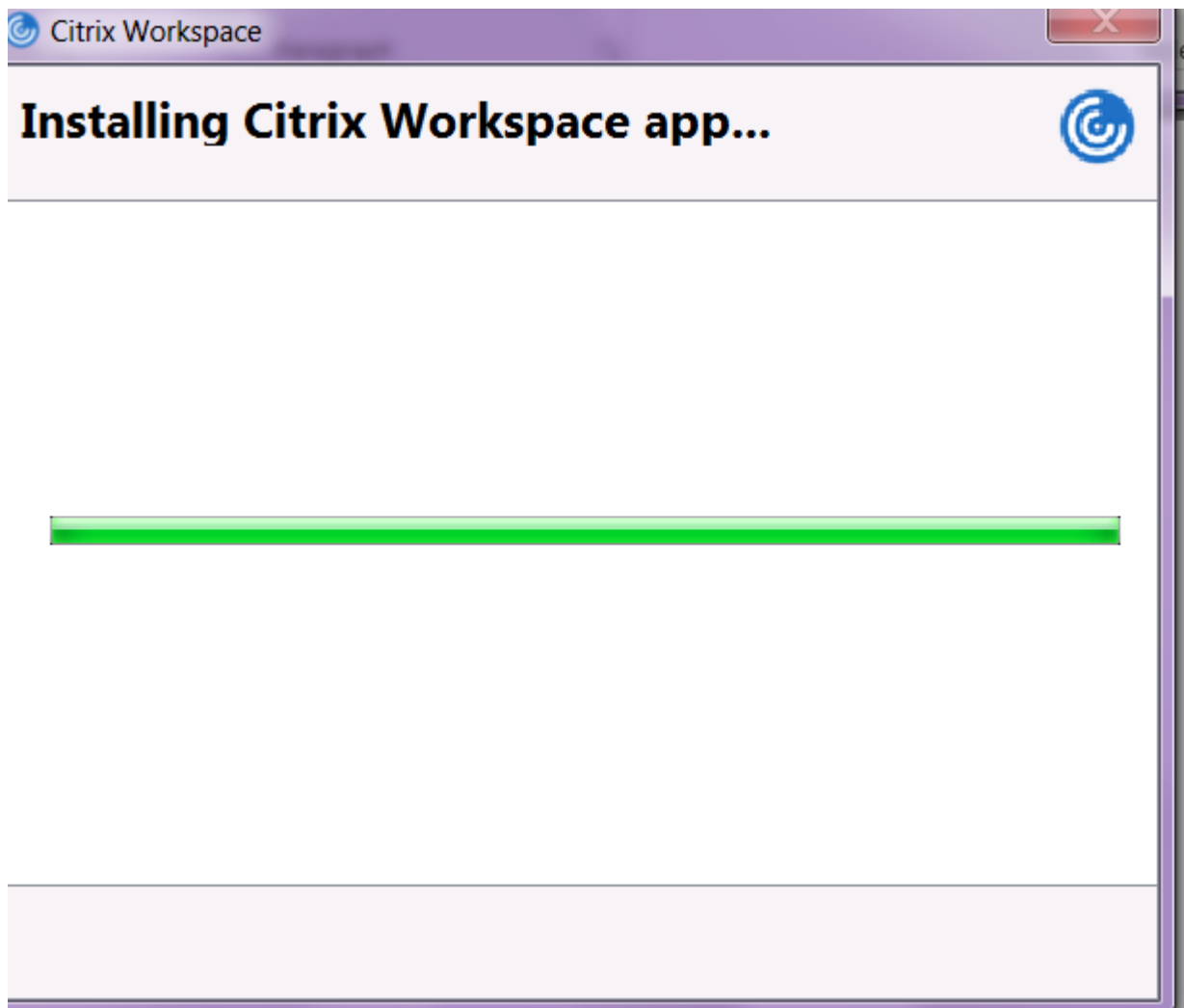


Citrix Workspace



## Installing Prerequisites...





It will finish and you will have the icon in system Tray

Once Installation Complete for Citrix Receiver Please restart.

## Internet Explorer Check and Setup

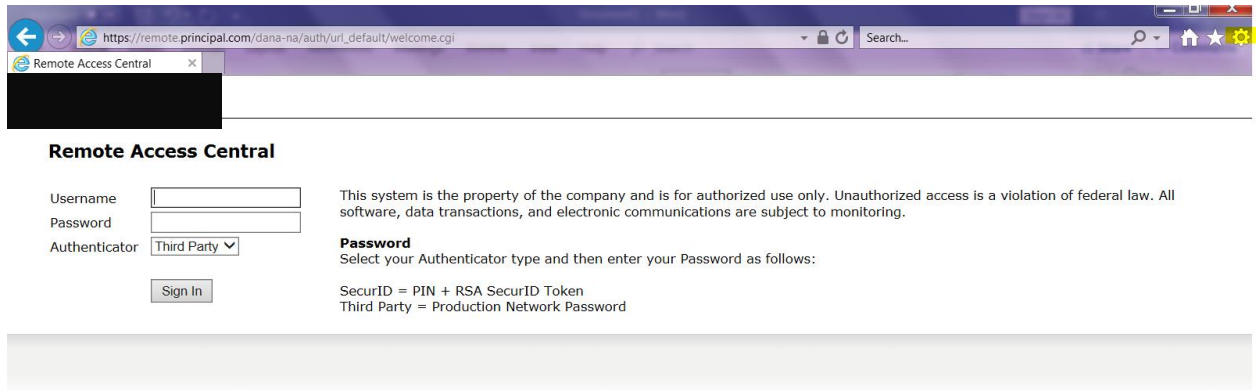
### Internet Explorer add in Trusted site and turn on SSL/TLS Settings

1. In the **Select a Web content zone to specify its current security settings** box, click **Trusted Sites**, and then click **Sites**.
2. If you want to add sites that do not require an encrypted channel, click to clear the **Require server verification (https:) for all sites in this zone** check box.
3. In the **Add this Web site to the zone** box, type the URL of a site that you trust, and then click **Add**.
4. Repeat these steps for each site that you want to add to the zone.
5. Click **OK** two times to accept the changes and return to Internet Explorer.

Setting with Screen shot are listed.

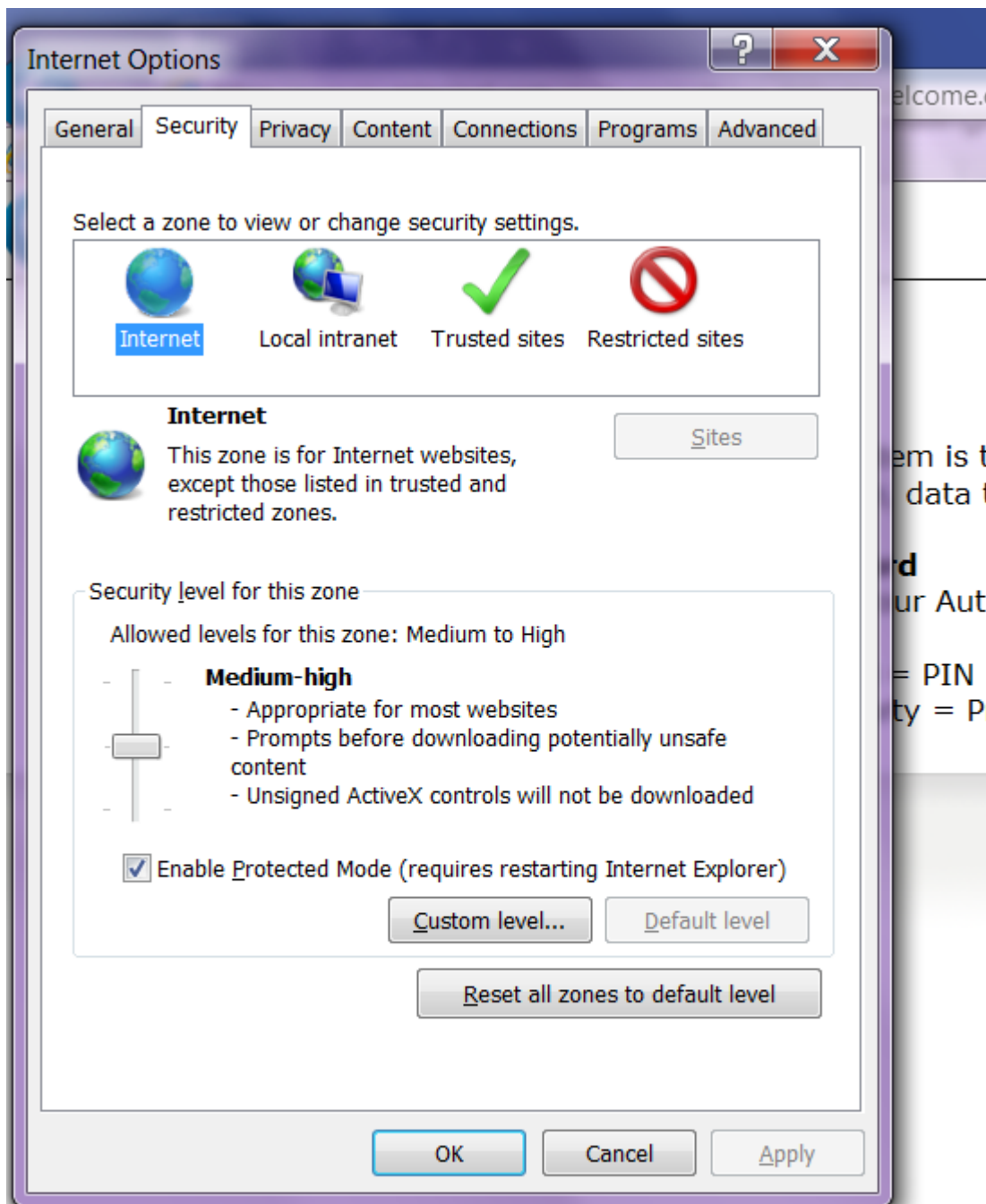
Open Internet Explorer and type in remote.principal.com and

In Internet Explorer, click **Tools**, click **Internet Options**, and then click the **Security tab**.

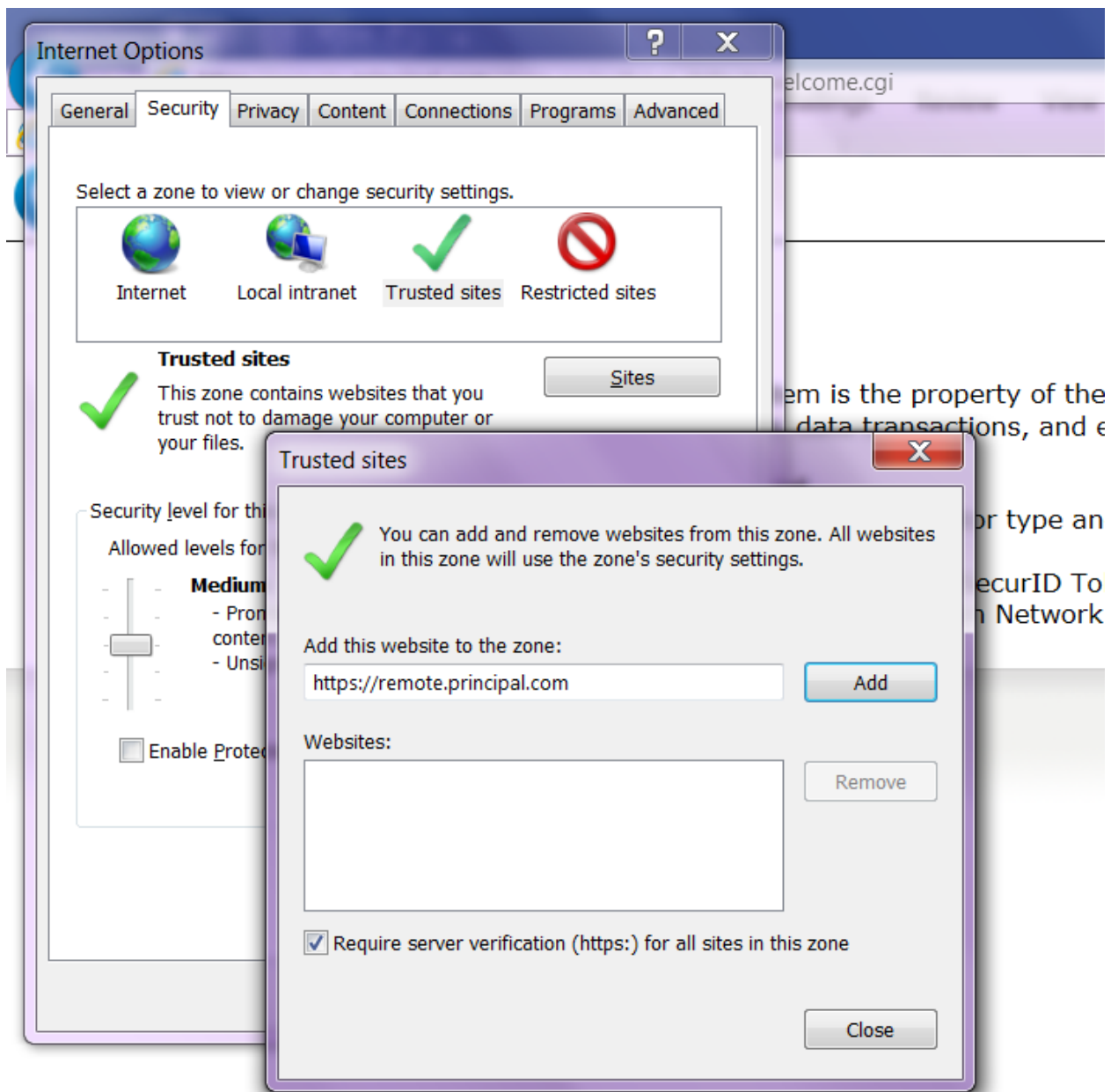


The screenshot shows the Internet Explorer browser window with the address bar displaying [https://remote.principal.com/dana-na/auth/uri\\_default/welcome.cgi](https://remote.principal.com/dana-na/auth/uri_default/welcome.cgi). The page title is "Remote Access Central". The main content area has a purple header with the text "Remote Access Central". Below the header, there is a login form with the following fields: "Username" (text input), "Password" (text input), and "Authenticator" (dropdown menu with "Third Party" selected). A "Sign In" button is located below the "Authenticator" field. To the right of the form, there is a disclaimer: "This system is the property of the company and is for authorized use only. Unauthorized access is a violation of federal law. All software, data transactions, and electronic communications are subject to monitoring." Below the disclaimer, there is a section titled "Password" with the text "Select your Authenticator type and then enter your Password as follows:". Underneath, it lists two options: "SecurID = PIN + RSA SecurID Token" and "Third Party = Production Network Password".

Inside Setting Open Internet Options,



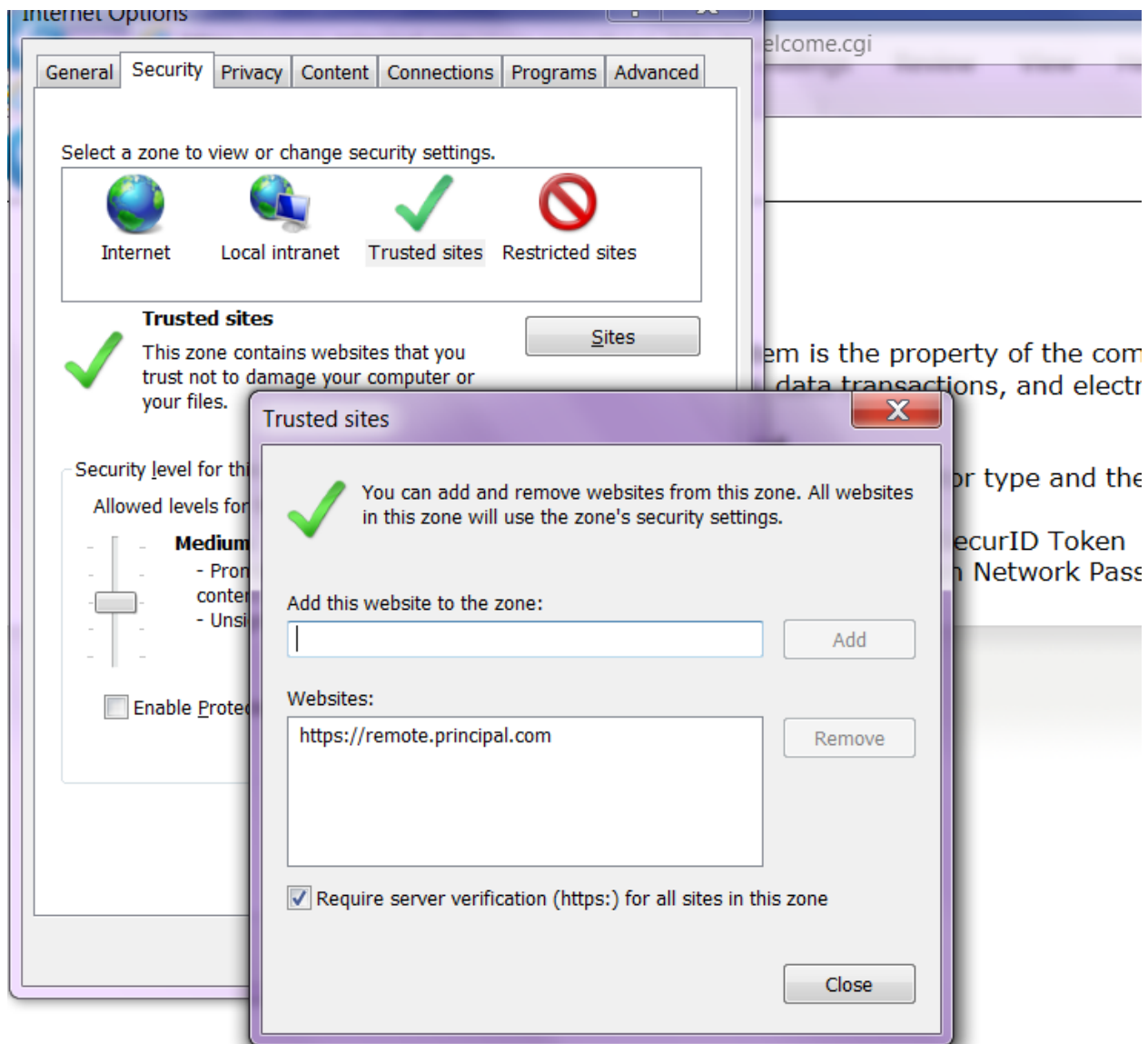
Click on Trusted Sites and Sites



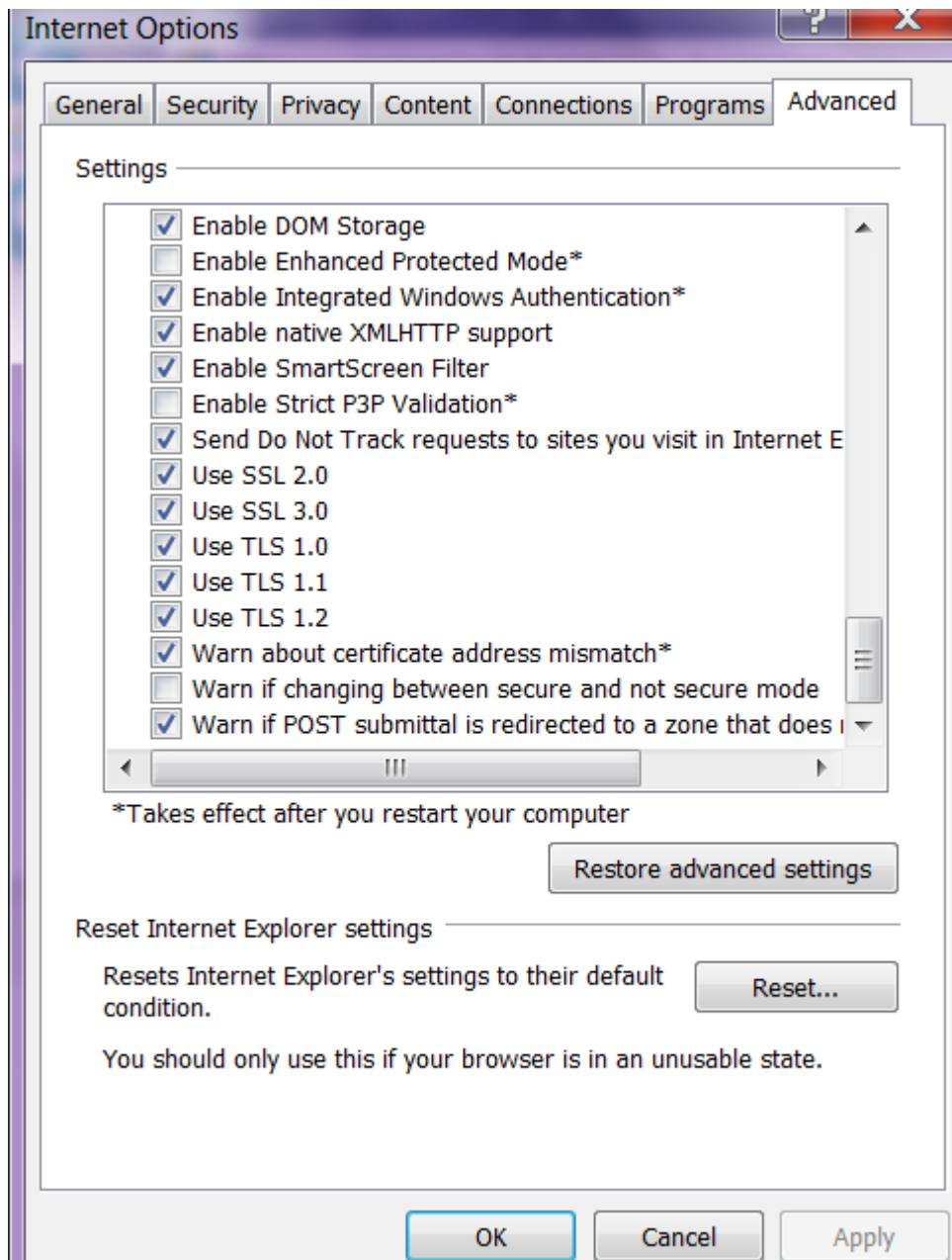
In the new pop up remote.principal.com should already be populated otherwise please type it  
**https://remote.principal.com**

Click on Add and close

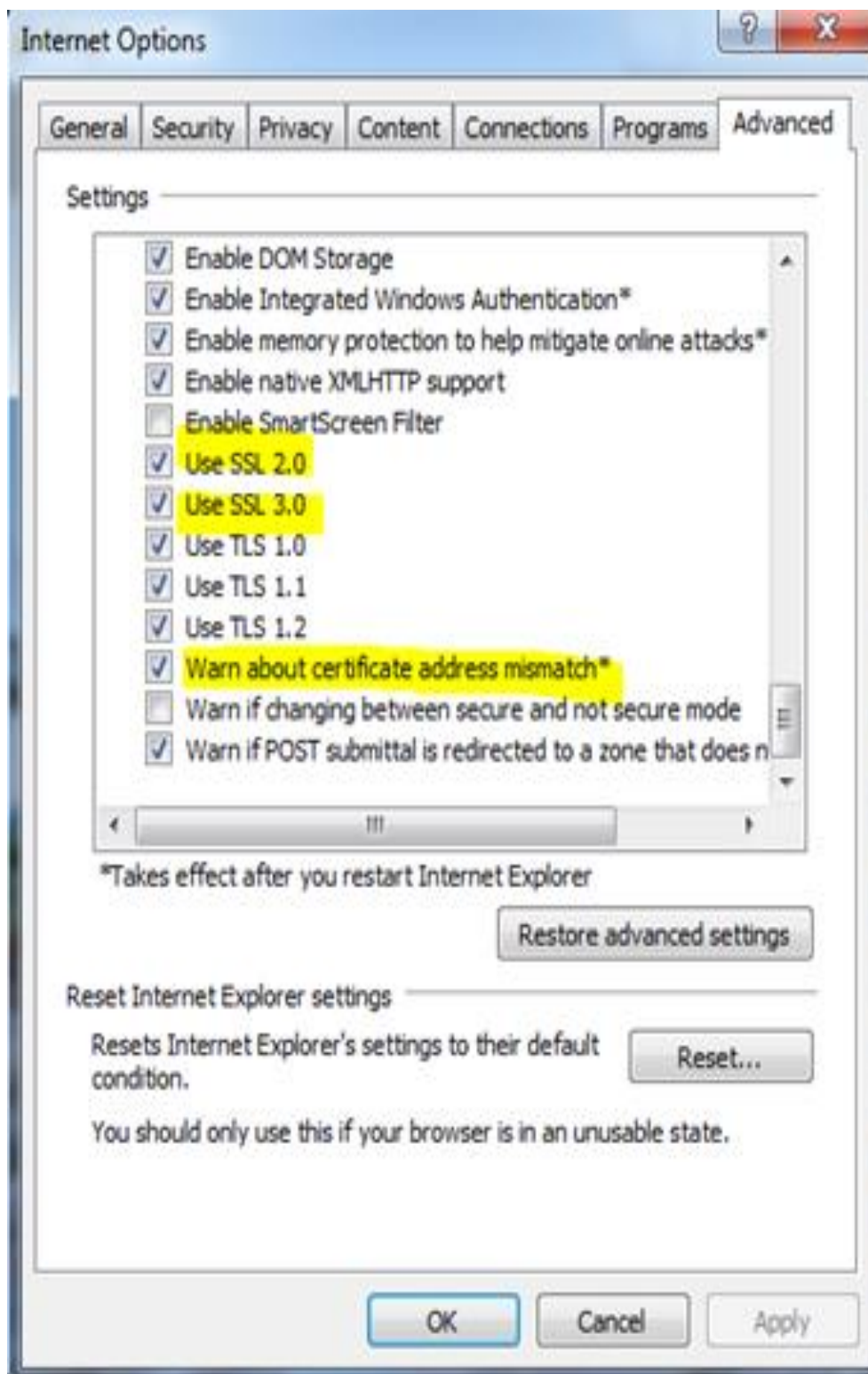




Now go to Advanced Tab and scroll down and ensure all the **SSL and TLS version** are selected.



Check all options for 'use SSL 2.0, 3.0, warn about certificate address mismatch' are checked like highlighted in above screen shot. Click – apply and press OK.

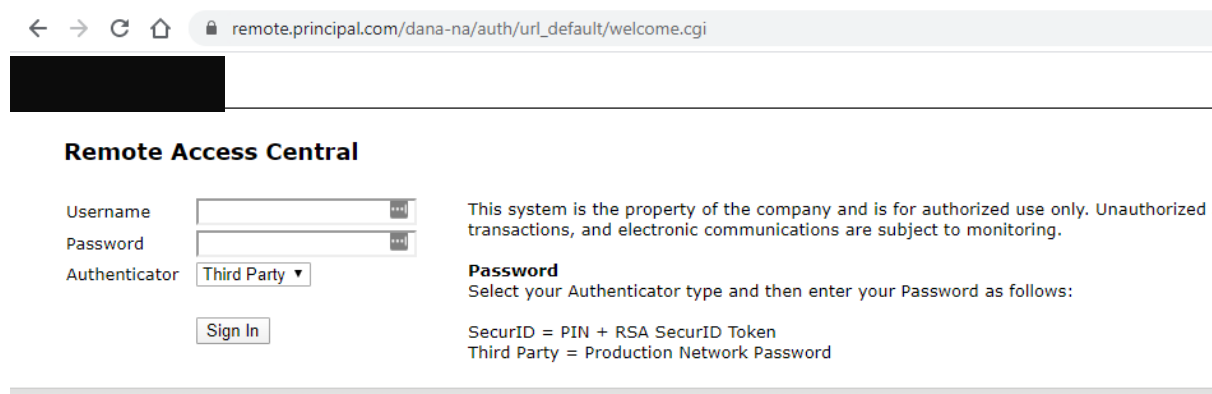


And Ok on Internet Options Screen

## Pulse Secure VPN Setup

Once Laptop come online, open Internet Explorer and launch below

<https://remote.principal.com/>



← → ↻ 🏠 remote.principal.com/dana-na/auth/url\_default/welcome.cgi

### Remote Access Central

Username

Password

Authenticator

This system is the property of the company and is for authorized use only. Unauthorized transactions, and electronic communications are subject to monitoring.

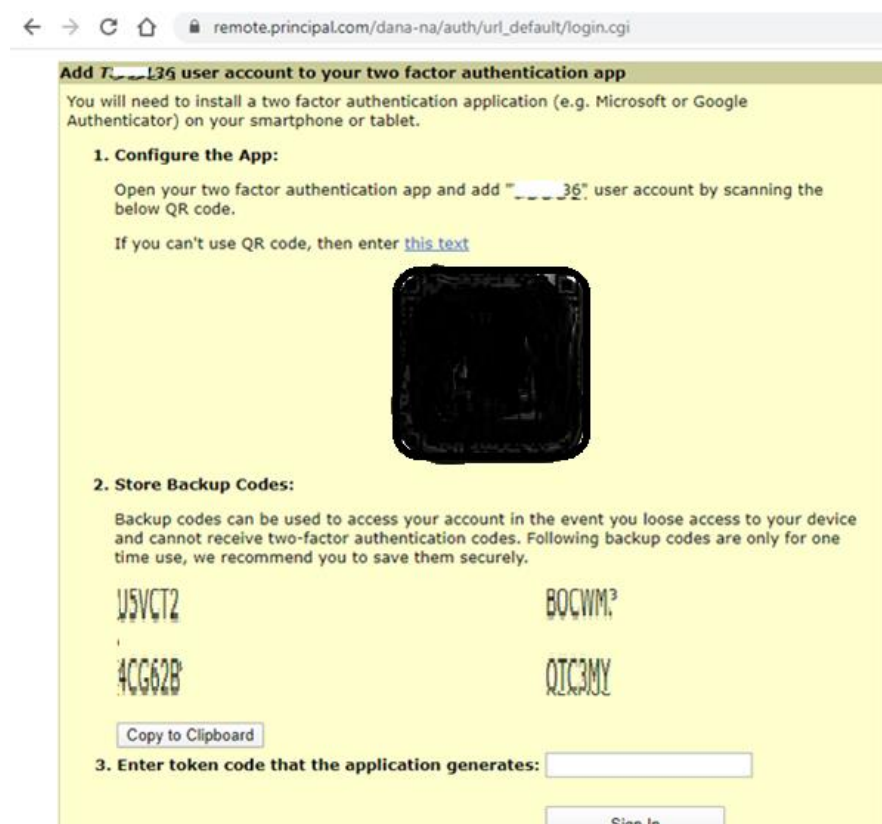
**Password**  
Select your Authenticator type and then enter your Password as follows:  
SecurID = PIN + RSA SecurID Token  
Third Party = Production Network Password

Use your Principal Windows login: -

**Username:** - Windows Principal Username

**Password:** - Your Windows Principal Password

**Authenticator:** - Select "Third Party"




← → ↻ 🏠 remote.principal.com/dana-na/auth/url\_default/login.cgi

### Add T... 135 user account to your two factor authentication app

You will need to install a two factor authentication application (e.g. Microsoft or Google Authenticator) on your smartphone or tablet.

**1. Configure the App:**  
Open your two factor authentication app and add "T... 135" user account by scanning the below QR code.  
If you can't use QR code, then enter [this text](#)

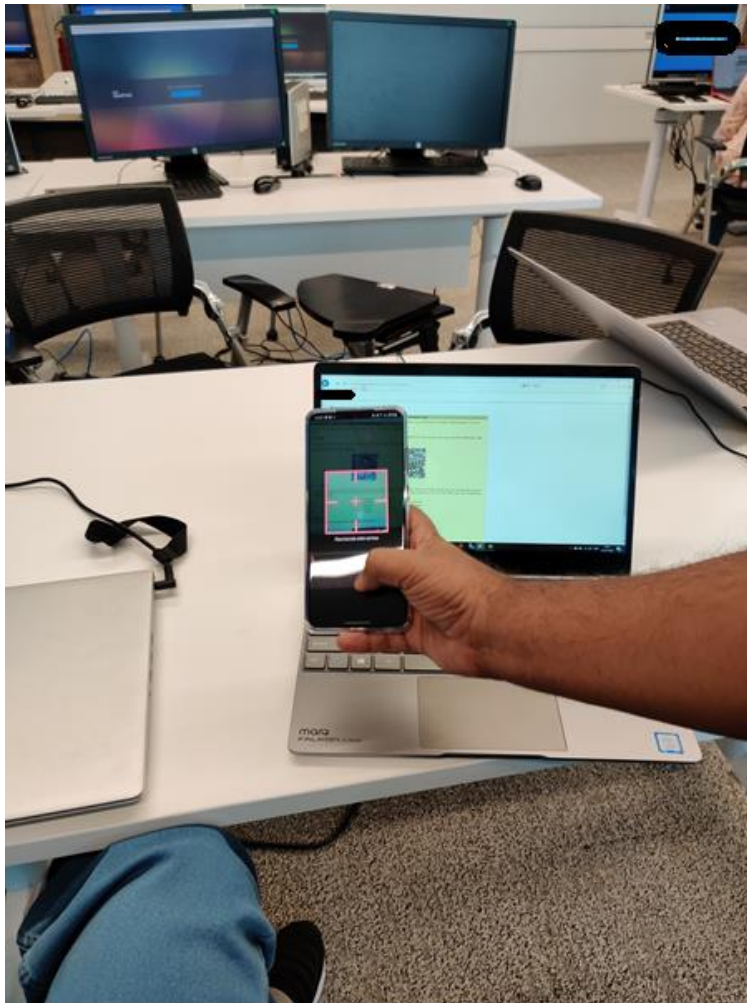


**2. Store Backup Codes:**  
Backup codes can be used to access your account in the event you lose access to your device and cannot receive two-factor authentication codes. Following backup codes are only for one time use, we recommend you to save them securely.

1J5VCT2 BOCWM3  
4CG62B QIC3MY

**3. Enter token code that the application generates:**

Download the google Authenticator or Windows Authenticator on mobile and Scan



Once Scan it will go ahead and below window will appear

← → ↻ 🏠 🔒 remote.principal.com/dana-na/auth/url\_default/welcome.cgi?p=preauth&id=state\_6499116bf4461aef81e22ff6c8d3:

### Loading Components...

Please wait. This may take several minutes.

● Host Checker

If an error prevents a component from loading properly, you can [click here](#) to continue. Not all functionality may be available.

If you get any issue add the <https://remote.principal.com/> into trusted sites.

It appears that the application launcher is not installed. Download now to proceed.

Download

Or, if you still believe that the application launcher is already installed, you can [Try Again](#) to find it.

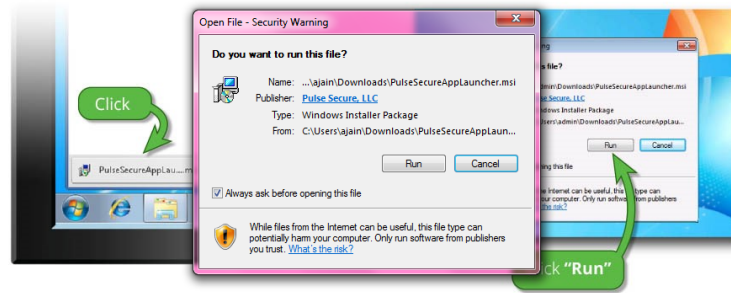
If you do not want to proceed, please click [here](#) to go back.

After the application launcher has completed downloading, follow these installation steps.

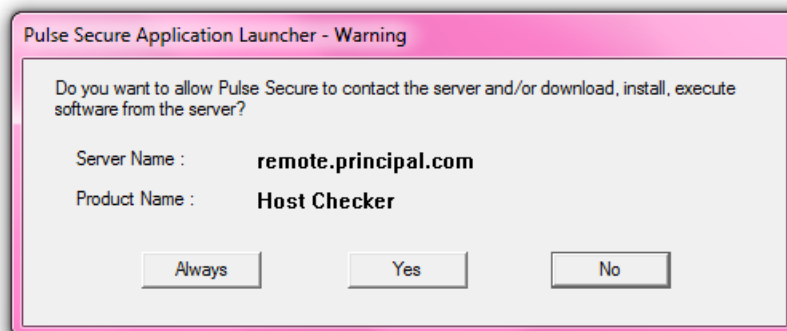
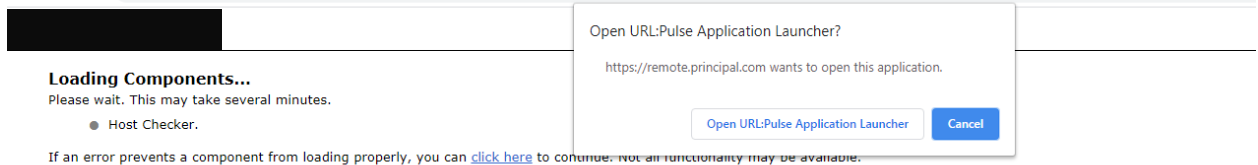
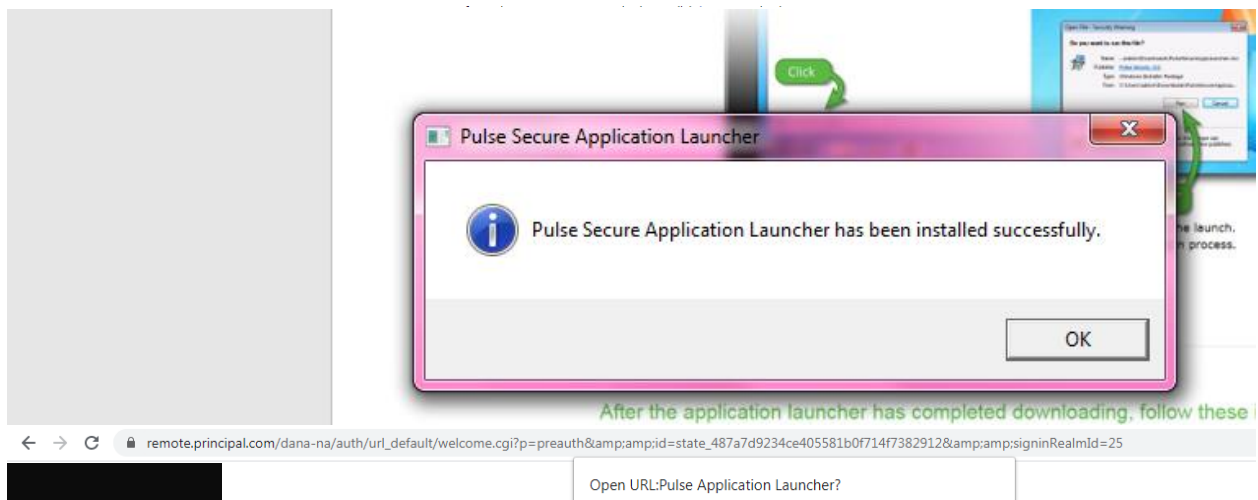


Once you have completed the above steps, click [HERE](#) to continue with the launch. We recommend selecting "remember" and "always" during the installation process.

After the application launcher has completed downloading, follow these installation steps.



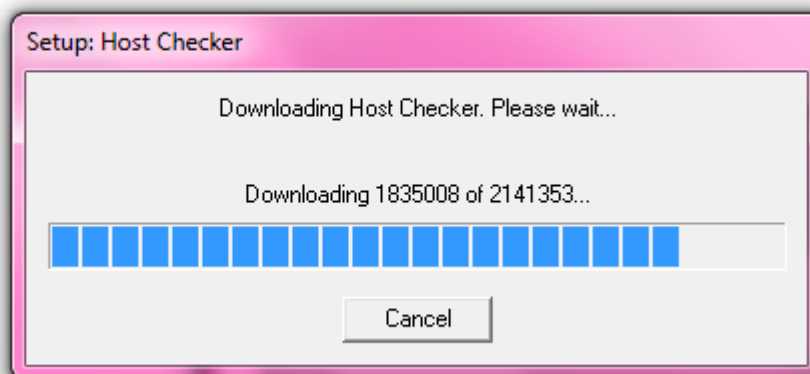
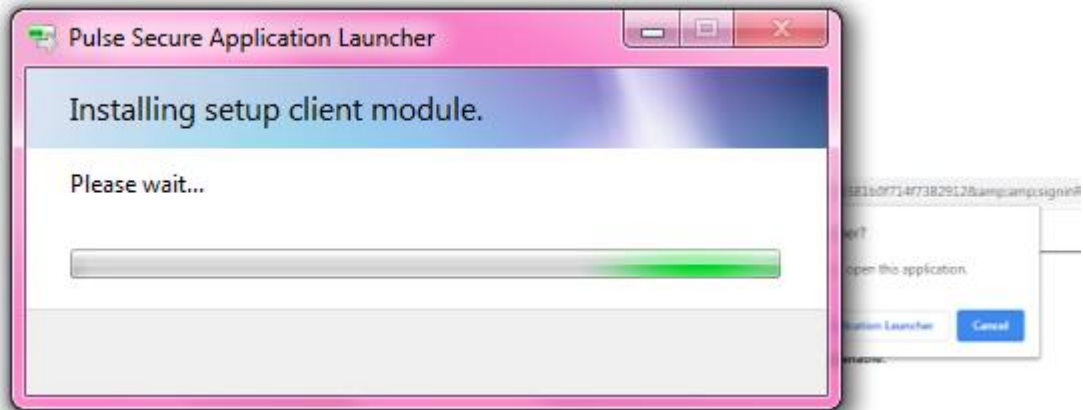
Once you have completed the above steps, click [HERE](#) to continue with the launch. We recommend selecting "remember" and "always" during the installation process.





Click on Always

If you get **error** please re login. This comes if the process takes a longer time to execute (depends on broadband connection).

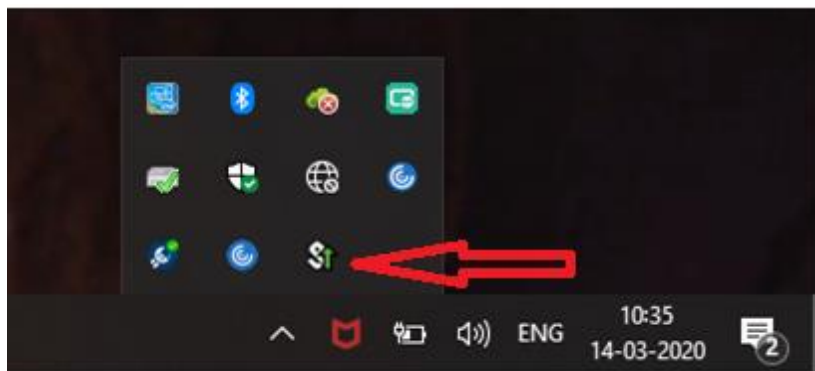


Restart your laptop once all installation is done.

After restart once again go to <https://remote.principal.com/> and login with your credentials and authenticator code.

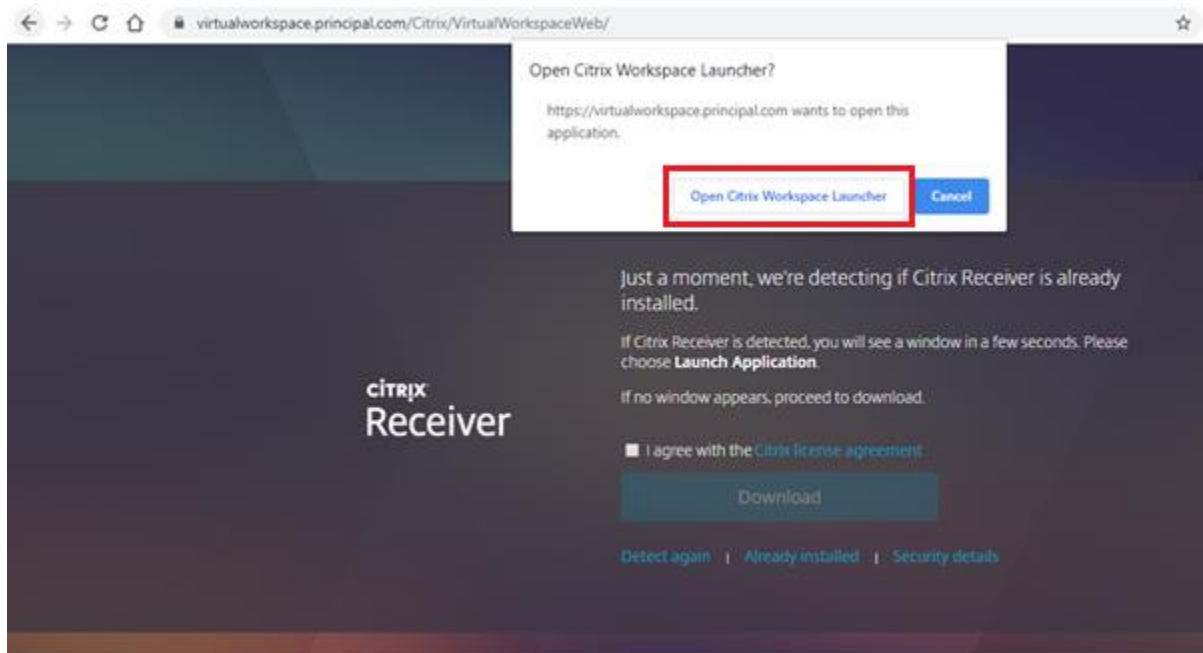
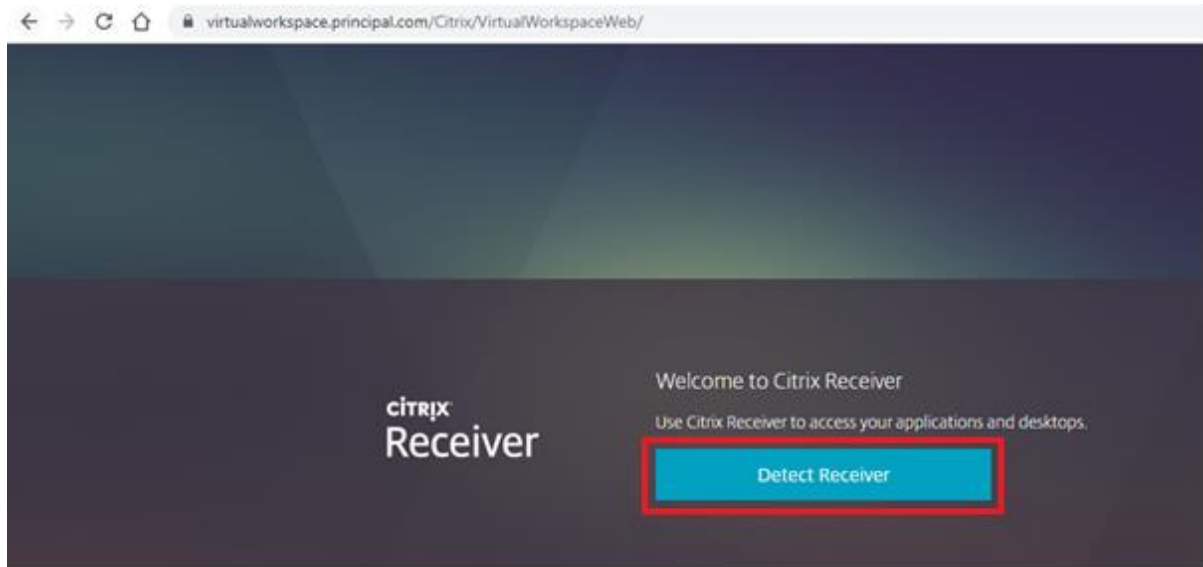
When you see this page, click "Start" Button

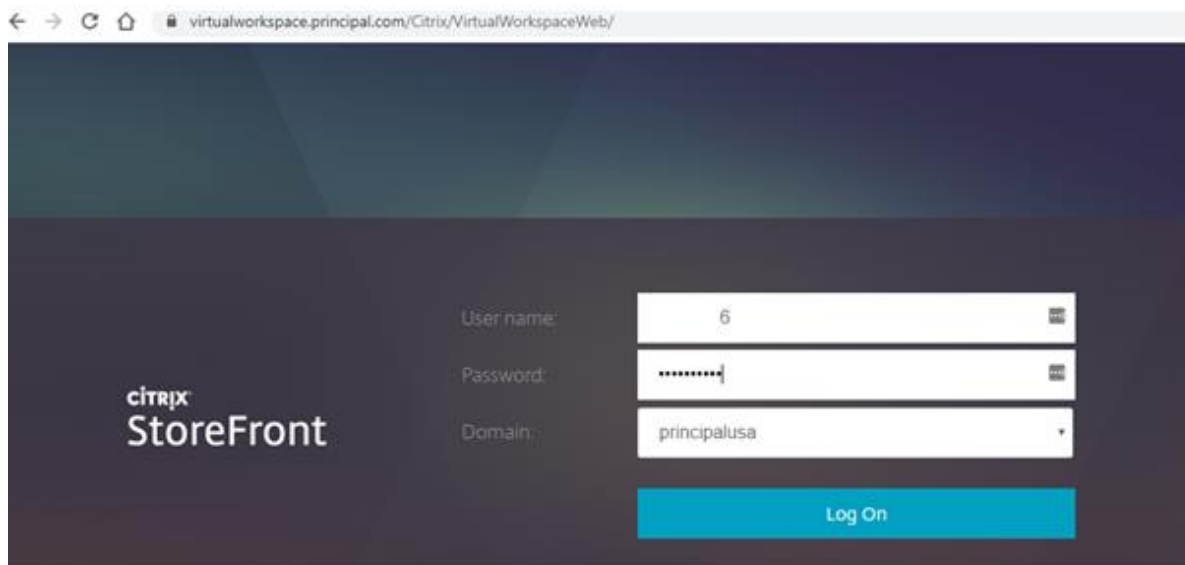




## Launch Virtual Workspace

At this point you open another tab in your browser Chrome or Internet Explorer  
Go to <https://virtualworkspace.principal.com/> and login with your credentials.





If you see this window, please click on permit use of these devices.



### Additional Notes:

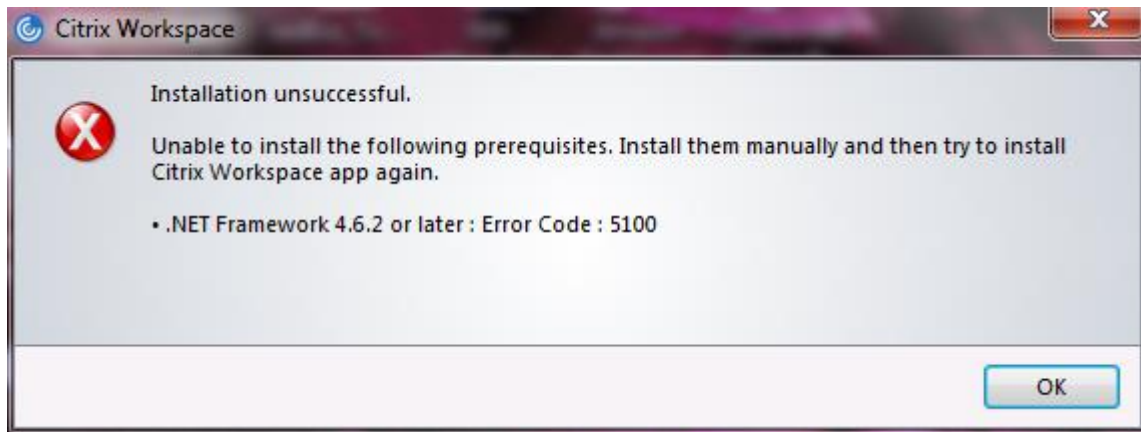
- Make sure windows patches and antivirus are updated on your laptop / desktop.
- Install [Citrix HDX RTME 2.9](#) on your laptop.
- Performance of VDI degrades if you have other downloads running on laptop
- For windows 10 Laptop install [Citrix workspace](#)
- For Windows 7 laptop install [Citrix Receiver](#)

## Common Issues

### How to enter authentication Code and where is the secure Code?

Ans:- Please open the authenticator application of Microsoft which you have installed and scanned the QR code to connect

### Citrix is giving me error of .net version to be installed



Solution 1: - Please refer the setps listed in the Citrix Receiver installer. Run the exe as Administrator.

Solution 2:- Make sure your windows OS is update to the latest. Try Installing Citrix receiver / Workspace as an administrator. Please refer for further troubleshooting steps - <https://support.citrix.com/article/CTX250044>

### How to Update Windows 10

1. Select the Start (**Windows**) button from the bottom-left corner.
2. Go to settings (gear icon).
3. Select the **Update** and Security icon.
4. Choose **Windows Update** tab in the sidebar (Circular arrows)
5. Select Check for **updates**. If there is an available **update**, it will begin downloading automatically.

### I am not able to scan the QR code on IOS

Ans:- There is no specific solution scanning QR code should work, please try installing google authenticator or vice versa. Just sharing one Colleague shared for scanning QR Code for IOS if it does not work then take photo of QR code using other phone and then scan that image using your IOS Phone, it should work.

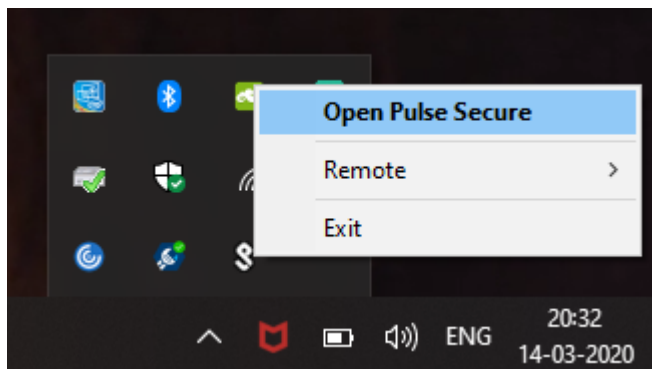
### Does this Solution work with MAC System?

Ans:- At this moment we are checking this and we will request yourself to bring your Mac to office on Monday.

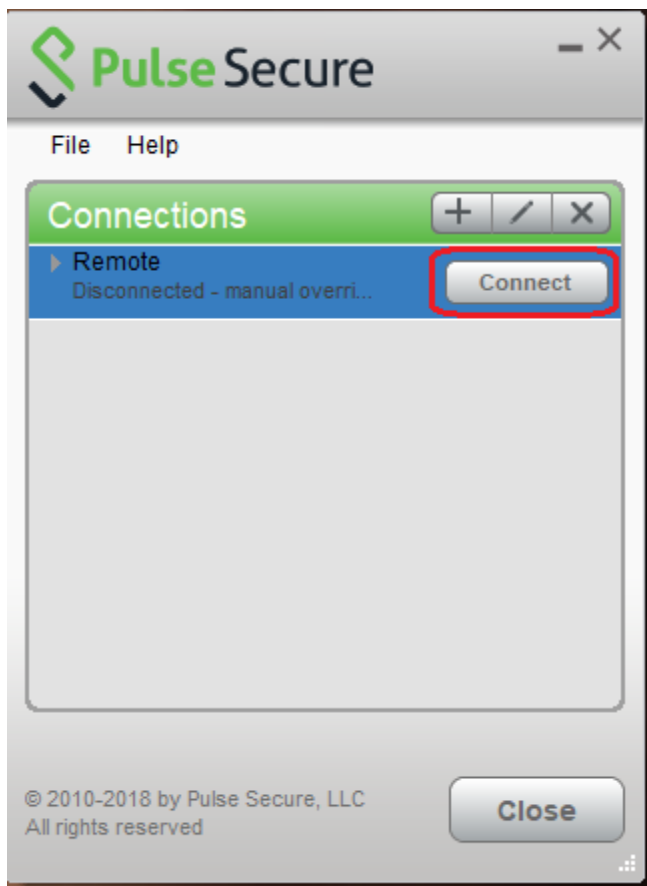
Pulse Secure App Launcher is giving a Pop up of Detected an Internal Error

Ans:- This is mostly because of the Internet Explorer setting issue, please follow the Internet Explorer check and Setup Section.

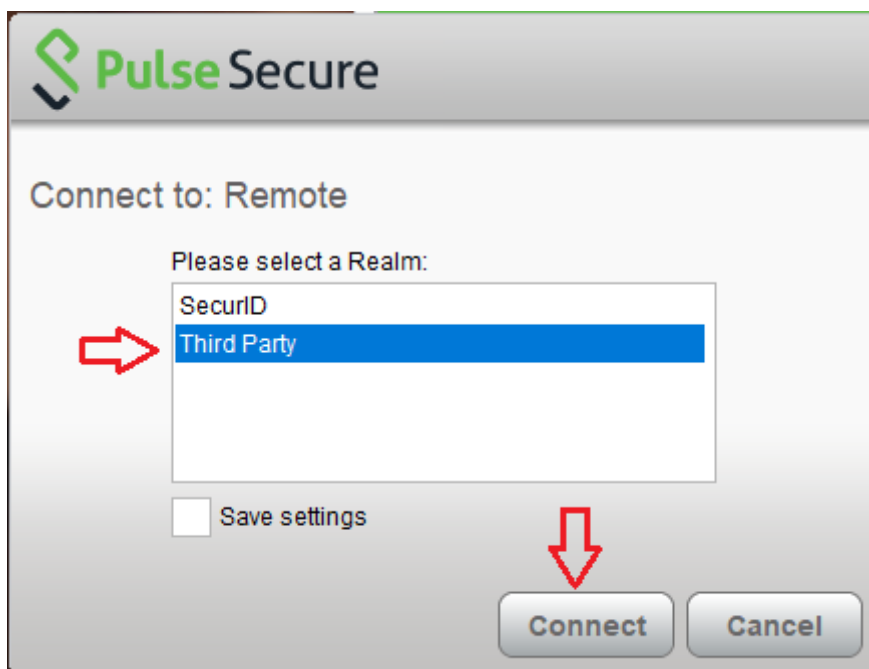
How to manually login to Pulse Secure?



Go To System Tray, Right Click on Pulse Secure Icon, and click Open Pulse Secures



Click Connect

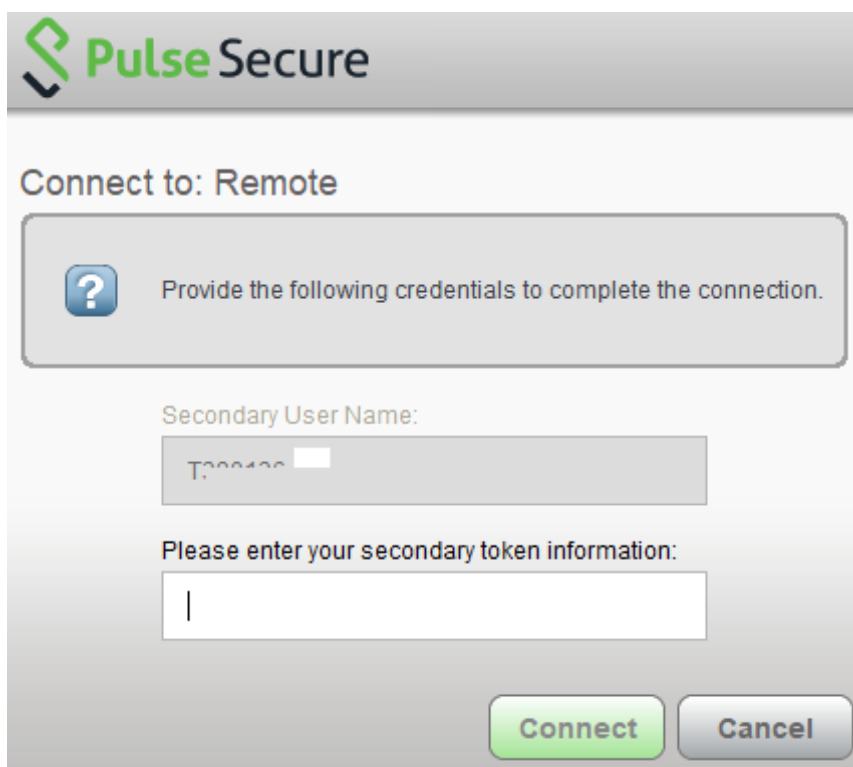


Select Third Part and Click Connect.



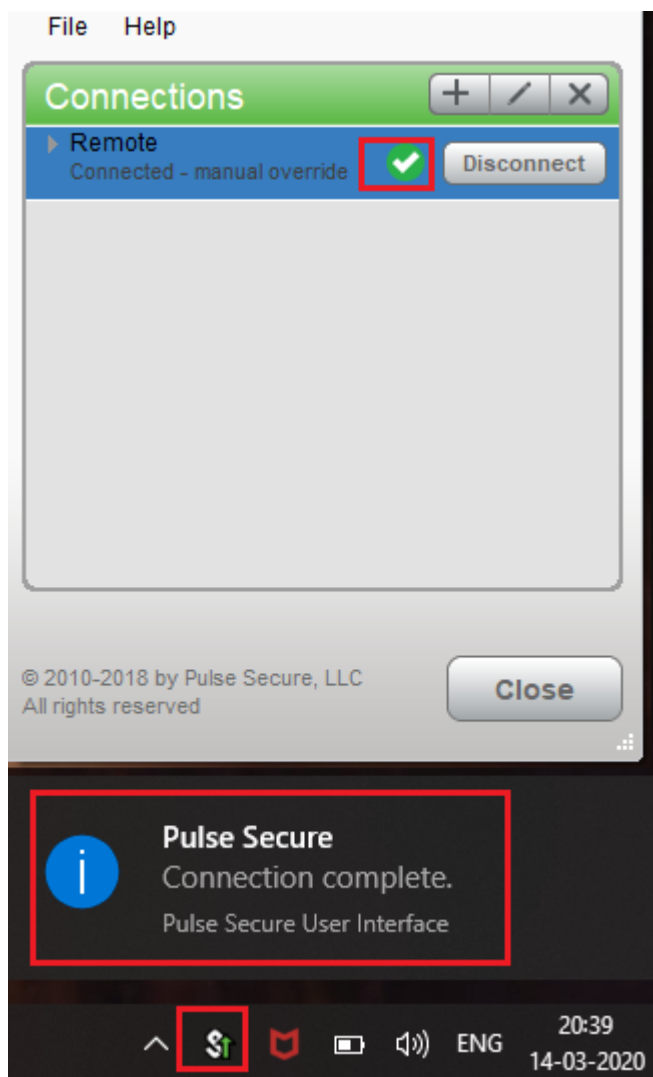
The image shows a 'Pulse Secure' dialog box titled 'Connect to: Remote'. It contains a help icon and the text 'Provide the following credentials to complete the connection.' Below this are two input fields: 'User Name:' with the text 'T\*\*\*\*\*' and 'Password:' with masked characters '.....'. A red rectangle highlights the 'User Name' field, and another red rectangle highlights the 'Password' field. Below the password field is a checkbox labeled 'Save settings'. At the bottom right, there are two buttons: 'Connect' (highlighted with a red arrow) and 'Cancel'.

Connect with your windows login credentials



The image shows a 'Pulse Secure' dialog box titled 'Connect to: Remote'. It contains a help icon and the text 'Provide the following credentials to complete the connection.' Below this are two input fields: 'Secondary User Name:' with the text 'T\*\*\*\*\*' and 'Please enter your secondary token information:' with a single character '1'. At the bottom right, there are two buttons: 'Connect' and 'Cancel'.

Enter the code showing on your Google / Microsoft Authenticator here.



Once connected successfully, you'll see few notifications.