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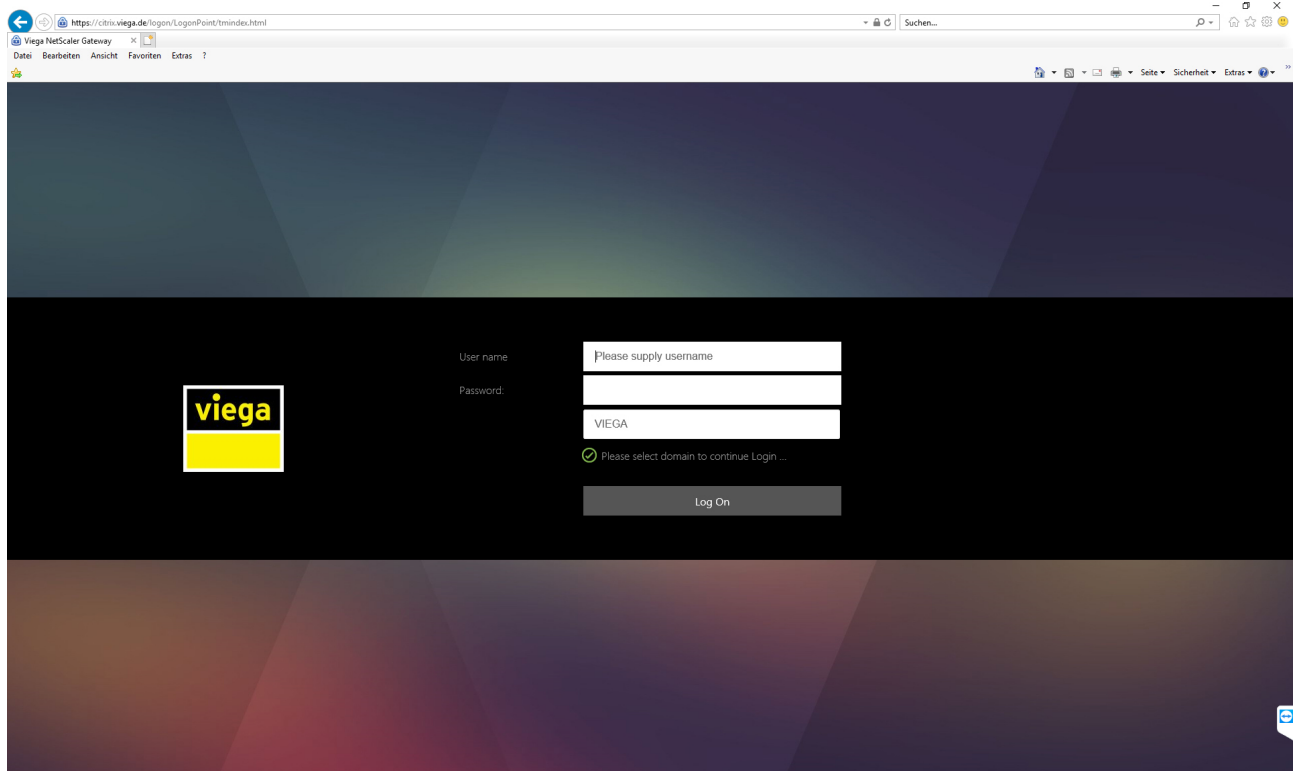
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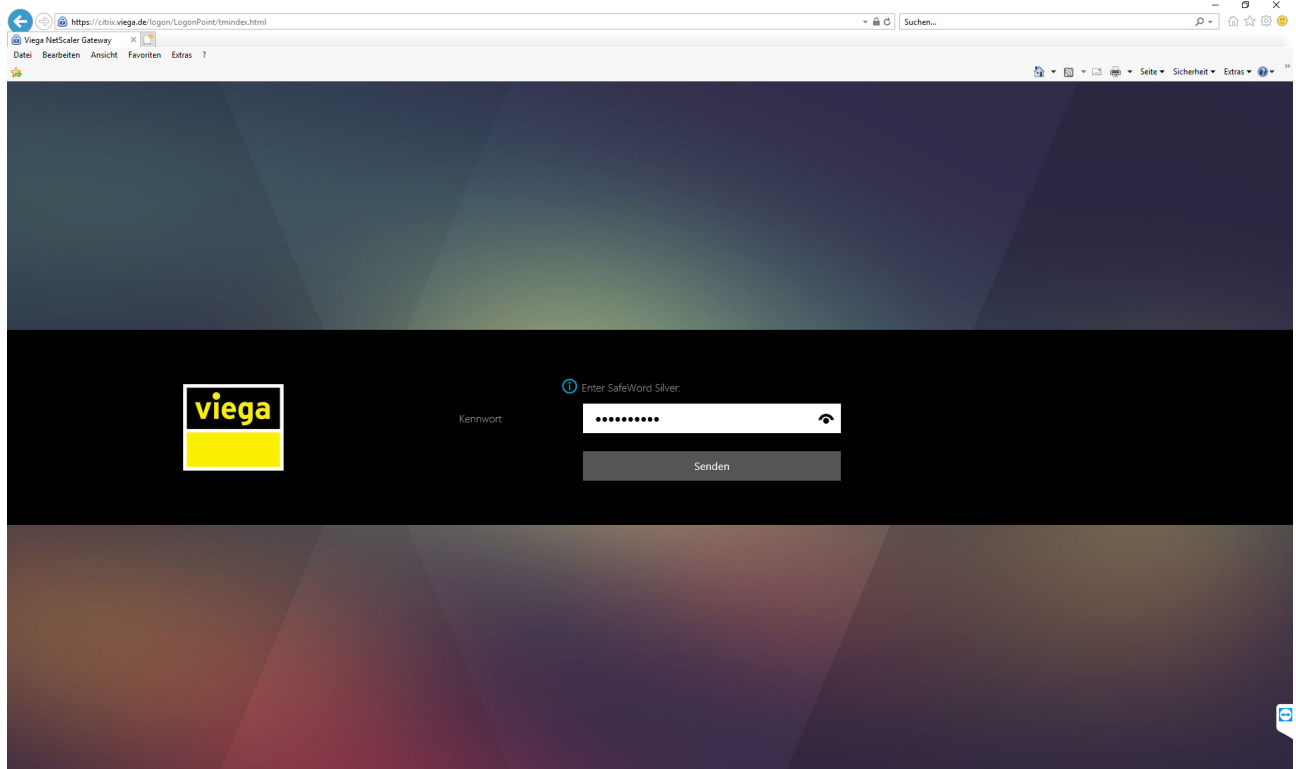
Login

Go to the Website <https://citrix.viega.de/> and log in:

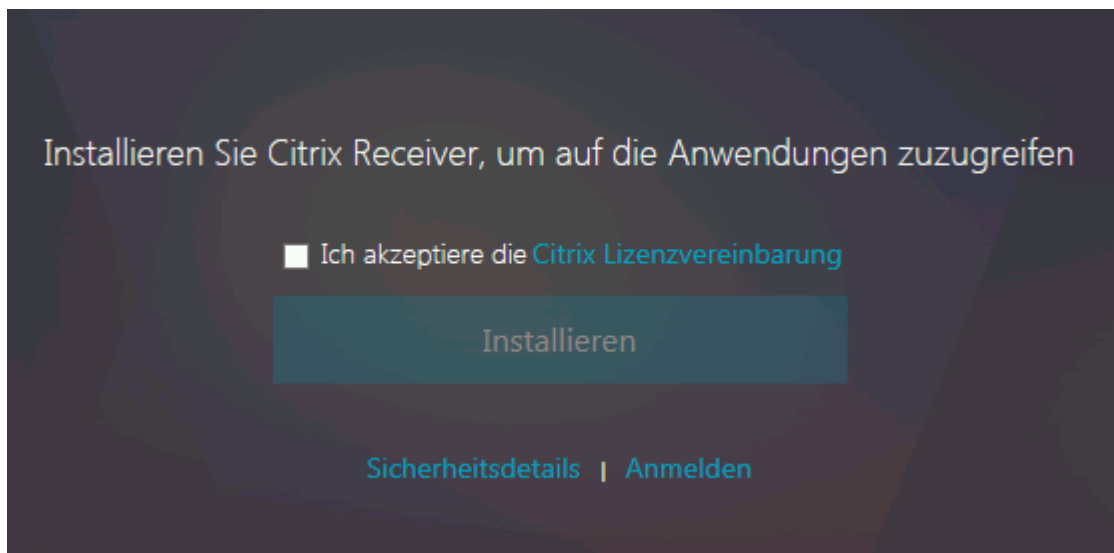
Login with Username and Password



Login with Hardwaretoken / Softtoken + PIN



Installation of Citrix Receiver



Installieren Sie Citrix Receiver, um auf die Anwendungen zuzugreifen

☒ Ich akzeptiere die [Citrix Lizenzvereinbarung](#)

Installieren

[Sicherheitsdetails](#) | [Anmelden](#)

Bestätigen Sie den Abschluss der Installation

Warten Sie, während der Download beginnt.

Nach der Installation von Citrix Receiver Klicken Sie auf **Weiter**.

Weiter

Möchten Sie „CitrixReceiverWeb.exe“ (41,4 MB) von „downloadplugins.citrix.com“ ausführen oder speichern?



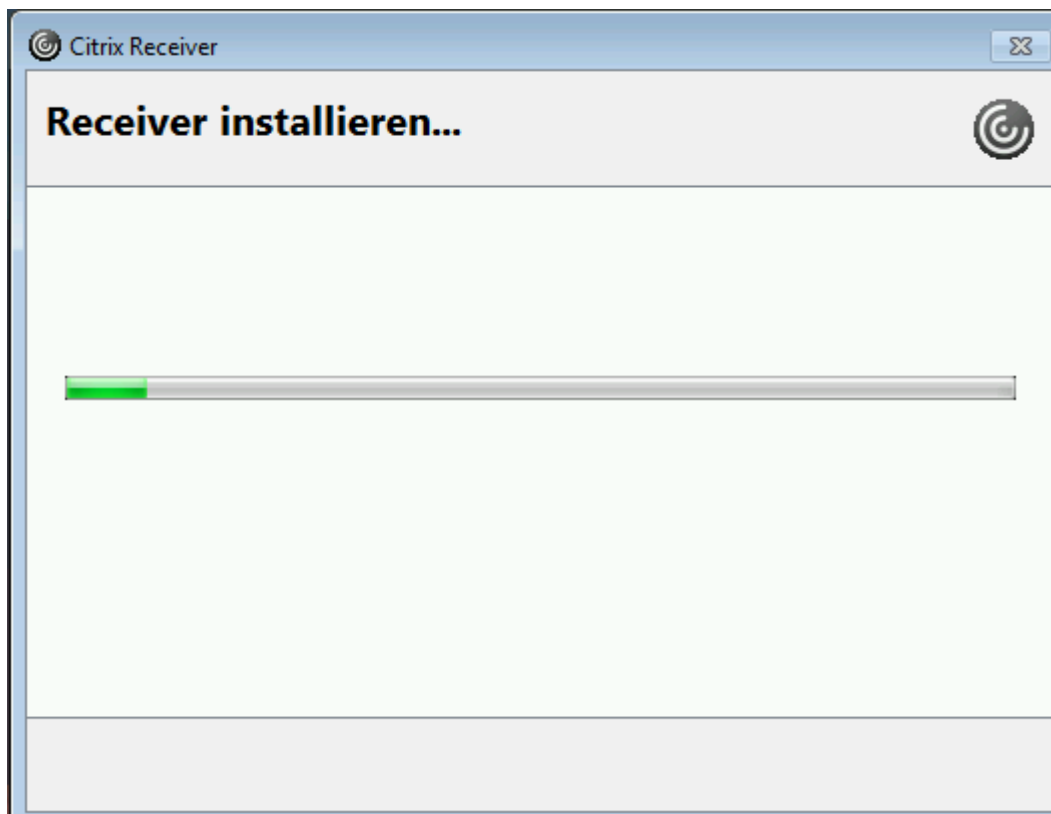
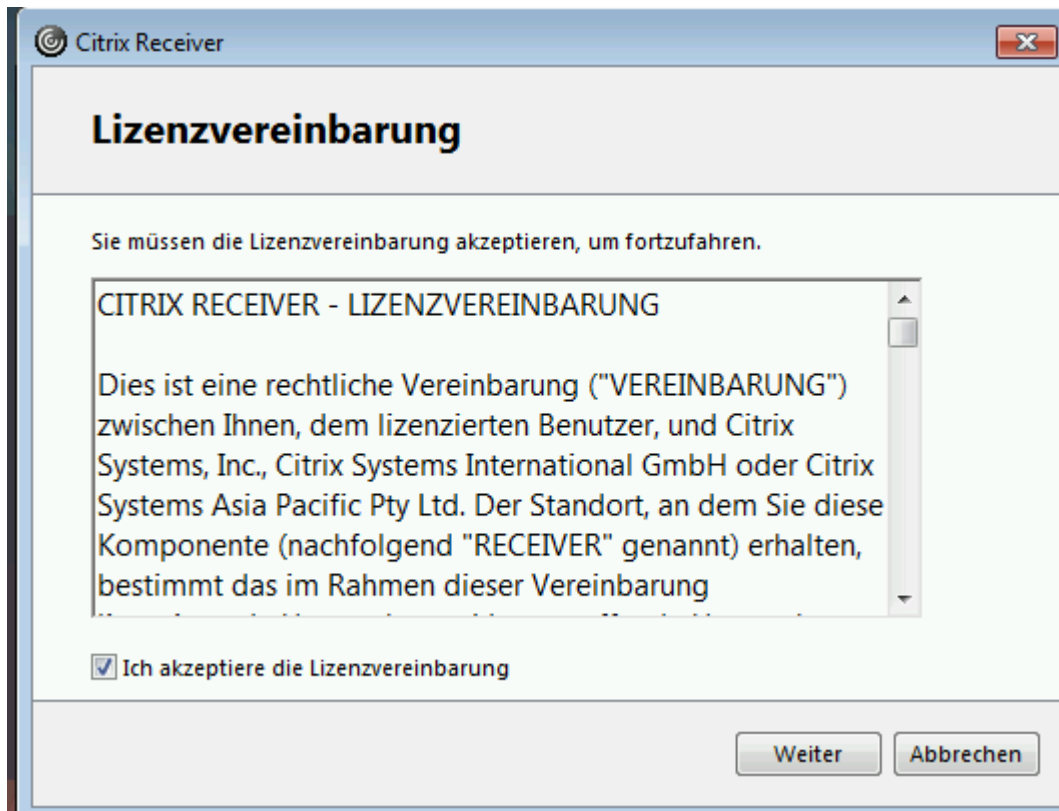
Dateien dieses Typs könnten Ihren Computer beschädigen.

Ausführen

Speichern

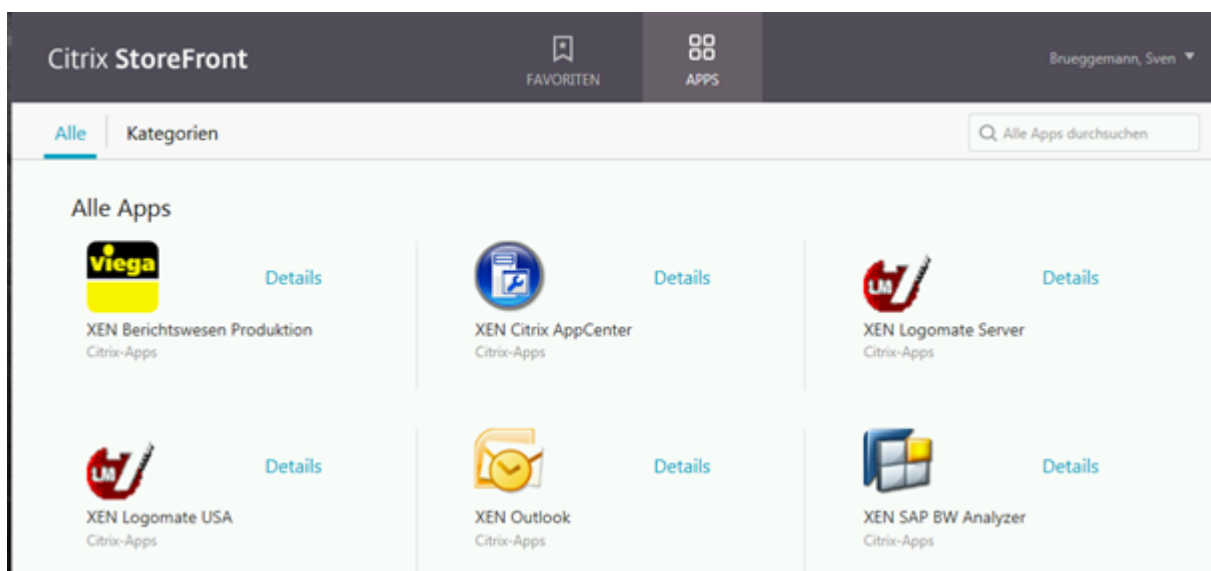


Abbrechen



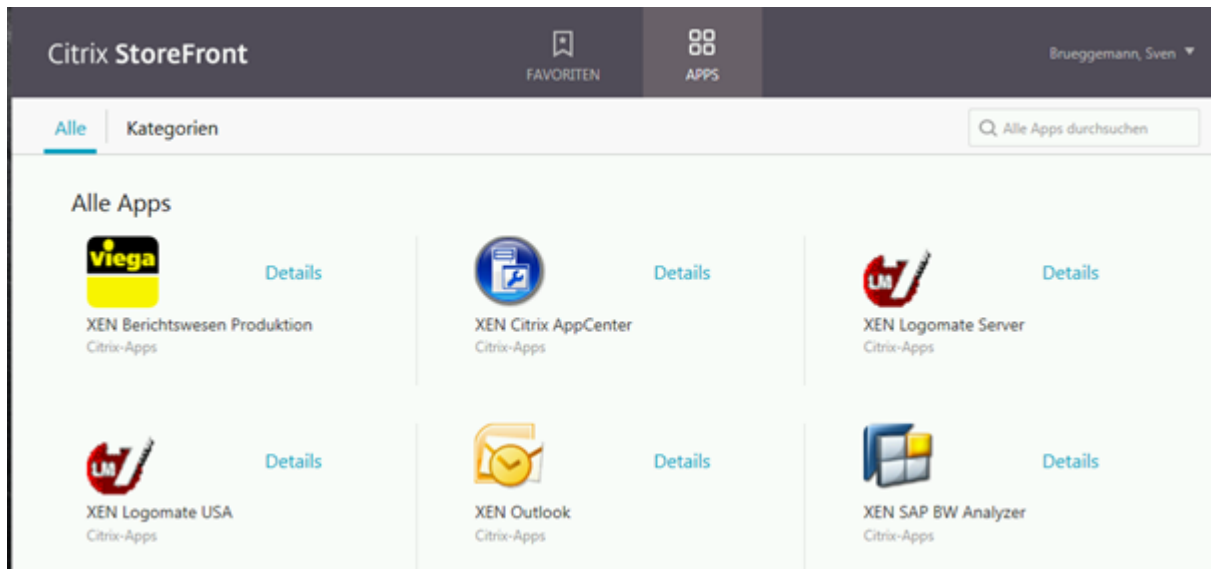


After the Installation is finished, just click on "Finish". **There is no need to add an account!**

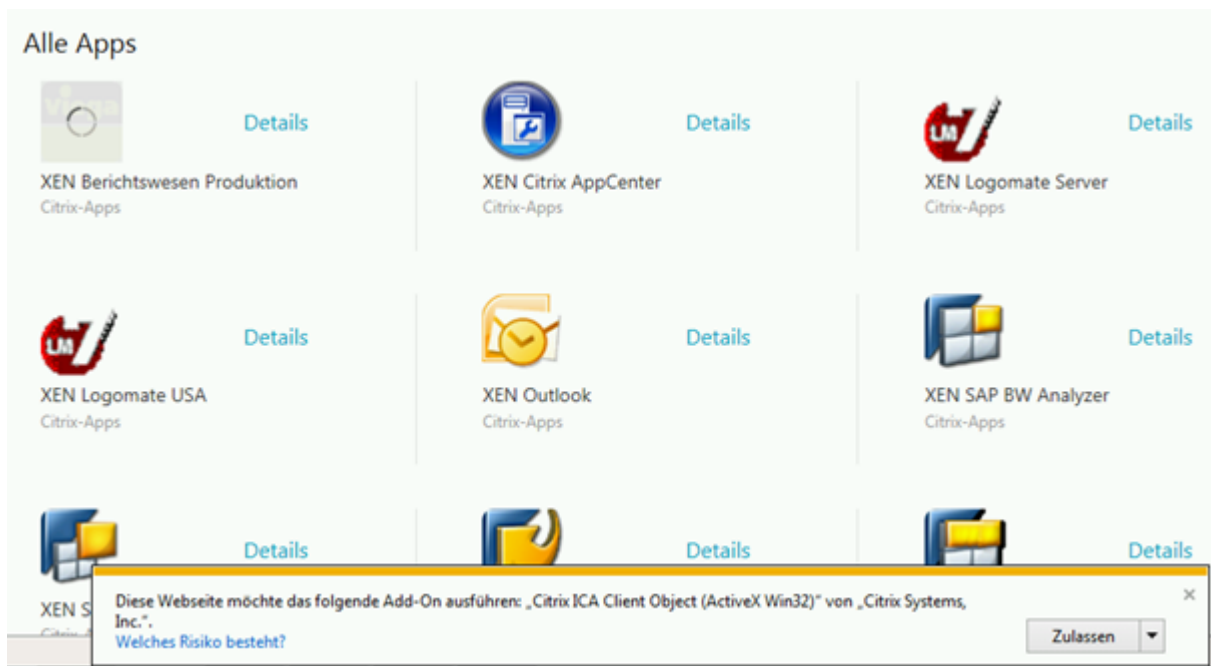


Applications

To start an application click on the appropriate application-folder and click on the application.



Allow the addon "Citrix ICA Client Object".



The program will start after the next click:





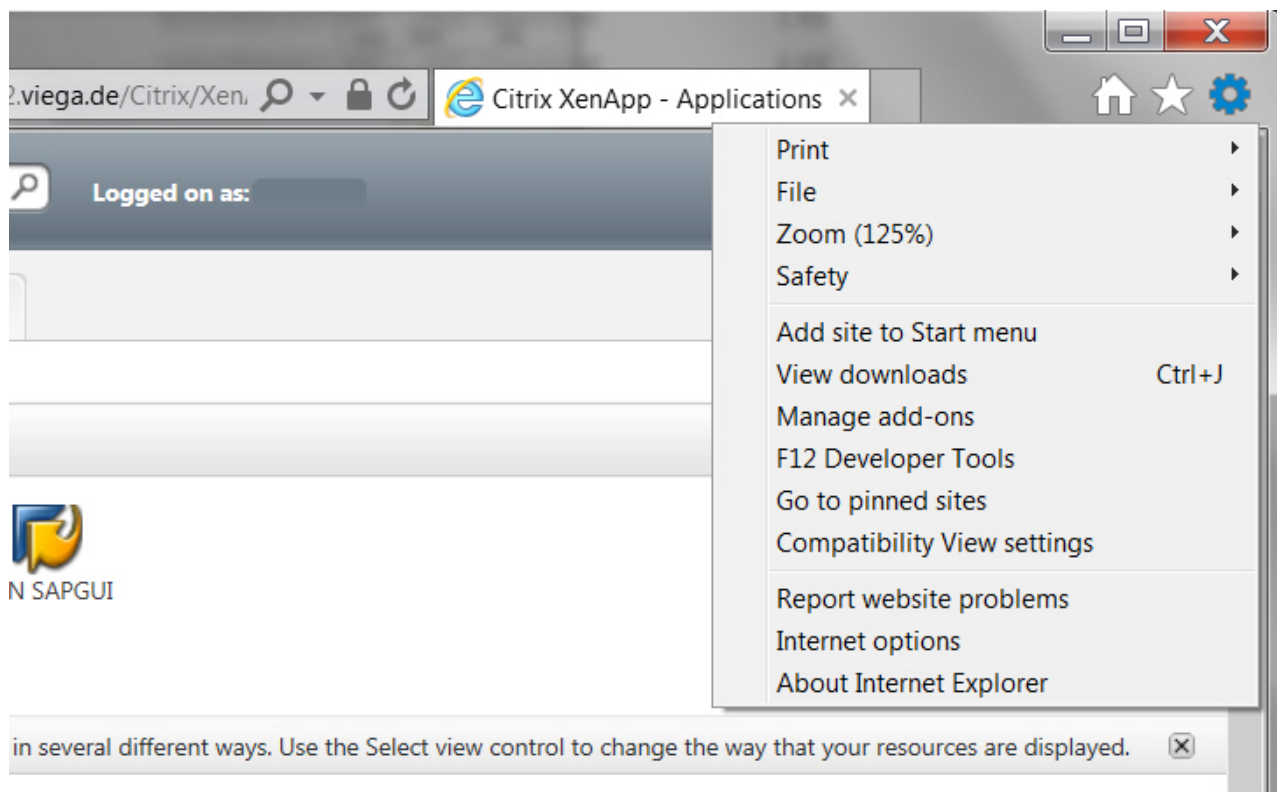
Troubleshooting

Internet Explorer 11

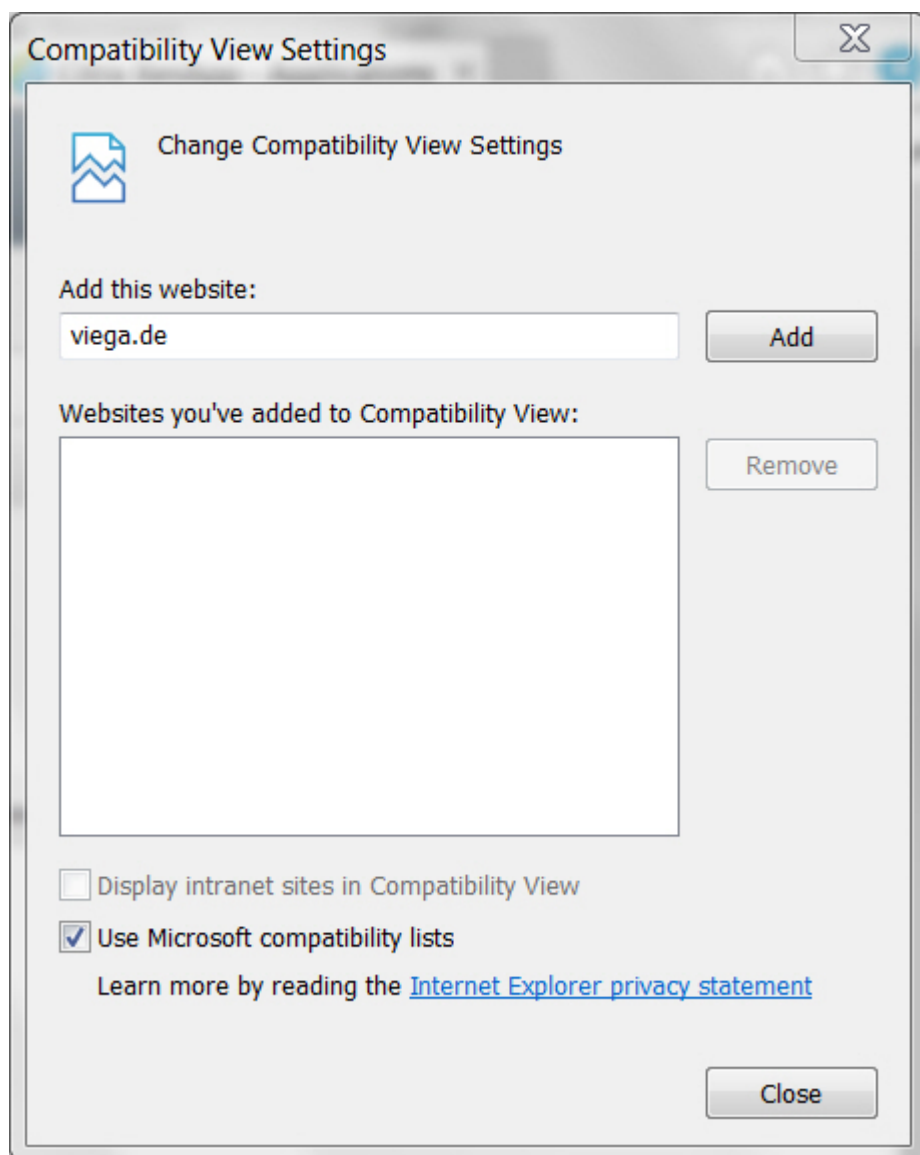
If you are using the Microsoft Internet Explorer 11 and the Native Client you have to do the following steps to be able to use applications:

Add viega.de to Compatibility View.

- Click on Settings
- Click on "Compatibility View settings"

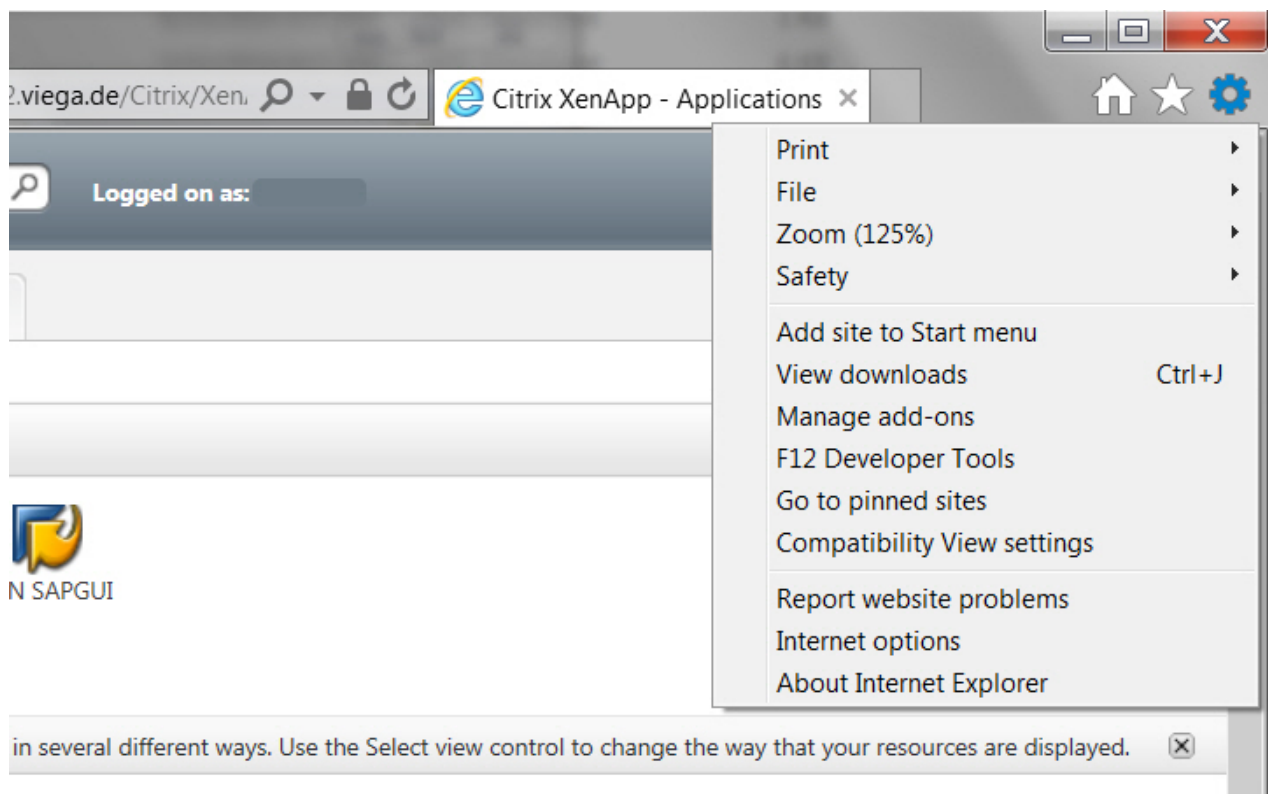


Enter viega.de and click Add. After this click close.

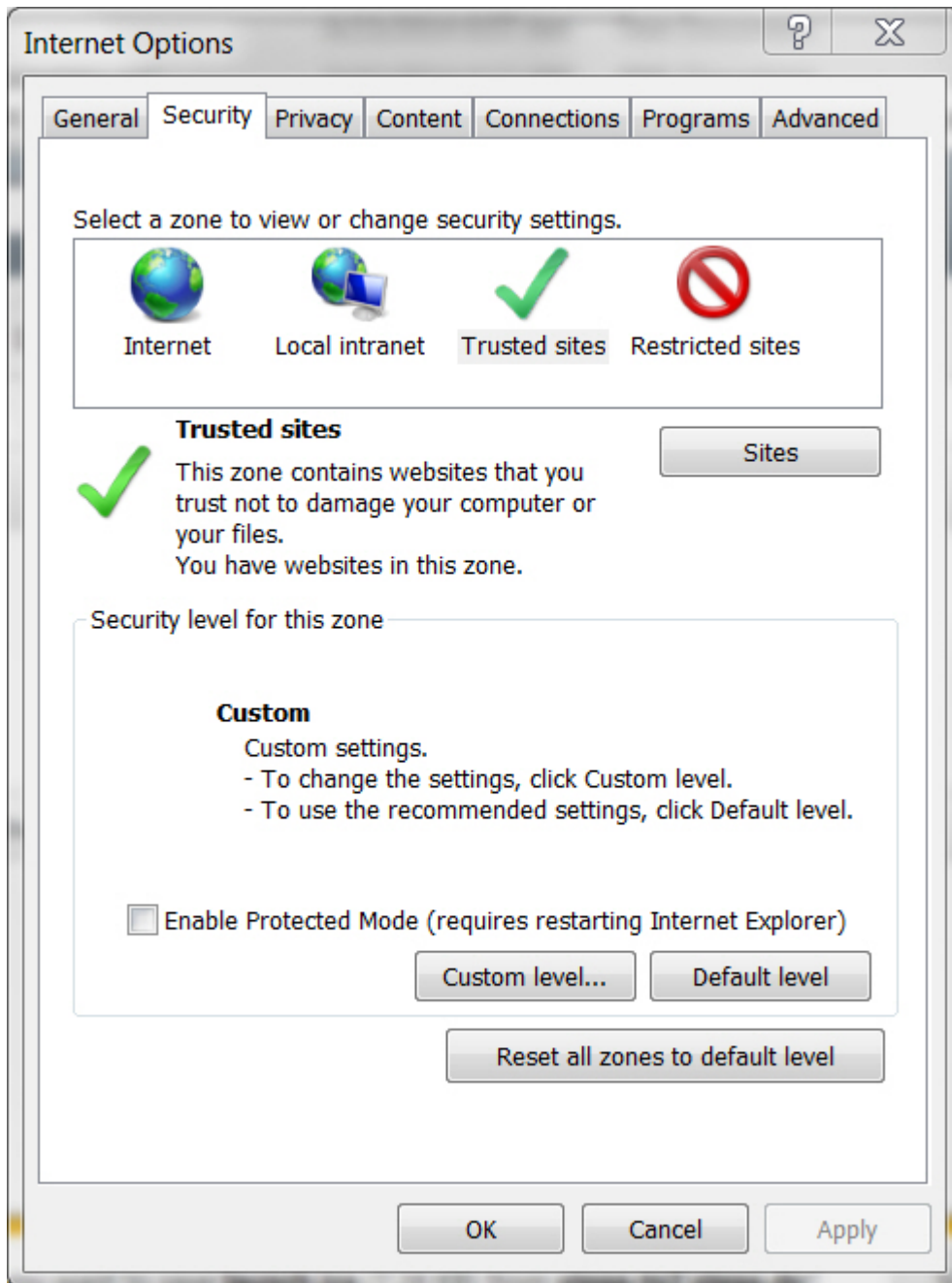


Add <https://viega-ts.viega.de> to the "Trusted Sites"

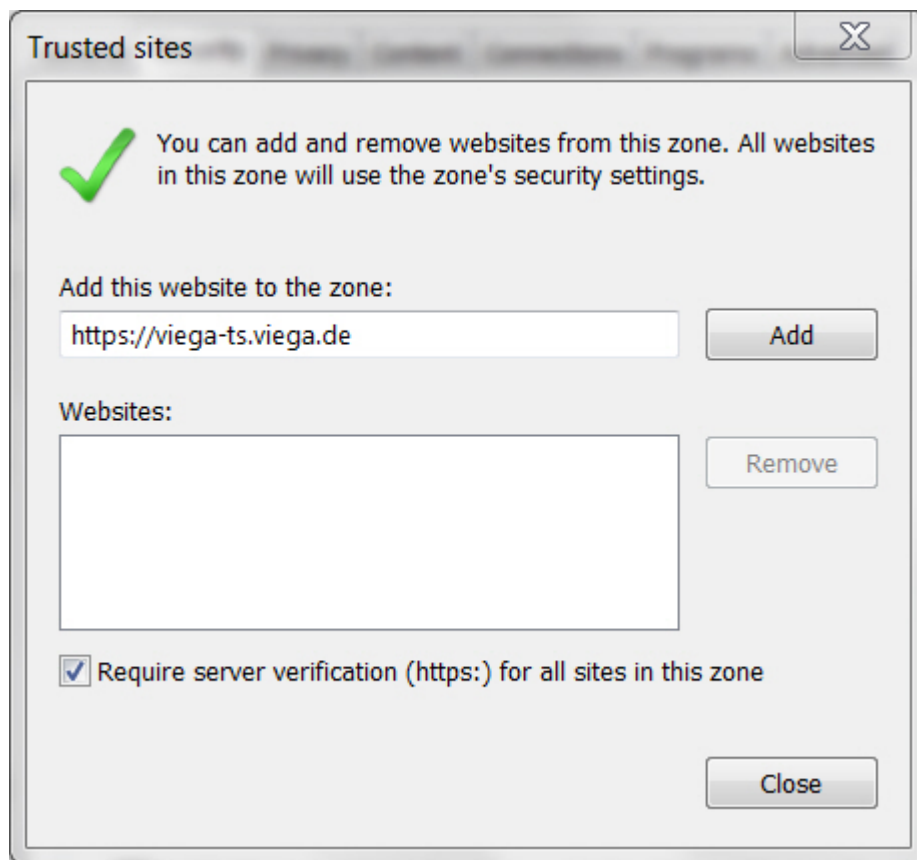
- Click on Settings
- Click on "Internet options"



Choose the Tab "Security", mark "Trusted sites", click on "Sites"



Enter <https://viega-ts.viega.de>, click "Add" and close the menus.



Restart the Browser to apply the settings.

Applications do not open

Allow Popups from <https://citrix.viega.de..>

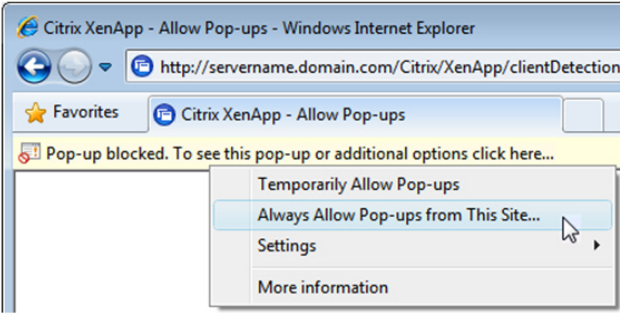
Pop-up blocked. To see this pop-up or additional options click here...

CITRIX

Allow Pop-ups

You must allow pop-ups in order to access your resources using the Client for Java.

1. Click on the Internet Explorer Information Bar, select **Always Allow Pop-ups from This Site**, and click **Yes**.
- 2.



If you are using a third-party pop-up blocker, you must configure it to allow pop-ups from your Web site. See the documentation for your pop-up blocker for details of how to configure it.

CITRIX

Pop-up blocked. To see this pop-up or additional options click here...

Search Logged on as: Messages Settings Log Off **CITRIX**

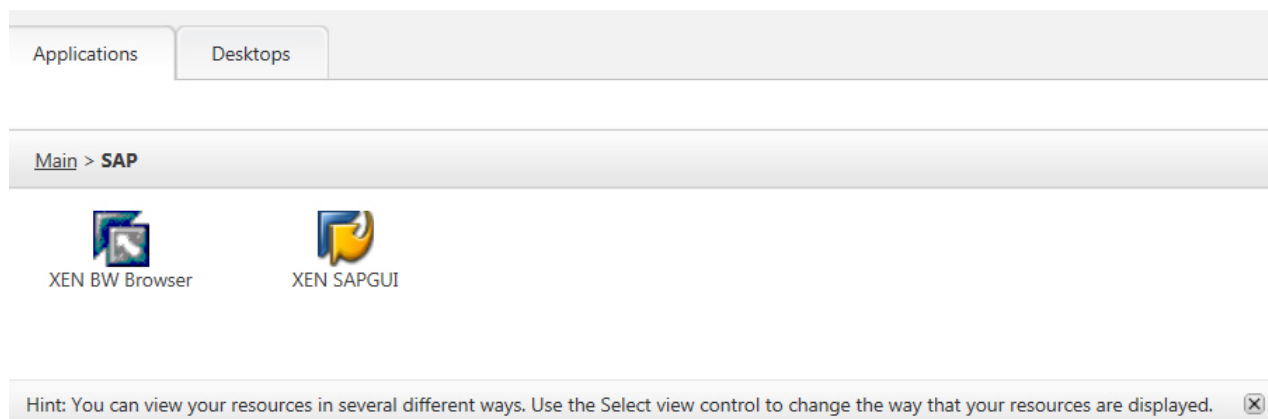
Applications Desktops

After clicking on an application a download for a file called "launcher.ica" appears

Main > SAP Select view: ▼



XEN BW Browser XEN SAPGUI



If the client does not work, this download appears. There are several things that can cause this error.

Possible solutions:

- Reinstall the Citrix Receiver.
- Choose a different internet browser.
- Add the site to compatibility mode and/or add it to trusted sites as mentioned above.