

Netscaler SSL VPN

Service Area Infrastructure Services

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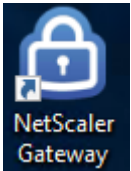
1 General

The SSL VPN is a secure remote access solution that provides point-to-point communication between remote users, such as mobile employees, and a private enterprise network. In some cases it also provides limited access to certain services for partners and subcontractors. This is established by creating a secure SSL-based tunnel between a user's computer and the system which allows authorized remote users to have access to business resources like corporate intranet, client/server applications, file systems etc. Citrix Netscaler has been selected as

2 Prerequisites

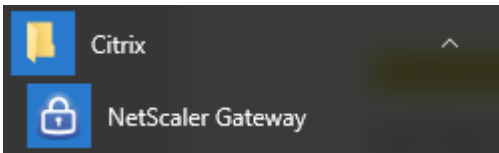
You need to have Citrix Netscaler plugin installed. All new laptops will have a plugin installed by default. For existing Juniper Pulse users, plugin will be automatically distributed by SCCM. You can see here if you have plugin installed:

On your Windows desktop, you will find Netscaler plugin icon.



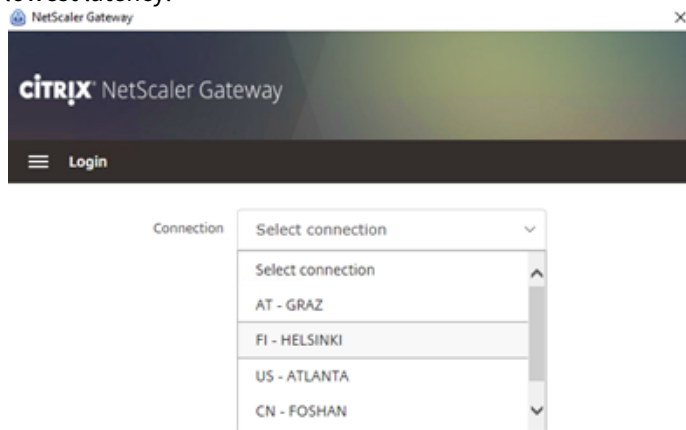
OR

In Windows Start –menu under Citrix folder or notification area icon

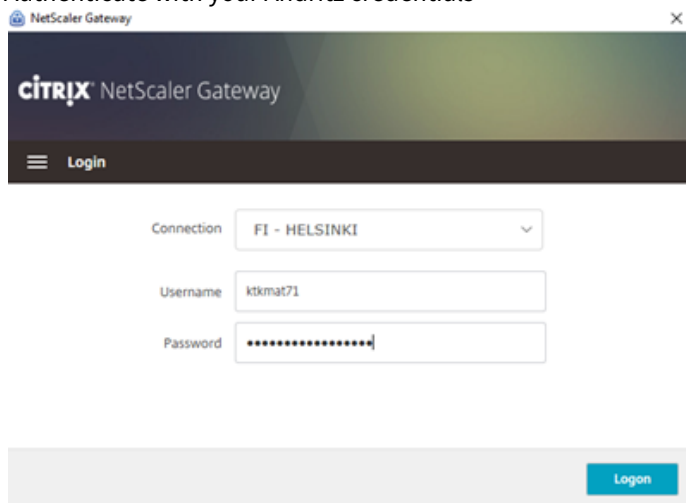


3 How to connect

1. Open Netscaler plugin
2. Select geographically closest Portal (Graz, Helsinki, Atlanta or Foshan) to get the fastest connection and lowest latency.



3. Authenticate with your Andritz credentials



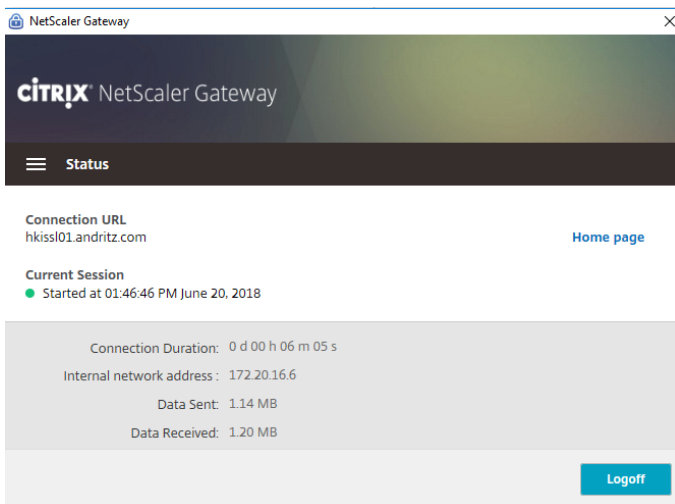
After logon End Point Analysis (EPA), also called host checker, checks if a user device meets certain security requirements for establishing remote access connection. After successful check you are authenticated transparently by using 2nd factor authentication based on machine certificate and VPN tunnel is established between your laptop and Netscaler gateway. There will be also alternative method for 2nd factor authentication, OpenOTP, which will be introduced later.





Now you are connected to Andritz network and you have almost all same services available what you have at the office.

Press logoff when you don't need connection anymore.



4 In case of issues

Your first contact point is the local service desk. It is recommended to collect logs and attach them to the ticket and describe the issue as detailed as possible. You can collect log files by following the procedure below.

1. Click menu in the plugin
2. Select “Logging” from the menu
3. Click “Collect Log Files” and a zip file named e.g., “vpnlogs Date, Time” will be saved on your desktop. Send zip file to your local service desk when creating a ticket.

