

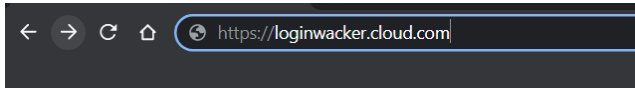
QUICK GUIDE ACCESS GATEWAY

Short manual for the Wacker Citrix Access Gateway

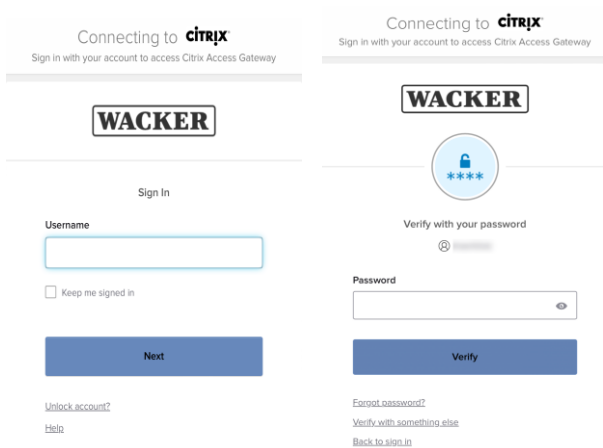


Wacker provides the Citrix Access Gateway as a Cloud based service for accessing Citrix applications / desktops from the Internet.

Access Gateway URL (address):
<https://loginwacker.cloud.com>

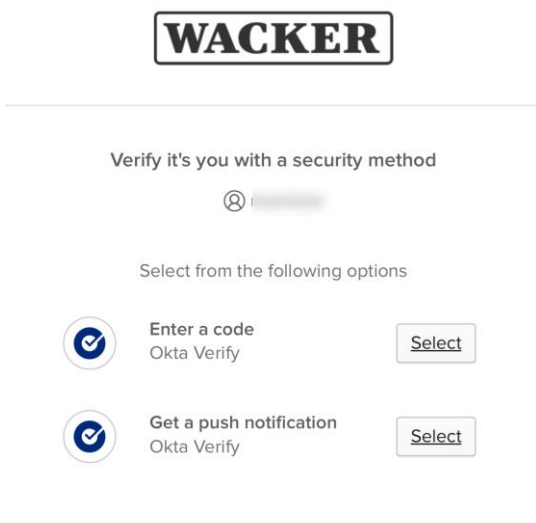


Your browser will automatically redirect you to the following Wacker authentication Sign in webpage:



Please authenticate with your Wacker credentials (Windows userID + password).

After successful sign in, the Wacker two-factor (2FA) authentication webpage appears:



Please select your security method. Preferably select push notification.

Afterwards the 2FA authentication process waits for your confirmation in the Okta Verify smartphone app acceptance dialogue.



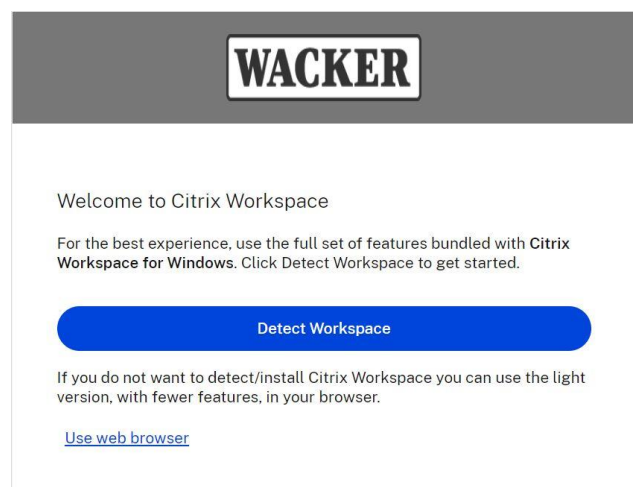
Did You Just Try to Sign In?

- Citrix Access Gateway
- Near Landslut, Bavaria, Germany
- UNRECOGNIZED LOCATION
- More Info
- Windows 11
- Just now
- https://login.wacker.com

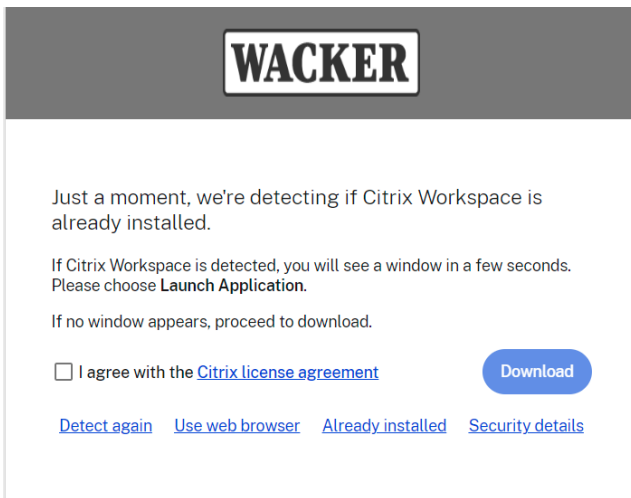
Yes, It's Me No, It's Not Me

Please open the **Okta Verify** app on your smartphone, and select "Yes, It's Me" dialogue.

After successful 2FA authentication, the Access Gateway tries to detect an installed Citrix Workspace app / Citrix Receiver on your client device.

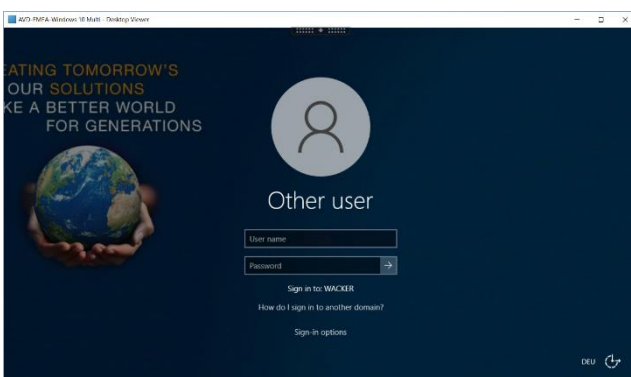
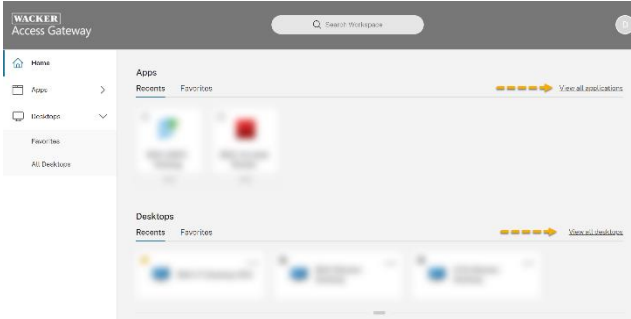


Please click *Detect Workspace* and optionally select *Already installed* or *Use web browser*.



We recommend installing a current version of the **Citrix Workspace** app on your client device. You can get it with the *Download* button on this window.

Afterwards you are forwarded to the Wacker StoreWeb Homepage, where you can select and start the Citrix applications / desktops you are permitted to use.



Because of increased security requirements, you must login again at the Wacker application / desktop Sign in dialogue.

Recommendation for Using Webex on Azure Virtual Desktop (AVD)

For a smooth usage of Webex on a virtual environment you need two installations. The **first** installation, which installs the Webex app, is performed directly on **Wacker's AVD** environment. This package is already **pre-installed by Wacker**. As a **second** installation, the Webex VDI/AVD plug-in has to be **installed by yourself** on the **external** company **computer**. This plug-in is required to reduce communication delays (latency) for audio and video.

1 Installation of VDI/AVD-Plug-In

1.1 Open link below

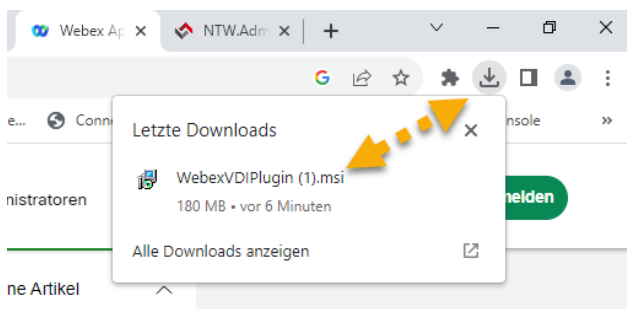
https://help.webex.com/en-us/article/ntp1us7/Webex-App-%7C-VDI-release-notes#_ff8dd002-55da-4c64-a481-32a465c09fc1

1.2 Go to "Downloads" and download the installation file

Choose the correct "Webex App VDI Plugin" installation file for your operating system. We recommend installing the latest VDI/AVD Plug-In.

Release Date	Webex App	Webex App VDI Plugin
		Windows 64-bit (Bundled Webex Meetings VDI plugin)
		MacOS (Intel base) Installer (Bundled Webex Meetings VDI plugin)
		MacOS (Apple Silicon) Installer (Bundled Webex Meetings VDI plugin)
		Linux eLux RP6 64-bit
		HP ThinPro 64-bit
		Linux Ubuntu 64-bit
		iGeOS: iGeos website
		Dell ThinOS: Dell Wyse website
		Stratodesk NoTouchOS: Stratodesk documentation
		102tg NOS: 102tg website

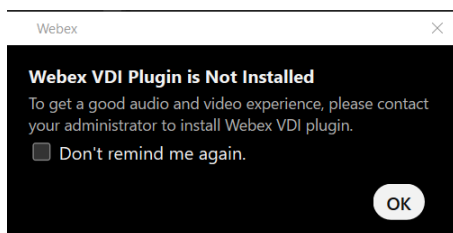
1.3 Open the download folder in your browser and start the installation with a double click



1.4 Perform the individual steps in the installation

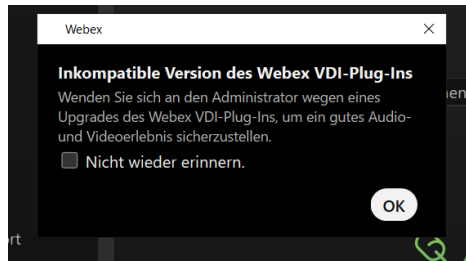
2 Error messages

2.1 Webex VDI plug-in is not installed



If this message appears, please start with step 1: [Installation of VDI/AVD-Plug-In.](#)

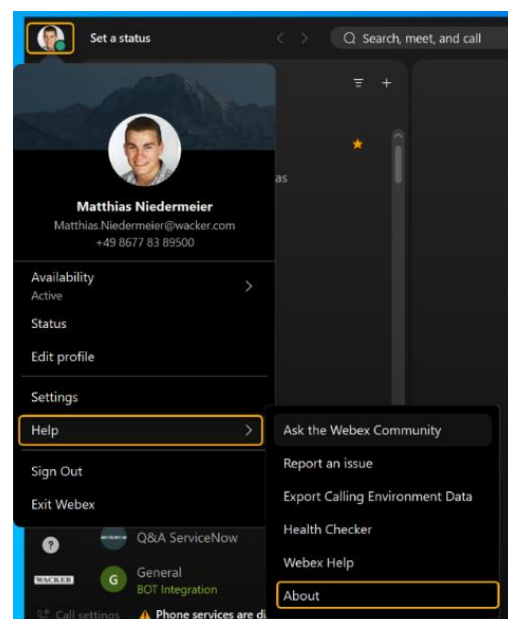
2.2 Incompatible version of the Webex VDI plug-in

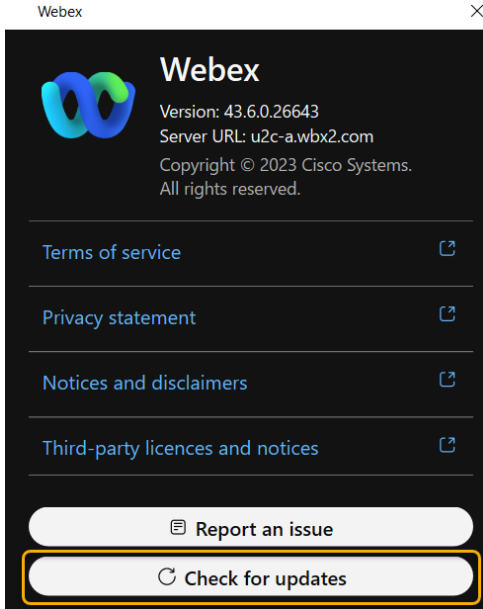


The Webex VDI plug-in has limited backward compatibility, i.e. the version of the Webex app on the AVD may be more up-to-date than the Webex VDI plug-in. In general, the difference should not be more than 5 releases. More information here:

https://help.webex.com/de-de/article/ntp1us7/Webex-App%7C-VDI-Software-Dokumentation#Cisco_Reference.dita_13d9aace-b6f9-41dc-a6e0-9f7a48834060

On the other hand, the VDI plug-in should not be newer than the installed Webex version on the AVD. Please do the following to check if you are on the latest version of the Webex app and update the Webex app if necessary:





Further assistance or support

For further assistance or support please contact the UserHelpDesk.

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