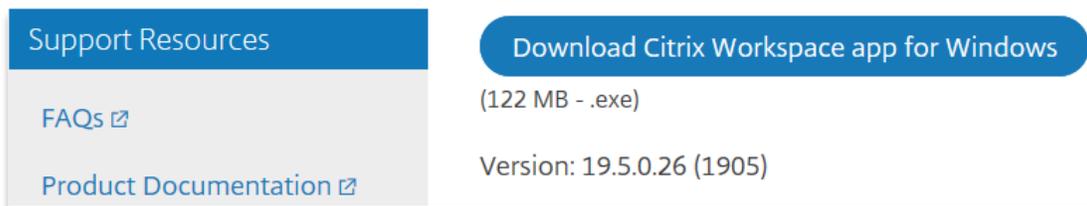


# Configuring your Windows 10 computer for dbRASweb

This page provides instructions on how to configure your Windows machine to connect to dbRASweb.

## Section 1: Installing Citrix Workspace

1. Browse to [Citrix Workspace](#)
2. Click **Download Citrix Workspace app for Windows** as shown below.



3. You will receive a pop up from downloads.citrix.com, click **Run** to continue.
4. Click **Start** to setup and install Citrix Workspace app on you machine.
5. Check the box next to "I accept the license" and click **Install** to continue.
6. Once the installation process completes, click **Finish** to close the installer.
7. Restart your machine.

## Section 2: Verify Virus and threat protection is enabled

**Note:** We recommend you check this list before you purchase an Anti-virus / Anti-malware suite. The specific application and version **must** be listed for it to be supported.

If you do not wish to purchase a third-party Anti-virus / Anti-malware. The **Windows Security Defender Anti-virus** that comes with your computer is fully supported. This will provide adequate coverage (Windows 8 and 10 only). Windows Defender for Window 7 only provide Spyware protection and would require 3<sup>rd</sup> party Anti-virus.

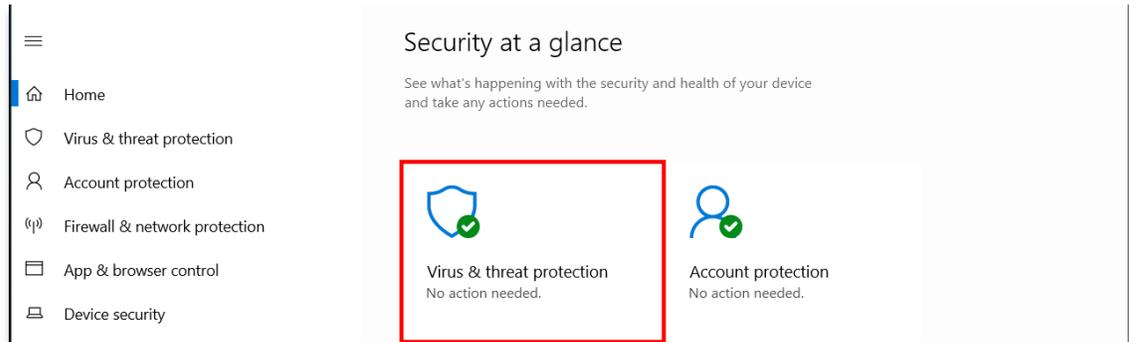
### Windows 10

1. Click below to see the list of supported Anti-virus / Anti-malware applications:

[Supported Anti-virus / Anti-malware list](#)

To search the document, press Ctrl-F / ⌘-F.

2. **Search** "Windows Security" via Start menu.
3. Click on the "Windows Security app".
4. Verify **Virus & Threat protection** is enabled.
5. If your antivirus software is outdated, it will be listed under Virus protection marked as red. Click **Update Now** to resolve the problem.



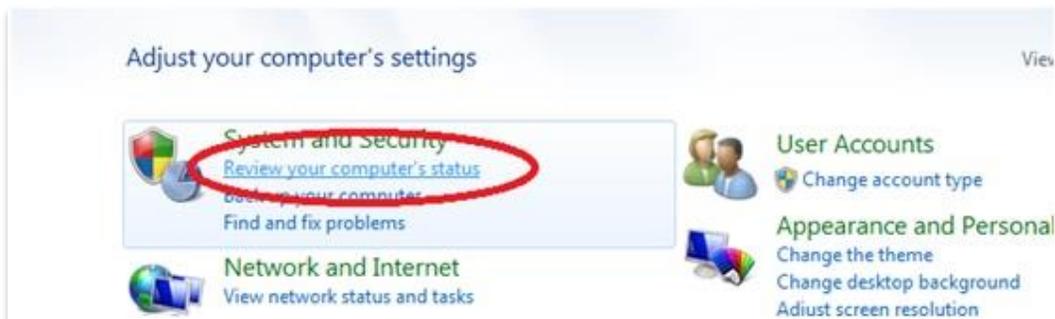
## Windows 7 & 8

1. Click below to see the list of supported Anti-virus / Anti-malware applications:

[Supported Anti-virus / Anti-malware list](#)

*To search the document, press Ctrl-F / ⌘-F.*

2. Ensure the Anti-virus / Anti-malware software installed on your PC is up-to-date. Open Action Center by clicking **Start > Control Panel > System Security > Review your computer's status**.



3. If your antivirus software is outdated, it will be listed under Virus protection marked as red. Click **Update Now** to resolve the problem.

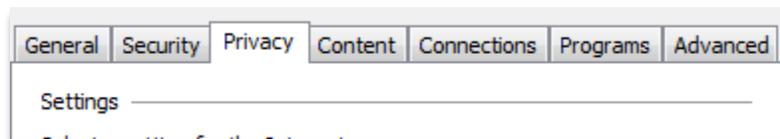


*\*\*For more instructions on configuring your Anti-virus, please see the **Troubleshooting I & II** at the end of this document\*\**

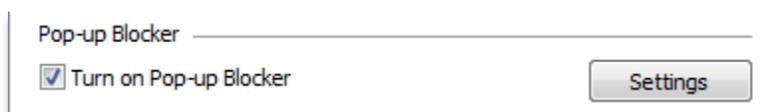
### Section 3: Configuring Internet Explorer

**Note:** Microsoft "Edge" browser on all Windows versions, is currently **not** supported. Use only Internet Explorer 11 to access dbRASweb.

1. Navigate to Tools > Internet Options; click **Privacy**.



2. **Uncheck** the box next "Turn on Pop-up-Blockers" and click **Apply**.



### Section 4: Logging in to dbRASweb for Windows

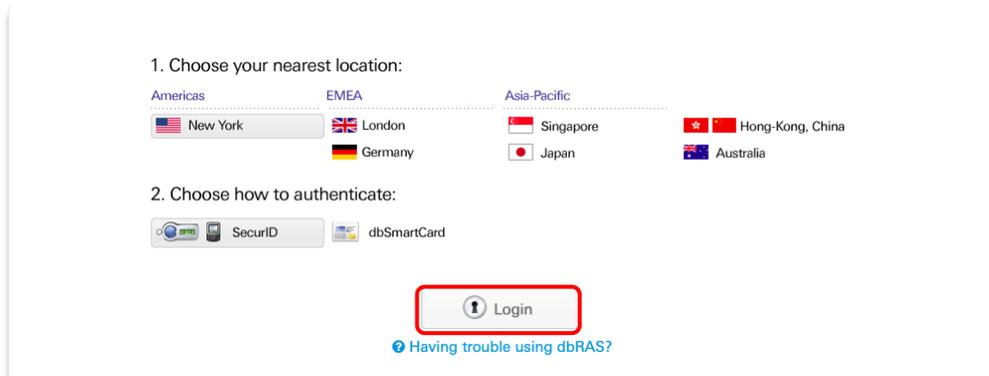
Once the configuration steps are complete, you can go ahead and log in to dbRASweb.

1. In the Internet Explorer web browser, click a link below to launch the dbRAS landing page:

**Internals** [dbrasweb.db.com](http://dbrasweb.db.com)

**Externals / Vendors** [dbrasweb-ext.db.com](http://dbrasweb-ext.db.com)

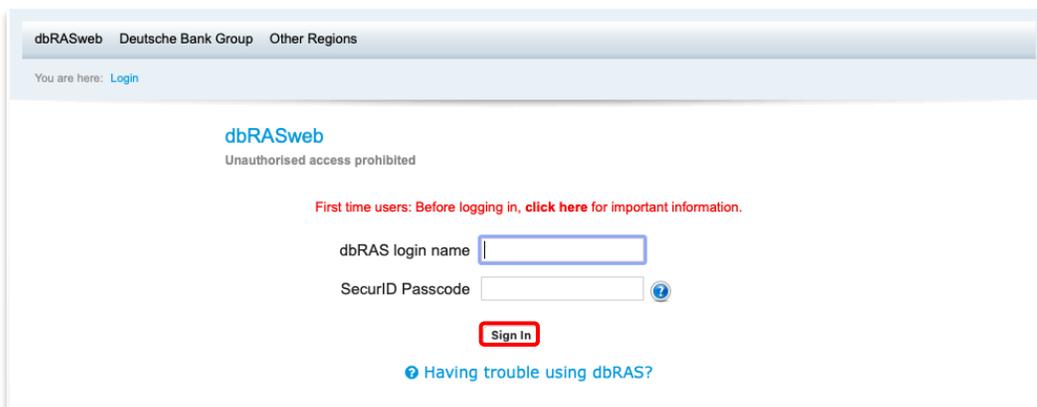
2. Choose your nearest location and how you wish to authenticate, then click **Login**.



The screenshot shows the dbRAS landing page with the following elements:

- Section 1: "Choose your nearest location:" with three columns: Americas (New York), EMEA (London, Germany), and Asia-Pacific (Singapore, Japan, Hong-Kong, China, Australia).
- Section 2: "Choose how to authenticate:" with two options: SecurID and dbSmartCard.
- A "Login" button with a user icon, highlighted with a red box.
- A link: "Having trouble using dbRAS?"

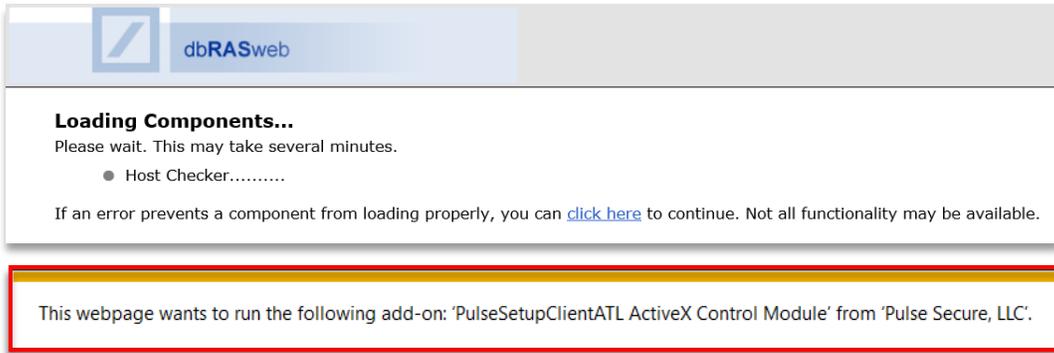
3. Enter your login credentials and click **Sign In**.



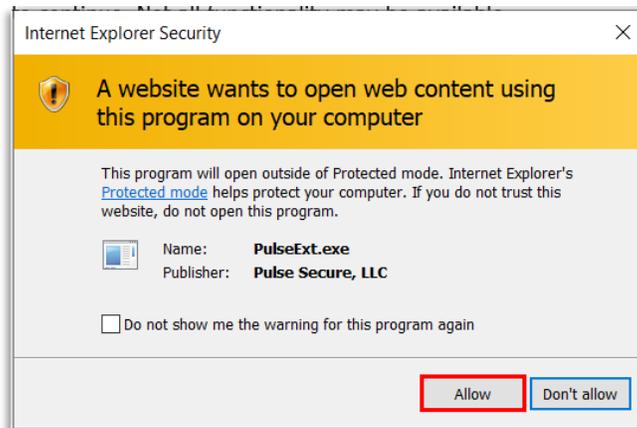
The screenshot shows the dbRAS login page with the following elements:

- Navigation: "dbRASweb", "Deutsche Bank Group", "Other Regions".
- Breadcrumbs: "You are here: Login".
- Header: "dbRASweb" and "Unauthorised access prohibited".
- Message: "First time users: Before logging in, click here for important information." (in red).
- Input fields: "dbRAS login name" and "SecurID Passcode" (with a help icon).
- A "Sign In" button, highlighted with a red box.
- A link: "Having trouble using dbRAS?"

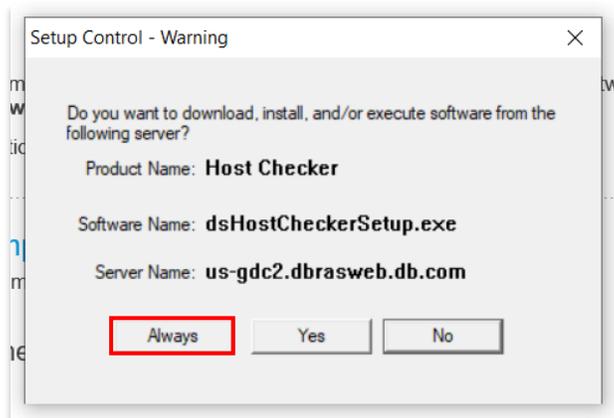
4. From the Host Checker page, at the bottom of your browser you will see a pop-up stating the following message: "This webpage wants to run the following add-on: 'PulseSetupClientATL ActiveX Control Module' from 'Pulse Secure LLC'. Click **Allow** to install the add-on.



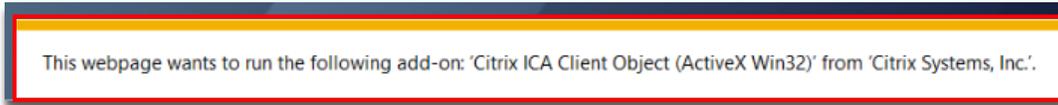
5. A website wants to open web content using this program on your machine, click **Allow** to continue.



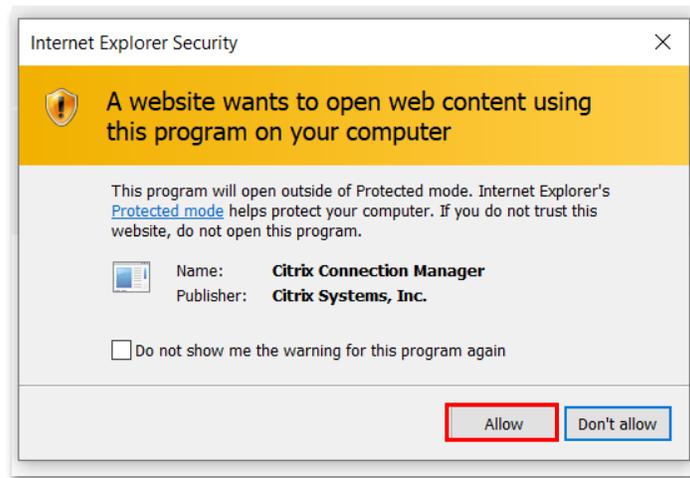
6. To download/install/execute Host Checker software from the following server, click **Always**.



- From the dbGroupUA page, at the bottom of your browser you will see a pop-up stating the following message: This web page wants to run the following add-on: 'Citrix ICA Client Object (ActiveX Win32)' from 'Citrix Systems Inc'. Click **Allow** to run the add-on.



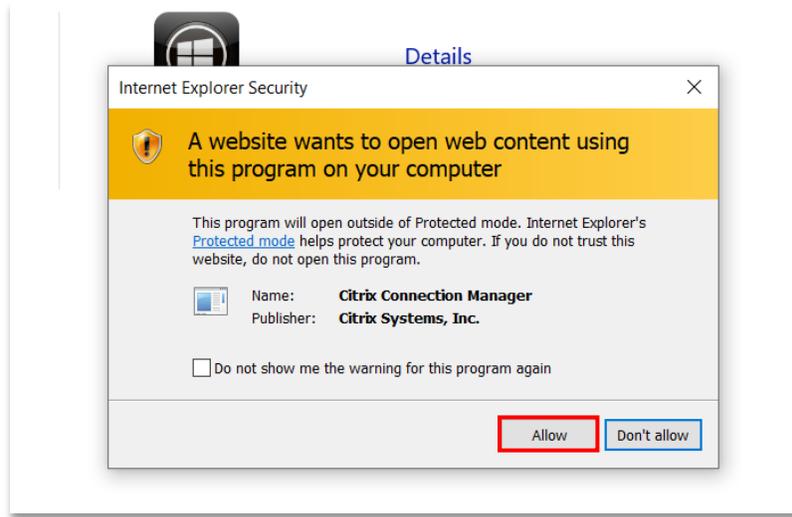
- You will see another pop-up that states the following: A website wants to open web content using this program on your computer. Click **Allow**.



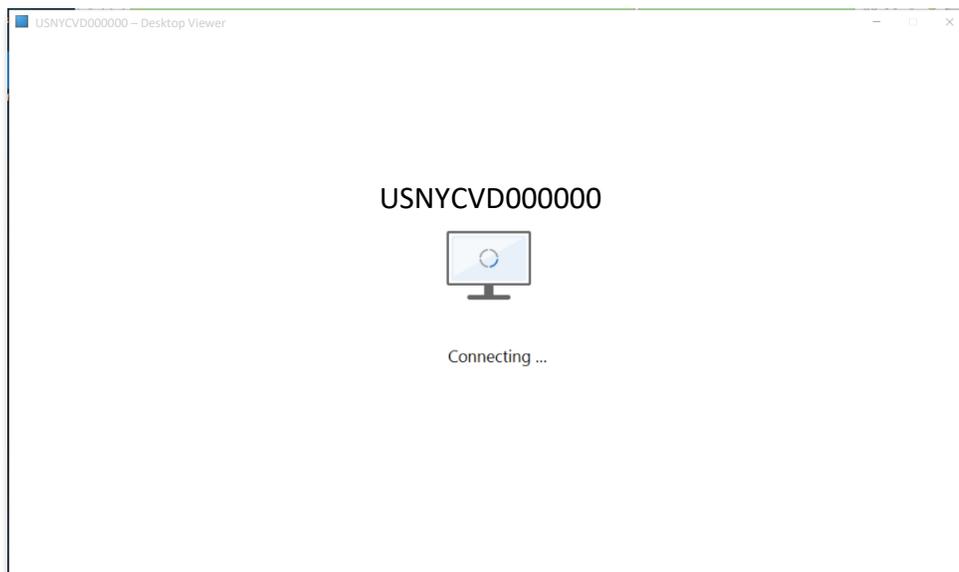
- Enter your username and password, click **Log On**.

A screenshot of a login form. The form has a dark blue background. It contains three input fields: "User name:" with an empty text box, "Password:" with an empty text box, and "Domain:" with a dropdown menu showing "DBG". Below the input fields is a large blue button labeled "Log On". At the bottom of the form, there is a link labeled "Reset Password".

10. You will see the following Citrix pop-up after doubleclicking your DOD/SDOD icon, click **Allow**.



11. After the ICA Client launches, you will see the following **Desktop Viewer** window appear.



*\*\*\*If you are unable to connect to your virtual desktop after following the above step. Please find the below troubleshooting steps\*\*\**

## Troubleshooting I: Unable to pass Host Checker

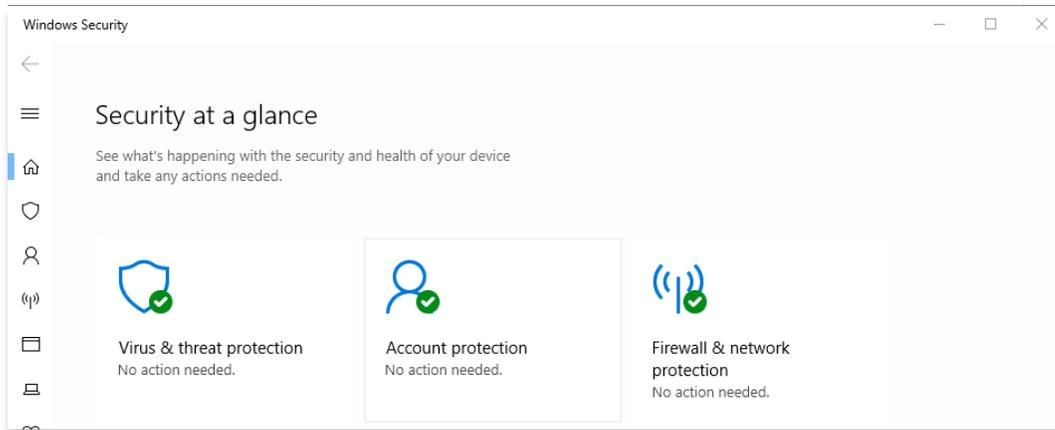
If you receive the message stating your Anti-virus definitions are out of date. Please try the following steps to resolve this issue.



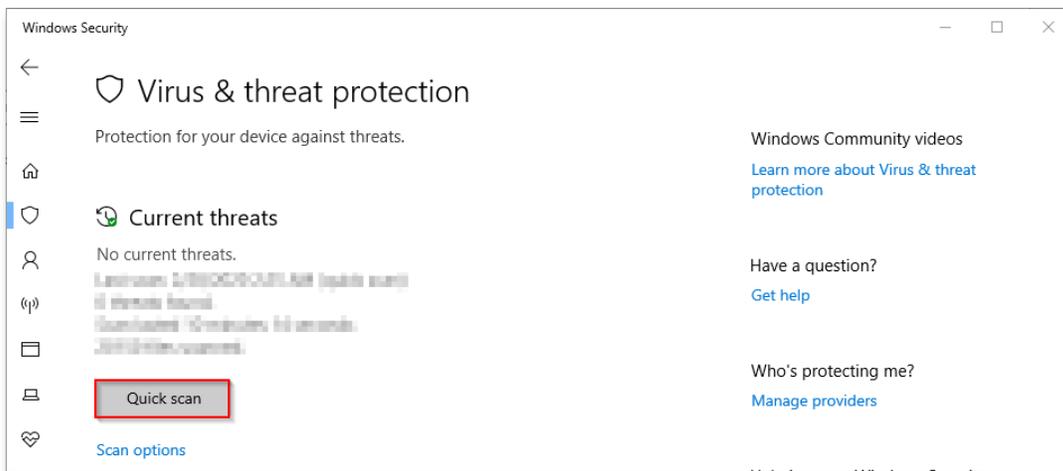
1. Please run a quick scan via Settings > Update and Security > **Windows Security**.
2. Verify Virus and threat protection is enable (green) as shown below.
3. Click **Open Windows Security**.



4. Click **Virus and threat protection**.



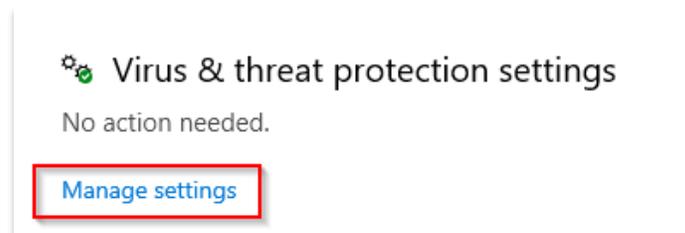
5. Click **Quick Scan**.



6. Once the quick scan has begun, go to dbrasweb to **login**.

## Troubleshooting II: Enable Real-time protection

1. From the 'Virus and threat protection' page above, scroll down until you see the settings section and click **Manage Settings**.



2. Click the button under 'Real-time protection', if showing in the **Off** position.

 **Real-time protection**

 Locates and stops malware from installing or running on your device. You can turn off this setting for a short time before it turns back on automatically.