

dbRASweb/MacOS - Connect to a Virtual Desktop from a PC (BYOD)

Follow the below instructions to know how you can configure a personal (BYOD) macOS computer to connect to dbRASweb. (This includes connecting to db-Owned physical devices)

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Section 1: How to create an Oracle account.




Attention: Java licenses installed on your home/personal computers for use when connecting to the bank's network do not constitute commercial use of the software licenses.

Create an Oracle Account

1. Go to Oracle's website: <https://www.oracle.com/java/technologies/javase/javase-jdk8-downloads.html>
2. Click on **View Accounts** button on the top right corner of the web page.
3. Click **Create an Account**.
4. Enter your **personal email address** and other details in the appropriate fields. Be sure to complete all the required fields.
5. Click **Create Account**.
6. After your account is created, you'll receive a confirmation email at the email address that you provided.
7. Follow the instructions in the email to **verify your personal email address**.

Section 2: How to install Java JDK

1. Go to Oracle's website (Link): <https://www.oracle.com/java/technologies/javase/javase-jdk8-downloads.html>
2. Locate the section labeled MacOS x64, and download by clicking **jdk-8uxxx-macosx-x64.dmg**.

Linux x64 Compressed Archive	185.53 MB	 jdk-8u241-linux-x64.tar.gz
macOS x64	254.06 MB	 jdk-8u241-macosx-x64.dmg
Solaris SPARC 64-bit (SVR4 package)	133.01 MB	 jdk-8u241-solaris-sparcv9.tar.Z

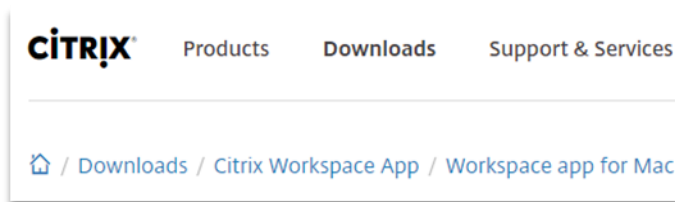
****We recommend using the latest version of Java JDK 8, which may or may not be displayed in the image above****

3. Before downloading the .dmg file, click “Accept License Agreement”.
4. Enter your Oracle credentials and click **Sign in**. (Download starts automatically)
5. In the Safari app on your Mac, click the **Show Downloads** button near the top-right corner of the Safari window.
6. Click **jdk-8uxxx-macosx-x64.dmg** to open installer.
7. Once the Java installer has started, click **Continue**.
8. Click **Install** to begin the process.
9. When prompted, enter your MacOS password and click **Install Software**.
10. Once the installation is finished, click **Close**.
11. Please restart your Mac by choosing Apple menu > **Restart**.

Section 3: How to install Citrix Workspace

1. Navigate to Apple menu > About this Mac, confirm your current OS version.
2. Go to Citrix’s website to download the appropriate version of Citrix for your computer.

Note: MAC OS Catalina and above will only require Citrix Workspace, older OS versions will require both Citrix Workspace and Receiver.



Citrix Workspace (Latest) – Compatible with **macOS 10.15 Catalina, macOS 11 Big Sur, macOS 12 Monterey, macOS 13 Ventura (13.1)**

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

Older Versions of OSX - Citrix Receiver 12.7 – Compatible with **Mac OS 10.10, 10.11, 10.12**

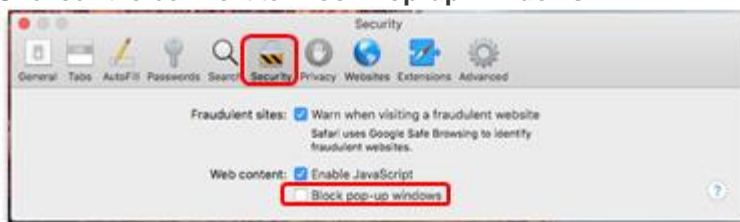
<https://www.citrix.com/downloads/citrix-receiver/legacy-receiver-for-mac/receiver-for-mac-127.html>

3. Once the download is complete, navigate to Finder app > Downloads; click **CitrixWorkspaceApp.dmg**
4. Click **Install Citrix Workspace package** to launch the installer.
5. Click Continue to step through the installer. Click **Agree** to accept the terms.
6. Enter your MacOS password when prompted and then click the “Install Software” button.
7. Leave the check box “Add Account” unchecked and click the “Continue” Button and once the installation is finished, click Close.

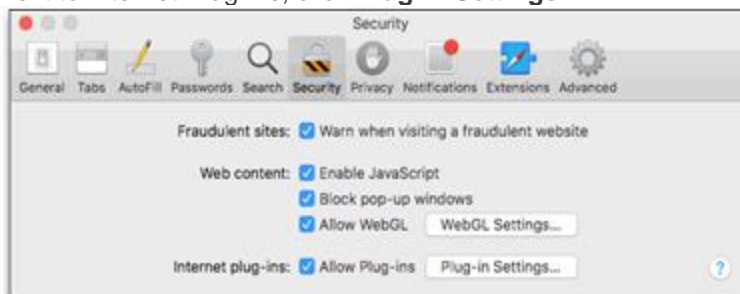
Section 4: How to configure your Safari Browser

Safari Version 10

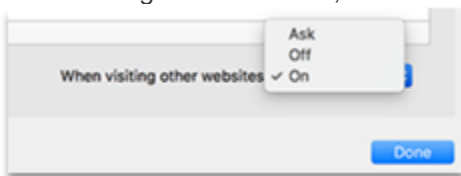
1. In the Safari app on your Mac, choose Preferences > **Security**.
2. Uncheck the box next to **Block Pop-up Windows**.



3. Next to Internet Plug-ins, click **Plug-in Settings**.



4. In the left pane, select **Java**.
5. When visiting other websites, set the drop down box to **On**.



6. In the left pane, select **Citrix Receiver Plug-in**.
7. When visiting other websites, set the drop down box to **Allow Always**.

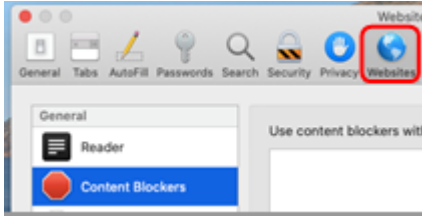
Safari Version 11

1. In the Safari app on your Mac, choose Preferences > **Security**.

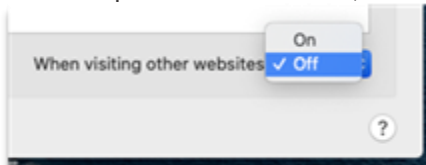
2. Uncheck the box next to **Block Pop-up Windows**.



3. Next, choose **Websites**.



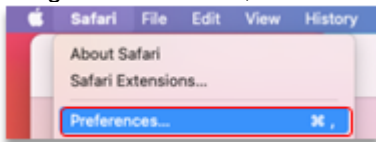
4. In the left pane under General, select **Content Blockers**.



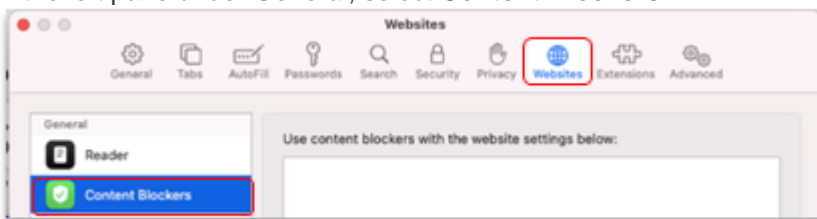
5. When visiting other websites, set the drop down box to **Off**.

Safari Version 12/13/14

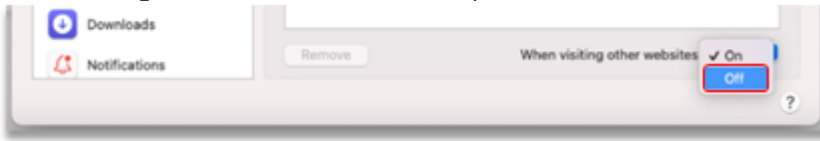
1. Navigate to Safari tab, Choose **Preferences**.



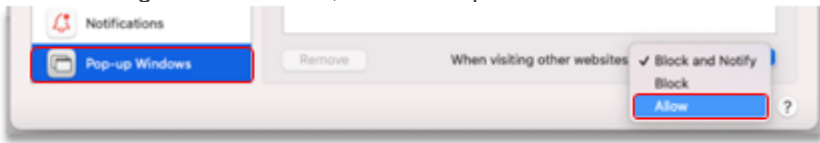
2. Choose **Websites**.
3. In the left pane under General, select **Content Blockers**.



- When visiting other websites, set the drop down box to **Off**.



- In the left pane under General, click **Pop-up Windows**.
- When visiting other websites, set the drop down box to **Allow**.

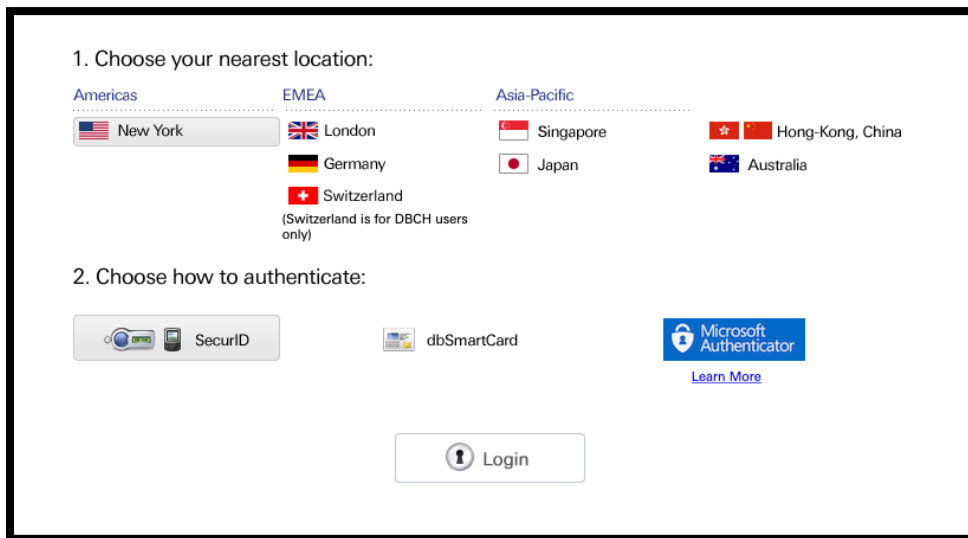


Section 5: Connecting to Virtual Desktop

- In the Safari app on your Mac, click the link below to launch the dbRASweb landing page.

<https://dbrasweb.db.com>

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



- Enter your login credentials and click 'Sign In'.

SecurID: If you select SecurID, below screen will appear

dbRASweb
Unauthorised access prohibited

First time users: Before logging in, [click here for important information.](#)

dbRAS login name

SecurID Passcode ?

Sign In

? [Having trouble using dbRAS?](#)

Microsoft Authenticator: If you select Microsoft Authenticator, below screen will appear

Microsoft

Sign in

Email address, phone number or Skype

[Can't access your account?](#)

Back Next

Welcome to Deutsche Bank!

Sign-in options

- 3- Please click **Download** button to download Pulse Secure's Application Launcher package.

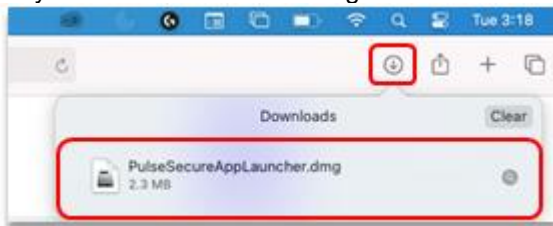
Note:- These steps are meant for first time users



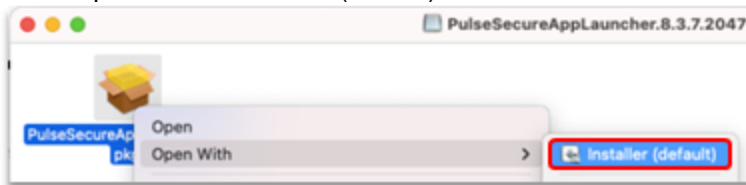
4- You will see the following popup 'Do you want to allow downloads on', click **Allow**.



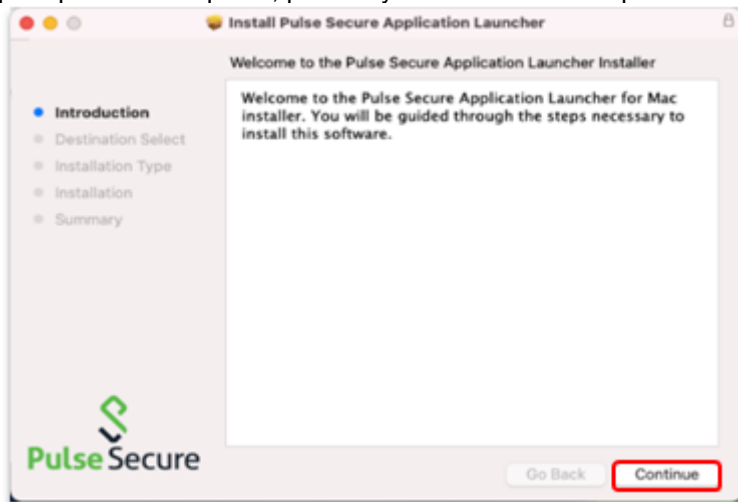
5- In the Safari app on your Mac, click the **Show Downloads** button near the top-right corner of the Safari window. Next, click PulseSecureAppLauncher.dmg. (You only have to install Pulse Secure App launcher for your first time of connecting to dbRASweb.



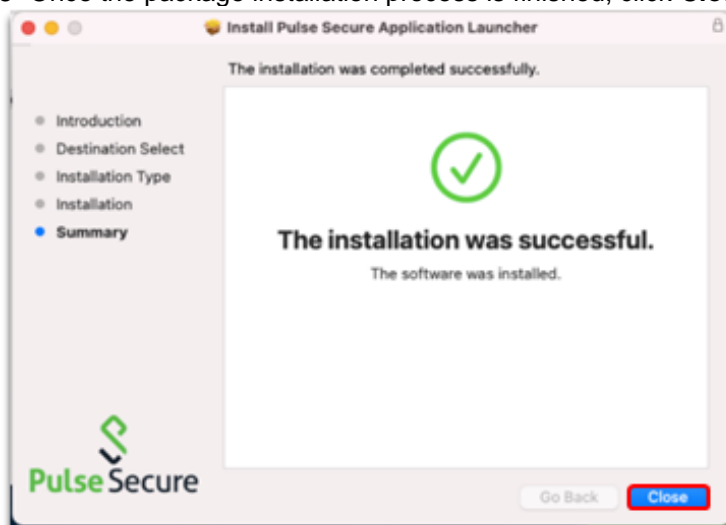
6- Press Control + Mouse Click on PulseSecureAppLauncher.mpkg icon. Then from the Control menu, select Open With > **Installer** (default).



7- From the 'Install Pulse Secure Application Launcher' installer, click **Continue**. Follow the installer prompts and if required, provide your MacOS device password.



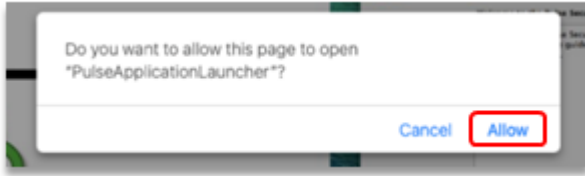
8- Once the package installation process is finished, click **Close**.



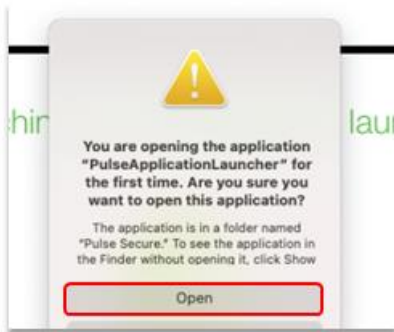
9- Click **HERE** to be redirected back to Host Checker homepage.



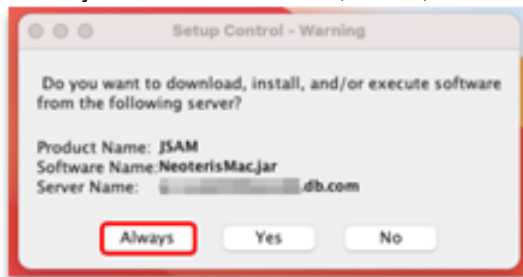
10- On the Host Checker home page, you will see the following pop-up message for "PulseApplicationLauncher", click **Allow**.



11- On the following pop-up message, click **Open**.



12- Do you want to download, install, and/or execute software from the following server? Select **Always**.

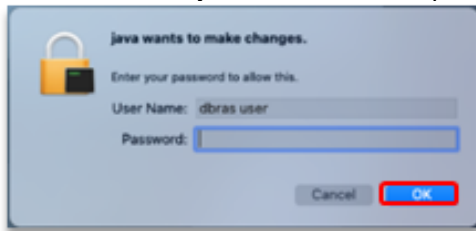


13- Do you want to allow Pulse Secure to contact the server? Select **Always**.

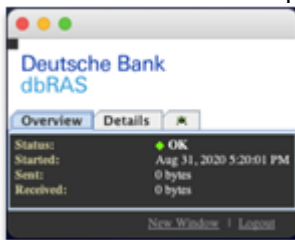


If any of the above pop-up windows do not appear, repeat steps 11-13

14- Please enter your MacOS admin password and then click **OK**.



15- After entering your MacOS admin credentials, JSAM will launch. (Typically, this will load in the bottom left corner of mac desktop)



16- Select **Allow** on the following popup for "Java" incoming connections request.

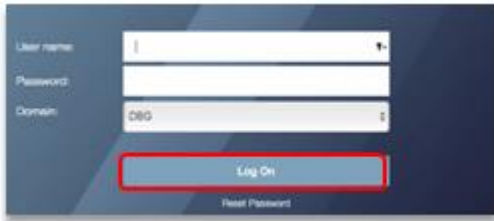


17- On the Welcome to dbRASWeb page, please click Virtual Desktop tab and then click **Launch dbGroup UA** button as shown below.



18- Login into dB Group UA with your DB Windows credentials.

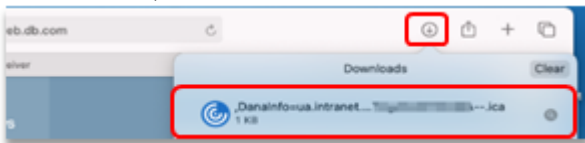
Note:- New users will be prompted to change their temporary password on the first logon.



19- After successful logon and in case of multiple Desktops/Apps, click on the Windows **icon**.



20- In the Safari app on your Mac, click the Show Downloads button near the top-right corner of the Safari window. Next, click Danainfo=ua... **file** as shown below.



You will see this message appear that states “**Starting desktop...**”

Finally, a Citrix window will appear hosting your Windows virtual desktop.

