Connecting Remotely via the Citrix Access Gateway (CAG)

Version 2.6

*** The CAG is intended for users with OE equipment only. Users with GFE should still use RESCUE as their VPN solution. ***
Prerequisites

• Facility ISO must CAG enable the users VPN account
• See ‘Support Operating Systems’ below prior to connecting.
• Verify TLS 1.0 is enabled in your web browser
  - For Internet Explorer
    - Open Internet Explorer > Go to Tools > Internet Options > select the Advanced Tab > In the ‘Settings’ box, under the Security section, you should see ‘Use TLS 1.0’ > verify the option is ‘checked’
  - Add ‘*.va.gov’ to trusted sites (required for Internet Explorer 9) ***NOTE: If you are using GFE (government furnished equipment) this step should be skipped.
    - Open Internet Explorer.
      - Click on Tools (Menu bar) OR Gear icon (in Internet Explorer 9)
      - Click on ‘Internet Options’ > click the ‘Security tab’ > select ‘Trusted Sites’ > click ‘Sites’ >

•
- In 'Add this website to the zone:' type ‘*.va.gov’ > select ‘Add’ > select ‘close’ > select ‘OK’

![Trusted sites dialog box]

**Connecting to the Citrix Access Gateway (CAG):**

- Type one of the following URL's into your web browser:
  - https://vacageast.vpn.va.gov
  - https://vacagwest.vpn.va.gov
  - https://vacagsouth.vpn.va.gov
  - https://vacagnorth.vpn.va.gov

- Enter your DomainName\Username (i.e. vha07\vhadubxxxxxx) and password > select 'Logon'

![Login dialog box]

- The 1st time you connect, you will be prompted to install the Citrix Client. If prompted > check 'I agree' > select 'Install' (NOTE: this Add-on does not require administrative privileges to run. If you are not prompted to install and this is your first time connecting, you may have to manually install the Citrix plug-in. Manual installation instructions can be found in the ‘Troubleshooting’ section of this document). **NOTE: Only install if using Personal Computer!**
• When prompted, select 'RUN'. **NOTE: It may require you double clicking on Citrix Receiver if it does not start automatically.** Once complete you will see 'Installation complete successfully' > select 'OK'

• "Once the software is installed, the Internet Explorer informational bar may appear at the top. Click on the bar and select Run ActiveX Control" (Note: If your web browser locks up, restart your web browser)

• Choose R03 General Applications or R03-Visn07
• R03 – General Applications – MS Office including Outlook; Explorer, & Mapped Drives

• R03-Visn07 –
• Click on Atlanta
• R03-General Applications

Select a folder with the application to execute > once you select an application you will be presented with the 'VA Security Warning' logon banner > select 'OK'

• When prompted for "An online application is attempting..." > select 'Permit use'
**Troubleshooting**

**ERROR 1:** “An error occurred while trying to access the requested resource” is displayed when attempting to launch an application.

Resolution 1: Manually download and install the latest Citrix plug-in for your operating system. Manually install the Citrix Online Plug-in:

- Go to https://media.vpn.va.gov > in the Left navigation pane, mouse over 'Media' > select 'Citrix Media' > select the plug-in compatible with your Operating System

OR

- Got to www.citrix.com/downloads > select Client Center > select your Operating System > download and install the ‘Citrix Online plug-in - web’

---

**Error 2:** General connection issues.

**Resolution 2:**

- (a) See Supported Operating Systems for Citrix Access Gateway in Appendix A
- (b) Uninstall the current version of the Citrix online plug-in and re-install.
Error 3: You receive “The page cannot be displayed” when attempting to connect to the site (i.e. https://vareast.vpn.va.gov)

Resolution 3: Enable TLS version 1.0. Click here for instructions.

Error 4: Application Launch Fails after Upgrading to Internet Explorer 9

Resolution 4: see http://support.citrix.com/article/CTX129082

Error 5: 404 error.

Resolution 5: try another URL


Appendix A

Supported Operating Systems for Citrix Access Gateway:

FOR FURTHER INFORMATION REFERENCE: Citrix Receivers & Plug-ins