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)

Table of Contents

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. Browse to Oracle's website: https://www.oracle.com/java/technologies/javase/javase-jdk8-downloads.html
2. Click **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. Browse to Oracle's website (Link): https://www.oracle.com/java/technologies/javase/javase-jdk8-downloads.html
2. Locate the section labeled MacOS x64, click **jdk-8uxxx-macosx-x64.dmg**.

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

3. A message box will appear, click **Accept** License Agreement and then click the .dmg file to download button.
4. Enter you 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. Browse to Citrix's website to download the appropriate version of Citrix for your computer.
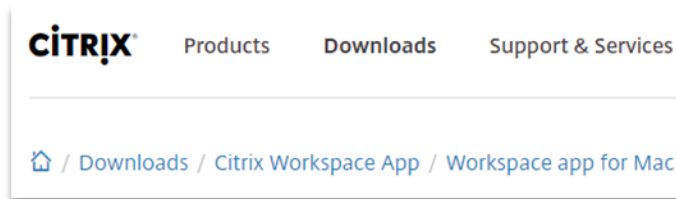
Older Versions of OSX - Citrix Receiver 12.7 – Compatible with **Mac OS 10.10, 10.11, 10.12**
https://www.citrix.com/downloads/citrix-receiver/legacy-receiver-for-mac/receiver-for-mac-127.html

Citrix Workspace (Latest) – Compatible with **Mac OS 10.13, 10.14, 10.15**
https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.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.
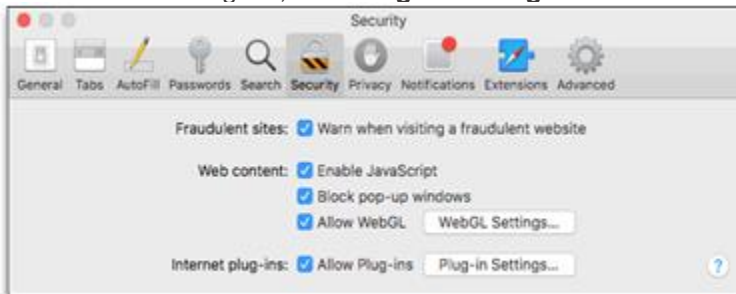7. Once the installation is finished, click **Close**.

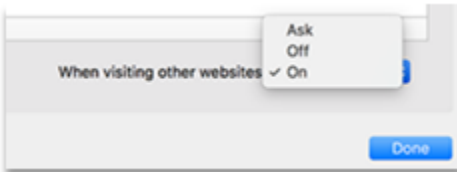## Section 4: How to configure your Safari Browser

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.**

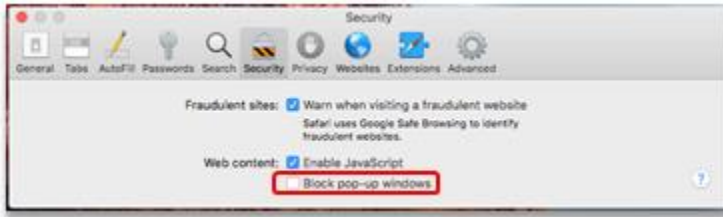5. When visiting other websites, set the drop down box to **On.**

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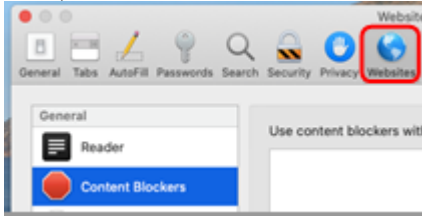7. When visiting other websites, set the drop down box to **Allow Always.**

Safari Version 11

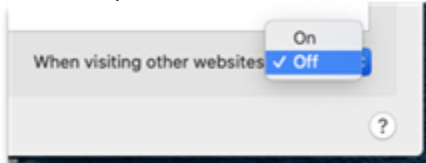1. In the Safari app on your Mac, choose Preferences > **Security**.

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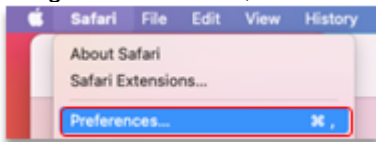

3. Next, choose **Websites**.

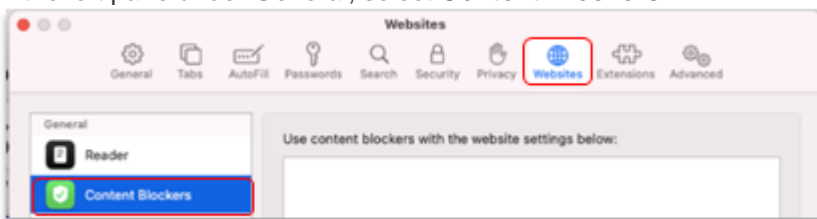4. In the left pane under General, select **Content Blockers.**

5. When visiting other websites, set the drop down box to **Off.**
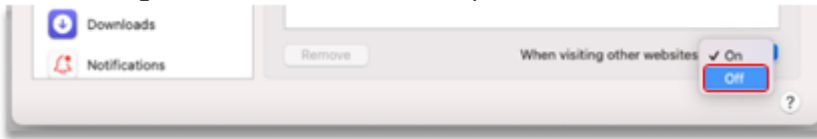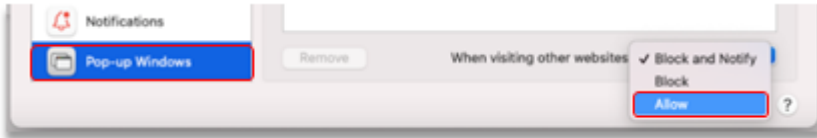
Safari Version 12/13/14

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

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

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

5. In the left pane under General, click **Pop-up Windows**.

6. 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:

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:

Microsoft

Sign in

Email address, phone number or Skype
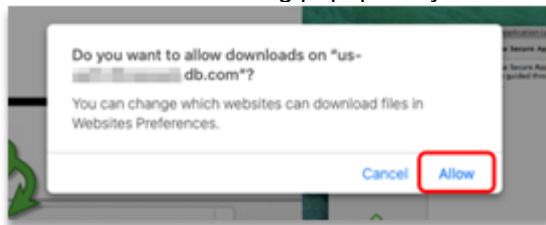
Can't access your account?

Back   Next

Welcome to Deutsche Bank!

🔑 Sign-in options

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

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

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.
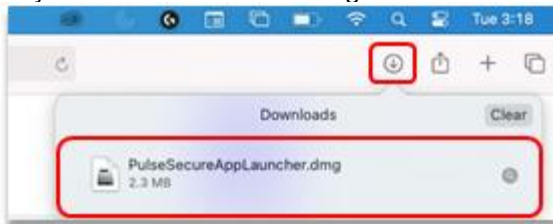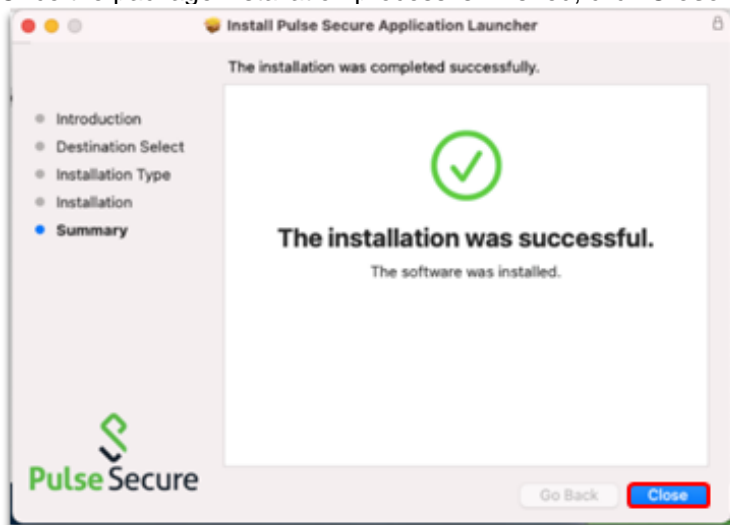

Press Control + Mouse Click on PulseSecureAppLauncher.mpkg icon. Then from the Control menu, select Open With > **Installer** (default).

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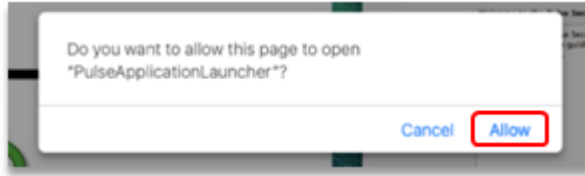

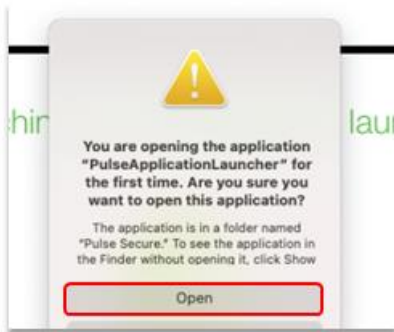Once the package installation process is finished, click **Close.**

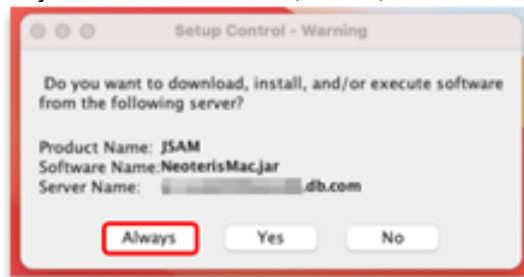Click **HERE** to be redirected back to Host Checker homepage.

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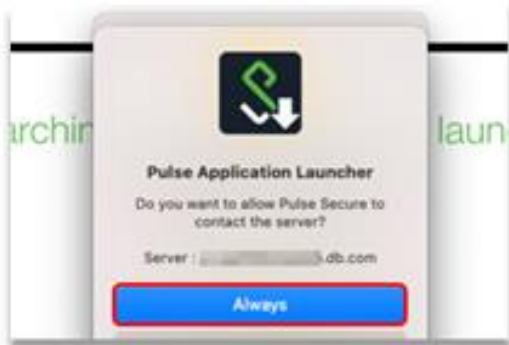
On the following pop-up message, click **Open.**

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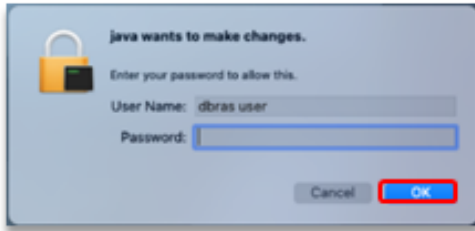

Do you want to allow Pulse Secure to contact the server? Select **Always.**
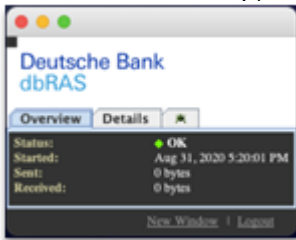

If any of the above pop-up windows do not appear, please look behind the browser. (Steps 11-13)

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

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

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

On the Welcome to dbRASWeb page, please click Virtual Desktop tab and then click **Launch dbGroup UA** button as shown below.
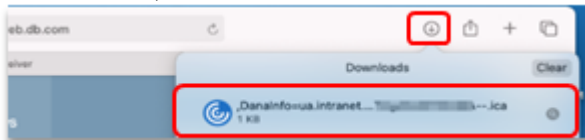
Login into dB Group UA with your DB Windows credentials.

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

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.