

**United Launch Alliance  
Citrix NetScaler ADC – Login Instructions**



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Date: November 19<sup>th</sup>, 2018

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**SECTION 1**  
**OVERVIEW**

Welcome to the new ULA Citrix environment!

This remote access environment is designed to provide customers and partners access to their relevant ULA data through an easy-to-use portal. This portal will replace the legacy Pulse Secure VPN solution that has been used historically.

This environment does **not require** your ULA or non-ULA endpoint to have any of the Pulse Secure VPN components installed. The only software requirement is the Citrix Receiver client. At the time this document is published, ULA recommends Citrix Receiver 4.9 or higher. There will be a link posted at the [www.ulalaunch.com/admin](http://www.ulalaunch.com/admin) site, referring customers and partners to the publicly accessible Citrix Receiver for download and installation for themselves or their IT department.

**Note: In 2018, Citrix Systems has renamed Receiver to “Citrix Workspace.”**

The solution is highly available at both major ULA locations, Denver, CO and Decatur, AL. All customers and partners will have access to their Citrix-based resources from both ULA locations. The reference links are below:

**Denver:** <https://denctx.ulalaunch.com/>

**Decatur:** <https://decctx.ulalaunch.com/>

Once the Citrix Receiver or Citrix Workspace client has been installed on your workstation, please proceed to the next page for login instructions.

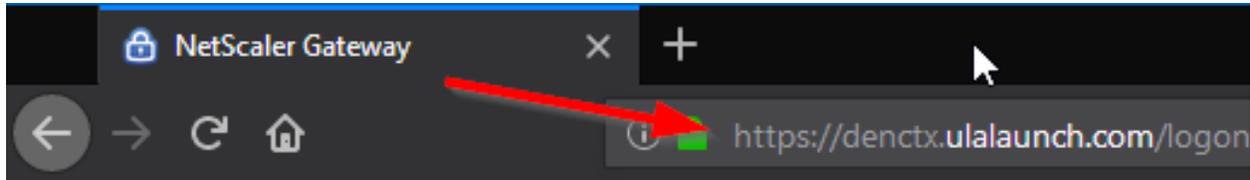
**NOTE: ALL ACCESS TO ULA SYSTEMS MUST FOLLOW ULA POLICY. ULA STRICTLY PROHIBITS ACCESSING INFORMATION SYSTEMS FROM PERSONAL DEVICES THAT ARE NOT MANAGED BY ULA IT OR YOUR ORGANIZATION’S IT DEPARTMENT. REFER TO IT-407 AND IT-621.**

If you have questions surrounding ULA’s acceptable use policy, refer to your ULA point of contact and review policy with them.

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**SECTION 2**  
**LOGIN AND ACCESS**

The login procedure for both major ULA locations will be the same, and the interface will be identical. There are no distinct markings on either page that indicate which datacenter you are connecting to. To identify which ULA site you are connecting to, refer to your address bar in the web browser:



To begin the login procedure, open a web browser. The solution is compatible with Internet Explorer, Mozilla Firefox, and Google Chrome.

Once again, links are as follows:

**Denver:** <https://denctx.ulalaunch.com/>

**Decatur:** <https://decctx.ulalaunch.com/>

You will be presented with a logon page:

A screenshot of the NetScaler Unified Gateway logon page. The page has a dark grey background. On the left side, there is a logo that says "NetScaler with Unified Gateway". The main content area is titled "Please log on" and contains three input fields: "Username:", "Password:", and "RSA Tokencode:". Below these fields is a blue button labeled "Log On".

The fields are as follows:

**Username:** ULA Active Directory Username

**Password:** ULA Active Directory Password

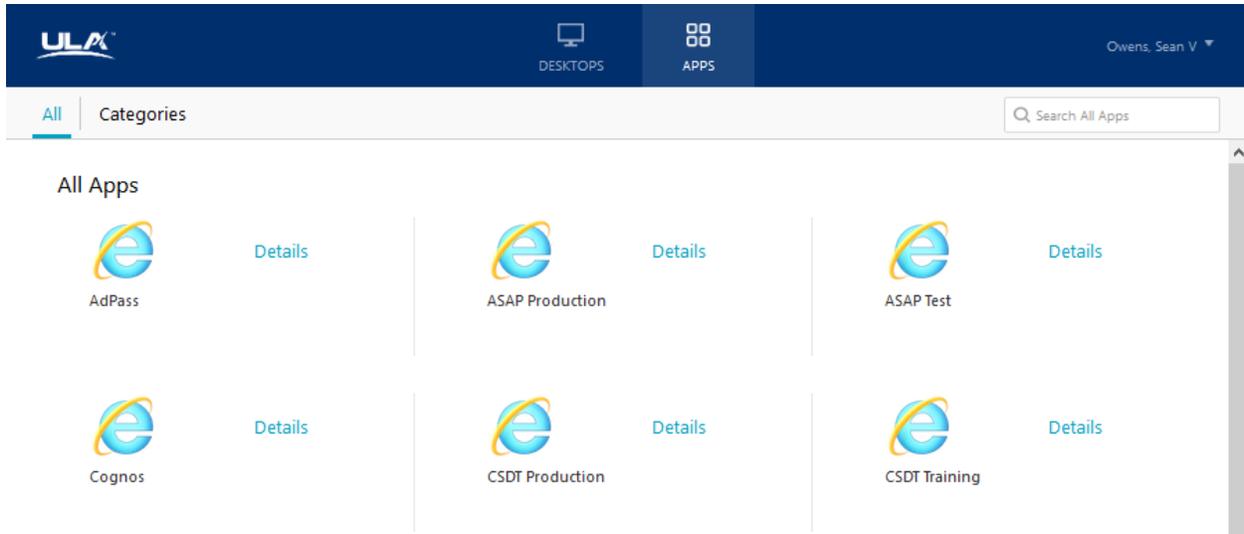
**RSA Tokencode:** RSA PIN\* + RSA 6-Digit Code

\*The RSA PIN is a user-defined PIN that you set up when you first receive your token. This is the same value that you have previously used on Pulse VPN when connecting to ULA.

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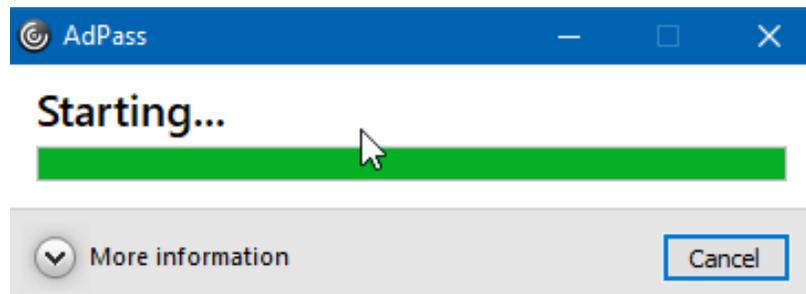
**SECTION 2 (CONTINUED)**  
**LOGIN AND ACCESS**

After you successfully authenticate using username, password, and tokencode, you will be presented with a list of applications that you have been provisioned with, based on your role. This will vary based on company or customer, so not all users will see the same list. See below for an example:



**Note:** At the top of the page, there is a Desktops button as well, if your organization has been provisioned with desktop-style access at ULA.

To launch your application, simply select one, and single-click on it. As the application launches, you'll be presented with a progress bar from the Citrix Receiver client on your machine:



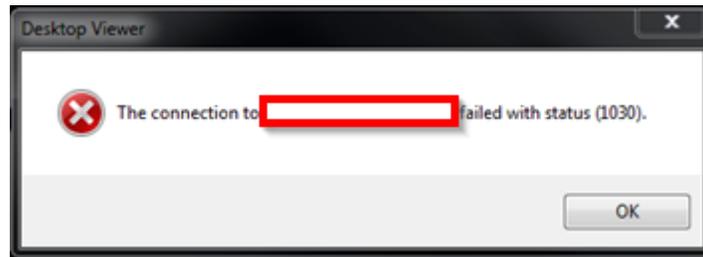
Once your application has finished launching, it will appear as a local application on your machine, but it is a Citrix-hosted application within the ULA environment.

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**SECTION 3**  
**TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS**

**Common Issues / Questions**

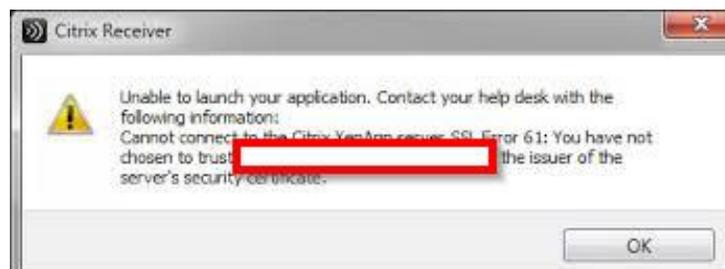
**Q:** I've attempted to launch an application or desktop, but I'm receiving an "Error: Status 1030"



**A:** This is likely due to an aged Citrix Receiver or Citrix Client installation on your machine. ULA recommends upgrading to a newer version with your IT organization or from the Citrix public website.

**POC:** Your organization's IT department.

**Q:** I've attempted to launch an application or desktop, but I'm receiving an "SSL Error 61"



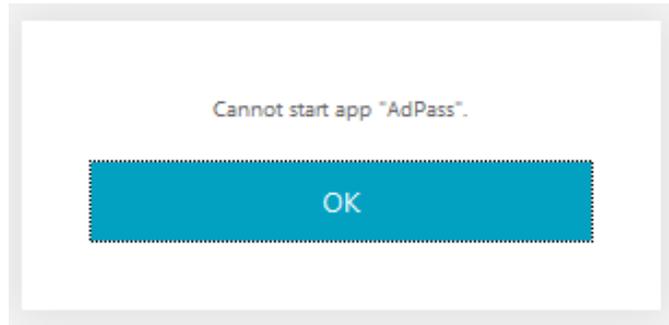
**A:** This is because your machine does not trust the SSL / TLS certificate that ULA has installed on the Citrix NetScaler. Either upgrade to a newer version of Citrix Receiver, or let your IT organization know that you have an SSL certificate trust issue when connecting to ULA's Citrix environment.

**POC:** Your organization's IT department.

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**SECTION 3 (CONTINUED)  
TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS**

**Q:** I've attempted to launch an application or desktop, but I'm receiving an error "cannot start app"



**A:** This is an issue with ULA's Citrix environment, and should be reported through the ULA enterprise service desk.

**POC:** ULA Enterprise Service Desk: 877-295-5050.

**Note:** Please remember that all systems are highly available across 2 ULA locations. If you are impacted by any of the above conditions, or others, please try to connect to the other location. If you experience continued issues, or you are unable to connect to both sites, please report the issue immediately to ULA's enterprise service desk at 877-295-5050. Inform the service desk that you are experiencing issues connecting to the Citrix NetScaler.