



User Guide To the G/On Remote Access Solution



Away from the office?



Quick tips on how to get up and running with the world's most elegant secure access solution.

Easy as 1 – 2 – 3 – 4

1 Plug in G/On USB



TIPS:

1. The very first time you plug your G/On USB key into any PC, Windows takes a few seconds to recognize the new USB device and prepare it for use. The PC might prompt you to restart. This is not necessary.

Running on Vista? Check the back page for special Vista behavior.

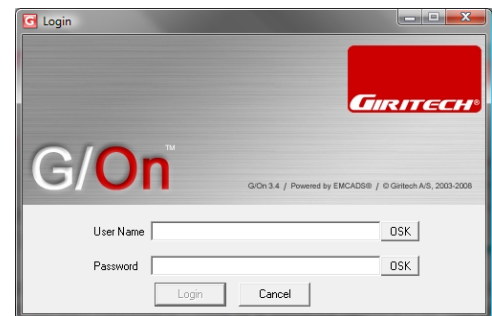
2. If nothing happens when you plug in G/On USB, try pulling it out and putting it in again. (This usually only happens the first time.)
3. Still nothing? Browse to “My Computer” and look for “Devices with Removable Storage”. Double-click on the G/On icon. If nothing happens right-click on “Giritech” to open Explorer and then double-click on “EClient.exe”

Check also the Troubleshooting Section of this guide.

2 Enter User Name and Password

Use your normal **User ID** and **Password**.

Once logged in, you should keep an eye on the Windows Task Bar.



*TIP: On the Login prompt, you will see buttons called “OSK” (above) at the end of each field. OSK stands for “On Screen Keyboard”. This is a security feature that lets you enter your **User ID** and **Password** using your mouse instead of your keyboard. Use the OSK if you wish to enter your User ID and Password on any unfamiliar computer.*

3 Click the “G” icon and choose application

*TIP: Select from your menu options, the application you wish to start. If you have the option, **My Office Desktop**, this will connect you to your PC in the office. Remember to lock your PC when you leave the office, but do not turn the PC off.*



The menu of applications that appears has been defined for you by your IT administrator. (If you need to add or delete applications from the menu, please contact your IT administrator). The contents of the menu can change depending on where you are connecting from and which PC you are using. This is a security feature.

4

Remove G/On USB when finished



When you are finished working, you can close down your sessions as you normally do, click the “G” icon on your taskbar and select **Exit**. If you are in a hurry or you don’t want to close down the sessions, you can just pull out the G/On USB key. In this case, you are disconnecting and your Citrix and Desktop applications will remain available in their sessions when you login in again.

G/On Best Practice Security Rules

1. Never reveal your password to others.
2. Never leave the PC unattended when using G/On USB.
3. Always remove G/On USB from the PC when finished.
4. Always report missing / stolen G/On USB as soon as possible.

Troubleshooting Tips

Why some PC’s may prevent G/On from working properly:

Using G/On from your own PC, say, at home, will normally not cause you any problems. Most of us have full access to our own PC at home, but when you are travelling, you will experience that PCs in public places such as hotels and airports will impose limitations on G/On. This is also true if you are using a PC owned and managed by your employer (a Laptop, for instance) or another corporate PC. Most companies have certain IT-security policies applied to company owned PCs that may prevent G/On from working fully as expected.

If you are running on Windows Vista, please replace “My Computer” with “Computer” in the Troubleshooting Guide below. You may also want to consult the special Vista section of this guide for special Vista behavior.

If you are running Windows XP Service Pack 3 (SP3) or Windows Vista Service Pack 1 (SP1) make sure your G/On is version 3.4 or higher.

Nothing happens when I plug G/On USB key into the PC.

(First read the tips under Step 1.) If autorun is disabled on the PC, G/On USB can not start automatically. To check if this is the problem, right-click the G/On icon in “My Computer” and then choose the “Autorun” tab.

There is no G/On icon in “My Computer” or no “REMOVABLE” drive.

G/On USB has two partitions, “Giritech” and “REMOVABLE”. Your PC will attempt to assign a drive letter between “A” and “I” to each. If all of these are taken (i.e. “C” is used for your hard drive etc.) the G/On USB will not be visible. For instance, the PC may have one or more of these drive letters mapped to network drives.

Try removing other USB devices which have already been assigned one of the drive letters or temporarily disable a couple of the network drives. If drive letters are available but not found by G/On, browse to **My Computer**, Right Click, select **Manage > Disk Management**. Locate the G/On partitions, Right Click and select **Change Drive Letter and Path > Change**. Assign available drive letters to the G/On USB partitions.

G/On USB cannot connect to the G/On Server.

First, make sure you are connecting from a PC running Windows (XP or Vista) and that you have Internet access. G/On will attempt an outbound-only access to the Internet on port 80, 443, or 3945.

If you do not have access, a network or PC firewall could be blocking the G/On connection. If it’s your PC firewall, Windows will typically ask if you want to unblock the connection. If it doesn’t, try looking in **Start > Control Panel > Windows Firewall > Exceptions**. If “EClient.exe” is not listed, add this program to the exceptions list.

Be aware that if you are using G/On from a corporate PC or from a corporate network there may be corporate IT-policies that will prevent G/On from accessing the Internet. Please contact your host with a request for an outbound connection to the Internet on port 3945. An outbound-only connection will not allow inbound, unwanted traffic from the Internet.

I am logged in but nothing happens when I select a menu item.

If you are using a corporate PC in a company, corporate IT-policies may configure the local firewall on that PC to prevent G/On from connecting the G/On Server. Windows will typically ask if you want to unblock the connection. But if it doesn't, try looking in Start > Control Panel > Windows Firewall > Exceptions. If "TClient.exe" and "GRDPCClient.exe" are not listed, add these programs to the exceptions list. If you are unable to add these programs, please contact your host for permission to use another PC that is without these limitations.

I am logged in but "My Office Desktop" is not connecting.

If you are running on Windows XP Service Pack 3 or Windows Vista Service Pack 1 you need to make sure that you are using G/On version 3.4 or higher. If your G/On has just been upgraded to version 3.4 or higher you need to contact your IT Admin to make sure that the menu item "My Office Desktop" has been updated to use the new versions of the G/On remote desktop connector (the new version is called GTSC.exe).

Menu item "My Office Desktop" is asking me to re-enter my userID and Password.

This will happen on PCs where you do not have full access or where certain IT-security policies have been implemented. Re-enter your User ID and Password and you will be connected to your office desktop.

I am able to use "My Office Desktop" but unable to connect to Citrix.

If the Citrix Web Client is already installed on your PC it will interfere with the full Citrix Client on the G/On USB key. Uninstall Citrix Web Client from your PC, and your Citrix connection will work from the G/On USB key.

I am using "My Office Desktop" and minimized the Desktop. What happened to it?

When "My Office Desktop" starts, it will give you a full screen session on your office PC. A little curtain comes down in the top of the screen that allows you to turn this full screen session into a windowed session on the PC you are working from. The G/On Desktop can be minimized and if you do that, you open it again via the Windows Task Bar on the PC you are using.

Can I also use G/On when I am inside the offices?

In most cases, G/On will also be configured for internal access. You should consult your IT administrator for details and for any special conditions you need to consider.

Running on Vista?

G/On works very well with Vista, but Vista introduces a new layer of control measures specifically in dealing with USB devices and Internet connectivity. This means that Vista will ask you a number of times to confirm your action of using G/On. Generally, you have to confirm 1) that you want to run the G/On program on the G/On USB key, 2) that you want to establish a connection to the G/On Server, and 3) that you want to run the applications you are launching from the G/On menu. You should always confirm.

1) Click on "Run rundll32.exe"

When Vista has identified the G/On USB, it will ask you to confirm your action.



If your Vista PC is using only Vista's own personal firewall, G/On will now be allowed to work and you should get the Login screen.

2) Allow "EClient.exe"

Many PC's ship with an additional personal firewall that requires you to confirm every connection G/On is making. Once you allow, you will get the Login screen.



Here's one example of such a firewall. Your PC may have a different firewall with a different dialogue.

3) Allow "TClient.exe"

Depending on the menu option you choose, you will have to allow one or more different programs to connect. Other programs to allow are:



- GRDPCClient.exe
- WFICA32.exe

Additional Questions? CONTACT YOUR G/ON SUPPORT HERE:

For more information on G/On visit www.giritech.com