

G/OnTM 5

Getting started with G/On USB

Windows XP

© Giritech A/S, 2009
Spotorno Allé 12, 2.
2630 Taastrup
Denmark
Phone +45 70 277 262

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1 Plug in the G/On USB

2 Enter Login and Password

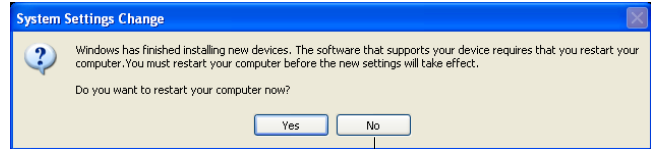
3 Click the "G" icon and choose application

4 Remove G/On USB when finished

1 Plug in the G/On USB

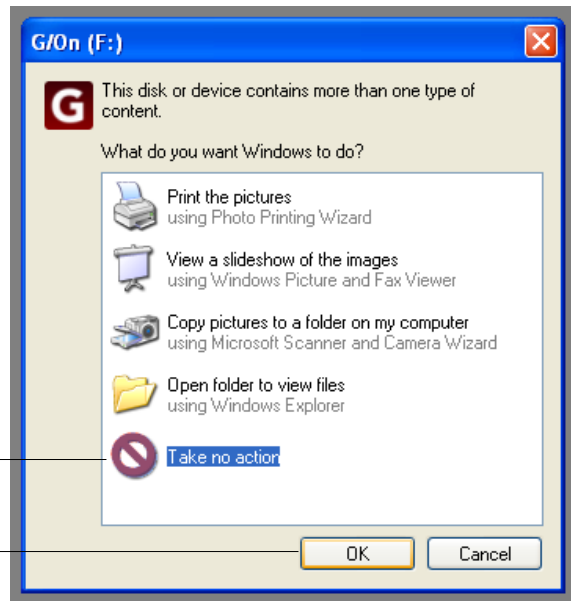
TIP

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. Click No



TIP

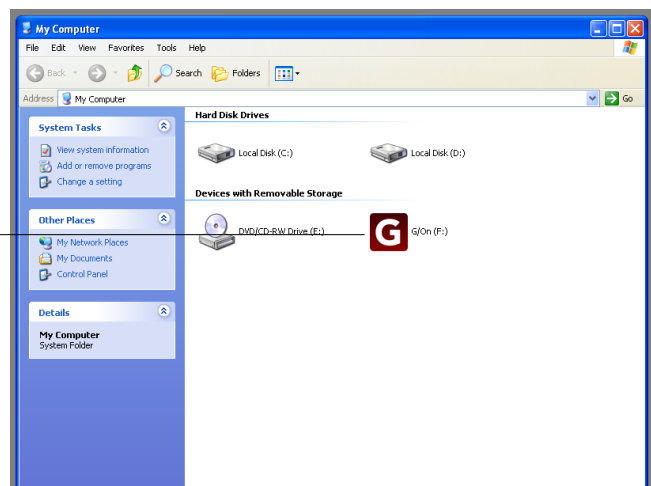
If windows asks you what you want to do, select Take no action, and click OK.



Start G/On

Insert the G/On USB

To start the program, choose Start > My Computer. Double-click the G/On icon



If nothing happens, right-click the G/On icon, choose Explore and then double-click G-On Windows icon

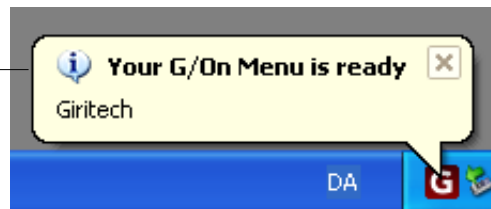
Wait while the G/On USB connects to the server

2 Enter Login and Password

When the Login screen appears, type your normal Login and Password



When you have logged in successfully, a "Your G/On Menu is ready" message appear above the Windows Task Bar.

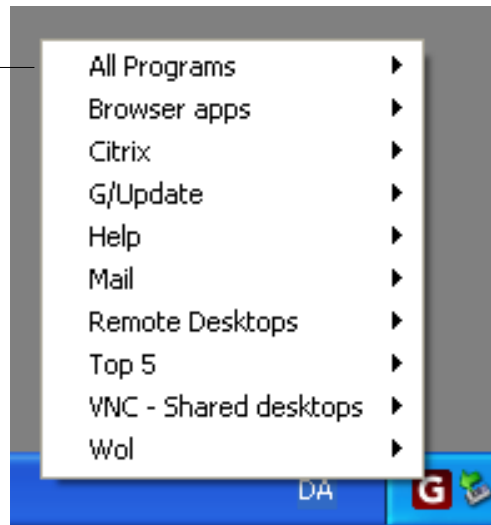


3

Click the "G" icon and choose application

Click the "G" icon in the Windows Task Bar and choose the application you want to use.

The contents of the menu can change depending on where you are connecting from and which computer you are using. This is a security feature.



TIP

If you have a menu item giving you a Remote Desktop Connection to MyPC (for example named "RDC to MyPC"), this will connect you to your own PC in the office. Remember to lock your PC when you leave the office, but do not turn off the PC.

4

Remove G/On USB when finished

When you are finished working, you can close down your sessions as you normally do, right-click the "G" icon in the Windows Task Bar and choose Exit.



TIP

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. In this case, your Citrix and Desktop applications will remain available in their sessions when you login 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 computer when finished.
4. Always report missing or stolen G/On USB as soon as possible

Troubleshooting Tips

Why some PCs 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 traveling, 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.

When I have logged in, the "G" icon in the Windows Task Bar disappears

For security reasons, the "G" icon will disappear and you will get a notification: "Insufficient authorization", if you either type a wrong User Name or Password, or you use a G/On USB that has not been approved for your use, or you are not allowed access to the system.

I can not find the application I need

The menu of applications that appears has been defined by your IT administrator. If you need to add or delete application from the menu, please contact your IT administrator.

There is no G/On icon in "Computer"

Do not use the G/On USB in an un-powered USB hub – it does not provide enough power for the USB to function correctly.

G/On USB has a drive "G/On", and your PC will attempt to assign it a drive letter between "A" and "I". If all of these are occupied (by hard drives, disc drives, network drives etc.), the G/On USB will not be visible.

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, choose Start, right-click Computer, and choose Manage. Select Disk Management. Locate and Right-click the G/On drive and choose Change Drive Letter and Paths. Click Change... Assign an available drive letter to the G/On USB drive.

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

If you get a notification about a G/On package which needs to be installed, click the "G" icon in the Windows Task Bar, and select G/Update > G/On Package Management, Install, to install the missing package. For more information on how to install, please refer to the G/On USB User Reference.

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

First, make sure you are connecting from a computer running Windows (XP, Vista or Windows 7), Mac (10.4 or later) or Linux (Fedora 11) 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 choosing Start > Control Panel. Select Security Center, and then Select Windows Firewall. If G/On Client for Windows is not listed under the Exceptions tab, 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.

Menu item "MyPC" is asking me to re-enter my Login 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 Login and Password and you will be connected to your office desktop.

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

When "MyPC" 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.

For information on how to change your password, update your G/On USB or install new packages on it, please refer to the G/On USB User Reference.