AIRBUS
DEFENCE & SPACE

Citrix Access Guide

0 Index

1 INTRODUCTION

2 REQUIREMENTS BEFORE THE CONNECTION

3 ACCESS PROCEDURE IF YOU ACCESS THE CITRIX FARM FOR THE FIRST TIME

4 CITRIX CONNECTION

5 CITRIX DISCONNECTION

6 AIRBUS DEFENCE AND SPACE SUPPORT

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1 Introduction

Background

Why connecting to the Suppliers Citrix Platform

The Suppliers Citrix Platform provides **secure access** to a number of applications and services hosted on Airbus Defence and Space premises to those **users who are located outside Airbus Defence and Space perimeter**.

These users can be whether Airbus Defence and Space employees who need remote access or external users, such as external providers, clients, subcontractors, subsidiaries, etc. who work from their own premises and require access to Airbus Defence and Space services and applications.

Purpose of this document

Suppliers Citrix Platform access guide

This document is intended to serve as a guide to end users through the process of accessing the Suppliers Citrix Platform.

If this is your first time accessing the Suppliers Citrix Platform, please refer to section 3.

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User Requirements (I)

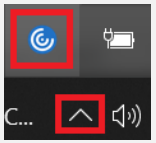
In order to access the Suppliers Citrix Platform, the user must have:

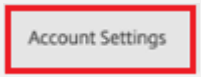
- **Internet connection:** As Citrix is a real-time application, a internet stable connection is needed, at least 478kbps must be guaranteed... If you don't have a stable connection, you could experience frequent screen freezes and disconnections.
- **Public CA certificates should be installed in your navigator and device:** As they are public certificates, they should be installed by default, but if you are getting issues regarding the SSL certificates, you can download and install both manually:
    - DigiCert Global Root G2 - [root]
    - DigiCert Global G2 TLS RSA SHA256 2020 CA1 - [intermediate]
- **User and password** provided by Airbus Defence and Space.
- **Token for Two Factor Authentication2, if needed:** Depending of your user case, you should have been provided with a two factor authentication mechanism. There are several possibilities:
    - ✓ **Simple authentication:** Access will be through https://apps.casa.eads.net. If you are accessing out of Airbus Network, your Static Public IP should be provided to ADS in order to include it in the Firewall Whitelist. No dynamic IP is available for this method.
    - ✓ **SMS token for OTP:** Access will be through https://apps2xd.casa.eads.net. You must have been provided with a **PIN code** for two factor authentication purposes. A **mobile phone** is required so you can receive the token code as a SMS. The SMS sender number is +34600124376.
    - ✓ **Physical token device for OTP:** Access will be through one of these urls →https://apps-dms.casa.eads.net, https://apps.epn.casa.eads.net or https://appsr.casa.eads.net. You must have been provided with a **PIN code** and an **HID Token device** like this.
    - ✓ **Software token device for OTP:** Access will be through https://appsoft.casa.eads.net. You must have been provided with a **QR or Key Secret** to allow you to install HID Approve application and enroll your device as OTP generator (by android/ios/Windows)

User Requirements (II)

In order to access the Suppliers Citrix Platform, the user must have:

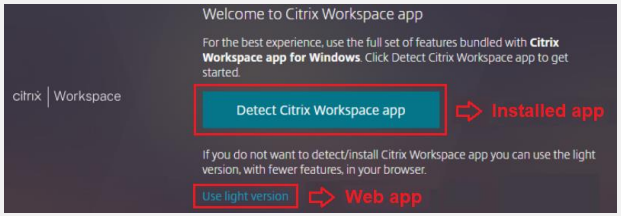
- **Citrix Workspace installed in your device** (v22.03 at least). You can download and install it by following this link.
  - Once it is installed, a new icon appear in the system tray:

    ✓ Please note: is not needed to configure it after install
  - Alternatively, you can use **light version** (also named light or HTML5 client): Citrix will be opened directly in your navigator, but some features will be lost, like multi-monitor option, printing, copy-paste, file upload and download… In general, user experience will be better with Citrix Workspace app.
- **How to easily switch between both? (installed/native application vs light version)**
  - Login into Citrix web page and click on the top right corner icon:
  - Click on “Account Settings” 

  - Click on “Change Citrix Workspace app”

  - Choose the best option for your case
    - ➢ Detect Citrix Workspace app (installed application)
    - ➢ Use light version (web application)



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System Requirements

Access to desktops and applications through Citrix Workspace or HTML5 client

Browser[1]

- Google Chrome v133 or higher
- MS Edge x64 v133 or higher
- Mozilla Firefox v133 or higher
- Safari v18 or higher

Operating System[1]

- Windows 10 22H2 or higher
- Windows 11 22H2 or higher
- Windows Server 2016
- Windows Server 2019
- Windows Server 2022
- Android v9 or higher
- RHEL 7 x64 or higher
- Cent OS 7 x64 or higher
- Debian 9 x64 or higher
- Ubuntu 18.04 x64 or higher
- Google Chrome OS
- Raspberry PI Bullseye or higher
- Mac OS 11 Big Sur or higher

1. Policies applied to the Browser or OS can affect to the final functionalities

First Time Access

Before accessing the Suppliers Citrix Platform for the first time, please refer to the step below:

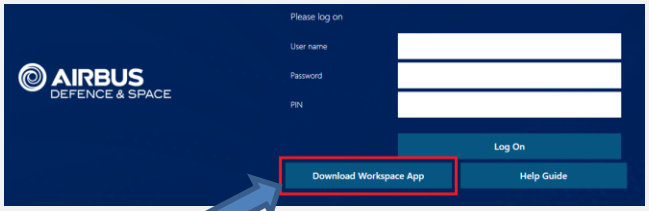
Step 0: Ready to connect

Check user and system requirements before to connect following the instructions of this document. Brief summary:

- ✓ User and password.
- ✓ Compatible device or PC. OS and Browser up-to-date.
- ✓ Public certificates installed on your machine and Brower.
- ✓ Access to the URL assigned to you (check if you can see the blue screen web page):
  - https://apps.casa.eads.net
  - https://apps2xd.casa.eads.net
  - https://apps-dms.casa.eads.net
  - https://apps.epn.casa.eads.net
  - https://appsr.casa.eads.net
  - https://appsoft.casa.eads.net

Step 1: Download Citrix WorkSpace

The installation of the Citrix WorkSpace client software **is not mandatory** if a HTML5-compatible web browser is available. In that case applications are accessed directly within the web browser (more information here).

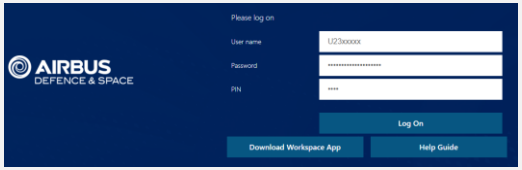


Options to install the Citrix Workspace application:

1. You can download the application for Windows directly from Citrix web page.
2. If you access from Airbus mastered PC, you can install it by yourself through “Software Center”.

Logon process (I)

Airbus Defence and Space Virtual Site

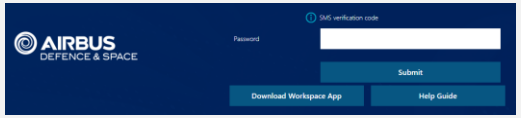


Step 1: Enter credentials

Open a browser session and type your access URL in the address box:

https://apps.casa.eads.net (user+pass)
https://apps2xd.casa.eads.net (user+pass+PIN+OTP)
https://apps-dms.casa.eads.net (user+pass+OTP)
https://apps.epn.casa.eads.net (user+pass+OTP)
https://appsr.casa.eads.net (user+pass+OTP)
https://appsoft.casa.eads.net (user+pass+OTP)

Enter the user access information in the related field: provided by Airbus Defence and Space:
1) Username
2) Password
3) Depending of the URL:
   3.1) PIN (only https://apps2xd.casa.eads.net)
   3.2) OTP (generated by your enrolled device)[2]



Step 2: Enter SMS OTP

This step is only applicable in the next URL: https://apps2xd.casa.eads.net

Type the code received in your Phone.

Step 3: Choose an option

If Citrix Workspace client is already installed on your PC, select “Detect Citrix Workspace app” Alternatively, use web client by clicking on “Use light version” (more information here).

2. Depending your OTP device type, you should generate it by:
   2.1 Physical token. Please follow the guide received with the token.
   2.2 Software token. Start your HID Approve Application, enter the PIN you selected in the enrollment process, and yo will get the new OTP (One-Time-Password).

Logon process (II)

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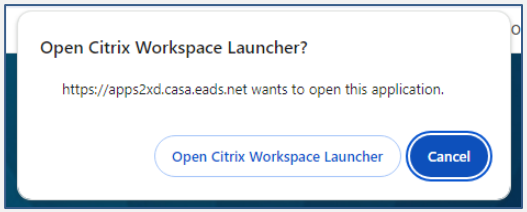
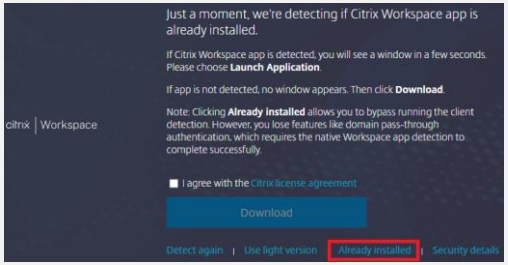


Step 4: Cancel C. W. Launcher

This step is not applicable if you select “Light version” in Step 3.

Click on “Cancel” directly.

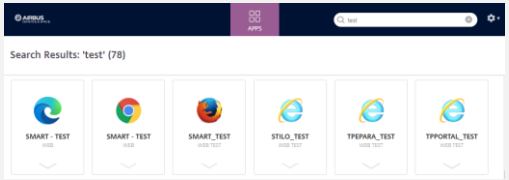
Citrix Workspace Launcher is a not allowed option.



Step 5: Already Installed

This step is not applicable if you select “Light version” in Step 3.

Click on “Already Installed” directly.



Step 6: Launch application

A window that shows the applications available to the logged user is displayed:

Click on the corresponding icon in order to launch the application.

Logout process[3]

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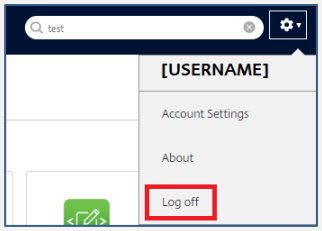
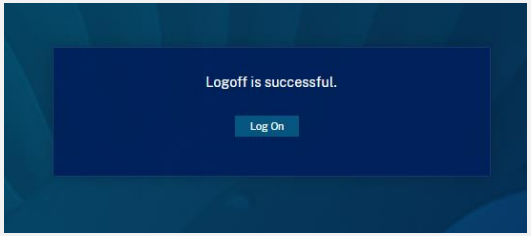


Step 1

Click on the top-right corner icon and after that, click on “Log off”.



Step 2

Wait till confirmation message appears.

3. Please note that the logout process is automatic by internal policies in case of 15 minutes of inactivity.

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In case of incidents

Contact the Airbus Defence and Space Service Desk

For any problem related to the access to the Airbus Defence and Space Virtual Site Information systems through CITRIX, please contact Airbus Defence & Space Service Desk:

Telephone: 8666
From outside the company: +34 919 94 22 85
Monday to Friday from 7:00 to 18:00

Required information to report an incident:

- ✓ Name of the supplier company.
- ✓ Information of the person who reports the incident: Name, telephone and/or e-mail
- ✓ Incident description with screenshot of the error, Citrix user, Citrix web portal URL, Citrix workspace version, application you want to access via Citrix, date and time of the error.

NOTE: Airbus Defence & Space will not give support to incidents related to configuration problems located in supplier facilities or problems related to the Supplier Internet connection.