

Zscaler for external users

Next to the Zscaler solution for Schaeffler users we can provide also the access for external users to internal applications.

The access from external users to internal systems is in all cases restricted based on the target application. We will not grant a full access to the network. If a Schaeffler owned device will be used the access is like for internal Schaeffler users without restriction.

The option for external users can be divided roughly into two sections:

- Citrix HTML5 using Web Browser
- Direct Connection using Zscaler Client Connector

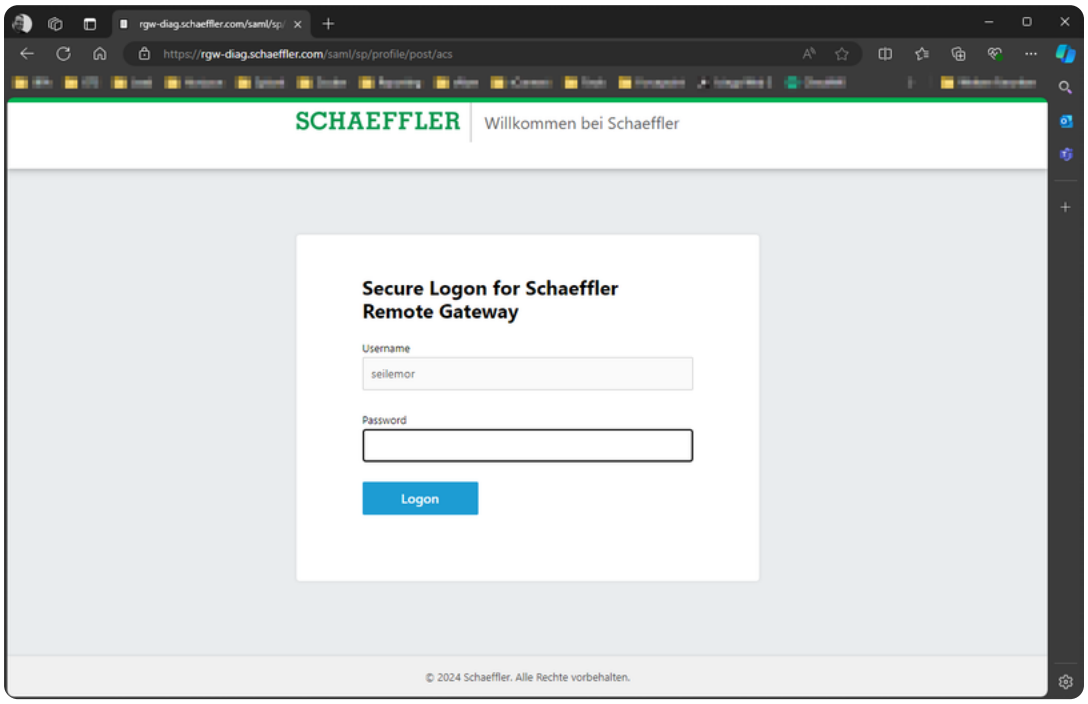
In the following chapters we explain more in detail how those two solutions can be used.

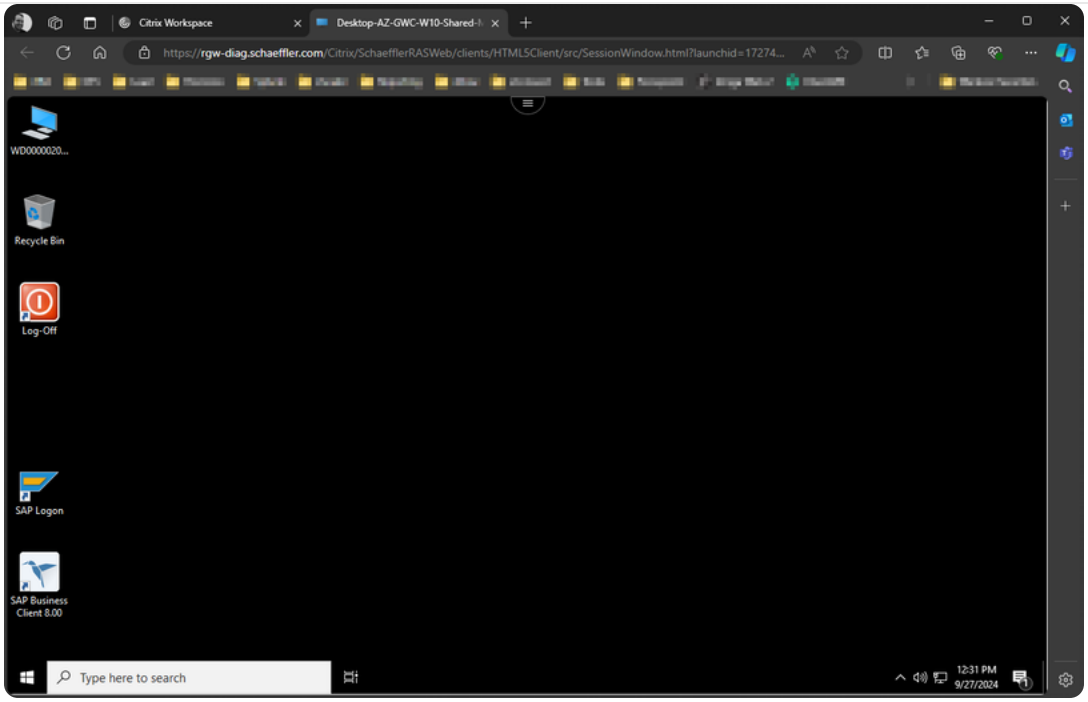
Citrix HTML5 using Web Browser

In the past those scenarios of a remote connection for external users where used with the so called RGW (https://rgw.schaeffler.com). This system is also replaced by Zscaler due to the same reasons as the user VPN. More information about the migration are available on the dedicated mySchaeffler article: Migration from Pulse Secure / Ivanti to Zscaler Private Access

To use Citrix through a web browser you need to access the web page https://rgw-vdi.schaeffler.com where you will be prompted for a login. After a successful login you can chose one of the Citrix systems which you want to use for your work. The Citrix session will be established in a new browser window.

The required permission can be requested using the external onboarding process.





Direct Connection using Zscaler Client Connector

For example, for Citrix Workspace option it is required to have the Zscaler Client Connector installed. With direct connect the client system will establish a direct tunnel to the target application which could be in some use cases better than using a jump host like a Citrix system in between.

This use case is commonly used from non-Schaeffler / external devices. For security reasons we will establish from such kind of devices only single connections to the dedicated applications. It is not like an overall access to the Schaeffler network like you have when using a Schaeffler owned device.

To establish a connection the system need to have a Antivirus solution, firewall and up to date operating system running.

You may need also to follow the next steps in order to have access to Citrix Workspace via ZPA.

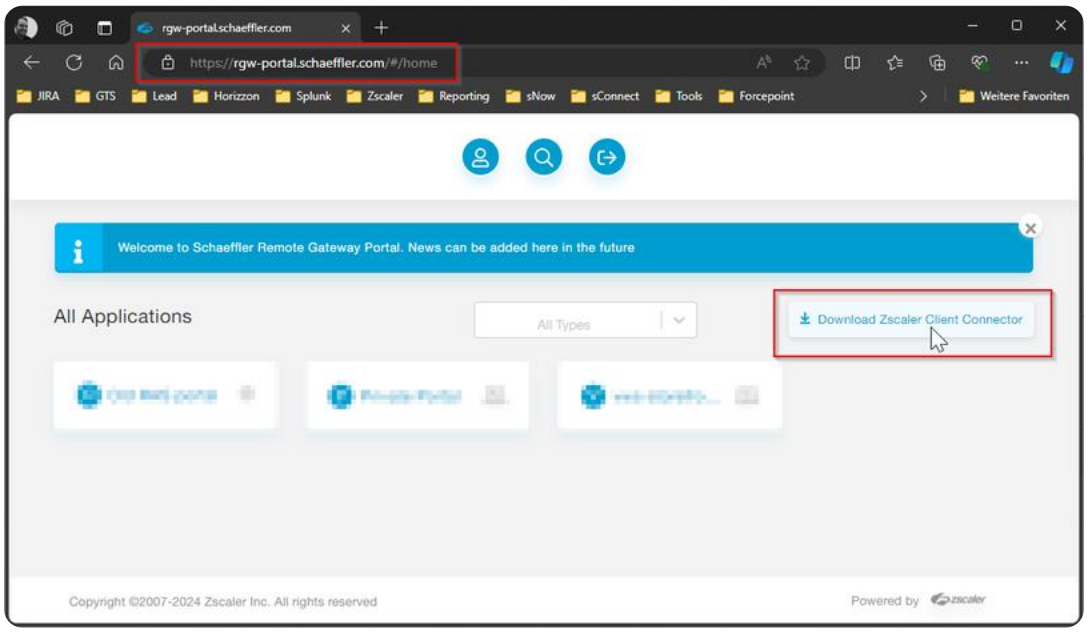
Multi-factor Authentication (MFA) for Zscaler Private Access

The login at the Zscaler Client Connector and the Zscaler User Portal is based on Microsoft multifactor authentication. A according token for the login need to be configured in the Microsoft portal. Further information about this authentication is documented in the dedicated mySchaeffler article: Multi-factor Authentication (MFA) for Zscaler Private Access (ZPA) (sharepoint.com)

Zscaler Client Connector Download and Installation

Download

Login to the Zscaler User Portal (https://rgw-portal.schaeffler.com) and download the Zscaler Client Connector.



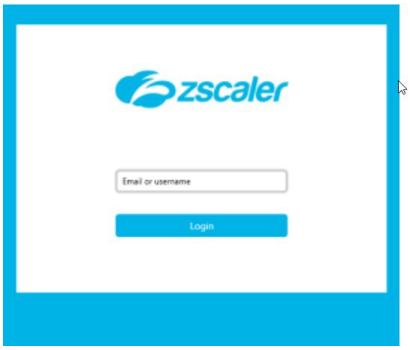
Installation of the Zscaler Client Connector

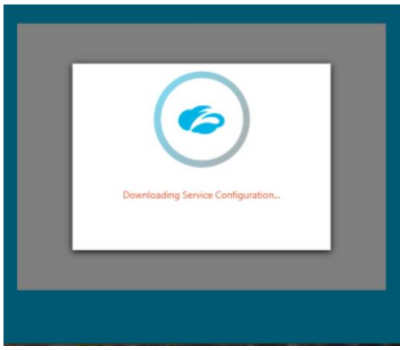
Open the downloaded MSI package, setup and finish the installation:

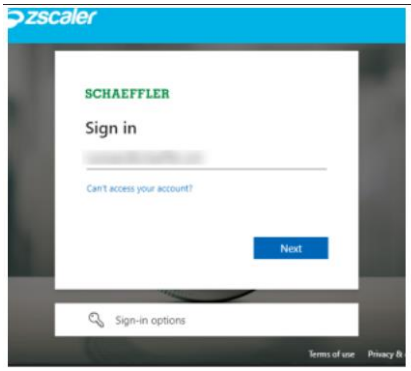


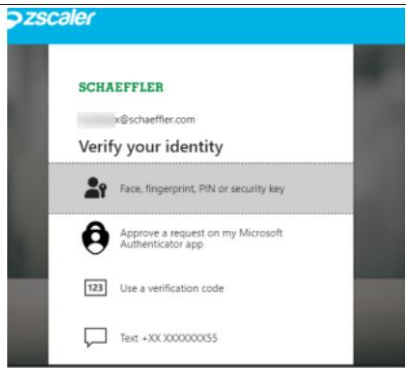
As soon as the installation is completed you can login using your account in combination with the configured Microsoft MFA to establish a connection.

Login with Schaeffler account









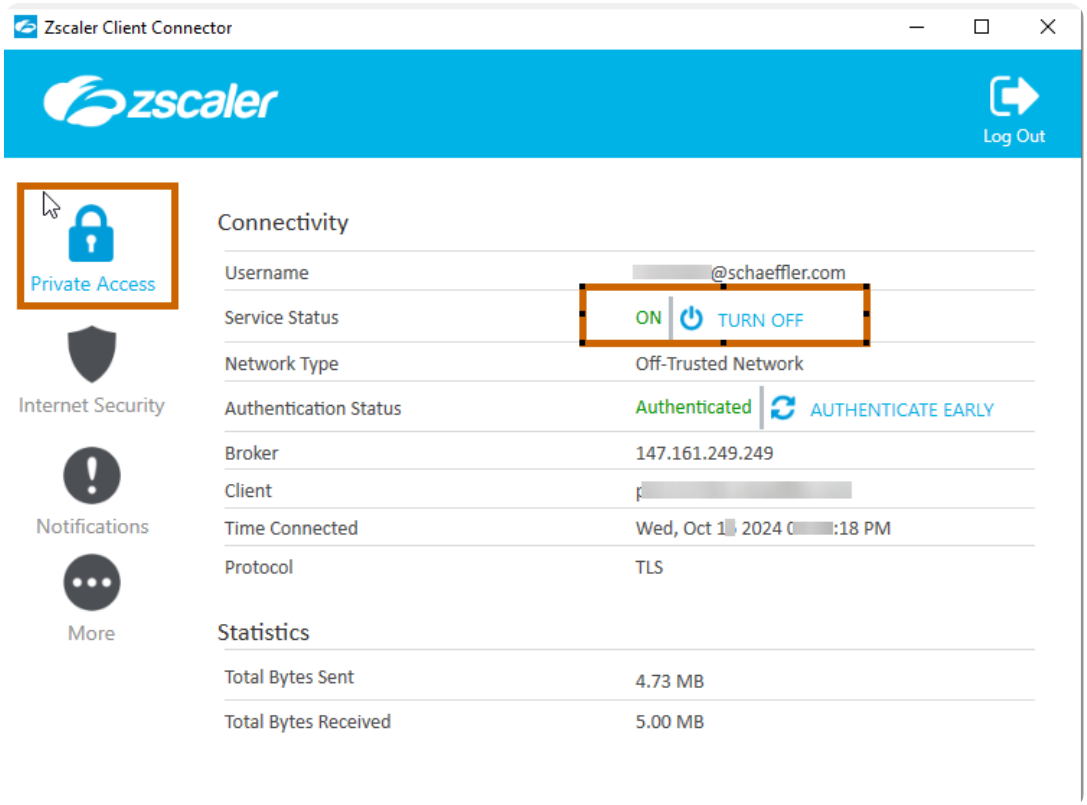
Once the connection is established you can access the applications for which permissions are granted by using the hostname in the according application, for example “Windchill” or “Citrix Workspace”.

Citrix Workspace using Zscaler Client Connector

For Citrix Workspace Application installation please access these links

- Citrix Workspace app 2405.11 for Windows - Citrix
- Just if users still have Skype for Business, install HDX RealTime Media Engine for Microsoft Skype® for Business - Citrix

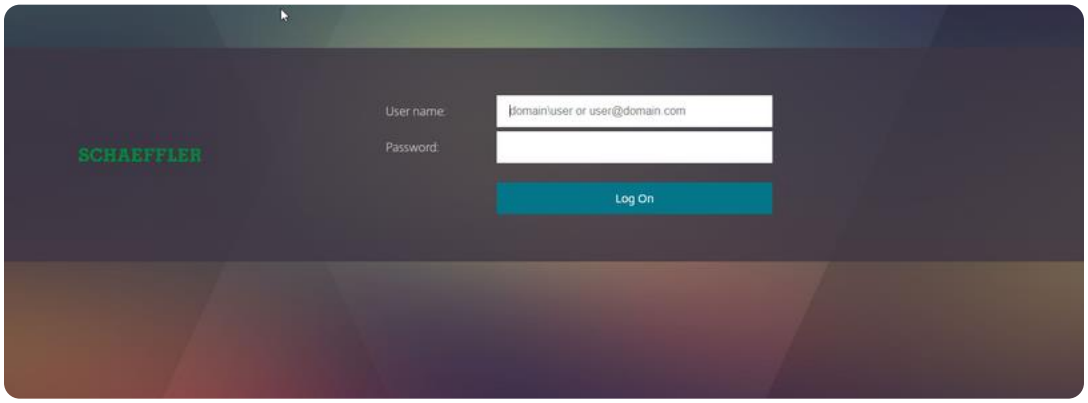
After Zscaler Client Connector download, setup installation and login are successfully done, Private Access Status should be ON.

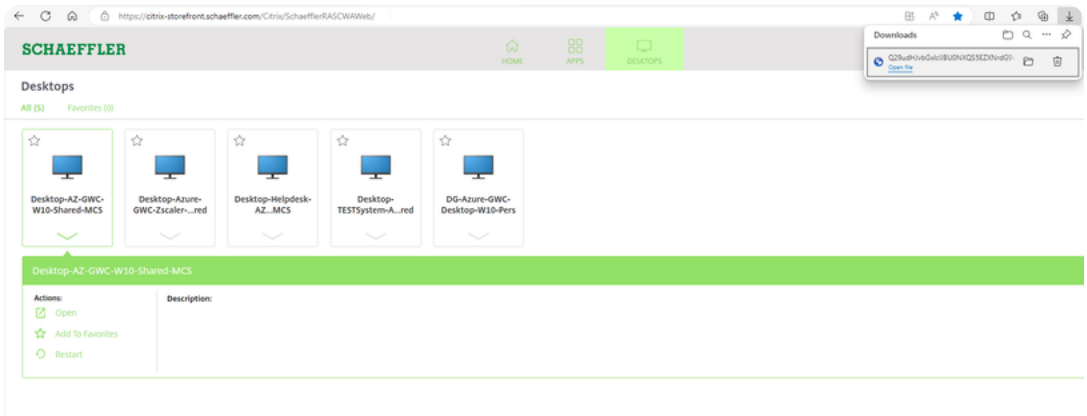


Open your default web browser (Edge, Chrome or Firefox) and access Citrix Storefront link:

https://citrix-storefront.schaeffler.com/Citrix/SchaefflerRASCWAWeb

Login, open the desktop connection needed. After Ica file downloading is finished, open the file for establishing the connection to your Desktop.





Other info notes:

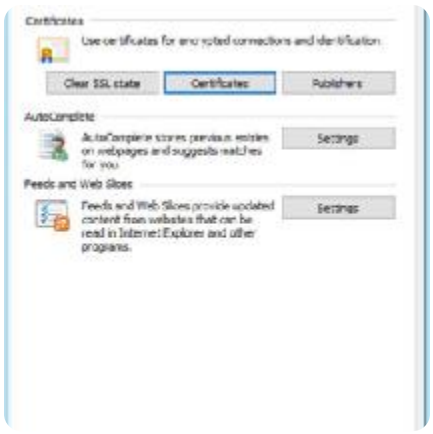
In order to skip Certificate error application please download Schaeffler certificates from here https://ras-portal.schaeffler.com > Help > Schaeffler Certificates

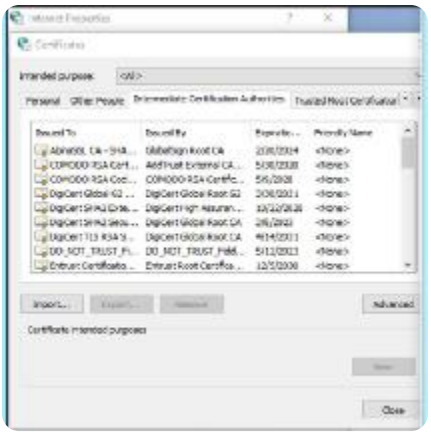
Both Certificates from the chain: Root and Intermediate should be Exported/downloaded. Remember the location where are saved.

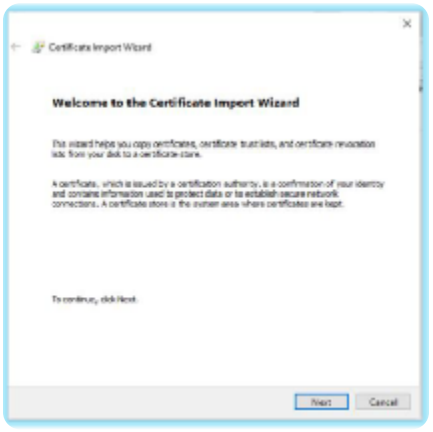
Schaeffler Group Root CA v2.crt should be installed on the Trusted Root Certification Authorities
Schaeffler Group Sub CA 01.crt and Schaeffler Group Sub CA 02.crt should be installed in Intermediate Certification Authorities

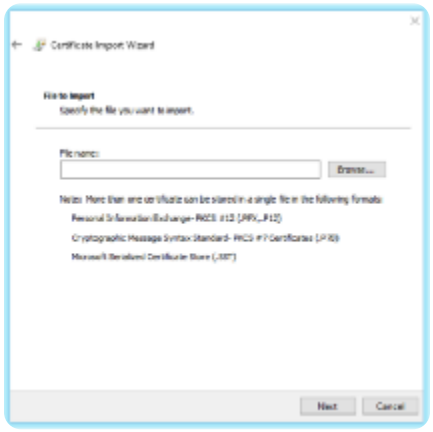
Follow the screenshots for Schaeffler Certificate installation

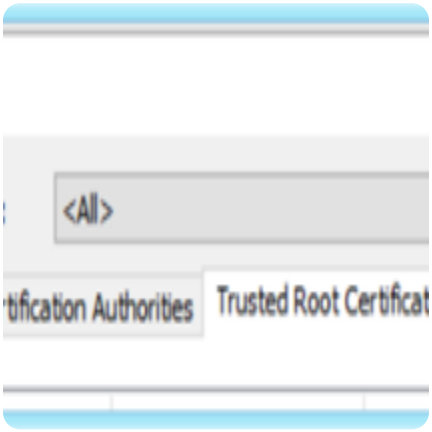

Help
Email and file exchange Portal
Schaeffler Certificates


Certificates
Clear SSL state
Certificates
Publishers
AutoComplete
Settings
Feeds and Web Slices
Settings




Certificate Import Wizard
Welcome to the Certificate Import Wizard
Next
Cancel


Certificate Import Wizard
File to Import
File name:
Browse...
Next
Cancel


<All>
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Trusted Root Certificat