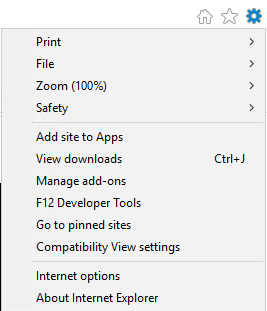
Working in the Cloud

with ClearMedia Academy

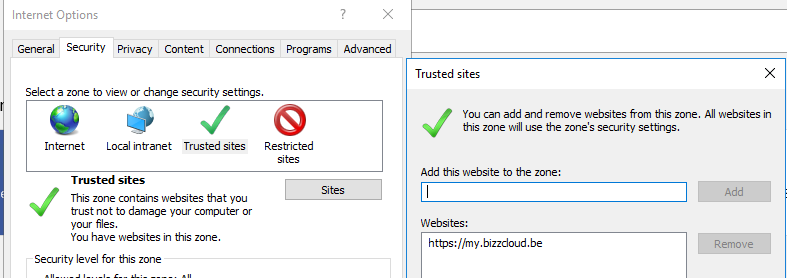
Opening ClearMedia VM Console

**Internet Explorer**

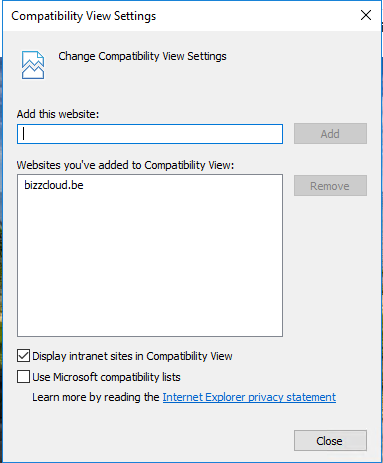
* Open the IE menu by clicking on the sprocket on the right side of the screen. The 2 options you will need are Internet options and Compatibility View Settings.



* Open Internet Options. Select the Tab “Security”. Add “my.bizzcloud.be” to the Trusted Sites.
* Then open the Tab “Privacy”. Add “my.bizzcloud.be” to the sites allowed to open Pop-Ups.



* Then open the “Compatibility View Settings”. Add “bizzcloud.be” to the list.



* If asked, download and install Adobe Flash Player.
* Install the VMware Client Integration Plug-In.
* During installation, close all Internet Explorer screens.
* If the installation wizards persists in asking to close IE, check the running processes via the Task Manager. Check if you can find a process named “iexplore.exe” and terminate it.
* You should now be able to open the VM Console via Internet Explorer.

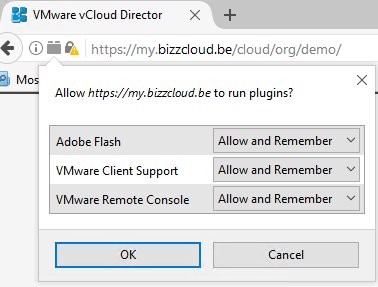
**Firefox**

Currently only Firefox version 52.9 ESR 32-bit is supported. The 64-bit ESR Firefox or ESR version 60 and higher will not work!

You can download this via the following link:

[https://ftp.mozilla.org/pub/firefox/releases/52.9.0esr/win32/en-GB](https://ftp.mozilla.org/pub/firefox/releases/52.9.0esr/win32/en-GB/Firefox%20Setup%2052.9.0esr.exe)

* Download and install Firefox ESR 32-bit with the link provided above.
* Install with custom settings. Do not install the Firefox Maintenance service.
* Immediately disable Firefox Updates (Go to FF settings, Advanced, Update) or via about:preferences#advanced
* Surf to your organisation URL ( [https://my.bizzcloud.be/cloud/org/<OrgName>](https://my.bizzcloud.be/cloud/org/demo) )
* If asked, download and install Adobe Flash Player.
* Make sure you have removed any old VRMC plugin versions (5.0 5.1 or 6.x).
* Install the VMRC plugin (VMware Client Integration Plug-in version 5.5.0).
* To upload files (ISO/OVA) you also need to have Java Runtime Environment installed and configure its security settings in the Windows Control Panel (Security Tab of the Java Control Panel).
* Surf to the Bizzcloud interface.
* Click just left of the address, on the Brick symbol and allow (and remember) running of all Plugins (Adobe Flash, VMware Client, VMware Remote Console).



**Chrome**

* **Important!** In chrome the keyboard layout is locked in **QWERTY**. You cannot change this. Either find out where the correct symbols are or use the on-screen keyboard.
* Surf to your organisation URL ( [https://my.bizzcloud.be/cloud/org/<OrgName>](https://my.bizzcloud.be/cloud/org/demo) )
* If asked, click on the “vCloud Director requires Adobe Flash Player” link and then Allow execution of Flash in Chrome.
* Chrome will automatically download and install Flash for Chrome if needed. Please wait 5 minutes.



* In Chrome there is no need to install the VMRC plugin.
* To use the On-Screen keyboard, click on the Circle symbol with 2 arrows, either on the left (SRV 2012(R2)) or right side (SRV 2016) of the screen. Then choose “On-Screen Keyboard”.

