

Haaga-Helia's VDI-environment users guide

Brief summary (more detailed information below)

(Parts 1 and 2 are needed only when you start using VDI for the first time)

1. Get the vdi-pin -code by sending a text message to number **+358 40 491990005**, message should contain only text **vdi-pin**
2. Load and install **Citrix Workspace App** (see link below)
3. Open your web browser to address **vdi.haaga-helia.fi** and logon using your Haaga-Helia's username, password and vdi-pin -code.
4. End your VDI-session, either Disconnect or Sign Out
 - a. **students**: save your work and Sign out from session (sometimes Disconnect)
 - b. **staff**: save your work and choose either Disconnect or Lock (the session will remain active, you can e.g. change device), or choose to Sign out from session

What is VDI?

VDI is an abbreviation from words **V**irtual **D**esktop **I**nfrastructure. In VDI your (virtual) workstation runs on the server and only the screen image is delivered to your terminal (workstation, tablet, smart phone etc) via Citrix Workspace App -software. Your data is safe in the server room independent from your terminal device. You can disconnect from your session anytime and continue "on the fly" using perhaps another device from another location. VDI offers a modern and flexible working environment for students and staff of Haaga-Helia. They can use their own computers and use most of Haaga-Helia's systems and services.

VDI gives you access to Haaga-Helia's IT services (applications, network resources, intranet, Mynet etc) from anywhere. The license agreement of some software companies do not allow using their software outside campuses (e.g. Adobe CC). VDI-session is not connected to Haaga-Helia's PC computers or their applications or data. It's not a remote access to your normal PC.

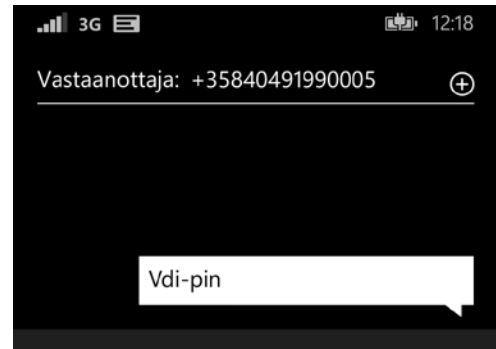
You should **not save any work to the desktop or C: -drive** in your virtual workstation. All files should be saved to network drives or cloud services (e.g. MS Office 365 Onedrive for Business). The virtual workstations save all settings to user profile on servers.

1. Detailed instructions for VDI

1.1. Get the vdi-pin -code

For security reasons you need a **third identification** (**vdi-pin** -code) in addition to username and password when using VDI outside campus network. It may have different names in different operating systems or situations (Password2, Passcode, Token).

You can get your vdi-pin -code by sending a text message to number **+358 40 491990005**. The code (4 characters) will be delivered to you by text message in a moment.



- Students will receive vdi-pin to the **primary Finnish phone number** that is in Mynet (Telephone 1),
- Staff receives it in the **work phone**.

For foreign (non-Finnish) mobile phone subscription you should ask Haaga-Helia's Helpdesk to provide your vdi-pin. If you change your mobile number and update the number to Mynet, you can ask for a new vdi-pin -code on the next day, because the information is updated during the night.

Vdi-pin is permanent, but if it does not work for some reason or you doubt someone else knows it, you can always get a new one.

1.2. Load and install Citrix Workspace App



Citrix Workspace App (earlier Receiver) is an application, which connects your terminal device and VDI-server resources. Receiver might act slightly differently in different operating systems, but the logic is always the same.

Open your web browser and go to address <https://www.citrix.com/downloads/workspace-app/devices?>). Download and install the software as usual.

Haaga-Helia's Helpdesk can't help with installations to home computers.

When installation of Citrix Workspace is complete, you will see a confirmation (Installation complete). Select option Finish. The app asks for your email address during the first start attempt.

After this you will see a logon window. You might see some questions regarding security issues, but you can safely accept the default options. If you plan to use your browser to connect to VDI, you can close the logon window now. You can however give your logon info if you plan to use Workspace app. Usually it's better to use a browser to start VDI-session.

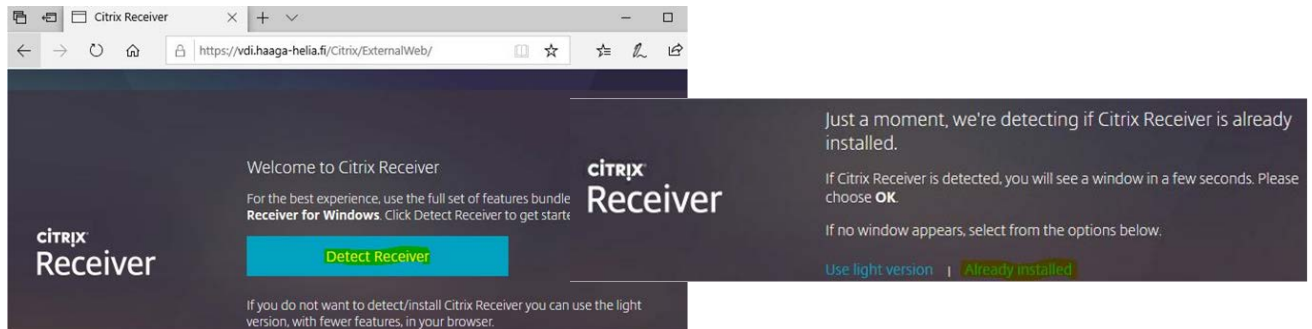
In some occasions the app might ask for your domain, which is **haagahelia**

Workspace App is updated quite frequently, but it should be able to download new versions automatically and offer the update. Old Workspace (or Receiver) -version is the most common reason for VDI-problems. If you still use old Receiver, you should update to new Workspace App.

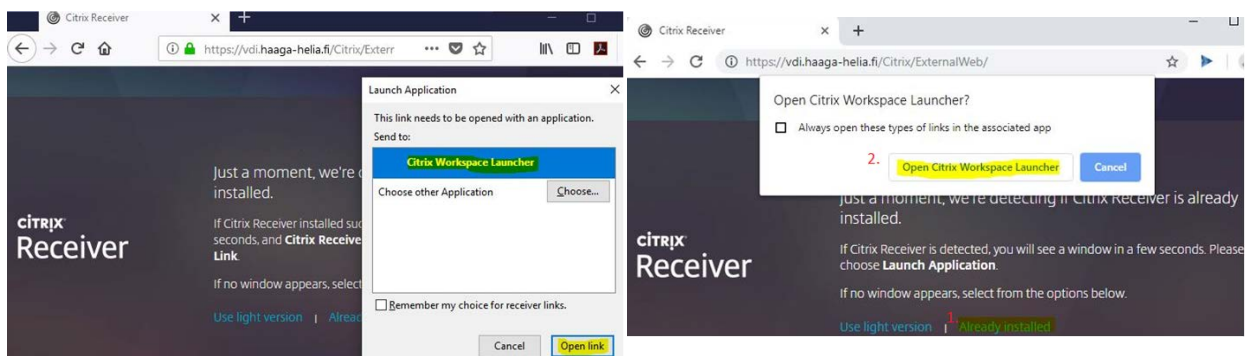
1.3. Logon to VDI-session

You can start your VDI-session either using browser (address <https://vdi.haaga-helia.fi/>) or Citrix Workspace App. Logon using your normal Haaga-Helia's username and password and vdi-pin –code if needed. Receiver will not ask for vdi-pin if you use Haaga-Helia's computer in campus network. The browser connection works usually better, but it uses Workspace App in the background, so it needs to be installed on the device.

There are some differences how browsers work when opening VDI-session for the first time. MS Edge, Firefox and Chrome ask for your permission to search Workspace App from your device (“Detect Receiver”, see below). Sometimes Edge asks for additional confirmation (select “Already installed”).



Firefox and Chrome will guide you to select Citrix Workspace Launcher –link after Detect Receiver –window (see below).

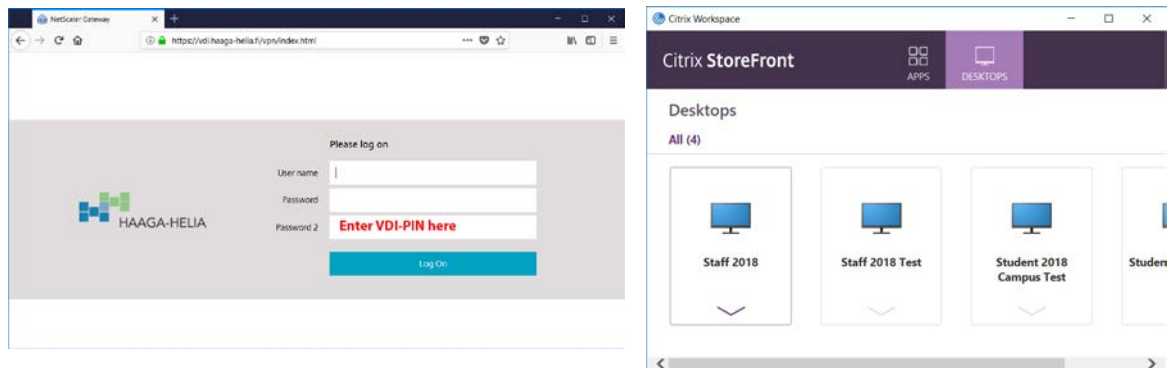


Firefox

Chrome

Browsers will remember your selections, and you don't have to repeat them on the same device. You should usually not use the “Light version” (HTML5-based), because it has quite limited functionality. Basic use is of course possible with it.

If your username has permission to use several VDI-desktops, you will see a Desktops –window, and you can select your preferred desktop. Usually users have only one desktop, and it will open directly (you don't see Citrix StoreFront –window).



If your login does not succeed, try using another browser. Updating your Workspace App might also help. See chapter 3 for resetting the settings of Workspace App.

2. Some things to consider in VDI

2.1. Session Disconnect vs. Sign Out

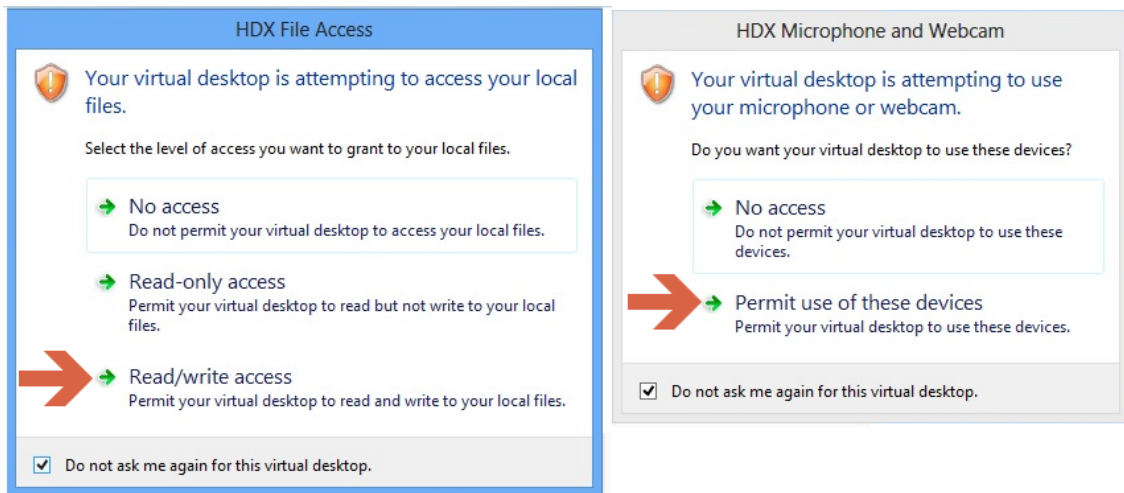
Don't end your session using Shut down! Usually it's not necessary to shut down the virtual workstation, because re-start will take some time. The session should be ended either by Disconnect or Sign Out.

- **Disconnect:** The session will remain in its current state, and the terminal device disconnects from the session. You can continue your work e.g. from another place using another device. The session will stay disconnected for three days (staff) or two hours (students), and then it will be terminated (Sign Out). Of course you should save your work before disconnect.
- **Sign Out** will end the session, so it's very similar to a log off from normal workstation

Our virtual workstations are persistent, so settings and own installations are permanent, also for students. Updates for virtual machines will not reset user settings or browser favorites.

2.2. Resources

You can use the resources (printer, USB-memory stick, disk drive etc.) of your terminal device in your VDI-session. The virtual desktop might not recognize all resources immediately. It might also ask your permission to use these devices (see below). All peripheral devices are not supported in VDI-environment.

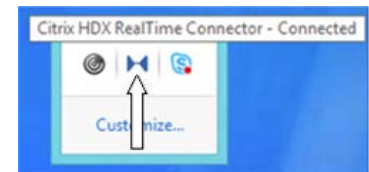


USB sound devices usually work in VDI, but they might not be visible in device management, or e.g. Skype for Business might show them in its audio device settings as Citrix HDX Audio. Skype for Business might not work properly, if it's open simultaneously on several devices.

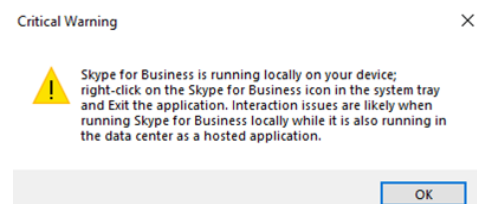
2.3. Skype in VDI

The user experience of Skype for Business in VDI is much better if you use Citrix HDX RealTime Media Engine –component on your device. It's usually installed in Haaga-Helia's laptops. If it's missing you can easily install it from our Software Center (write Soft in Windows Search) or from address <https://www.citrix.fi/downloads/citrix-receiver/additional-client-software/hdx-realtime-media-engine-28.html> (use this in your home computer).

When you start Skype in VDI from a device where HDX-component is installed, you will see an icon on the system tray (lower right corner). If the icon is completely blue (as in picture on the right), Skype HDX is active.



Skype for Business can't be open simultaneously on both your host device and VDI-session. In this situation you will see the error message on the right. You should exit Skype either from host device or VDI (depends on your situation). Exit Skype by selecting Skype from System tray with right mouse button and Exit.

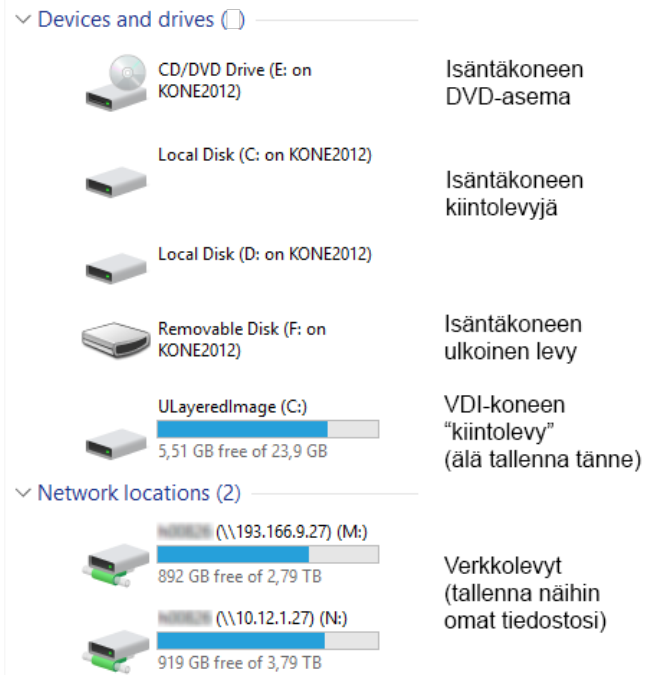


2.4. Storage

The disk drives of your terminal device are shown next to those of virtual machine (see pic on the right). If you use the Light version (HTML5), you will see only part of the storage resources. The you must copy files between VDI and host machine using Upload and Download –buttons (see next chapter).

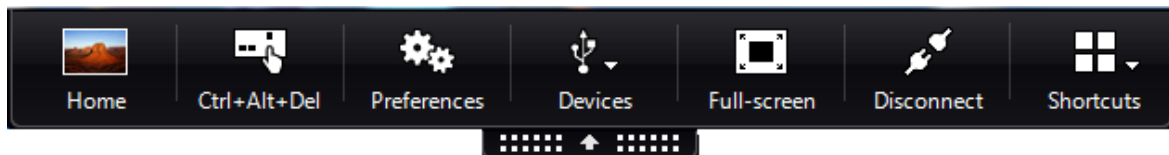
Save your files on **network drives** (my, hemy) or **use cloud resources** (Office 365 OneDrive for Business or SharePoint).

You can use the disk drives or USB-drives on your terminal device, but with caution (you might lose/break them, so remember backups).



2.4. Workspace App toolbar

On the top edge of the virtual desktop is the Receiver toolbar. There are some handy tools, which are presented below (the most important are in boldface). The toolbar might look slightly different in different operating systems.



If you use the Light version of Workspace App, it has a different kind of Toolbar. Normally you see only a small tab, which opens when you click it. Information of the buttons will appear next to mouse pointer.



- **Home:** open the desktop of your terminal device ("host") (for e.g. checking battery status or network settings)
- **Ctrl+Alt+Del:** screen lock, session log off, password change and Task manager of the virtual machine. **NOTE:** You will need this if you are **changing your Haaga-Helia's password** using VDI-session.
- **Preferences:** some settings better not to touch...
- **Devices:** device management (some also in Preferences), usually no need to touch
- **Full Screen/Window:** changes the virtual desktop between full screen and window (also via keys <Shift><F2>)
- **Disconnect:** terminal device disconnects from the VDI-session, which remains running in the server. You can continue from the same situation with the same or another device.
- **Shortcuts:** some commands can be started

3. Possible problems

This guide can't cover all operating systems or terminal devices. Helpdesk can't help problems with home computers' Workspace App -setup or problems.

If you can't get VDI to work, even though you have read this guide and tried to solve problems, you can contact Haaga-Helia Helpdesk (helpdesk@haaga-helia.fi, tel. 080097750).

3.1. Can't get vdi-pin to your phone

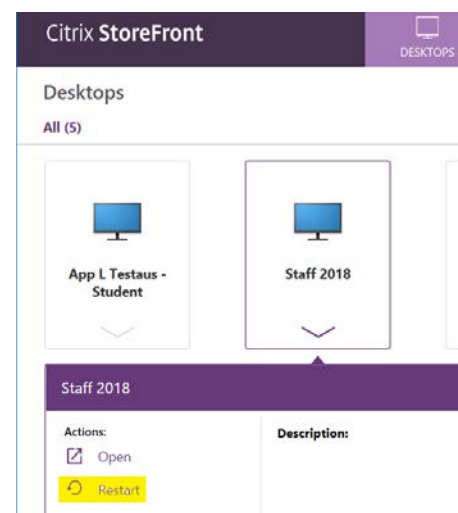
If you don't get the vdi-pin -code within minutes, please check the following points:

- You sent the request to the right phone number (**+358 40 491990005**)?
- Your message must not contain other text than "**vdi-pin**" (without quotation marks, not case-sensitive). The pin-code process is automated, and other text is not accepted.
- Vdi-pin is sent automatically only to **Finnish mobile subscriptions that are stored in Haaga-Helia's information systems**. If you don't have one, please contact Helpdesk.
 - Students: is your phone number correct in Mynet (Telephone 1)? If not, please fix the issue. The data is processed every night, so you can try again the next day.
 - Staff: did you use your work phone?

3.2. VDI does not work or works poorly

First make sure your data connection is working ("is Google working?"). If you are online, but VDI does not work, reboot your computer. Next try another way to log in (Workspace App or another browser). Usually this helps.

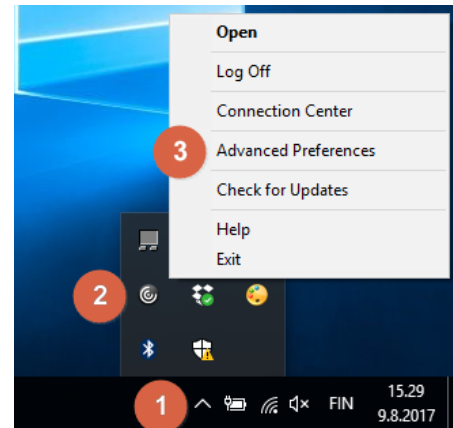
The following trick is to **restart** your VDI-session after logging in (see right).



If this does not help, then try to update or reset the settings of Workspace App (see pic on the right):

- Update: click the Workspace icon with right mouse button and select “Check for Updates”
- Reset: Click Workspace icon with the right mouse button, select Advanced Preferences > Reset Workspace App

If this doesn't work, you should remove Workspace App and re-install it (see chapter 1.2.). Reboot your device before re-installing the app.



The network speed for VDI-use should be at least 2M/256k, but it will work moderately even with a WiFi-connection via smartphone. Wireless networks (WiFi, 3G, 4G) might sometimes break VDI-connections. This is not a VDI-problem, but a feature in wireless networks.

You can check your network speed with e.g. <http://www.speedtest.net>