Remote Access to VDI Workstations

User Guide
v1.4
Production Environment

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[1] **E**: Examination, **R**: Responsible, **I**: Information, **C**: Contribution, **A**: Approval

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Table of Contents

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Introduction

Purpose

This document explains how to install Citrix Receiver and how to use it to remotely connect to your European Parliament Virtual Desktop environment (VDI). This will allow you to work in the same environment as in the office from any device anywhere in world with an internet connection. Giving you access to all the files and software that you can normally use only in the office.

In this guide you will learn how to install Citrix Receiver and how to use it to remotely access your work desktop on a Windows 7 PC.

You must only perform steps 2 the first time you use Virtual Desktop Environment (VDI). The next time you can skip this step.

Prerequisites

To be able to use Citrix Receiver to remote connect to your work desktop, you need on your Windows 7 PC:

- ⇨ An internet connection
- ⇨ An RSA token provided by the European Parliament
- ⇨ Citrix Receiver installed on the local workstation

Note:

You must be a member of a VDI group in order to successfully establish a remote connection to a VDI machine. This request, as well as the RSA token request, must be done by an Official through an e-mail to ITEC Service Desk ((ITECServiceDesk@ep.europa.eu).
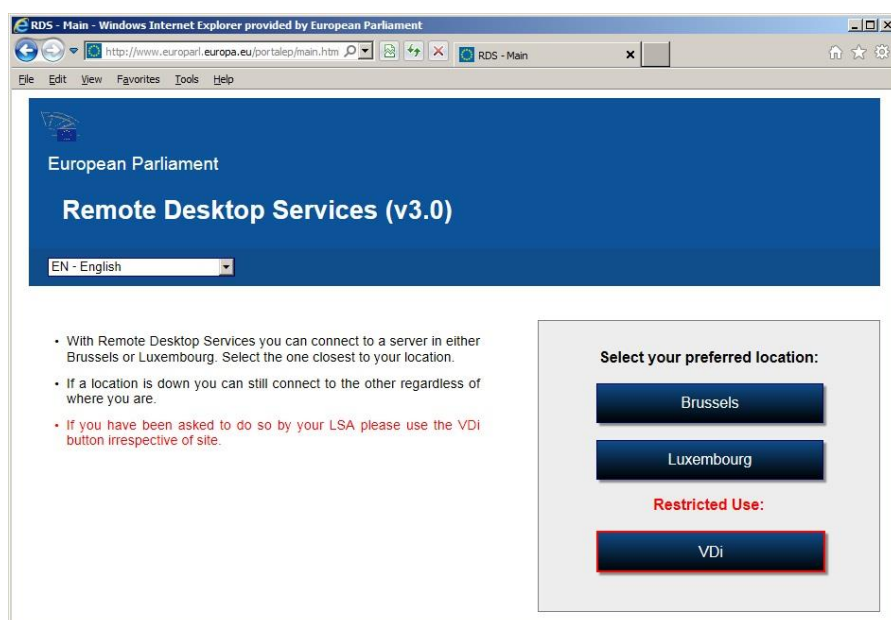
1.   Security authentication

If you are connected to an internet network within a European Parliament building go straight to step 3 (Citrix Receiver must already be installed).
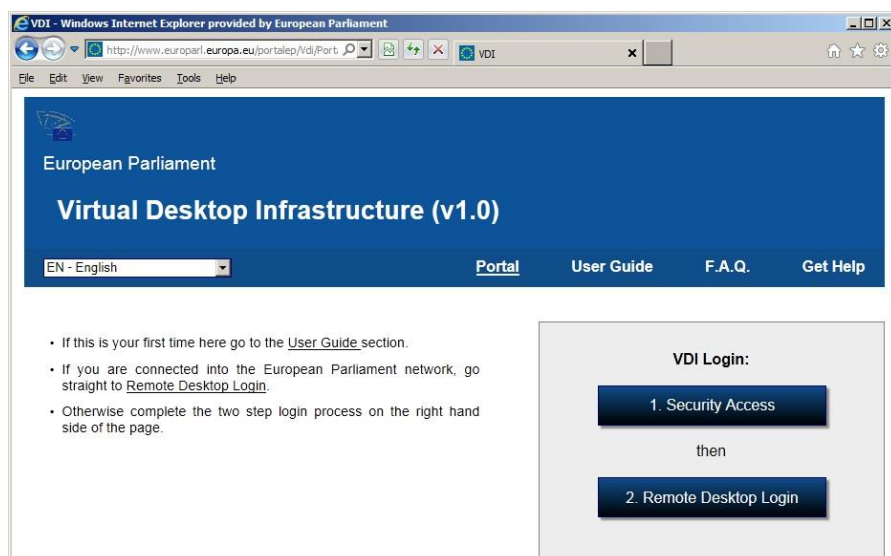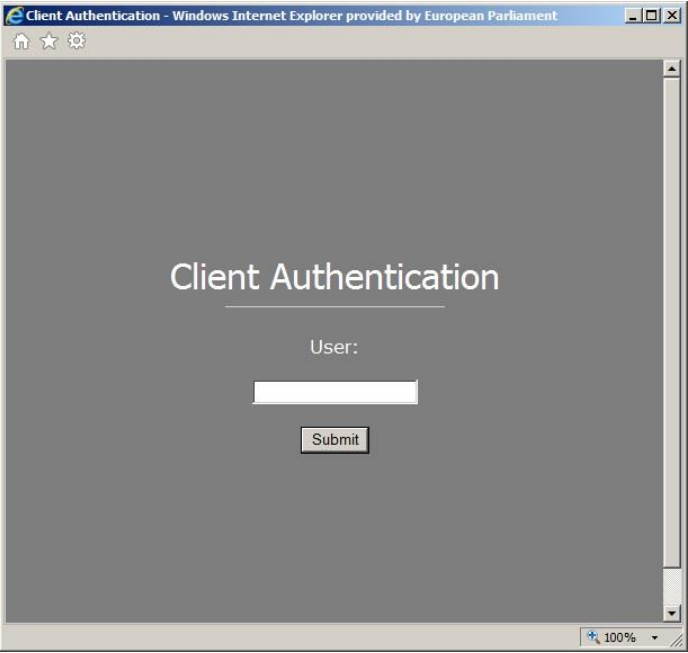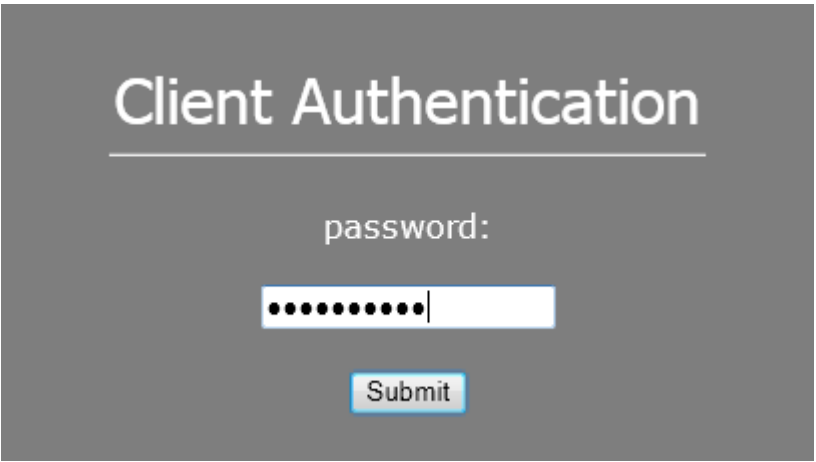
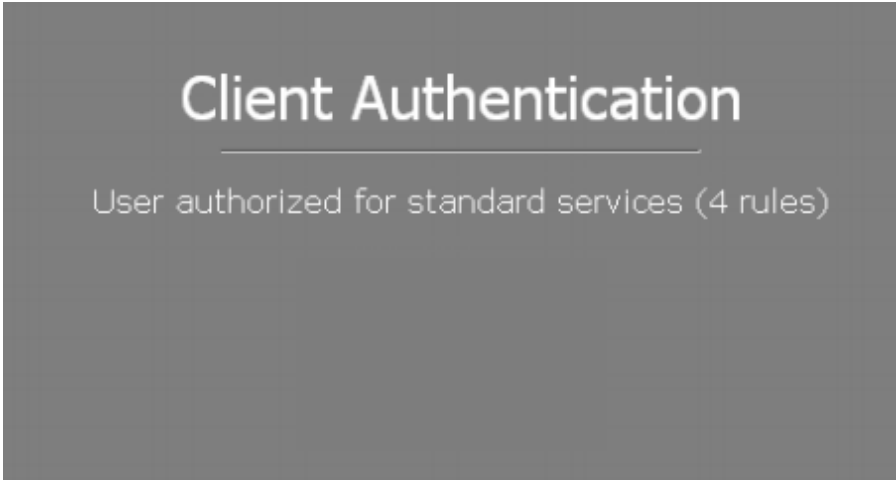|	
Open an Internet browser and go to http://www.europarl.europa.eu /portalep/main.html Click on "VDI".	
Click on "1. Security Access".	

Enter your EP user name and click on "Submit".	
Input your personal pin-code followed by the current RSA key as displayed on the electronic token. Click on "submit". These should have been given to you by ITEC Service Desk. If you do not have a personal pin-code or an RSA key you may not have access to the remote desktop service. Ask ITEC Service Desk for more information (ITECServiceDesk@ep.europa.eu).	

Select "Standard Sign-on". Click on Submit.	 **Client Authentication** User sdejardin authenticated by Radius authentication Methods ● Standard Sign-on ● Sign-off ● Specific Sign-on Submit
Wait for the authentication process to complete. **Once the process is done you will have 6 minutes to complete step 3.** If you take longer than that you will have to perform this step again. This is a security precaution.	 **Client Authentication** User authorized for standard services (4 rules)

2.   Download and Install Citrix Receiver

If the Citrix Receiver is already installed, go straight to step 3: Connection to your Remote Desktop.

Open an Internet browser and go to http://www.europarl.europa.eu/portalep/Vdi/Portal.html Click on "2. Remote Desktop Login".	
Enter your username and password and click on "Log On".	

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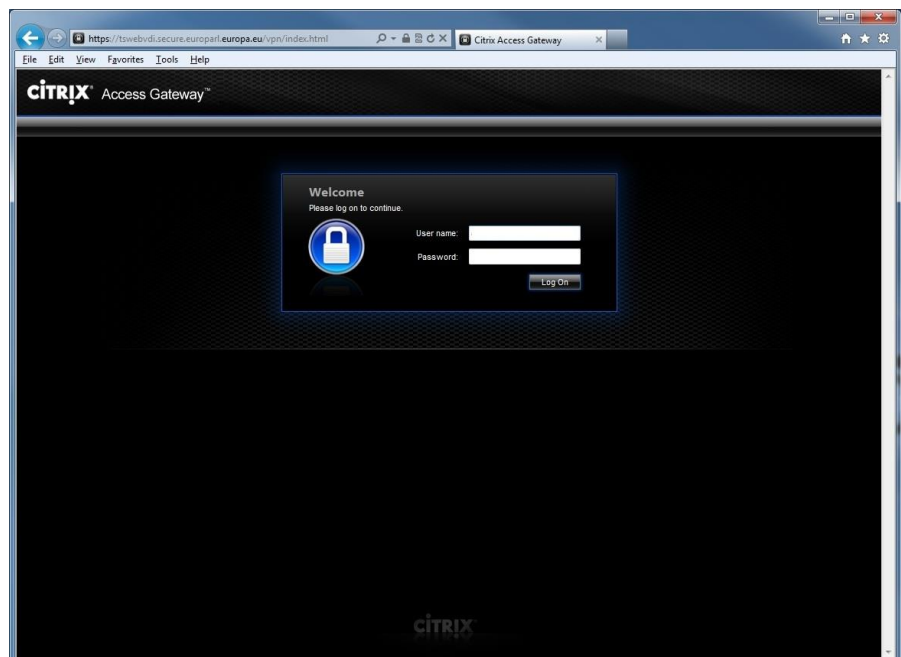
Because Citrix Receiver is not installed on your computer (or an old version is installed), the system proposes to install it.	
Check the box "*I agree with the Citrix license agreement*" after you have read it and then click on Install.	
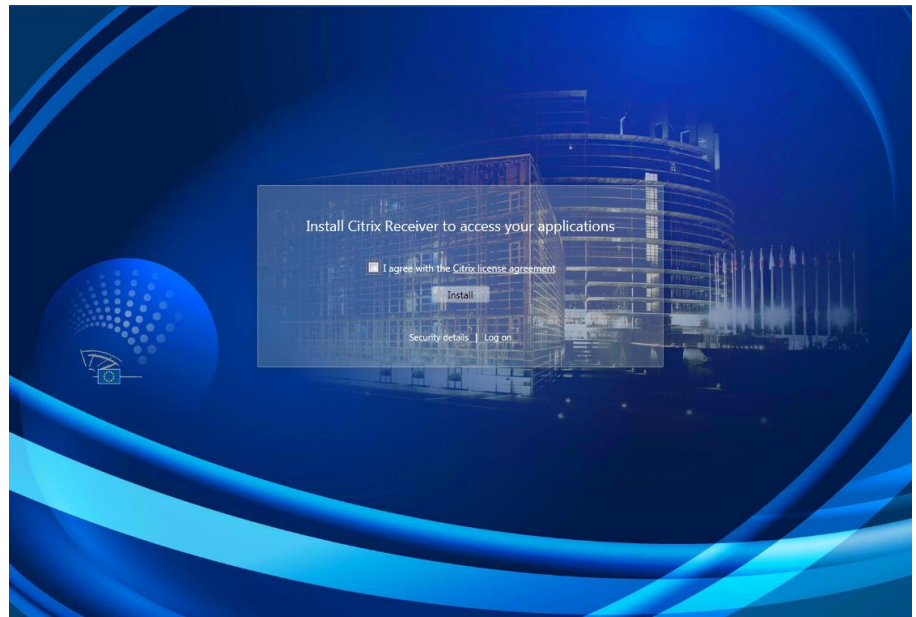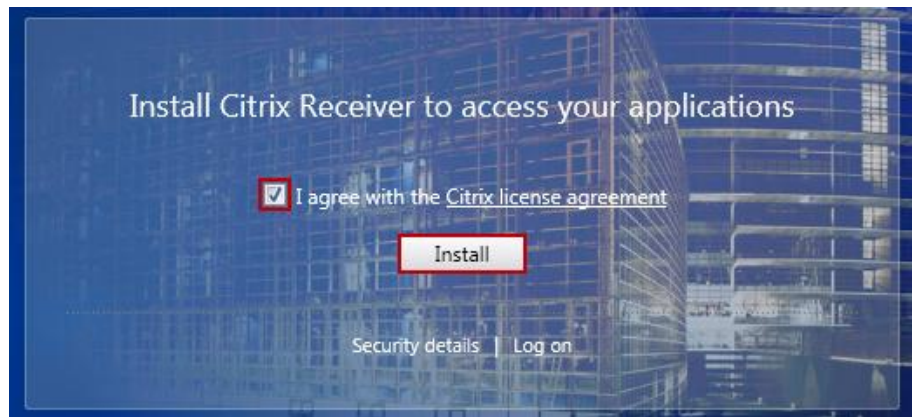
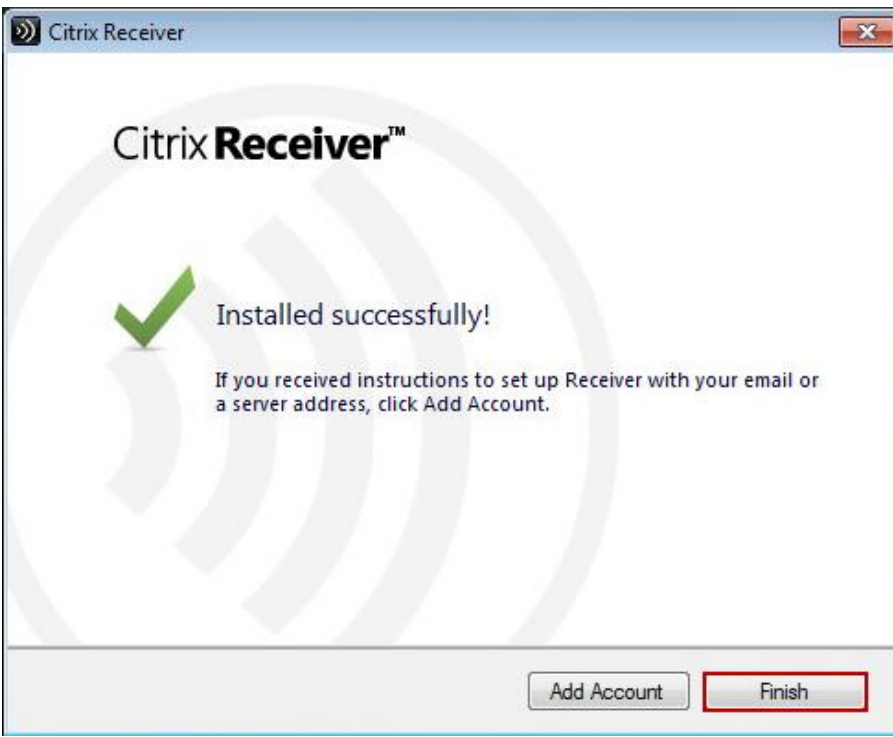Your Internet browser will ask you what you want to do with the *CitrixReceiver.exe* setup file.
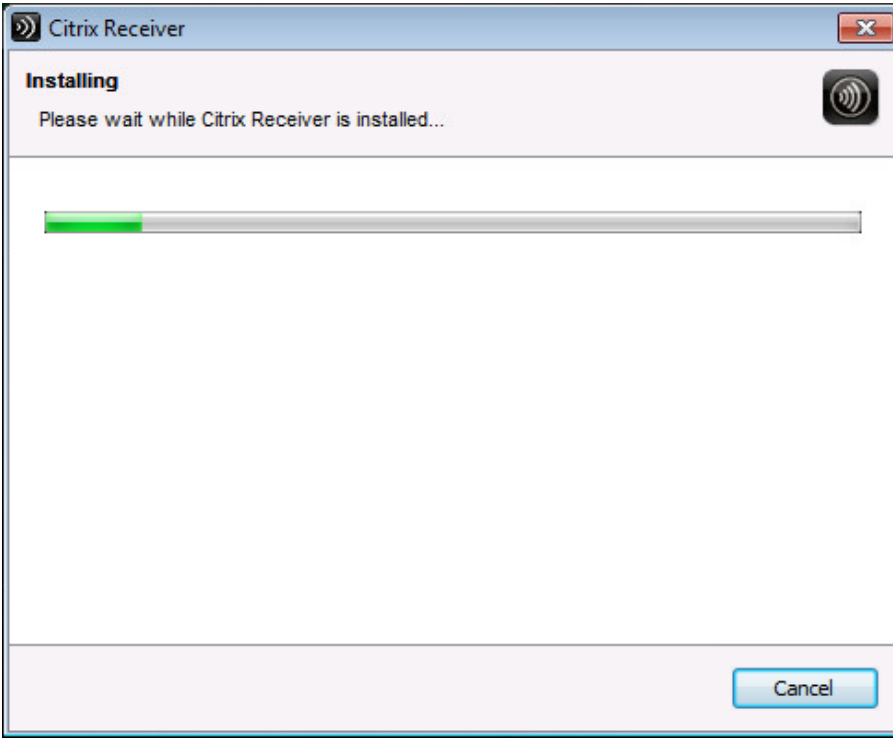
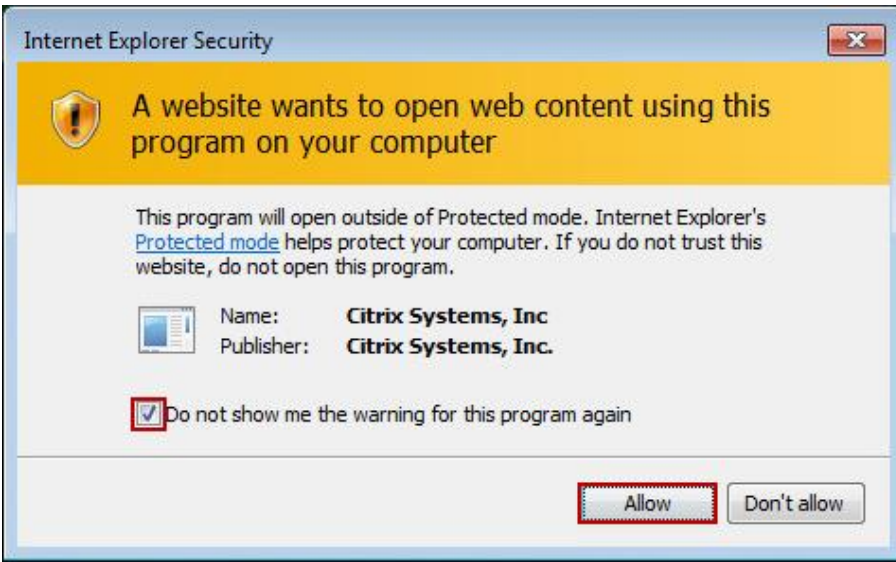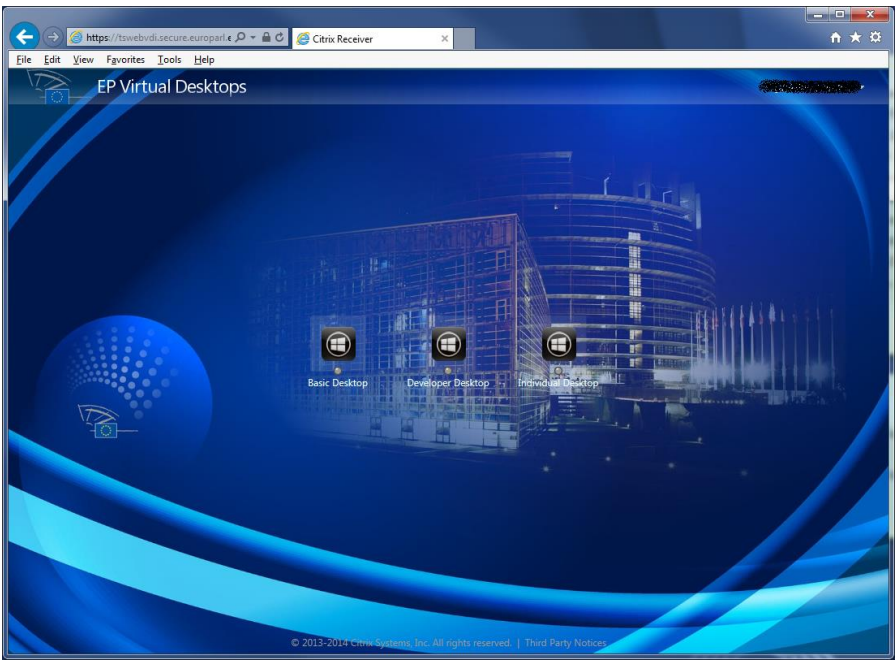Click on Run to start the installation process or Save the file on your computer before to launch it.
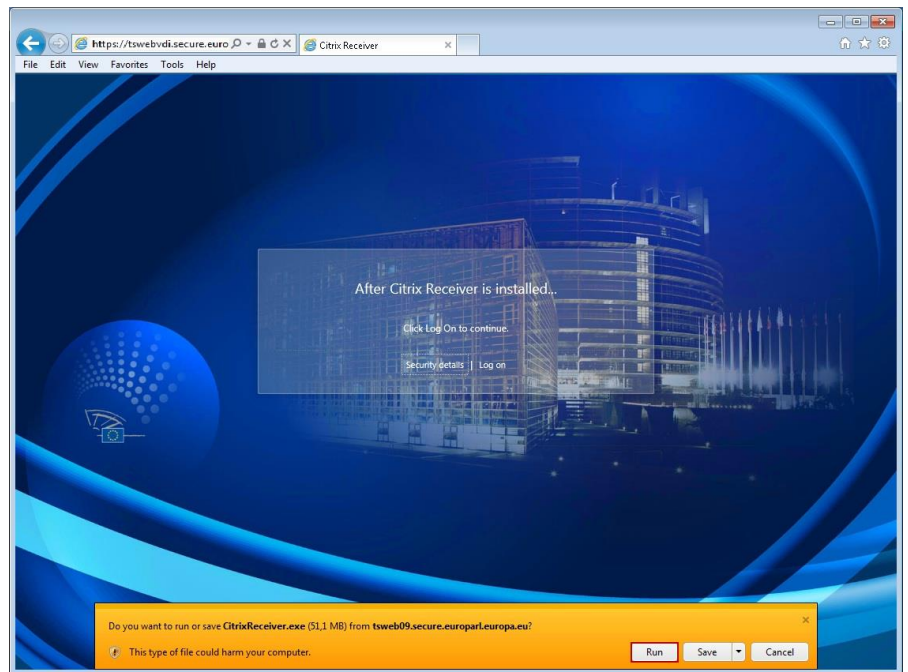
A new window will open and shows you the Citrix Receiver Setup welcome page.
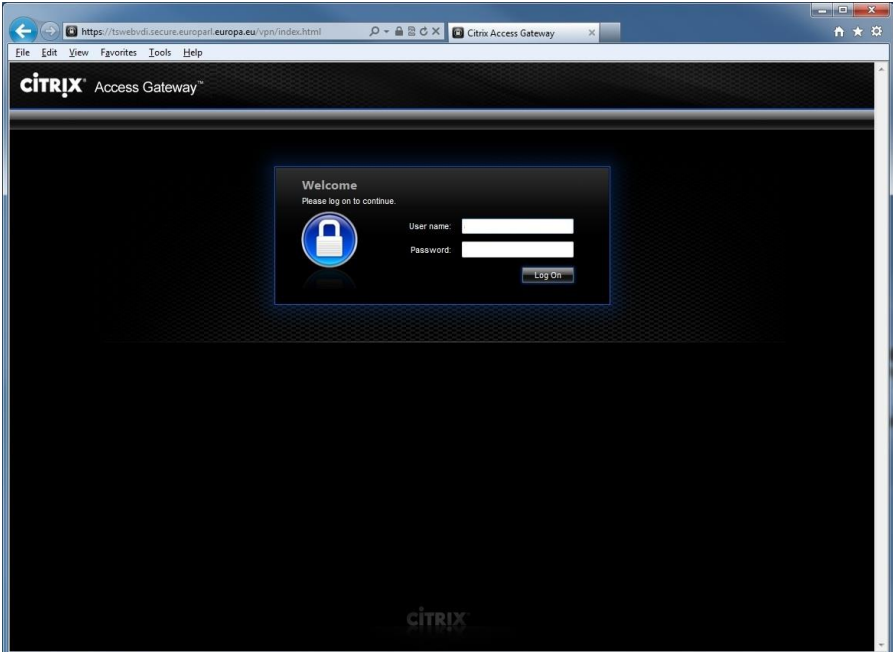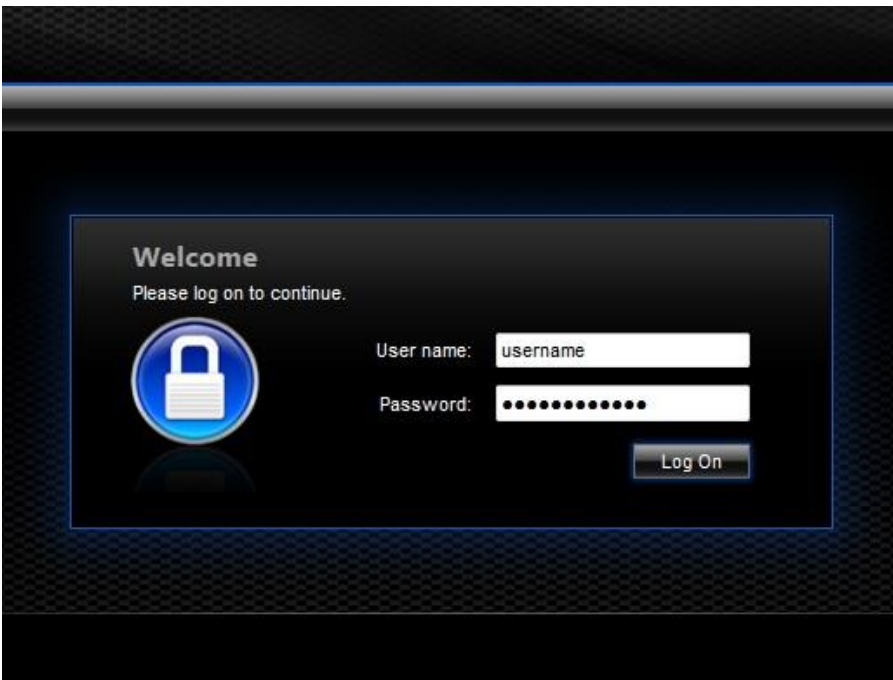
Click on Install to start the installation.

Please wait during the installation process…	
Then, when the setup completed successfully, click on the Finish button.	
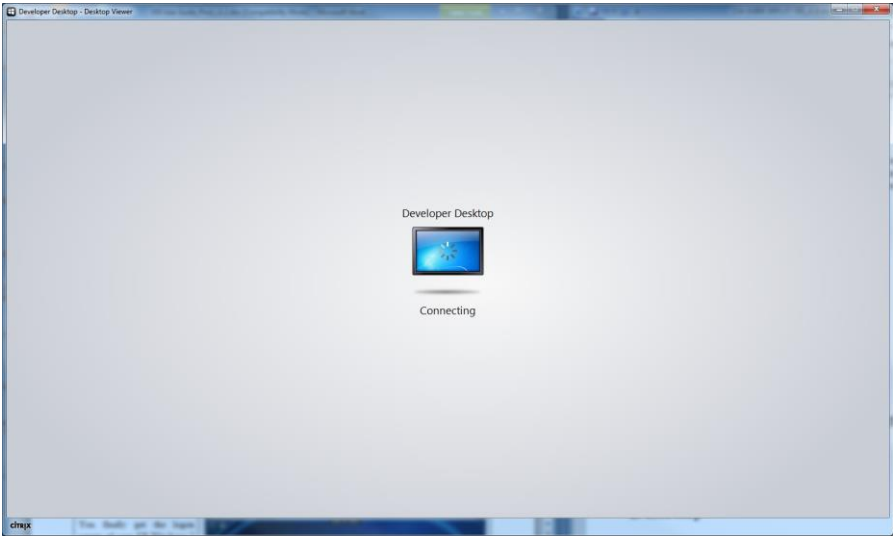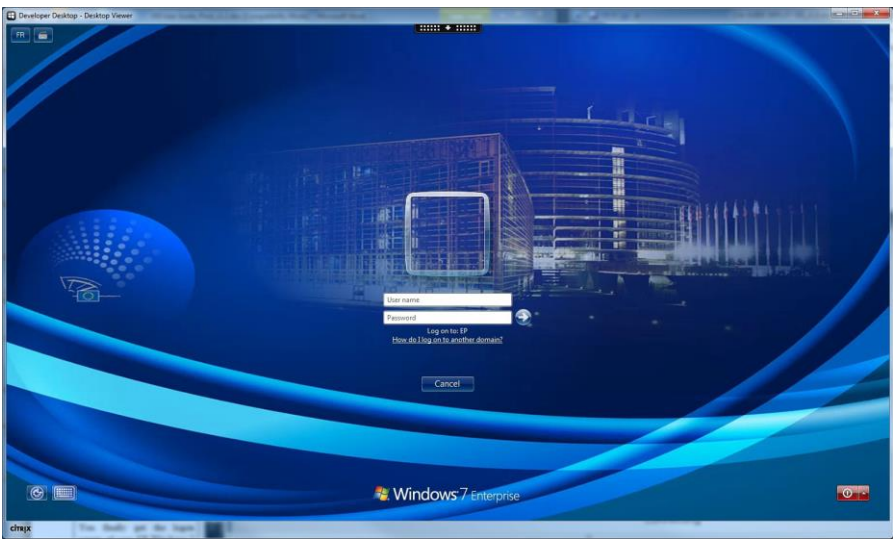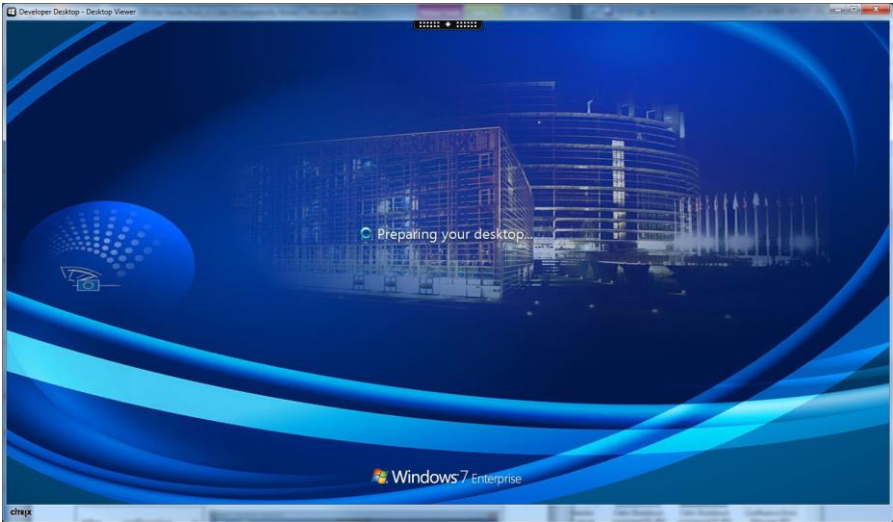
Your web browser will want to use the newly installed software and it will ask you if you want to allow this action or not.

Check the "*Do not show me the warning for this program again*" box and click the Allow button.

Back to the first page, just click on Log on to access the web interface that will permit you to launch a VDI desktop.

Here is the screen of the Citrix Storefront Web Interface where you should see the desktop(s) you are able to access to.

In this image, all three types of VDI are available: Basic Desktop, Developer Desktop and Individual Desktop.
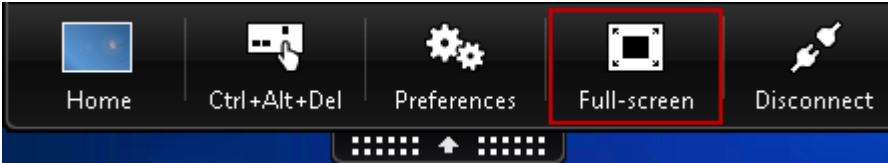
3.   Connection to your Work Desktop

Open an Internet browser and go to https://tswebvdi.secure.europarl.europa.eu/vpn/index.html	
Enter your credentials and then click on "Log On".	

Here is the screen of the Citrix Storefront Web Interface where you should see the desktop(s) you are able to access to. Click on the virtual machine to which you want to connect. In this case, the "Developer Desktop".	
This icon indicates that the system is working.	
This icon indicates that a remote session is started.	

When a remote desktop is detected, a new window will open and shows you that the connection process is in course.

The time the process takes depends on your internet connexion speed, the charge of the infrastructure, etc.

You finally get the logon screen of your EP Windows 7 workstation.

You must enter your user credentials to logon.

The workstation is preparing your desktop.

After configuration is complete a new Desktop with the same configuration, files, programs and access rights as your office PC desktop will appear. Note that the remote desktop is embedded within your actual desktop. You can easily switch back and forth if you need to work on both simultaneously.	
You can maximise the size of the Remote desktop by clicking on the maximise button or on the Full-screen button of the XenDesktop toolbar.	

4.   Quitting and logging off

After using Remote Desktop Services it is important that you quit and log off. Failure to do this is a security risk. This is particularly important if you are using remote connection somewhere outside the EP.

To properly exit your remote desktop session, you must open the Start menu and then click on "**Log off**". The remote desktop window will then close.	
Then you should be redirected to the main access web page. On the top right corner, click on your username, and then select Log Off.	
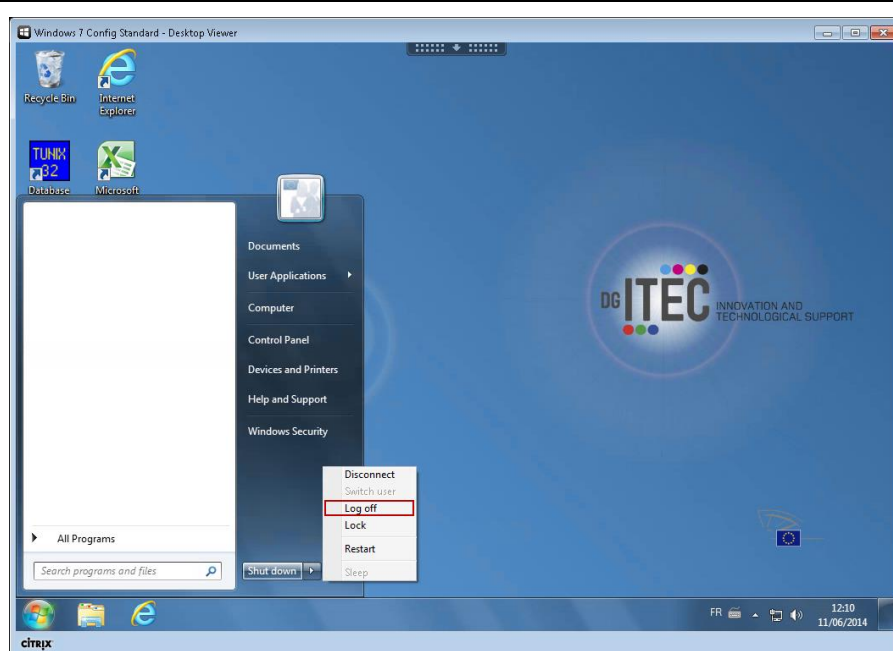
5.   Troubleshooting VDI

Problem:
Google Chrome cannot be used to establish a remote connection to the VDI machine.
Solution:
Apply the workaround described here http://support.citrix.com/article/CTX136578

Problem:
Mozilla Firefox cannot be used to establish a remote connection to the VDI machine.
Solution:
Apply this workaround https://support.mozilla.org/en-US/questions/1010038

Problem:
You access your VDI machine from inside the EP network and when you run Firefox the following error message is displayed:" "Firefox is already running".
Solution:
If you are already using Firefox on your EP workstation, a lock file is created in your EP profile to avoid starting a second session on another machine (e.g. the VDI machine). Just close Firefox on the EP workstation then launch it in the VDI machine.

Problem:
The network resource I need for my work is unavailable
Solution:
Any network resource that must be used from a VDI must be configured on the VDI firewall. Ask your Responsible Official to introduce a request to ITEC Service Desk following the guidelines described in the document "VDI Procedural Guide v23".

Problem:
The Remote Desktop Services web page returns the message "404 - File or directory not found".
Solution:
Restart the browser then clean the browser cache.

Problem:
The Citrix web page only displays the username field, the password field is missing.
Solution:
Restart the browser then clean the browser cache.

Problem:
You cannot access an EP internal resource from your VDI machine.
Solution:
A new firewall request must be submitted by an Official to ITEC Service Desk using the specific template of the "VDI Procedural Guide".

Problem:

The remote session has been disconnected.

Solution:

The remote session is automatically closed if idle for more than two hours (user's data that have not been saved will be lost).

Problem:

By user's mistake the Citrix Desktop Viewer window has been closed.

Solution:

The user has 15 minutes to reconnect to his/her disconnected session. After this delay the session will be automatically closed (user's data that have not been saved will be lost).

Problem:

After a successful logon to https://tswebvdi.secure.europarl.europa.eu/vpn/index.html the remote connection cannot be established because the VDI machine does not respond.

Solution:

Reboot the VDI machine right-clicking on the shortcut then choosing "Restart".

Problem:

USB devices connected to the developer's workstation are not available in the VDI machine.

Solution:

Th USB Devices Redirection is not enabled in the VDI machines by design.

Problem:

Once introduced the Windows credentials to logon to your VDI machine an error message is displayed: "You cannot access this session because you are not the brokered user".

Solution:

You must use the same user credentials to logon in the Citrix Storefront Web Interface and in the following Windows 7 logon.

Problem:

On a Mac OS X computer, the mouse cursor lags.

Solution:

This problem can happens if the VDI window is not maximized; just setting the VDI windows in full-screen fixes the problem.