Virtual Desktop User Guide Technology Infrastructure Operations

Edmonton

Open City and Technology | Integrated Technology Solutions

VDI for Alternative Work Strategy

User Guide

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Overview

Virtual Desktop Infrastructure, or VDI, refers to the process of running a user desktop inside a virtual machine that lives on a server in the datacenter. It delivers end-user mobility and the freedom to access virtual desktops anytime, from anywhere, on any device.

How to access your virtual workstation

VDI workstations are configured to allow logins for 3+3 IDs

1. Navigate to https://citrix.edmonton.ca

Please log on	
User name :	
Password :	
	the second se
	Log On

Note: You will either need to install Citrix Workspace or use an HTML5 browser to use your virtual workstation. More information can be found in the <u>appendix</u> section of this document.

- 2. Enter your User name (3+3) and password
- 3. Unblock the Citrix Plug-in if required. http://support.citrix.com/article/CTX141137
- 4. Click on the **Desktops** tab
- 5. Click on COE VDI

Additional options are available using the toolbar at the top of the window.



Notes:

- See <u>Appendix F</u> to configure dual monitor support
- See <u>Appendix G</u> to configure file access and connections
- Reboot process may take up to 10 minutes.

Additional Information

Appendix A: Workspace for COE Desktops / Laptops

- 1. Log on with an administrator account.
- 2. Click the **Start** button, click **Run**.
- 3. In the Open box, type: \\cepers01\install\$
- 4. Click OK.
- 5. Browse to \Citrix Workspace 1911\Version 19.11.0.50\Package
- 6. Right-click Install_CitrixWorkspace1911.bat and then click Run as Administrator.
- 7. Click Yes.
- 8. Follow the instructions on the screen to complete the installation.
- 9. Navigate to https://citrix.edmonton.ca

Appendix B: Workspace for iPad / iPhone / Android

- 1. Download the Citrix Workspace App from the AppStore / Play Store
- 2. Open the Citrix Workspace on your device.
- 3. Click Get Started
- 4. On the Welcome Screen enter the following:
- 5. Store URL: Enter citrix.edmonton.ca
- 6. Click **Continue**
- 7. In the Sign In screen, set the following:
 - 1. User Name: Enter your "userid"
 - 2. **Password**: Enter your password.
- 8. Click Continue
- 9. Select COE Store
- 10. Click Continue
- 11. Click Save

Appendix C: Citrix Workspace for Personal PC / Mac

- 1. Skip to step 5 if Citrix Receiver or Workspace is installed on your computer
- 2. Open your browser
- 3. Navigate to https://www.citrix.com/downloads/workspace-app/
- 4. Download and install Citrix Workspace
- 5. Navigate to <u>https://citrix.edmonton.ca</u>

Appendix D: Citrix Workspace for Chromebook

- 1. Add Citrix Workspace to Chrome using the Chrome Web Store
- 2. Launch Citrix Workspace App

	O Workspace	
Account URL		
https://citrix	edmonton.ca	
	Connect	

- 3. Specify Account URL: https://citrix.edmonton.ca
- 4. Click Connect

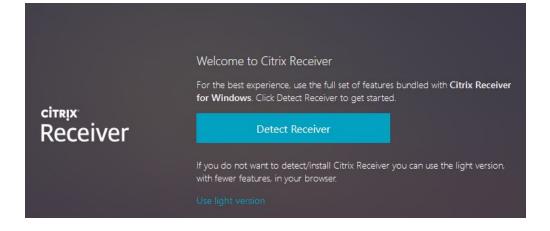
Please log on	
User name :	
Password :	
	Log On

- 5. Enter your User name (3+3) and password
- 6. Click Log On

Appendix E: Receiver for Web (Clientless/HTML5)

Users running the following web browsers can access the workstations without installing receiver:

- → Internet Explorer 11 or later
- → Safari
- → Chrome
- → Firefox
- 1. Navigate to <u>https://citrix.edmonton.ca</u> using an HTML5 browser
- 2. Login to Citrix Website.



3. Click "Use light version"

Appendix F: Dual Monitor Support

Follow the steps below to configure dual monitor support.

Windows 10

Note: Citrix Workspace 1907 or later is required for dual monitor support.

- COE VDI Pilot Desktop Viewer × _ -Ø. - 0 H. **`** Ctrl+Alt+Del Preferences Full-screen Disconnect Shortcuts Home SAP Log 9:52 AM 0 RR へ口の F 8/21/2019
- 1. Click on the black drop down menu

- 2. Click Preferences
- 3. Click on the Monitor Layout tab

Eile Access	Local IME	<u>C</u> onnections	Display	Monitor Layout	Flas <u>h</u>
	1 C D				
lick on the dra	awing board to sp	oli <mark>t</mark> screen, right click	to specify prim	ary monitor.	
DPI 100 ~			DPI 100 ~		
100 *		583			
Horizontal C) Vertical				Reset

- 4. Define monitor layout as desired
- 5. Click OK
- 6. Maximize VDI across both screens to confirm settings.

Chromebook

- 1. Install <u>Citrixworkspace App</u>
- 2. Click on the black drop down menu



3. Click Multimonitor

Appendix G: Configure File Access and connections

Follow the steps below to allow the VDI to interact with your local machine.

1. Click on the black drop down menu

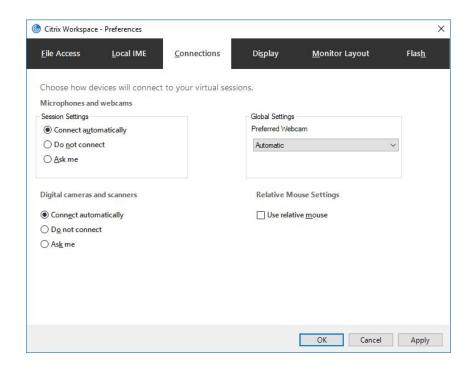


2. Click Preferences

Citrix Workspace	- Preferences				×
<u>F</u> ile Access	<u>L</u> ocal IME	<u>C</u> onnections	Di <u>s</u> play	<u>M</u> onitor Layout	Flas <u>h</u>
Choose how to	access files on yo	our computer from t	his session.		
Read and write	e				
○ <u>R</u> ead only					
○ <u>N</u> o access					
○ <u>A</u> sk me each ti	ime				
				OK Cancel	Apply

Note: VDI Workstations are not able to access local or mapped drives from the client machine.

3. Click on the Connections tab



- 4. Click on **Connect automatically** for Microphones and webcams and Digital cameras and scanners.
- 5. Click OK

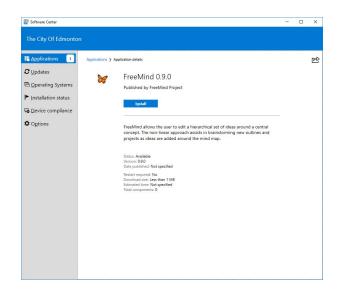
Appendix H: Software Installation

Software is installed on the VDI workstation using normal COE processes. This process would be similar to when you have your PC refreshed. There are three options available:

- 1. Submit a request to Inside Information.
 - Email: Inside.Information@edmonton.ca or call (780) 944 4311
- 2. Install via Software Center
 - Launch Software Center from the Start Menu

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The City Of Edmontor							
Applications 1	All <u>R</u> equired			_	Search		p
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Device compliance	1						1
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	System Center Configuration M Microsoft 5.1906.1096.1600	VLC Media Player 3.0.7.1 VideoLAN 3.0.7.1	iTunes 12.9.4.102 Apple 12.9.4.102	7-Zip 19.00 (x64 edition) 19.00.00.0 Igor Pavlov 19.00.00.0	Prelo Complete Fonts 2.0 Dino dos Santos 2.0	Mozilla Firefox 60.2.0 ESR (x86 e Mozila 60.2.0	
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	FreeMind 0.9.0 FreeMind Project. 0.9.0	Remedy 9 BMC Software 9	Microsoft Mouse and Keyboard Ce Microsoft 2.8.106.0	Image Resizer for Windows 3.0.480 Brice Lambson 3.0.4802.35565	HandBrake 1.0.7 HandBrake Project 1.0.7	GIMP 2.8.20 gimp.org 2.8.20	
		8	M	\$	-	٢	
	AvantGarde Fonts	Bentley View V8i	Paint.NET 4.0.16	Convert 4.10	SAP GUI For	Citrix Receiver 4.5	

• Select the desired application



• Click Install

- 3. Manual installation (requires elevated privileges, ie 1+7 account)
 - Browse to installation media. e.g. \\cepers01\install\$\Adobe Reader XI (11.0.06)\Version 11.0.06\Package

Home :	Share	View Manage work > cepers01 > install\$ > Adobe Reader XI	(11.0.06) > Version 1	10.06 > Package			5 v	Search Package	~ (2
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			Cut Copy Create shortcut						
			Delete Rename		Ŀ				
items 1 item sele	cted 2	98 bytes State: 🔇 Online	Properties		1				

• Right-click the install batch file, and then click **Run as Administrator**.



- Enter admin credentials (1&7) and click Yes
- Follow the instructions on the screen to complete the installation.
- Reboot if required

Appendix I: Power Management

VDI machines are powered managed by Citrix with the following configuration:

- Shutdown when disconnected for 5 days
- Shutdown when logged off for 5 days

Machines will be automatically powered up when a user initiates a connection. Power up may take 10 minutes or longer depending on Windows Updates.

Rebooting a workstation:

1. Navigate to https://citrix.edmonton.ca

Please log on	
User name :	
Password :	
	Log On

- 2. Enter your User name (3+3) and password
- 3. Unblock the Citrix Plug-in if required. http://support.citrix.com/article/CTX141137
- 4. Click on the Desktops tab



5. Click on Details



6. Click Restart

Reboot process may take 10 minutes or longer depending on Windows Updates.

Change History

Version	Date	Author	Description
1.0	August 21, 2019	Shawn Bacchus	Initial Draft
1.1	August 27, 2019	Cathy Partridge	Content revisions
2.0	December 13, 2019	Cathy Partridge	Updates for production roll-out
2.1	December 30, 2019	Cathy Partridge	Minor updates for clarity