

Remote Access to the Lewisham Network



Macintosh

How to <u>remotely</u> access the London Borough of Lewisham computer network from an Apple Macintosh macOS / OS X computer

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1. Getting Started

What is mydesktop.lewisham.gov.uk?

mydesktop.lewisham.gov.uk is a remote access service that will allow London Borough of Lewisham (LBL) staff to log on to their work desktop session from any computer that is connected to the internet.

About This Guide

This guide has been written to assist staff who wish to use a Macintosh macOS or OS X computer to access their LBL desktop remotely. It has been written using the macOS 10.12.6 (aka Sierra) operating system, the Safari 11.0.1 web browser and Java (JRE) 8 Update 151. If your computer is running different software and/or is configured differently from the author the screenshots shown here may vary.

Minimum Requirements / Supported macOS / OS X Computers

Hardware

- Intel 64-bit (x64) processor
- 2gb Ram Memory
- 50 MB Disk Free Space
- 10/100/1000 Wired Ethernet, 802.11 b/g/n/ac Wi-Fi

Software

- macOS 10.12.x or OS X 10.11.x, 10.10.x 10.9.x or 10.8.x
- An Internet Connection
- Safari Web Browser
- Oracle Java (JRE) 7 or 8

IMPORTANT: Google Chrome & from version 53.0 onwards of Mozilla Firefox are both INCOMPATIBLE with the required software and are NOT SUPPORTED

Support for Remote Working

If, after ensuring your computer is configured as outlined in this document, and if any of the contained fixes/workarounds are unable to resolve your remote desktop problems, please log a call with the LBL Service Desk on the following web page

http://local.brent.gov.uk/lewishamhelpdesk

However, please note, the Service Desk cannot fully support personal equipment

2. Keeping your Macintosh Up to date (IMPORTANT)

In order to use the Remote Desktop service the following needs to be up to date:

- Oracle Java (JRE) Software The latest version of the JRE can be obtained from <u>www.java/com/download</u>)
- Your macOS / OS X Operating System
 You can determine if you have the latest system software by:
 Selecting the Apple menu icon in the top left corner & then About This Mac
 Click once on Software Update... and then follow the screen prompts
- Antivirus Software (IF installed) Although NOT a requirement on a Macintosh IF you have Antivirus Software installed this also needs to be kept up to date

Oracle Java (JRE) MUST be installed & enabled for successful remote access

3. Signing In

• Open the Safari web browser and go to the Lewisham mydesktop web page:

http://mydesktop.lewisham.gov.uk

| Desktop | How to Setup Remote Desktop |
|--|---|
| Lewisham | Legin / Rugaier Accessibility A. 2 diservices Julia Starth this Site Lewisham Home My services Mayor & Council Do It online In my area Get involved Find |
| Wetcome to the Lewisham Secure Remote Access Service Junos Pulse Secure Access Service Username Plass sign in to begin your secure session. Password Plass sign in to begin your secure session. Secondary password Bignin | Iccessibility Terms and conditions Levelsham online account Coolies Help Bst |
| Helpdesk O | Password Manager |
| HORNBILL Ny Services Profile Log Out | Quest'One English English |
| IT Servicedesk Portal | Enter Your User Name Enter your user name tost Selent Inselent |
| Light to view / update and log support requests | |
| | |

- Click once on the first window (outlined in red above)
- NB: Please note the other available windows on this page i.e. links to the webpage for the Official Documentation, the webpage for remotely raising an IT Servicedesk Call and also the webpage if you have forgotten and/or want to reset your Lewisham Network Password

| Pre Sign-In Notification |
|--|
| By using this system, you agree to the following: |
| Access to this system and any networked services is restricted to authorised users for legitimate purposes in line with council policy, including the Access to Information policy. Personal or sensitive data must not be removed from council premises unless the information is protected by an approved protection method. Unauthorised access or improper usage, including breaching the confidentiality, integrity or availability of information may result in disciplinary action or prosecution under UK and international law, including the Computer Misuse Act 1990 (UK). The facilities should only be used appropriately and consistently with your role within the council. Where information is subject to legislation, you must take care that your usage does not contravene the law (e.g. Data Protection Act 1998, Freedom of Information Act 2000). We reserve the right to monitor systems for all lawful purposes. Such monitoring may include analysis of information sent to, from, or stored on this system by authorised users. You should have no expectation of private usage when using our systems. Further information can be found via the 'Information Governance' link on the intranet. |
| Proceed Decline |

Proceed

| Welcome to th Junos Puls | e Lewisham Secure I e Secure Access | Remote Access Service S Service |
|---|--|--|
| Username Password Secondary password | bloggsj •••••• | Please sign in to begin your secure session. |
| | Sign In | |

Enter the following information

Username: enter the username that your normally use in the office. Common LBL username formats include Surname followed by 1stname initial or 1stname.lastname e.g. so for user Joe Blogs the username could be bloggsj or joe.bloggs

(IMPORTANT: - DO NOT enter your LBL email address

- **Password:**Your current LBL network password
- SecondaryEnter the randomly generated 6 digit number from thePassword:Google Authenticator app configured at LBL
- Sign in

4. First Time Sign-in/Installations/Configuration

Depending on how your computer is configured your web browser will either:

| Appear to be stuck on the following screen | Loading Components Please wait. This may take several minutes. • Host Checker If an error prevents a component from loading properly, you can <u>click here</u> to continue. Not all functionality may be available. |
|--|---|
| | Welcome to the Pulse Connect Secure, |
| | |
| | Web Bookmarks |
| | 🔽 Lewisham Client Desktop |
| | Lewisham Thin Client Software Installer |
| or | |
| | Files |
| will eventually | You don't have any files bookmarked. |
| | Terminal Sessions |
| Scieen | You don't have any terminal sessions. |
| | |
| | Client Application Sessions |
| | Pulse Secure Start |

Either way you will not be able to do anything meaningful until you have:

- (i) Edited the Java Control Panel
- (ii) Edited your Safari Preferences

IMPORTANT: Keep your web browser open @ the above page/screen while doing the following

- i. Editing the Java Control Panel
- Select the **Apple** menu icon in the top left corner
- Then System Preferences...



- System Preferences Q Searcl 0 File New Opt ۲ 0 Q 0500 Desktop & Screen Saver Mission Control Dock General Language & Region Security & Privacy Spotlight Notifications 6 Energy Saver -CDs & DVDs Sound Displays Keyboard Mouse Trackpad Printers & Scanners @ * iCloud Internet Accounts Extensions Network Sharing App Store Dictation & Date & Time 1 Startup Disk 1 $(\mathbf{\hat{x}})$ Parental Controls Users & Groups Time Machine Accessibility * F **1** Clover Flash Player Java
- Java Q Bearch C General Control Panel opens in a separate window.

| | Java Control Panel |
|---|--|
| | General Update Java Security Advanced |
| About | |
| View version i | nformation about Java Control Panel. |
| | About |
| Network Setti | ıgs |
| Network setti the network s settings. | gs are used when making Internet connections. By default, Java will use ttings in your web browser. Only advanced users should modify these |
| | Network Settings |
| Temporary Int | ernet Files |
| Files you use later. Only ad | n Java applications are stored in a special folder for quick execution anced users should delete files or modify these settings. |
| | Settings View |
| lava in the bro | wser is enabled. |
| java in the bit | |

• Launch Java

- After a short while the Java Control Panel will appear
- Security

• Edit Site List...

 Very High - Only Java applications identified by a certificate from a trusted authority are allowed to run, and only if the certificate can be verified as not revoked. High - Java applications identified by a certificate from a trusted authority are allowed to run, even if the revocation status of the certificate cannot be verified. **Exception Site List** Applications launched from the sites listed below will be allowed to run after the appropriate security prompts. Click Edit Site List... to add items to this list. Edit Site List... Restore Security Prompts Manage Certificates... **Exception Site List** Applications launched from the sites listed below will be allowed to run after the appropriate security prompts. catio https://desktop.brent.gov.uk 2.

Add

OK

1.

3.

FILE and HTTP protocols are considered a security risk. We recommend using HTTPS sites where available.

Remove

Cancel

Java Control Panel General Update Java Security Advanced

Enable Java content in the browser

Security level for applications not on the Exception Site list

- 1. Click once on the Add button
- 2. Enter the following address:

https://desktop.brent.gov.uk

3. OK

- Confirm the Desktop web address typed previously is in the above screen
- 2. OK



• Close the Java Control Panel

ii. Editing Safari Preferences

- Switch back to the still open Safari web browser
- From the Safari menubar select Safari and then
 Preferences...



 For macOS 10.13.x (High Sierra) or Safari 11.x users select Websites

OR



- 1. For macOS 10.12.x and/or Safari 10.x users select Security
- 2. Plug-in Settings... (in previous versions of OS X this was called Website Settings...)
- 1. Select Java from the list of installed plugins
- 2. Select desktop.brent.gov.uk
- 3. Click once on Off
- 4. From the menu that appears select On

With **On** now selected • hold down the Alt (or the **Option**) key on your Mac keyboard

From the menu that

in Safe Mode

appears de-select Run

Java

rsion Java 8 Update 111..



😵 desktop.brent.gov.uk

•

Off

✓ On

• Trust



- This is a notification that java will run in unsafe mode ONLY WHEN VISITING THE LBB DESKTOP SITE
- IMPORTANT: Make sure Off or Ask is selected against When visiting other Websites:
- 3. Done

| v | DivX Plus Web Player Version 3.7.0.339 | Java | | | |
|----------|---|-----------------------|---------------------------|-----------------------------|------|
| | DivX VOD Helper Plug | Allow websites to u | se this plug-in with the | settings below: | |
| | Version 1.1 | Currently Open Wel | osites | | |
| | Java Version Java 8 Update 111 | 🔇 desktop.brent. | gov.uk | On | 0 |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | - | | | |
| | | 1. 🔨 "Java" is set to | run in unsafe mode for so | me websites. Plug-ins in un | safe |
| | | mode can acce | ess your documents and da | ita. | |
| | | | 2. When visiting othe | er websites: Off | 0 |
| | | | - | | _ |
| | | | | 3. | Done |
| | | | | | |

To confirm the settings for the remote desktop are correct if you RE-ENTER **Websites** => Java (or Plug-in Settings...) again you should see On or Allow next to the desktop.brent.gov.uk entry

| DivX Plus Web Player Version 3.7.0.339 | Java | |
|---|--|--------------------|
| DivX VOD Helper Plug | Allow websites to use this plug-in with th | ne settings below: |
| Version 1.1 | Currently Open Websites | |
| Java Version Java 8 Update 111 | 💲 desktop.brent.gov.uk | On 🛕 🗘 |
| | | |

Please note the grey triangle with the exclamation mark in the middle

- Done
- Close Safari Preferences

Installing Juniper Pulse

Switch back to the still open Safari web browser

Again, depending on how your computer is configured either:

• Click once on click here

Or

- click once on
 Start
- Select Do not show this again for.....
- 2. Run
- 1. Select **Do not** show this again for.....
- 2. Allow





- Enter your MAC computer admin password
- OK



- IMPORTANT: You MUST **MINIMISE** and NOT close this screen
- IMPORTANT: To successfully proceed your status must be Connected



JuniperSetupClient wants to make changes. Type

Cancel

your password to allow this.

Username: Joe Bloggs

Installing vWorkspace

After signing in and running/installing Junos Pulse Secure the following • Welcome page of the Junos Plulse Secure Access Service should appear/still be present

| welcome to the | unos Pulse Secure Access Service, | |
|-------------------|-----------------------------------|---|
| Web Bookmarks | | |
| 🚺 Lewisha | Client Desktop | • |
| 🖾 Lewisha | Thin Client Software Installer | |
| Files | | |
| You don't | ave any files bookmarked. | • |
| Terminal Sessio | | |
| You don't | ave any terminal sessions. | |
| Client Applicatio | Sessions | |
| 🔶 Junos Bul | 2 | • |

Installer

Thin Client Software

•



• OK



• Click once on the **Downloads** tab (Top right of the Safari window)



- Click ONCE on Mac Client
- Launch the downloaded **vWorkspace** file
- To install: With your mouse drag the vWorkspace icon and then drop it on the Applications Folder icon



The vWorkspace software should now be installed on your computer

• Close the vWorkspace window / Eject the installer file

Once the **vWorkspace** software has been installed you have to **Sign Out** of your current LBL Desktop session and then **Exit** Safari. This can be done by:

a. clicking once on the Sign
 Out icons in the top
 right hand corner of the
 web browser window



Hide Others

Show All

Quit Safari

T#H

#Q

 b. From the Safari menu bar select Safari then Quit Safari

5. Accessing the LBL Network on Subsequent Occasions

• Re-open your web browser, go back to http://mydesktop.lewisham.gov.uk and sign back in again as outlined in the Signing-in section on Pages 3-4



Depending on computer setup and how you exited the Lewisham remote desktop service previously you **MAY** see the above screen. If this is the case, select:

• Continue the session

Junos Pulse Secure should run automatically and you should see the following

IMPORTANT: For successful access to your remote desktop this screen MUST appear and the status MUST be CONNECTED

MINIMISE and NOT close this screen



IMPORTANT: Depending on you Operating System, your installed software and how your computer is configured you may not see the above screen. If this is the case, to get the above screen please do the following:

| Welcome to the Pulse Connect Secure, | |
|---|-----------|
| Web Bookmarks | - |
| Lewisham Client Desktop | Ð |
| Lewisham Thin Client Software Installer | Ð |
| | |
| Files | • |
| You don't have any files bookmarked. | |
| Terminal Sessions | • |
| You don't have any terminal sessions. | |
| Client Application Sessions | · · · · · |
| S Pulse Secure | Start |

- Click once on Start In the Client Application Sessions section of the Welcome to Pulse Connect.... screen
- The Pulse Secure **Connected** status screen should now appear

If the **Pulse Secure/ Connected** window STILL DOES NOT appear please ensure:

- Your Java (JRE) and Safari web browser is up to date
- Your Java and the Safari web browser are configured correctly -See pages 5-10 above

6. Logging on to the Lewisham Desktop

| Welcome to the Junos Pulse Secure Access Service, |
|---|
| Web Bookmarks |
| Carter Lewisham Client Desktop |
| Lewisham Thin Client Software Installer |
| Files |
| You don't have any files bookmarked. |
| Terminal Sessions |
| You don't have any terminal sessions. |
| Client Application Sessions |
| 🌲 Junos Pulse |
| |

- Click once on Lewisham Client Desktop
- As in the office click once on LBL RDSH Desktop (or the icon you normally select when in the office)
 LBL RDSH Desktop









7. Logging Off the Lewisham Network

When you have finished your work on the LBL network the procedure for logging off is exactly the same as that in the office

On the LBL Desktop:

- Click once on the **Start** button (the bottom left hand corner of the screen)
- Log Off



• In your web browser once on the Sign Out icons in the right hand corner



APPENDIX A: Workarounds for Known Macintosh Problems

Problem 1 When click on the LBL RDSH Desktop icon although a file is downloaded nothing happens or your Macintosh attempts to open another programme i.e. not the vWorkspace Mac Client

<u>Reason 1</u>

The latest vWorkspace Mac Client is not installed or has been corrupted

Solution 1

Install/Re-install the vWorkspace Mac Client - See Pages 12-14 above

<u>Reason 2</u>

The vWorkspace Mac Client is installed OK but its association with the *.pit extension has been lost

Solution 2

Re-associate *.pit files with the **vWorkspace Mac**



- In **Finder** go to the folder location of the file with a pit extension that the Safari web browser downloaded (usually it is in **Downloads**)
- Whilst holding down the Control (Ctrl) key click once on the downloaded pit file
- From the short menu that will appear select **Open With** and then **vWorkspace**



All being well after a short while your LBL Desktop should be launched

However, if there is no option to select **vWorkspace** and/or you have to repeatedly launch the LBL Desktop this way then there is a problem with the file association

To correct this please do the following:

- Whilst holding down the Control (Ctrl) key click once on the downloaded pit file
- From the short menu that will appear select Get Info

| Hame | | |
|--|----------------------|--|
| LBL | +RDSH Open | |
| Bp1 | FbZ6.r Open With | |
| □ HP_ | logo-5 Move to Trash | |
| | Get Info | |
| | Kename | |
| | Burn "I BI + RD | SL+RDSH+Desktop_nernipgs10itionrwolloy0. SH+Desktop_nerhings10itiohrwolloy0m_c2 |
| | Duplicate | |
| | Make Alias | |
| | Share | BL+RD5H+Desktop_nernipgs1oitionrwol |
| | Copy "LBL+RD | DSH+Desktop_nerhipgs1oitlohrwolioy0m |
| | Show View Op | btions |
| | Tags | |
| | | |
| | | |
| LBL+RDSH+Desktop_rd3 | 1apen1aaub | |
| LBL+RDSH+Desktop_rd31ape | n1aa 8 KB | |
| Modified: Yesterday 12:23 | | More Into: |
| Add Tags | | Where from: https://dealstep.bront.gov.uk/I.BI.Dealstep/ |
| | | Launch/ Danalnfo=LBLNLBSVC101.lblmain.le |
| ▼ General: | | wisham.gov.uk+Index?Application=LBL |
| Kind: vWorkspace Document Size: 7.881 bytes (12 KB on disk) | | +RDSH |
| Where: | | +Desktop&AppFarmId=b8a4e474-68bc-4053 |
| Downloads Created: Yesterday 12:21 | | -80a8- |
| Modified: Yesterday 12:23 | | fda/3b284312&SID=rd31apen1aaubhu11mye |
| Stationery pad | | desktop breat gov uk/ |
| Locked | | LBI Desktop/ Danainfo=LBI NLBSVC101.lbim |
| ▼ More Info: | | ain.lewisham.gov.uk+Apps |
| Where from: https://desktop.brent.gov.uk/L | BLDesktop/ | Last opened: Yesterday 12:23 |
| wisham.gov.uk+Index?Applica | ation=LBL | Theme & Eutennian |
| +RDSH +Desktop&AppEarmid=b8a4e | 474-6850-4053 | viname & Extension: |
| -80a8- | 474 0000 4000 | LBL+RDSH+Desktop_rd31apen1aaubhu11myemw{ |
| mw5m&LaunchType=Pit, https declarations.com | s:// | Hide extension |
| LBLDesktop/,DanaInfo=LBLN | LBSVC101.IbIm | ► Comments: |
| Last opened: Yesterday 12:23 | | ▼ Open with: |
| Vame & Extension: | | |
| LBL+RDSH+Desktop_rd31apen1aaut | shu11myemw! | |
| Hide extension | | vWorkspace (default) |
| Comments: | | |
| Open with: | | App Store |
| / TextEdit | | Other |
| Use this application to open all documents | this one. | |
| Change All | | |
| ▶ Preview: | | |
| Sharing & Permissions: | | |

- Click once in the **Open With** section
- From the short menu that will appear select Other... (This is the case even if you can see vWorkspace in the menu)

| | Applications | . | | Q. Search | |
|--|---|---|--|---|---------------------------------------|
| | Photos | Popcorn Time Community | Preview | QuickTime Player | Ś |
| | Reminders | Safari | 5 Snagit | stickies | \geq |
| | | Teombiouer | TowlEdit | This is a Client | Ś |
| | | | | | 5 |
| | VLC | Worksbace | tsMuxerGUI | Utilities | Ż |
| | This app | Enable: Recommended Applica | tions 🗘 2. rhipgs1oitIohrwolioy0m.pit". | Cancel | 3. Add |
| 1. Sc 2. Ma 3. Ac | roll down an ake sure the Id | nd select the vWo re is a tick agains | rkspace icc t Always O | on pen With | |
| ▼ N .ne & Ex .n LBL+RDSH+I | nsion: Desktop_nerhipgs1o | itlohrwolioy0m.pit | • | | |
| Hide extens Comments: | ion | | | Are you sure you want to documents to open with "vWorkspace"? | change all similar the application |
| Open with: | ice | | • | This change will apply to all do ".pit". | cuments with extension |
| Use this applic. Change All Preview: | ation to open all docun | hents like this one. | | | |
| • v' 0 | Workpace s pen with se | hould appear in thection | he | Contir | iue |

The Applications folder should now appear •

Click once on **Change All**...

•

• Close the Get Info dialogue box

Problem 2: Each time I sign into my Mac I am prompted to log in to the Lewisham network



The above screen CAN also appear when signing out in the Safari web browser

• ALWAYS select Decline and then OK when you see this screen

The way the Junos Pulse Secure programme is currently designed means that at present there is no known way of stopping this screen from appearing

Problem 3: The Pulse Secure dialogue box is empty or its status is always Connecting



Incorrect Screen

Correct Screen

Solution 1

• **Sign out** of the LBL remote connection in the Safari web browser and then sign back in again

If the above dialogue is still empty, the next time you sign in, the Junos Pulse Secure application will have to be uninstalled. Please do the following:

Solution 2

Uninstall Junos Pulse Secure

• Sign out of the LBL remote connection in the Safari Web browser



• **Close** the Junos Pulse Secure application (above picture)



 Open the Applications folder and drag the Junos Pulse application to the Trash dock icon



• No

- OK
- The next time you sign-in the **Junos Pulse** application will re-install as outlined in pages 11-12 above

Problem 4: Java is "Off" or disabled so cannot configure Safari



To enable Java (JRE)

| Version 3.7.0.339 | Java Allow websites to use this plug-in with the settings below: Currently Open Websites | | | | |
|--------------------------|--|--------------------|---|--|--|
| sion 1.1 | | | | | |
| ersion Java 8 Update 111 | 🔹 apple.com | Off | 0 | | |
| | | ther websites: Off | | | |

- 1. Click once on Java
- 2. Done

Go to Page 8 and complete Editing Safari Preferences

APPENDIX B: Java and Mozilla Firefox

If all else fails and the above solutions/workarounds do not work an option to consider is using Mozilla Firefox

The latest versions of Firefox are NOT compatible with Lewisham Remote Desktop. However, Mozilla have released **Extended Support Release (ESR)** versions of Firefox that, along with an installation of Oracle Java JRE, can enable successful Lewisham Remote Desktop access. The latest **English (British) 64bit version** Firefox ESR can be obtained from:

https://download.mozilla.org/?product=firefox-esr-latest-ssl&os=osx&lang=en-GB

The logon process with Firefox ESR is similar to that with Safari above. However, on the 1st login attempt you should see these additional screens:



Allow and Remember