

Remote Access to the Lewisham Network



How to <u>**remotely</u>** access the London Borough of Lewisham computer network from a Microsoft Windows PC</u>

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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 configured computer that is connected to the internet.

About This Guide

This guide has been written to assist staff who wish to use a Windows computer to access their LBL desktop remotely. It has been written using PC with Windows 10 Pro (Release 1703 Creators Update) and the Internet Explorer 11 web browser. If your computer is running different software and/or is configured differently from the author the screenshots shown here may vary.

Minimum Requirements / Supported Windows Computers

Hardware

- Intel / AMD, 1.8GHz, 32-bit (x86) or 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

<u>Software</u>

- 32 & 64 Bit Versions of Windows Vista (with SP1), 7 (With SP1), 8, 8.1 & 10
- An Internet Connection
- Internet Explorer)
- Mozilla Firefox (ESR Releases ONLY)

IMPORTANT: The web browsers Google Chrome, Microsoft Edge & NEW versions of Mozilla Firefox are 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.

Keeping your Home PC Up to date (IMPORTANT)

In order to use the LBL Remote Desktop service the following needs to be up to date with the latest security patches:

- Your Windows Operating System
- The installed Antivirus Software

Oracle Java (JRE) is NO LONGER A REQUIREMENT. However, if it is already installed please ensure it is updated to the latest version

Signing In

• Open the Internet Explorer web browser (recommended) or Mozilla Firefox ESR and go to the LBL mydesktop web page:

http://mydesktop.lewisham.gov.uk

NB: Windows 10 users please see Appendix A (Page 14) for information on how to use Internet Explorer

Desktop 😧	How to Setup Remote Desktop
۲ شن	Logen Hagener Accessibility A-2 of sources Adda
Levisitam Welcome to the Levisitam Secure Remote Access Service Unos Pulse Secure Access Service Userune Secondary password Secondary password Sign h	Constraint My work (See Way of & Council Die kontilie Im my weie Out looselend Tind is on a map Memer & Admet Zas Mät Accessibility Tind is a statistical Image and accessibility Image and accessibility Terms and contained Coolesies Image and accessibility Image and accessibility Image and accessibility Terms and contained on an ender Coolesies Image and accessibility Image and accessibility Terms and contained on a map Coolesies Image and accessibility Image and accessibility Terms and contained on a map Coolesies Image and accessibility Image and accessibility Terms and contained on a map Coolesies Coolesies Image and accessibility Terms and contained on a map Coolesies Coolesies Image and accessibility Terms and contained on accessibility Coolesies Coolesies Image and accessibility Terms and contained on accessibility Coolesies Coolesies Image and accessibility Terms and contained on accessibility Coole on accessibility (terms and terms accessibility (terms acces
Helpdesk O	Password Manager 💡
CHORNBILL Ny Services Profile Log Cut	Password Manager English @ E 257Name
IT Servicedesk Portal Lighte und jugdet und by scover request	Enter Your User Name Enter your user name fiest Select location: Please select from the list below V

• Click once on the first window (outlined in red above)

NB: Please note the other available windows on this page i.e. Webpage for the Official Servicedesk Documentation, Webpage for remotely raising a Servicedesk Call and also a webpage if you have forgotten and want to reset your Lewisham Network Password

Pre Sign-In Notification	
By using this system, you agree to the following:	
with council policy, including the Access to Information policy. Personal or sensitive data must not be removed fro 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.	ı m
Proceed Decline	

Proceed



Enter the following information

Username: As do in the office: lastname immediately followed by the 1st initial of first name e.g. the username of user Joe Blogs will be bloggsj (Some LBL users have a username that follows the format: 1stname.lastname)

(IMPORTANT: - DO NOT enter your LBL email address

Password: Your current LBL network password

Secondary	Enter the randomly generated 6 digit number from the
Password:	Google Authenticator app configured at LBL

• Sign in

First time logon installations

Installing Juniper / Secure Access Manager

After entering your LBL Credentials for the first time and depending on how your PC is configured you should be the following screens

This website wants to install the following add-on: 'JuniperSetupClient.cab' from 'Juni	iper Networks, Inc.'. What's the risk? Install 🗙
User Account Control × Do you want to allow this app to make changes to your device?	Internet Explorer Security × A website wants to open web content using this program on your computer
[1]JuniperSetupClient[1].cab Verified publisher: Pulse Secure, LLC File origin: Downloaded from the Internet Show more details Yes No	This program will open outside of Protected mode. Internet Explorer's Protected mode helps protect your computer. If you do not trust this website, do not open this program. Name: JuniperExt.exe Publisher: Pulse Secure, LLC Do not show me the warning for this program again Allow Don't allow
User Account Control × Do you want to allow this app to make changes to your device? • Image: User Setup Client OCX64.exe • Verified publisher: Juniper Networks, Inc. • File origin: Hard drive on this computer • Show more details • Yes No	Setup Control - Warning × Do you want to download, install, and/or execute software from the following server? Product Name: Host Checker Software Name: dsHostCheckerSetup.exe Server Name: desktop.brent.gov.uk Aways Yes No
User Account Control × Do you want to allow this app to make changes to your device? • Image: admin_x86_Microsoft.VC80.CRTR_8.0.50727.7 • 62.exe • Verified publisher: Juniper Networks, Inc. • File origin: Hard drive on this computer • Show more details • Yes No	User Account Control X Do you want to allow this app to make changes to your device? Image: admin_x86_Microsoft.VC80.CRTP_8.0.50727.7 62.exe Verified publisher: Juniper Networks, Inc. File origin: Hard drive on this computer Show more details Yes No



If you have Java (JRE) installed on your computer you may additionally see the following screens

×	Setup Control - Warning ×
Do you want to run this application?	
Kame: Juniper Setup Applet Publisher: Juniper Networks, Inc. Location: https://desktop.brent.gov.uk This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the location and publisher above. Do not show this again for apps from the publisher and location above Image: More Information	Do you want to download, install, and/or execute software from the following server? Product Name: Secure Application Manager Software Name: samsetupnt.exe Server Name: desktop.brent.gov.uk

Seci	urity Warning	
n.	Allow access to the following application from this web site?	
	Web Site: https://desktop.brent.gov.uk	
	Application: UNKNOWN Publisher: UNKNOWN	
	This web site is requesting access and control of the Java application shown above. Allow access only if you trust the web site and know that the application is intended to run on this site.	
	Do not show this again for this app and web site. Allow Do Not Allow	
IJ	More information	

Installing vWorkspace

After the initial installation process has completed you should see a screen similar to that following



• Lewisham Thin Client Software Installer



• OK

Lewisham		11:42:	21
	Applications	Downloads	
Click on the icon of the application that you wish to start.		Icons 🗸	
LBL RDSH			
Desktop			

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



• Click ONCE on Windows Client

Do you want to run or save vasclient32.exe (37.2 MB) from desktop.brent.gov.uk?		Save Cancel ×
• Run		







Yes (to restart your computer) •

•

Accessing the LBL Network on subsequent occasions

Open the Internet Explorer web browser and go to the LBL mydesktop web page:

http://mydesktop.lewisham.gov.uk

Note: Windows 10 users please see Appendix A on page 14 for information on how to access Internet Explorer 11

Click once on the first window

Welcome to the Junos Puls	he Lewisham Secure I Se Secure Access	Remote Access Service S Service
Username Password	bloggsj	Please sign in to begin your secure session.
Secondary password	••••	
	Sign In	

Enter the following information

Username:	As do in the office	e.g. the username of user Joe
	Blogs will be bloggs	j
	(Some LBL users hav 1stname.lastname)	e a username that follows the format:
(IMPORTANT:	- DO NOT enter your	LBL email address

Password:	Google Authenticator app configured at LBL
Secondary	Enter the randomly generated 6 digit number from the
Password:	Your current LBL network password

• Sign in



Depending on how you exited the LBL Remote Desktop service previously you MAY see the above screen. If this is the case select:

• Continue the session



• Yes

Welcome to the Junos Pulse Secure Access Service, regenee	
Web Bookmarks	
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	
🐴 Windows Secure Application Manager	

• Lewisham Client Desktop



• Click ONCE on the LBL RDSH Desktop icon (or the one you normally use to access your Lewisham Desktop in the office)

Connecting to Starting LBL RDSH Desktop	
	Cancel



Logging Off the LBL 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 Internet Explorer web browser once on the Sign Out icons in the right hand corner



APPENDIX A: Windows 10 Users

Microsoft has removed ActiveX & Java support from the default Windows 10 **Microsoft Edge** web browser. Consequently, the required software needed for secure remote access CANNOT be launched or installed from within this browser.

The WORKAROUND is to use Internet Explorer 11 which, although "hidden away," is still installed

Internet Explorer 11 can be accessed in either the following 2 ways.

(i) From within the Microsoft Edge Browser

• Launch Microsoft Edge and go to the LBL mydesktop web page:

http://mydesktop.lewisham.gov.uk



- 1. Select the More Actions icon
- 2. Open with Internet Explorer from the menu that will appear

The LBL mydesktop web page will now open in Internet Explorer 11

(ii) Creating an Internet Explorer shortcut on your desktop

- Select the Windows icon in the bottom left corner of your PC screen
- Select File Explorer from the menu that appears
- Move to the following location

C:\Program Files (x86)\Internet Explorer

(If you have the 32-bit version of Windows this will be C:\Program Files\Internet Explorer)

Quick access	Name	Dat	e modified	Туре	Size
늘 Desktop 🛛 🖈	📕 en-GB	30/	10/2015 1	File folder	
Downloads 🛛 🖈	📕 en-US	30/	10/2015 1	File folder	
🖹 Documents 🛛 🖈	📕 images	30/	10/2015 0	File folder	
Pictures *	SIGNUP	26/	04/2016 0	File folder	
🖪 Videos 🔹 🖈	ExtExport.exe	30/	10/2015 0	Application	26 KB
	🗟 hmmapi.dll	30/	10/2015 0	Application ex	50 KB
	ie9props.propdesc	30/	10/2015 0	PROPDESC File	3 KB
	🥭 ieinstal.exe	23/	04/2016 0	Application	465 KB
Temp	<i>i</i> elowutil.exe	30/	10/2015 0	Application	217 KB
True Detective -	IEShims.dll	30/	10/2015 0	Application ex	316 KB
OneDrive	🥔 iexplore.exe	Open			802 KB
This DC	🗟 sqmapi.dll	🗣 Run as admi	nistrator		215 KB
inis re		Pin to Start			
🗋 (M:)		7-Zip		>	
Network		CRC SHA		Ś	
		Scan with W	indows Defe	í	
Homegroup		Pin to taskh	ar		
		Pasters pro			
		Restore prev	ious versions	·	
		Send to		>	
		Cut			
		Conv			
		copy	_		
		Create short	cut		
		💎 Delete			

- Click once on the file **iexplore** with the RIGHT mouse button
- From the menu that will appear click once on **Create shortcut** with the LEFT mouse button



Yes



 You can now use the above desktop icon to access the LBL mydesktop web page

APPENDIX B: Known Windows Problems

Problem 1 : When click on the LBL RDSH Desktop icon nothing happens or Windows attempts to open Word, Internet Explorer, Remote Desktop or another programme

Reason 1

The latest vWorkspace Windows Client is not installed

Solution 1

Re-install the vWorkspace Windows Client (See Pages 7-9 above)

Reason 2

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

Solution 2

Re-Associate *.pit files with the vWorkspace Windows Client

- Via Windows File Explorer open your Downloads folder. There should be a file similar to LBL-RDSH-0123456789.pit (depending on your PC setup you MAY just see a file that is named say LBL-RDSH-0123456789.pit without the pit extension)
- Click once on the latest LBL****.pit file with the RIGHT mouse button

Windows 10

- From the short menu that appears select **Open With**
- Select More Apps (Make sure Always use this app to open .pit files is selected)
- Scroll down and then select Look for another app on this PC
- In the Open With window that will appear navigate to C:\Program Files (x86)\Quest Software\vWorkspace Client (If you have the 32-bit version of Windows 10 this will be to C:\Program Files\Quest Software\vWorkspace Client)
- Either double click on the file **pntsc.exe** (or just **pntsc**). **Alternatively:**
- Click once **pntsc.exe** (or just **pntsc**)
- OK

Windows 7

- Click once on the file latest LBL****.pit with the RIGHT mouse button
- From the short menu that appears select **Open With...** (If don't see the open With... option double-click on the pit file and then "Select a program from a list of installed programs" and then OK
- Make sure Always use the selected programs to open this kind of file is selected
- Browze...
- In the Open With window that will appear navigate to C:\Program Files (x86)\Quest Software\vWorkspace Client (If you have the 32-bit version of Windows 7 this will be to C:\Program Files\Quest Software\vWorkspace Client)
- Either double click on the file pntsc.exe (or just pntsc). Alternatively:

- Click once pntsc.exe (or just pntsc)
- OK

Problem 2: Windows 10 Internet Explorer "stuck" at Loading Components



Workaround

This is a known problem with Windows 10 that, the software manufacturer, Juniper, are seeking to resolve. Currently (October 2015) the known workaround is as follows:

- In Windows 10 open Internet Explorer and go to the LBL mydesktop Desktop web page and then click once on the 1st window:
- DO NOT sign-in
- Select the Alt+T key combination on your keyboard
- From the drop down menu that appears select Internet Options



- 1. Select The **Security** Tab
- 2. Select the **Trusted Sites** Zone
- 3. Select the **Sites** button



Add
 (If the Add this website to the zone: field is empty manually type: https://desktop.brent.gov.uk & then click on Add)

Trusted sites	×
You can add and remove websites from this zor this zone will use the zone's security settings.	ne. All websites in
Add this website to the zone:	
	Add
Websites:	
https://desktop.brent.gov.uk	<u>R</u> emove
Require server verification (https:) for all sites in this	szone
	Close

- Close
- Select the General tab
- Click once on Delete...
- Ensure all the boxes are ticked
- Delete
- Apply
- OK
- Now Sign in on the Remote Desktop site as previously

After a short while



- Yes
- Continue with the logon process as previously

Problem 3: "Remote Desktop can't connect to the remote computer for one of these reasons" message



Reason 1

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

Solution 1

Install/Re-install/Repair the vWorkspace Windows Client (See Pages 7-9 above)

Reason 2

Windows Secure Application Manager (SAM) is not running

Solution 2

• Return to the Welcome to the Junos Pulse secure Access Service Service... screen in Internet Explorer which should still be open

Welcome to the Junos Pulse Secure Access Service,	
Web Bookmarks	_
🛽 Lewisham Client Desktop	P
Lewisham Thin Client Software Installer	P
Files	
You don't have any files bookmarked.	
Terminal Sessions	· · ·
You don't have any terminal sessions.	
Client Application Sessions	
Windows Secure Application Manager	Start

Click once on the Start button next to Windows Secure Application
 Manager

Reason 3

• IF you have Java (JRE) installed on your computer (NOT Compulsory) the version of Java on the computer is out of date and/or not enabled

Solution 3

• To ensure the latest Java (JRE) is installed go to the following webpage

www.java/com/verify

- To ensure Java (JRE) is enabled launch the Java (32 bit) icon in the Windows Control Panel
- Select the Security Tab
- Enable Java content in the browser

🖆 Java Con <u>trol Pane</u> l 📃 🗖 🗖
General Java Security Advanced
☑ Enable Java content in the browser
Security level for applications not on the Exception 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 promots.
Edit Site List
Restore Security Prompts
OK Cancel Apply

APPENDIX C: 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 Remote Desktop access. The latest **English (British) 32-bit version** Firefox ESR can be obtained from:

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

Once Firefox ESR is installed, Oracle Java becomes a requirement. (Please see page 20 for the Java download page).

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

	· · · · · · · · · · · · · · · · · · ·
Allow https://desktop.brent.gov.uk to run "Java"?	Continue <u>B</u> locking <u>A</u> llow ×
	-
Allow https://desktop.brent. Learn More	<i>gov.uk</i> to run "Java"?
Allow <u>N</u> ow	Allow and <u>R</u> emember
	Security Warning
× Do you want to run this application?	Allow access to the following application from this web site?
Name: Pulse Secure Setup Applet	Web Site: https://desktop.brent.gov.uk
Publisher: Pulse Secure, LLC Location: https://desktop.brent.gov.uk	Application: Pulse Secure Setup Applet Publisher: Pulse Secure, LLC
This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the location and publisher above.	This web site is requesting access and control of the Java application shown above. Allow access only if you trust the web site and know that the application is intended to run on this site.
More Information Cancel	Do not show this again for this app and web site. Allow Do Not Allow More information

		Opening LBB+RDSH+DesktopI30jpgjvhcwmo5kq4yrb1hkl.pit X
samproxy	X The system settings have been changed for Windows Secure Application Manager to interoperate with other TDI drivers installed on this system. It's recommended you reboot your computer to reload the new driver configuration. Close all applications to avoid loss of data and click OK to reboot your computer. (sam.windows.app.24070)	You have chosen to open: which is: pit File (3.9 kB) from: https://desktop.brent.gov.uk What should Firefox do with this file? Open with Browse Save File
	OK Cancel	OK Cancel
		The pit File
Opening LBB+RDSH+Desktopl30jpgjvho		and this item to:
	You have chosen to open:	Subtitle Edit
	from: https://desktop.brent.gov.uk	μTorrent
	What should Firefox do with this file? Open with Browse	LC media player
	 Save File Do this <u>a</u>utomatically for files like 	Microsoft Word
		Vindows Media Player
		Browse OK Cancel

- Navigate to C:\Program Files (x86)\Quest Software\vWorkspace Client (If you have the 32-bit version of Windows this will be to C:\Program Files\Quest Software\vWorkspace Client)
 - Either double click on the file **pntsc.exe** (or just **pntsc**). Alternatively:
 - Click once pntsc.exe (or just pntsc) & then OK

Opening LBB+RDSH+Desktopl30jpgjvhcwmo5kq4yrb1hkl.pit			
You have chosen to open:			
which is: pit File (3.9 kB)			
from: https://desktop.brent.gov.uk			
What should Firefox do with this file?			
Open with vWorkspace connector for Windows			
○ Save File			
Do this <u>a</u> utomatically for files like this from now on.			
OK Cancel			