



Remote Access to the Lewisham Network



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

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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

Software

- 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

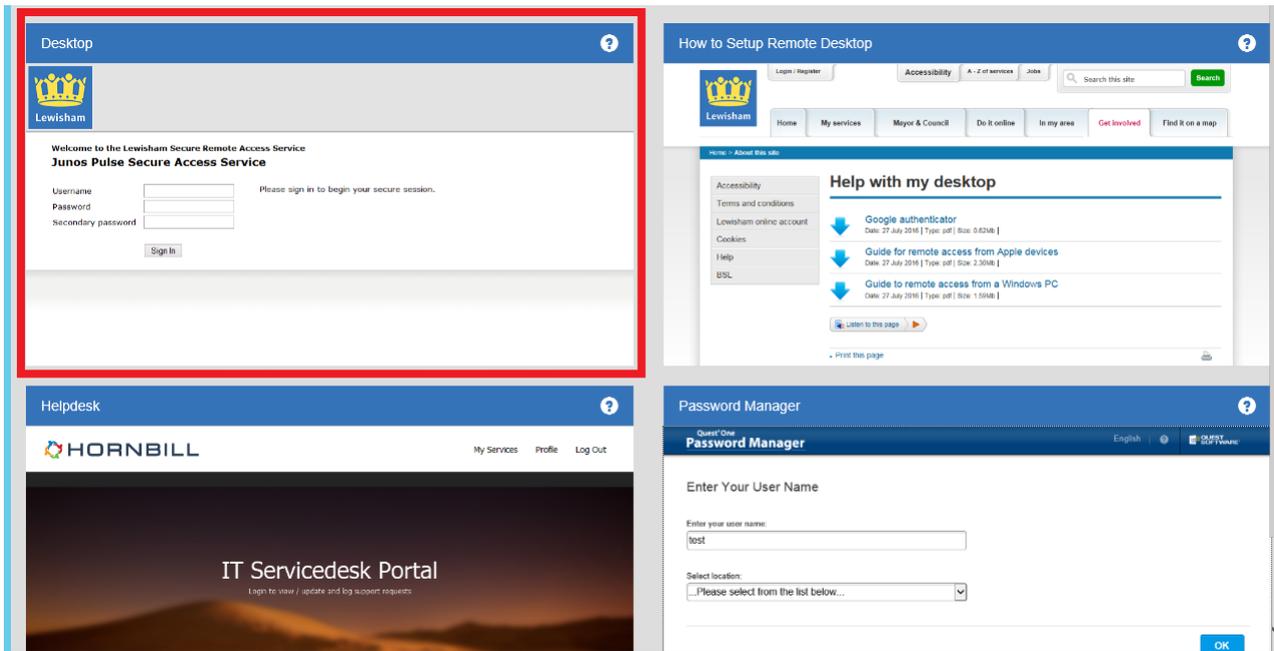
Oracle Java (JRE) is NO LONGER A REQUIREMENT. However, if it is already installed please ensure it is updated to the latest version

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



- 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:

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**

Welcome to the Lewisham Secure Remote Access Service
Junos Pulse Secure Access Service

Username Please sign in to begin your secure session.

Password

Secondary password

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

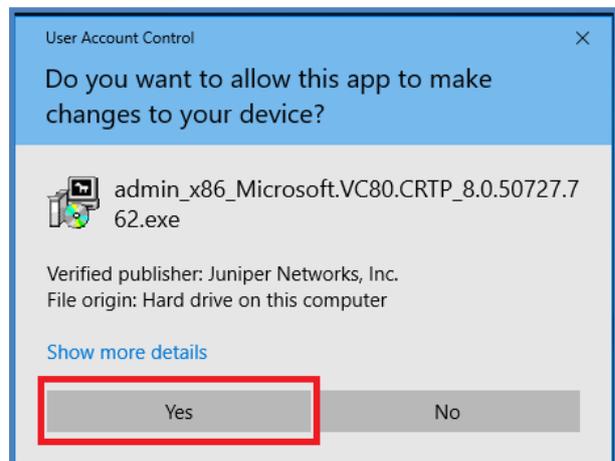
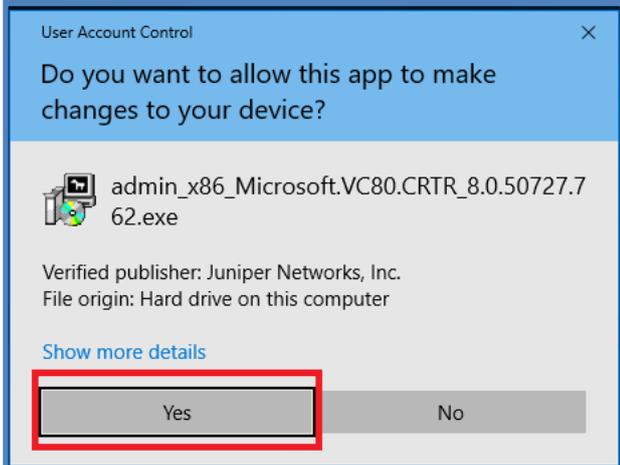
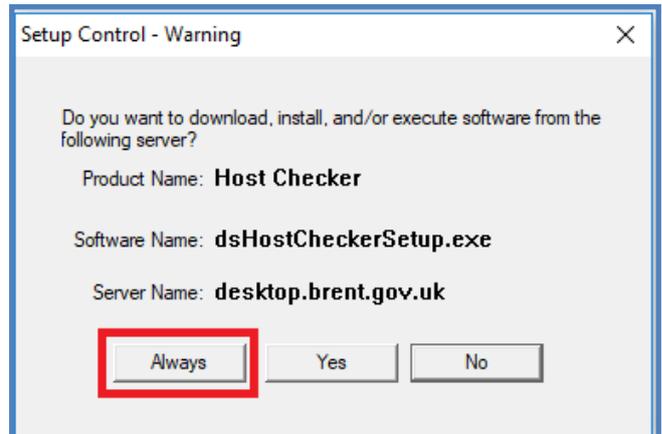
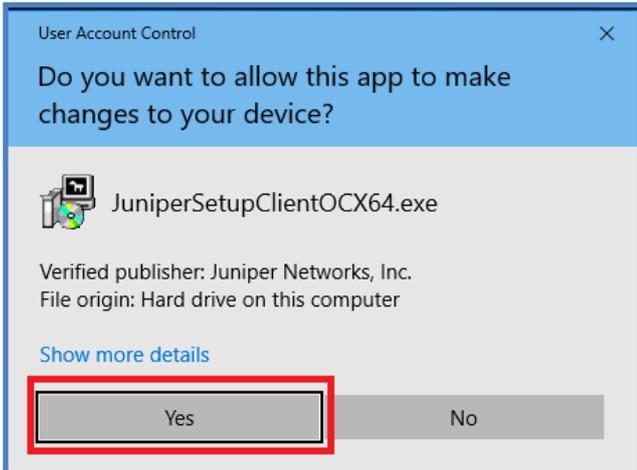
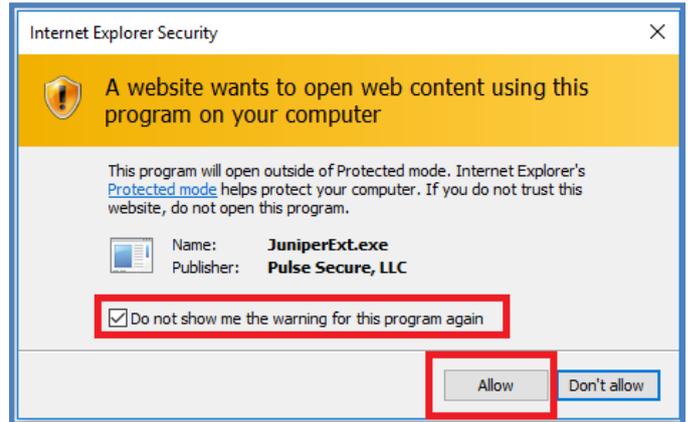
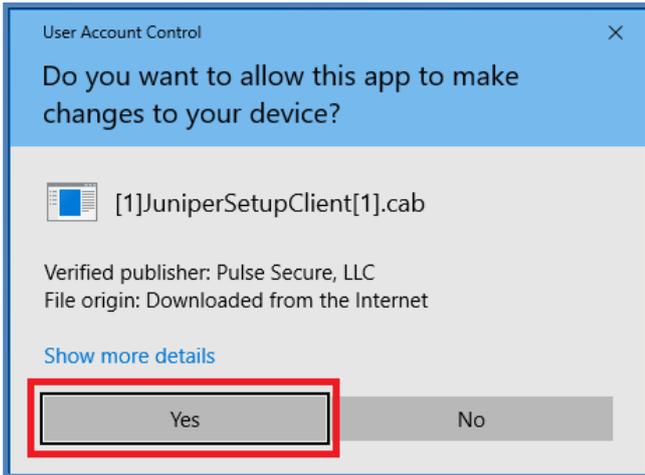
Secondary Password: Enter the randomly generated 6 digit number from the **Google Authenticator** app configured at LBL

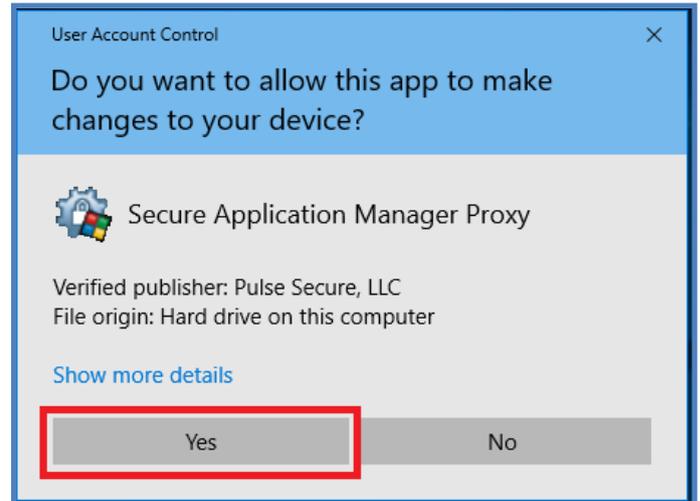
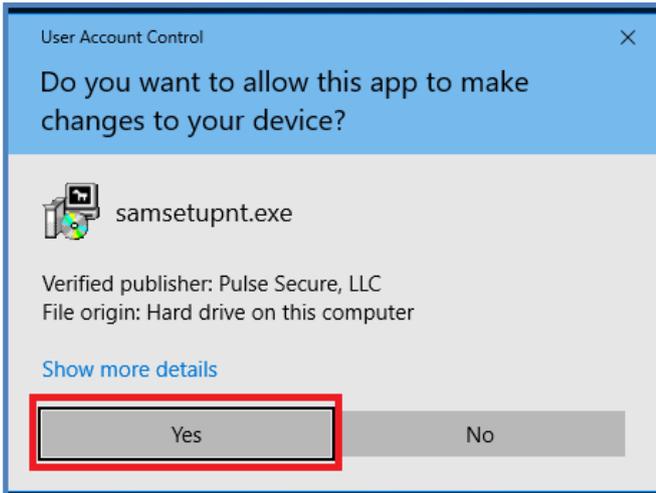
- **Sign in**

First time logon installations

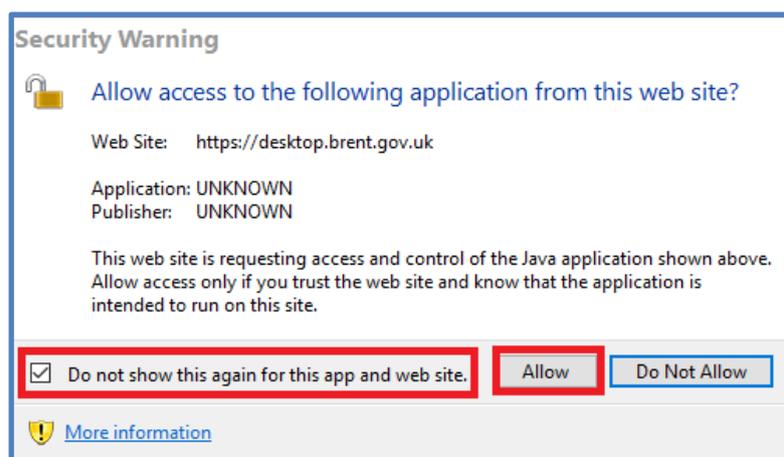
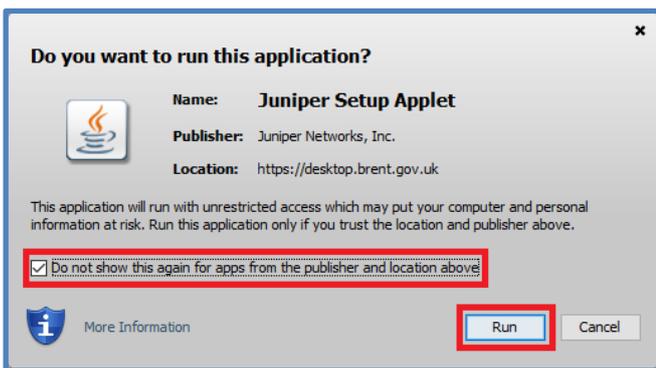
Installing Juniper / Secure Access Manager

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



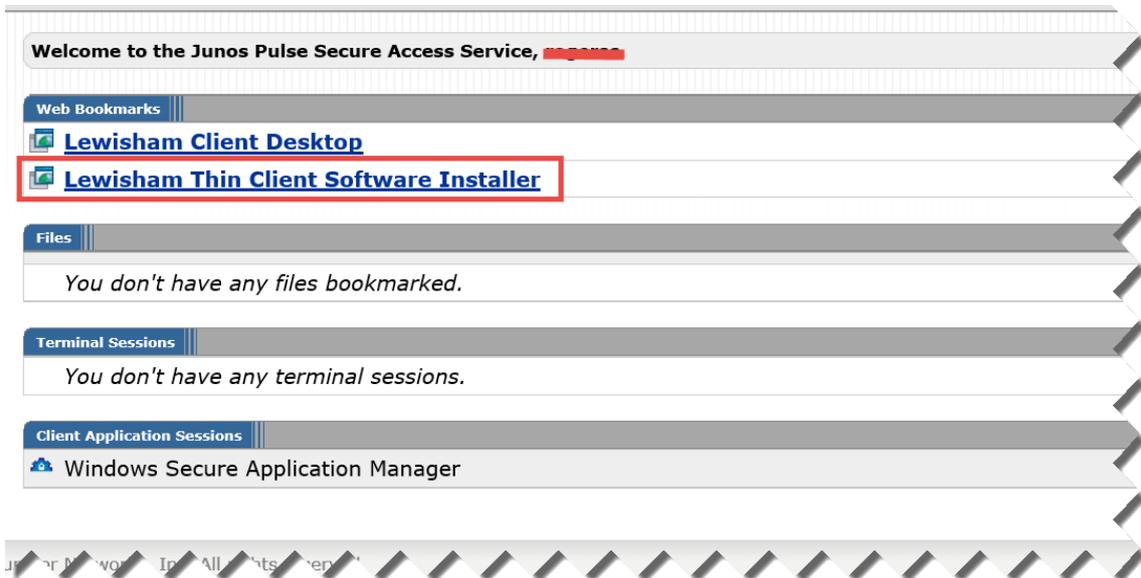


If you have Java (JRE) installed on your computer you may additionally see the following screens

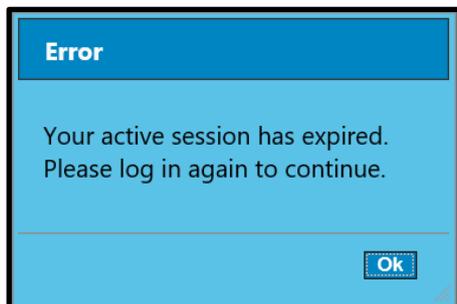


Installing vWorkspace

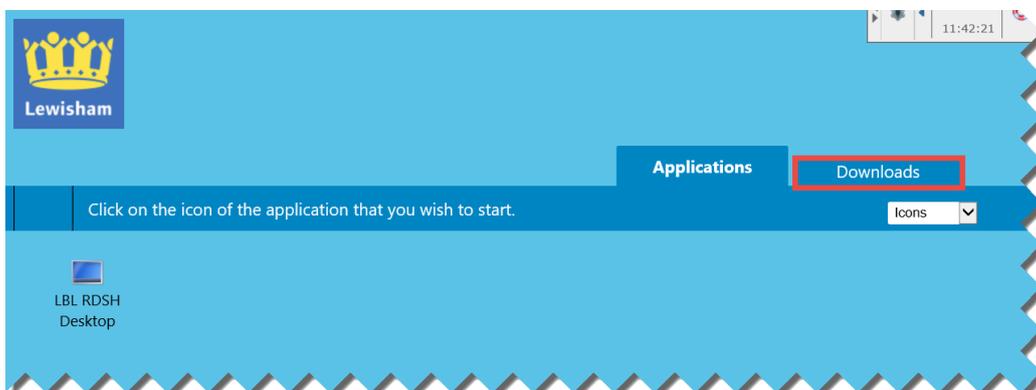
After the initial installation process has completed you should see a screen similar to that following



- **Lewisham Thin Client Software Installer**



- **OK**



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

Applications Downloads

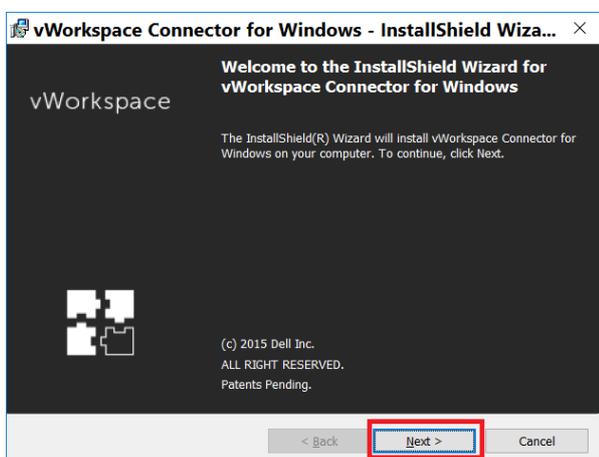
downloads listed below are available in addition to the vWorkspace Connector downloads.

- Windows Client
- MAC Client

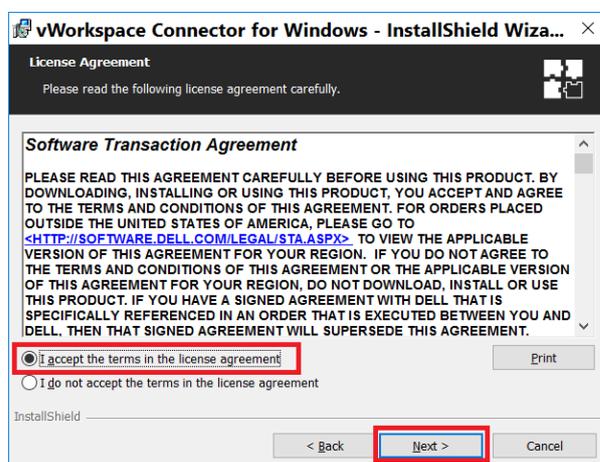
- Click ONCE on **Windows Client**



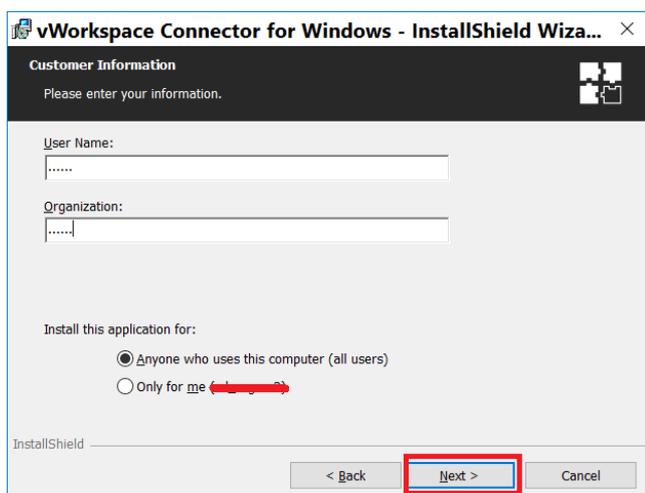
- **Run**



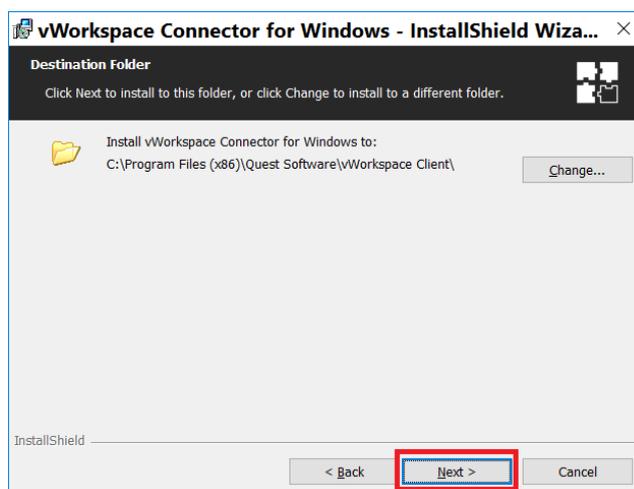
- **Next**



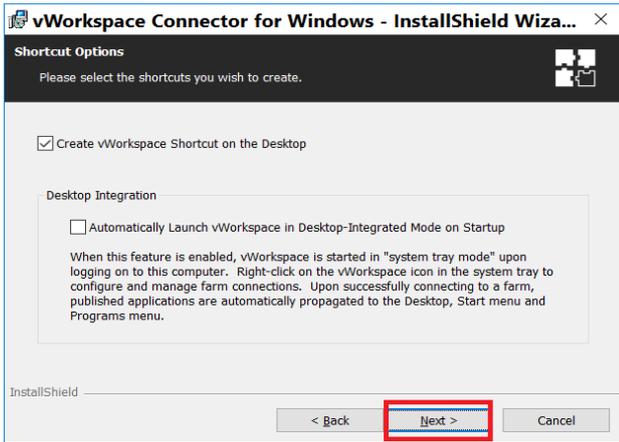
- **I accept the terms...**
- **Next**



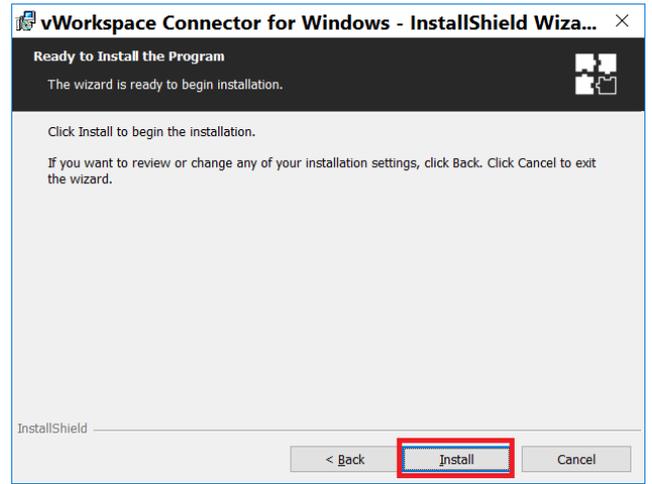
- **Next**



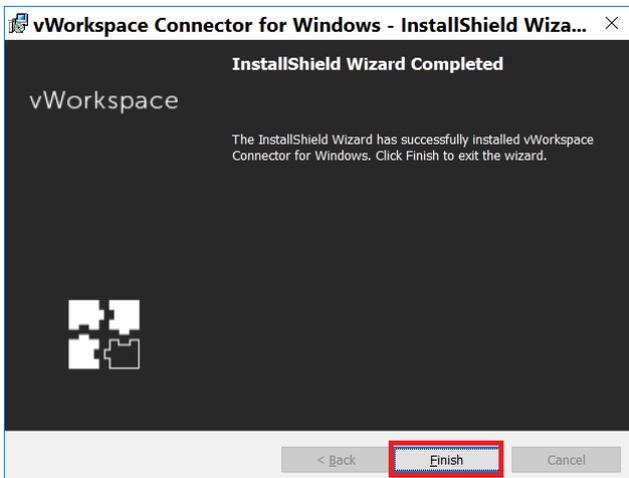
- **Next**



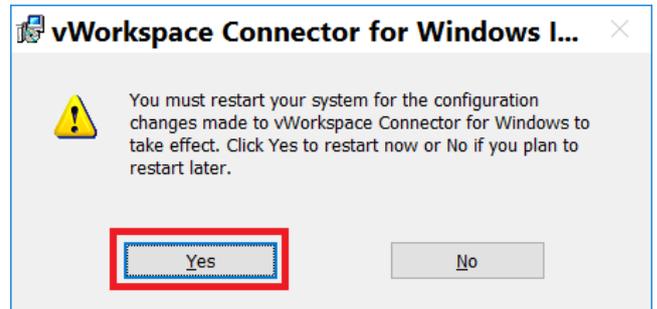
- Next



- Install



- Finish



- 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

Enter the following information

Username: As do in the office 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)

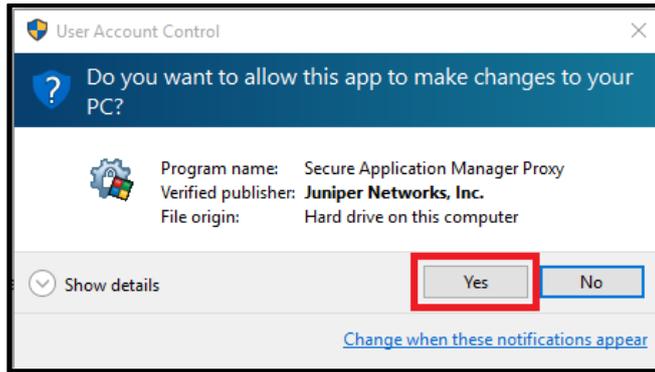
Password: Your current LBL network password

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

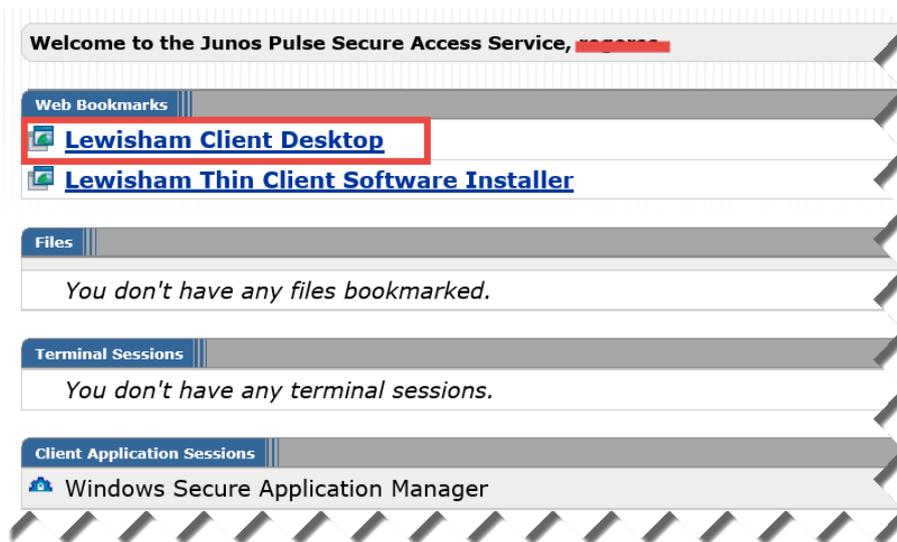
- **Sign in**

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

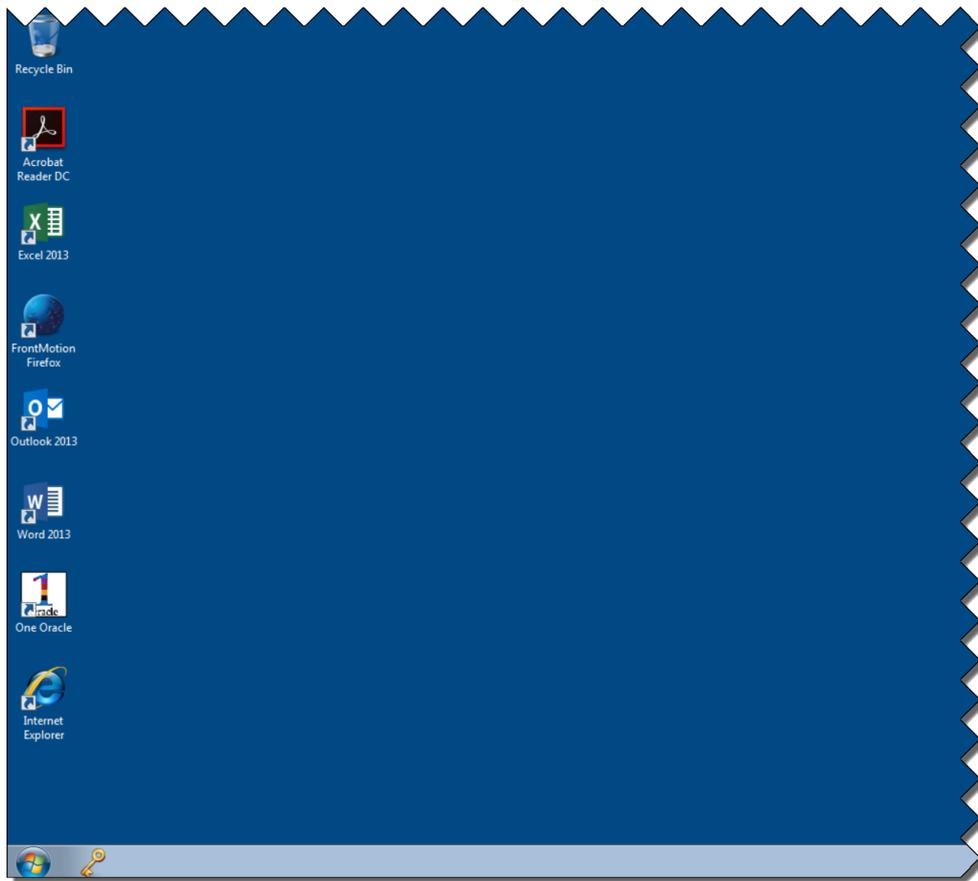


- Lewisham Client Desktop



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



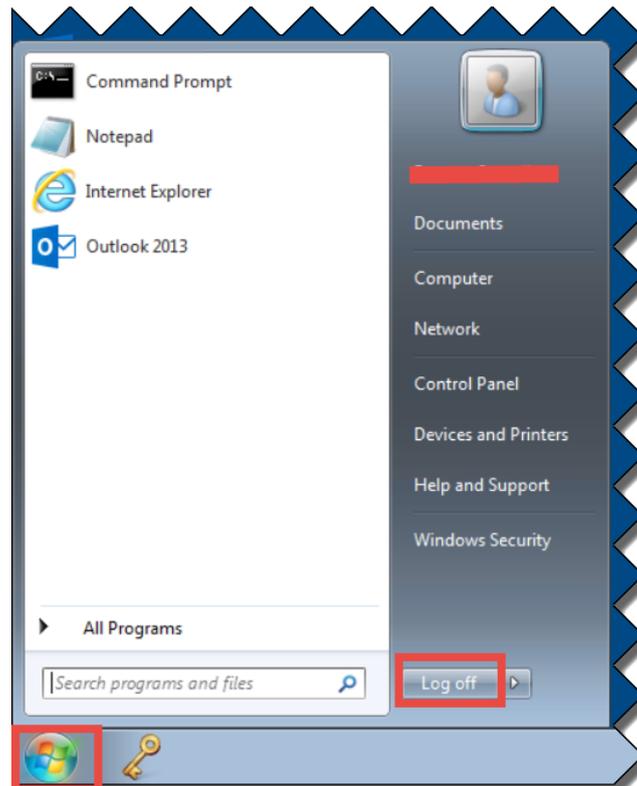


Logging Off the LBL Network

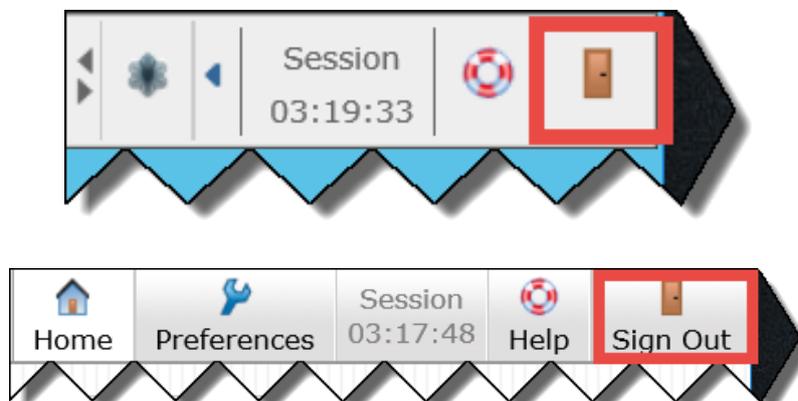
When you have finished your work on the LBL network the procedure for logging off is exactly the same as that in the office

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.

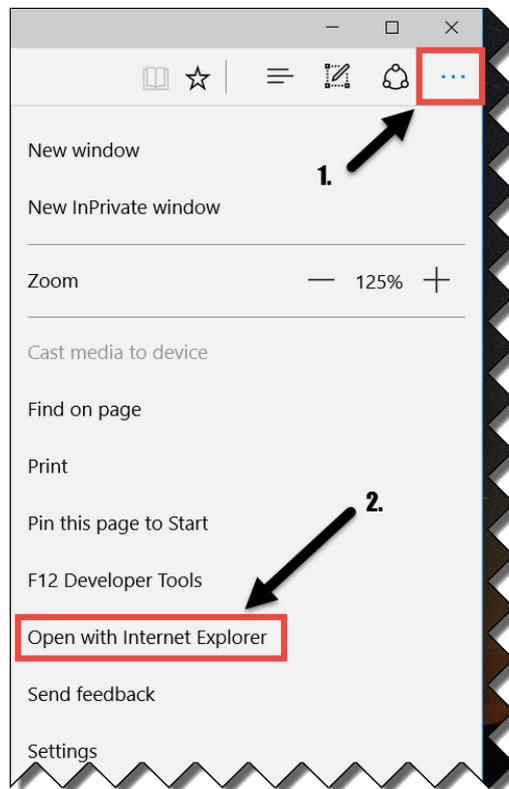
The WORKAROUND is to use Internet Explorer 11 which, although “hidden away,” is still installed

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

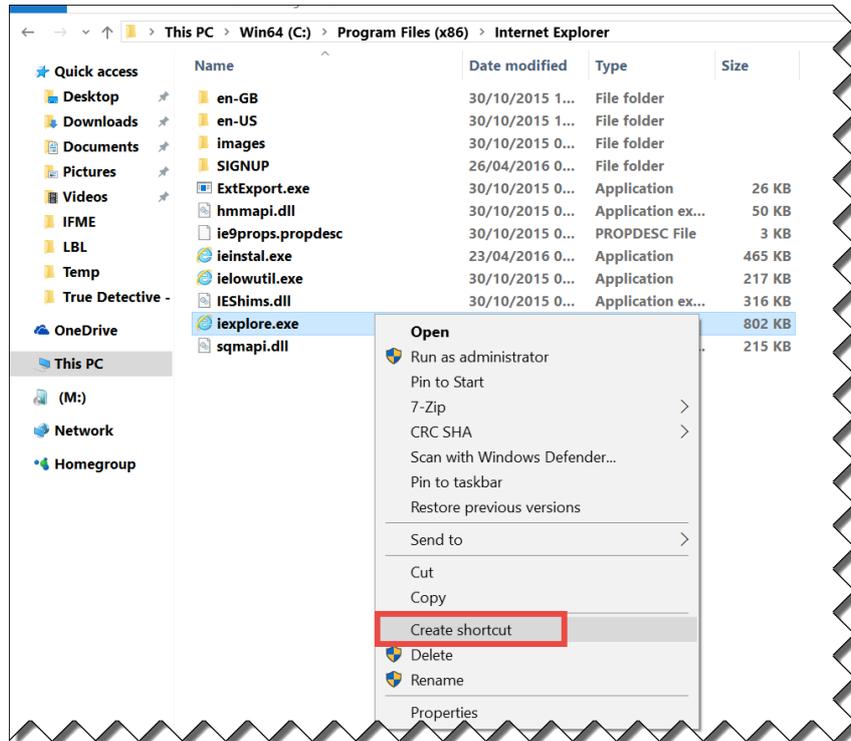
The LBL mydesktop web page will now open in Internet Explorer 11

(ii) Creating an Internet Explorer shortcut on your desktop

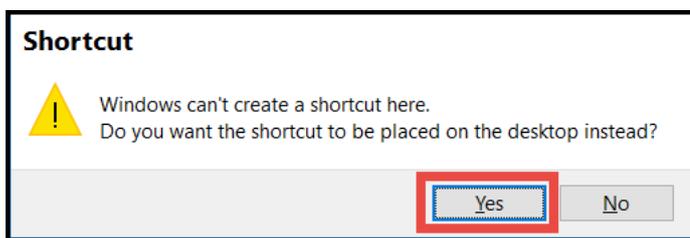
- Select the Windows icon in the bottom left corner of your PC screen
- Select **File Explorer** from the menu that appears
- Move to the following location

C:\Program Files (x86)\Internet Explorer

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



- 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 **pnstsc.exe** (or just **pnstsc**). **Alternatively:**
- Click once **pnstsc.exe** (or just **pnstsc**)
- **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
- **Browse...**
- 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 **pnstsc.exe** (or just **pnstsc**). **Alternatively:**

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

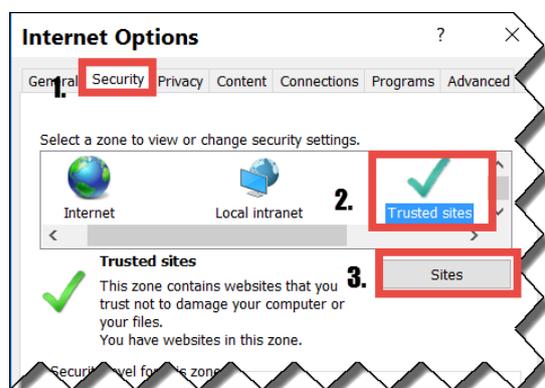
Problem 2: Windows 10 Internet Explorer “stuck” at Loading Components



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:

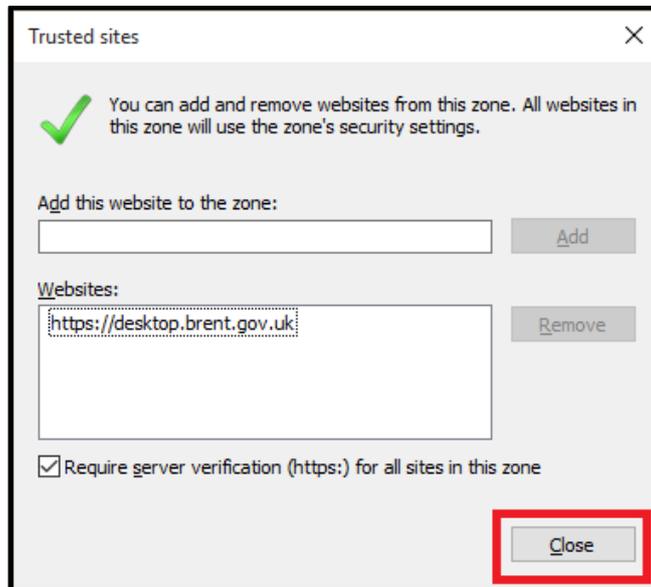
- In Windows 10 open Internet Explorer and go to the LBL mydesktop Desktop web page and then click once on the 1st window:
- **DO NOT** sign-in
- Select the **Alt+T** key combination on your keyboard
- From the drop down menu that appears select **Internet Options**



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

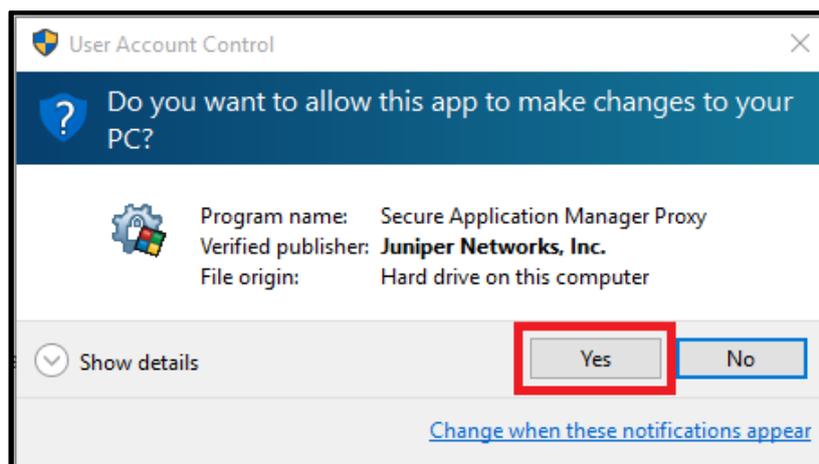


- **Add**
(If the **Add this website to the zone:** field is empty manually type: **https://desktop.brent.gov.uk** & then click on **Add**)



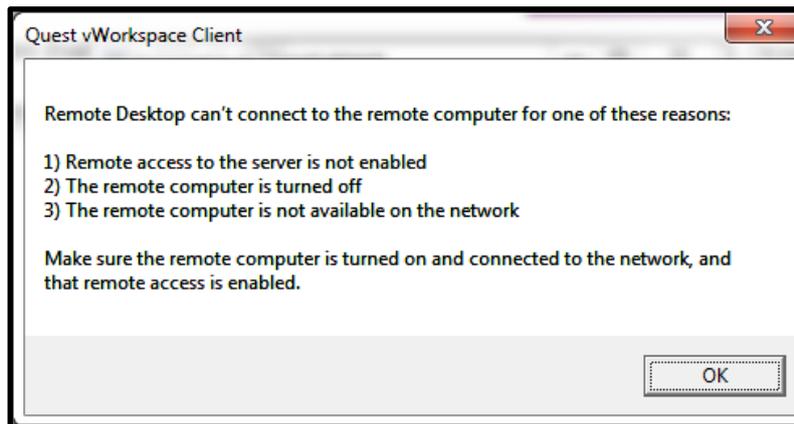
- **Close**
- Select the **General** tab
- **Click once on Delete...**
- **Ensure all the boxes are ticked**
- **Delete**
- **Apply**
- **OK**
- Now **Sign in** on the Remote Desktop site as previously

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

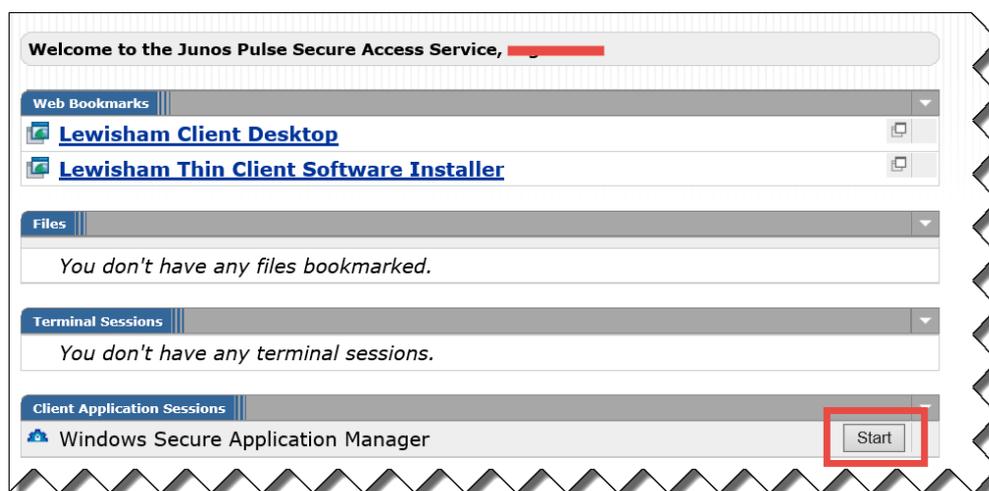
Install/Re-install/Repair the **vWorkspace** Windows Client (See Pages 7-9 above)

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



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

Reason 3

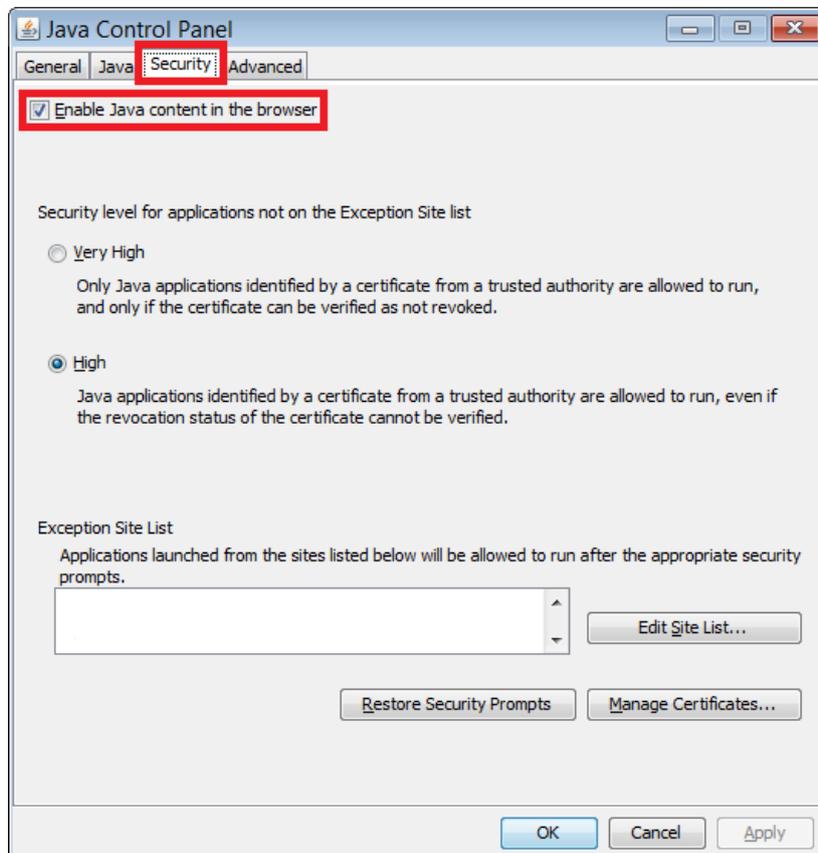
- IF you have Java (JRE) installed on your computer (NOT Compulsory) the version of Java on the computer is out of date and/or not enabled

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**



APPENDIX C: Java and Mozilla Firefox

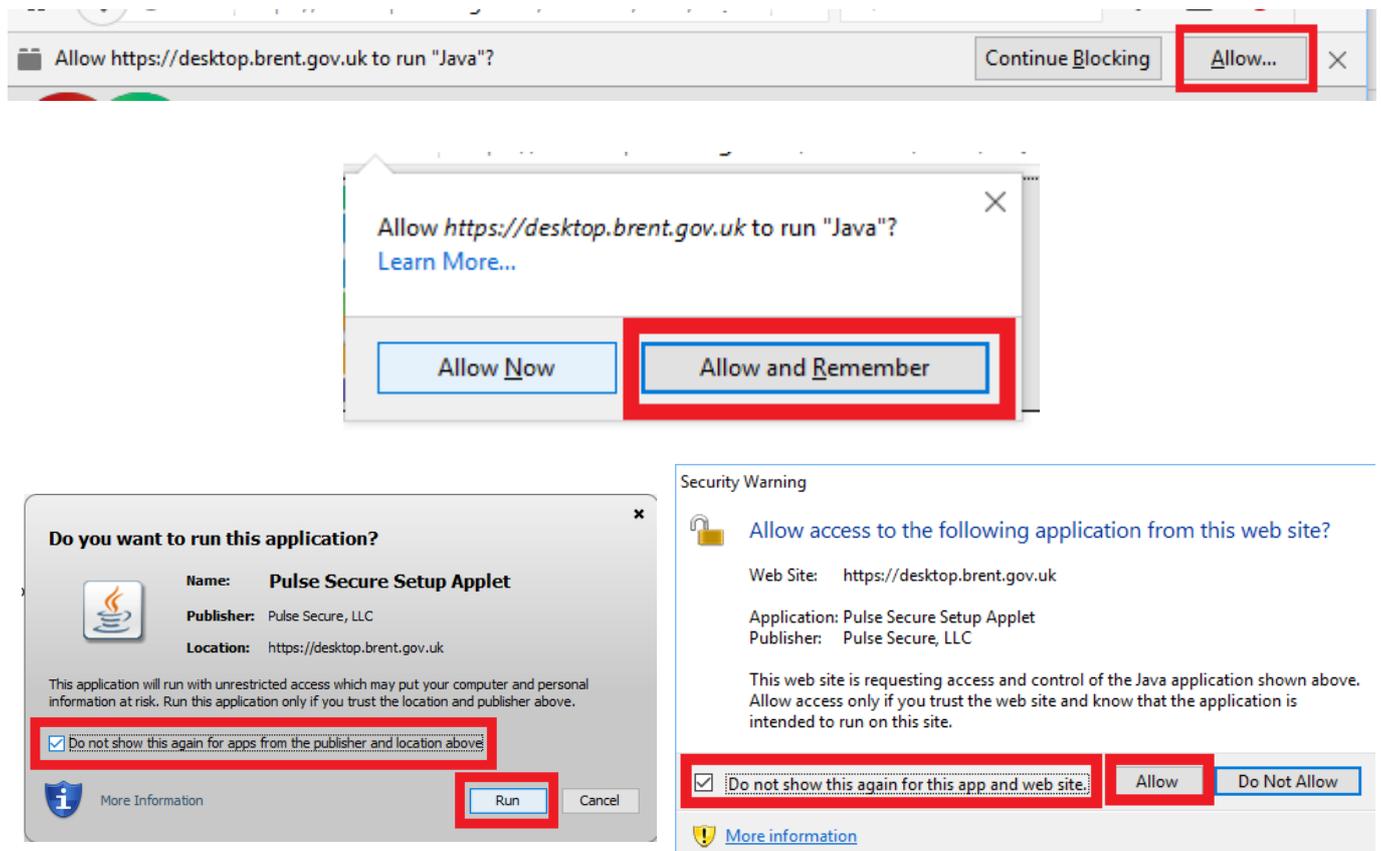
If all else fails and the above solutions/workarounds do not work an option to consider is using Mozilla Firefox

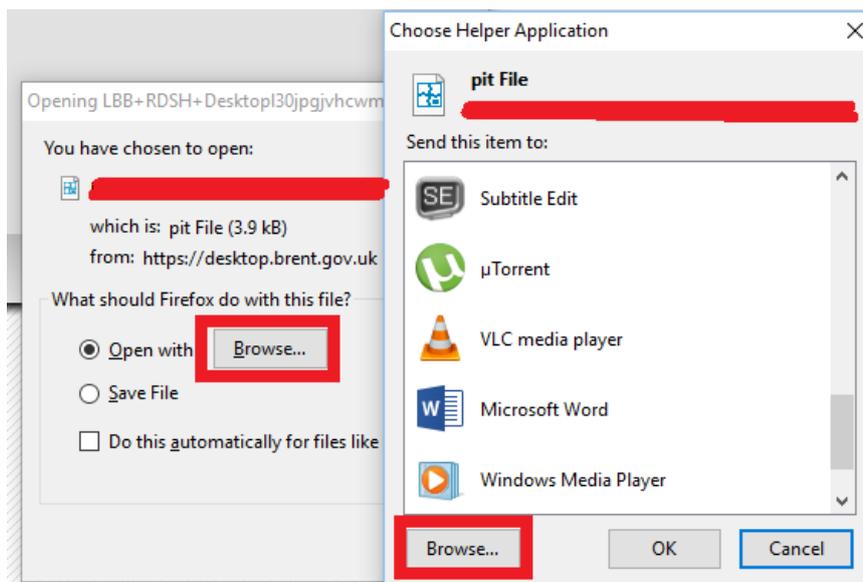
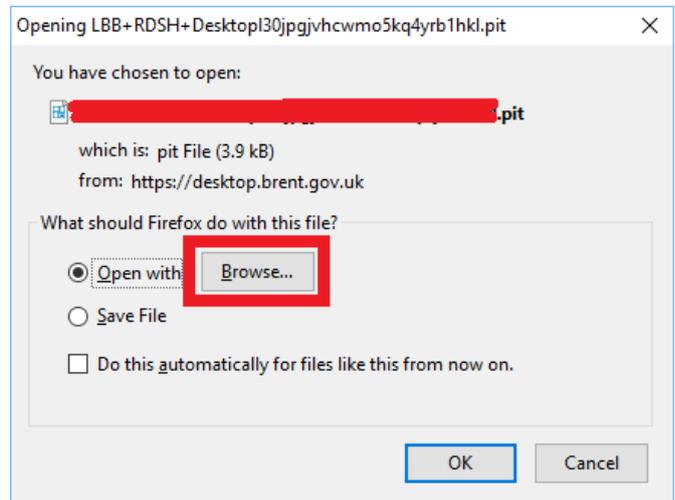
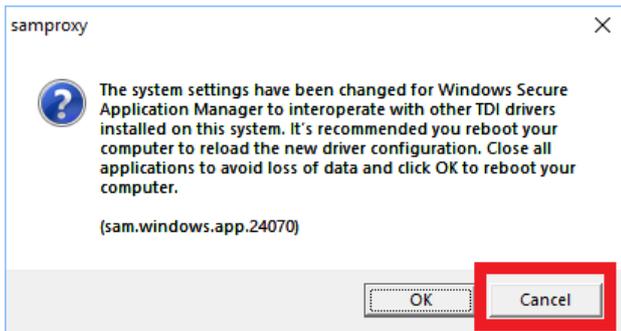
The latest versions of Firefox are NOT compatible with Lewisham Remote Desktop. However, Mozilla have released **Extended Support Release (ESR)** versions of Firefox that, along with an installation of Oracle Java JRE, can enable successful Remote Desktop access. The latest **English (British) 32-bit 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:





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

