

University of
Lethbridge



Faculty of Management

Basic Citrix Manual

Windows Computers and Laptops

Version 1.3

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Technology Services Help Desk

The Faculty of Management – Technology Services department has a help desk service to be the single point of contact (SPOC) for all incidents, service requests and help regarding technology used within the Faculty of Management.

The following methods of requesting assistance are available:

- **Phone:** 403.394.3999 (with voicemail option available)
- **Email:** mngt.help@uleth.ca
- **Walk-in:** M2100

Hours of operation:

- **Hours:** 9:00am – 4:00pm
- **Days:** Monday through Friday, except University holidays
- **Location:** M2100

Please be sure to contact us with any of your technology questions or issues.

Background

Citrix Virtual Environment

The Faculty of Management has created an environment that can be accessed using a Windows computer, an Apple computer, a tablet device (iPad\Android) or smartphone.

This environment allows the user to access University owned software, have printer access, and access personal storage (ie: personal P:\ drive).

Access to printers and personal storage can be used through any of the virtual applications.

The user will also have access to their local hard drive (desktop/laptop) or local USB storage to access or save files.

This environment enables the user to access an anytime, anywhere lab environment.

Wireless Access

Students attending the Lethbridge Campus or Calgary Campus will be required to access the Wireless network in order to connect to the Citrix Virtual Environment while they are at the campus.

Otherwise they will be required to access the VPN (virtual private network) software to gain access from home or any other location with internet access. (see Cisco VPN client section)

Security

Please ensure that the computer or device you are using is secure. Make sure that your Antivirus is up to date and actively scanning your computer.

For a free alternative for AntiVirus please download Avast! <http://www.avast.com/en-ca/index>

Configuring Student@UofL WiFi (Lethbridge\Calgary Students)

Students will be required to access the network wirelessly. In order to gain access to UofL resources you will be required to access the WiFi network "UofL". (Students will be required to access "Student@UofL")

The following instructions will help you set up your wireless access.

1. Open network and sharing center
2. Open manage wireless networks and press add button
3. Manually create a network profile
4. Network name = Student@UofL
5. Security Type = WPA2 Enterprise
6. Encryption type = AES
7. Enable the two check boxes
8. Click next and close
9. Highlight Student@UofL, right click and select properties
10. Open security tab and select settings
11. Uncheck validate server certificate
12. Now select advanced settings.
13. Check specify authentication mode and select user authentication from drop down
14. Click save credentials tab, enter domain credentials and click ok
15. Close out network settings verify you are connected to Student@UofL and have an IP address.

Configuring Student@UofL WiFi (Edmonton Students)

Eduroam user login

A fully qualified user name must be used for the eduroam wireless network login. Please see example below.

ex. john.doe@uleth.ca



UofL Users

It is recommended that UofL users manually configure their wireless devices to connect to UofL eduroam service prior to travelling.

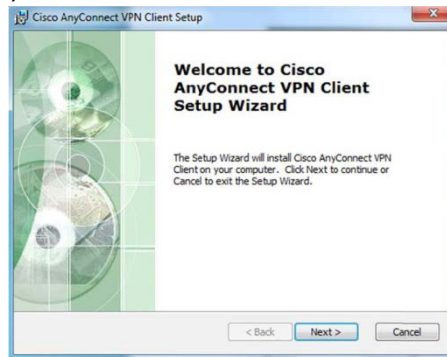
1. SSID = EDUROAM
2. Username must match the "Eduroam user login" example above.
3. Wireless Security Settings
 - WPA2 enterprise with AES
 - PEAP

Cisco VPN Client

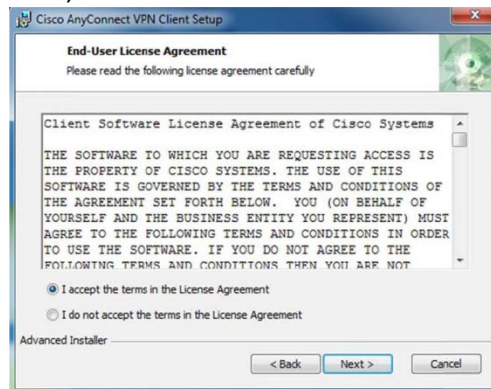
The Cisco VPN Client allows a user to access the UofL network from off campus. This means that from home, hotel, or coffee shop you can remotely access UofL resources. The resources include (but not limited to) personal P:\ drive storage, printing, and the Citrix Virtual Environment. The Cisco VPN Client is not to be used when on campus.

Setup UofL Cisco VPN Client

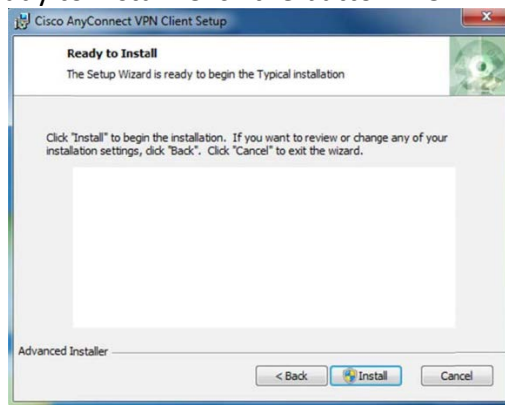
- 1) Open a web browser and go to <http://www.uleth.ca/management/resources>
- 2) Enter your username and password
- 3) Download the VPN Client associated to your Windows operating system.
- 4) Once downloaded, locate the file *anyconnect-win-3.1.05160.msi* and begin the installation.
- 5) The VPN installation begins, click the button NEXT to continue



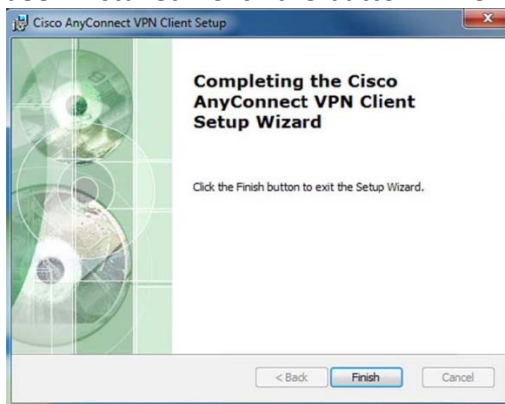
- 6) Accept the license agreement, and then click the button 'NEXT' to continue



7) Now the VPN Client is ready to install. Click the button INSTALL to continue.



8) The VPN Client has now been installed. Click the button FINISH to complete.

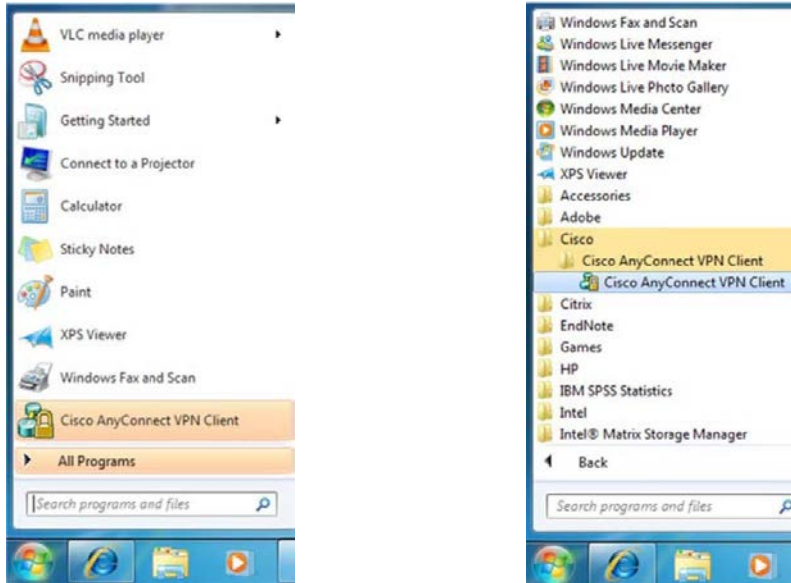


Connecting to the UofL VPN

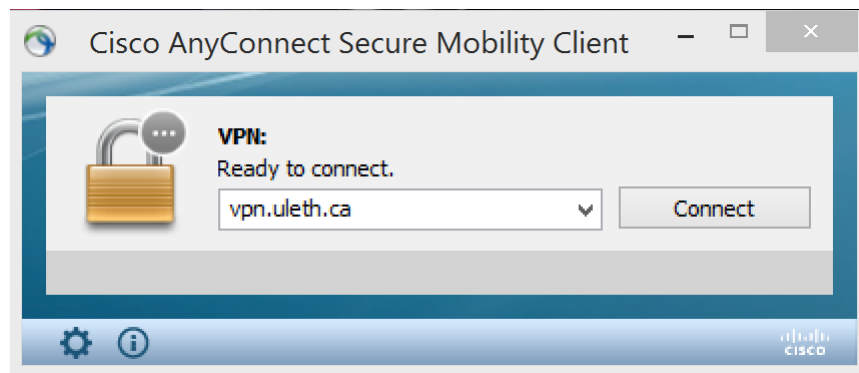
Once the UofL VPN Client has been installed, you will need to run it each time you want to access the UofL resources. *(Please note that this will not work while on campus)*

Windows

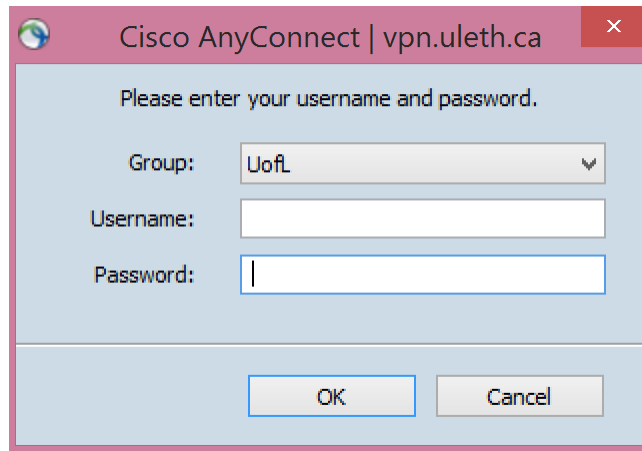
- 1) The UofL VPN Client will either show up in your main Start Menu or appear in the Start Menu full listing.



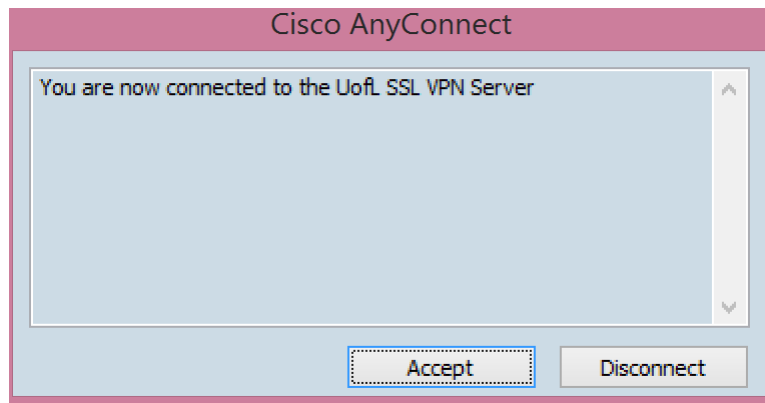
- 2) When you launch the UofL VPN Client you will receive this new window. Insert vpn.uleth.ca into the connect field and press the button 'SELECT'.
***Note: you will only have to do this the first time you run the software. In the future this will be pre-populated for you.*



- 3) Once it connects to the UofL VPN servers, you will then be asked to enter your UofL credentials. These are the same as your UofL email username/password. Please insert these and click the button '**CONNECT**'.



- 4) Once you are connected you will receive the following window. Please click the button '**ACCEPT**' to continue.



- 5) Once you are connected you will see the following icon listed down in your taskbar. The lock symbol indicates that you are connected to the UofL network and are now ready to access the UofL resources you require.

****NOTE:** When you are finished working, please remember to right-click on this icon and disconnect from the UofL network.

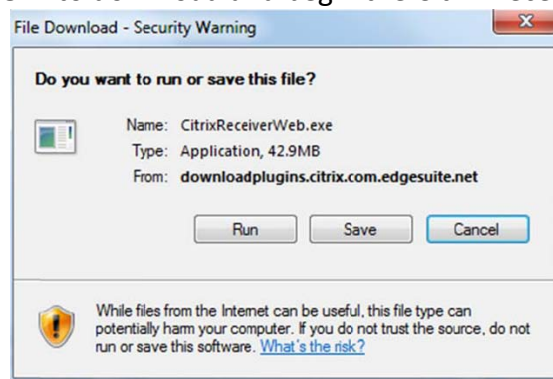


Citrix Virtual Environment

The Citrix Virtual Environment allows a user to run software from the UofL, but will appear to be running local on your device. Before you can access the Citrix Virtual Environment, you will first be required to install the Citrix Receiver. The Citrix Receiver allows you to run\access the programs.

Setup Citrix Receiver (Windows, Mac, Linux)

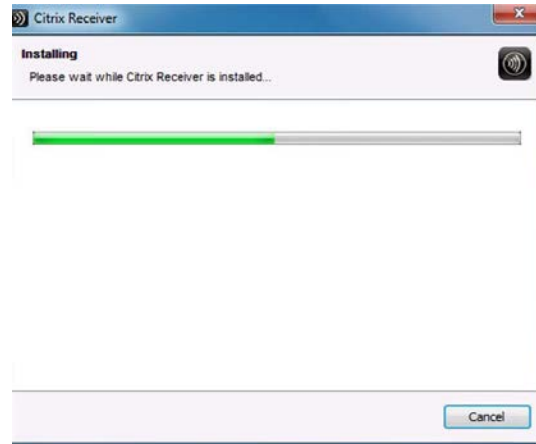
- 1) Open a web browser and go to <http://www.uleth.ca/management/resources>
- 2) Enter your username and password
- 3) Download the Citrix Receiver associated to your Windows operating system
- 4) Once downloaded, locate the file *CitrixReceiver.exe* and begin the installation.
- 5) Click the button '**RUN**' to download and begin the Citrix Receiver installation.



- 6) When the Citrix Receiver installation begins, click the button '**INSTALL**' to continue



- 7) The Citrix Receiver will begin installing. There is nothing to do but sit back and let it install.

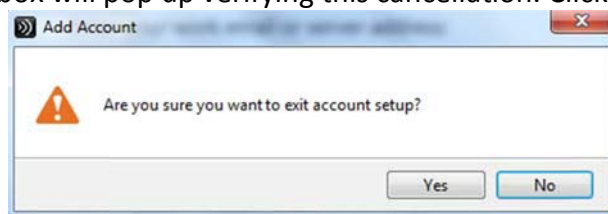


- 8) After the installation completes, the installation screen will simply disappear. It may take up to a minute, but the following screen "might" appear after some background installation has completed.

If this does appear, please click '**CANCEL**' as you do not want to add an account.



- a. Another box will pop up verifying this cancellation. Click the button '**YES**'

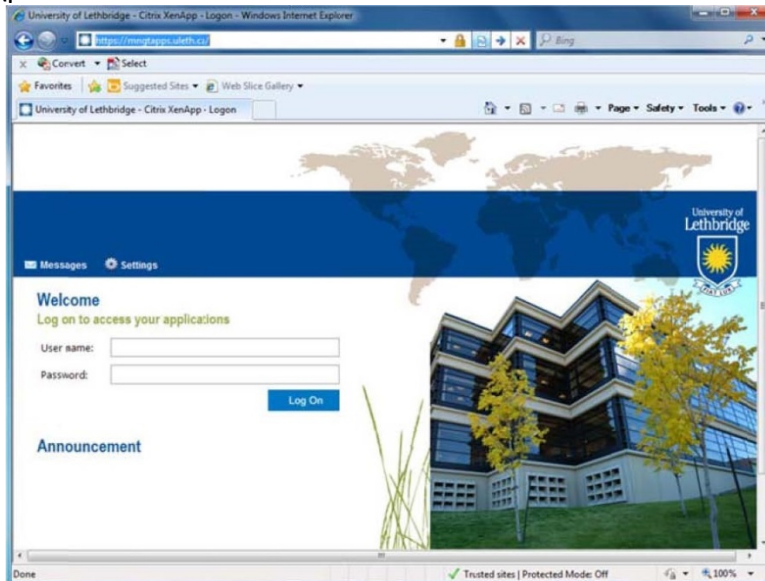


Launching Virtual Environment Applications

Once the Citrix Receiver has been installed, you will have the ability to run the applications within the Citrix Viet dual Environment. (**NOTE: Firefox is typically the preferred app, but it does works well in IE, Chrome, or Safari.)

Windows\Mac\Linux

- 1) Open the web browser to <https://mngtapps.uleth.ca> at the welcome screen you will then be asked to enter your UofL credentials. These are the same as your UofL email username\password. Please insert these and click the button LOG ON.



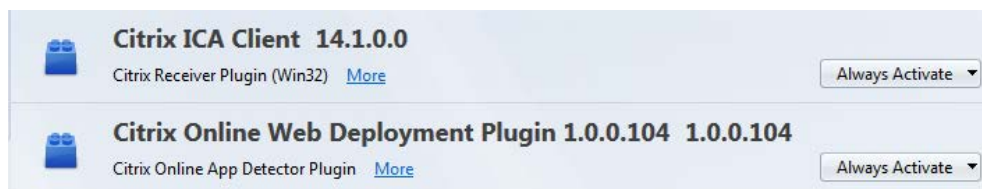
****Browsers - Known Issue** – There is a known issue with some of the web browsers and their recent security updates. The Citrix Receiver add-on is there, but may not be active. When you attempt to launch an application it may appear that nothing is happening.

Firefox – You will need to set the “always activate” option.


- At the top-right of the browser select the menu bar



- Select the ‘Add-On’ option
- Under the Plugins menu option, find these (2) items and set them to ‘**Always Activate**’

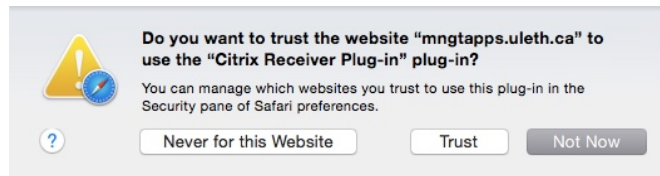


Internet Explorer – Upon usage, it should present a pop-up at the bottom of the browser and allow you to run the Add-on and always run in the future. If this does not happen;

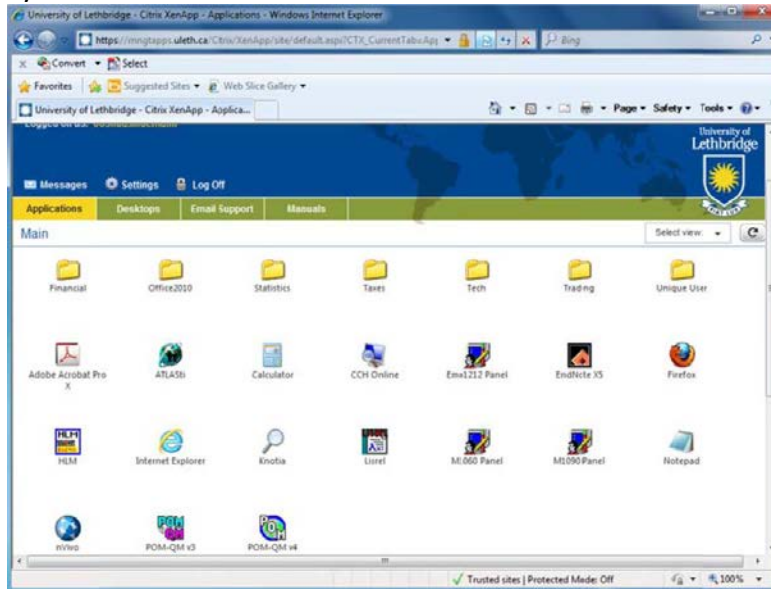
- At the top-right of the browser, click the settings cog 
- Select the menu option to 'Manage Add-ons'
- Show "All add-ons" and enable these settings

Citrix Systems, Inc			
CSMRTRController	Citrix Systems, Inc	Enabled	32-bit
CSMProviderEnv Class	Citrix Systems, Inc	Enabled	32-bit
Citrix Systems, Inc.			
Citrix ICA Client	Citrix Systems, Inc.	Enabled	32-bit

Safari – When you enter the website <https://mngtapps.uleth.ca> you should receive this pop-up window. Be sure to click 'TRUST' the add-on for this site.



- 2) Once you are logged in you will see the programs you have access to (*you may not see all software listed below*). Simply click the icon of the software you require and it will launch momentarily.

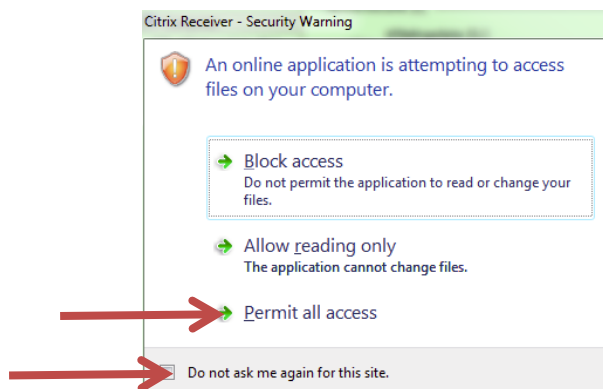


Accessing Files within Citrix

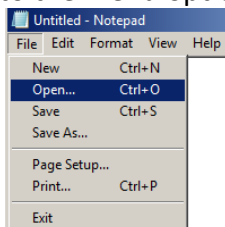
Once you're logged into Citrix applications, you may need to access files that you have stored on your personal P:\ drive, a departmental shared drive, or files stored on your personal computer or USB drive.

****NOTE:** For this example I've used Microsoft Notepad to demonstrate this functionality. Similar steps can be taken from almost any software used.

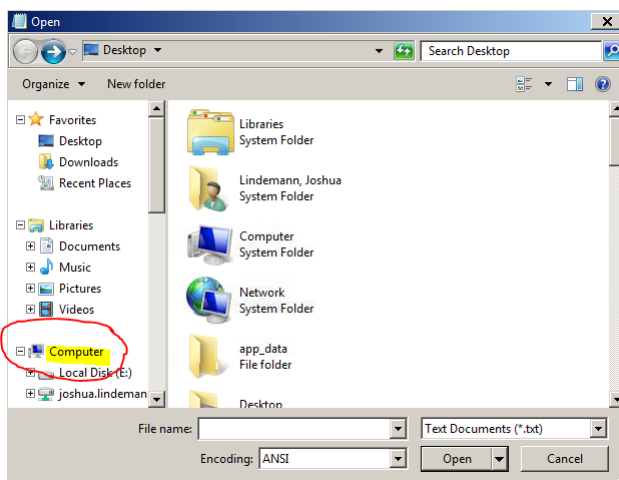
Please note: When accessing files for the first time, you may be presented with the following pop-up window. If you do receive this message please select "Permit All Access" and place a checkmark in the checkbox.



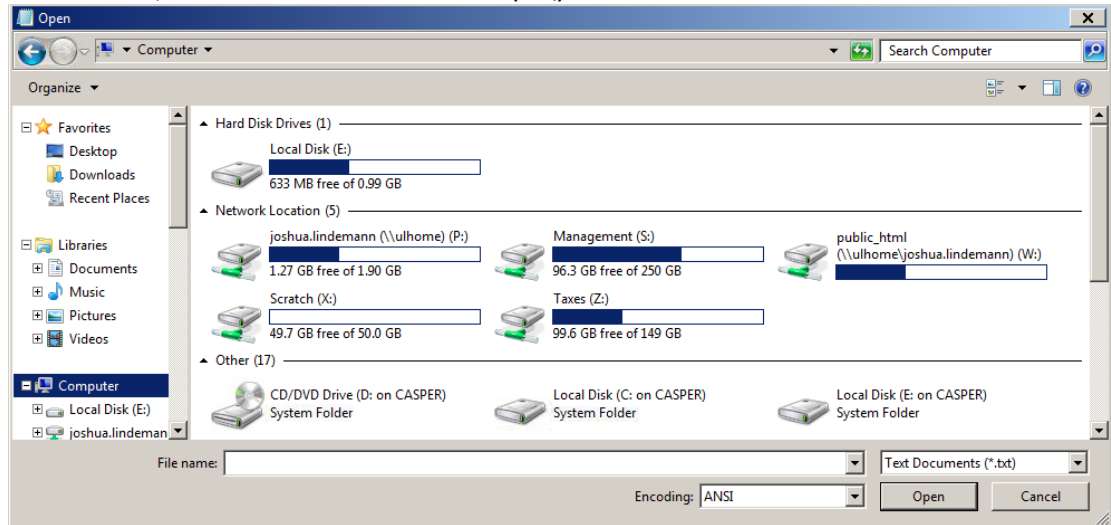
1) With your application open, go to the menu option FILE, and click the option 'OPEN'



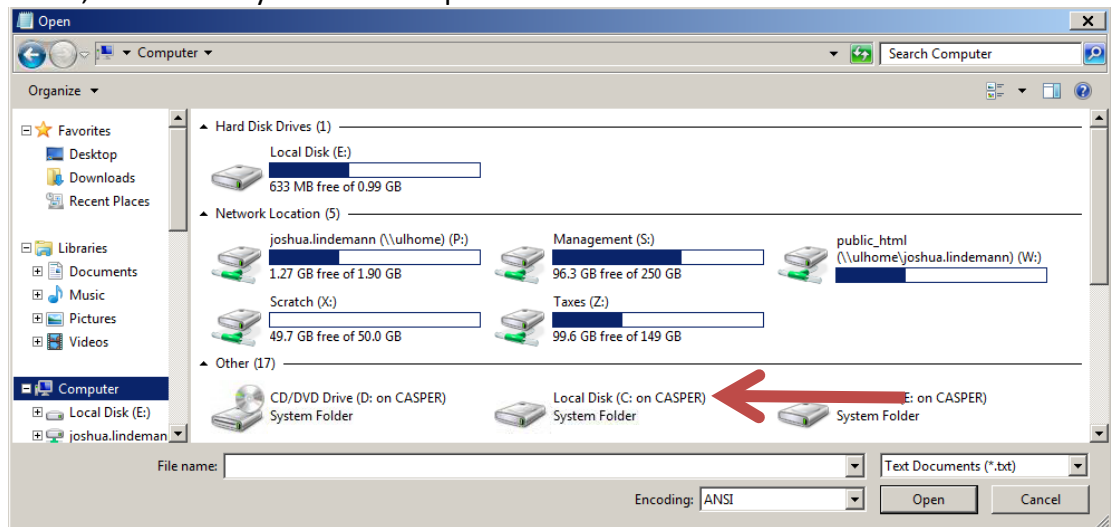
2) When the new window appears, click on the left-side menu option 'COMPUTER'



- 3) You will see you have access to:
 - a. Your personal P:\ and W:\ drive
 - b. A departmental share (S:\) if you have been given access
 - c. If a student, the 24-hour Scratch drive (X:\)



- d. And listed below at the bottom of the listed drive mappings, with a unique name, is the list of your local computer drives.



Printing with Citrix

At this time all printing can be done of (2) ways.

- 1) You have the option to print to an Adobe PDF and save it in your P:\ drive or local computer.
- 2) Print to the Follow-You Printer\Photocopier
 - a. With this you have the ability to print, staple, hole punch and collate.