

Remote Access through Citrix

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Welcome to Remote Access

Introduction

The Information Technologies Division is pleased to offer Remote Access as the first phase of a city-wide deployment of Citrix technology. With this new capability you can access all parts of the city's computer network from any pc with internet connectivity. From home, a hotel, or even "the road" you can

- utilize the full functionality of GroupWise email and calendar,
 - access files from your personal or shared network drives, and
 - use most standard applications.
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Accessing remotely

Simply type the URL for Remote Access on *any* internet browser *anywhere*, log-on as if you were at your desk, and icons for all of the available programs will be displayed.

About Citrix

Citrix is a suite of software that transfers the "heavy lifting" application processing tasks away from the pc and back to the file servers. As a result, pc's become primarily "display and input" devices, with all processing and storage handled centrally on the server.

The benefits of this arrangement are

- increased security, as all traffic is routed through central firewalls and filters,
 - easy access from any internet browser (Remote Access),
 - extended life of older pc's, as processing speeds don't have to be upgraded to handle the newest applications since the processing is done at the server,
 - opportunities to replace traditional pc's with "thin client" devices at significant cost savings, and
 - more efficient application deployment and support.
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Accessing the City Network Remotely

Introduction This document contains instructions for accessing the City of Jacksonville’s network remotely via Citrix.

Background Establishing remote access requires a simple, one-time installation that occurs during the first remote login. These instructions step through that installation process, including solutions to common problems that may be encountered.

After the initial installation, accessing the network is as simple as typing the URL and logging-in!

Installation Follow the steps in the table below to install Remote Access capability from any PC with internet connectivity.

Step	Action
1	Type remote.coj.net (<i>without www</i>) in the address line of your internet browser and press [Enter]. <u>Result:</u> the City of Jacksonville Remote Access screen appears.
2	<ul style="list-style-type: none">• Verify your connection type and reselect if necessary.• Type your username and password as normal and click Login. <u>Result:</u> the Remote.COJ.Net application icon screen appears.
3	Click on any icon (like GroupWise or Word) to begin installation. <u>Note:</u> the initial installation takes approximately one minute while the Citrix software loads silently on your pc. The word “Done” will appear in the lower left of the screen when the process is complete and the Citrix license window will appear. If the application does not launch, or if you receive an error message stating “ICA file not found” or “Save or Launch.asp”, close the dialog box and click on the “ICA Web Client for 32-bit Windows” link at the bottom of the Application Icon screen.
4	<ul style="list-style-type: none">• Click on the check-box next to the phrase “Always trust content from Citrix Systems, Inc”.• Click Yes to proceed.• Click Yes to accept the Citrix License Agreement. <u>Result:</u> the Application icons screen reappears.

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Accessing the City Network Remotely, Continued

Installation (continued)

Step	Action
5	<p data-bbox="537 405 1377 474">Launch any application and select “Full Access” and “Never Ask Me Again” from the Client File Security screen.</p> <p data-bbox="537 512 1243 581"><u>Note:</u> if the application does not launch, please see the “<i>Troubleshooting Installation</i>” procedures below.</p> <p data-bbox="537 621 948 653">This completes the procedure.</p>

Troubleshooting Installation

Introduction

It is possible to get to the Application icons screen and still not be able to access any of the applications. This document contains instructions for resolving some of the most likely causes of this problem.

Common problems

There are several advanced troubleshooting procedures that a user can complete including

- changing internet security properties,
- clearing the Internet Explorer cache
- verifying that an encryption block is not enabled, and
- adjusting the selective start options.

If none of these solutions resolves the problem, please contact the ITD help desk at 630-1818.

Changing internet security properties

Follow the steps in the table below to change the internet security properties to enable remote access capability.

Step	Action												
1	<ul style="list-style-type: none">• Click on Tools / Internet Options from the browser toolbar.• Click on the Security tab and click on the Internet Icon.• Click on Custom Level. <p><u>Result:</u> the Security Settings dialog box appears.</p>												
2	Adjust the ActiveX settings to match the City of Jacksonville Network standards as shown in the table below. <table border="1"><thead><tr><th>Category</th><th>Setting</th></tr></thead><tbody><tr><td>Download signed ActiveX controls</td><td>Prompt</td></tr><tr><td>Download unsigned ActiveX controls</td><td>Disable</td></tr><tr><td>Initialize and Script ActiveX controls not marked as safe</td><td>Disable</td></tr><tr><td>Run ActiveX controls and plug-ins</td><td>Enable</td></tr><tr><td>Script ActiveX controls marked safe for scripting</td><td>Enable</td></tr></tbody></table>	Category	Setting	Download signed ActiveX controls	Prompt	Download unsigned ActiveX controls	Disable	Initialize and Script ActiveX controls not marked as safe	Disable	Run ActiveX controls and plug-ins	Enable	Script ActiveX controls marked safe for scripting	Enable
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Troubleshooting Installation, Continued

Changing internet security properties (continued)

Step	Action																								
3	<p data-bbox="544 401 1403 470">Adjust the Downloads settings to match the City of Jacksonville Network standards as shown in the table below.</p> <table border="1" data-bbox="565 506 1386 695"> <thead> <tr> <th data-bbox="565 506 1105 548">Category</th> <th data-bbox="1105 506 1386 548">Setting</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 548 1105 583">File download</td> <td data-bbox="1105 548 1386 583">Enable</td> </tr> <tr> <td data-bbox="565 583 1105 619">Font download</td> <td data-bbox="1105 583 1386 619">Enable</td> </tr> <tr> <td data-bbox="565 619 1105 655">Virtual Machine (VM)</td> <td data-bbox="1105 619 1386 655">High Safety</td> </tr> <tr> <td data-bbox="565 655 1105 695">Java permissions</td> <td data-bbox="1105 655 1386 695"></td> </tr> </tbody> </table>	Category	Setting	File download	Enable	Font download	Enable	Virtual Machine (VM)	High Safety	Java permissions															
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4	<p data-bbox="544 737 1403 806">Adjust the Miscellaneous settings to match the City of Jacksonville Network standards as shown in the table below.</p> <table border="1" data-bbox="565 842 1386 1409"> <thead> <tr> <th data-bbox="565 842 1105 884">Category</th> <th data-bbox="1105 842 1386 884">Setting</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 884 1105 919">Access data sources across domains</td> <td data-bbox="1105 884 1386 919">Disable</td> </tr> <tr> <td data-bbox="565 919 1105 955">Allow META REFRESH</td> <td data-bbox="1105 919 1386 955">Enable</td> </tr> <tr> <td data-bbox="565 955 1105 991">Display mixed content</td> <td data-bbox="1105 955 1386 991">Prompt</td> </tr> <tr> <td data-bbox="565 991 1105 1060">Don't prompt for client certificate when no certificates or only 1 certificate exists</td> <td data-bbox="1105 991 1386 1060">Disable</td> </tr> <tr> <td data-bbox="565 1060 1105 1096">Drag and drop or copy and paste files</td> <td data-bbox="1105 1060 1386 1096">Enable</td> </tr> <tr> <td data-bbox="565 1096 1105 1131">Installation of desktop items</td> <td data-bbox="1105 1096 1386 1131">Prompt</td> </tr> <tr> <td data-bbox="565 1131 1105 1201">Launching programs and files in an IFRAME</td> <td data-bbox="1105 1131 1386 1201">Prompt</td> </tr> <tr> <td data-bbox="565 1201 1105 1270">Navigate sub-frames across different domains</td> <td data-bbox="1105 1201 1386 1270">Enable</td> </tr> <tr> <td data-bbox="565 1270 1105 1306">Software channel permissions</td> <td data-bbox="1105 1270 1386 1306">Medium Safety</td> </tr> <tr> <td data-bbox="565 1306 1105 1341">Submit nonencrypted form data</td> <td data-bbox="1105 1306 1386 1341">Prompt</td> </tr> <tr> <td data-bbox="565 1341 1105 1377">Userdata persistence</td> <td data-bbox="1105 1341 1386 1377">Enable</td> </tr> </tbody> </table>	Category	Setting	Access data sources across domains	Disable	Allow META REFRESH	Enable	Display mixed content	Prompt	Don't prompt for client certificate when no certificates or only 1 certificate exists	Disable	Drag and drop or copy and paste files	Enable	Installation of desktop items	Prompt	Launching programs and files in an IFRAME	Prompt	Navigate sub-frames across different domains	Enable	Software channel permissions	Medium Safety	Submit nonencrypted form data	Prompt	Userdata persistence	Enable
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5	<p data-bbox="544 1451 1403 1520">Adjust the Scripting settings to match the City of Jacksonville Network standards as shown in the table below.</p> <table border="1" data-bbox="565 1556 1386 1818"> <thead> <tr> <th data-bbox="565 1556 1105 1598">Category</th> <th data-bbox="1105 1556 1386 1598">Setting</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 1598 1105 1633">Active scripting</td> <td data-bbox="1105 1598 1386 1633">Enable</td> </tr> <tr> <td data-bbox="565 1633 1105 1669">Allow paste operations via script</td> <td data-bbox="1105 1633 1386 1669">Enable</td> </tr> <tr> <td data-bbox="565 1669 1105 1705">Scripting of JAVA applets</td> <td data-bbox="1105 1669 1386 1705">Enable</td> </tr> <tr> <td data-bbox="565 1705 1105 1818">User Authentication - Logon</td> <td data-bbox="1105 1705 1386 1818">Automatic Logon only in Intranet zone</td> </tr> </tbody> </table>	Category	Setting	Active scripting	Enable	Allow paste operations via script	Enable	Scripting of JAVA applets	Enable	User Authentication - Logon	Automatic Logon only in Intranet zone														
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Troubleshooting Installation, Continued

Changing internet security properties (continued)

Step	Action						
6	<ul style="list-style-type: none">• Click on OK to finish the settings adjustment.• Reopen the browser and follow the “Accessing the City Network Remotely” procedure as above.						
7	Did this resolve the problem? <table border="1"><thead><tr><th>If...</th><th>then...</th></tr></thead><tbody><tr><td>yes</td><td>this completes the procedure.</td></tr><tr><td>no</td><td>continue to the “Clearing the Internet Explorer cache” procedure below.</td></tr></tbody></table>	If...	then...	yes	this completes the procedure.	no	continue to the “ Clearing the Internet Explorer cache ” procedure below.
If...	then...						
yes	this completes the procedure.						
no	continue to the “ Clearing the Internet Explorer cache ” procedure below.						

Clearing the Internet Explorer cache

Follow the steps in the table below to clear the Internet Explorer cache.

Step	Action						
1	<ul style="list-style-type: none">• Click on Tools / Internet Options from the browser toolbar.• Click on the General tab.						
2	<ul style="list-style-type: none">• Click on the Delete Cookies button and click OK.• Click on the Delete Files button and click OK.						
3	Click OK at the bottom of the Internet Options screen, and re-try accessing the city network remotely.						
4	Did this resolve the problem? <table border="1"><thead><tr><th>If...</th><th>then...</th></tr></thead><tbody><tr><td>yes</td><td>this completes the procedure.</td></tr><tr><td>no</td><td>continue to the “Checking the Encryption Block” procedure below.</td></tr></tbody></table>	If...	then...	yes	this completes the procedure.	no	continue to the “ Checking the Encryption Block ” procedure below.
If...	then...						
yes	this completes the procedure.						
no	continue to the “ Checking the Encryption Block ” procedure below.						

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Troubleshooting Installation, Continued

Checking the encryption block

Follow the steps in the table below to verify that an encryption block is not enabled.

Step	Action						
1	<ul style="list-style-type: none"> • Click on Tools / Internet Options from the browser toolbar. • Click on the Advanced tab. 						
2	Scroll down to the Security section.						
3	<ul style="list-style-type: none"> • Make sure that the message “Do not save encrypted pages to disk” (the fourth option under Security) is <i>not</i> selected. • De-select it if necessary. 						
4	<ul style="list-style-type: none"> • Click OK at the bottom of the Internet Options screen, and • re-try accessing the city network remotely. 						
5	Did this resolve the problem? <table border="1" data-bbox="565 814 1386 968"> <thead> <tr> <th>If...</th> <th>then...</th> </tr> </thead> <tbody> <tr> <td>yes</td> <td>this completes the procedure.</td> </tr> <tr> <td>no</td> <td>continue to the “Adjusting the Selective Start” procedure below.</td> </tr> </tbody> </table>	If...	then...	yes	this completes the procedure.	no	continue to the “ Adjusting the Selective Start ” procedure below.
If...	then...						
yes	this completes the procedure.						
no	continue to the “ Adjusting the Selective Start ” procedure below.						

Adjusting the selective start options

Follow the steps in the table below to adjust the selective start options.

Step	Action
1	Close any error messages on the screen.
2	Close the Internet Explorer browser.
3	<ul style="list-style-type: none"> • Click on Start. • Click on Run. • Type msconfig and click OK. <p><u>Result:</u> the System Configuration Utility appears.</p>
4	<ul style="list-style-type: none"> • Click on the General tab. • Click on the Selective Startup button. • Unselect Load Startup Items. • Click Apply. • Click Close. <p><u>Result:</u> the System Configuration dialog box appears.</p>

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Troubleshooting Installation, Continued

Adjusting the selective start options (continued)

Step	Action						
5	<ul style="list-style-type: none">• Click on Restart to reboot the computer.• Retry accessing the city network remotely.						
6	Did this resolve the problem? <table border="1" data-bbox="565 590 1386 705"><thead><tr><th data-bbox="565 590 690 632">If...</th><th data-bbox="690 590 1386 632">then...</th></tr></thead><tbody><tr><td data-bbox="565 632 690 667">yes</td><td data-bbox="690 632 1386 667">this completes the procedure.</td></tr><tr><td data-bbox="565 667 690 705">no</td><td data-bbox="690 667 1386 705">Please call the ITD Help Desk at 630-1818.</td></tr></tbody></table>	If...	then...	yes	this completes the procedure.	no	Please call the ITD Help Desk at 630-1818.
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