



# Remote Access to the Lewisham Network



## Macintosh

How to **remotely** 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:

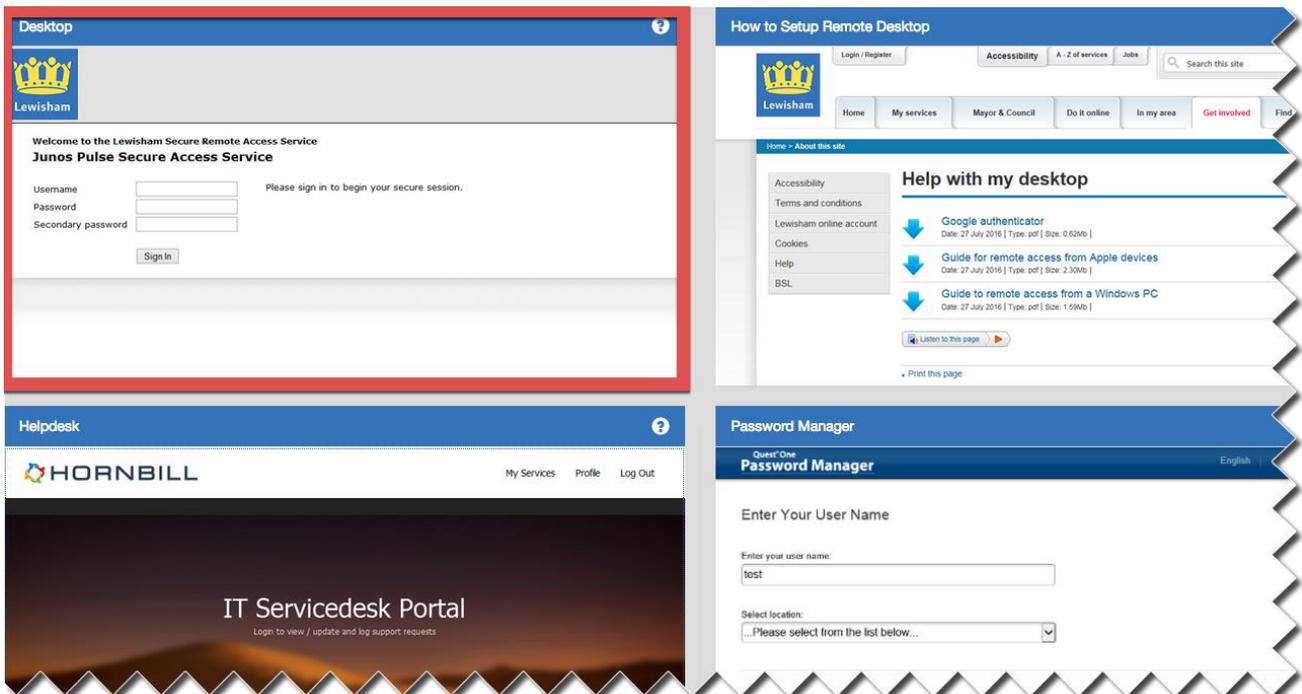
- Oracle Java (JRE) Software  
The latest version of the JRE can be obtained from [www.java.com/download](http://www.java.com/download)
- Your macOS / OS X Operating System  
You can determine if you have the latest system software by:  
Selecting the Apple menu icon  in the top left corner & then **About 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>



- 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**

**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:** 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

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

- **Sign in**

## 4. First Time Sign-in/Installations/Configuration

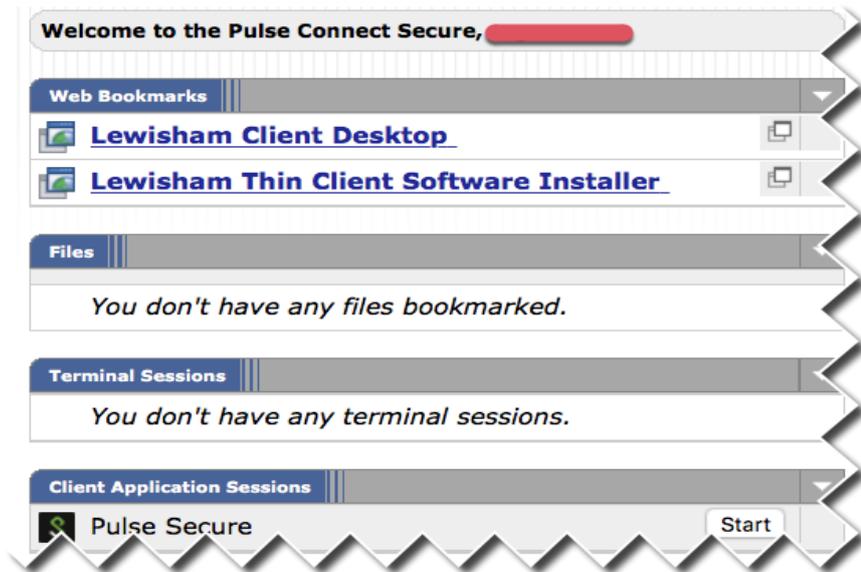
Depending on how your computer is configured your web browser will either:

Appear to be stuck on the following screen



or

will eventually arrive @ this screen



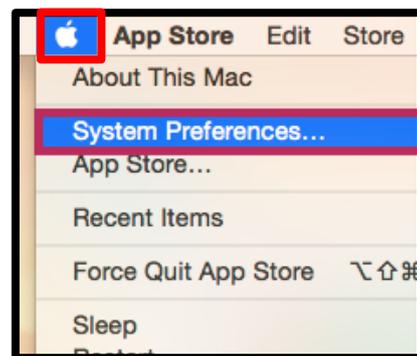
Either way you will not be able to do anything meaningful until you have:

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

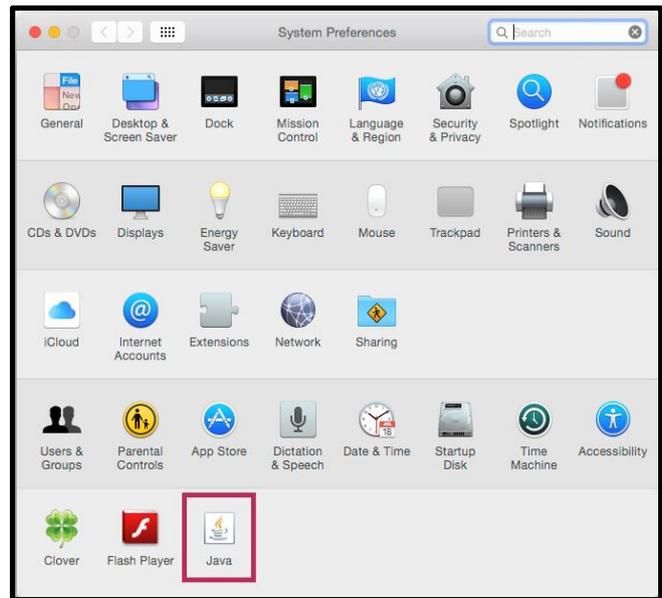
**IMPORTANT: Keep your web browser open @ the above page/screen while doing the following**

### i. Editing the Java Control Panel

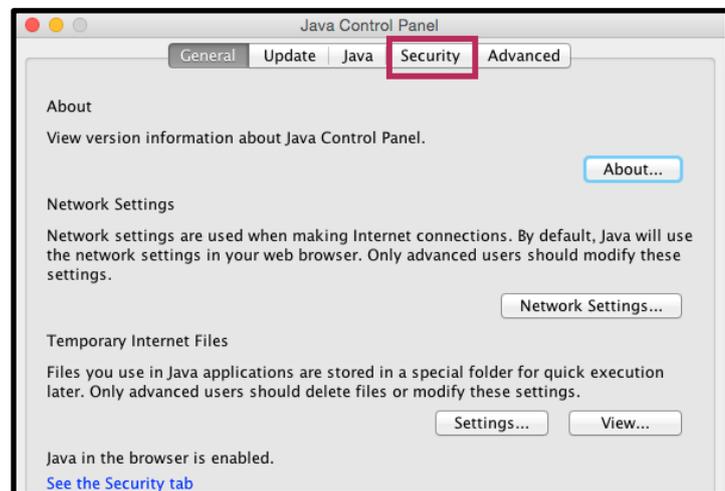
- Select the **Apple** menu icon in the top left corner
- Then **System Preferences...**



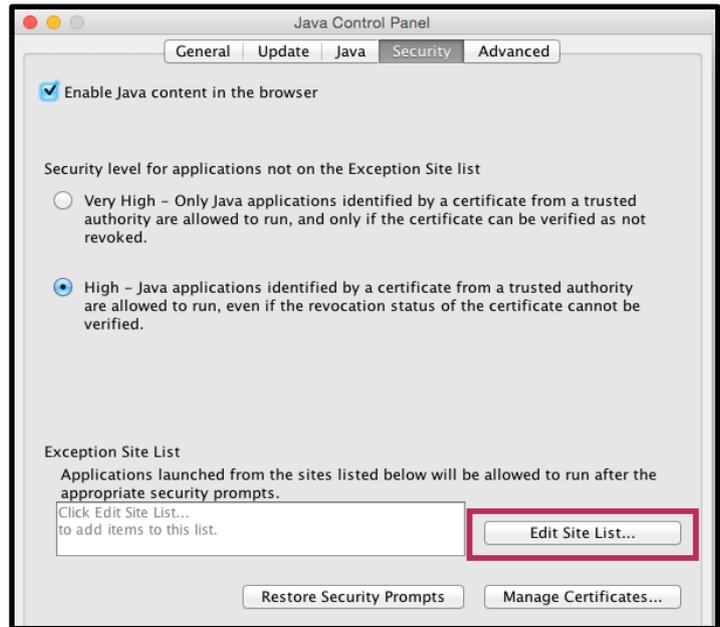
- Launch **Java**



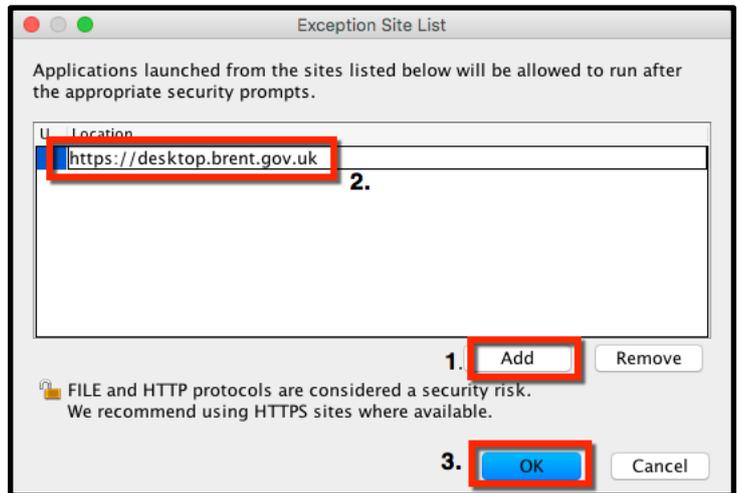
- After a short while the **Java Control Panel** will appear
- **Security**



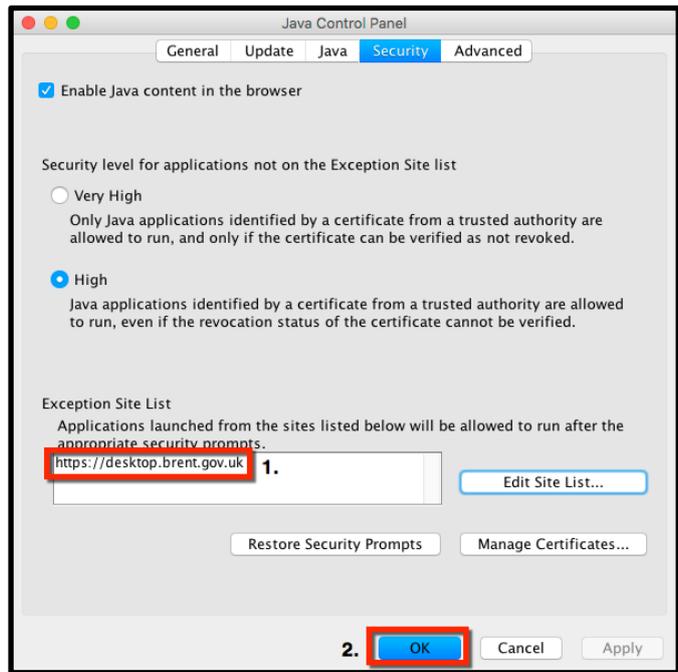
- **Edit Site List...**



1. Click once on the **Add** button
2. Enter the following address:  
**<https://desktop.brent.gov.uk>**
3. **OK**



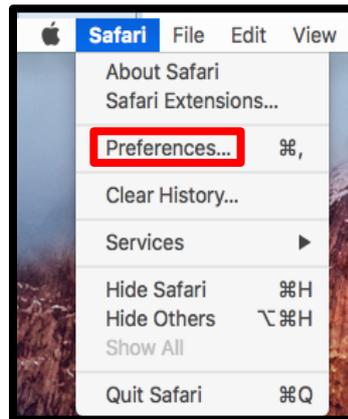
1. Confirm the Desktop web address typed previously is in the above screen
2. OK



- Close the **Java Control Panel**

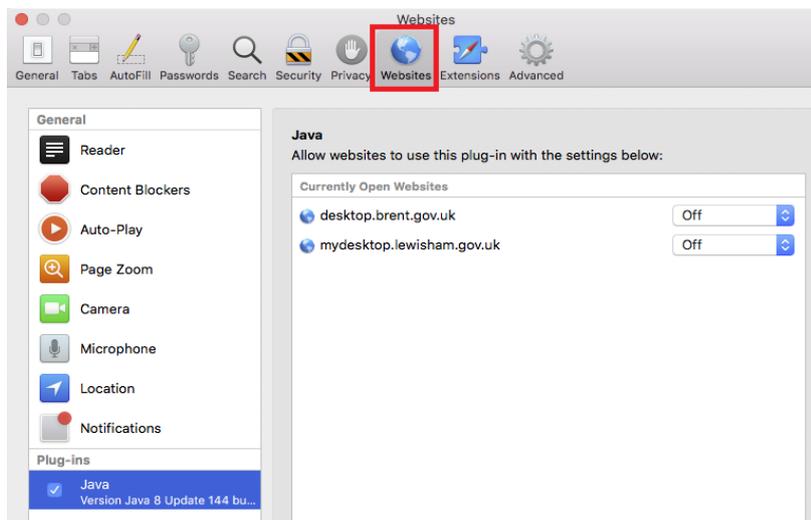
## ii. Editing Safari Preferences

- 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**

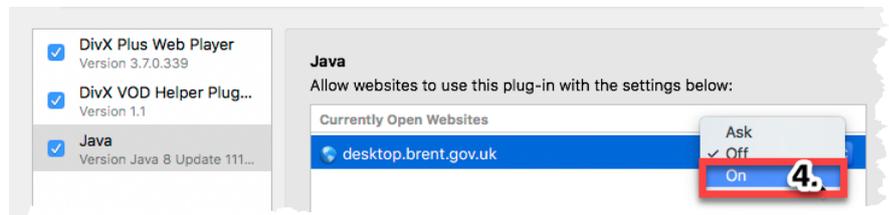
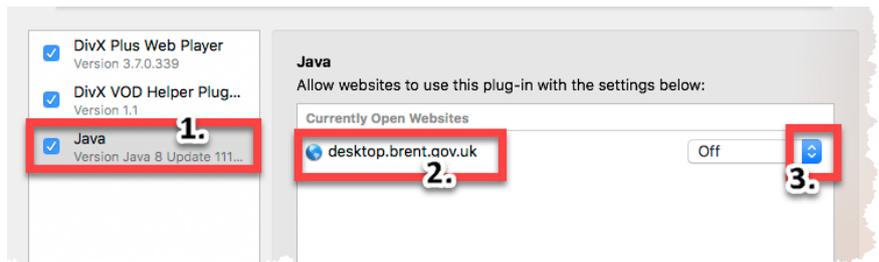
OR



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...**)



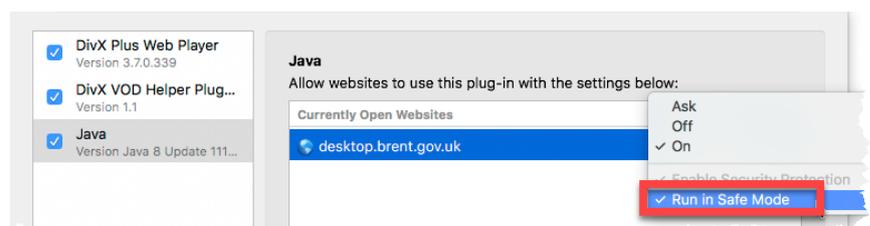
1. Select **Java** from the list of installed plugins
2. Select **desktop.brent.gov.uk**
3. Click once on **Off**
4. From the menu that appears select **On**



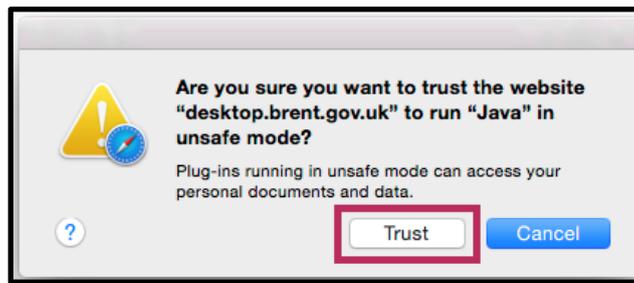
- With **On** now selected hold down the **Alt** (or the **Option**) key on your Mac keyboard



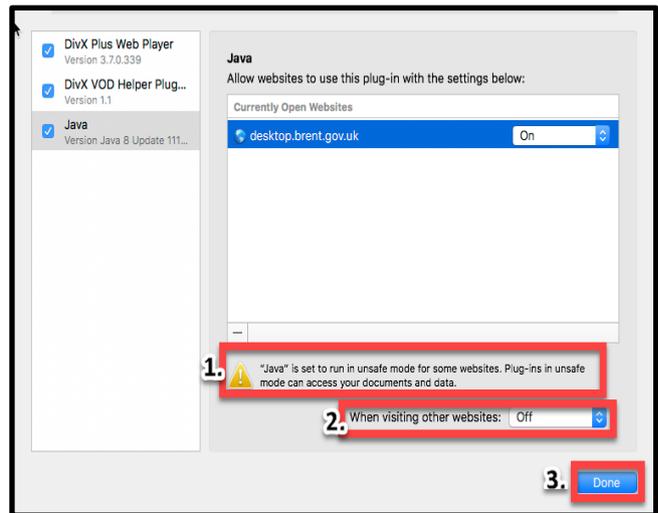
- From the menu that appears de-select **Run in Safe Mode**



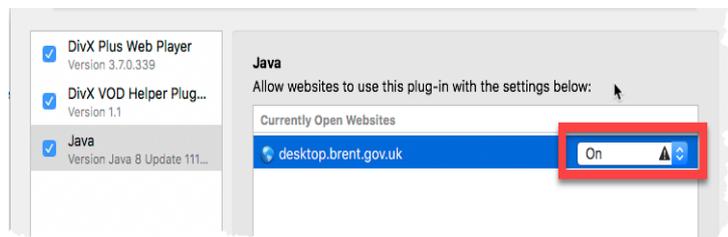
- Trust



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



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:

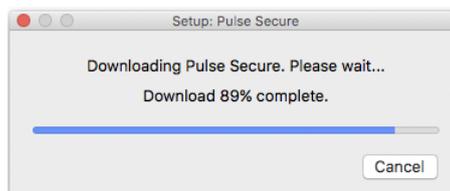
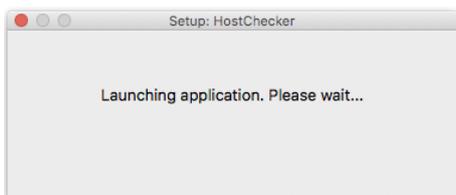
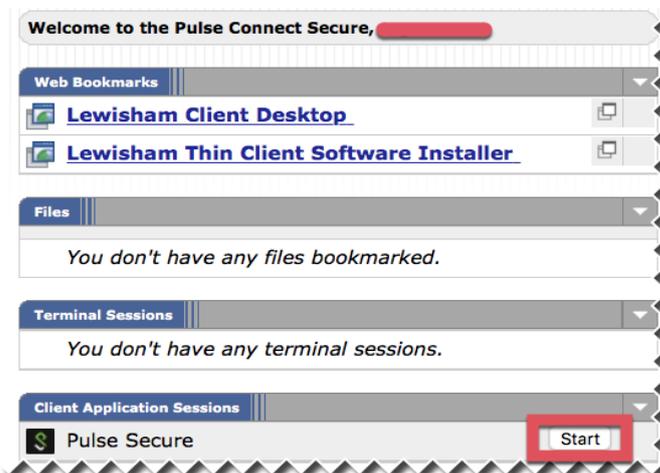
- Click once on **click here**

Or

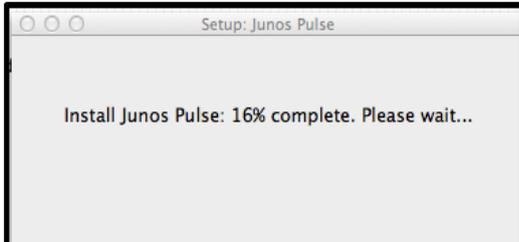
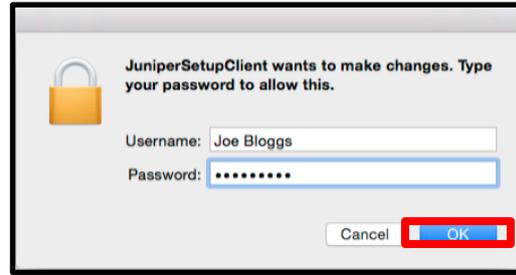
- click once on **Start**

1. 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**



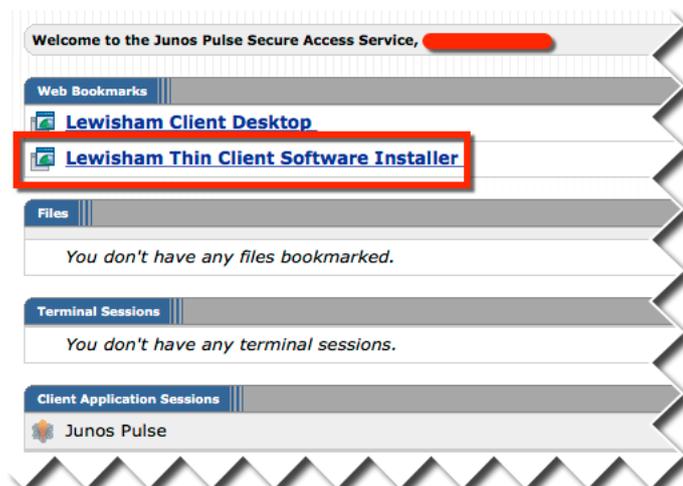
- **IMPORTANT:** You **MUST MINIMISE** and NOT close this screen
- **IMPORTANT:** To successfully proceed your status must be **Connected**



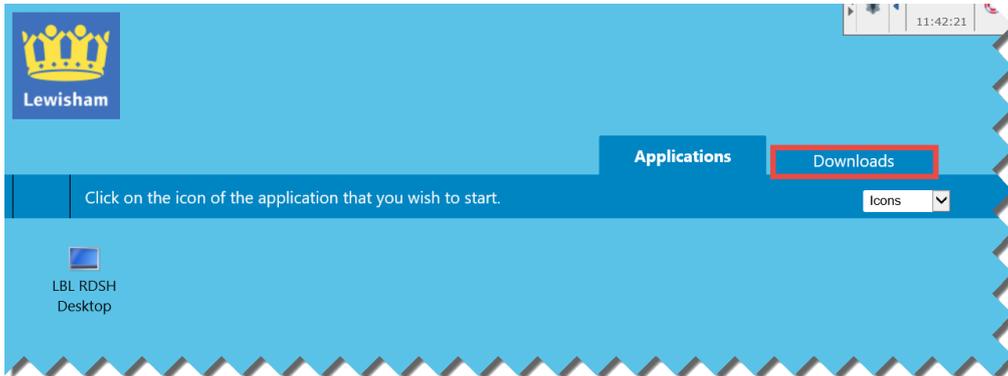
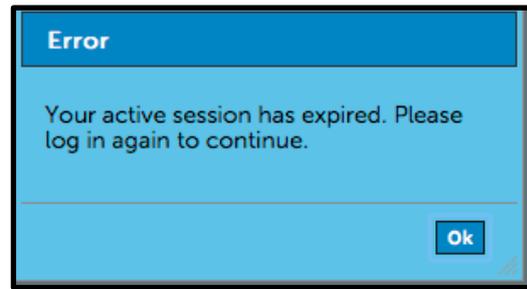
## Installing vWorkspace

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

- **Thin Client Software Installer**



- OK

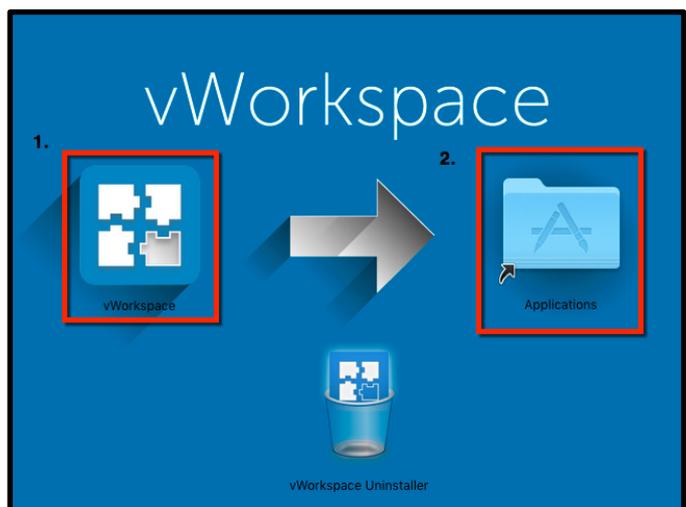


- Click once on the **Downloads** tab (Top right of the Safari window)



- 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

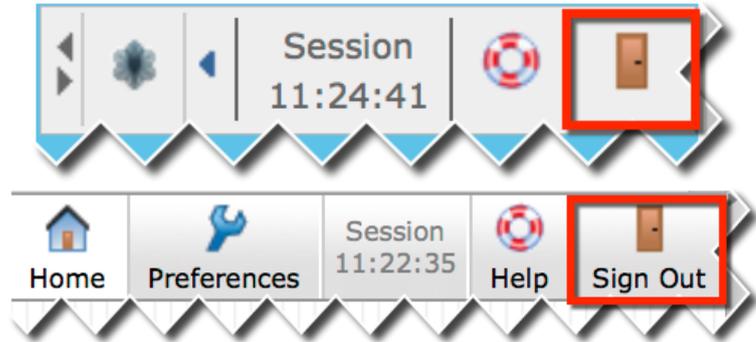


The **vWorkspace** software should now be installed on your computer

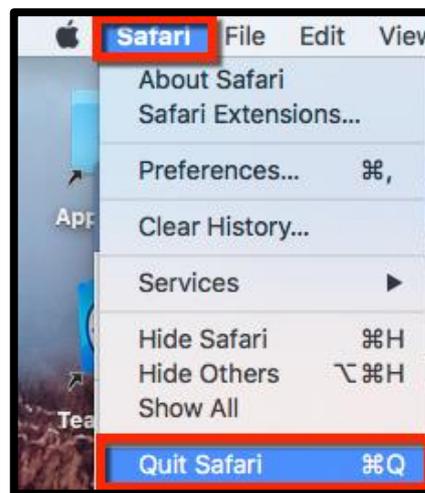
- Close the **vWorkspace** window / **Eject** the installer file

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:

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



- 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



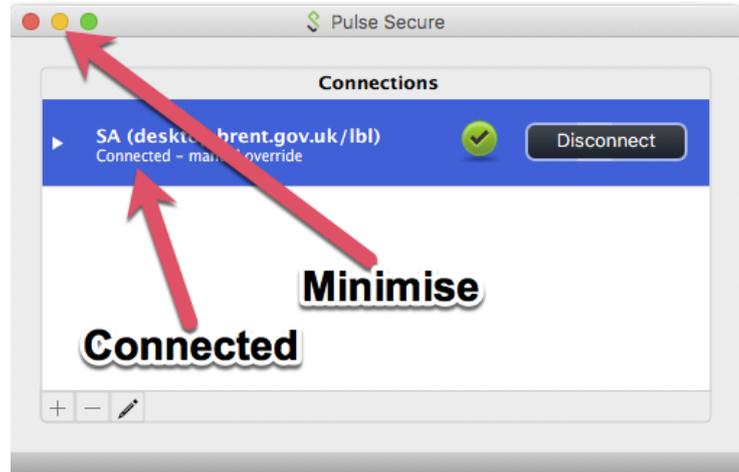
Depending on computer setup and how you exited the Lewisham remote desktop service previously you **MAY** see the above screen. If this is the case, select:

- **Continue the session**

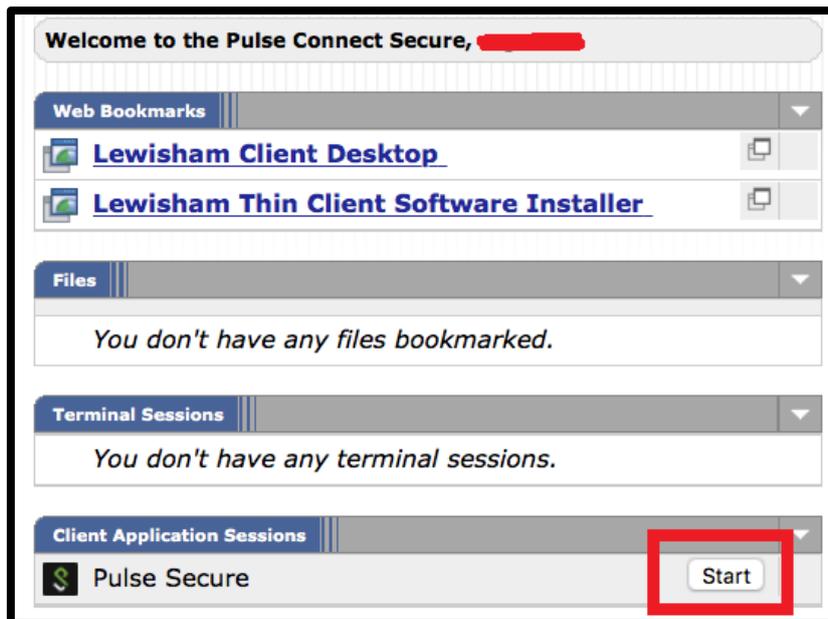
- **Junos Pulse Secure** should run automatically and you should see the following

**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 your 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:

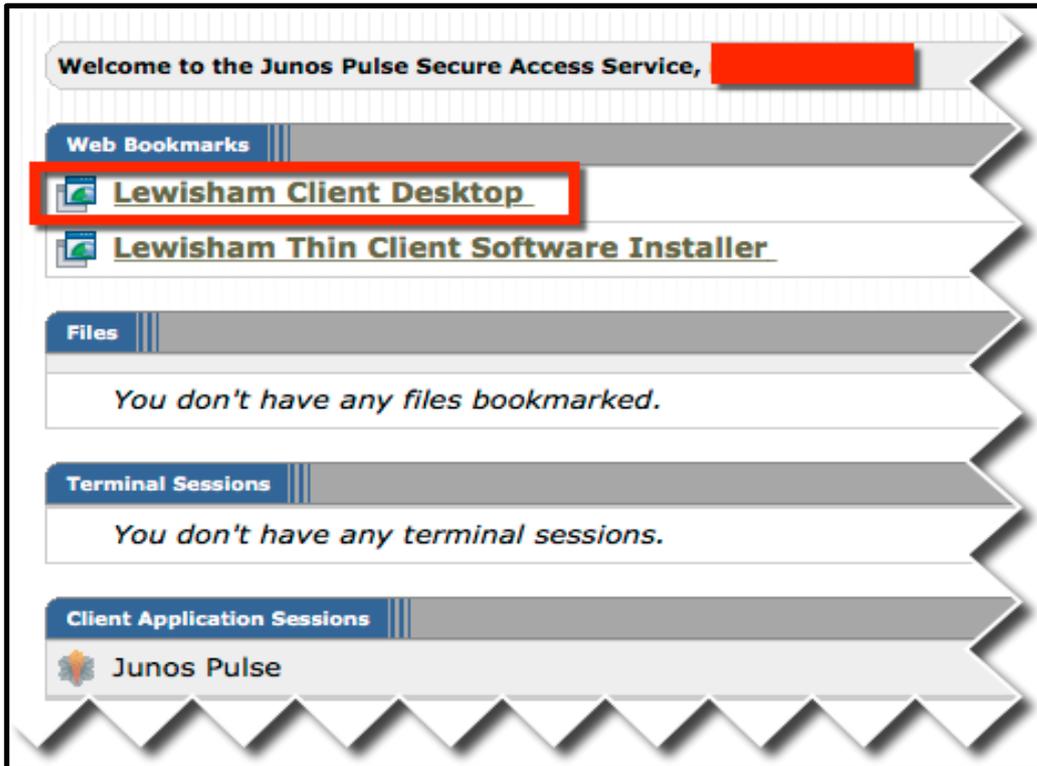


- Click once on **Start** In the **Client Application Sessions** section of the **Welcome to Pulse Connect....** screen
- The Pulse Secure **Connected** status screen should now appear

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

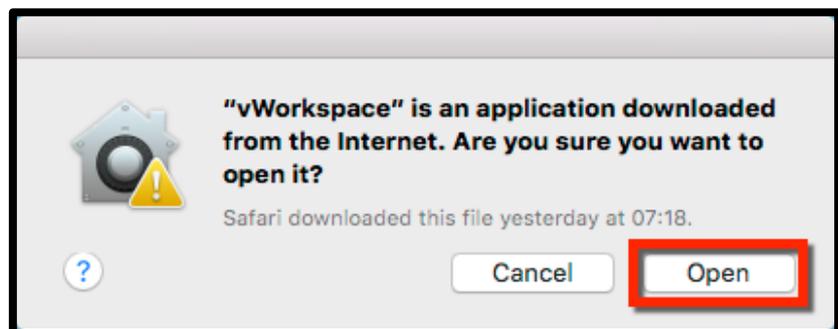
## 6. Logging on to the Lewisham Desktop



- 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)



- Open



☼ Connecting...

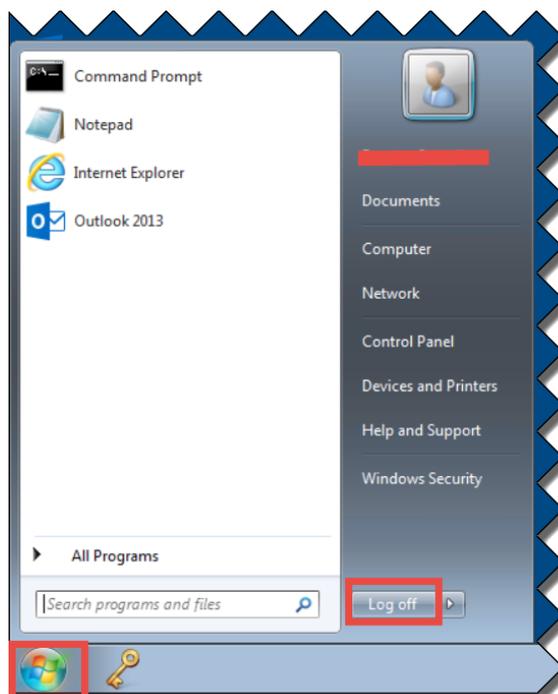


## 7. Logging Off the Lewisham Network

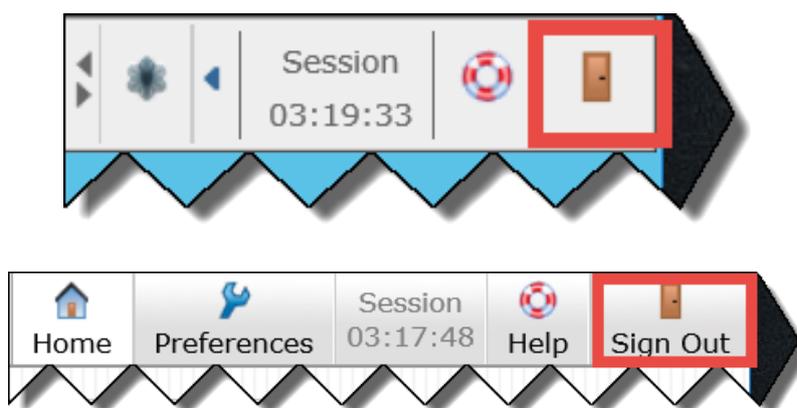
When you have finished your work on the LBL network the procedure for logging off is exactly the same as that in the office

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

## Reason 1

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

## Reason 2

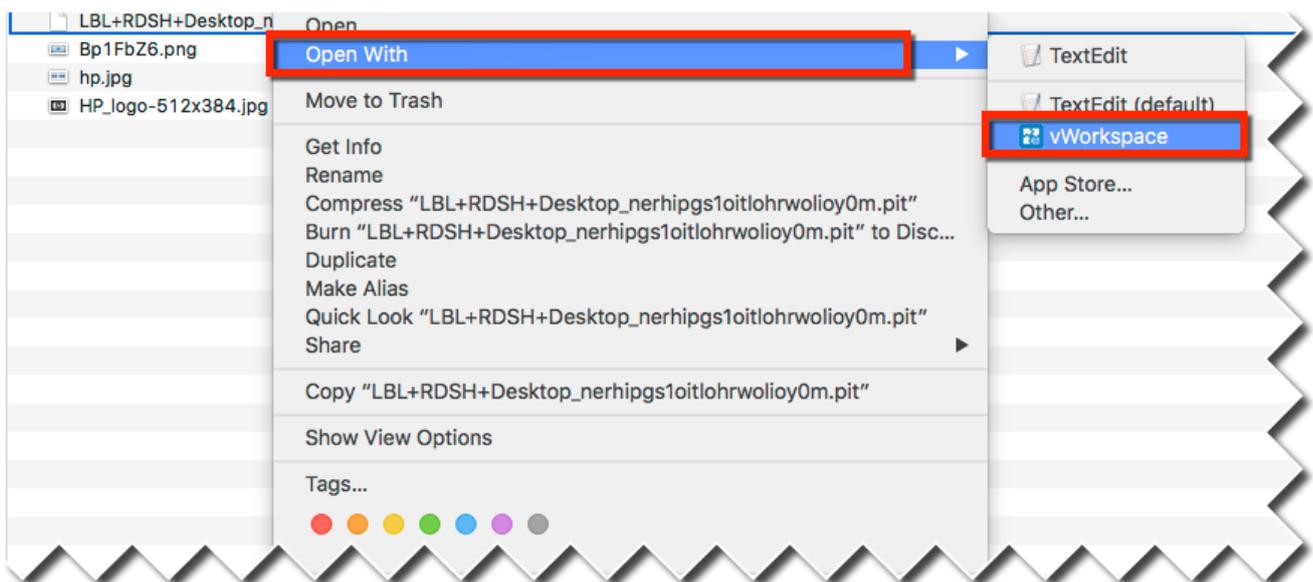
The **vWorkspace Mac Client** is installed OK but its association with the \*.pit extension has been lost

## 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**

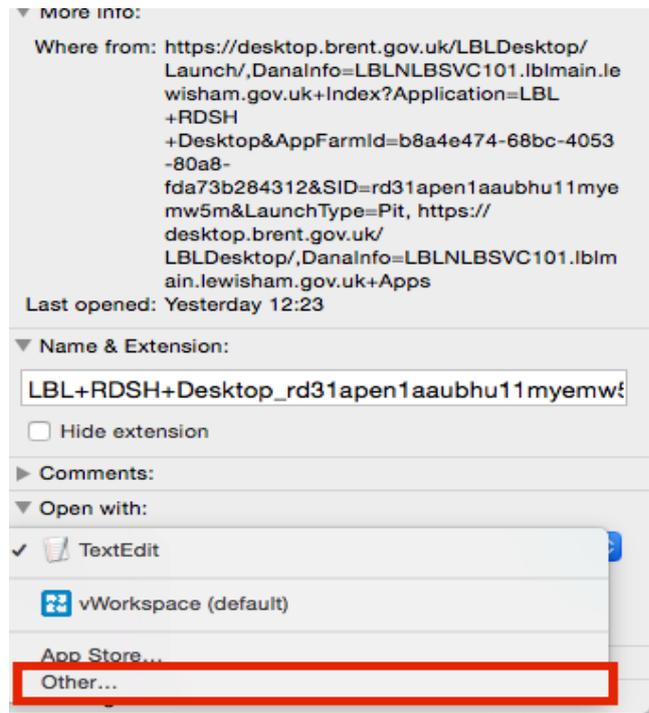
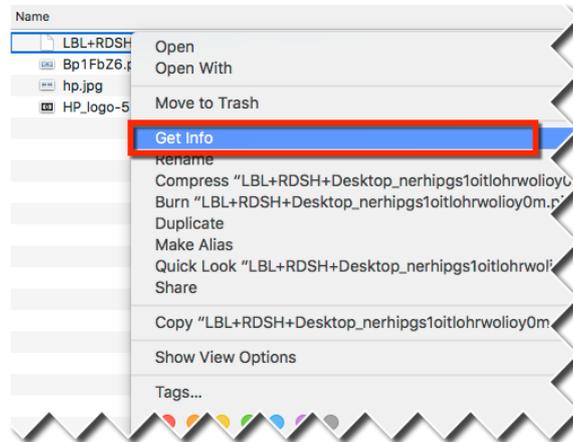


All being well after a short while your LBL Desktop should be launched

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:

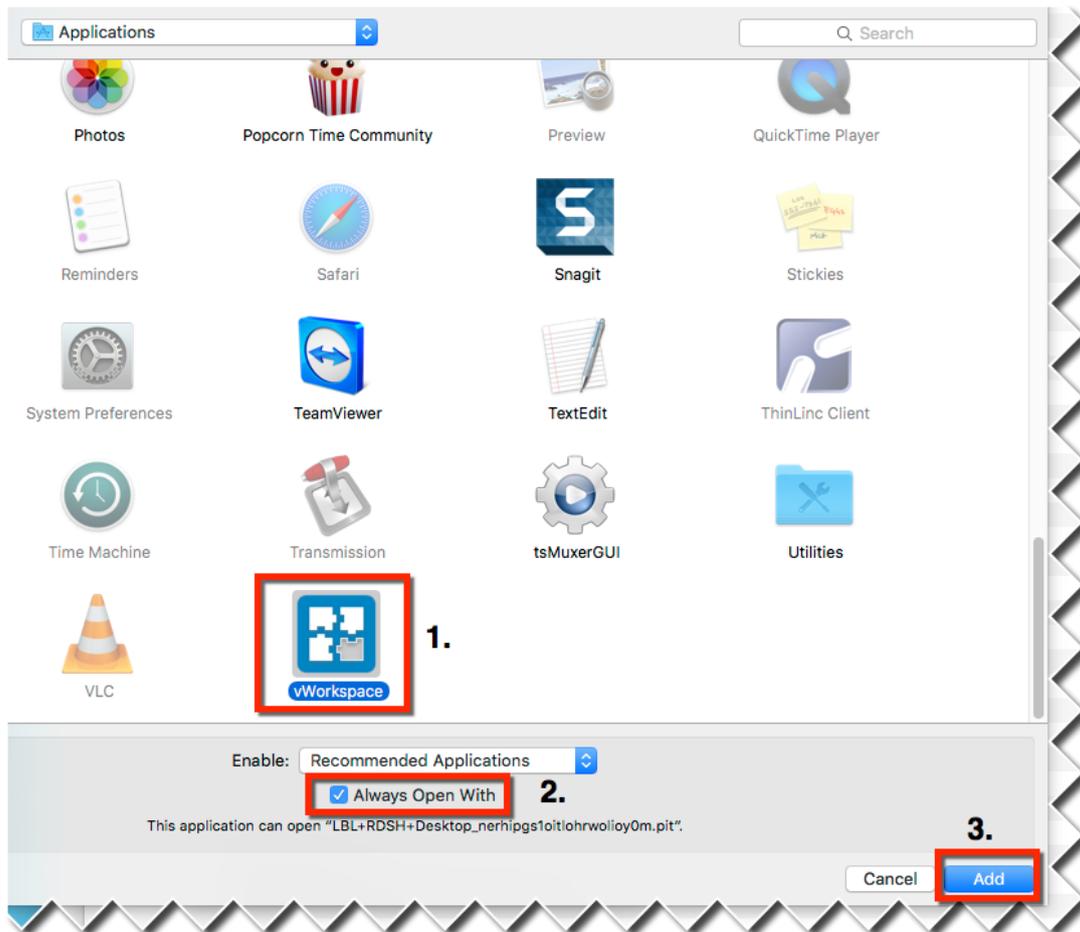
- Whilst holding down the **Control (Ctrl)** key click once on the downloaded pit file
- From the short menu that will appear select **Get Info**



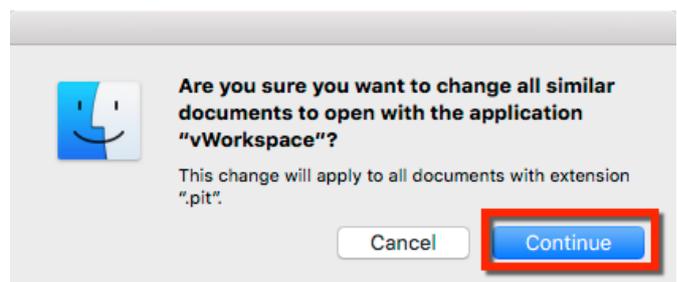
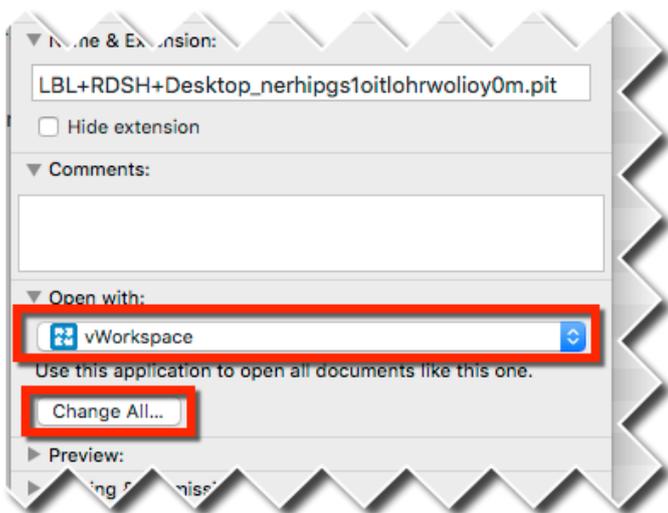
- Click once in the **Open With** section

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

- The **Applications** folder should now appear

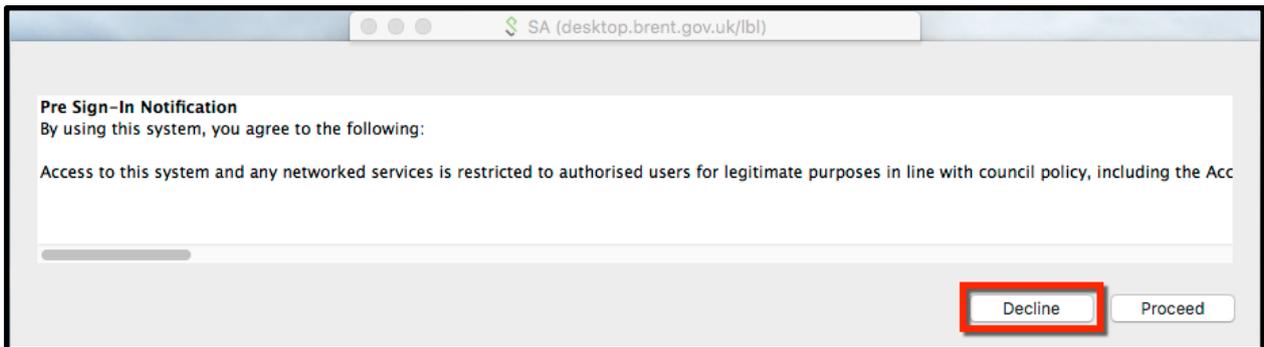


1. Scroll down and select the **vWorkspace** icon
2. Make sure there is a tick against **Always Open With**
3. **Add**



- **vWorkspace** should appear in the **Open with** section
- Click once on **Change All...**
- **Continue**
- **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**

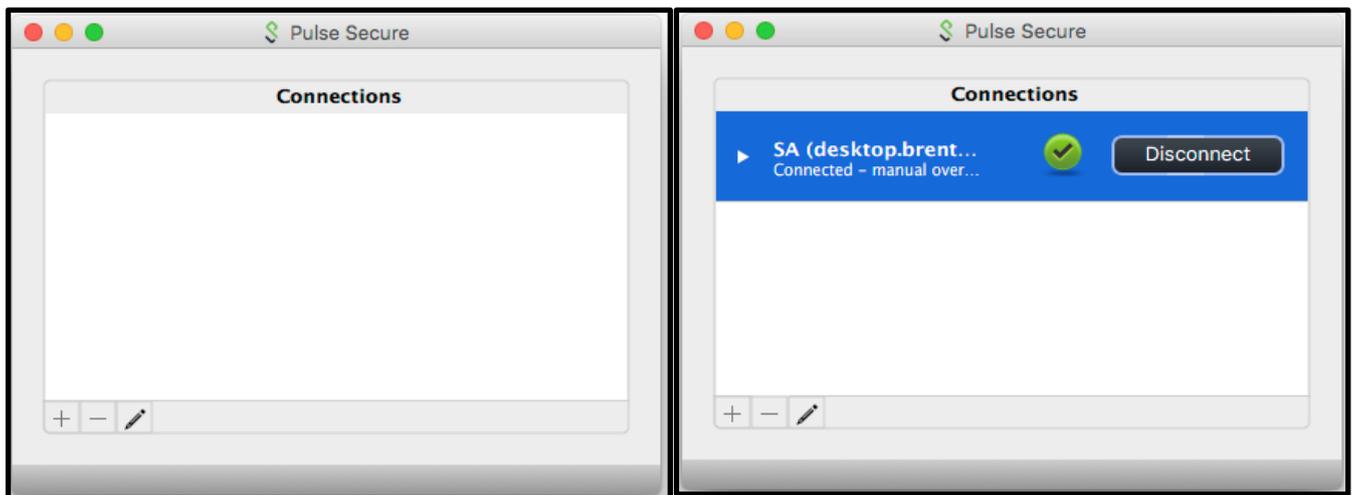


The above screen CAN also appear when signing out in the Safari web browser

- **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**

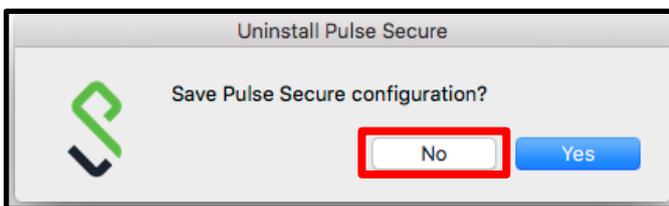
- **Sign out** of the LBL remote connection in the Safari Web browser



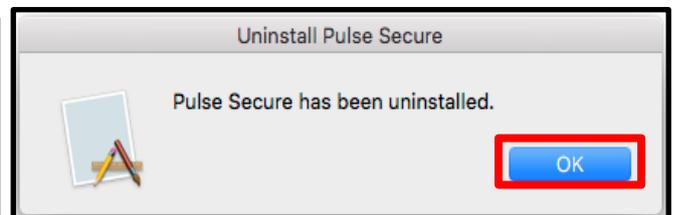
- **Close** the Junos Pulse Secure application (above picture)



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



- **No**



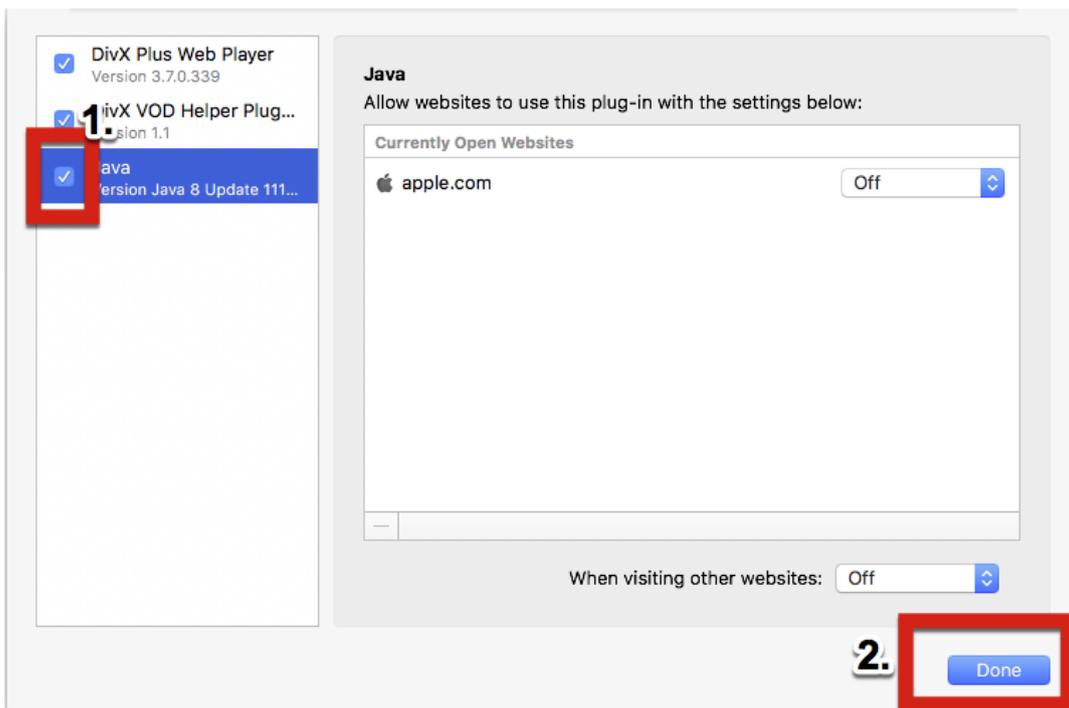
- **OK**

- 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)



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

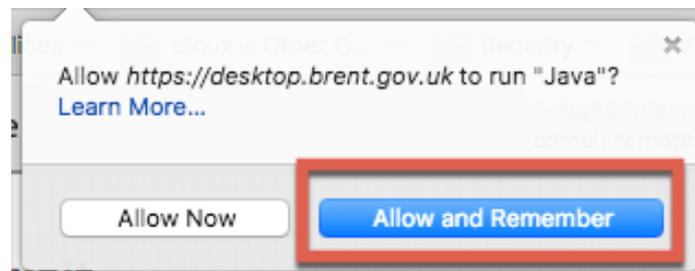
The latest versions of Firefox are NOT compatible with Lewisham Remote Desktop. However, Mozilla have released **Extended Support Release (ESR)** versions of Firefox that, along with an installation of Oracle Java JRE, can enable successful Lewisham Remote Desktop access. The latest **English (British) 64-bit 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 1<sup>st</sup> login attempt you should see these additional screens:



- **Allow...**



- **Allow and Remember**