

Citrix VDI



Before you get started the first time you will need to ensure that you have activated your [MFA](#). Currently there is no requirement for requesting access to Citrix externally due to the COVID19 pandemic (however this could revert in the future).

Citrix is not available from international locations unless you have had pre-approval to use it. See https://my.csiro.au/Tasks/IT-and-computing/Accessing_CSIROs_Network/Overseas-Travel-ICT-Service for details on this approval process.

Citrix VDI (Virtual Desktop Infrastructure) allows you to quickly connect to a standardised CSIRO Windows operating system (CSIRO BOE Desktop) with all default CSIRO applications installed. There is a 10 gigabyte file quota for each user profile. Once you exceed 10 gigabytes you can no longer write files including configuration.

You can connect to Citrix VDI from most platforms and devices using Citrix Workspace. For a full list of supported operating systems, please see the [Citrix Workspace Download page](#). Citrix has Workspace for macOS, Linux, iOS and Android platforms. Citrix Workspace LTSR is still the preferred and tested client for Windows platform.

Connecting at Home

1. From your computer or mobile device, browse to <https://citrix.csiro.au/>
2. Sign in using your Ident and password.

NetScaler with
Unified Gateway

User name:

Password:

MFA required

Log On

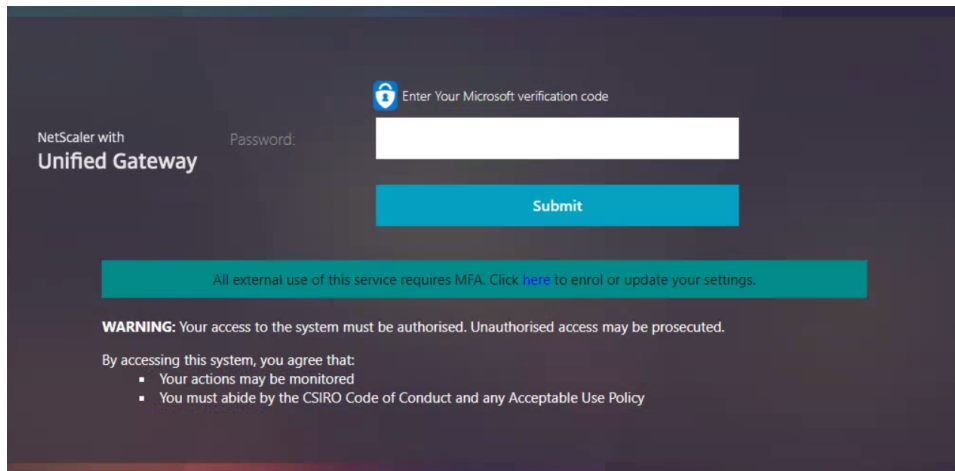
All external use of this service requires MFA. Click [here](#) to enrol or update your settings.

WARNING: Your access to the system must be authorised. Unauthorised access may be prosecuted.


By accessing this system, you agree that:

- Your actions may be monitored
- You must abide by the CSIRO Code of Conduct and any Acceptable Use Policy

3. Approve the push notification on your mobile device or enter your One Time Password (as shown below) to verify your logon. For further information on MFA or if you have not yet registered for MFA, please see the [MFA Intranet page](#).



4. When connecting for the first time, you will be prompted to download and install Citrix Workspace. This is required for the best experience and to enable all available features. Once installed, you will not see this prompt again on that computer.

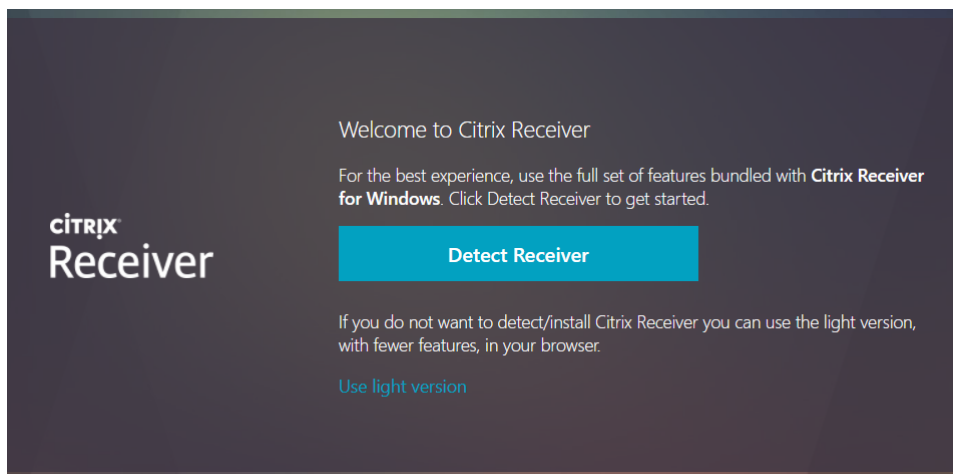
 **Installing Citrix Workspace**

- Citrix Workspace is needed to be installed on your home computer for the best experience (but it is not required for standard usage). For download or installation assistance, please visit the [Citrix Workspace](#) page (for Windows), or the [Citrix Workspace](#) page for all other OS's.
- [Citrix Receiver LTSR](#) is the preferred version for Windows, as it has been tested by IMT. Higher versions may have issues with display scaling and DPI on high resolution monitors, for 4.10+ you can disable session scaling under Settings > DPI Settings and select No, use native resolution.
- If you are unable to download or install Citrix Workspace, you can connect using the light/HTML5 version, but it is highly recommended to use Citrix Workspace where possible for the best experience.

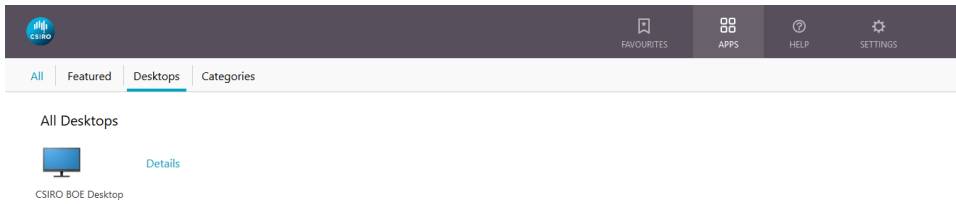
Citrix Receiver vs Citrix Workspace

In August 2018, Citrix have re-branded newer versions as Citrix Workspace. The latest Long Term Service Release (LTSR) that is recommended for business use on Windows machines. If you choose to install the latest version of Citrix Workspace for Windows (the non-LTSR), please note that unexpected errors may occur as these versions are updated on a much regular basis and have not been tested for our environment. Citrix only offer the LTSR client for Windows, all other Operating Systems must use the latest Citrix Workspace client.

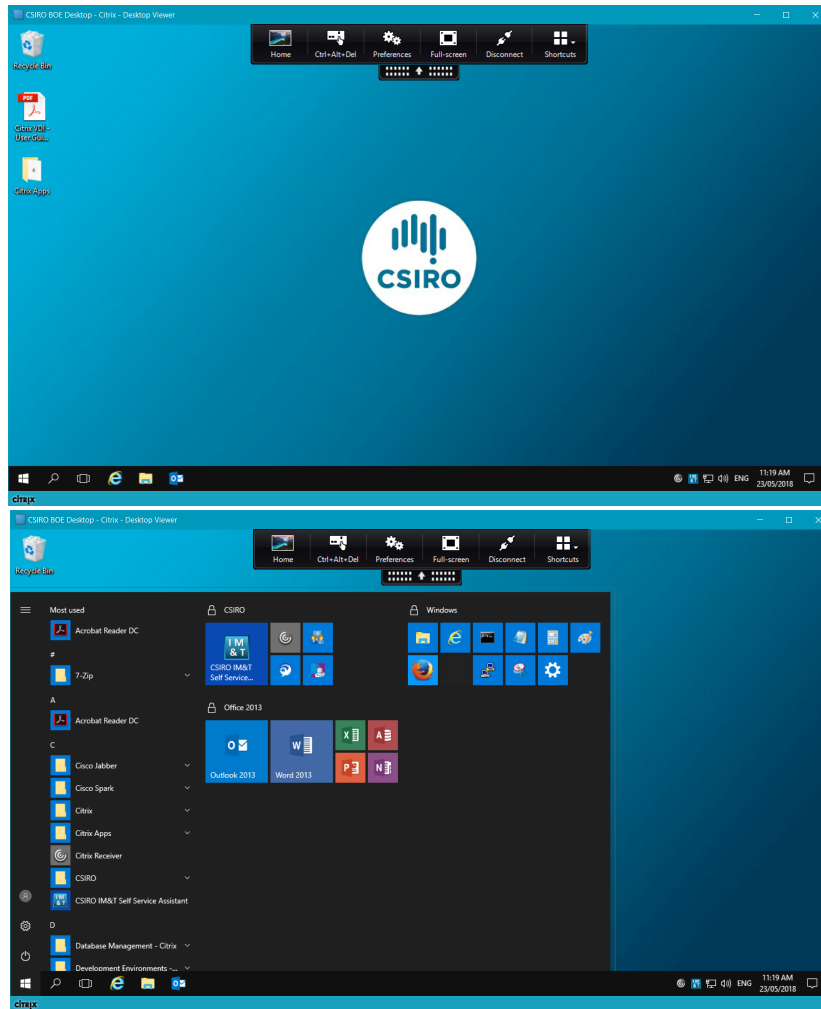
5. Once you have installed Citrix Workspace, select **Detect Receiver** on the webpage.



6. Click on the **Apps** tab followed by the **Desktops** category. Select **CSIRO BOE Desktop**.

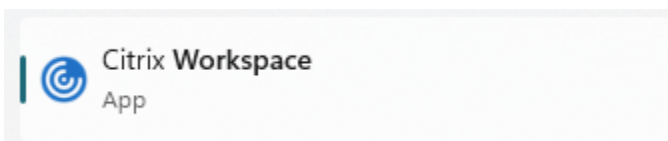


7. Once connected and logged on, you will then see the CSIRO BOE Desktop.



Connecting at Work

1. Open Citrix Workspace (located in your Start Menu, Taskbar, Menu Bar, Dock etc.):

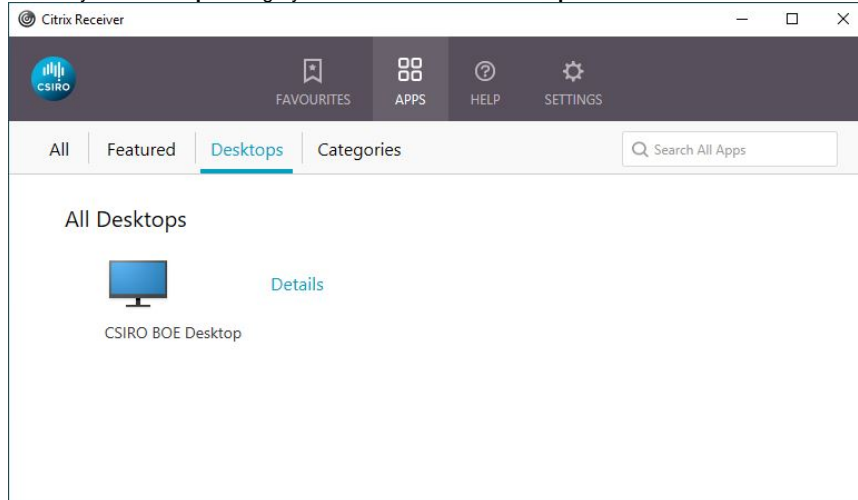




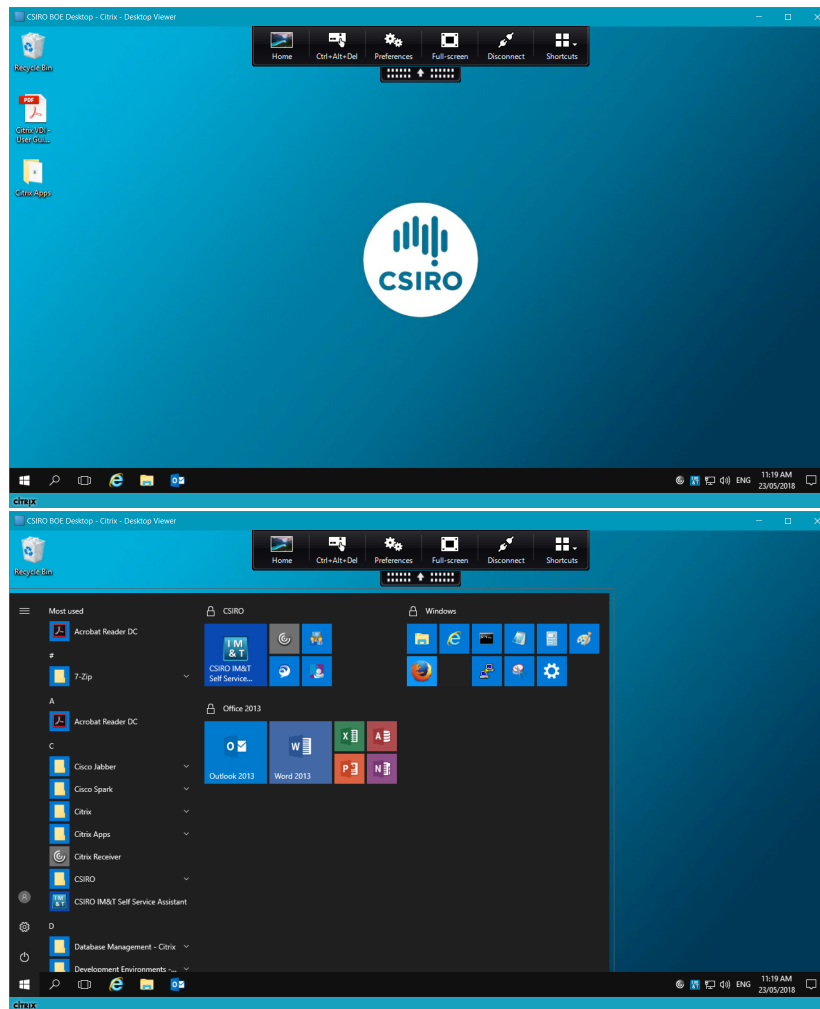
You will not be prompted to install any software on your CSIRO Windows computer as Citrix Workspace is already installed. Please do not install or update Citrix Workspace, if prompted, as Citrix may have released a newer version that hasn't been tested or approved by IMT. All updates are pushed out silently to your workstation when tested and approved by IMT.

If you are on a Mac, Citrix Workspace can be installed through [Software Center](#). Ubuntu or iPad users will need to download and install Citrix Workspace from the Citrix website or the App Store.

2. Click on the **Apps** tab followed by the **Desktops** category. Select **CSIRO BOE Desktop**.



3. Once connected and logged on, you will then see the CSIRO BOE Desktop.



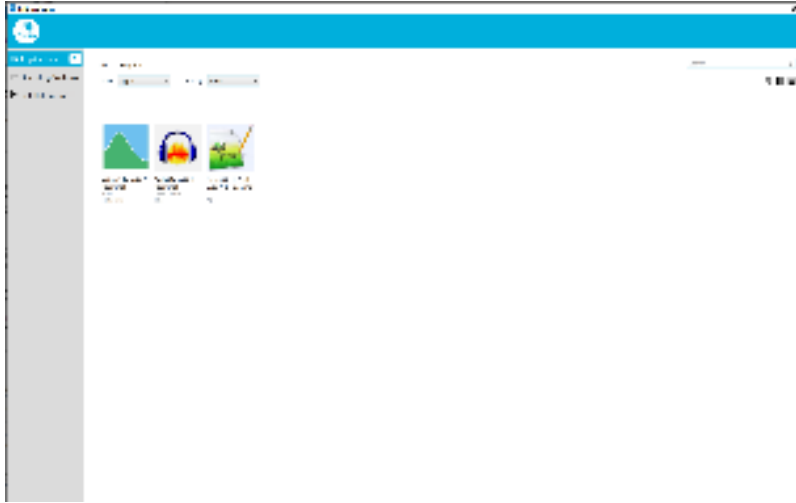
Adding Applications



The following instructions only applies to CSIRO Windows machines.

Roaming applications (also known as App-V) that you have installed on your CSIRO Windows desktop will appear in the VDI environment. However, you will not be able to install additional software as the VDI environment is designed to be generic and non-persistent.

To add an App-V application, **you must be on the CSIRO network (in the office, or connected via VPN)**. Open Software Center on your local CSIRO Windows machine (not the Citrix VDI session), search for App-V or select the App-V filter, click on the application you want to install and click the Install button. Once installation has completed, you will see the App-V application from within the VDI session.



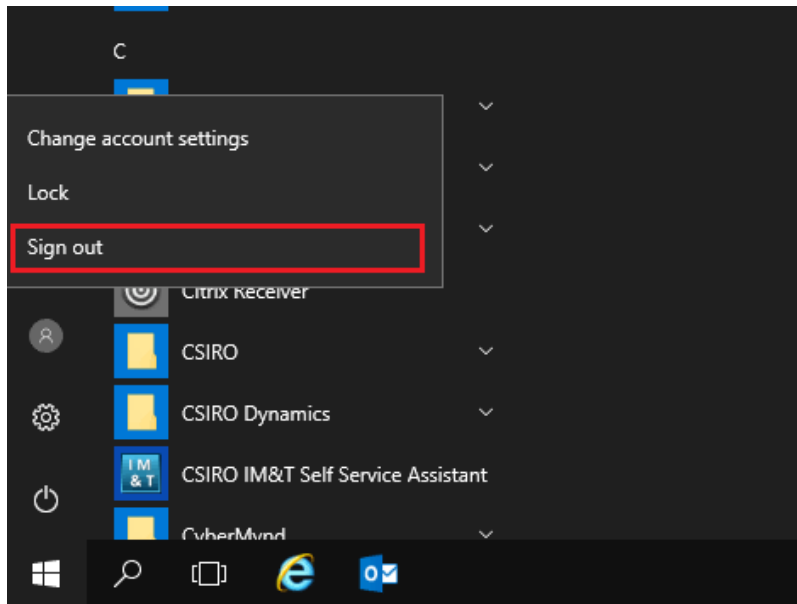
An example of roaming applications (App-V) in Software Center.

Disconnect & Sign out

Select the **Disconnect** option from the toolbar located at the top of the VDI session, alternatively you can also close Citrix Workspace or your web browser window. You would typically disconnect from your VDI session if you wish to return to it a bit later during the day. For Citrix Workspace on mobile devices, select the **Home** button from the toolbar to exit.



To log off your VDI session, click on the **Start Menu** button then on the user tile and select **Sign out**.



The main difference between disconnecting and signing out is that disconnecting will preserve your current session allowing you to reconnect to your session at a later time to continue. Signing out will close all your applications and log you off. However, disconnecting is not recommended if the period of inactivity is over 48 hours.

FAQ

General

Q. What's the difference between using the native Citrix Workspace and Light/HTML5 connections?

A. Citrix Workspace is a native application you use to connect to Citrix VDI that will offer all the features available and provide the best connection. Should you not be able to install software on the computer you are using, you can elect to connect using the light/HTML5 receiver without installing any additional software. Both versions will allow you to upload and download files.

Q. I'm having issues with my personal Linux home computer connecting to/ using the Citrix VDI environment via native Citrix Workspace?

A. It is best to use light/HTML5 Workspace as the native Citrix Workspace client for Linux has been known to cause issues on a few different flavours of Linux Operating System. On all other Operating Systems, it is recommended to use the native Citrix Workspace.

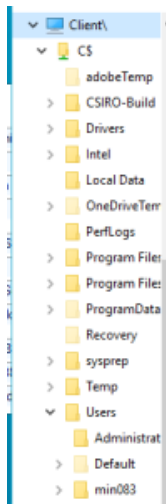
Q. I'm want to upload and download files using the light/HTML Citrix interface. How do I do that?



A. It is possible to upload and download files by clicking on the  icon at the top of the screen and select the "..." option to reveal another menu which allows upload and download. From there you can upload files into systems such as SAP, FlexiPurchase and SuccessFactors.

Q. I'm want to upload and download files using the Citrix Workspace app. How do I do that?

A. It is possible to upload and download files by simply browsing in the Explorer when prompted and then selecting "Client". From there you can browse through the local file system.



Q. My disconnected VDI session has not resumed following a weekend, what has caused this?

A. The Citrix VDI environment goes through a fortnightly reboot in an effort to reset it to a pristine state. When this occurs, all unsaved work in a disconnected VDI session is lost. This is the reason why we recommend that you sign out rather than disconnecting a VDI session wherever possible.

Q. Where is OneDrive for Business?

A. OneDrive for Business client does not work on the Citrix BOE (Microsoft will be releasing a version which does and we will install it when we can). However, all is not lost - you can access OneDrive for Business directly through the Office programs (eg open up Word and go to FileOpen and OneDrive access is built in). You can also open a web browser within the Citrix BOE and go to office.com and click on the OneDrive tile.

Q. Can I share USB devices between my computer and the Citrix VDI computer?

A. Yes, this requires the use of the native Citrix Workspace . Depending on the device it will work as normal but this is dependent on your connection speed. USB drives and Web Cams may be slower than if they were connected directly to your computer.

Q. There's a delay in typing or text doesn't look clear when using Citrix VDI, what has caused this?

A. Citrix VDI works best over a fast internet connection. You may notice a slight delay or drop in resolution if your connection speed is not optimal. Some delay and text oddities is considered normal.

Q. Can I install additional software on the Citrix VDI computer?

A. No. However, you can add additional App-V applications via Software Center. Note that the VDI operating system is Windows Server so running Windows Desktop binaries may not work (nor is supported).

Q. My web browser doesn't support the Citrix HTML5 Workspace?

A. Some niche browsers do not work with the HTML5 Workspace. Use an alternative browser such as new Microsoft Edge, Firefox or Chrome as a workaround.

Q. Can I be granted local administrative rights on my VDI to install software?

A. No. The environment is provided as a generic and non-persistent service, any changes made will be lost during the fortnightly reboot. The operating system is actually Windows Server so some Windows Desktop software may not work anyway.

Q. Can I use Webex or Microsoft Teams on VDI?

A. Chat and presence functionality is available. Calling/Voice functions are not available at this time. It is easier to install Webex and/or Microsoft Teams on the local computer.

Q. I'm having issues with my VDI session not displaying the correct time zone when connected to the Citrix VDI environment using Firefox with the light/HTML5 Workspace on a Linux computer not running the CSIRO Linux Desktop BOE.

A. A known workaround is to use the ESR (Extended Support Release) version of Firefox (available for download [here](#)) with the light/HTML5 Workspace to access the Citrix VDI environment. Alternatively, you can use Google Chrome with the light/HTML5 Workspace as well.

Q. What time zone does the CSIRO Linux Desktop BOE use and how does it cope with daylight savings?

A. The Citrix client and HTML5 interface passes your connecting computer/device local time to display as the time in the desktop. For daylight savings to be displayed correctly your local device will need to be configured to change the time as per your chosen timezone's daylight savings regime.

Q. How much files can I store in my Citrix VDI?

A. The VDI profile quota is 10 gigabytes - so it is best not to store large files in there otherwise you may find yourself locked out. Use mappings such as on premise file shares, Sharepoint or Onedrive.

Mobile Devices

Q. The screen quality is poor on iOS/Android

A. Please check your Display settings from within the Citrix Workspace app. iOS defaults to Low, High is the preferred setting on faster internet connections.

Q. When using a touch screen, moving up or down on the screen highlights text instead of scrolling.

A. You need to enable "Scroll Mode" from the toolbar once connected.