



**State of Oregon**



**OISPH**

***FamilyNet Citrix Farm  
Upgrade***

**FamilyNet Application Access**

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Version 1.4

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## **Overview**

DHS has been migrating distributed applications from an older, unsupported Citrix farm to a newer version that offers improved security via the Windows Active Directory model.

The purpose of this document is to provide procedural guidance to enable users to access the FamilyNet application suite, consisting of IRIS, ORCHIDS, and TWIST, on the newer Citrix platform.

## Accessing FamilyNet Applications the New Way

Previously, users accessed FamilyNet applications via a Citrix ICA file that was distributed to them with a desktop icon.

From now on, users will access FamilyNet applications in a web browser via a security portal page that will direct them to the new Citrix server farm. *There will be a new desktop icon, but users will be unable to access the application without first authenticating through the web page.*

### **First time users – Follow instructions in Appendix A on Page 11**

With many different combinations of hardware, browsers, and other software in use, there are numerous set-up and configuration scenarios that may be encountered the first time a person tries to connect. ***For the initial connection, follow instructions in Appendix A and troubleshoot by referring to known issues covered in Appendix B.***

What follows here is the main process for connecting once set-up is complete.

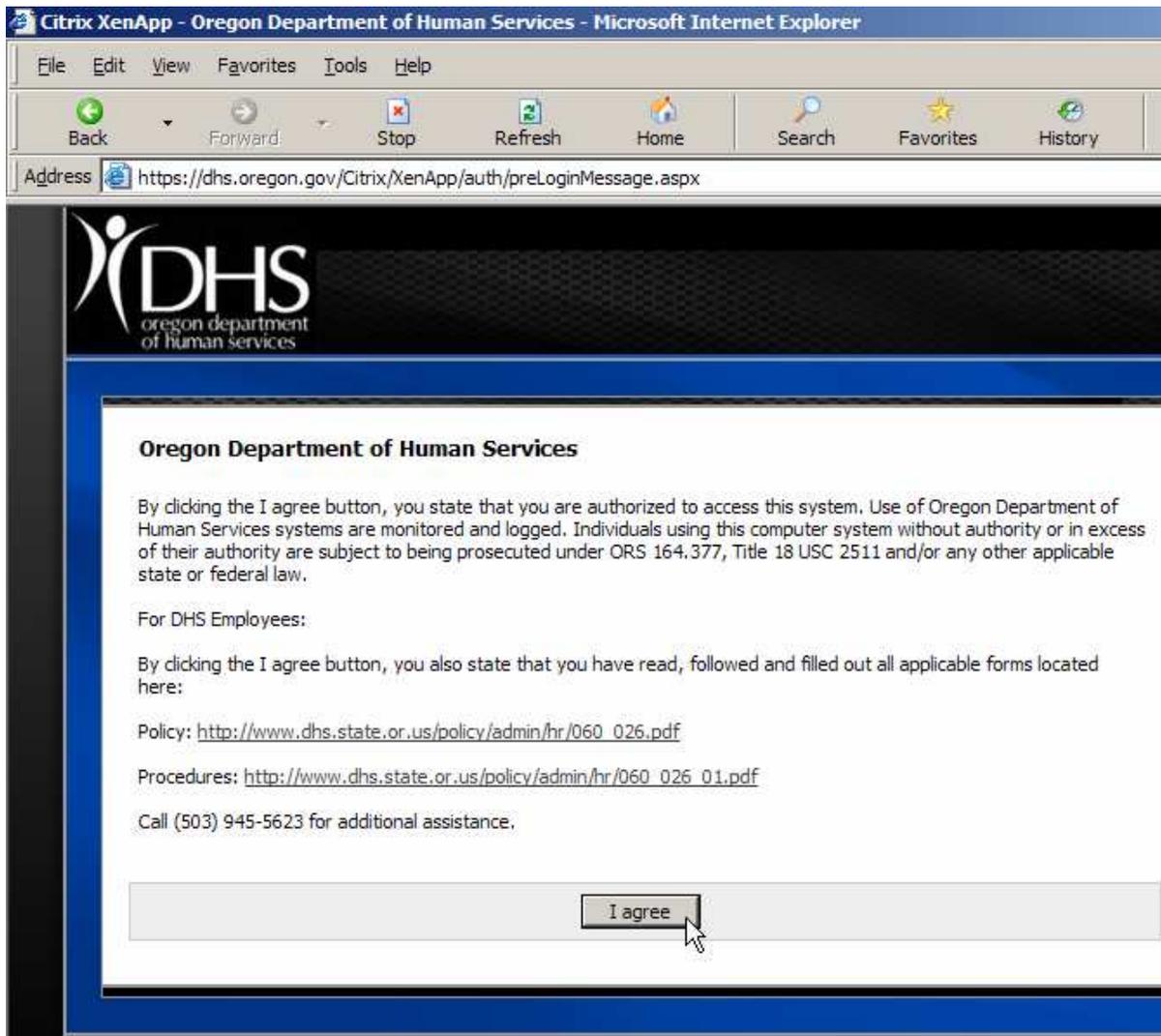
### **After first access – The FamilyNet Web Access desktop icon**

Locate the FamilyNet Web Access desktop icon and double-click to enter the FamilyNet Citrix site:

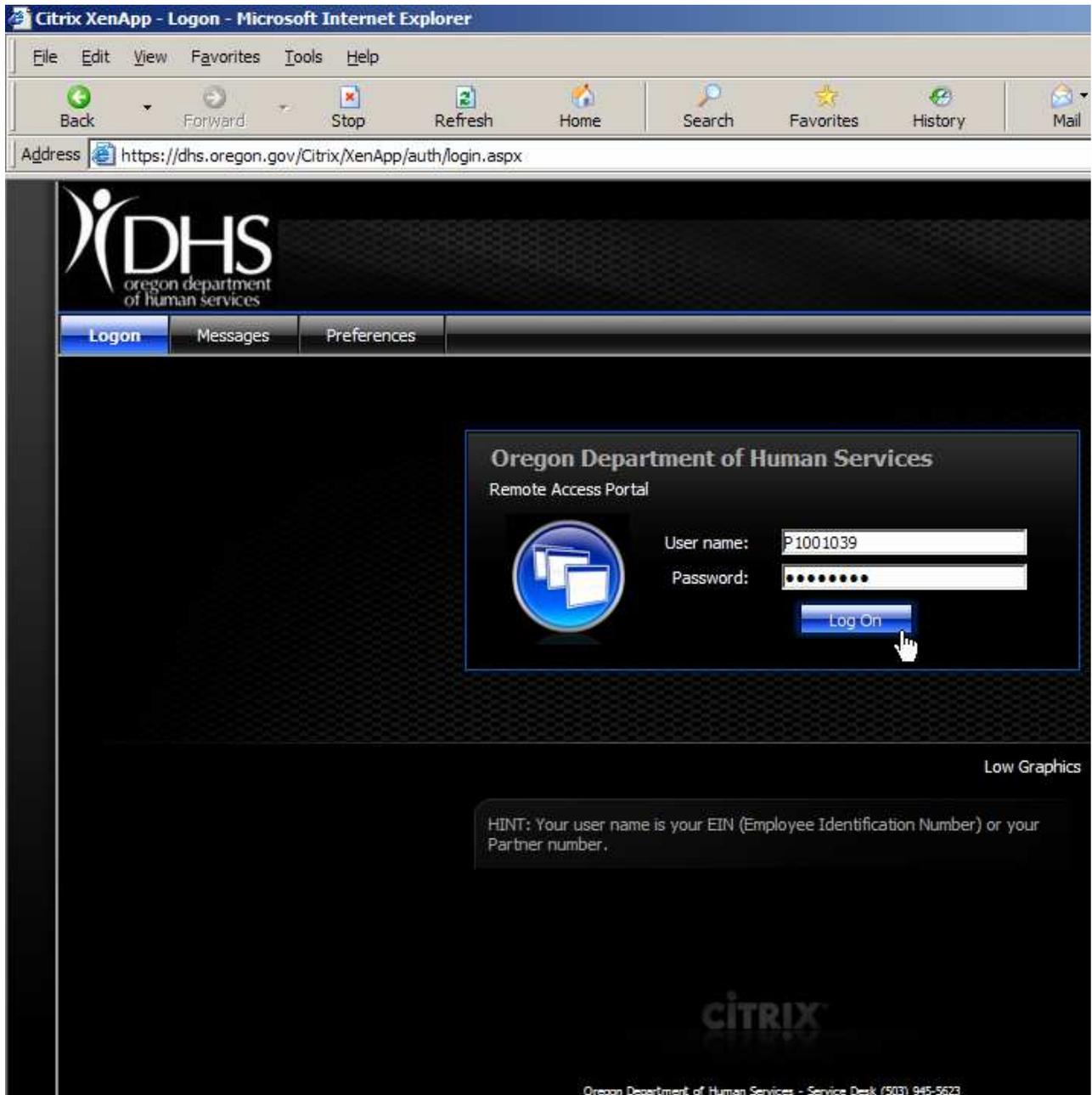


If the desktop icon setup procedures were not followed, the user can access FamilyNet via a web browser. The URL to use is **<https://dhs.oregon.gov/Citrix/XenApp/auth/login.aspx>**

The security portal page will be presented. Click the “I agree” button to continue:



The new Citrix (Active Directory) logon screen will be presented:



Enter your Active Directory logon ID and password, and click the “Log On” button.

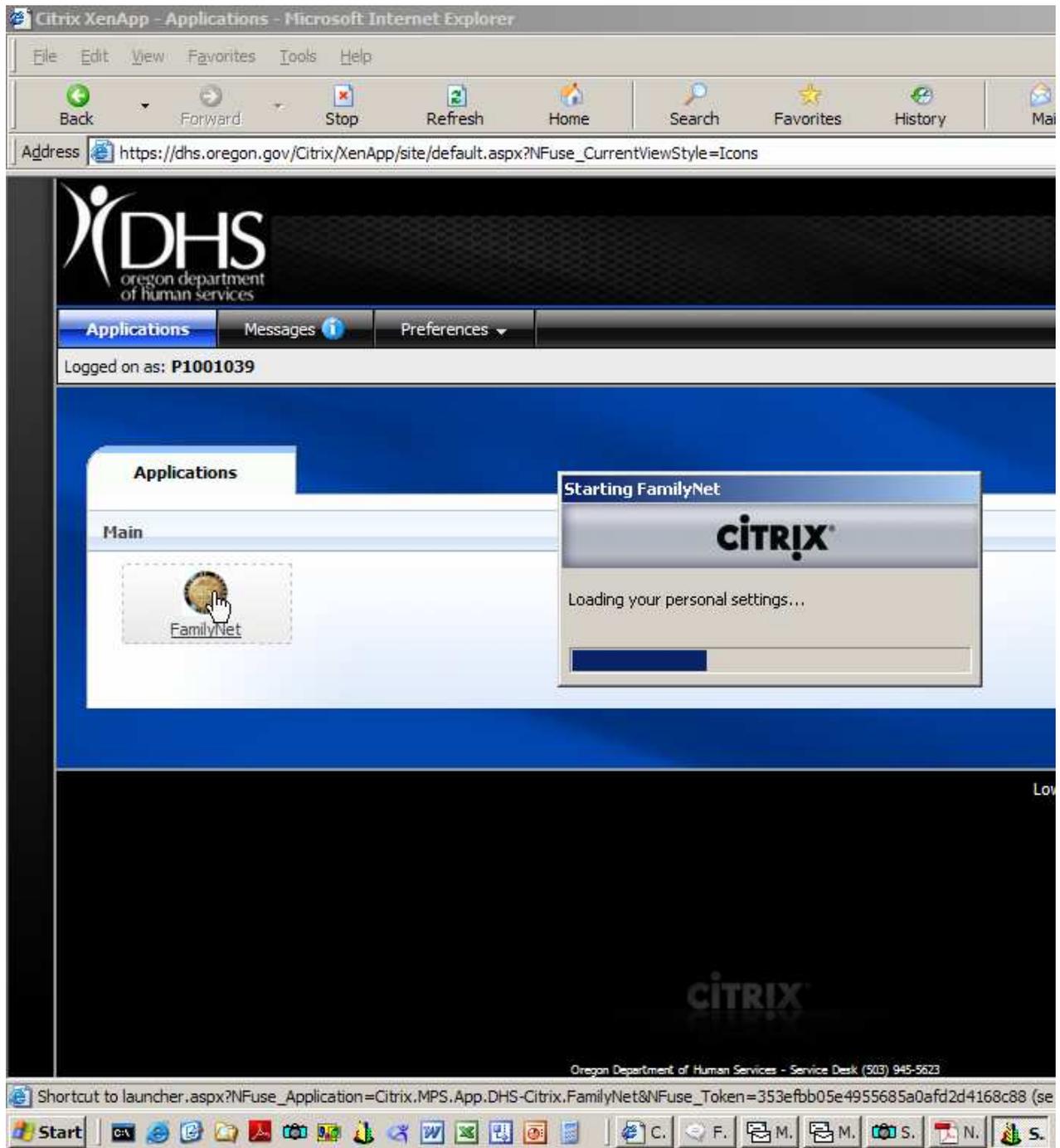
### **Citrix Application Menu Window**

Once successfully logged on, the user should see a Citrix window containing icons for his/her authorized FamilyNet applications and environments similar to this one, which shows typical FamilyNet (Production) access:



### Citrix Application Launch

A **single** click on the application icon will launch it:



## FamilyNet Application Security

The familiar FamilyNet security logon window should appear:



If it is pre-populated with the user's Active Directory logon ID, clear that and log on with the user's existing FamilyNet ID and password (normal TWIST user ID and password has not changed):



At this point, the user should be able to use his/her FamilyNet applications as before.

Once in FamilyNet, you may close the Internet Explorer window and still continue to work.

## Appendix A - Making the First Connection to FamilyNet thru the Web

### Getting Started- Prior to first access

A browser security setting needs to be in place in order to use a Citrix ActiveX object and avoid service denial to the application page. Instructions to achieve this in Microsoft Internet Explorer 6 are as follows:

#### Citrix Security Alert / ActiveX Control

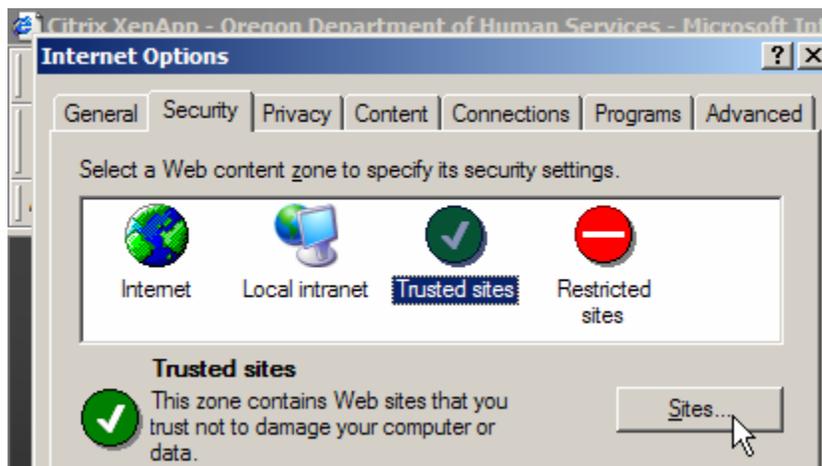
A browser security setting needs to be made in order to avoid service denial to the application page. A Citrix ActiveX object is in place to validate the security setting, which can also trigger a browser security event if ActiveX is turned off. The way to get around it is to define the Citrix URL domain in the list of Trusted Sites.

Instructions to achieve that in Microsoft Internet Explorer 6 are as follows:

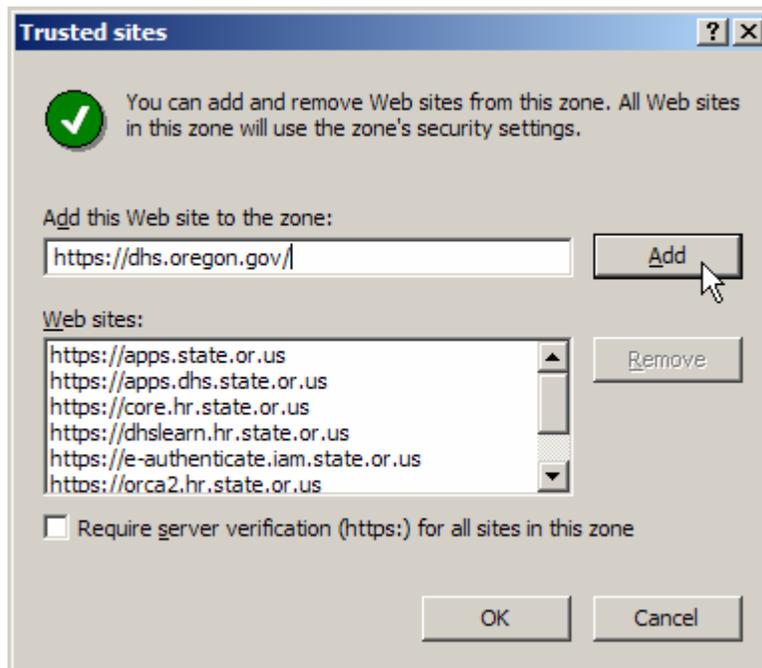
1. Select Tools + Internet Options...:



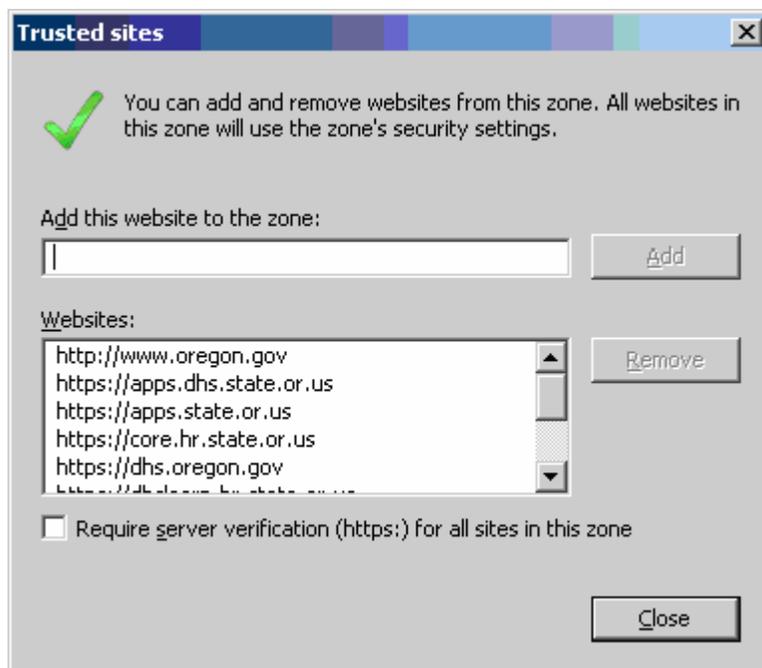
2. Click the Security tab, then the Trusted Sites icon, and the Sites... button:



3. Enter “https://dhs.oregon.gov/” in the “Add this Web site to the zone:” field and click the Add button:



4. Click the OK button to close the “Trusted sites” pop-up window. *(In Internet Explorer 7, this button says “Close”).*

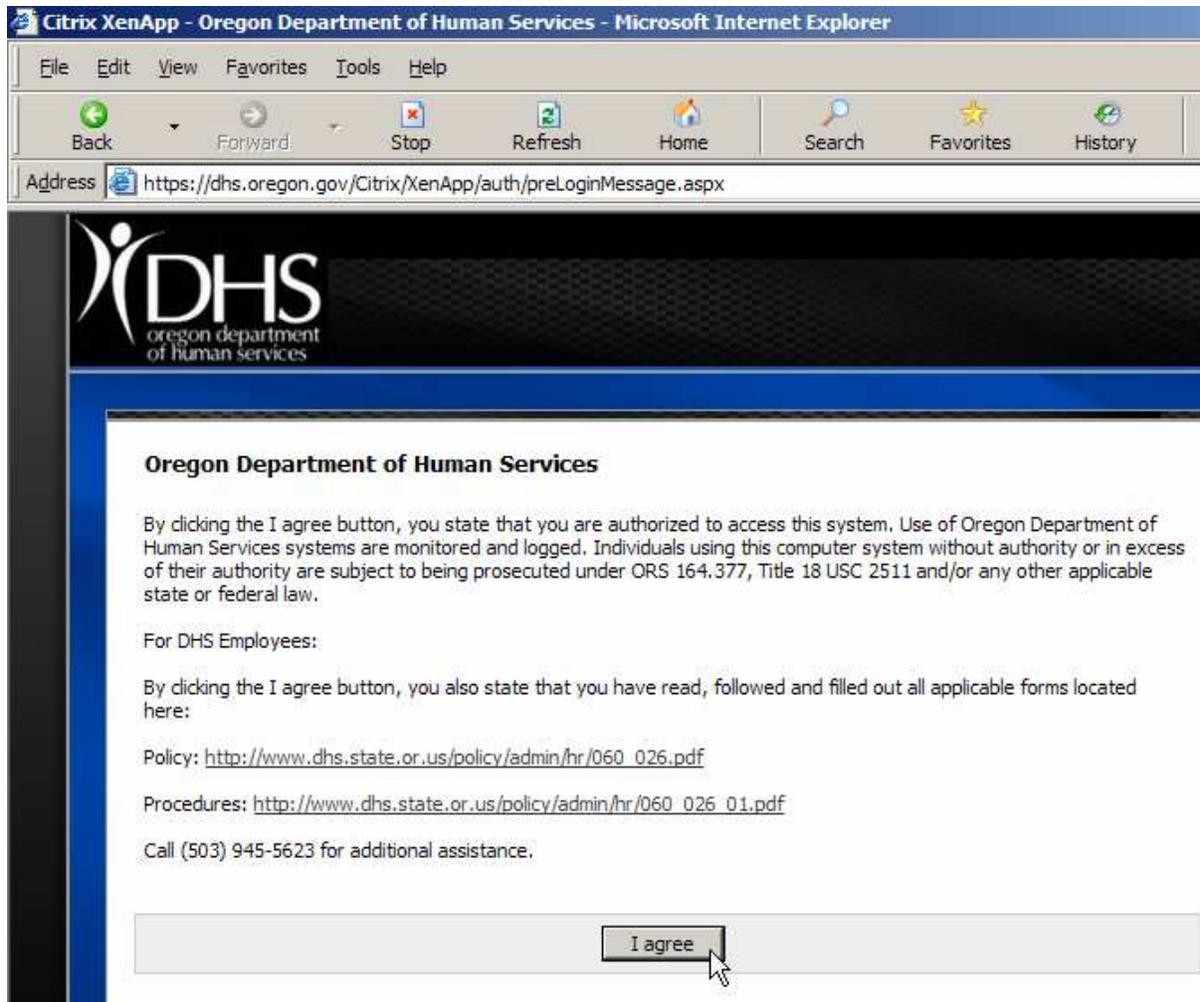


5. Click the OK button to close the “Internet Options” pop-up window.

**First Access - the URL**

The URL to use is **<https://dhs.oregon.gov/Citrix/XenApp/auth/login.aspx>**

The security portal page will be presented. Click the “I agree” button to continue:



The new Citrix (Active Directory) logon screen will be presented:



Enter the Active Directory logon ID and password. The administrative setup will provide each user with a temporary password which the website will require to be changed upon initial authentication.



## ***Setting the new password: DHS Policy***

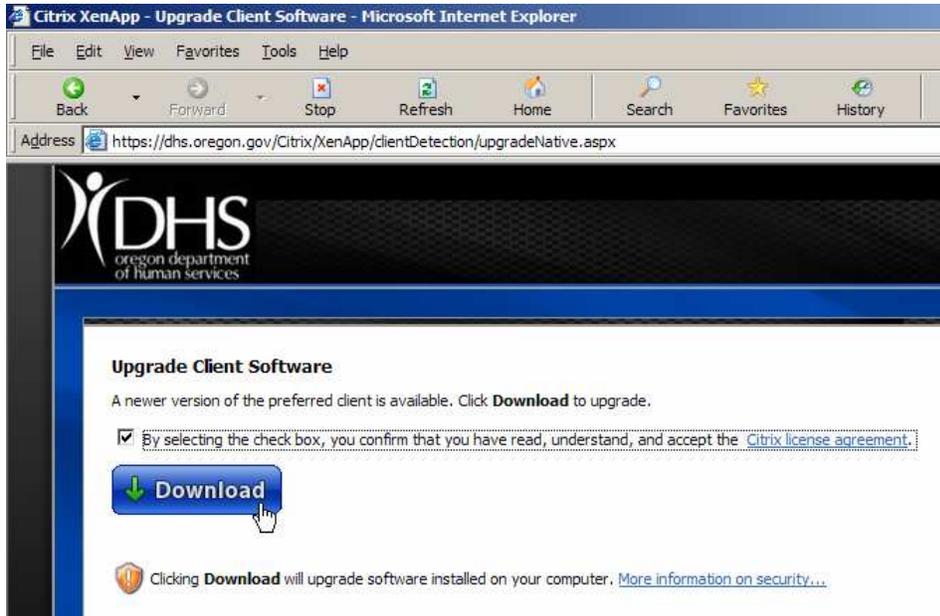
The password policy for the DHS domain is the following:

- Minimum of 8 characters
- Must contain 1 number
- Must contain 1 capital letter
- Cannot repeat the last 5 passwords
- Expires in 90 days



### Desktop Client Detection and the ActiveX Web PlugIn

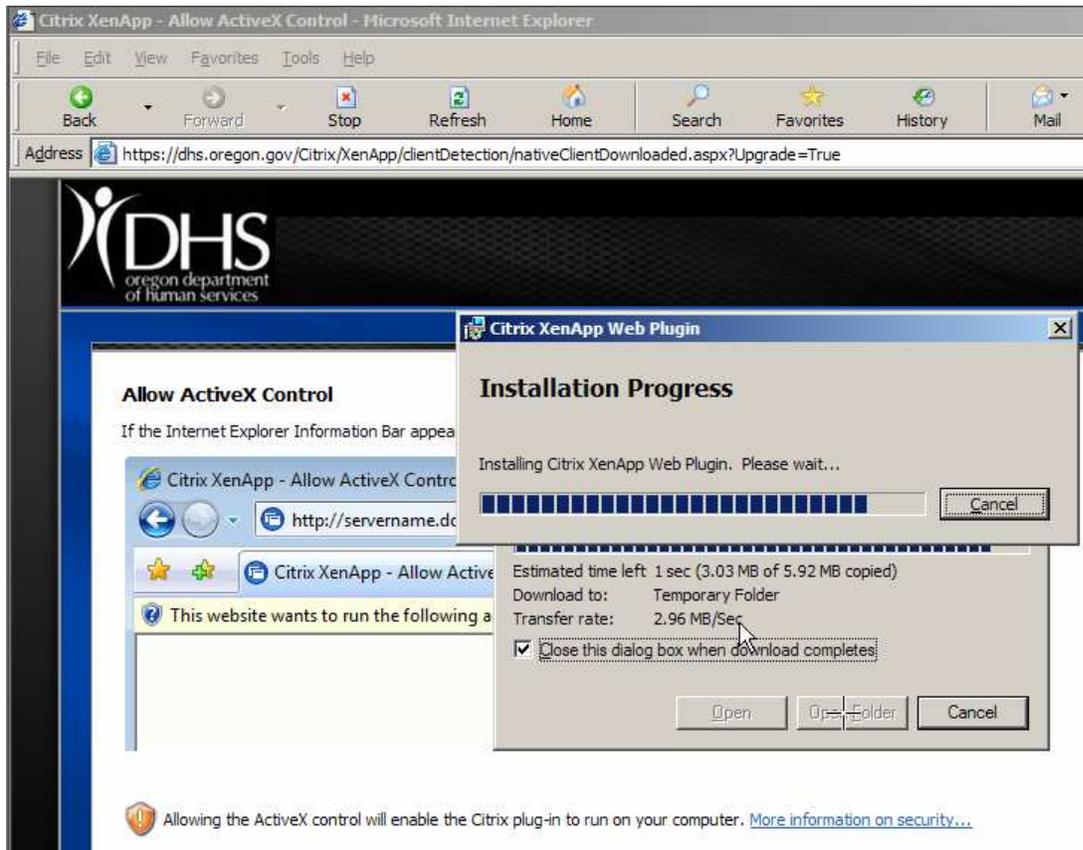
The site runs a client detection process that may present you with the option to download and install a new Citrix ICA file if it does not detect on your machine, or if the one it finds is an older version. If it prompts, the user should download and install the client by selecting the license agreement confirmation checkbox and clicking the Download button:



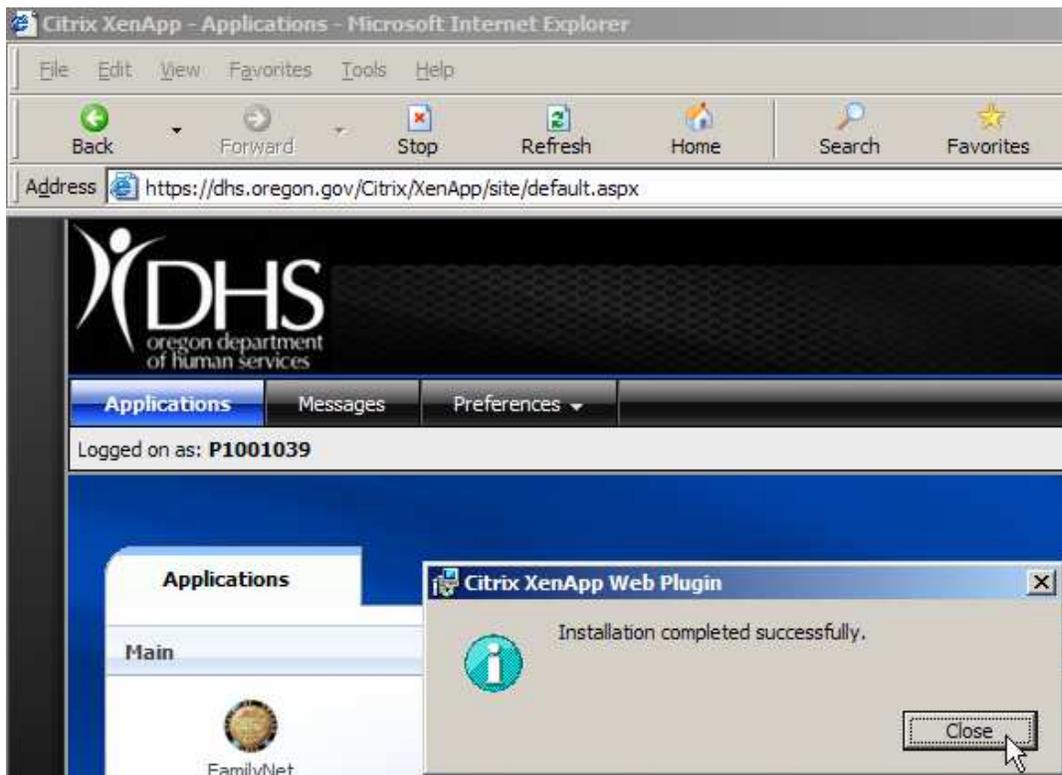
The next dialog gives the user a choice to Run or Save the ActiveX Web PlugIn (.msi) file. Since no practical use is gained from saving a local copy of the file, the Run option is recommended:



The installer provides graphical progress feedback while it runs:



After installation is completed, click the Close button.



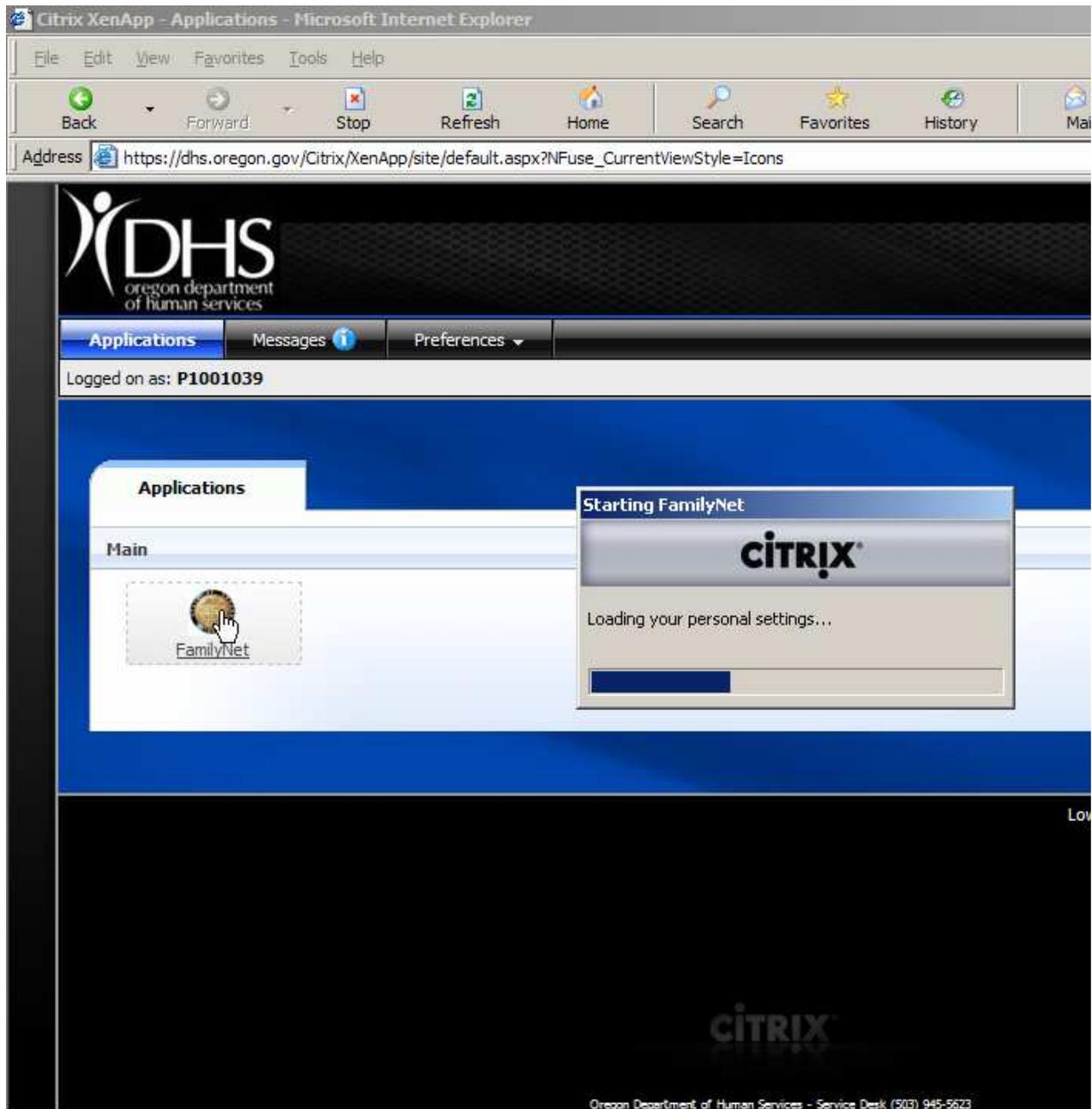
### Citrix Application Menu Window

Once successfully logged on, the user should see a Citrix window containing icons for his/her authorized FamilyNet applications and environments similar to this one.



### Citrix Application Launch

A **single** click on the application icon will launch it:



### **Citrix ICA Client File Security Dialog**

Upon initial access, Citrix performs local drive mapping that the FamilyNet application depends upon to work correctly. *It is very important* to select “Full Access” and “Never ask me again” to preserve the correct settings:



## FamilyNet Application Security

The familiar FamilyNet security logon window should appear:



As in this case, it may be pre-populated with the user's Active Directory logon ID. Simply clear that out and log on with the user's existing FamilyNet ID and password:



At this point, the user should be able to use his/her FamilyNet applications as before.

## ***New Desktop Icon***

A new desktop icon and path have been developed to ease the way for FamilyNet users and are easy to self-install.

In the browser, locate the following URL (or just click on it below):

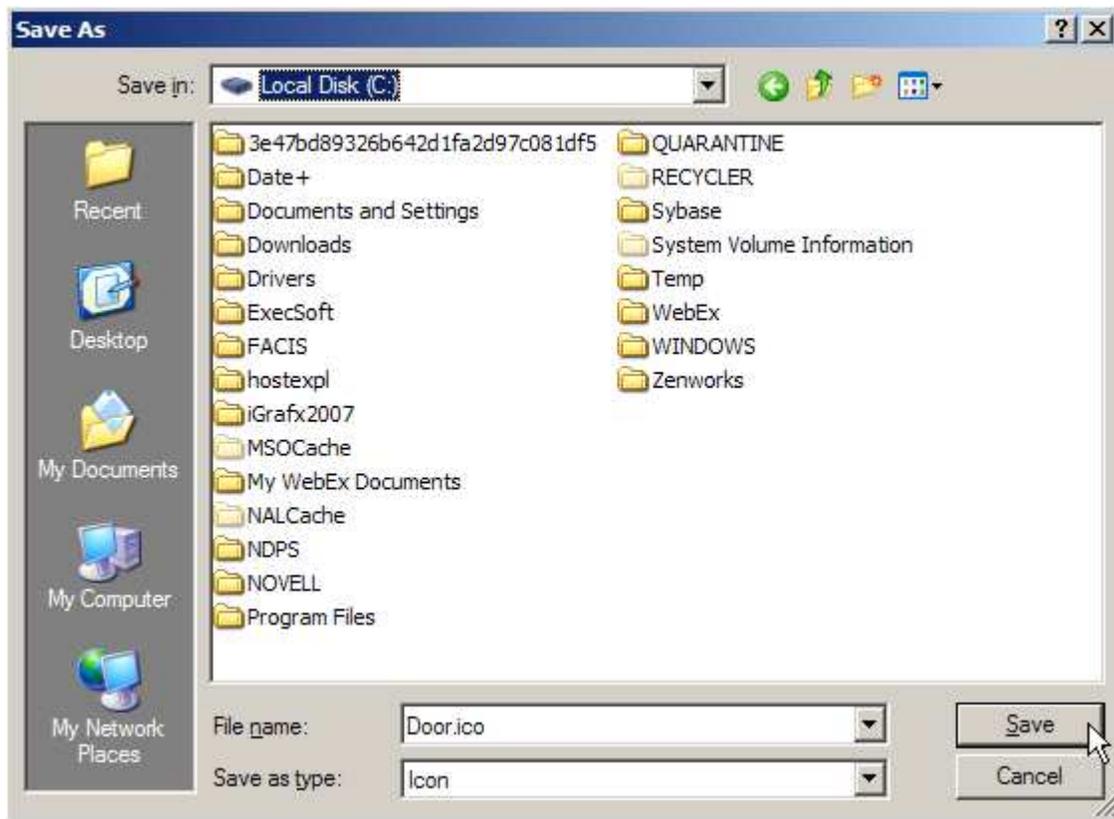
**<https://apps.dhs.state.or.us/familynet-app/>**

## **Obtain Desktop Icon**

Right-button click on the second link as shown and select “Save Target As...”:



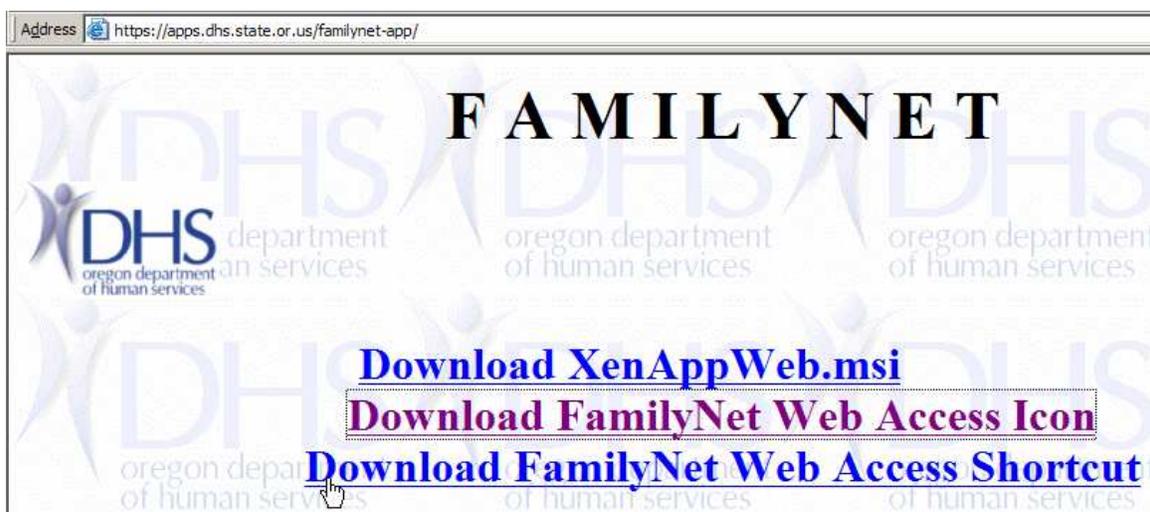
Save the icon to C: as shown:



Click close on the pop-up showing the icon has been saved.

### Obtain Desktop Shortcut

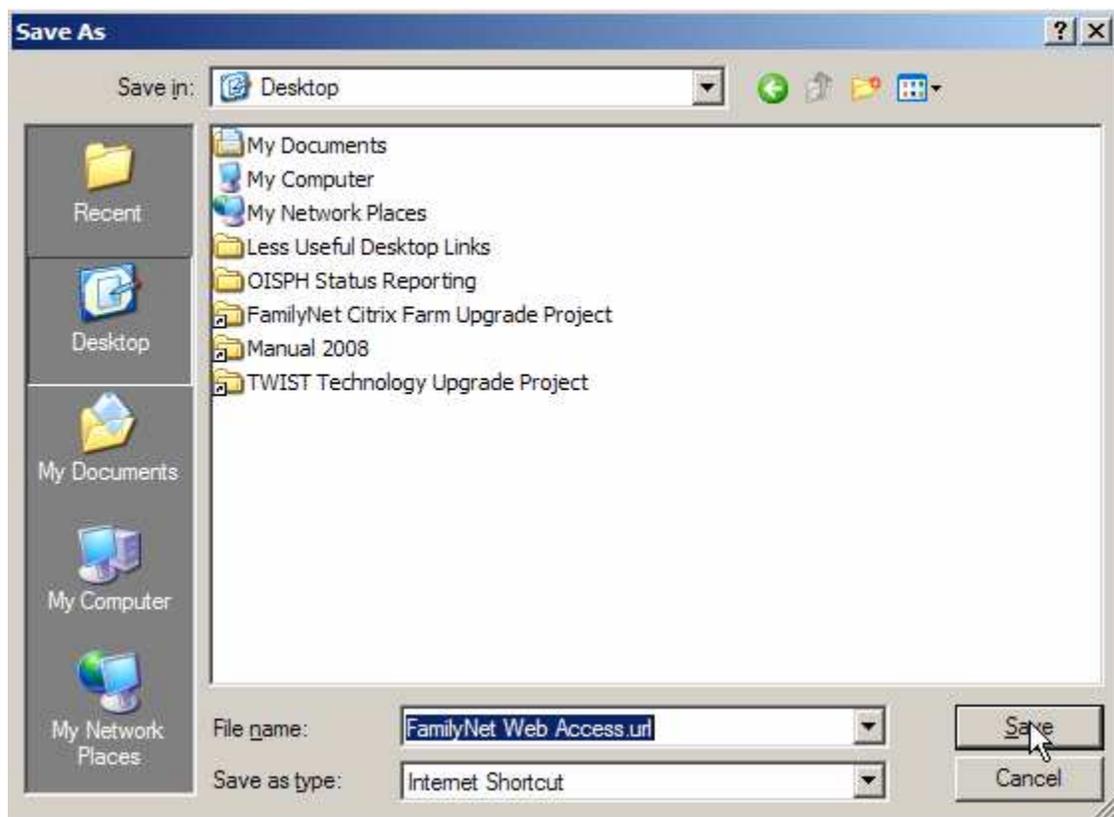
Left-button click on the third link as shown:



Select "Save" on the following dialog:



Select the link to the Desktop:



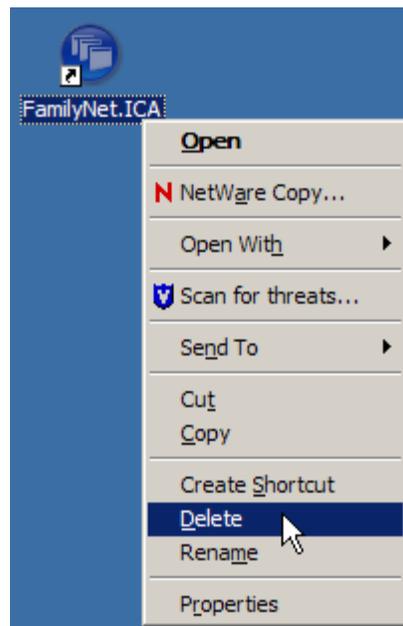
Click close on the pop-up showing the icon has been sent to the desktop.

Verify presence of the FamilyNet Web Access icon on the Desktop and use it for access to FamilyNet:



### ***Old Desktop Icon Cleanup***

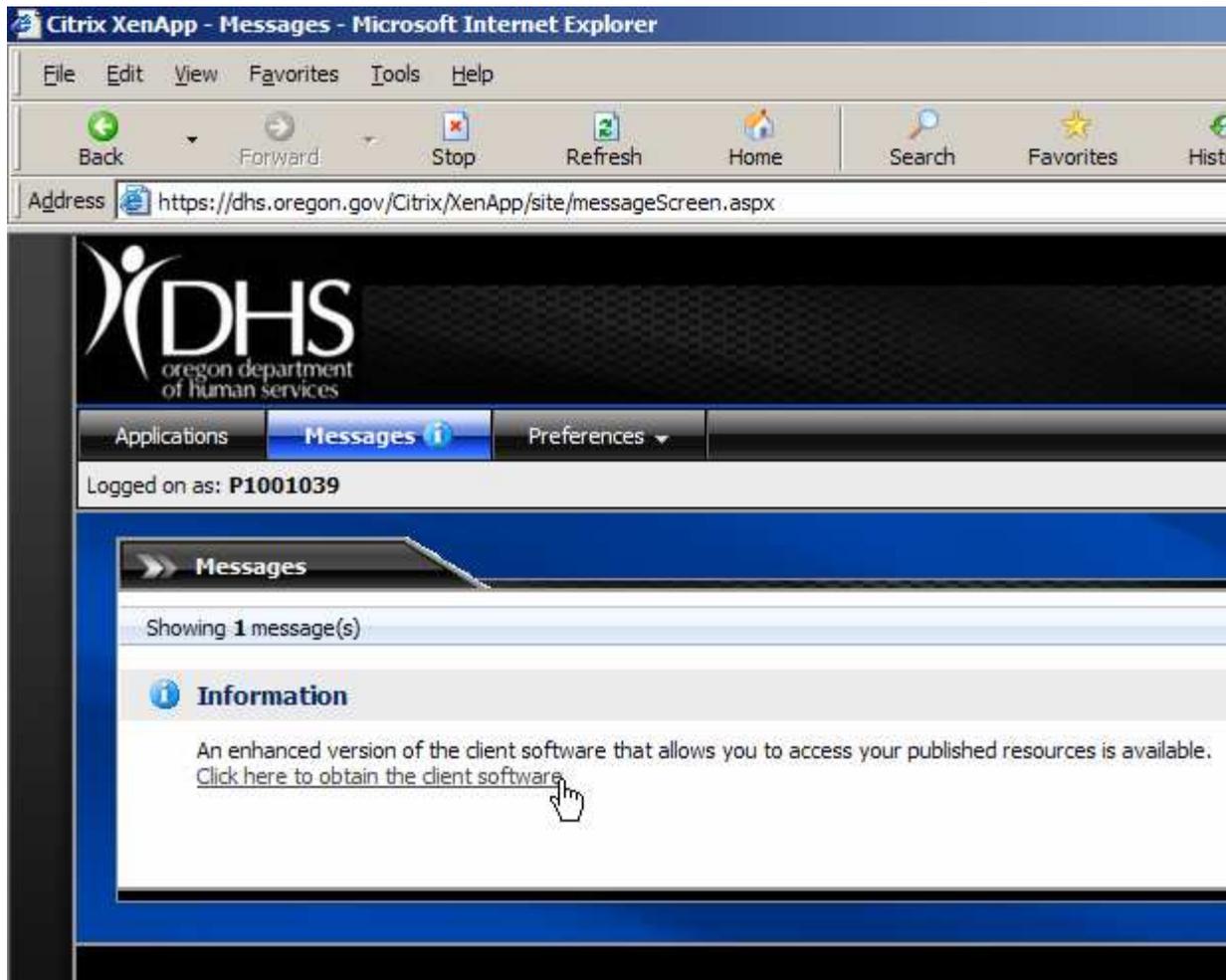
The installation process leaves an icon on the user's desktop that cannot be used to access FamilyNet. Locate it on the Desktop and delete it (select, then Right-button click) to avoid future confusion:



## Appendix B – Troubleshooting/FAQ

### **Citrix Client Alternate Path**

If the user has successfully logged on, but skipped past the installation of the new client, the detection agent places a message in the user's queue, an indicator appears on the Messages tab, and the user can click on the link for a recovery path to installing the updated client file:



### **Citrix Time Out Settings**

*One note about the additional layer in the new approach: the Citrix applications web page has timeout settings on it, and after a period of inactivity on the web page, it may tell the user it has logged him/her out. Once a connection has been made to FamilyNet application(s), the Citrix applications web page is not necessary to sustain that connection. It is only if a user gets out or is involuntarily disconnected that he/she needs to use the Citrix applications web page to reconnect. The new version has an enhanced feature that will attempt to reestablish a user's application if service is interrupted and he/she logs back in.*

## **Updating this document**

Appropriate support team member(s) may maintain this document and/or assign it to ensure that it remains substantially factually correct.