Troubleshooting your client connection to the remote Windows PC

- Native client (preferred)
 - o <u>Mac Users</u>
 - o Windows 7 Users
- <u>ActiveX client</u>
- Java client

Troubleshooting your connection to Zoom

<u>Troubleshooting access to the Online Student Guide</u> (OSG) courseware

Troubleshooting your client connection to the remote Windows PC

Once you log in, you will be connected to a landing page called a "webtop" with up to three links to a Windows PC.

The preferred method is to use the link for "(Native Mode)" which uses Remote Desktop Protocol to connect.

Troubleshooting the Native Mode client



Mac users: you must install the required RD app for Mac. <u>https://itunes.apple.com/us/app/microsoft-remote-</u> <u>desktop/id715768417?mt=12</u> Updated 09/2018



The training.f5.com lab environment is not compatible with the latest v10 release of Microsoft Remote Desktop Application for Mac. You may incorrectly be prompted for credentials to connect on port 3389:

000	192.168.18.30:3389			
Conne	Gateway User Accortest.training.f5.com	unt		
Openir	User Name:	Domain\user or user@domain		
	Password:	Optional		

To determine the installed version, check 'About':



Solution

Version 8.0.x is compatible with the training lab. The latest version is 8.0.4.4 released August 9, 2018. To run v8.0.x, use either of the following two options:

Option 1:

- Replace the newer version of MS Remote Desktop with a compatible version. Download v8.0.x from the Apple App Store here: <u>https://itunes.apple.com/us/app/microsoft-remotedesktop-8-0/id715768417?mt=12</u>
- 2. Move the newer v10 MS Remote Desktop to the Trash or permanently deleted.

Option 2:

- 1. Keep both versions of MS Remote Desktop installed and designating v8.0 as the default App to open any Remote Desktop sessions.
- 2. Download v8.0.x from the Apple App Store here: <u>https://itunes.apple.com/us/app/microsoft-</u> <u>remote-desktop-8-0/id715768417?mt=12</u>
- Locate an RDP file on your local system. If you don't have one, you can create one by creating an empty file and changing the file extension to "rdp" (test.rdp).
- In Finder, select the file and then from the Finder menu, select File>Get more Info to open a dialog box of details about the *.rdp file.

5. Locate the "Open with:" section and expand it:



- 6. Click on the drop-down menu and select Microsoft Remote Desktop (8.0.44)
- If you are prompted with a permissions message, Figure 3, click Continue to confirm you want to make MS Remote Desktop v8.0 the default version for all *.rdp files.



Note: MS Remote Desktop v10 can still be opened from the Launcher and used for other connections.

Windows 7 users:

To use the Native Mode client to connect to the remote desktop, the Windows 7 Remote Desktop Client (mstsc.exe) must support Remote Desktop Protocol version 8.1. Later versions of Windows do not require this update.

If your computer does not support this version, after logging into the webtop and attempting to launch the .rdp file, you will receive you an error message asking you to log on again.



To determine the version on your local computer, run **mstsc.exe**, right click on the **Remote Desktop Connection** title bar, and click **About**.

Nemote D	eskto	p Connection		
	Ē.	Restore		
		Move		
<u> </u>		Size		
	_	Minimize		
Computer:		Maximize		-
User name:		About N		
You will be as	x	Close	Alt+F4	
Show Or	otions			Connect Help

If your version supports only Remote Desktop Protocol 7.1 or 8.0, you will need to update it to use the F5 Native Mode client.

Nou 😽	t Remote Desktop Connection
	Remote Desktop Connection Shell Version 6.1.7601 Control Version 6.1.7601 © 2007 Microsoft Corporation. All rights reserved.
	Network Level Authentication supported. Remote Desktop Protocol 7.1 supported.

Please view the Microsoft Knowledge Base article: https://support.microsoft.com/en-us/kb/2830477

Select the appropriate version of the Window Operating System (x86, x64, x64 Server 2008 R2), select the language, and download and install the patches listed.

After updating, you should see support for RDP 8.1.



Troubleshooting the ActiveX client

PC	(ActiveX)	

If your computer does not support RDP 8.1, you can download and use the ActiveX browser-based client "(ActiveX)". You will be prompted to install the client-side software components.

```
Downloading required files...
```

If this step fails to complete:

- Confirm that you have Administrative privileges on the local computer.
- Check with your IT Department to determine if firewall, content filter, or proxy settings are preventing the download from completing.

Supported Browsers:

• Internet Explorer: v9 or later

If the webtop does not display the PC links, check to determine if **Enhanced Protected Mode** is enabled. <u>Enhanced Protected Mode add-on compatibility -</u> <u>Microsoft Support</u>

Follow these steps to disable the Internet Explorer setting:

- 1. Start Internet Explorer.
- 2. Click **Tools**, and then click **Internet Options**.
- 3. On the **Advanced** tab, click to clear the Enable Enhanced Protected Mode check box under **Security**.
- 4. Click OK.
- Firefox: v42 works after clicking Allow to install the plugin
- **Firefox: v44** requires the following the override instructions:
 - 1. In Firefox, open about:config
 - Find the setting xpinstall.signatures.required and Toggle value to false.
 - 3. Restart the browser and it will allow you to override and install the plugin

Override add-on signing (advanced users): You can override this setting by changing the xpinstall.signatures.required preference to **false** in the Firefox Configuration Editor (*about:config* page). Support is not available for any changes made with the Configuration Editor so please do this at your own risk.

Firefox: v52 or later will not work with the procedure above. If you have upgraded to this release of Firefox, you can download and install the ESR (Extended Support Release) of Firefox 52. Then apply the configuration change described for v44 above.

https://www.mozilla.org/en-US/firefox/organizations/all/



• Chrome: Install and use the Extension IE Tab

IE Tab in Chrome Web Store



- Microsoft Edge: The Windows 10 browser is supported but will require installation of Helper Apps upon first connection.
- Note: Internet Explorer is also included with Windows 10, but not easy to distinguish between the icons:



• Follow the prompts to allow the installation of required components.

	A new browser component is required	
Please click o If your brows	on the Information Bar if it is displayed, and choose Install ActiveX co er security settings prevent the installation, please select an option t	ntrol. below
	Install the new browser component and continue	
	Continue, but do not install the new browser component	

Troubleshooting the Java client



If you are using a Mac and your computer does not support RDP, you may only see the link to the "PC (Java)".

Java SE 7 and Java SE 8 have been fully qualified by F5. Javarelated features can't be utilized using Google Chrome on OS X and Linux because Google Chrome doesn't support Java plugin on OS X and Linux.

Troubleshooting your connection to Zoom

Zoom Operating System and Device Support:

- Windows
- Mac OS X
- Linux
- Android
- iOS

Please review the Zoom "Getting Started" documentation:

https://support.zoom.us/hc/en-us/categories/200101697-Getting-Started

Zoom provides two client options:

- 1. Desktop client for Windows or Mac
- 2. Web client for browser

The Desktop client provides additional functionality, but the web client is sufficient to watch the instructor's presentation, join the audio, and chat with the instructor.

To ensure that you are running the latest version of Zoom Desktop client, download the latest software update at https://zoom.us/download.

If you are experiencing performance issues, review the statistics pages. They provide two types of warnings:

- Red indicates that there most likely will be quality issues, as seen in the packet loss of audio seen below.
- 2. Orange indicates that there may be some quality issues as shown here with packet loss in audio.

•	S	ettings			×
O Audio	Audio	Video	Screen Sharing	Overall	
III Video	Item name	5end	Re	ceive	
o [©] General	Frequency	32 KHz	24	KHz	
Feedback	Latency	445 ms	44	4 ms	
Recording	Jitter	22 ms	16	ms	
Pro Account	Packet loss - Avg(Max)	12.0% (50.0%)		1.0% (0.0%)	

0	S	ettings		P 💌
O Audio	Audio	Video	Screen Sharing	Överall
🗰 Video	Item name	Send	Rei	eive
	Frequency	32 KIHz	24	KHz
🗭 Feedback	Latency	506 ms	441	ms
Recording	Jitter	14 ms	3 m	15
Statistics	Packet loss - Avg(Max)	19.4% (23,4%) 0.0	% (0.0%)
		2	9	
1				

Updated 09/2018

Troubleshooting access to the Online Student Guide (OSG) courseware

Instructions for using the Online Student Guide: <u>https://cdn.f5.com/lms/pdf/Mimeo_OSG/Online_Student_</u> Guide Instructions.pdf

Troubleshooting:

If you have issues with the OSG, report it immediately to Mimeo from **Chat** feature. It sends your workstation info to Mimeo and makes troubleshooting significantly more effective.





- Mimeo customer service
 - o 800-466-4636, option 2
 - o <u>help@mimeo.com</u>

Performance Recommendations:

- **Chrome** is the preferred browser. Performance is best in Chrome.
- Internet Explorer is not supported.
- Enable Offline Access to your course content at least 10 to 15 minutes before the first lab. This will allow sufficient time to cache the content locally.
- **Display in single page width**. Do not display two pages side-by-side.

- Change the view of the left pane from thumbnail view to Index View. It makes it faster and easier to find content in the book.
- If you do not have dual monitors, then open the OSG from inside the Lab PC.