

# Virtual Desktop troubleshooting guide

The following document contains basic troubleshooting tips for users experiencing difficulties accessing the Virtual Desktop.

This document covers the most common reported problems and their solutions. Please work your way through the following instructions carefully. If you are still experiencing problems, contact the IT Department on 02 9473 7750.

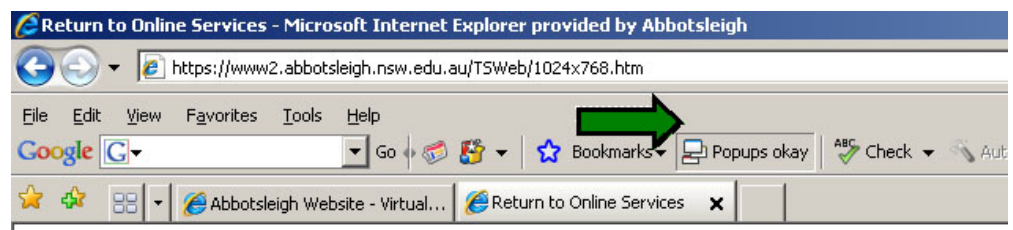
## Problem

After clicking on the Virtual Desktop link on the Abbotsleigh website, a page is displayed which says 'Return to Online Services' but nothing else is visible.

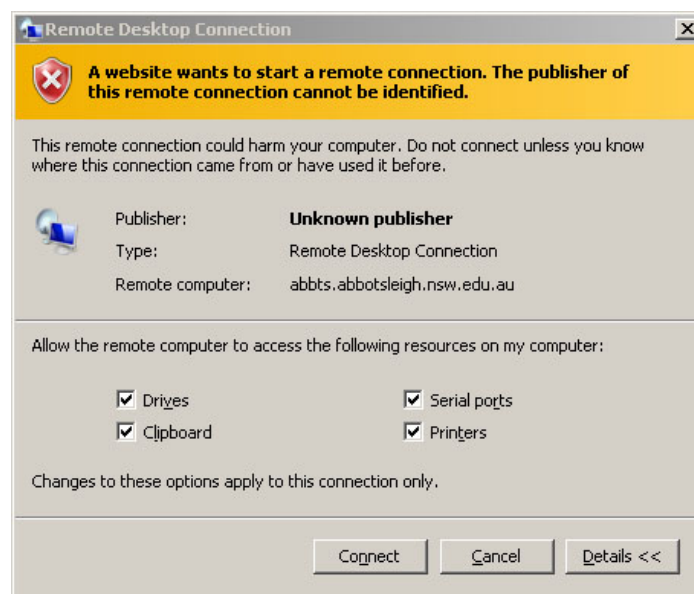
## Solution

Disable any popup blocking software that is active. The most common popup blocker is built in to the Google toolbar and can be disabled by following these steps:

1. Click on the 'popups okay' button on the menu bar



2. Navigate back to the Abbotsleigh website and attempt to access the Virtual Desktop again. You should now see the following notification.



3. Click 'connect' and you will be prompted to enter your username and password.



## Problem

When attempting to connect to the Virtual Desktop, the following screen is displayed but nothing else appears.



## Solution

There are numerous reasons why this problem can occur. The most common reasons are listed below:

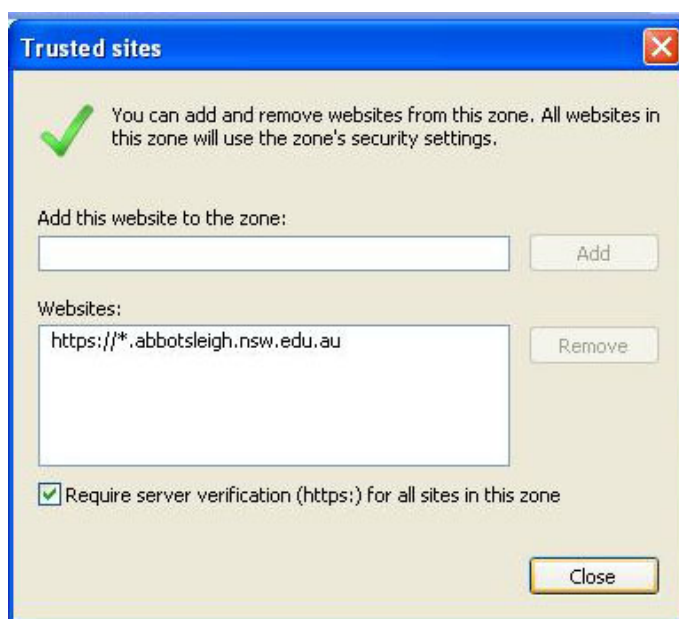
1. You are using a browser other than Internet Explorer.

The Virtual Desktop is only supported on the PC platform using only Internet Explorer 7 or higher. If you wish to use another browser or use Virtual Desktop on a Mac OSX, please refer to the Mac troubleshooting guide.

2. The virtual desktop website is not a member of Trusted Sites.

Go to the Start menu, click on Control Panel – Internet Options (alternatively in Internet Explorer, navigate to Tools – Internet Options) and click on the ‘security’ tab.

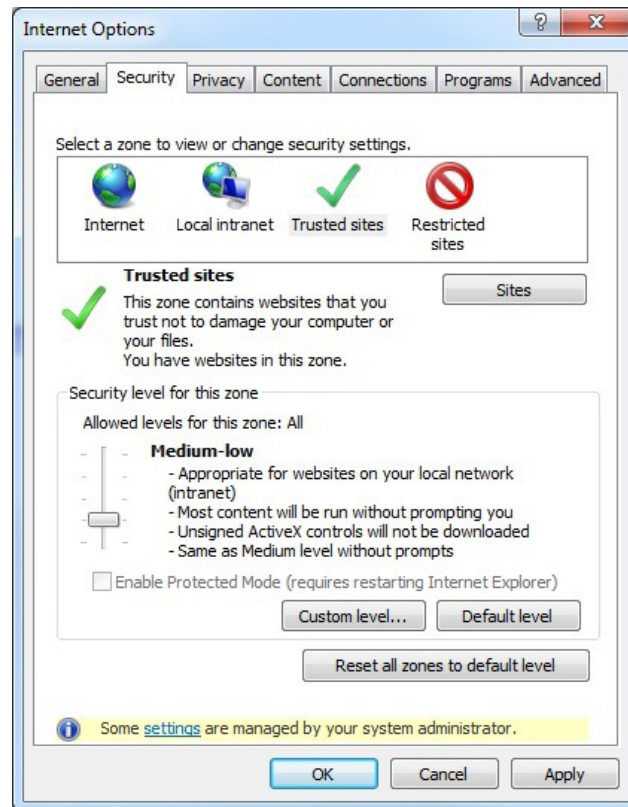
Click on the ‘trusted sites’ icon and click on the ‘sites’ button. Add `https://*.abbotsleigh.nsw.edu.au` as pictured below:



Click ‘close’ and then ‘OK’ to close the dialog box.

3. Trusted sites security settings are too high.

Go to the Start menu, click on Control Panel – Internet Options (alternatively in Internet Explorer, navigate to Tools – Internet Options) and click on the ‘security’ tab




Change the slider value to Medium-Low, then click ‘OK’.

4. The Microsoft Remote Desktop Connection Add-In or Microsoft Terminal Services Client Active-X control is disabled.

This generally only occurs in Windows 2000/XP as the RDP client is natively integrated in Windows Vista and 7. This procedure does not need to be done for Windows Vista and 7.

Typically under Windows XP, you will be prompted to install the Microsoft Terminal Services Client Add-In the first time you launch the Virtual Desktop. This prompt presents itself as a yellow bar across the top of the screen asking you to ‘click here to install active X control’. This should only occur the first time you attempt to access the Virtual Desktop on any computer. If this yellow bar does not appear and you see the ‘Remote Desktop Web Connection’ screen pictured above, the following steps should be taken.

- a) Go to the Start menu, click on Control Panel – Internet Options (alternatively in Internet Explorer, navigate to Tools – Internet Options) and and click on the ‘programs’ tab, then click on the ‘manage add-ons’ button.
- b) Scroll down and click on ‘Microsoft RDP Client Control’. Ensure it is enabled and click ‘OK’.
- c) Open Internet Explorer and attempt to access the Virtual Desktop again.



d) Sometimes, the add-on has a different name. In this case, search for any disabled add-on related to RDP or terminal services and if disabled, enable it. Open Internet Explorer and attempt to access the Virtual Desktop again.

5. A software or hardware firewall is enabled and is blocking communication on the required port.

As there are numerous different firewall packages available, it is impossible to provide precise instructions on how to disable it for each package. In most cases, unblocking TCP port 47637 for outbound access will solve the problem.

### **Problem**

I am getting asked to logon twice, once as if logging into AbbNet, and once to logon to the Virtual Desktop.

### **Solution**

This is by design. The configuration settings to launch the Virtual Desktop are stored in AbbNet, so if you are not logged into AbbNet, you are asked for your user credentials to retrieve the settings. When the Virtual Desktop launches, you need to logon separately.

*If you are still having difficulty accessing the Virtual Desktop, please contact the IT Department on 02 9473 7750.*

*(Opening hours: 8 am-4 pm Monday, 8 am-5 pm Tuesday to Friday)*