

V3.5

Safe Haven User Guide



Scot

HIC Services

V3.5

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INTRODUCTION

The Safe Haven environment is a web accessible Virtual Desktop Environment (VDI) that allows secure remote access to research data provided by HIC Services. It is based on the VMWare View Horizon VDI technology.

This document describes the different methods to access the VDI environment and provides the basic information needed to access the Safe Haven environment. A copy of the latest version of this document can also be found in the "Useful Documents" folder in the P (Project) drive when you are logged into the Safe Haven and on the HIC website.

KEY FEATURES AND BENEFITS

- ❖ Secure remote access to your research data.
- ❖ Regularly updated software packages to assist you in your data analysis
- ❖ Accessible using most modern web browsers and mobile devices

SAFE HAVEN PORTAL ACCESS

The Safe Haven VDI environment is accessed via a portal at <https://safehaven.dundee.ac.uk/>

The portal will presents the two options available to logon. Note that all traffic between the Safe Haven portal and your computer is encrypted.

There two options are the VMware Horizon Client and the VMware Horizon HTML Access. The VMware Horizon client requires installation and HTML access does not. In the majority of work scenarios, the VMware Horizon HTML access client is likely to be the best choice. Instructions for using the HTML Access client can be found on page 7 of this guide and instructions for using the VMware Horizon client are on page 3.

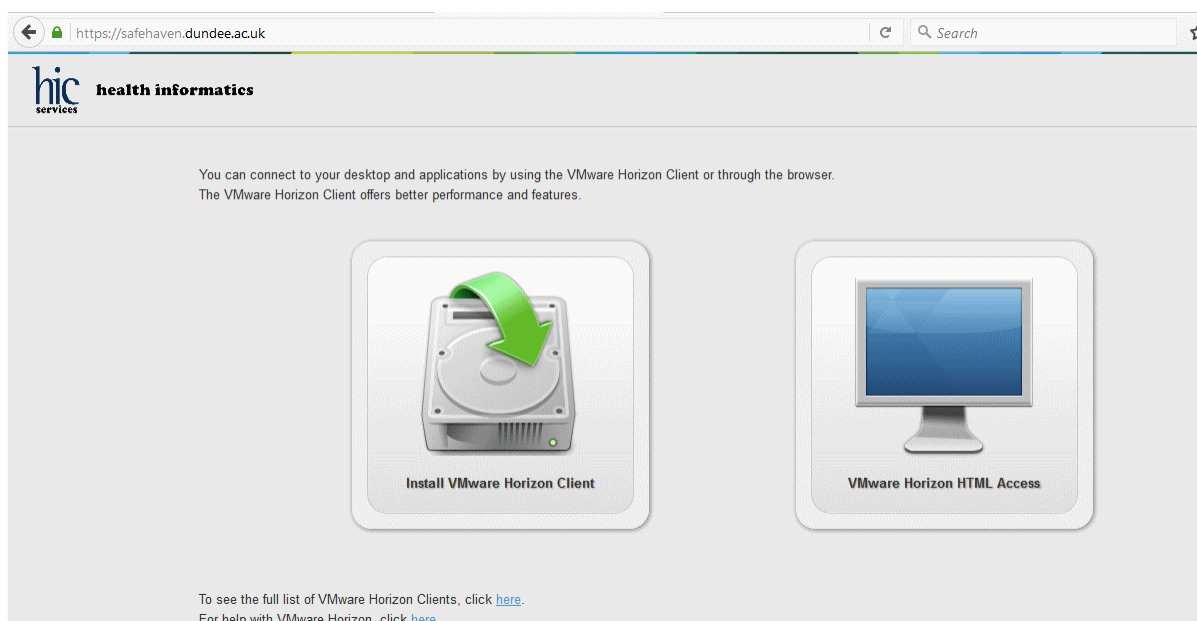


Figure 1 - View Horizon Portal

KEY FEATURES

VMware Horizon Client for Windows makes it easy to access your Windows virtual desktop with the best possible user experience on the Local Area Network (LAN) or across a Wide Area Network (WAN). Whilst it provides the best performance and the most features, an installation on your local computer will be required. In a work environment, most desktops and laptops are centrally managed and it is unlikely that you will be able to install any software. If you are uncertain whether your computer is centrally managed then you should contact your own IT support helpdesk for clarification.

The current Horizon Client supports Windows 7 and later along with Macs, Linux, Android and IOS. The Horizon client is regularly updated and it is recommended that you regularly check for an updated version.

DOWNLOADING AND INSTALLING HORIZON CLIENT

As the Horizon client and its associated documentation is constantly being updated, please refer to the following URL for installation instructions:

https://www.vmware.com/support/viewclients/doc/viewclients_pubs.html

The Horizon client itself from can be downloaded from the following URL:

https://my.vmware.com/web/vmware/info?slug=desktop_end_user_computing/vmware_horizon_clients/3_0

Product Downloads		Drivers & Tools	Open Source	Custom ISOs
Product	Release Date			
<ul style="list-style-type: none"> VMware Horizon Client for Windows <ul style="list-style-type: none"> VMware Horizon Client for 32-bit Windows 2015-10-15 Go to Downloads VMware Horizon Client for 64-bit Windows 2015-10-15 Go to Downloads VMware Horizon Client for Windows with Local Mode Option <ul style="list-style-type: none"> VMware Horizon View Client for 32-bit Windows with Local Mode Option 2015-06-04 Go to Downloads VMware Horizon View Client for 64-bit with Local Mode Option 2015-06-04 Go to Downloads VMware Horizon Client for Mac <ul style="list-style-type: none"> VMware Horizon Client for Mac 2015-10-27 Go to Downloads VMware Horizon Client for Linux <ul style="list-style-type: none"> VMware Horizon Client for 32-bit Linux 2015-09-03 Go to Downloads VMware Horizon Client for 64-bit Linux 2015-09-03 Go to Downloads VMware Horizon Client for iOS <ul style="list-style-type: none"> VMware Horizon Client for iOS 2015-10-01 Go to Downloads VMware Horizon Client for Android 				

Figure 2: Horizon client downloads

LOGON PROCESS

1. Launch the VMWare Horizon View Client and enter the following details

Connection Server: `safehaven.dundee.ac.uk`

2. If `safehaven.dundee.ac.uk` is already listed then select it.

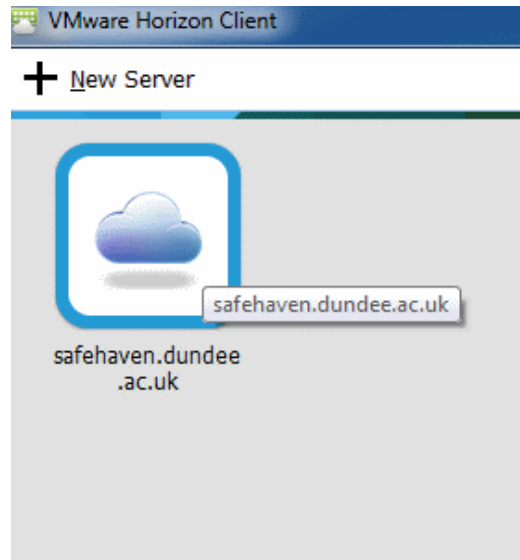


Figure 3 Horizon Client Connection settings

3. Read and accept the following conditions.

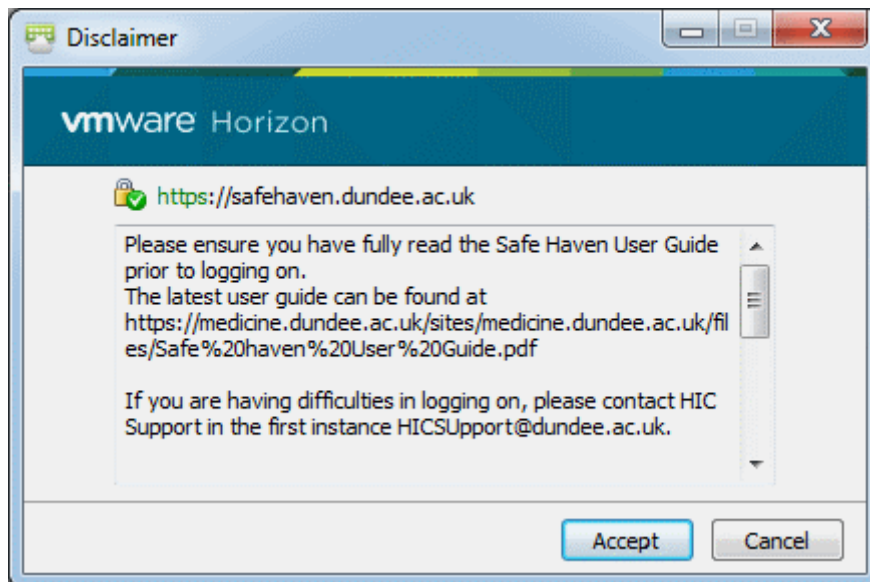
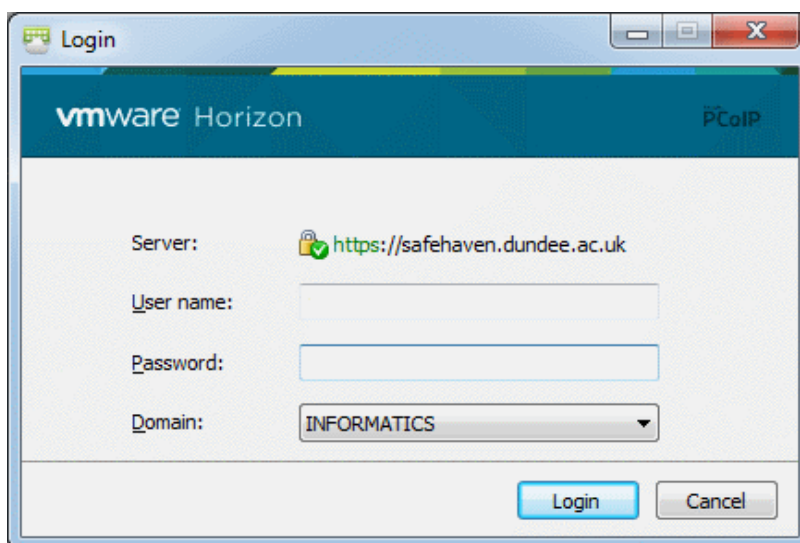


Figure 4- Standard Terms

4. Enter your username and password and click **Login**



5. Double click on the VDI pool icon (SH Regular in the example below) to select the pool you want to use.

Note that only pools that you have access to will be shown.



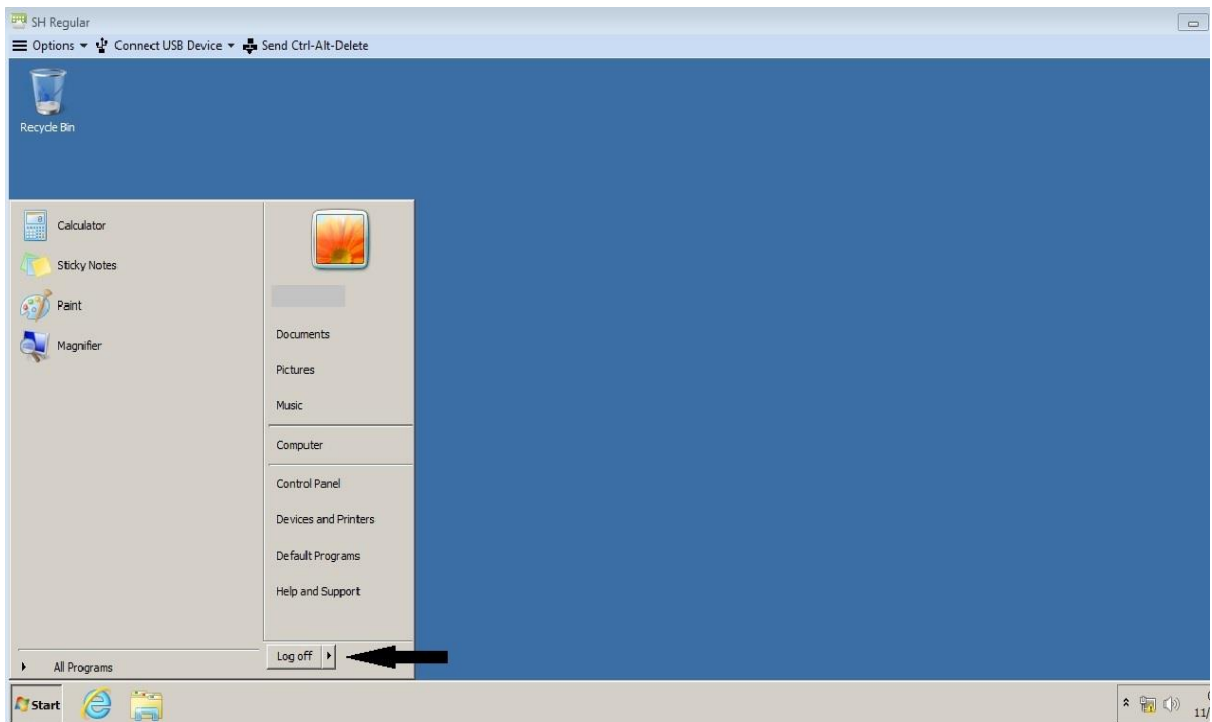
Figure 5 Pool Selection

Your desktop will be prepared and you will be logged onto a Windows 7 desktop

LOGGING OFF

To perform a log off of your Safe Haven session, click on the **Start** and select **Log off** as illustrated below. You should note that, in order to maintain the availability of VDI desktops within the Safe Haven, all inactive sessions are logged off after 12 hours (Regular Users) or 7 days (Power Users). It is therefore advisable to logoff from your VDI desktop when you are not using it.

Figure 6 Logging off your session within the Horizon client



VMWARE HORIZON HTML ACCESS

VMware Horizon View HTML Access does not require a software installation and is therefore the most suitable means of accessing the Safe Haven. It supports most modern web browsers.

USING HTML ACCESS

As the documentation is being constantly updated please refer to <https://www.vmware.com/pdf/horizon-view/horizon-html-access-3x-document.pdf> for the latest documentation. A copy of this document can also be found in the “Useful Documents” folder in your P (Project) drive when using the Safe Haven environment.

LOGON PROCESS

1. Launch your browser of choice and navigate to <https://safehaven.dundee.ac.uk/>
2. Select “VMware Horizon HTML Access”

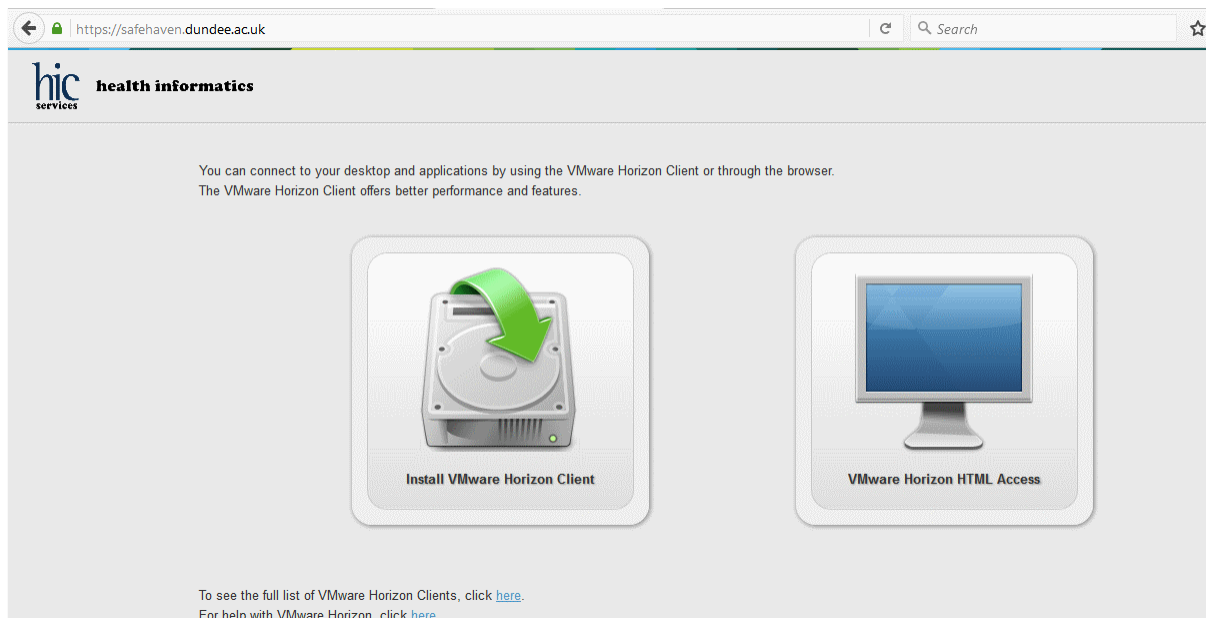


Figure 7 View Horizon Portal

3. Enter your username and password

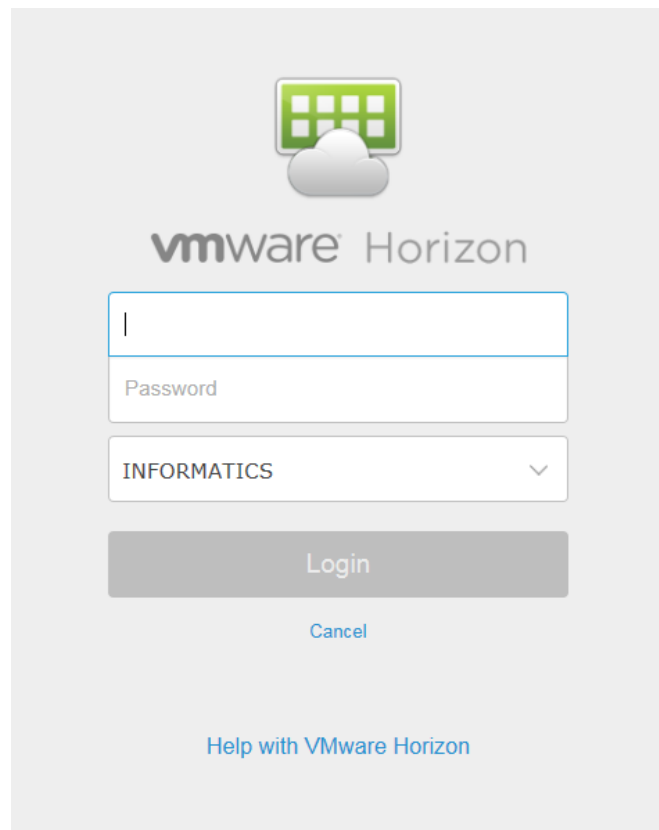


Figure 8 HTML Access Login

4. Click on the pool that you want to connect to. Note that depending on your resource requirements, you may have access to more than one VDI pool.

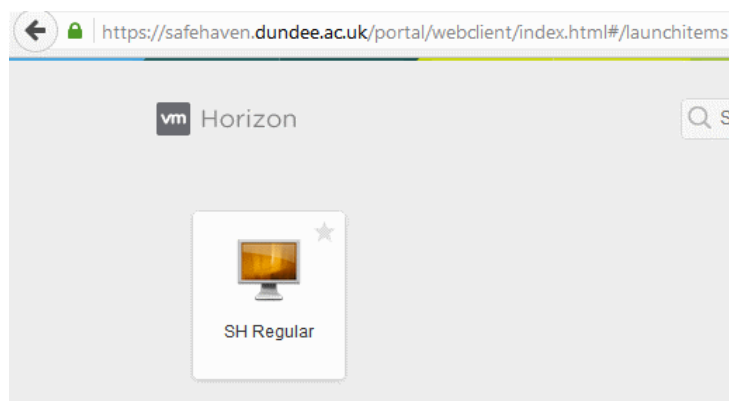


Figure 9 HTML Access Pool Selection

Your desktop will be prepared and you will be logged onto a Windows 7 desktop

LOGGING OFF

To perform a log off of your Safe Haven session, click on the HTML client fly-out menu on the left of your screen and select the rightmost button at the top of the screen. Then you can choose **Log Off**. You should note that, in order to maintain the availability of VDI desktops within the Safe Haven, all inactive sessions are logged off after 12 hours (Regular Users) or 7 days (Power Users). It is therefore advisable to logoff from your VDI desktop when you are not using it.

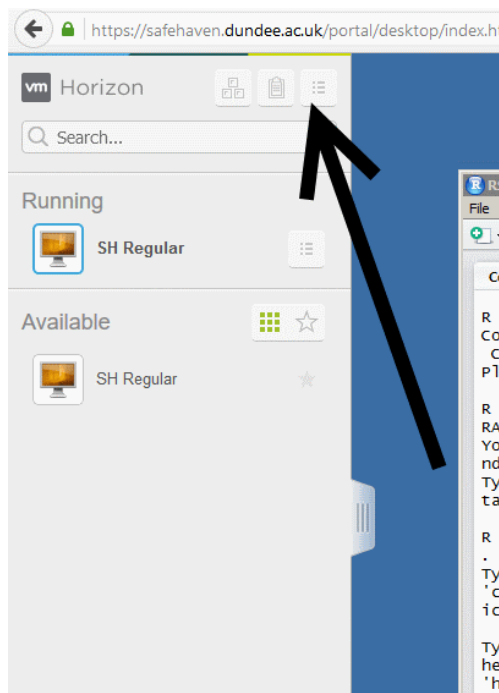


Figure 10 Selecting Logoff within Windows

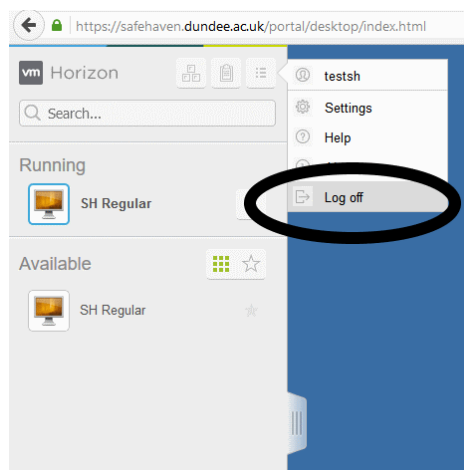


Figure 11: The logoff option

APPLICATIONS

User applications are delivered dynamically and are assigned to the user on logon. The applications that are available to you will depend on the type of arrangement that has been made with HIC and on the licensing arrangements with the software provider. You may therefore not have access to all of the following applications.

Currently, the following applications are delivered dynamically

- ❖ SPSS
- ❖ Toad
- ❖ SAS
- ❖ Stata 14
- ❖ Matlab
- ❖ R studio
- ❖ Office 2013
- ❖ Open Office

If you think that you do not have all the applications that you should have then contact the HIC Helpdesk

APPLICATION PLUGINS

Some applications allow the use of plugins and these will be made available via the plugins folder on the Y:\ drive assigned to each user.

Currently the following applications have plugins available:

- ❖ R.

Currently any plugins for any other applications (e.g. Stata, SAS, SPSS) are to be requested by contacting HIC Support (hicsupport@dundee.ac.uk). Internet access is not permitted from within the Safe Haven environment so it is not possible to directly install updates from web servers.

STANDARD DRIVE MAPPINGS

Users will have the following drive mappings as standard

- ❖ P:\ - maps to your project folder
- ❖ Z:\ - maps to your output folder
- ❖ Y:\ - maps to Plugins directory for self-service plugin installation

OPERATIONAL NOTES

TEMPORARY FILES

- ❖ Temporary files are deleted on logoff.
- ❖ Users are only able to save files to their project folder on P:\ or to their your personal output folder on Z:\
- ❖ If you are no longer using your session please log off rather than locking. Inactive sessions will be logged off automatically after 12 hours (Regular Users) or 7 days (Power Users) of inactivity.

COPYING OF DATA INTO SAFE HAVEN

As the Safe Haven is a secure environment, it is not permitted for a user to copy files into the safe Haven. If there is a requirement to make your own data available inside the Safe Haven, please contact HIC Support in the first instance.

RESTRICTIONS

- ❖ No internet access is available within the Safe Haven environment
- ❖ Application installation is disabled. Only applications installed by HIC will be made available.
- ❖ Copying research data supplied by HIC out of the Safe Haven environment is not permitted. You may, of course, export your analysis in the prescribed manner.
- ❖ Routine maintenance tasks are scheduled every Tuesday between 07:00hrs and 09:00hrs. The Safe Haven environment may be unavailable during this period.

REQUESTING OUTPUT FROM THE SAFE HAVEN

- ❖ To enable an output file to be removed the data user will move the file to the output directory within their Safe Haven personal directory (**Z:** Drive). Please note that any files placed in this folder will be automatically removed and sent to an analyst for review, this folder should only be used as a transfer mechanism and not a work area.
- ❖ No patient-level data are permitted to be removed from the Safe Haven by data users. Only analysis outputs eg reports, summaries, aggregates, graphs etc. may be removed.
- ❖ An email will automatically be sent to output.safehaven@hic.dundee.ac.uk to notify the HIC Data Analyst that a file is awaiting release.
- ❖ Between 9-11am **the next working day** the output file(s) will be reviewed by a HIC Data Analyst and, once verified, emailed to the data user.

HIC HELPDESK

A helpdesk service is available for the Safe Haven environment. Please send an email to HICSupport@dundee.ac.uk in the first instance to log a call.