

# BYOD Troubleshooting guide for Windows devices

Cambridge University Hospital

Version 1.0

User Guide

Date 10/05/2022

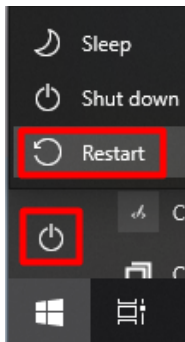
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## Introduction

This guide is to help with troubleshooting Bring Your Own Device (BYOD) access on a Microsoft Windows device. This guide is for troubleshooting only. It is not the full guide for Enrolment.

It is recommended to have a freshly restarted device before following this troubleshooting guide.

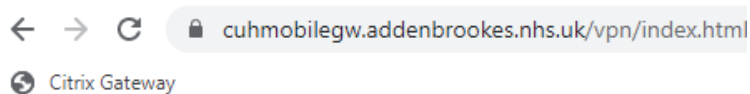


## Disclaimer

BYOD access is granted by IT, however your personal device used to access the service is owned and fully supported by you. IT cannot connect to your device or make any changes to it.

This guide is a recommendation on what to attempt on your personal device to resolve BYOD issues. We cannot be held responsible for any issues, loss of data or otherwise that may occur. Please follow these steps at your own risk.

# 1. Error: Access is denied. Client SSL Certificate required.



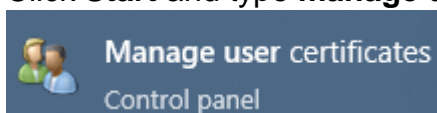
Error: Access is Denied. Client SSL Certificate Required.

**BYOD is accessed via the site <https://cuhmobilegw.addenbrookes.nhs.uk>**

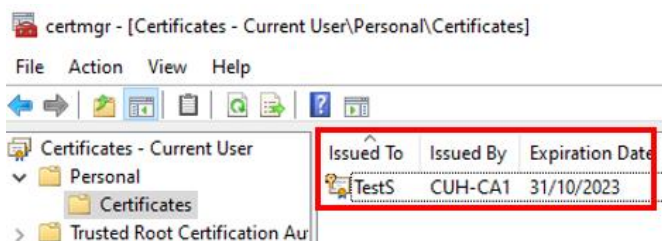
If you receive 'Access is Denied' when you visit this site, it indicates your internet browser has not found your certificate file. Below lists the troubleshooting steps for this. Please re-attempt access after each section.

## 1.1 Certificate Check

1. Click **Start** and type **manage user certificates**. Open the result.



2. On the '**certmgr**' window click into **Personal > Certificates**



3. A BYOD certificate installed on your device will show here. Under the 'Issued to' column it should show your Addenbrookes username. Under 'issued by' it should show 'CUH-CA1' or anything CUH related. Please see the below possible scenarios:
  - a. If the certificate shows, and has an expiration date in the future, then the certificate is valid, and the check is complete.
  - b. If the certificate is not shown here, then there is no need to follow this troubleshooting guide. Please instead follow the full Windows BYOD enrolment guide.
  - c. If the certificate shows as expired, delete it. To delete the expired certificate right click on the certificate and select delete. To reinstall please follow the full Windows BYOD enrolment guide.

## 1.2 Using an alternative internet browser

Try to access the BYOD site on an alternative internet browser. For example, if you currently access the website via the Edge Browser then instead try another browser you may already have installed, such as Google Chrome.



## 1.3 Using Incognito/InPrivate browsing

Try to access the BYOD site on an InPrivate window (Microsoft edge) or an Incognito window (Google Chrome)



### Google Chrome – Incognito window

1. Click on the **"Menu"** in the upper right corner of Google Chrome. You can recognise the menu by the three stacked dots.
2. Select the option **New incognito window**.
3. Visit the BYOD site via this Incognito window. It should then prompt you to 'Select a certificate'. Select it and click OK
4. If the BYOD site works on this window, then you can clear your browser cache to resolve normal access (shown in next step)



### Microsoft Edge – InPrivate window

1. Click on the **"Menu"** in the upper right corner of Microsoft Edge. You can recognise the menu by the three stacked dots.
2. Select the option **New InPrivate window**.
3. Visit the BYOD site via this InPrivate window. It should then prompt you to 'Select a certificate.' Select it and click OK
4. If the BYOD site works on this window, then you can clear your browser cache to resolve normal access (shown in next step)

## 1.4 Clearing browser cache

Stored history / cache may be preventing your access to the BYOD site. Follow the steps below to clear your cache



### Google Chrome – Cache clearing

1. Click on the "**Menu**" in the upper right corner of Google Chrome. You can recognise the menu by the three stacked dots.
2. Select **more tools**.
3. Select **Clear Browser data**. A pop-up window will appear
4. In the top dropdown-menu, you can select the time period that you want to delete the cache data.
5. Check the boxes of the items you wish to clear (recommend selecting all boxes)
6. Submit your selection by clicking the **Clear data** Button.
7. Reload the BYOD website. It should then prompt you to 'Select a certificate'. Select it and click OK



### Microsoft Edge – Cache clearing

1. Click on the "**Menu**" in the upper right corner of Microsoft Edge. You can recognise the menu by the three stacked dots.
2. Select **Settings**.
3. On the left menu, select the option **Privacy, search and services**
4. Under **Clear browser data**, click on **Choose what to clear**. A pop-up window will appear.
5. Check the boxes of the items you wish to clear (recommend selecting all boxes)
6. Submit your selection by clicking the **Clear now** Button.
7. Reload the BYOD website. It should then prompt you to 'Select a certificate'. Select it and click OK

## 1.5 Updating your browser

Having the latest updates for your browser can resolve connection issues as well as ensuring it is secure.



### Google Chrome – Updating

1. Click on the "**Menu**" in the upper right corner of Google Chrome. You can recognise the menu by the three stacked dots.
2. Select the option **Help**.
3. Select **About Google Chrome**.
4. This will check for any available updates and will also show the version currently installed. If no updates are available, it will show 'Chrome is up to date'



### Microsoft Edge – Updating

1. Click on the "**Menu**" in the upper right corner of Microsoft Edge. You can recognise the menu by the three stacked dots.
2. Select the option **Help and feedback**.
3. Select **About Microsoft Edge**.
4. This will check for any available updates and will also show the version currently installed. If no updates are available, it will show 'Microsoft Edge is up to date'

## 1.6 Anti-Virus

It is worth pausing or disabling your anti virus software temporality in order to check if it is blocking your BYOD access. After pausing/disabling retry access to the BYOD site again. Unfortunately, we can't provide a guide on how to do this as it differs depending on the anti-virus you may have installed. **\*\*Please note do this at your own discretion as there is always a risk when disabling Anti-Virus. \*\***

## 2. Applications will not launch

The follow steps will assist if you are able to reach the BYOD site <https://cuhmobilegw.addenbrookes.nhs.uk> but applications do not launch when you have clicked on them. Please re-attempt access after each section.

### 2.1 Browser checking and Anti-Virus

It is worthwhile to attempt access on alternative browser windows, and to pause/disable your anti-virus. Please see the steps above (Sections 1.2 – 1.6).

### 2.2 Citrix Workspace - Installation



#### Citrix Workspace

Ensure the Citrix workspace application is installed on your device. This should have been completed as part of the BYOD enrolment.

- If the application is installed, you should be able to find it within your start menu.
- If it is not installed, you can download the application from here: <http://www.citrix.com/receiver>
- If you see a window to 'Enter your Store URL or email address' please ignore this. There is no requirement to enter anything in this window.

#### Welcome to Citrix Workspace

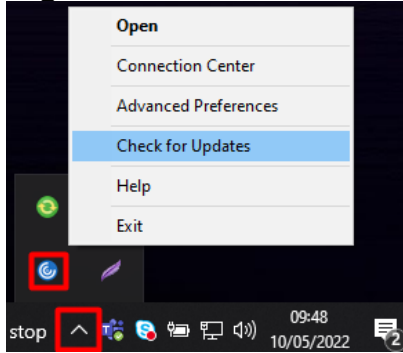


### 2.3 Citrix Workspace – Latest version

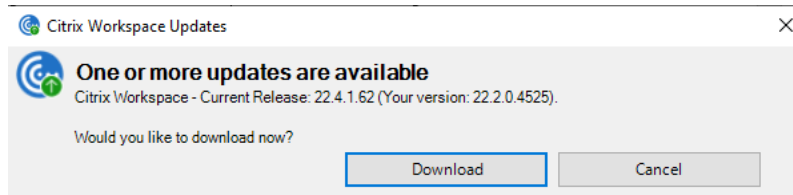
1. To check for updates to Citrix workspace, open the application from your start menu
2. If you see a window to 'Enter your Store URL or email address', please ignore this. There is no requirement to enter anything in this window.
3. Find the icon for Citrix workspace in your system tray (this will be a small icon on the bottom right of your screen, next to the clock. You may need to click on the upward arrow here to see it)



4. **Right click** on the Citrix workspace icon and select **Check for updates**



5. If an upgrade is available a message box will advise you of this, and ask if you would like to download it

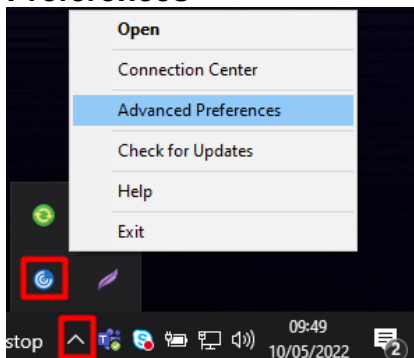


6. Once downloaded and installed, restart your device.

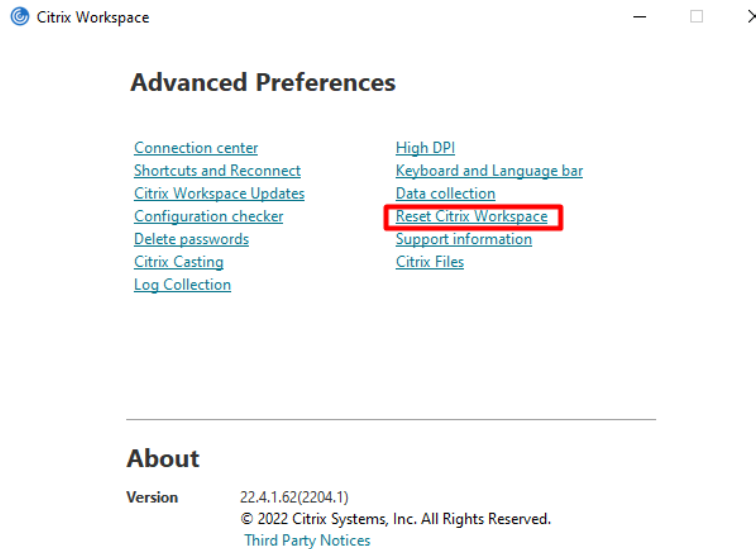
## 2.4 Citrix Workspace - Reset

Resetting Citrix Workspace restores default settings and closes any active sessions

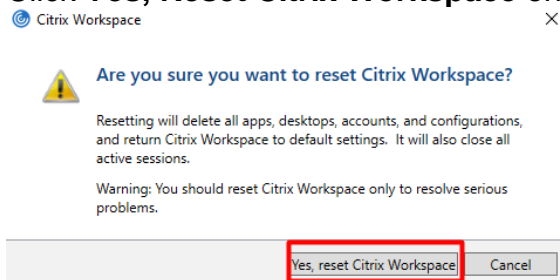
1. To reset Citrix Workspace, find the icon for Citrix workspace in your system tray (this will be a small icon on the bottom right of your screen, next to the clock. You may need to click on the upward arrow here to see it)
2. **Right click** on the Citrix workspace icon and select **Advanced Preferences**



### 3. On the Advanced Preferences window select **Reset Citrix Workspace**



### 4. Click **Yes, Reset Citrix Workspace** on the warning prompt



## 2.5 .ica file association

When you click on an application on the BYOD website, it will download a small file. This is known as a .ica file. This file needs to open with Citrix workspace for your selected app to launch.

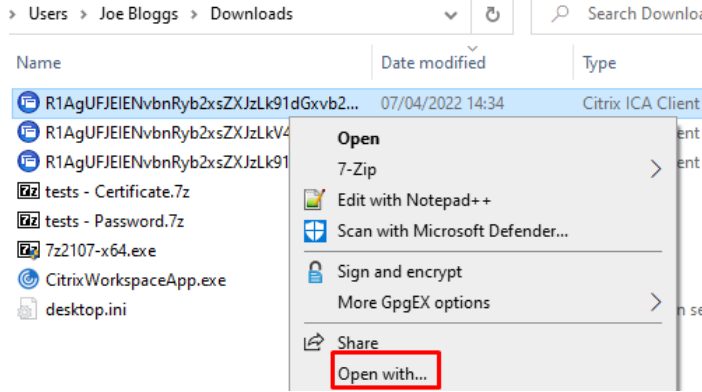
If, when you open this file, your selected app does not launch (or the .ica file opens with a different application) then the wrong application could be set to open the file.

Follow one of the below options to fix:

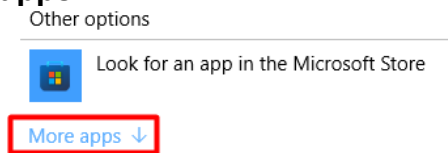
## Option 1 – Manual association

1. Find one of the downloaded .ica files (usually in your downloads folder after you have tried to launch an app)

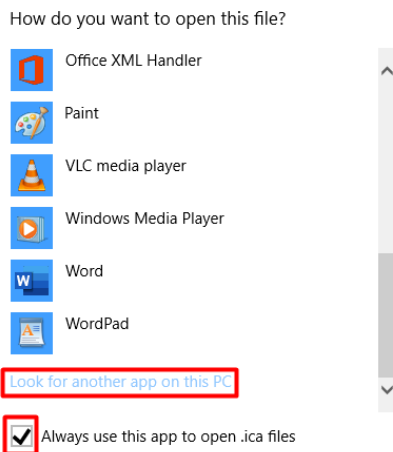
2. **Right click** on the file > choose **open with**



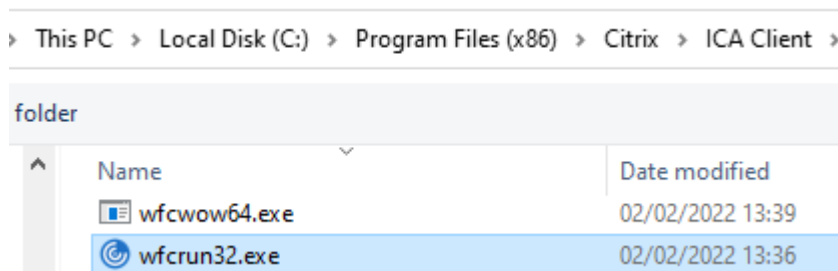
3. On the 'How do you want to open this file?' window click on 'more apps'



4. Scroll to the bottom of this list, check the tick box for **always use this app to open .ica files** then click on **Look for another app on this PC**



5. On the open dialog browse to folder *C:\Program Files (x86)\Citrix\ICA Client\* and select *wfcrun32.exe* then click **OK**



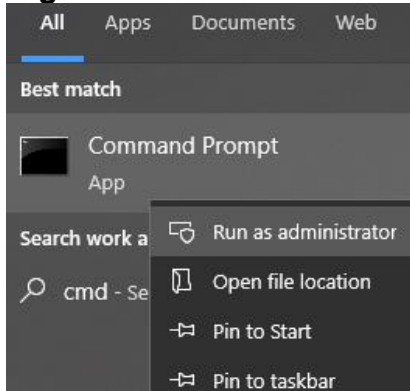
6. This will attempt to open but will not initially work. Return to the BYOD website and attempt to launch the requested app again

### Option 2 – Command line

1. Search for **cmd** in the start menu search box.



2. **Right click** the Command Prompt app and choose Run as Administrator.



3. You may be prompted to enter the password for your own device.
4. Type or paste the following command into the black window that appears, and press enter (You can use shortcut CTRL+V to paste):

```
assoc .ica="C:\Program Files (x86)\Citrix\ICA Client\wfcrun32.exe"
```

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.19044.1645]
(c) Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>assoc .ica="C:\Program Files (x86)\Citrix\ICA Client\wfcrun32.exe"
.ica=C:\Program Files (x86)\Citrix\ICA Client\wfcrun32.exe

C:\WINDOWS\system32>
```

5. Close the Command Prompt window. Return to the BYOD website and attempt to launch the requested app again

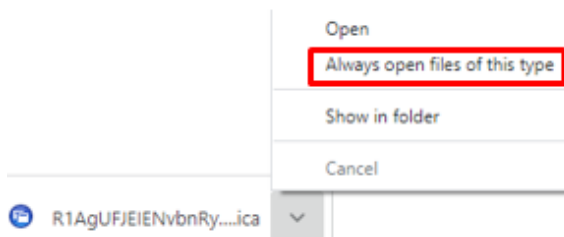
### 3. Automatically launch application after click

You may want your BYOD applications to launch automatically after being clicked on (rather than having a small file download that then needs opened). You can do this by selecting 'always open files of this type' on the downloaded file.



#### Google Chrome – Always open

The downloaded file shows on the bottom left of the window. **Left Click** the downward arrow next to the downloaded file and select **always open files of this type**



#### Microsoft Edge – Always open

The downloaded file shows on the top right of the window. **Right click** the file and select **always open files of this type**

