Requesting and Using an Admin Apps Virtual Desktop for Advantage

Requesting a Virtual Desktop

Submit a Service Now ticket to the Financial Service Advantage Helpline provider group (under Software and Enterprise Applications in SN):

Choose “New Admin Apps virtual machine for Advantage” from the list of request types:
If the request is being entered for a user other than yourself please be sure and include the name and ASURITE of the user in the details section of the request. Additionally, please include the IP address of any network printer that this user might be utilizing for Advantage printing so that UTO Enterprise Apps can open the firewall to said printer.

**Note on printing:** The Advantage GUI client is extremely sensitive in regard to printing. In this environment we have found that the only solution that works to do an actual print is to create a local TCIP printer port, attach a network printer, and print directly to that port from Advantage (bypassing any print server). Printers attached to the local client will, unfortunately, not function. Additionally, CutePDF has been installed on the virtual machines and can be used to create .pdfs that can be saved and printed elsewhere.

Once the Advantage Helpline provisions the virtual desktop the submitter of the ticket and the user (if different) will receive notification that it is ready. At that point the user can then proceed to initially accessing his or her virtual desktop.

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**Accessing the Virtual Desktop**

The Admin Apps virtual desktop is accessed by logging on at [https://adminapps.asu.edu](https://adminapps.asu.edu):

![Citrix NetScaler Gateway](image-url)
Once logged in to Admin Apps, browse to the “Desktops” area, and launch the Advantage Desktop that lives therein:

Successfully launching the virtual desktop will require that Citrix receiver be properly installed on the machine. Please ensure that is done in accordance with your department’s usual procedure. Once Citrix is properly functioning, the virtual desktop will launch:
The virtual desktop is now active and online. If needed, a local TCPIP printer can now be configured using the standard Windows procedure for doing so (as indicated above, the IP for the printer in question will need to have been submitted to UTO in order to allow access to that printer from the virtual desktop).

Once that is complete, the user’s Advantage GUI profile can be setup in the same fashion as traditional Advantage GUI clients by following the steps below. **Note that VPN is not required in this platform.**

**Advantage GUI Profile Setup Instructions**

Within the virtual desktop, locate the **Start Button**, select **Programs**, click **ADVANTAGE 2.0** then click **Advantage Setup**.

When the **Setup** window appears, click on the **Load Settings File** button:

![Setup window](image)

When the window shown below appears, select **vppp.ini** from the list and click **OK**:

![Select the .INI File](image)
When the **Setup** window below appears, click on the **Edit Comm Security Profile** button:

![Setup window](image)

When the **Desktop Security** window below appears, type **vpnp** in the **User ID** field and again in the **Password** field then click **OK**:

![Desktop Security window](image)

In the following window, ensure that **FIN_TCPIP** is selected and click **OK**:

![Select Communication Section window](image)
When the Edit Comm Security Profile window appears, enter your RACF/CICS user ID in the User ID field, and your RACF/CICS password in the Password field, click Apply, then OK:

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User ID: RACF/CICS
Password: ********
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When the Setup window appears, click on the word Security in the menu bar and choose Save Profile then click on the word File in the menu bar and choose Exit.

NOTE: The Advantage RACF/CICS password must be reset every 90 days which can only be performed in a character-based client. Instructions on performing that reset can be found here: [https://www.asu.edu/fs/documents/Updating-RACF-Advantage.pdf](https://www.asu.edu/fs/documents/Updating-RACF-Advantage.pdf). Once that reset is complete, the Advantage GUI profile must be updated in the virtual desktop following the steps just outlined. If you have difficulty with any portion of the Advantage setup or password reset procedure please contact the Advantage Helpline at 965-2334.

Continue to next page for logon procedure
Advantage GUI logon procedure

Within the virtual desktop, locate the Start Button, select Programs, click ADVANTAGE 2.0, then Advantage Desktop.

When the Desktop Sign-on window below appears, enter vpnp in both the User ID field and the Password field then click OK:

![Desktop Sign-on](image)

When the ADVANTAGE Front-end Security window appears, enter your Advantage User ID and Password (8 characters without spaces) then click OK:

![ADVANTAGE Front-end Security](image)

When the ADVANTAGE Desktop>Business Functions window appears, you are now ready to use Advantage:
Once these steps have been completed, the user will be able to use Advantage GUI on the virtual desktop by following the same access procedure outlined on pages 2 and 3 above. When finished using the session for the day, the user should close Advantage GUI and then logoff the virtual desktop (as opposed to disconnecting or locking). This will allow the virtual desktop to be patched at night and will ensure that the virtual resources are released when not in use.

Should there be any difficulty please contact the Advantage Helpline via phone at 965-2334 or email at AdvantageHelp@asu.edu.