



Biometria Violweb

User preparation for accessing the customer portal. Instructions - for IT administrators

March, 2019

Summary

This instruction is made for you who work as a local IT administrator at a company that does NOT have an agreed fixed connection (VPN) to Biometria where users lack administrative rights on their local computer and therefore cannot get started with Biometria's service portal called Violweb without the help from an IT administrator.

To reach Violweb you first need access to the Biometria's customer portal. The customer portal is a solution for easy and secure access to the Violweb service over the public Internet.

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Basic system requirements

For complete access to Biometria Violweb we have the following system requirements:

- To use any of the following Windows versions:
 - Windows 7
 - Windows 8
 - Windows 10

- To use any of the following web browsers:
 - Internet Explorer 11
 - Microsoft Edge 40.x
 - Chrome 64.x
 - Firefox 64.x

- Internet access.

- Having administrative rights on the local computer during the installation of the following components:
 - Pulse Secure Installer Service.
 - Citrix-client – '*Citrix Receiver 3.4*' or later.
(We also support the '*Citrix plug-in version 12.3*' or later)

Information about the installation process

Prelude

In order to prepare a user's computer for the use of Violweb services you need to install both the 'Pulse Secure Installer Service' and a Citrix client software.

Pulse Secure Installer Service

Installation of 'Pulse Secure Installer Service' on a user's computer enables the user to install the 'Pulse Secure client' himself and future updates without the need of administrative rights. Therefore it is necessary that 'Pulse Secure Installer Service' is pre-installed on the user's computer.

Citrix client

A Citrix client enables the user to run our Citrix-based services that we have published on Violweb. The Citrix client communicates with Biometria's network via the 'Pulse Secure' client.

Pulse Secure client

The 'Pulse Secure' client creates an encrypted tunnel between the user and Biometria's network. The tunnel is then used for access to Citrix applications, web and ftp servers at Biometria.

When the 'Pulse Secure' client is started and connected it should appear in the form of an icon in the system list, see Figure 1.



Figure 1, the icon shows when connected with the 'Pulse Secure' client (an 'S' with a green arrow). When the client is not connected it's just a 'S').

Installation files

Installation files for 'Pulse Secure Installer Service' and the Citrix client can be found under the link 'Kundsidor' at www.biometria.se.



For the 'Pulse Secure Installer Service' installation there are two different formats available:

PulseSecureInstallerService.exe
PulseSecureInstallerService.msi

When the components 'Pulse Secure Installer Service' and Citrix are installed users have the technical prerequisite for start using Biometria Violweb.

Need help? – Contact Biometria Customer Service

<http://www.biometria.se/kontakta-oss/kundtjanst/>

Kundtjänst: +46 (0)10 – 228 59 00

E-post: support@biometria.se