

John Muir Health Community Connect (rev. 9.1)

NOTE: This process has been tested on systems running Windows 10 and 11.

Steps to Configure a PC with John Muir Health for Community Connect

1. VPN Tunnel Update
2. Citrix Workspace App specification and installation
3. Testing

1) VPN Tunnel

Installation

- 1) In addition to the Citrix workspace client, Epic Community Connect partners will need to update their VPN Tunnel end points to allow for application access. This change has been completed on the JMH side of the VPN Tunnel.
- 2) Please add the following hosts and networks to the existing VPN Tunnel encryption domain for JMH Community Connect EPIC 2018 access:

172.23.201.200	255.255.255.255	storefront-tr
172.24.201.200	255.255.255.255	storefront-wc
172.24.231.0	255.255.255.0	WC Citrix Worker Servers
172.23.215.0	255.255.255.0	TR Citrix Worker Servers

Please direct any questions or issues to Service Desk at 925-941-2003.

2) Citrix Workspace Specification and Installation:

Specifications

JMH is currently using [Citrix Workspace LTSR](#) for published applications, EPIC Hyperspace included. This enables us to publish Hyperspace shortcuts directly to the user's Desktop using Citrix Storefront Services.

Other versions of **Citrix Workspace** are supported, [Workspace for Mac](#) or [Citrix Workspace Current Release for Windows](#)

Installation

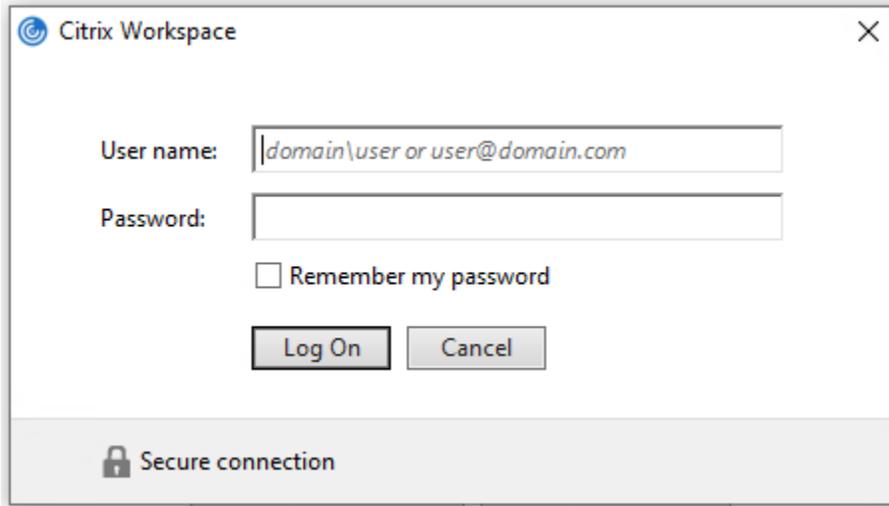
- 1) Download a copy of the latest release of Citrix Workspace LTSR 2402 from [Citrix Workspace app for Windows LTSR Latest](#)
- 2) Below is the basic command line that is used to install Citrix Workspace with all the recommended switches. You can use a software distribution tool to distribute Citrix Workspace, or install it from an elevated Command Prompt using the following command line:
- 3) **`/forceinstall` is only required if an older version of citrix receiver 4.x is already installed.** Adding this command to the install will require re-installation of any 3rd party citrix plugin components e.g. dragon power mic or midmark.

Example PowerShell for update from Receiver 4.9

```
.\CitrixWorkspaceApp.exe /silent /forceinstall /AutoUpdateCheck=disabled  
/EnableCEIP=false SELFSERVICEMODE=False  
STORE0="JMHStore;https://storefront.jmhconnect.net/Citrix/Store/Discovery;on;JMHEpic"
```

3) Testing

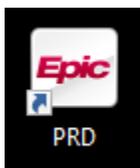
1. Reboot the PC.
2. Log into Windows.
3. The Citrix Workspace will pull up an authentication prompt that looks like this:



4. Use your credentials as supplied by John Muir to populate the fields.

Domain\User: EXCHANGE\Password: <password>
Click "Log On".

5. After a few minutes, you should see (PRD) shortcut appear on the desktop.



This is the shortcut to the production copy of John Muir Health EPIC Hyperspace.