



Virtual Desktop Service **User Guide**

DB System GmbH

VDS X User Guide

Version 4.0

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1. Introduction

1.1 Preliminary note

DB Systel's VDS (Virtual Desktop Service) is a platform for centrally provisioning virtual desktops and IT applications.

VDS supplements the existing product portfolio:

- IT applications and desktops are not run directly on the end user device, as usual, but instead on central servers in Deutsche Bahn's managed cloud.
- Applications, desktops and data can be accessed from any end user device.
- Image data and mouse and keyboard inputs are typically all that is transferred between the end user device and the VDS servers.

This document is primarily intended for users who interact with one of the following types of end user device:

- VDS thin client
- Client managed by DB Systel (BKU/GMD/BWP/MDX)
- Client not managed by DB Systel (DB Group companies, subcontractors)
PCs, Macs or mobile end user devices (tablets, smartphones)

To use VDS, you must first prepare your end user device as described in Section 2.

Section 5 provides useful tips and tricks for working with VDS.

To use VDS, you will need:

- A valid DB User account (Standard or Advanced) with the authorisations required to use VDS
- An end user device that meets the technical prerequisites for using VDS (see 2.2) and the regulations stipulated by Deutsche Bahn (see [Link](#)).

For further information, visit <https://db.de/vds-planet>

1.2 Support times and maintenance windows

Support times	Mon.--Fri. ¹ 8:00 am to 5:00 pm
Regular maintenance windows	Every Sunday between 3:00 am and 6:00 am ²
Software provisioning	Application software is provided by VDS every two weeks. Provisioning time: Sunday 3:00 am-06:00 am

¹ Except on national public holidays in Germany

² During a maintenance window, all active or disconnected VDS user sessions are automatically logged off after prior notification of the users. Unsaved documents may be lost. However, it is possible to log on again immediately.

1.3 Supported end user devices and access methods

You need to have the Citrix Workspace software installed on your end user device to use VDS (see Section 2.2). Therefore, only end user devices on which the Citrix Receiver can be installed can be used. Click [here](#) for more information about the Citrix Workspace app (see also Section 2.2.3).

	Devices provisioned and operated by DB Systel	Devices provisioned and operated by other DB Group companies	Subcontractor devices	Private devices used by Group employees
PC/notebook	✓	✓	✓	x ¹
Thin client	✓	x	x	x ¹

¹ Not permitted as per GWC resolution

2. Preparing the end user device

2.1 Network connection

Ensure that your end user device is connected to the BKU network via one of the following options.

- A direct, cable-based (LAN) connection to the BKU network
- A direct, wireless (Wi-Fi) connection to the BKU network
- Dial-in via RAS-VPN (DB Secure Access Portal)
- Access via SMS tokens in the Virtual Desktop Service Portal ²

Refer to the RAS-VPN user guide (see ¹) to find out how to connect your end user device to the Deutsche Bahn corporate network.

¹ To view the RAS-VPN user guide, visit <https://vpn.extranet.deutschebahn.com/>

² Connection to VDS via tokens without a separate RAS-VPN connection:
<https://vds.service.deutschebahn.com/>
(see Section 3.2)

2.2 Installing the Citrix Workspace app on your client/end user device

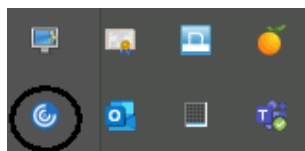
2.2.1 Using a thin client

If you use a thin client to access VDS, you can skip Section 2.2. The Citrix Workspace software required for VDS is already preinstalled and configured. You simply need to start the thin client and log on using your login data.

2.2.2 Clients managed by DB Systel (BKU/GMD/BWP/MDX/tablet/smartphone)

For BKU 7/X, BWP and MDX clients, the current Citrix Workspace app is automatically preinstalled. The Citrix client is automatically started in the background and appears in the info area of the taskbar after you log on.

End user devices (tablets, smartphones) managed via EMM (Enterprise Mobility Management) can install Citrix Workspace via the "DB Appstore".



2.2.3 Clients not managed by DB Systel (DB Group companies, subcontractors, non-BKU clients)

If you use a PC, Mac or mobile end user device (tablet, smartphone) that is not operated or managed by DB Systel, you will need to install the Citrix Workspace software on the end user device yourself.

The Citrix Workspace App is available for many operating systems (e.g. Mac OS, Windows, Android, iOS etc.) and types of end user device and can be downloaded from <https://www.citrix.com/de-de/downloads/workspace-app/>.

To use VDS, you will need Citrix Workspace **18.x or higher**.

(We recommend using version **19.09** or higher in order to optimise the Microsoft Teams audio transmission.)

If you need assistance installing the Citrix client software on a client that is not managed by DB Systel, please get in touch with your local IT contact.

DB Systel's IT Service Desk does not provide support for clients not managed by DB Systel.

3. Logging on to VDS

3.1 Clients managed by DB Systel (BKU/GMD/BWP/MDX)

If you work with a client managed by DB Systel, some of the VDS applications activated for you are automatically displayed in the start menu of your end user device.

You can also launch all your applications via the VDS web portal (<https://vds.intranet.deutschebahn.com>).

3.2 Tablets and smartphones managed by DB Systel

To access applications from a mobile device, you need the Citrix Workspace app (see 2.2.2).

On EMM-managed tablets and smartphones, the F5 Edge Client is installed automatically to establish a VPN connection. However, this is only possible if you have ordered "DB Mobile Intranet" in [Serviceportal DB Systel](#).

A VPN connection is required to launch a VDS user session. First, launch the F5 Edge Client.

Detailed installation instructions are provided in Serviceportal DB Systel at:

"Information->Mobile Workplace->Mobile Products & Services->VDS for mobile devices"

https://serviceportal-shop.intranet.deutschebahn.com/jis-bin/INTERSHOP.enfinity/WFS/Bahn-BahnShop-Site/de_DE/-/EUR/ViewCatalog-Browse?CatalogCategoryID=dLsKtUBVM50AAAFtpDFazQ7K&OnlineFlag=1&ParentCategoryID=0skKtUBVppgAAAFMRqho0JM&ParentCategoryPage=

3.3 Clients not managed by DB Systel (DB Group companies, subcontractors)

If you are using a client that is not managed by DB Systel, you can access VDS via the Virtual Desktop Service Portal. This includes mobile end user devices (tablets and smartphones).

Requirements:

1. Internet connection
2. Web browser and Citrix Workspace app (see Section 2.2.3)
3. RAS/RAC-VPN token (hardware or SMS token)

You do **not** need a separate RAS-VPN connection to access VDS via the Virtual Desktop Service Portal, since the connection is already secured when you log on to the portal.

Open the following page in your web browser and authenticate yourself using your BKU user account details and your RAS-VPN PIN + token code (RAS-VPN access is required).

<https://vds.service.deutschebahn.com>

Virtual Desktop Service Portal



Sichere Anmeldung für den Virtual Desktop Service

BKU-Benutzername

BKU-Passwort

PIN + Tokencode

Anmeldung

Willkommen beim DB Virtual Desktop Service

Bitte melden Sie sich an, um auf VDS zugreifen zu können.

Unterstützung

Wenn Sie Probleme bei der Nutzung von VDS haben, so wenden Sie sich bitte an den IT-Service-Desk.
[+49 361 / 430-8200](tel:+493614308200) bzw. [91-5555](tel:+493614305555) (aus dem Bahn-Telefonnetz)

Bestellhinweise

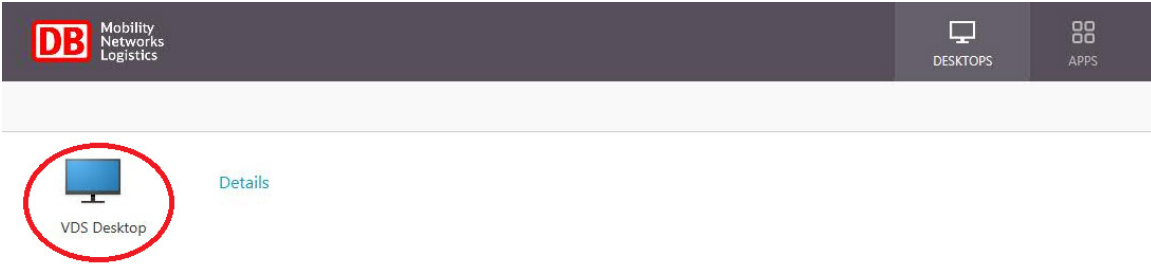
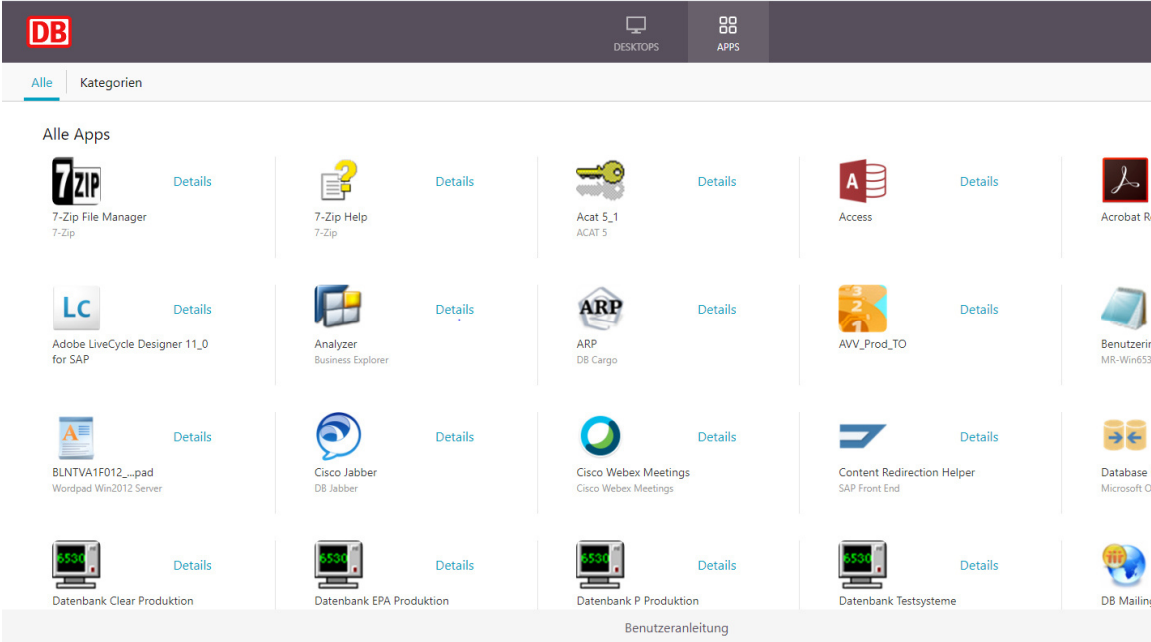
Die Bestellung von VDS Zugängen erfolgt über das Serviceportal DB Systel.
Im Zweifelsfall wenden Sie sich bitte an Ihren Kundenmanager von DB Systel oder Ihren Ansprechpartner in der jeweiligen Konzerngesellschaft.

Wichtige Informationen

[Impressum](#)

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Once you have logged in, the VDS applications activated for you are displayed on the VDS desktop.

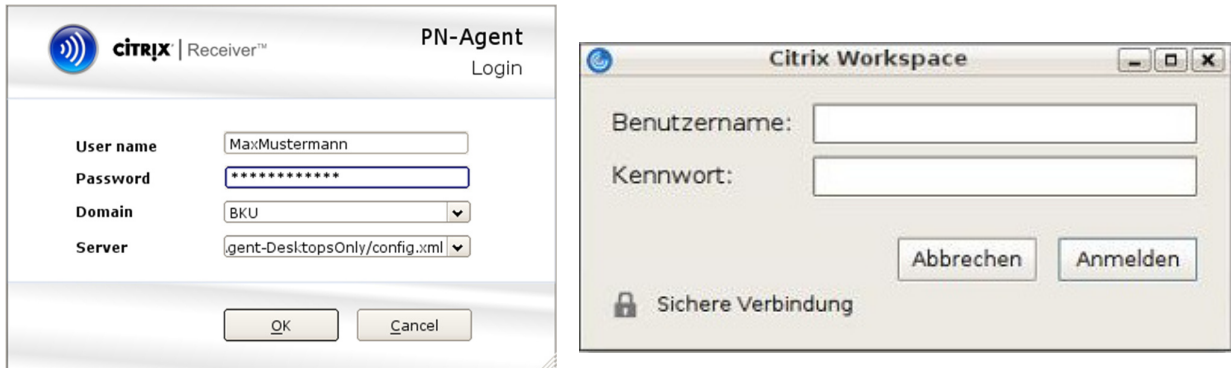


3.4 VDS thin client

One of the following logon screens appears automatically when the VDS thin client is started. Enter the user ID and password for your DB User account here. A connection to "VDS Desktop" is then automatically established.

Please note:

The "Domain" and "Server" fields are preset and should not be changed.



After you successfully log on, the workstation environment and desktop of your Enterprise VDS are loaded.

More information about using the VDS thin client is available in the "Thin Client Benutzeranleitung" (thin client user guide).

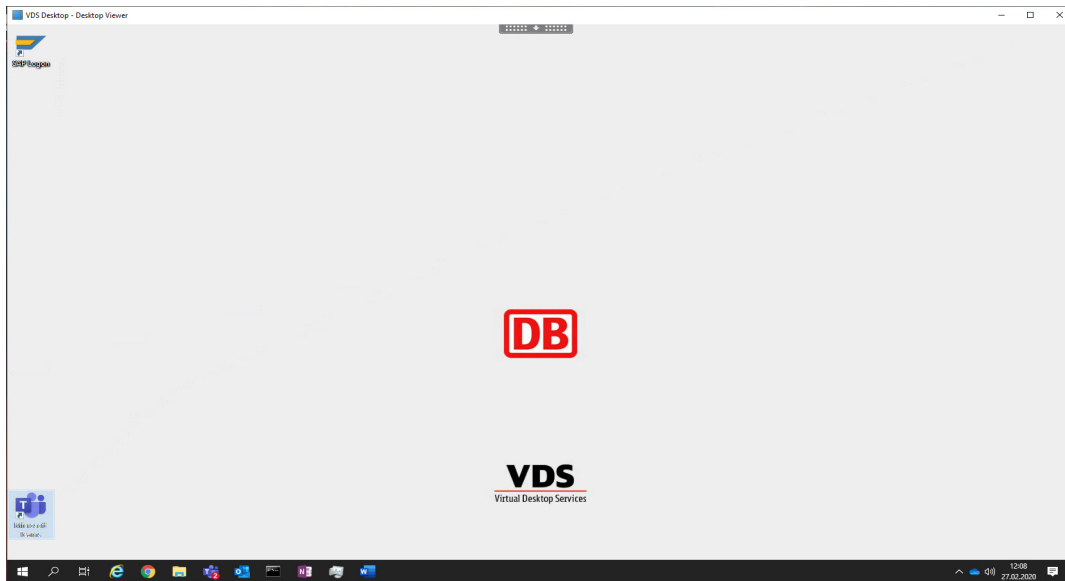
4. Using VDS

4.1 VDS desktop

VDS offers applications as follows:

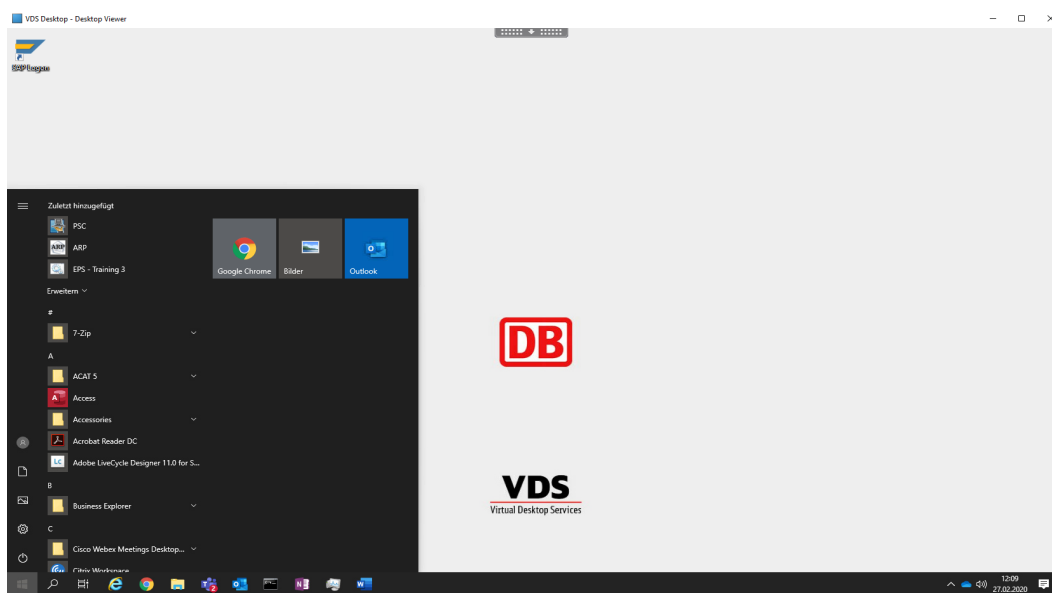
- If you access VDS from a client managed by DB Systel (BKU/GMD/BWP/MDX), only individual VDS applications are listed in the start menu.
- If you access VDS from a client not managed by DB Systel (DB Group companies, subcontractors) or from a VDS thin client, the "VDS Desktop" appears.

Note: "VDS Desktop" is **not** displayed in the start menu on a client managed by DB Systel (BKU/GMD/BWP/MDX).



4.2 Access to applications

You can load applications as you usually would, via the start menu or the search from within VDS Desktop.

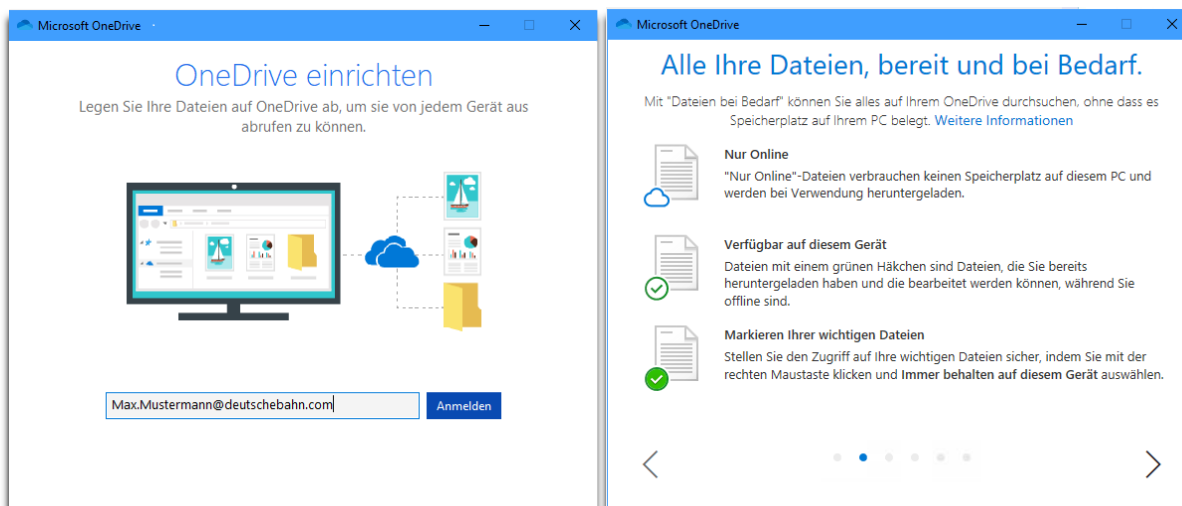


4.3 VDS profile data

For each new connection and start of an individual application, settings and data are required for the user and application that contain the configuration at runtime. These are saved when the VDS user session is terminated and provided again the next time you start the application.

4.4 Setting up OneDrive

If you have an O365 licence, you can access your data via the integrated OneDrive client. The first time you log on to VDS, you will be prompted to configure the client. Enter your e-mail address (xy@deutschebahn.com). A wizard will then guide you through the initial configuration.



4.5 Accessing PersonalDrive (former X drive)

PersonalDrive is a personal network drive on which configurations and personal documents are saved (see Sections 5.2/5.3).

Just like in previous versions, VDS X allows you to store your documents in PersonalDrive (former X drive). However, you no longer have to do so. You can now use VDS applications even if you do not want to use PersonalDrive.

This saves costs but also reduces the VDS platform's range of features:

The contents of the following folders are discarded when you log off:

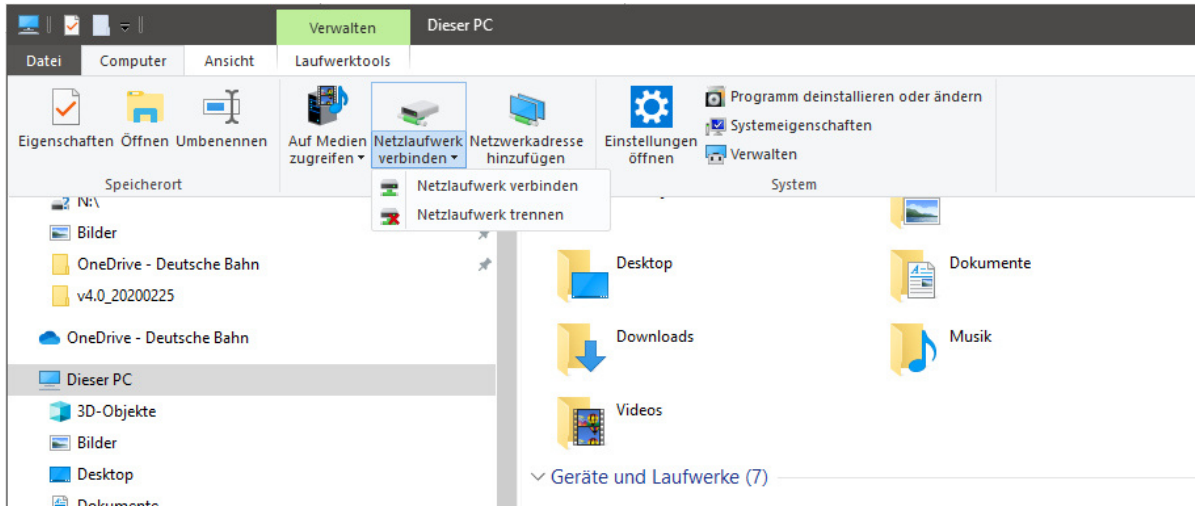
- Desktop
- Documents (My Documents)
- Downloads
- Internet Explorer favourites

If you want to use the full range of features of the VDS platform (especially Enterprise VDS), please ensure that you have ordered PersonalDrive in Serviceportal DB System.

[Order PersonalDrive](#)

4.6 Access to team drives

During a VDS user session, BKU network drives are accessed via Windows Explorer, which you are already accustomed to doing when working on your BKU/GMD/BWP/MDX client.



5. Tips for using VDS

5.1 Installing your own software

VDS users are **not** allowed to install their own software, such as plug-ins for Internet Explorer, from within the VDS Desktop environment. All available VDS applications are listed [here](#). (If an application that you need is missing from the list, you can contact us using the contact details and e-mail address provided on the [VDS page](#)).

5.2 Migrating settings and documents

Settings and documents from your previous end user device are **not** automatically transferred to VDS. Once you have configured the settings you require, however, they are saved and made available the next time you log on.

Settings are **not** synchronised between your end user device and VDS.

5.3 Using MS Teams

Comprehensive documentation has been provided by the team responsible for Microsoft Office.

[Microsoft Teams Meetings planen und Durchführen \(planning and holding meetings with Microsoft Teams\)](#)

5.4 Storing documents

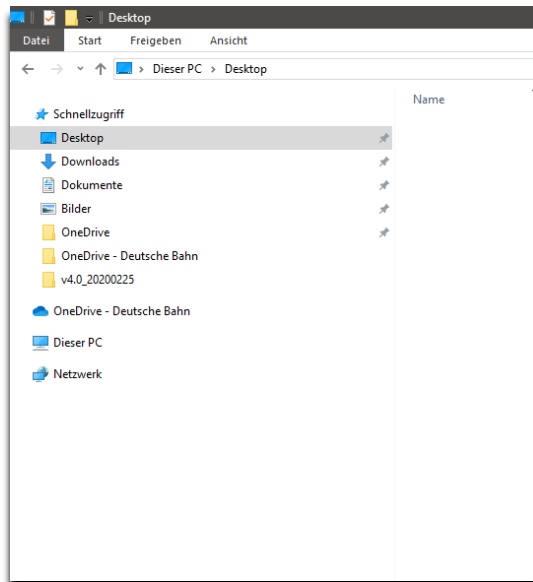
Documents should be saved to the following locations when working with VDS:

- Personal OneDrive
- SharePoint/Teams
- Team drives
- PersonalDrive
- ATHENE

Please note: It is **not** possible to store documents on the **C:** drive of the VDS server.

Windows folders such as "My Documents" or "Desktop" are automatically redirected to your PersonalDrive for VDS. Files you save to the desktop in VDS, for example, are automatically saved to X:\Documents\Desktop.

View in Windows Explorer (VDS)



View on X drive (VDS)

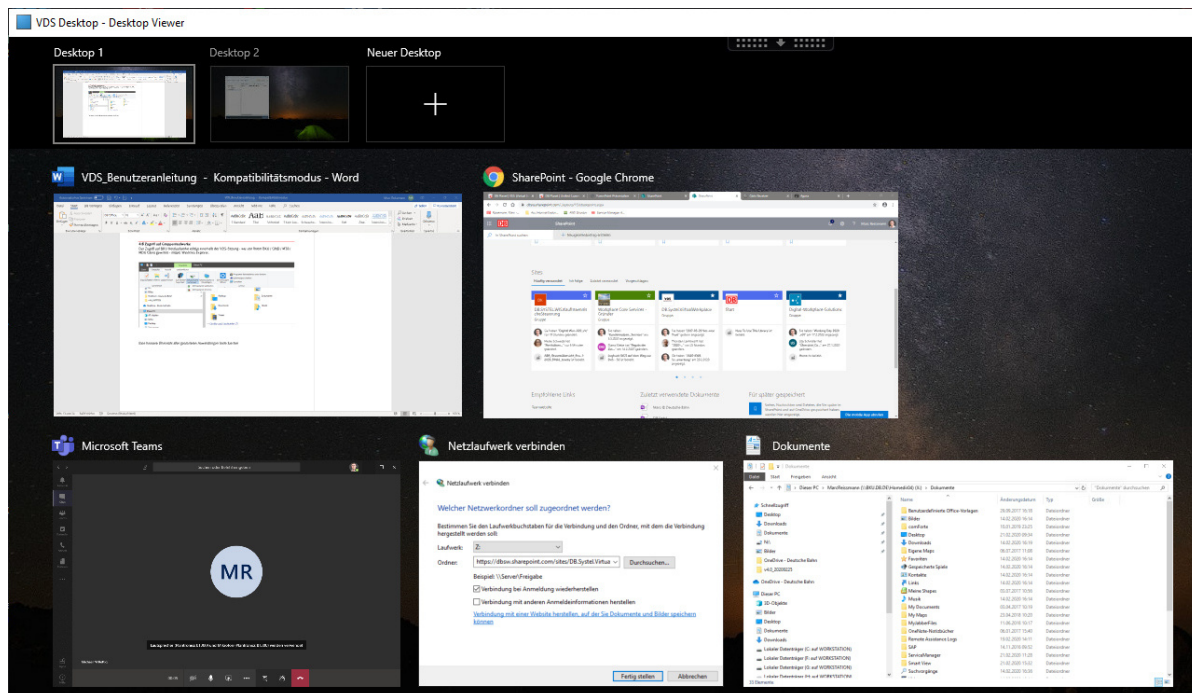
X:\Documents\Pictures
X:\Documents\Desktop
X:\Documents\
X:\Documents\Download
X:\Documents\Contacts
X:\Documents\Links
X:\Documents\Music
X:\Documents\Searches
X:\Documents\Videos

5.5 Working with multiple desktops (within VDS)

You can find a better overview of all running applications here:



Running applications can be arranged into multiple desktops.



5.6 Exchanging data between the end user device and VDS

If you use a client managed by DB Systel (BKU/GMD/BWP/MDX) or a VDS thin client, you can exchange data between your end user device and VDS as follows:

1. Via the clipboard (copy/paste)
2. Via client drives (local or network drives)

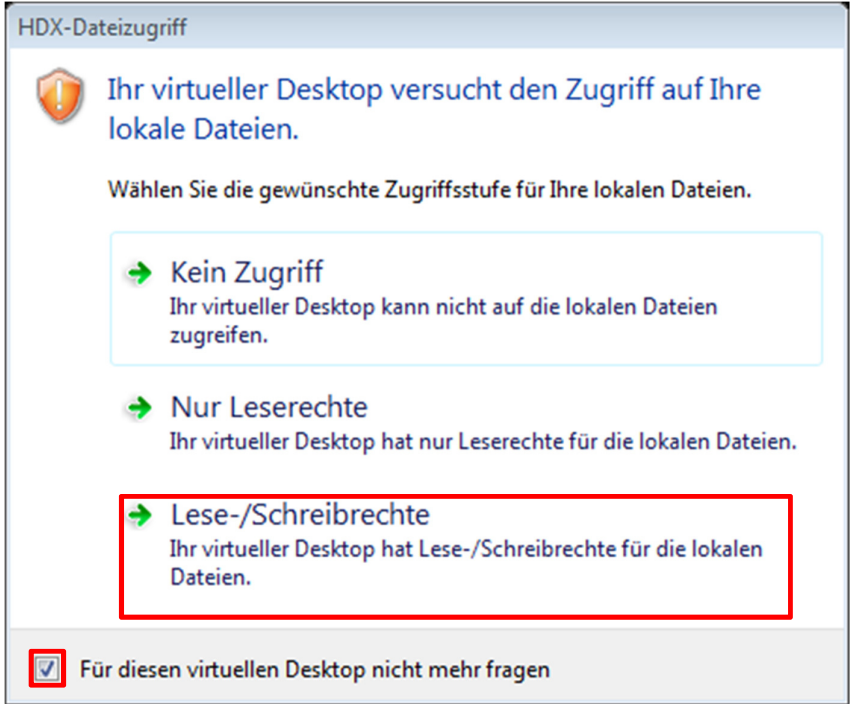
The drives of your end user device are displayed somewhat differently during a VDS user session, as shown in the following example.

View on your end user device		View during VDS user session	
Name	Typ	Name	Typ
Festplatten (2)		Festplatten (1)	
System (C:)	Lokaler Datenträger	Lokaler Datenträger (C:)	Lokaler Datenträger
DATA (D:)	Lokaler Datenträger	Netzwerkadresse (1)	
Geräte mit Wechselmedien (1)		MaxMustermann (\\BKU\Homedir99) (X:)	Netzwerklaufwerk
Wechseldatenträger (E:)	Wechseldatenträger	Weitere (6)	
Netzwerkadresse (4)		Lokaler Datenträger (C: auf BK7N000...)	Systemordner
Abrechnung (\\bku.db.de...) (P:)	Netzwerklaufwerk	Lokaler Datenträger (D: auf BK7N000...)	Systemordner
Abnahme (\\bku.db.de...) (T:)	Netzwerklaufwerk	Netzlaufwerk (P: auf BK7N000...)	Systemordner
MaxMustermann (\\BKU\Homedir99) (X:)	Netzwerklaufwerk	Netzlaufwerk (T: auf BK7N000...)	Systemordner
Vorlagen (\\bku.db.de...) (Z:)	Netzwerklaufwerk	Netzlaufwerk (Z: auf BK7N000...)	Systemordner
		Wechseldatenträger (E: auf BK7N000...)	Systemordner

The drive letters of the client drives are assigned as they are on the client during a VDS user session, provided that these letters are not already being used.

When you log on to VDS for the first time, you may need to confirm the type of access to the drives on your end user device once.

Note: Doing so merely confirms the type of access you use for them. It does not grant any other VDS user or administrator access to your client drives.



Note: The configuration only needs to be made once and is automatically applied the next time you log on to VDS.

Users of clients that are not managed by DB System do not have access to your local client drives. You can use external SharePoint etc. to share data. If you have any further questions, please contact DB System Helpdesk.

5.7 Working on the go

You can also use VDS from outside your office, provided you have a mobile data connection (internet connection). For clients managed by DB Systel (BKU/GMD/BWP/MDX), an RAS VPN connection is necessary. For clients not managed by DB Systel (DB Group companies, subcontractors), an internet connection is required. In both cases, however, the network connection (mobile network) must be stable. It is not possible to work when the connection is interrupted.

- VDS user sessions always require an active connection to the Deutsche Bahn corporate network.

VDS cannot be used offline.

- When the network connection is momentarily interrupted, your VDS user session retains its "active" status for up to 180 seconds. The session screen then "freezes" while an attempt to re-establish the connection to VDS is made in the background. If the connection cannot be re-established within the 180-second period, the VDS user session is assigned "disconnected" status on the VDS platform. This means that the VDS user session and all open applications retain "active" status; an attempt to automatically re-establish the connection is not made, however. The connection must then be initiated manually (see Section 5.8).

Exception: When a VDS thin client is used, the window is closed a few seconds after connectivity has been lost and several automatic attempts are made to re-establish the connection at 30-second intervals.

5.8 Interrupting and re-establishing VDS user sessions

Desktops and applications provided via Enterprise VDS are run on central servers in the managed cloud of Deutsche Bahn and can be used on many different end user devices.

VDS user sessions always have one of the following statuses:

- Active** → The end user device is connected to a user session and the session is being actively used.
- Active (idle)** → The user session is connected but idling (i.e. no mouse or keyboard input; after a period of four hours, the user session is automatically disconnected.)
- Disconnected** → The end user device is not connected to a user session; however, user sessions are maintained on the VDS servers for a period of one hour and can be reconnected during this time. Your existing user session will be launched when you open your application or desktop session again.

When is a VDS user session *disconnected*?

- A) If you are connected to VDS and have not made any mouse or keyboard inputs for a certain amount of time (idle), the user session will be automatically disconnected.
- B) A user session can also be disconnected if your end user device loses its active connection to Enterprise VDS (see Section 5.5).
- C) You can also disconnect a VDS user session via the relevant menus on the Citrix client.

Disconnected user sessions can be reconnected from any VDS-capable end user device, at which point you can continue working where you left off.

When is a disconnected user session *logged off*?

A disconnected VDS user session is automatically logged off if you do not reconnect within a certain amount of time.

Unsaved documents may be lost!

¹ Please note the service times and maintenance windows (see 1.2).

5.9 Printing

5.9.1 VDS thin client

If you use a thin client, you will continue to have the familiar printing functionality of a Windows end user device at your disposal during VDS user sessions (printer portal).

This functionality differs from that of your BKU client in the following ways:

- Printers are not automatically made available during the VDS user session.
- Local printers (USB) are not connected to the VDS thin client as per the DB print concept. As a result, local printers are not supported.

Information about how to connect to a network printer from a VDS thin client *during* a VDS user session can be found in Section 5.9.3.

5.9.2 Using the Citrix Workspace app on a fat client (Windows, Mac OSX)

If you establish a VDS user session on a fat client, all printers configured on your end user device are automatically integrated into the user session every time you log on.

You can identify these printers based on their designation "*(from client name) in session xyz*", whereby the client name corresponds to the network name of your fat client. The "Comments" column also contains the description "Auto Created Client Printer" (see screenshot below).

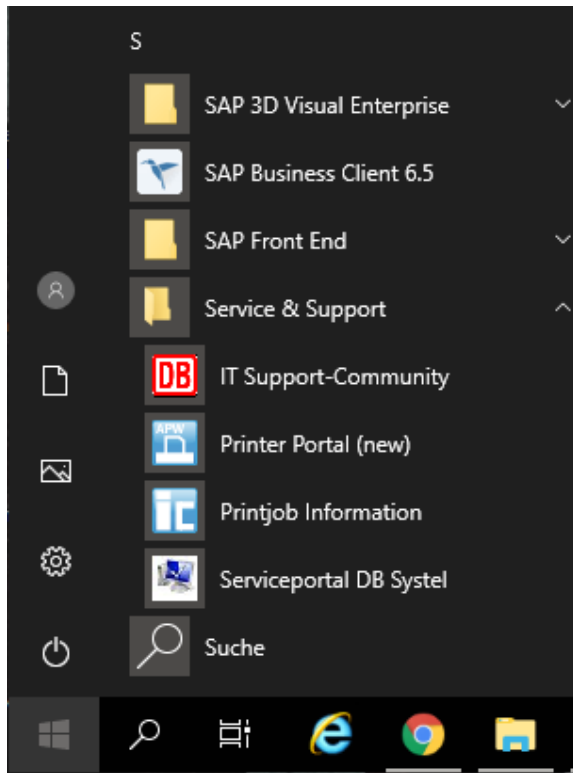
Name	Dokumente	Status	Kommentare
Drucker hinzufügen			
Adobe PDF	0	Bereit	
DOXiS4 PDF Producer	0	Bereit	
DOXiS4 PDF/A Producer	0	Bereit	
DOXiS4 TIFF Producer	0	Bereit	
ffmdr30022ps on BKUSRD64600 (from BK7N00002284) in session 3	0	Bereit	Auto Created Client Printer
ffmdr30a03 on BKUSRD64500 (from BK7N00002284) in session 3	0	Bereit	Auto Created Client Printer
FreePDF	0	Bereit	
FreePDF - Multidoc	0	Bereit	
Microsoft XPS Document Writer	0	Bereit	
PDF-XChange 3.0	0	Bereit	
Send To OneNote 2010	0	Bereit	

5.9.3 Connecting a BKU network printer

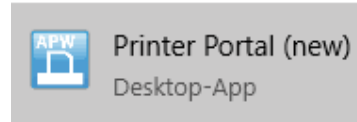
This section describes how you can connect a network printer during a VDS user session.

Launch the "Printer Portal (new)" from the Windows start menu:

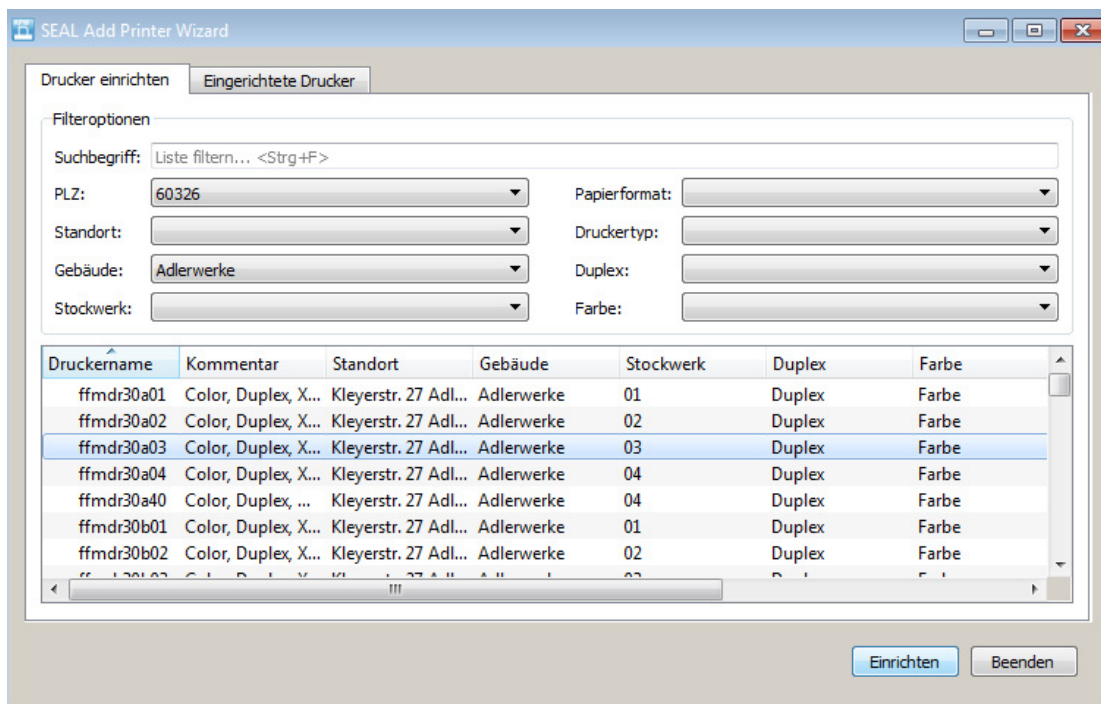
Start → Service & Support →



Or use the search function



When you have launched the Printer Portal, the following screen appears:

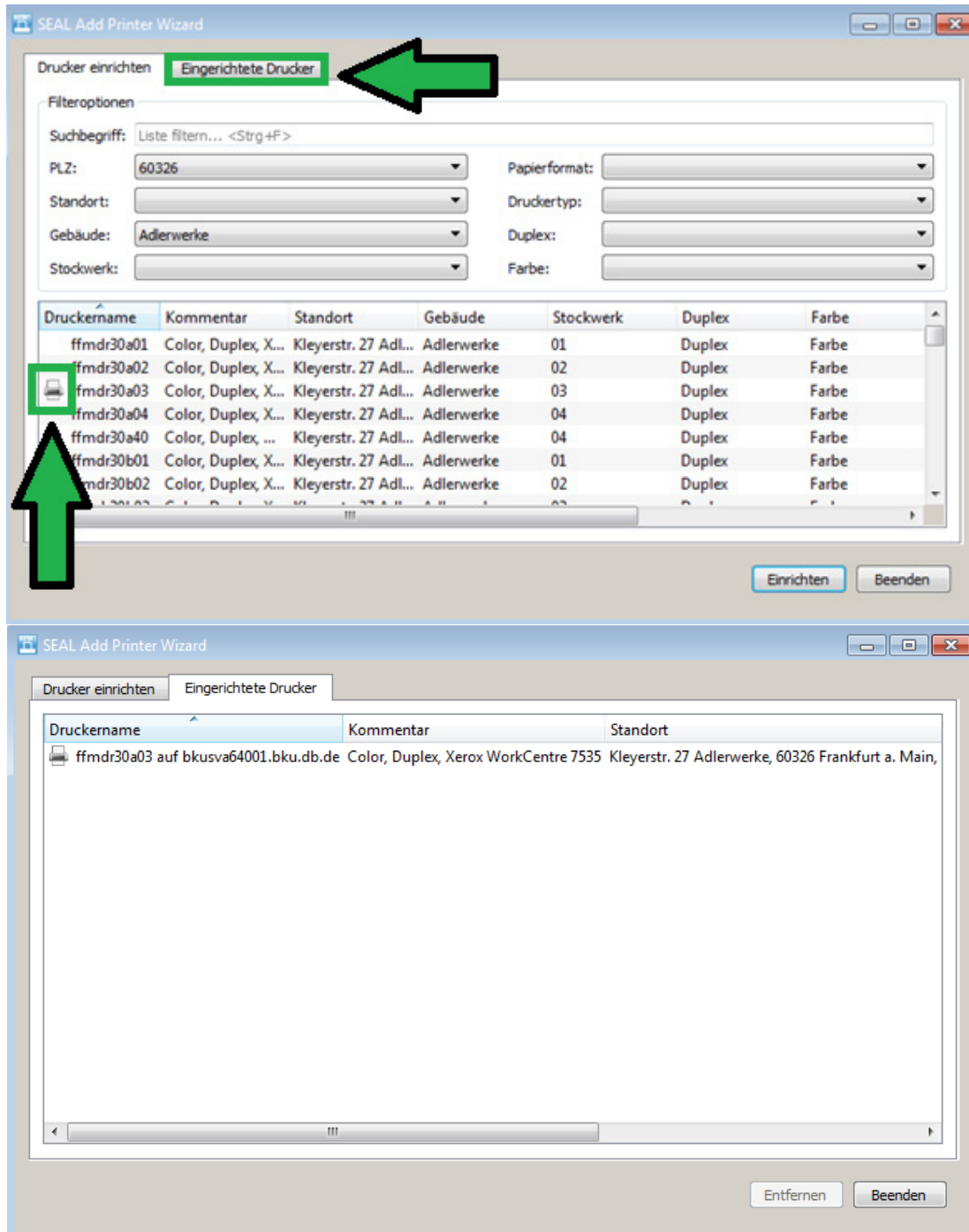


If you know the explicit printer name, you can enter it directly in the "Filter" field.

You can also search for a printer using the filter options provided. In the above example, we filtered by postal code and building name.

Select the printer and click "Add" at the bottom of the screen.

After a short time, the printer symbol appears next to the printer you selected (see screenshot below). You can also click the "Installed Printers" button to display your configured printers.



Your printer is now configured.

6. Using a VDS thin client

6.1 Preparing

6.1.1 DB User account

You will need a valid DB User account with the appropriate authorisation to log on to Enterprise VDS.

6.1.2 Connecting

The following connections are required to use a thin client:

- The thin client is connected to the IP corporate network of Deutsche Bahn (see Section 2.1) via a network cable.
- The client is connected to the power supply via a power cable.
- The client is connected to a monitor.

6.2 Starting the thin client

6.2.1 Starting

Switch the thin client on using the on/off button (see picture below):



The operating system loads and the logon screen of the Citrix client appears.

Note: Starting the thin client takes a little time. Please wait until the Citrix client logon screen appears.

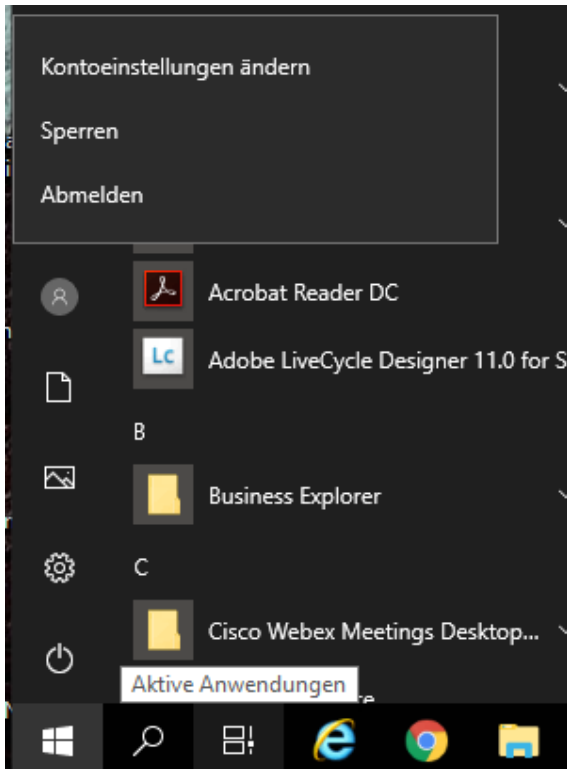
6.2.2 Logging on to Enterprise VDS from the Citrix client

Section 0 describes how to log on to Enterprise VDS from the Citrix Workspace app.

The logon screen automatically displays when you start the VDS thin client. Enter your BKU user ID and password here. A connection to "VDS Desktop" is then automatically established. After you successfully log on, the workstation environment and desktop of your Enterprise VDS are loaded.

6.2.3 Logging off and locking the screen in VDS

You can use the "Windows + L" key combination to lock the screen and protect it against unauthorised access when you are away, as you would with your desktop computer. You can also choose the Windows Start button, click the person icon and choose "Lock".

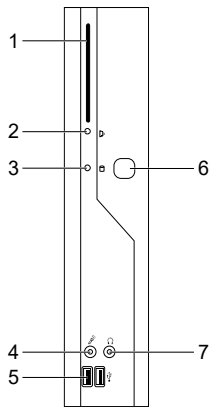


6.3 Switching off the thin client

You are automatically taken back to the home screen of the thin client when you successfully log off "VDS Desktop". The thin client can then be switched off by pressing the on/off button on the device. It is not necessary to shut down the operating system.

6.4 Connections and controls

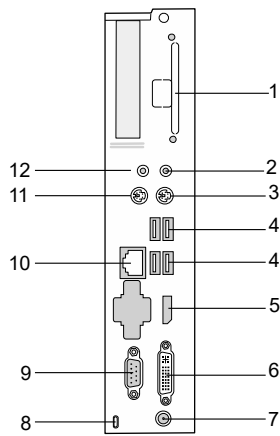
6.4.1 Front-side connections



- 1 = SmartCard reader**
- 2 = Indicator for SmartCard reader**
- 3 = Flash memory access
- 4 = Microphone jack**
- 5 = USB (Universal Serial Bus) connections
- 6 = On/off button
- 7 = Headphone jack, audio output (line out)

** Not used

6.4.2 Rear-side connections



- 1 = Slot for Power over Ethernet or Wi-Fi module**
- 2 = Audio output (line out)
- 3 = PS/2 keyboard interface
- 4 = USB connections
- 5 = Display port
- 6 = DVI-I monitor connection
- 7 = D/C jack (DC IN)
- 8 = Kensington security slot
- 9 = Serial interface
- 10 = RJ45 LAN (Local Area Network) connection
- 11 = PS/2 mouse interface
- 12 = Audio input (line in)

** Not used

6.5 Connecting local peripheral devices to the thin client

6.5.1 Connecting a USB mouse

Connect the USB mouse to a USB port on the device.

6.5.2 Connecting a USB keyboard

Connect the USB keyboard to a USB port on the device.

If the keyboard cable is not permanently connected to the keyboard, insert the rectangular connector of the cable into the rectangular jack on the top or bottom side of the keyboard.

6.5.3 Connecting a USB stick/USB hard disk drive

USB sticks in "FAT32" format are supported. Other formats and USB hard disk drives are not supported.

6.5.4 Connecting a local printer

It is not possible to connect a local printer to the thin client.

6.5.5 Connecting headphones/headset

Headphones can be connected to the line-out jack on the front or rear side of the thin client. Commonly used headsets are recognised by the thin client and can be used in VDS sessions with MS Teams.

6.5.6 Connecting a Kensington lock

A Kensington lock can be connected to the Kensington lock security slot on the rear side of the thin client.

Links

Summary of links: