GTS Software Pty Ltd

Remote Desktop Services

Secure web access to GTS Software applications

CONTENTS

Overview

GTS can now offer its customers on-line access to its CMS and Quest software applications via highly secured connection over the Internet. With the aim to provide as seamless as possible access from inside corporate networks and firewalls, but with minimal or no IT infrastructure configuration required.

To achieve this, GTS has adopted the latest Microsoft Remote Desktop Services technologies and, along with carrier neutral, fully redundant data centre server hosting to ensure the necessary up-time guarantees required to give reliable, round-the–clock, global on-line access.

What GTS can provide with Remote Desktop Services

- Access to its software applications from virtually any location via the Internet and without configuring virtual private network (VPN) connections.

- Applications that can be launched by a single click from a users' desktop icon, start menu item, or by logging into a web browser interface (RD Web Access).

- An application connection, seamless enough as to make it appear as if it's running on the end user's local computer. The program runs in its own resizable window, can be dragged between multiple monitors, and has its own entry in the taskbar.

- Web Single Sign-On (Web SSO). This feature provides users with the ability to enter their credentials only once during logon. After which, users can launch programs that are part of the same connection without any further credential prompts.

- Applications that automatically discover and have access to, users' local and network printers.

- Application performance benefits to users in remote locations with bandwidth constraints. This gives enhanced capabilities to remote or branch office sites and reduces the network bandwidth required. Plus, there is no requirement on your IT administration to install or provide special platforms or installation scripts to run GTS applications.

- A centralized-applications strategy than can result in a reduction of application server infrastructure at various branches or locations, requiring much less maintenance and on-site support from the home office IT administration staff.

- Control of user access to hosted programs based on user login credentials.

- Reliability, our dedicated servers are hosted at a carrier neutral and fully redundant data centre with a guaranteed 99.9% uptime. With full redundancy of equipment and bandwidth connections, including network/internet connectivity using 4 bandwidth providers as fail safe options, hardware and power backup and redundancies.

Main Features

RD Web Access

Remote Desktop Web Access (RD Web Access) enables users to access RemoteApp and Desktop Connection through a Web browser or the **Start** menu on a computer that is running Windows 7. RemoteApp and Desktop Connection provide a customized view of RemoteApp programs and virtual desktops to users.

RemoteApp

RemoteApp is used to make programs that are accessed remotely through Remote Desktop Services appear as if they are running on the end user's local computer. These programs are referred to as RemoteApp programs. Instead of being presented to the user in the desktop of the Remote Desktop Server, the RemoteApp program is integrated with the client's desktop. The RemoteApp program runs in its own resizable window, can be dragged between multiple monitors, and has its own entry in the taskbar. If a user is running more than one RemoteApp program, the RemoteApp program will share the same Remote Desktop Services session.

Users can access RemoteApp programs several ways. They can:

1. Access a link to the program through RemoteApp and Desktop Connection by using browser access to Remote Desktop Web Access (RD Web Access).

2. Double-click a Remote Desktop Protocol (.rdp) file that has been created and distributed by their administrator.

3. Double-click a program icon on their desktop or **Start** menu that has been created and distributed by their administrator with a Windows Installer (.msi) package.

4. Double-click a file where the file name extension is associated with a RemoteApp program. This can be configured by their administrator with a Windows Installer package.

"Opening RemoteApp programs using RD Web Access" on page 5 describes the steps required to access a RemoteApp program using the RD Web Access method.

Web Single Sign-On (Web SSO)

The Web Single Sign-On (Web SSO) feature provides users with the ability to enter their credentials only once during logon to GTS Remote Desktop Services Web Access (RD Web Access). After logon, users can launch RemoteApp programs that are part of the same connection in RemoteApp and Desktop Connections without any further credential prompts.

To take advantage of the new Web SSO feature, the client must be running *Remote Desktop Connection (RDC) 7.0 or higher*.

Easy Print

Remote Desktop Services Easy Print makes sure that client printers are always installed in remote sessions and that you do not have to install the printer drivers on the host server. Additionally, Remote Desktop Services Easy Print addresses several other printer redirection issues that have been problematic in the past. Print queues are now enumerated per session, all printer properties are available in the remote session, and policy settings can be used to redirect only the default printer.

Security

RemoteApp Internet Access

Users access RemoteApp applications from a Web browser by connecting to the Remote Desktop Web Access (RD Web Access) Web site. After the user connects to an RD Web Access Web site and provides the appropriate credentials, the user is presented with RemoteApp program icons based on their login credentials.

The internal RDS network can only be accessed via a RemoteApp application which is digitally signed and uses Remote Desktop Protocol (RDP) over Hypertext Transfer Protocol over Secure Sockets Layer (HTTPS) to establish a secure, encrypted connection to the internal network resources.

Internal Network Access

RemoteApp login credentials also controls a user's access to the internal network domain and its resources through their security group membership. Security group membership and global server settings ensure only the relevant file system objects and resources are exposed to the user, including file browsing from within the application.

Security group membership also determines:-
- Programs available on the RemoteApp Web Access page.
- User home folder configuration and project drive mapping.
- A user's ability to view and access disk drives, folders and files.
- SQL Server database access and role functionality.

Data Security and Privacy

All data exchanged, captured and stored on GTS servers as a result of Customer use of its services, is regarded as highly confidential, and is therefore treated accordingly. GTS has implemented and will maintain technical and organizational measures designed to prevent accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Customer Data.

Malicious software protection

All RDS component servers are protected from malicious software threats by using real–time and scheduled scanning anti-virus and malware solutions.

Physical Data Centre Security

Our data centre host provides the latest in camera systems monitoring both interior and exterior facilities around the clock. Access is limited to authorized personnel only, and strictly enforced by electronic access cards, biometric scanning, and guards.

Data Backup and Disaster Recovery

Operating Systems bare-metal disaster recovery

The virtualised hosting environment's VMware infrastructure is protected using Veeam Replication and Disaster Recovery and provides a daily backup snapshot of each Remote Desktop Services component server. Snapshots are retained for 6 days.

User and Application Data Backup & Recovery

All user profiles, application data files, and SQL databases are periodically backed up using third party and built-in Microsoft Windows and SQL server backup functionality. This creates a further layer of backup redundancy "on top" of the system level Veeam Replication and Disaster Recovery mentioned above and removes dependency on hosting provider restorations.

Off-site backups are maintained daily by copying backup files to GTS infrastructure.

Opening RemoteApp programs using RD Web Access

1. Check that your computer passes the necessary requirements specified in Client Computer Requirements on page 8

2. Open the GTS Remote Desktop Services web page (RD Web Access) using the following address: https://remote.gtssoftware.com.au/rdweb

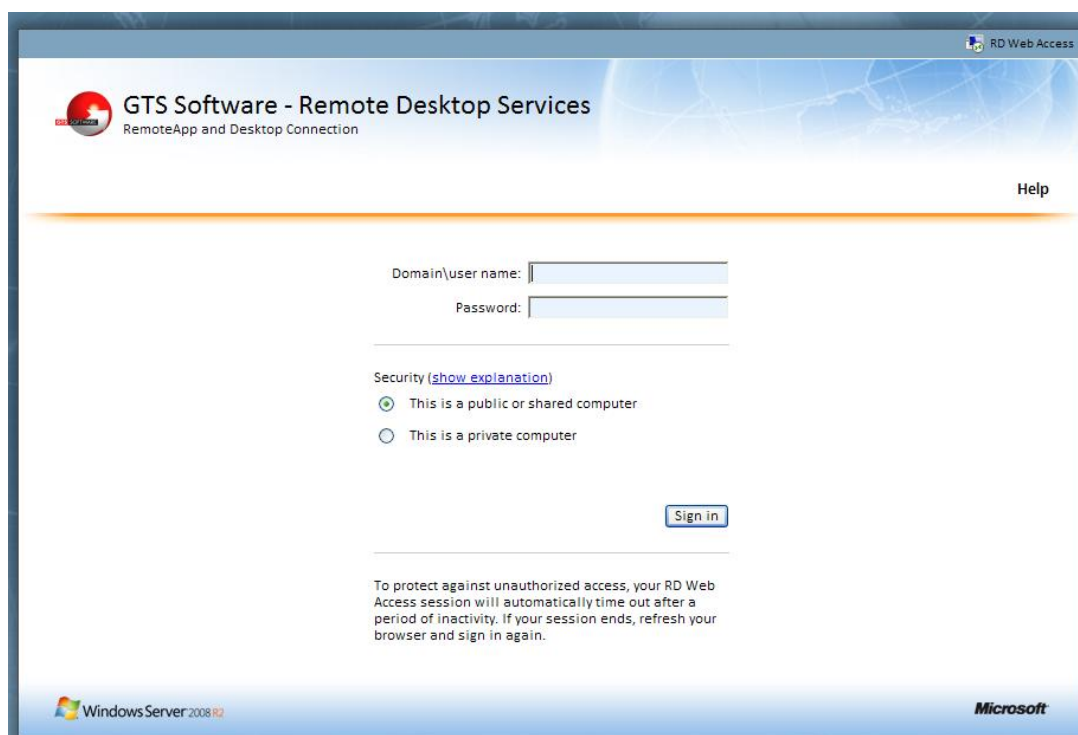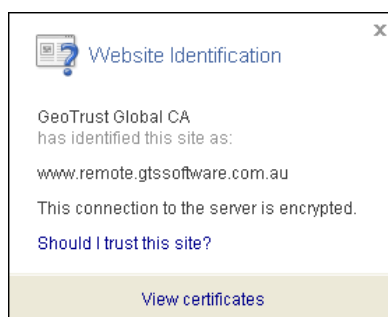   This will open the RD Web Access "Sign in" page shown below.

Figure 1 RD Web Access Sign In page

Note that this is a secure SSL connection and you should be able to identify the website as shown below. You can do this in Internet Explorer by clicking the padlock icon or the View menu, Security Report option.

3.   Enter your user name and password as provided by GTS, make sure you use the domain\username format e.g. **remote\<YourUserName>**

4.   Select one of the following Security options that suits your situation:-

- **public computer**
  If you connect to the RD Web Access Web site from a public computer, such as a kiosk computer in a public establishment, or from a computer that you share with other users, click **This is a public or shared computer**. You must provide both your user name and password each time you sign in to the RD Web Access Web site.

- **private computer**
  If you are using a work computer assigned to you, that you do not share with others, click **This is a private computer**. Your user name is remembered, so you only have to provide your password each time you sign in to the RD Web Access Web site.

  Note: To protect against unauthorized access, RD Web Access sessions automatically time out after a period of inactivity. If the RD Web Access session times out, you need to sign in again. There are different timeout values, depending on which option is selected when you sign in to the RD Web Access Web site.

5.   Click the Sign-in button

    You should now see the RemoteApp Programs page shown below. This page will display an icon for each program available to you, and in some cases, an icon to access your remote desktop.

    If this page does not appear, or if you are prompted to take some other action, refer to the RD Web Access Troubleshooting guide.
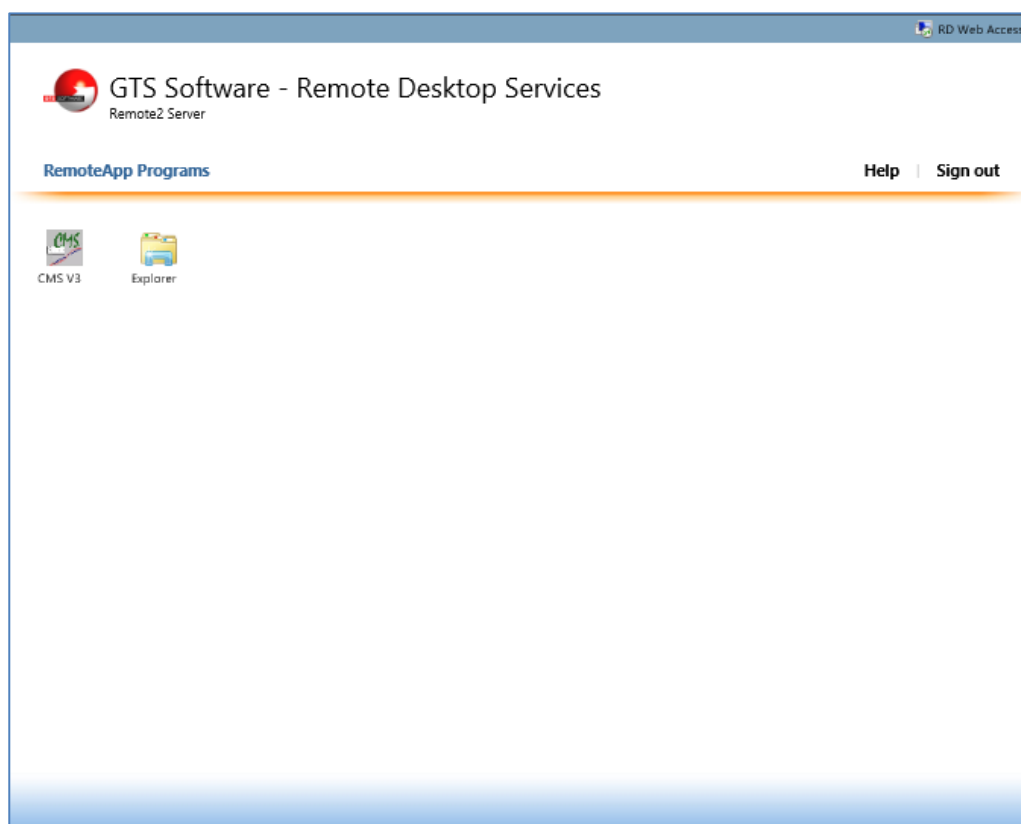

Figure 2 RemoteApp Programs page

6. To open a RemoteApp Program click its icon (single left-click).

    First time users may be prompted with the following screen. Tick the "Don't ask me again…" check box and then click the Connect Button
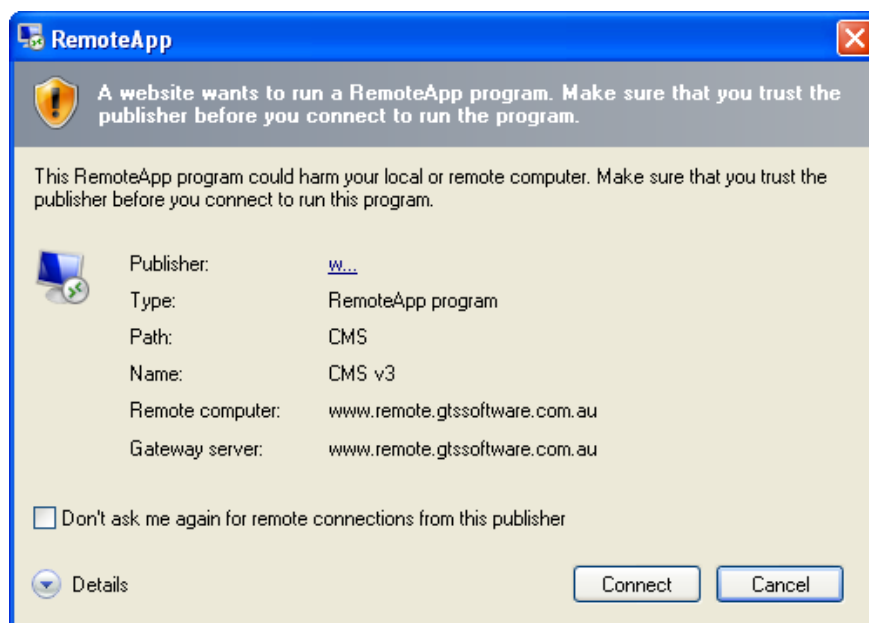

Figure 3 First time connection prompt

You will then see the following "Connecting to…" screen.

Figure 4 "Connecting to …" progress screen

After connecting to and starting the RemoteApp program - in this case CMS V3, it will open in its own window (as if it was installed on your pc) ready for use.

Client Computer Requirements

To use RD Web Access, client computers must be running at least Internet Explorer 6.0 and a version of Remote Desktop Connection (RDC) that supports at least Remote Desktop Protocol (RDP) 6.1 or greater. Required RDC versions are included with Windows XP SP3 to Windows 10 operation systems.

Additionally, the Remote Desktop Services ActiveX Client control must be enabled.

Printing

By default, the Host server first tries to use the Remote Desktop Easy Print driver. If the client computer does not support this driver, the server looks for a matching printer driver on the server which must be manually installed.

Easy Print

To use Remote Desktop Easy Print, the client computer must have the following components installed:

1. Remote Desktop Connection (RDC) 6.1 or later

2. At least Microsoft .NET Framework 3.0 Service Pack 1

If the client does not meet the above requirements, the server will need to have a printer driver matching the printer to be used on the client machine manually installed and configured.