

# Remote Desktop Web Access guide for CTI-TS users

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## What is Remote Desktop Web Access?

Remote Desktop Web Access is a Microsoft technology that provides remote access to applications (RemoteApp) running on a Terminal Server without any VPN connection.

Although the programs are running on a remote computer, they behave as if they are running on your local computer. For example, a remote application has its own entry in the taskbar, and you can resize, minimize, or maximize the program window.

## Available RemoteApp programs

Currently CTI provides the following tools (listed in alphabetical order).

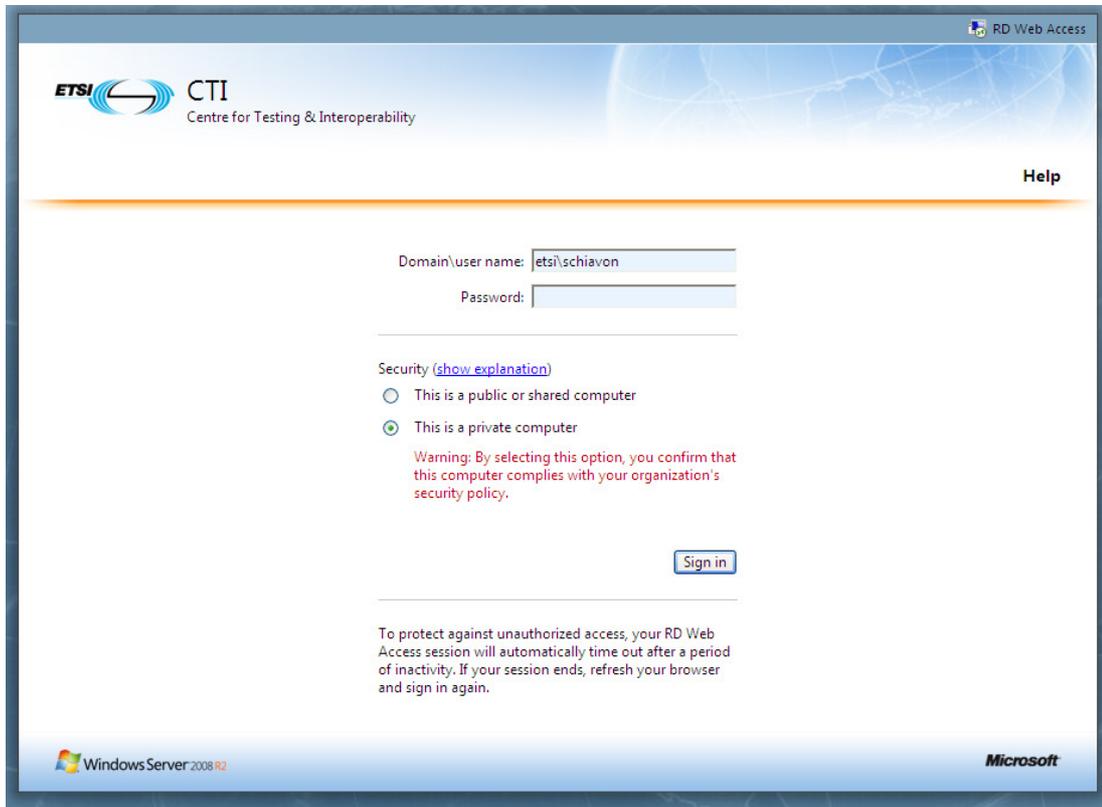
Tool Name	Note	TTCN version
Elvior TestCast	TTCN editor Syntax check and compilation of TTCN	TTCN-3
IBM Rational Systems Tester	TTCN editor Syntax check and compilation of TTCN	TTCN-3
DaVinci Leonardo	TTCN editor Syntax check of TTCN	TTCN-2
OpenTTCN	TTCN editor Syntax check and compilation of TTCN	TTCN-3
Telelogic SDT & ITEX	SDL/MSC editor tool TTCN editor Syntax check of TTCN	TTCN-2
Testing Technologies TTWorkbench	TTCN editor Syntax check of TTCN	TTCN-3

## Starting a RemoteApp program

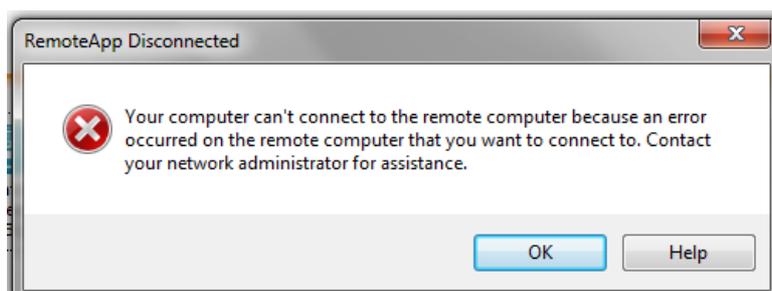
To start a RemoteApp program:

- Open Internet Explorer and go to <https://cti-ts.etsi.org>

- Enter your credentials (domain/user and password)
- Click the program icon of the application you want to run
- Enter your credentials again if prompted



If you receive the error message below, it might be because you didn't **specify the domain name** when connecting to the website.



### Public vs. private computer settings

If you connect to the RD Web Access website 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 will need to provide both your user name and password each time you sign in to the RD Web Access website.

If you are using a work computer assigned to you that you do not share with other people, click **This is a private computer**.

To protect against unauthorized access, RD Web Access sessions automatically end after a period of inactivity. If your RD Web Access session ends, you will need to sign in again.

### I am prompted to run the Remote Desktop Services ActiveX Client control. How do I do that?

If you are prompted to run the Remote Desktop Services ActiveX Client control when you access RD Web Access, do one of the following, depending on your operating system:

- If you are running Windows Server 2003 or Windows XP, and you are prompted to run the Remote Desktop Services ActiveX Client control, click the message line, click **Run ActiveX Control**, and then click **Run**. After you have enabled the control, refresh the Web page.
- If you are running Windows Server 2008 or Windows Vista, click the warning message on the Internet Explorer Information bar, point to **Add-on Disabled**, and then click **Run ActiveX Control**. When you do this, you might see a security warning. Make sure that the publisher of the ActiveX control is "Microsoft Corporation" before you click **Run**.
- If you are running Windows Server 2008 R2 or Windows 7, in addition to the above steps, you can choose to allow the ActiveX control to run only on this website.

If the Internet Explorer Information bar does not appear, you can enable the ActiveX control by using the **Manage Add-ons** tool on the **Tools** menu of Internet Explorer.

**Important note for Windows XP SP3:** the ActiveX is normally disabled in the registry and not visible from the browser. In that case you need to edit the registry:

- a. Open Regedit and browse to the following key:  
*HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Ext\Settings*
- b. Within the Settings sub-key, delete the following sub-keys:  
*{4eb89ff4-7f78-4a0f-8b8d-2bf02e94e4b2}*  
*{7390f3d8-0439-4c05-91e3-cf5cb290c3d0}*

### Computer requirements

To use RD Web Access, your computer 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.

To determine the RDP version that RDC supports, open Remote Desktop Connection (run *mstsc.exe*), click the icon in the upper-left corner of the **Remote Desktop Connection** dialog box, and then click **About**. The RDP version is listed in the **About Remote Desktop Connection** dialog box.

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

## User requirements

To use RD Web Access, the user has to be member of the **CTI-TS users** group.  
Ask CTI staff to request the Helpdesk to add your account to that group.

## User settings and performance

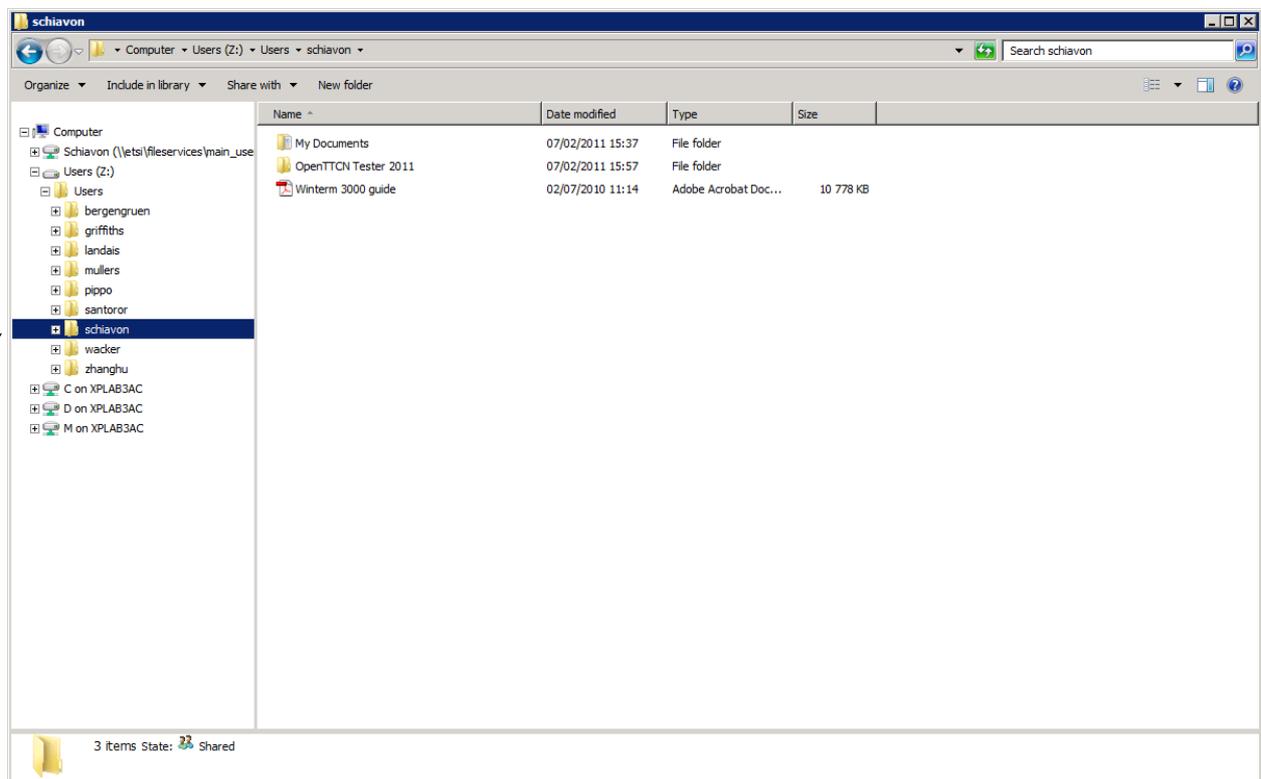
The following settings are configured for your profile:

- Timeout for disconnected sessions set to **1 hour**
- User profile's folders located on the **Z: drive** visible from Windows Explorer RemoteApp (quota 200MB)

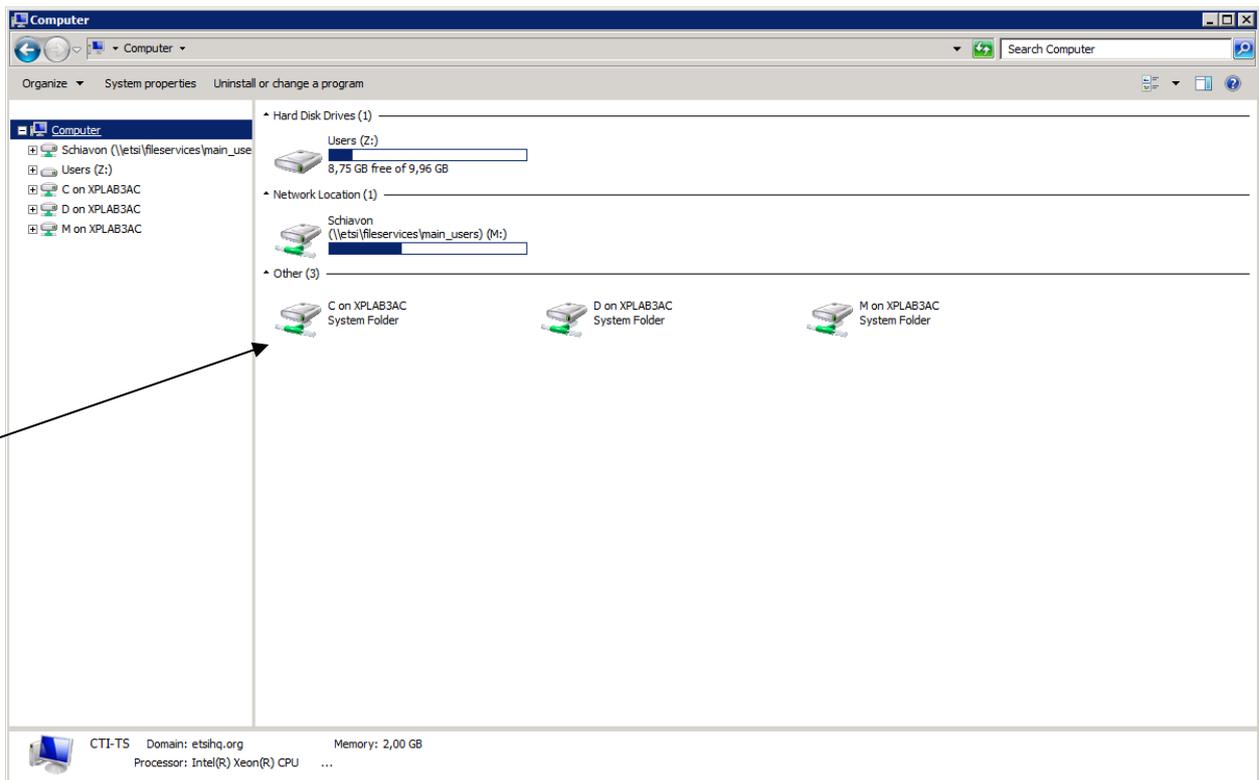
When you run an application from the website, you are actually working on a remote computer (RDP over SSL). That means that the performance cannot be as good as working on your local machine, especially if you work with files stored on your local computer.

It is recommended to **copy your local files to your remote profile's folders** (run the Windows Explorer RemoteApp and go to z:\Users\username, then copy/paste the local files the RemoteApp needs to open)

When you run the Windows Explorer RemoteApp you can see your remote files (server-side). Local drives (user's PC) are displayed clicking on **Computer** (see the pictures below).



### Remote Profile folders



Local Drives (user's PC)

## Support

Before asking support from the ETSI Helpdesk, double check your computer meets the requirements listed above and that the Remote Desktop Services ActiveX control is enabled (ask your network administrator if you are not sure).

Always provides the following information to the ETSI Helpdesk:

- The precise error message received (a screenshot is welcome)
- Operating System and Service Pack
- RDC version
- Internet Explorer version

## Rules and obligations

Running any RemoteApp, beware that you are accessing ETSI's computer facilities.

The IT means of the Institute are to be used exclusively for the performance of the professional tasks for which they are designed. As a consequence, any file or email stored or transferred via the IT means of the ETSI is deemed to be of an exclusively professional nature and as such, cannot be considered as private within the meaning of the French Criminal Code.

Save prior authorization granted by the managers concerned, these means may not be used to carry out projects that are not part of missions entrusted to the users.

Please read the complete ETSI IT Charter (<http://portal.etsi.org/Helpdesk/FullITCharterEN.pdf>) before proceeding.