



Remote Access Setup

Manuals

Version 2.02



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1. Introduction

This document presents a procedure and a list of tasks necessary for the proper setup of Remote Access with purpose of remote use of FlipIT environment.

1.1. What is Remote Access?

FlipIT users have the opportunity to use a service which allows them to work on their computer anywhere in the world. The service is activated on request. The only condition for use of this service on a given computer is an Internet access in addition of activated remote access service.

Clients are offered two ways of use:

- **SecureID** – user gets a RSA key or electronic RSA card, where Numerical Code is changed every 60 seconds.
- **OnDemand** – sending Numerical Code via SMS on a user's cell-phone after user submitted request.

1.2. What does Remote Access allow?

Remote Access allows a user smoothly work on his/her workplace from anywhere. Thus, the user does not need to carry documents on portable media or send them via e-mail to re-use in a different location. In this way the workplace is moved from FlipIT to remote location. Therefore user is not bounded to one place.

2. Before first use

Before first use request for RSA Access has to be submitted and access data obtained.

2.1. SecureID user

SecureID user is given following set:

- RSA key or electronic RSA card
- Personal identification number - PIN code (four-digit numerical code)

2.2. OnDemand user

OnDemand user gets following access data:

- RSA username, first letter of your firstname and your lastname (flastname@domain)
- Personal identification number - PIN code (four-digit numerical code)

3. Use procedure

The following chapter describes correct login procedure for remote access with RSA.

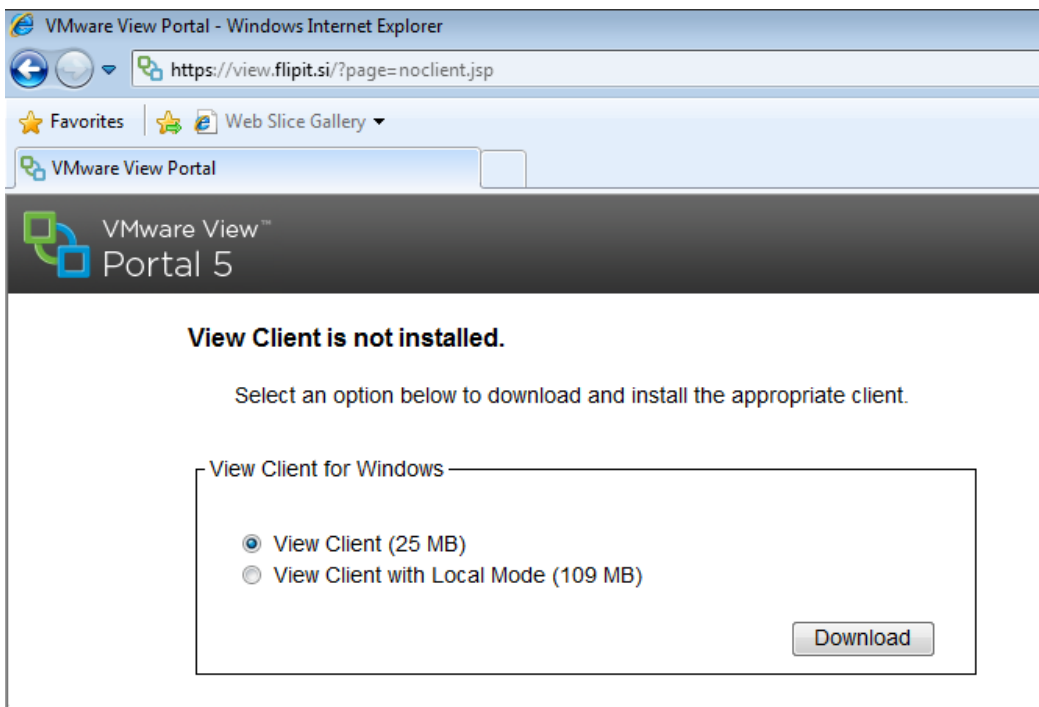
3.1. Obtaining Access Data

User has to obtain access data from FlipIT Support Team. Given the way of access: SecureID or OnDemand (described in Chapter 2), user gets information it needs in the process of authentication.

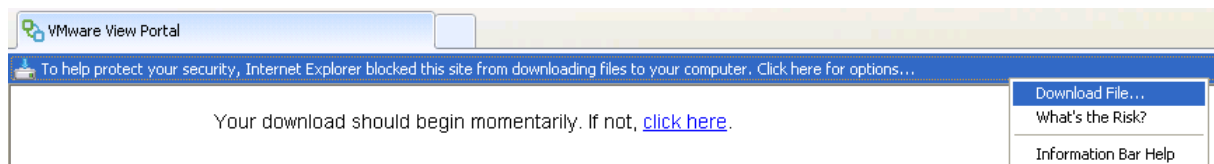
3.2. Installation of Vmware View Client

Before the first use of remote access installation of Vmware View Client is required.

In Internet Explorer go to the web page <http://view.flipit.si>. From the list you choose first option and then click button **Download**.



In the message bar you get a notice that a download was blocked. Click on the message bar and choose **Download File...**



In the File Download window click on the **Run** button.



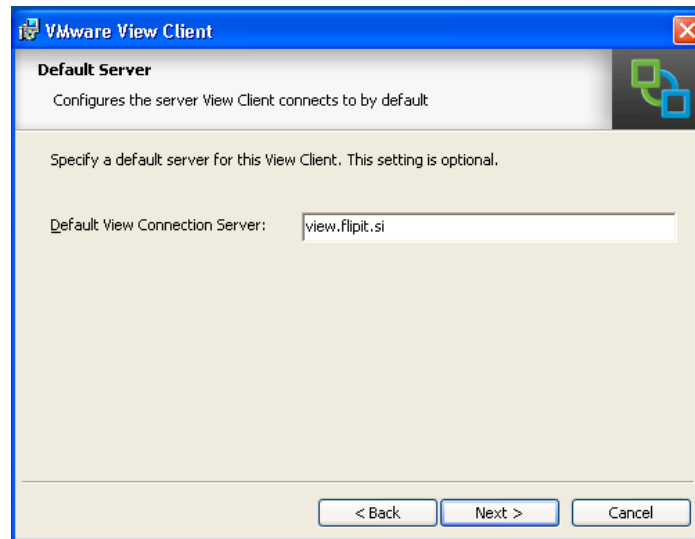
And once again click on **Run** button.



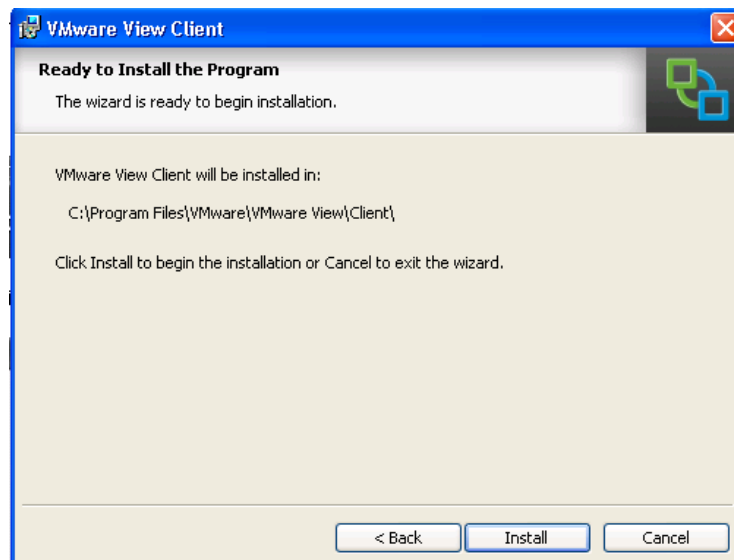
In VMware View client installation window click on the button **Next** twice and then accept license agreement with **I accept the terms in the license agreement** option. Continue with **Next** once again.



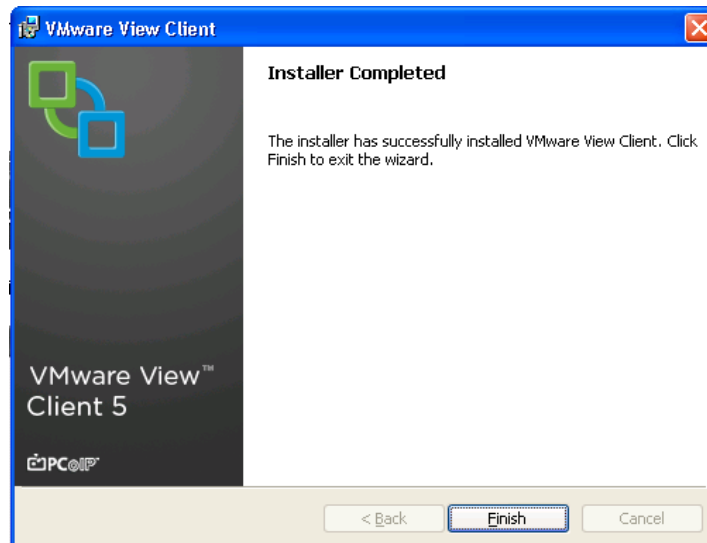
Default View Connection Server has to be set to "view.flipit.si". Continue with **Next**.



Start the installation pressure by clicking on **Install**. Installation will now begin. This may take a few minutes.



Finish installation by clicking button **Finish**. VMware View Client is now successfully installed.



3.3. Numerical Code Request (OnDemand)

When using OnDemand way, a user has to submit a request for a numerical code. SecureID user this eight-digit code reads from his/her RSA device.

Code request

To obtain numerical code visit webpage <http://www.flipit.si/rsa> using acquired (*from FlipIT Support Team*) username for RSA access, which is typically in the form `flastname@customer_domain`, and user's own **PIN** for RSA submit request for numerical code.

Obtain RSA Token

Please fill out the form.

Username

flastname@virtu

PIN

●●●●

Enter the username in a textbox where is written "flastname@virtu". Enter PIN code in a textbox here four dots present hidden PIN. Click button **Order** to submit the request.

Acquisition of Numerical Code (over SMS)

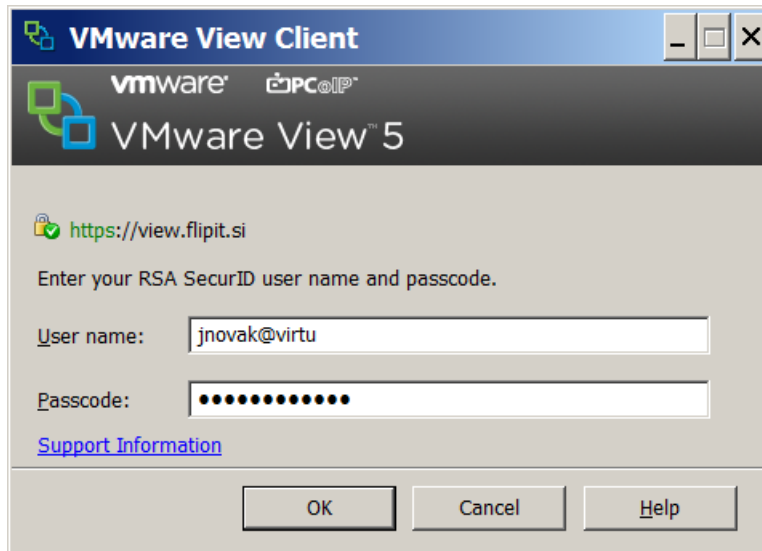
In a few minutes after submitting request user acquires SMS, which is valid one (1) hour and it is for one-time use. SMS has following form:

(RSA_AM@nil.si) On-Demand Tokencode: #####

The Eight-digit numerical code is used in following step of procedure.

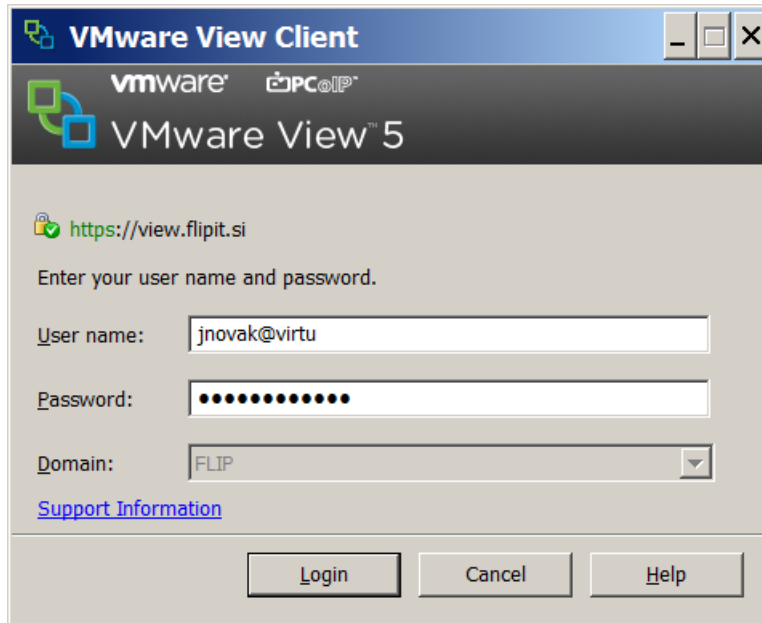
3.4. RSA authentication

In IE go on web address "view.flipit.si" user uses his/her username for RSA access "**jnovak@virtu**" and **RSA PIN** together with eight-digit **numerical code**, which is in SMS (OnDemand mode) or reads current six-digit **numerical code** from user's RSA SecureID key or electronic card.

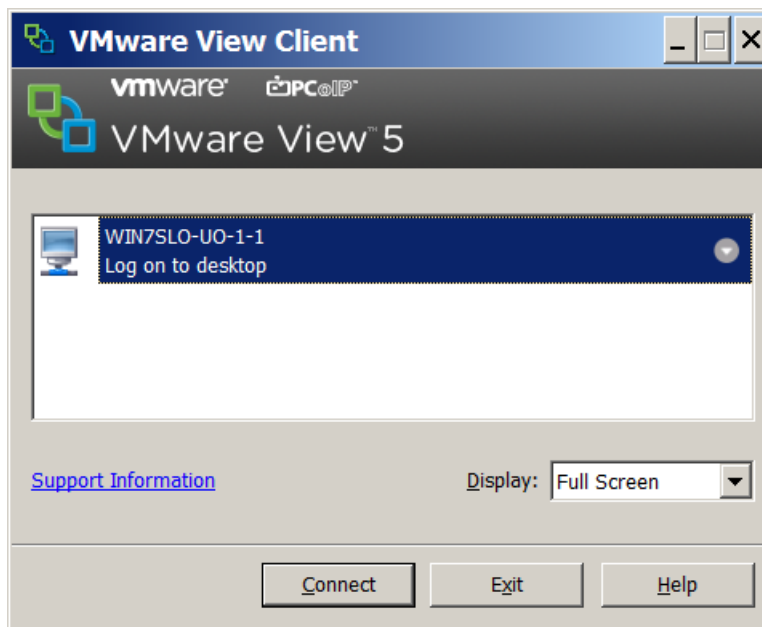


3.5. Access to VMware environment

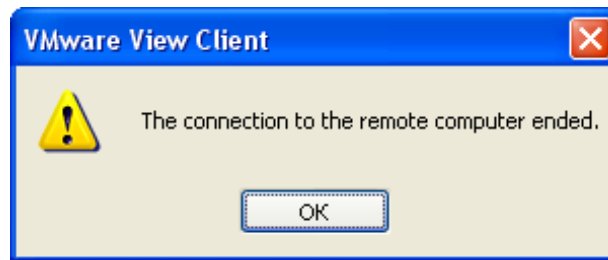
After successful authentication new window appears where user enters his/her username "**jnovak@virtu**", **password** where domain is your company's name without additional dot, see example below. At the end click button **Login**.



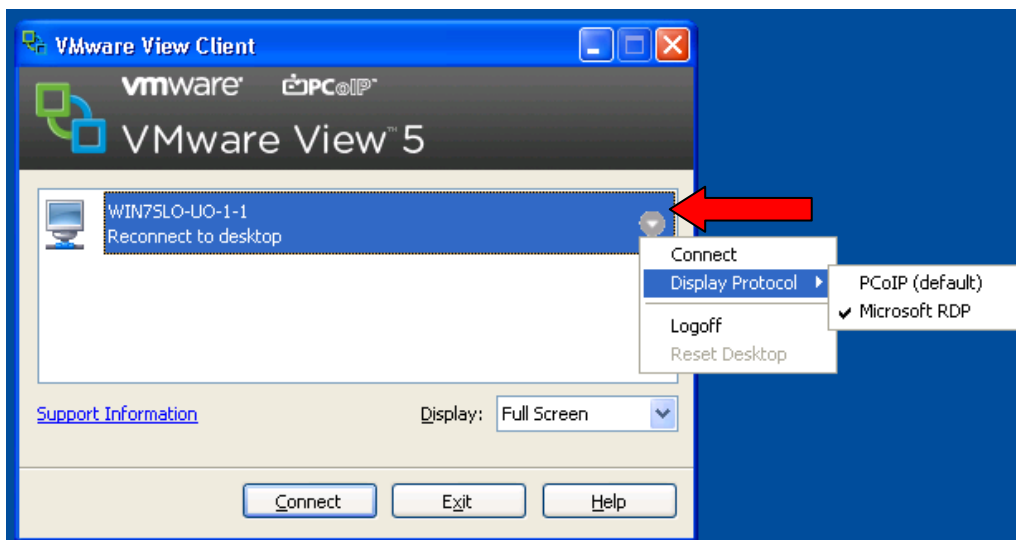
In the next window you choose available desktop, size of window and click **Connect**.



Important! If your desktop doesn't show up and you get the following error message:



In this case repeat the procedure from the chapter **3.3 Numerical Code Request (OnDemand)** and before clicking on button **Connect**, choose **Microsoft RDP** for the **Display Protocol**, as you can see in the following picture.



4. Troubleshooting

The following chapter describes the possible errors and instructions on how to measure any problems.

4.1. Internet unavailability

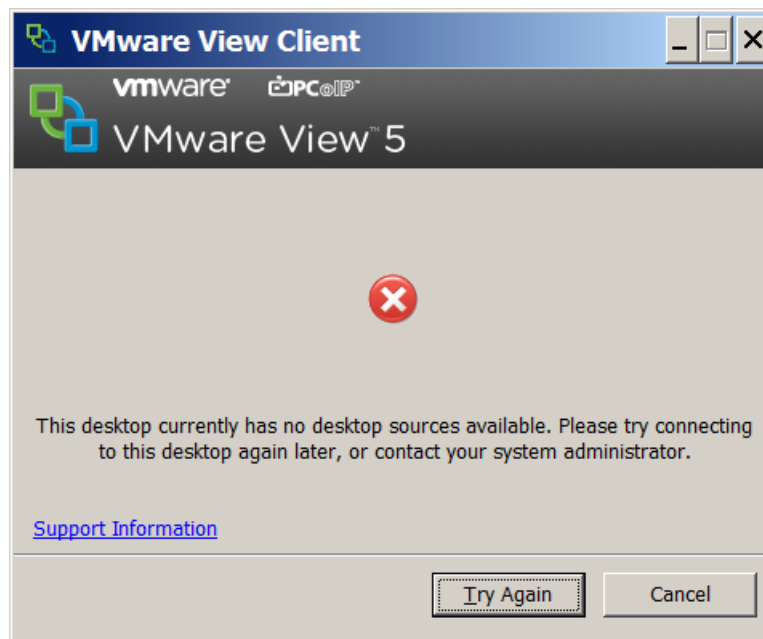
For remote access to your workplace a good connectivity to the Internet is a prerequisite. If at certain step access did not go in a desired direction or web addresses mentioned in procedure (previous chapters) can not be accessed, it is necessary to check out the connectivity to Internet. The easiest way to do this is opening a browser and active web address (for example: <http://www.google.com/> or any other search engine would be good), where enter search string like "flipit" and start searching. If search engine returns results in a several seconds then Internet connectivity is probably at least satisfactory.

4.2. SMS with Numerical Code has not arrived

For Remote Access to OnDemand mode at request for numerical code it is necessary for the user to correctly enter his/her username for RSA access and PIN which was given. Due the safety reason system does not warn if any of required information is incorrect. On submitted request system's response is always positive. Therefore conclusion, if entered data is correct, can not be done.

4.3. Error accessing VM

If login is not successful in the step 3.5, one of following windows is shown. User is advised to repeat those steps. If login still fails, please notify FlipIT Support Centre and report the error. Support Team will take necessary steps to eliminate problems and solve the situation.



5. Helpdesk Support

For help using the system or having any problems, please contact:

FlipIT Support Centre (Helpdesk) on the freephone number (just Slovenia): **+386 (0)80 30 22**

or

via e-mail address: **helpdesk@flipit.si**