

## How to... Access CUE Remote Desktop Services

### Overview

An avid advocate of location independent working Coventry University Enterprises Ltd supports remote desktop functionality. Through the use of an RDP client a user can access a common desktop hosted by the Systems & Networking department across the Internet providing application support and file services.

There are a number of ways to access a remote desktop with pro's and con's that vary according to the type of client used and how you are connected to the network.

### Client: Remote Desktop Connection

The 'Remote Desktop Connection' client is a pre-installed component of Windows XP that gives you mouse and keyboard control over the remote session while showing you what is happening 'on-screen'.

The 'Remote Desktop Connection' client can also be installed on other versions of Windows: Windows 95, Windows 98 and 98 Second Edition, Windows ME, Windows NT4.0 and Windows 2000.

The Remote Desktop Connection (RDC) client allows users to copy-and-paste between the remote desktop (on the server) and the local desktop (the client PC or laptop where you are typing), redirect print jobs from the remote desktop to a printer connected to the client and can even allow file transfers between the remote desktop and the client.

Laptops and PCs configured by the Systems & Networking department typically include a number of pre-configured shortcuts available through the 'Start' menu allowing users to quickly choose the most relevant connection profile.

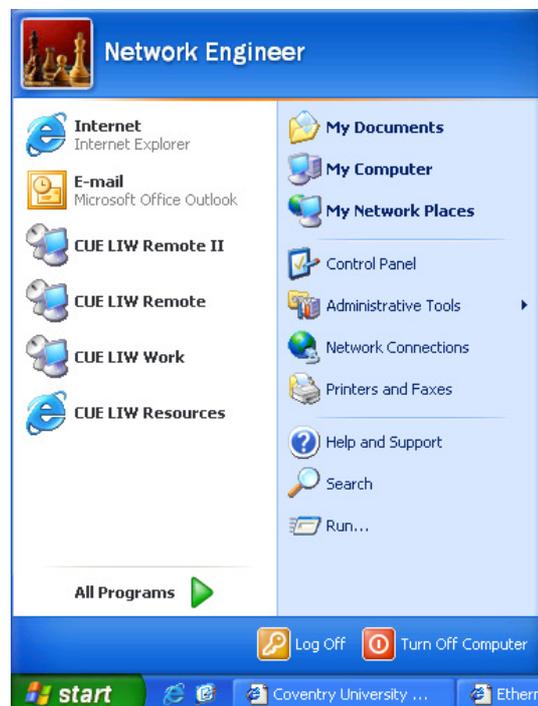
While connected to the CUE network use:

- CUE LIW Work

If off-site, such as Home or University, use:

- CUE LIW Remote

*Note: The second CUE LIW Remote link provides a backup link using a different route to the Terminal Servers through the Internet.*



Users are able to download these shortcuts from the CUELIW Resources site ([www.cueliw.net](http://www.cueliw.net)).

Computers and laptops running either Mac OS or Linux operating systems can also access the remote desktop service hosted by the Systems & Networking department although some of the functionality available to users of a Windows RDC may not be available

Mac OS: Microsoft provides a free 'Remote Desktop Connection Client for Mac' that can be used on Apple Mac computers running Mac OS X 10.2.8 or later.

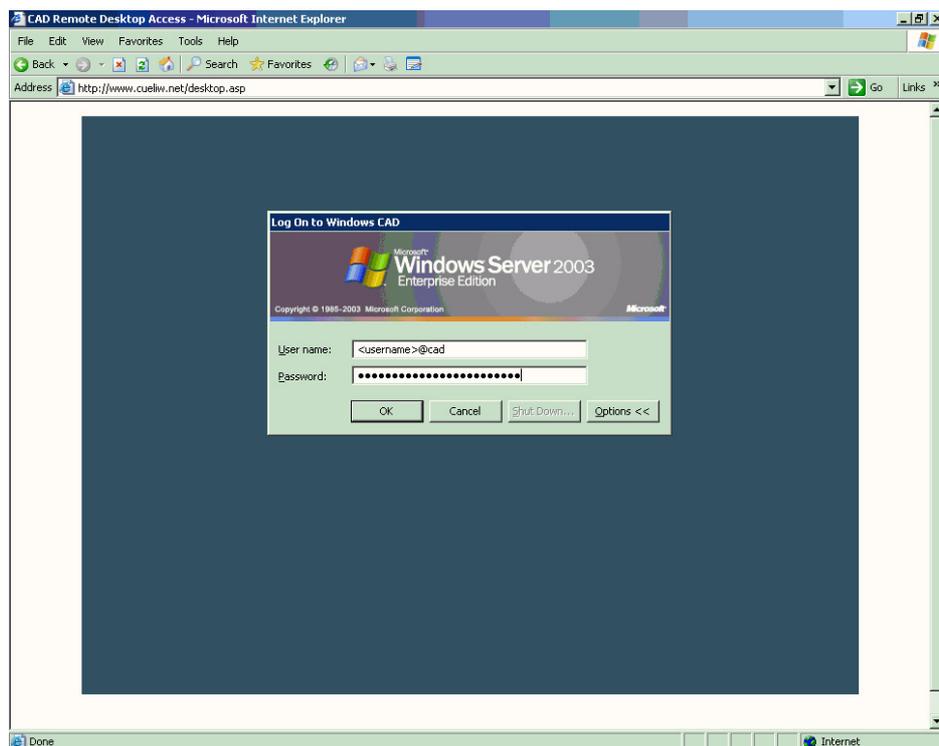
<http://www.microsoft.com/mac/otherproducts/otherproducts.aspx?pid=remotedesktopclient>

Linux: The open source client 'rdesktop' can be used to access the remote desktop facilities - <http://www.rdesktop.org/>. A Gnome front-end for 'rdesktop' is available called tsclient (Terminal Server Client) - <http://www.gnomepro.com/tsclient/>

## Client: Remote Desktop Web Connection

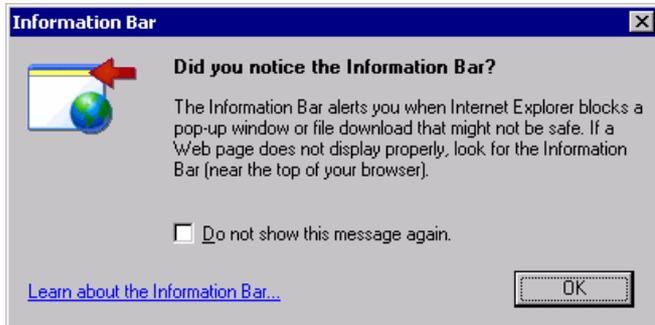
In addition to the Microsoft RDC client users can also access a CUE remote desktop through a web browser using an ActiveX web component. The disadvantage of accessing the remote desktop facilities in this manner is the limited screen size.

- Navigate to the CUE LIW Resources website - <http://www.cueliw.net>
- Click on 'Desktop' from the menu on the left
- Click on the picture of the desktop to initiate the remote desktop session
- Enter your CUE username and password then click OK

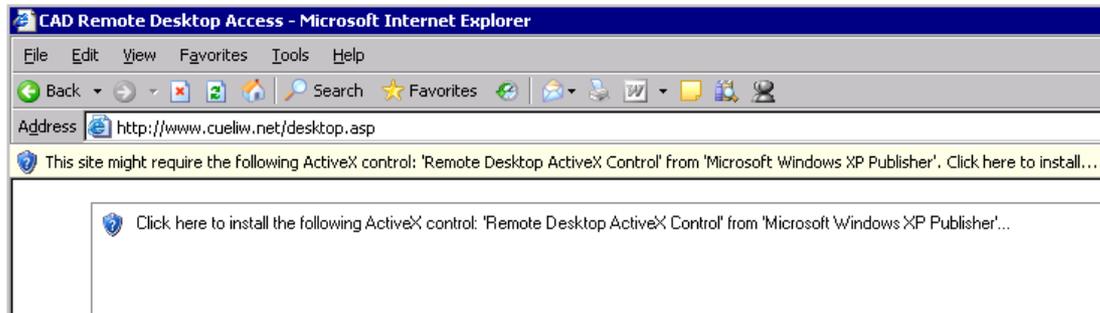


If this is the first time you have tried to access a remote desktop through the web browser you may be prompted to install the ActiveX component. The following procedure was written for Windows XP SP2:

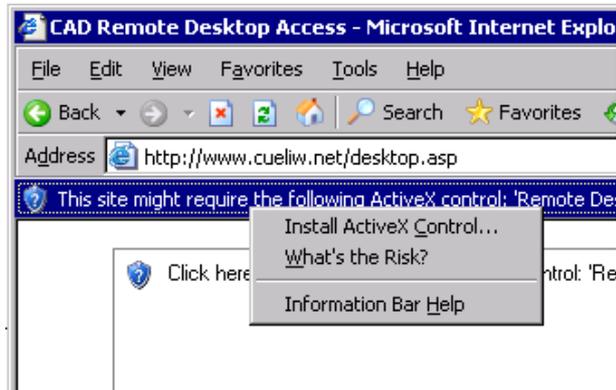
If you are presented with the 'Information Bar' notice click OK. (If you have previously ticked the 'Do not show this message again.' checkbox this message will not appear)



Click on the Information Bar



Click 'Install ActiveX Control'



Click on 'Install'



Once the ActiveX component has been installed the page will refresh and you will be presented with the Remote Desktop login screen inside the web browser.

**Important: The ActiveX web component works only with Internet Explorer 4.01 and if not pre-installed it can only be installed if the user has administrative or power-user rights.**

## Additional Information

For information on how to copy files to and from the local computer from within a Remote Desktop session please see the 'How to transfer files to and from CUE using Remote Desktop' available on the CUE LIW Resources site.

## Contact the CUE Helpdesk

If you have any queries about this advisory, please contact the CUE helpdesk via the Online Helpdesk (<https://helpdesk>), email ([ITSupport@cad.coventry.ac.uk](mailto:ITSupport@cad.coventry.ac.uk)), instant message a member of the helpdesk (add 'Luke Maslany' to you Office Communicator contacts) or by telephoning internal extension 2402/2403.