Ericom AccessNow™ for Microsoft® RDCB

HTML5 RDP Client

Administrator's Manual

Version 6.0

EMPOWER ENTERPRISE-WIDE APPLICATION ACCESS

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ABOUT THIS DOCUMENT

This manual provides instructions on how to install and use *Ericom AccessNow for RDCB* to access applications and desktops managed by the Microsoft Remote Desktop Connection Broker 2012R2, from within HTML5 compatible web browsers. Follow the instructions in this manual and start enjoying the benefits of Ericom AccessNow for RDCB within minutes!

This manual includes the following information:

- Overview of Ericom AccessNow for RDCB
- Preparation and installation procedures
- Usage instructions

This manual assumes that the reader has knowledge of the following:

- Microsoft Remote Desktop Connection Broker Administration
- Enabling RDP on Windows operating systems and RDP Host servers
- Firewall configuration
- Basic Web server administration

Important terminology used in this document:

- RDP – Remote Desktop Protocol. A remote display protocol developed by Microsoft. RDP is a standard component of Microsoft Windows.
- RDP Host – a Windows system that can be remotely accessed using Microsoft RDP. A XenApp server may be enabled to accept RDP connections.
- HTML5 – a new update to the HTML specification. Extends HTML with new features and functionality for communication, display, etc.
- WebSocket – a bi-directional, full-duplex communication mechanism introduced in the HTML5 specification.
- SSL – Secure Sockets Layer is a cryptographic protocol that provides communications security over the Internet.

1. OVERVIEW

Ericom AccessNow for RDCB provides end-users with remote access to applications and desktops managed by the MS RDCB by interfacing with the RDWeb feature. Any browser that supports HTML5 WebSocket and canvas can be used to launch the client, and enables users to view applications desktops from within the browser window itself. This provides the following benefits:

- Access desktops from any device that has an HTML5 compatible web browser
- Works on platforms that only support web applications, and do not allow application installation, such as Google ChromeOS
- Same look-and-feel and functionality on any platform that has a HTML5 compatible browser
- No need to perform software updates or patches on end-point devices
- Remote sessions can be integrated with other web-based applications and portals

Getting Started

Here is a summary of the steps that need to be performed to install Ericom AccessNow for RDCB.

1. Ensure that the Microsoft Remote Desktop Connection broker environment is running and operational. Verify that Microsoft clients are able to launch resources successfully.
2. Review and implement the pre-requisites listed later in this manual.
3. Install .Net 4 or later where Ericom will be installed.
4. Install and configure the AccessNowforRDCB package file contents
5. Install the Ericom Access Server MSI on the RDP session hosts
6. Direct users to the AccessPortal URL (http://<webserver>/AccessPortal) to login and begin using Ericom AccessNow for RDCB.

Architecture

Ericom AccessNow for RDCB is comprised of these components:

- Ericom AccessPortal – a web interface that displays the icons of the end-user's assigned applications and desktops, published

through RDCB. This component interacts with the RDCB RD Web Access (RDWA) role.

- Ericom AccessNow Web Client – the HTML5 client that displays an active application or desktop in the web browser. This may be included with the AccessPortal installation.
- Access Server – the component that is installed on all the RDP hosts and enables Ericom AccessNow Client to communicate with the RDP host.
- Ericom Secure Gateway (optional)

To access desktops and applications provided by RDCB through Ericom AccessNow, users will perform the following steps:

1. The user opens a browser to open the *AccessPortal* login page, and provides their credentials.
2. The AccessPortal transmits the credentials to RD Web Access (and subsequently RDCB) for authentication. On successful authentication, a list of desktops and/or applications for that user is returned to AccessPortal and displayed to the end-user.
3. When the user clicks an icon, the browser opens a new tab for the corresponding desktop or application. In the new tab, the AccessNow Client opens a WebSocket connection to the Ericom Access Server Service running on the Session Host (RDP host).
4. If the optional Ericom Secure Gateway is used, the AccessNow Client will connect through the Gateway using secure WebSockets. HTTPS fallback also becomes available for HTML5 browsers that do not have WebSockets available.
5. The Ericom Access Server translates the WebSocket to and from RDP, thus establishing a connection from the browser to the RDP session (application or desktop). The AccessNow Client then displays the content of the RDP session in the browser tab.

2. INSTALLATION

Pre-requisites

The Access Server *MUST* be installed on every RDP host (Session Host) and RDCB server. The Access Server is highly efficient, and will have little or no impact on the RDP hosts' performance and scalability.

The AccessPortal requires Windows 2012 or higher.

Configure Session Hosts

Enable RDP. Before installing Ericom AccessNow, verify that there are no outstanding technical issues with RDP and the RDCB environment that will be used.

Configure Firewalls on Session Host Servers

By default, the client (browser) connects to the Access Server using WebSockets through port 8080 for both encrypted and unencrypted communication. This port number can be changed using the Access Server Configuration utility. In order to enable direct connection from the client to the Access Server (without using the Gateway), the server must be directly accessible from the client using that port.

Publishing Applications/Desktops from a RDCB Server

Existing RDCB servers may be used as Terminal Servers (or RDS Servers) in an Ericom Terminal Server "farm". Publish applications using the Remote Desktop Management Services (RDMS).

AccessPortal

The AccessPortal provides the web interface that end-users will use to login to and launch assigned desktops and applications. Requirements

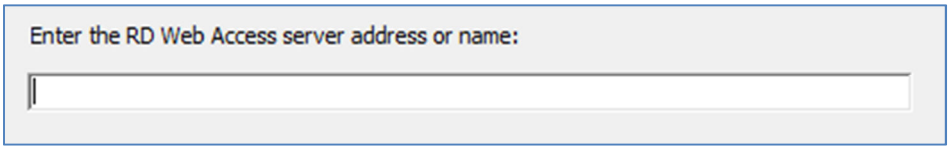
The server that runs AccessPortal requires the following:

- Windows 2012 R2
- IIS 64-bit enabled (Web Server role enabled)
- .NET 4 Framework (Full) installed

Installation

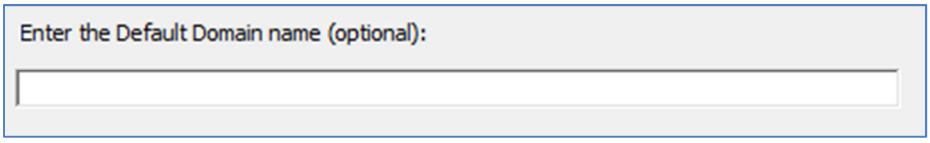
Install *AccessPortaforRDCBl.msi* on the IIS Server (2012 R2).

When prompted for the *RD Web Access server address*, enter the desired value.



This can be changed at a later time in the *Settings.xml* file.

When prompted for the *Default Domain*, enter the domain that should be used if the user does not enter it explicitly at the login prompt. If nothing is entered, AccessPortal will use the Domain of the server where it is installed.



Changing the RDCB Server Configuration

Open the *Settings.xml* file (under the …/AccessPortal/AccessPortal/ directory) using a text editor.

Go to the section labelled *<AdapterConfiguration Name="RDCB">:*

- Set the value of the "Server" to the hostname address of the *RD Web Access* server
- Save the file and run IISRESET.exe to apply the changes

Changing the Ericom AccessNow port number

If the Access Server(s) has been configured to use a port other than 8080 (see section about configuring Access Server above), AccessPortal must be configured to use the updated port value.

To set a custom port, open the *Settings.xml* file (under the …/AccessPortal/AccessPortal/Portal/ directory) and configure:

<AccessNow ServerPort="8088"

8088 represents the desired port value for use with AccessNow.

Changing AccessNow Client Settings (Defaults.blaze)

AccessNow client-side settings are configured using the defaults.blaze file (under the …/AccessPortal/AccessPortal/Portal/ directory).

Enabling SSL Encryption

To enable SSL encryption for AccessNow, open the *Defaults.blaze* file (under the …/AccessPortal/AccessPortal/Portal/ directory) and configure:

*websocket encrypt:i:**1***

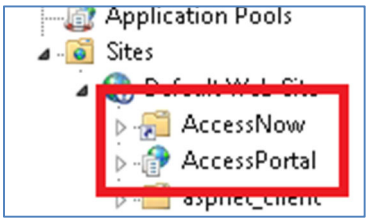
Encryption may need to be enabled to support certain browsers.

AccessNow Web Component

Install the *AccessNowWebComponent.msi* on the same server where AccessPortal is installed. This will add an *AccessNow* folder to IIS. This virtual directory may also be manually created if desired.

NOTE AccessServer 3.5 or higher is required

Once all three components of AccessNow for RDCB are configured, two required folders will be present in IIS: *AccessNow and AccessPortal*.



The following platforms and browsers are supported: Google Chrome, Apple Safari, and Firefox on Windows, Linux and Mac. Google Chrome OS on Google Chromebooks. Apple Safari on iOS (iPad, iPhone and iPod), most HTML5 compatible web browsers.

Refer to the Access Server manual for detailed information on this component.

Access Server

The *Ericom Access Server* is the server-side service that translates RDP into WebSocket communication. The Access Server *MUST* be installed on each RDP host.

NOTE AccessServer 3.5 or higher is required

The AccessNow Client, running inside the browser, connects to this service using WebSockets either directly or through the Ericom Secure Gateway.

Refer to the Access Server manual for detailed information on this component.

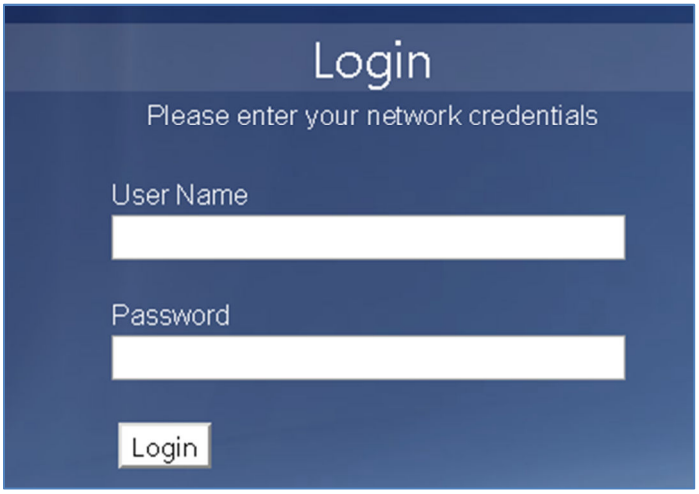
Usage

With Ericom AccessNow for RDCB, users can access applications and desktops managed by RDCB. To start a session, users open the Ericom AccessPortal using any HTML5 compatible web browser. The address of Ericom AccessPortal will have them form: http://<web-server>/accessportal

NOTE	It's highly recommended that the web server be configured to use HTTPS rather than HTTP. This is in order to ensure that sensitive information, such as credentials, is encrypted before it is transmitted over the network.

AccessNow HTML5 includes productivity features such as universal printing, file transfer, text redirection, and audio redirection. For details on how to use these features, please refer to the AccessNow (standalone) manual.

When the user navigates to the AccessPortal, he or she will be presented with a login screen. The credentials provided by the user will be used by RDCB for authentication, which will then return a list of desktops and applications assigned to that user.



After clicking the *Login* button, and upon a successful authentication, a list of icons will be displayed, designating the resources assigned to the user in RDCB. Click on the desired resource icon to launch it.

When placing the mouse over an icon (without clicking on it), the icon will become highlighted and a description of the icon will appear.

AccessPortal Toolbar Icons

Function	Description
	Return to the AccessPortal Home screen
	Return to the parent folder (active only when the current view is that of a folder)
	Refresh the resource list
	Displays recently used resources
	Displays resources marked as Favorites
	Edit mode – set resources as Favorites
	About dialog – shows details about AccessPortal
	Settings dialog. Configure *scancode* setting and keyboard locale
	Log out of the AccessPortal

Connecting to a Desktop

After selecting the desired desktop and successfully connecting to the virtual desktop, the content of the desktop will be displayed within the browser window. Keyboard and mouse input are transmitted from the browser back to the desktop.

Connecting to an Application

After selecting the desired application and successfully connecting to it, the application will be displayed within the browser window. Keyboard and mouse input are transmitted from the browser back to the application.

Launched applications cannot be minimized. Users can close the application by clicking on the X button in the application. After the user closes the application, the session will be automatically terminated in approximately three seconds. If the user closes the browser window, the remote RDP session will go into a Disconnected state and many not log off immediately.

Ending the session

When the user logs out or disconnects the desktop session, the browser tab will automatically close. No message will be displayed to the end user. Once the browser tab is closed, no trace of the session will remain on the end-point device.

3. SECURE GATEWAY INSTALLATION

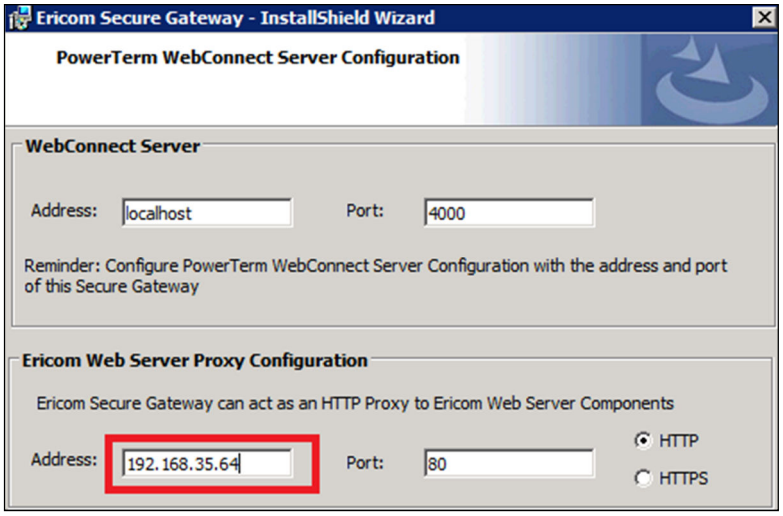
The Ericom Secure Gateway (ESG) is commonly used for remote connections where an HTTPS connection to a single address is necessary.

NOTE Microsoft TS Gateway does not support AccessNow

Refer to the Secure Gateway manual for detailed instructions on the installation and configuration.

Perform the following steps to enable Secure Gateway access:

- Install the Ericom Secure Gateway on a machine accessible from the external network (usually in the DMZ).
- In order to use the built-in Authentication Server, the server must be member of the same domain. The Authentication Server may also be disabled for testing purposes. The Authentication Server may also be installed on a separate server from the ESG.
- When prompted for the connection broker, select *PowerTerm WebConnect*. Do not check "Connection broker only mode".
- At the next dialog, *only configure the web server address*. Enter the address for the server where the AccessPortal pages are being hosted.

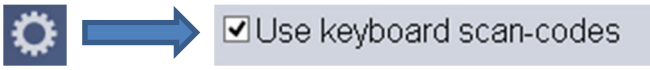


- Complete the rest of the installation and the ESG server will be ready for use.
- To connect to the AccessPortal through the ESG, open a browser and navigate to https://<esg-server-address>:<port-number>/accessportal

4. SUPPORT

When typing, the same character appears

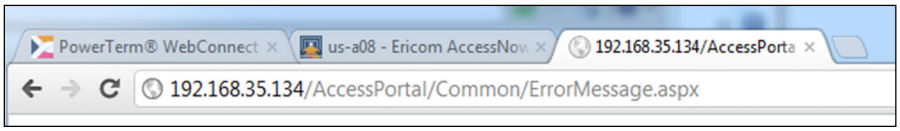
The resolution for this is to enable the "scan-code" setting under the AccessPortal Settings.



Error Guide

Error: When a user tries to go to the AccessPortal link, they are redirected to *ErrorMessage.aspx*.

Resolution: If IIS (32-bit) is being used - install Microsoft Visual J#® 2.0 Redistributable Package – Second Edition (x86) in can be downloaded from http://www.microsoft.com/en-us/download/details.aspx?id=18084



Otherwise use IIS 64-bit.

Error: When a user launches an AccessNow application or desktop and the following message appears in browser:

The page cannot be displayed because an internal server error has occurred.

Resolution:

On the computer where Ericom AccessPortal is installed, open a Console window with administrative privileges.

Type the following command and press enter:
%windir%\Microsoft.NET\Framework\<version>\aspnet_regiis.exe -i

Type the following command and press enter: **iisreset**

Refresh the browser window and try again.

ABOUT ERICOM

Ericom® Software is a leading provider of Application Access and Virtualization Solutions. Since 1993, Ericom has been helping users access business-critical applications running on a broad range of Microsoft® Windows® Terminal Servers, Virtual Desktops, Blade PCs, legacy hosts, and other systems. Ericom provides concrete business value by helping organizations realize the benefits of their IT investments. With offices in the United States, United Kingdom, EMEA, India and China, Ericom also has an extensive network of distributors and partners throughout North America, Europe, Asia, and the Far East. Our expanding customer base is more than 30 thousand strong, with over 7 million installations.

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