

MRU Secure Remote Access Service (SRAS) User Guide

The MRU Secure Remote Access Service (SRAS) allows MRU employees and students remote access to internal computing resources including data and computer systems accessible to the user.

Available service types:

Basic service

The following basic services are provided to each user by default.

- MRU employees and students access to their home/department files.

Requested service

Employees may request the following services by contacting the MRU Service Desk

- Remote Desktop (RDP) to internal computers.
- Web access to internal computer systems.
- Special network access to meet the business needs of individual users.
- Vendor remote access.

Supported Client Platforms

Windows Desktop Platform requirements

- **Qualified** – Indicates that the item was systematically tested by vendor.
- **Compatible** – Indicates that the item was not tested for this release, but based on testing done for previous releases, vendor supports it.

Operating System	Browser/Java	Qualified	Compatible
Windows 8.1 Professional / Enterprise, 64-bit	Internet Explorer 11 Firefox 24 ESR Google Chrome Oracle JRE 7		Y
Windows 8 Enterprise, 64-bit	Internet Explorer 10 Firefox 24 ESR Google Chrome Oracle JRE 7	Y	
Windows 8 Enterprise, 32-bit	Internet Explorer 10 Firefox 3.0 and later, including Firefox 10 Oracle JRE 6 and later		Y
Windows 8 basic edition / Professional, 32-bit or 64-bit	Internet Explorer 10 Firefox 3.0 and later, including Firefox 10 Oracle JRE 6 and later		Y

Windows 7 Enterprise SP1, 64-bit	Internet Explorer 11,10, 9 Firefox 24 ESR Google Chrome Oracle JRE 7	Y	
Windows 7 Enterprise SP1, 32-bit	Internet Explorer 11,10, 9, 8, 7 Firefox 3.0 and later, including Firefox 10 Oracle JRE 6 and later		Y
Windows Vista Enterprise / Ultimate / Business / Home- Basic / Home-Premium, 32- bit or 64-bit	Internet Explorer 11,10, 9, 8, 7 Firefox 3.0 and later, including Firefox 10 Oracle JRE 6 and later		Y
Windows XP SP3 Home / Professional, 32-bit	Internet Explorer 9, 8, 7 Firefox 3.0 and later, including Firefox 10 Oracle JRE 6 and later		Y

*On Windows 8.1, 8 platforms the endpoint must use desktop mode and enable plug-ins in the Internet Explorer configuration.

Non-Windows Desktop Platform requirements

Operating System	Browser/Java	Qualified	Compatible
Linux Redhat Enterprise Linux 5	Firefox 3.0 and later Oracle JRE 6 and later		Y
Linux openSUSE 12.1	Firefox 24 ESR Oracle JRE 7	Y	
Linux openSUSE 12.1	Google Chrome		Y
Linux openSUSE 11.x, 10.x	Firefox 3.0 and later Oracle JRE 6 and later		Y
Linux Ubuntu 12.04 LTS	Firefox 24 ESR Oracle JRE 7	Y	
Linux Ubuntu 12.04 LTS	Google Chrome		Y
Linux Ubuntu 11.x, 10.x, 9.10	Firefox 3.0 and later, including Firefox 10 Oracle JRE 6 and later		Y
Mac OS 10.9	Safari 7.0 Oracle JRE 7		Y
Mac OS X 10.8, 64-bit	Safari 6.0, 5.1 Oracle JRE 7	Y	
Mac OS X 10.7.4, 10.6 64-bit and 32-bit	Safari 6.0, 5.1, 5.0 Oracle JRE 6 and later		Y

Mac OS X 10.8, 10.7, 32-bit	Safari 6.0, 5.1, 5.0 X Oracle JRE 6 and later		Y
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Non-Windows Desktop Platform requirements for Network Connect

Operating System	Browser/Java	Qualified	Compatible
Linux Fedora 12	Firefox 24 ESR Oracle JRE 7, 6 Iced-Tea Web 1.2 with OpenJDK 7, 6	Y	
Linux Fedora 12	Google Chrome		Y
Linux openSUSE 12.1	Firefox 24 ESR Oracle JRE 7, 6 Iced-Tea Web 1.2 with OpenJDK 7, 6	Y	
Linux openSUSE 12.1	Google Chrome		Y
Linux Ubuntu 12.04 LTS	Firefox 24 ESR Oracle JRE 7, 6 Iced-Tea Web 1.2 with OpenJDK 7, 6	Y	
Linux Ubuntu 12.04 LTS	Google Chrome		Y
Mac OS X 10.8, 64-bit	Safari 6.0, 5.1 Oracle JRE 7	Y	
Mac OS X 10.7.4, 10.6 64-bit and 32-bit	Safari 6.0, 5.1, 5.0 Oracle JRE 6 and later		Y

Mac OS X 10.8, 10.7, 32-bit	Safari 6.0, 5.1, 5.0		Y
	Oracle JRE 6 and later		

Operation Guides

This is a quick starting guide covering the following common operations:

1. Access the SRAS service
2. Access a file from a network drive
3. Save a file to your network drive
4. Manage your files and folders on a network drive
5. Remote Desktop (RDP) to a computer inside the MRU network
6. Access MRU web pages
7. Use Network Connect
8. Lotus Notes client
9. CMS Remote Access
10. Banner Forms and Reports Access
11. Session timeout warning
12. Configure the user page
13. Potential Issues

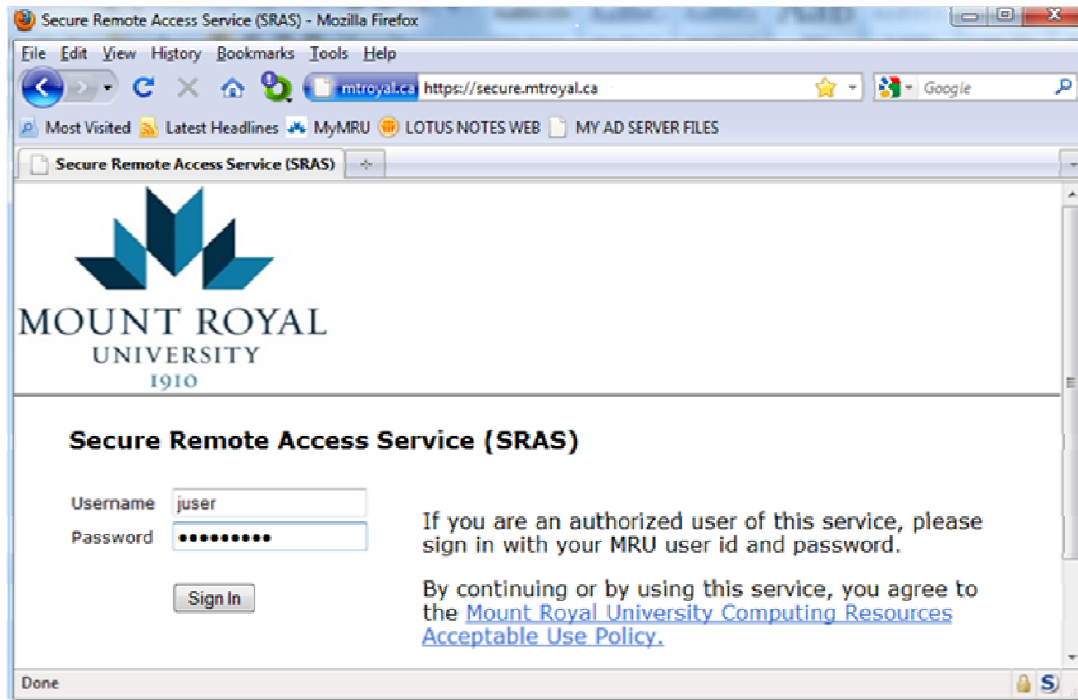
For more details, please refer to the product help page by clicking the




icon on your home page.

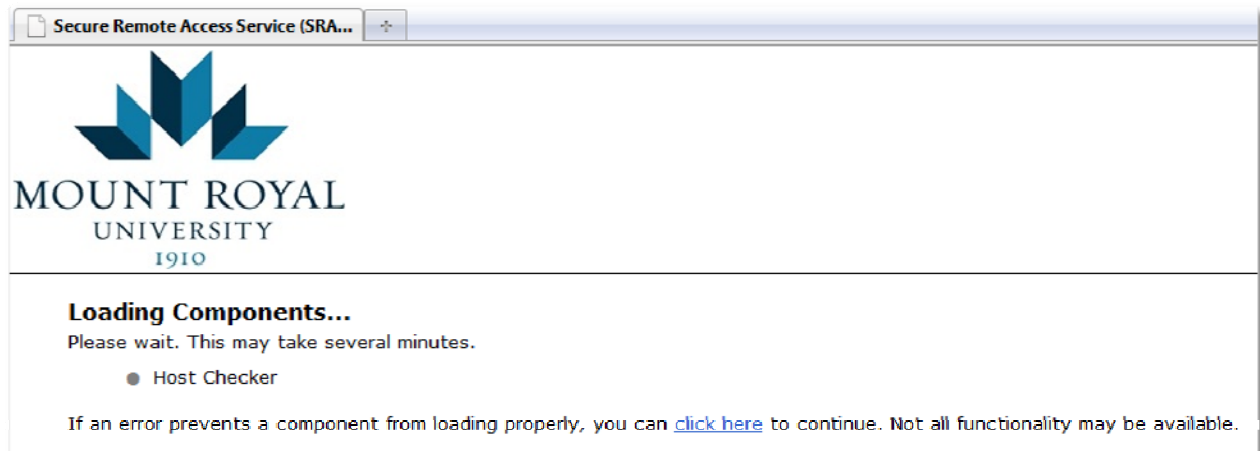
1. Access the SRAS service

- Enter **secure.mtroyal.ca** into the address/URL field of a browser window.



- Enter your MRU username and password.
- Click the  button to continue.

- Once you have successfully logged on, the following page will be displayed. Please wait until it is completed.

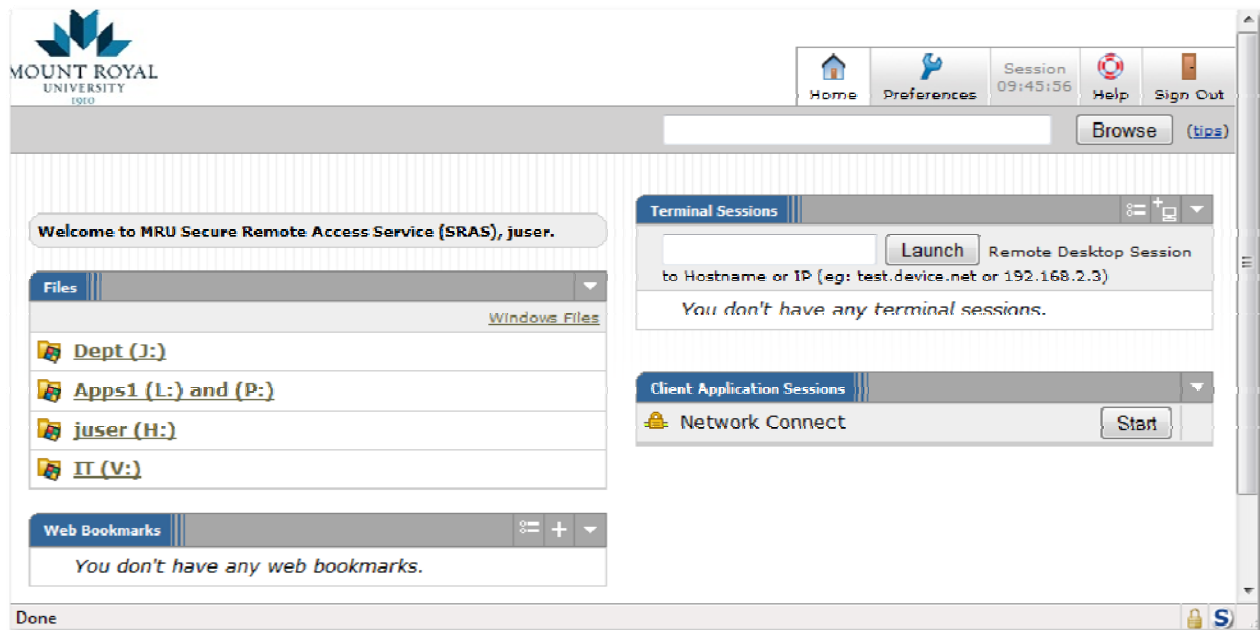


- Your home page will now display all of the services that SRAS provides you as shown below or on the next page.





Shown below is a typical user screen with basic service:


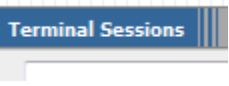

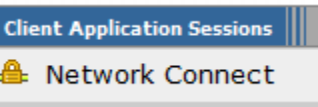


Users granted additional services may see the following screen:



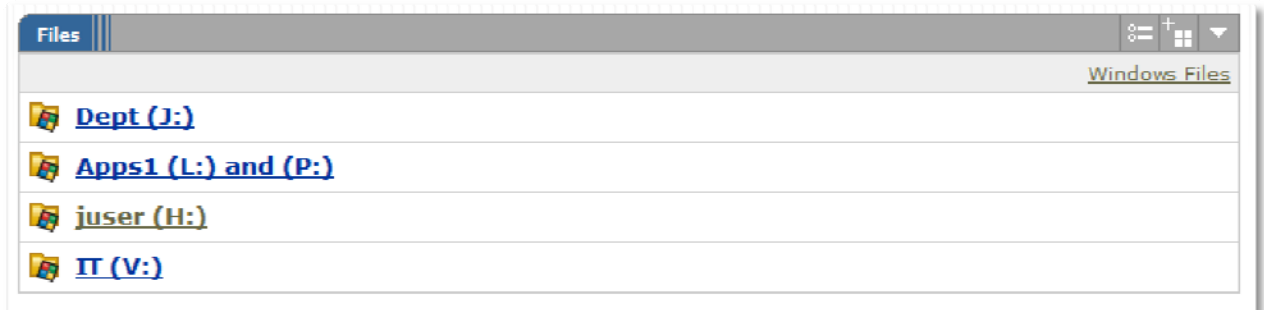
Key elements on your home page:

User Toolbar	Description
 Home	Click to go back to your home page shown above.
 Preferences	Click to activate the user preference configuration page.
Session 09:57:18	Displays how long your session will remain open. This example shows 9 hours 57 minutes remaining.
 Help	Click to bring up the online user help manual.
 Sign Out	Click to sign out of the Juniper connection. Please sign out once the service is no longer required.

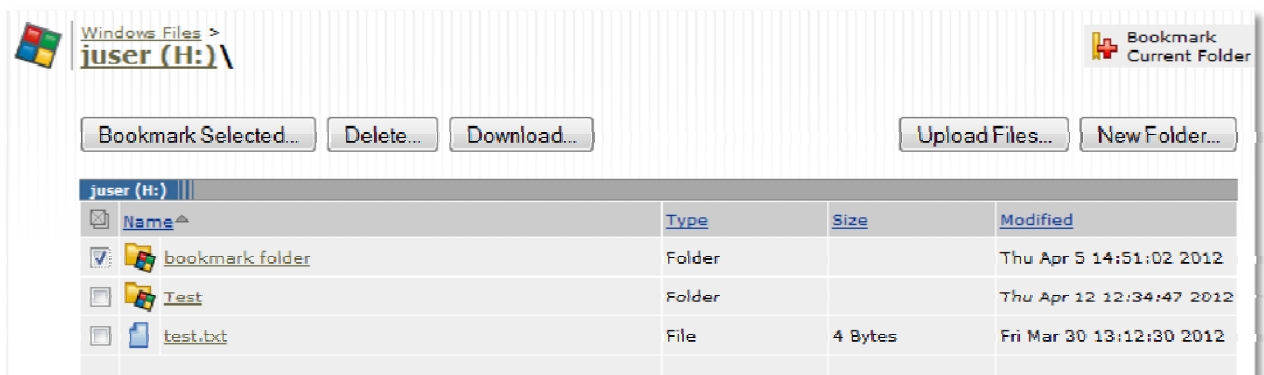
Service Pane	Description
 Files service pane	This allows users to access their folders and files in their MRU home and department network drive folders.
 Terminal Sessions pane	This allows users to run Remote Desktop (RDP) to internal MRU computers which they have been granted access to. Sometime this service is referred to as Microsoft Terminal Services.
 Web Service pane	This allows users access to internal webpage(s) they have access to.
 VPN Service pane	This provides different levels of VPN/network access into the MRU internal environment.

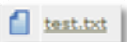
2. Access files from a network drive

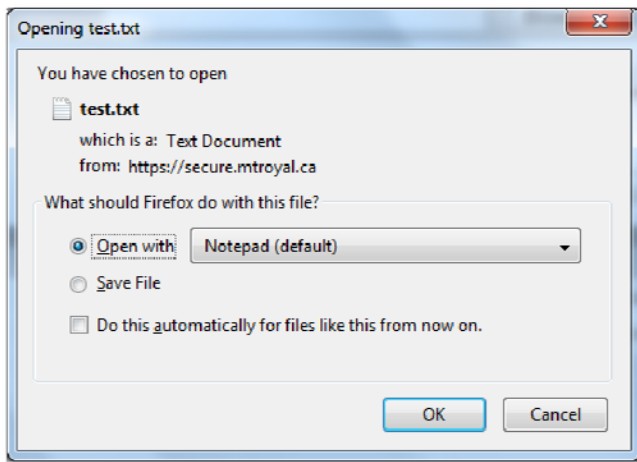
- The File Pane shows the root of the network drives you have access to.



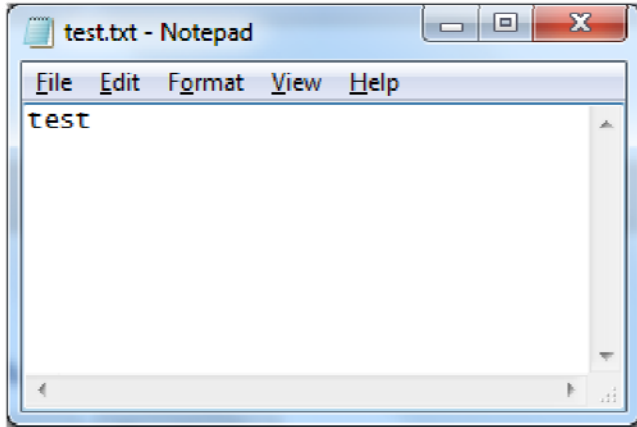
- Click the folder link to access your files. For example, your home folder or the H: drive as shown below.



- Clicking the  link to access the file **test.txt** will open the following window:




- Select whether you want to **open** or **save** the file and then click **OK**. In this example we are choosing to open the file.



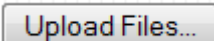
- Please note that when you save the file, it will only be saved on your local PC, not back to the network drive. You must upload it to the share if you want to save it there. Please see the section **Save a file to your network drive** on the next page for instructions.

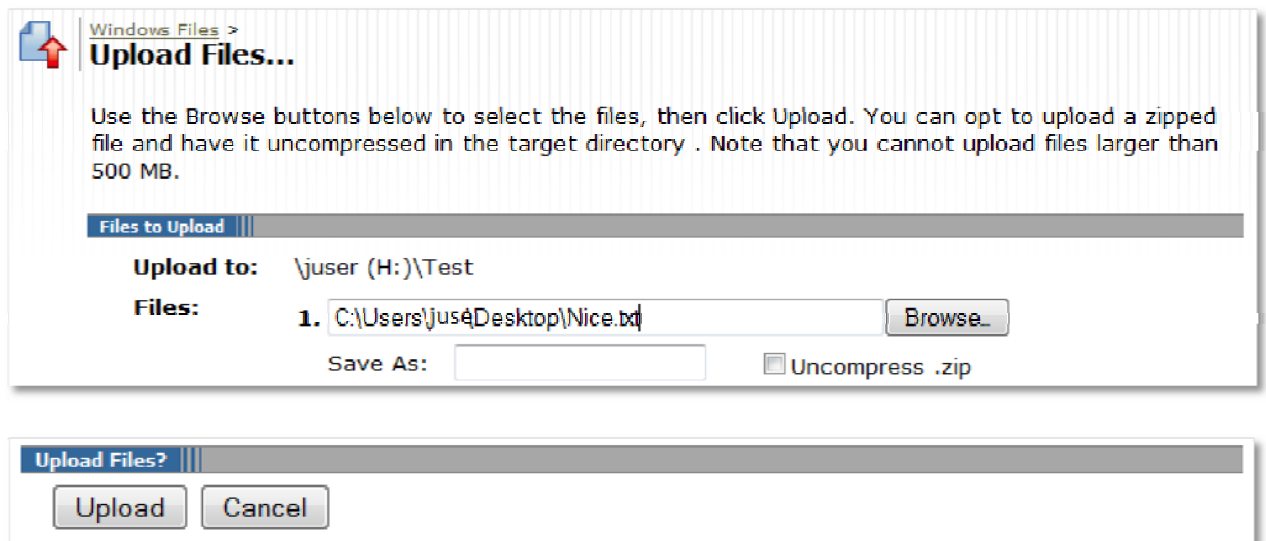
3. Save a file to your network drive

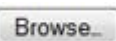
- If you want to save a file called **nice.txt** to the **Test** folder.

- Click the folder link  . The following window will be displayed.

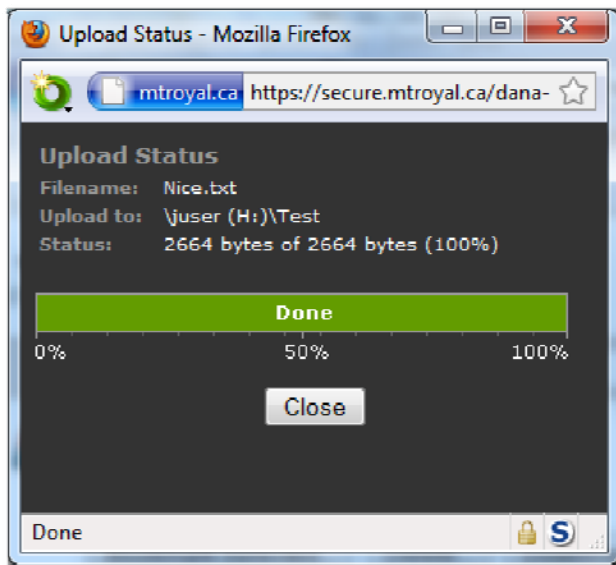


- Click the  button. The following window will be displayed.

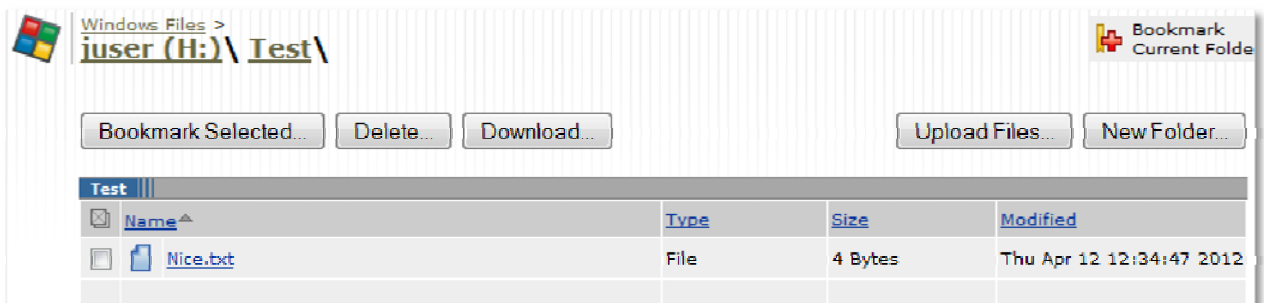


- Click the  button to access the file you want to upload. The **Save As:** and **Uncompress .zip** fields are optional.

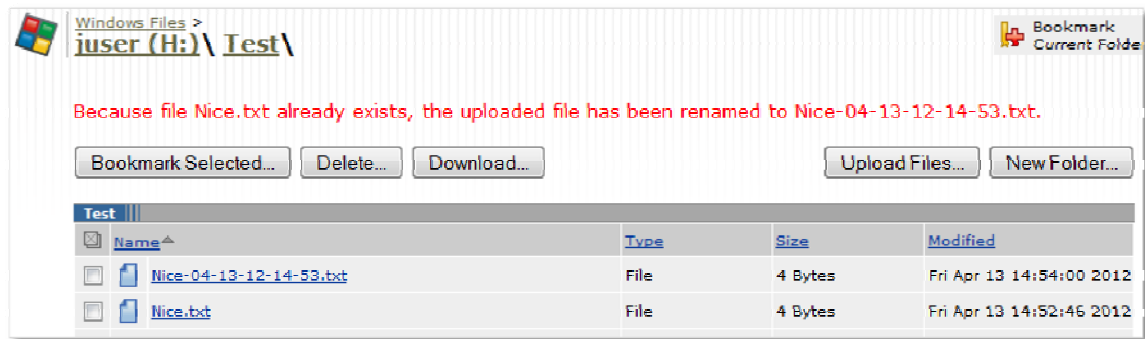
- Click the **Upload** button at the bottom of the screen. You will see the following pop-up window:



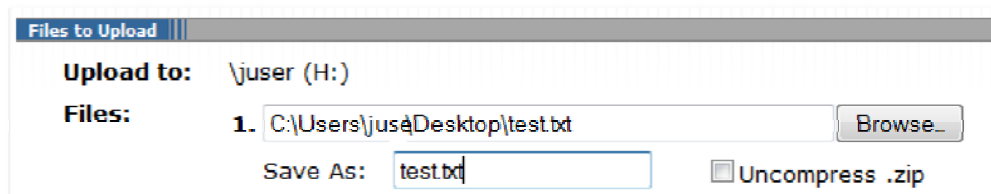
- Click the **Close** button when the upload is completed.
- The file is now in the **Test** folder as shown below.



- **Note:** If a file or folder with the same name already exists in the directory and you do not specify a name, the uploaded file is saved with the name: ***filename.timestamp.ext***. See screen capture below.

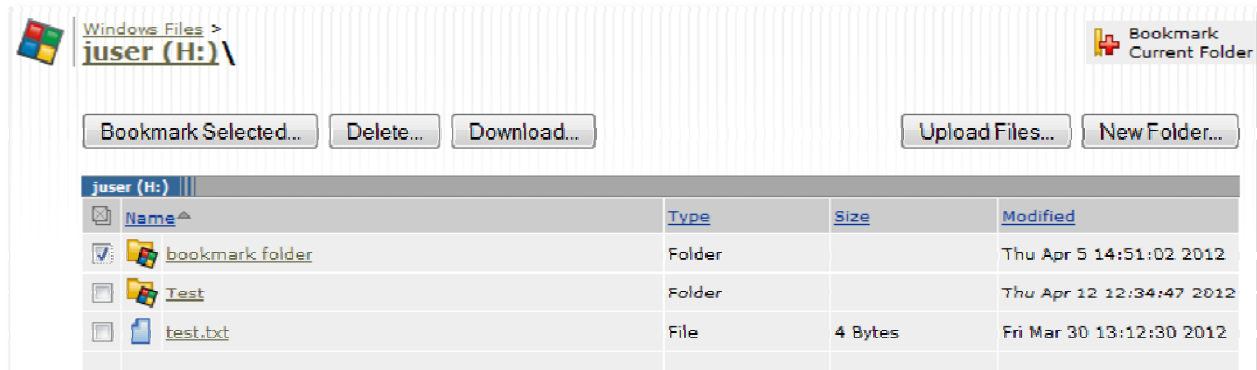


- To overwrite an existing file or folder, you must enter the name in the **Save As** field. For example, to overwrite the file **test.txt** in our example, you must enter **test.txt** in the **Save As** field.




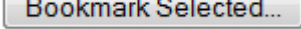
4. Manage your file and folder on network drive

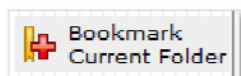
- When you click a folder link under the Files Pane, you will see its content as shown below.



- From here, you can bookmark folder (for quicker access without the need to go through the file tree again), delete folder/file, download folder/file, upload folder/file, or create


folder by following the on screen instruction. Please refer to the online  for details.

- However, it is worth to mention here that  and



are not the same.

-  allows you to bookmark a folder selected on this screen. For

example, when you have selected  as shown above. This folder will be bookmarked.



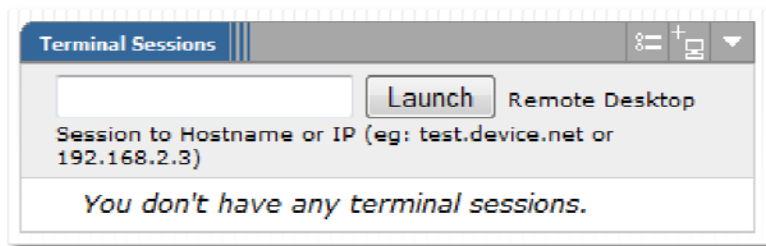
- But  will only bookmark  which is the current folder on screen.



5. Remote desktop (RDP) to a computer inside MRU network

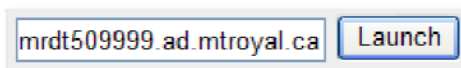
Note: For PCs **not** running Microsoft Windows, you will need to use the **Network Connect** feature (See section 9, Use Network Connect) and the RDP client of your choice to connect.

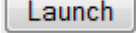
- The Terminal Sessions Pane provides you this capability.



- The target system could be a server or a desktop. **However, you must have already been granted remote desktop access to the MRU computer you want to connect to.**
- There are 2 ways to do this:


1. Entering the IP address or the hostname of the internal computer into the




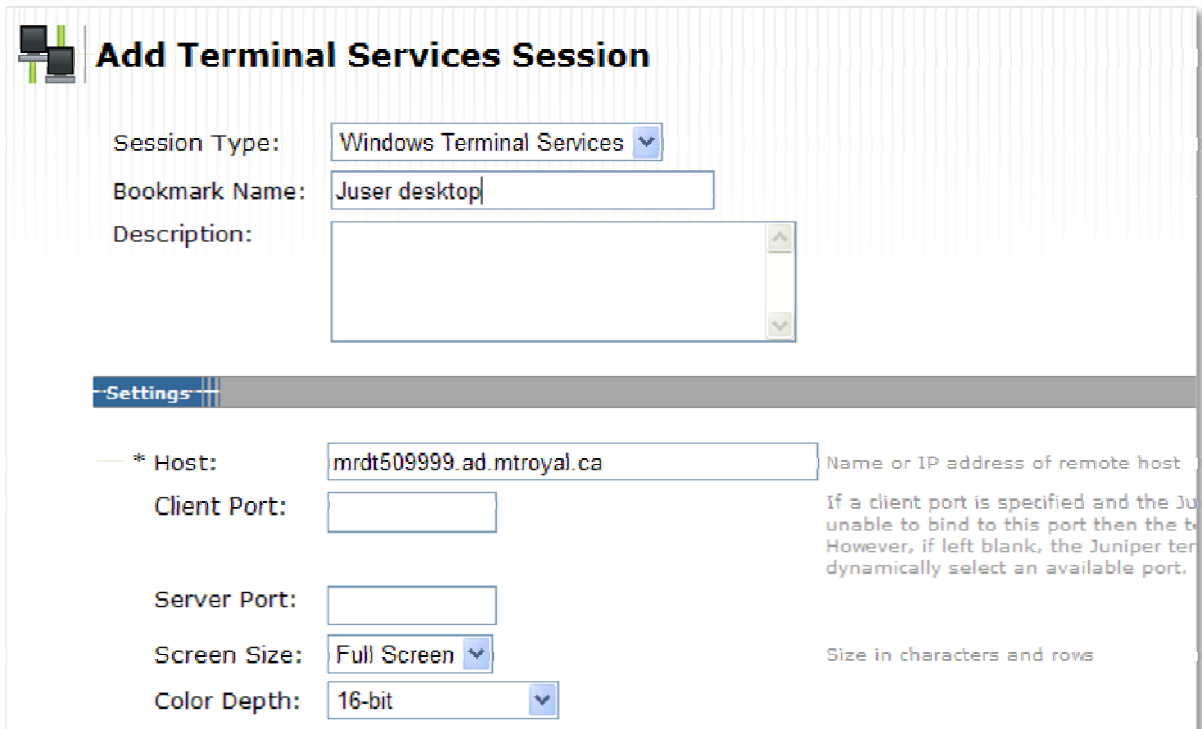
window and click the  icon. In some situations, using the IP address may work better.


Acceptable hostname examples:

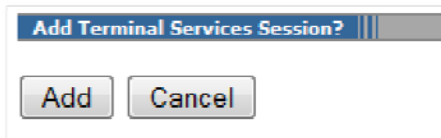
- mrdt509999
- mrdt509999.ad.mtroyal.ca

2. Or click the  icon to add a permanent session link.

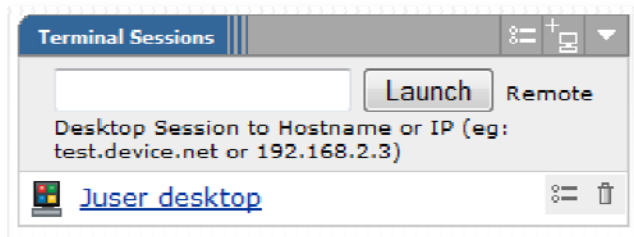
- To set up a permanent link, click  icon. The following window will be launched. Follow the example on the screen to enter the hostname of the computer.



- Click the  button at the bottom of the screen.



- Once completed, the Terminal Sessions pane will have the new link added as shown below.



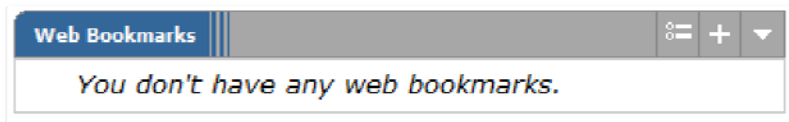
You can now click the new link




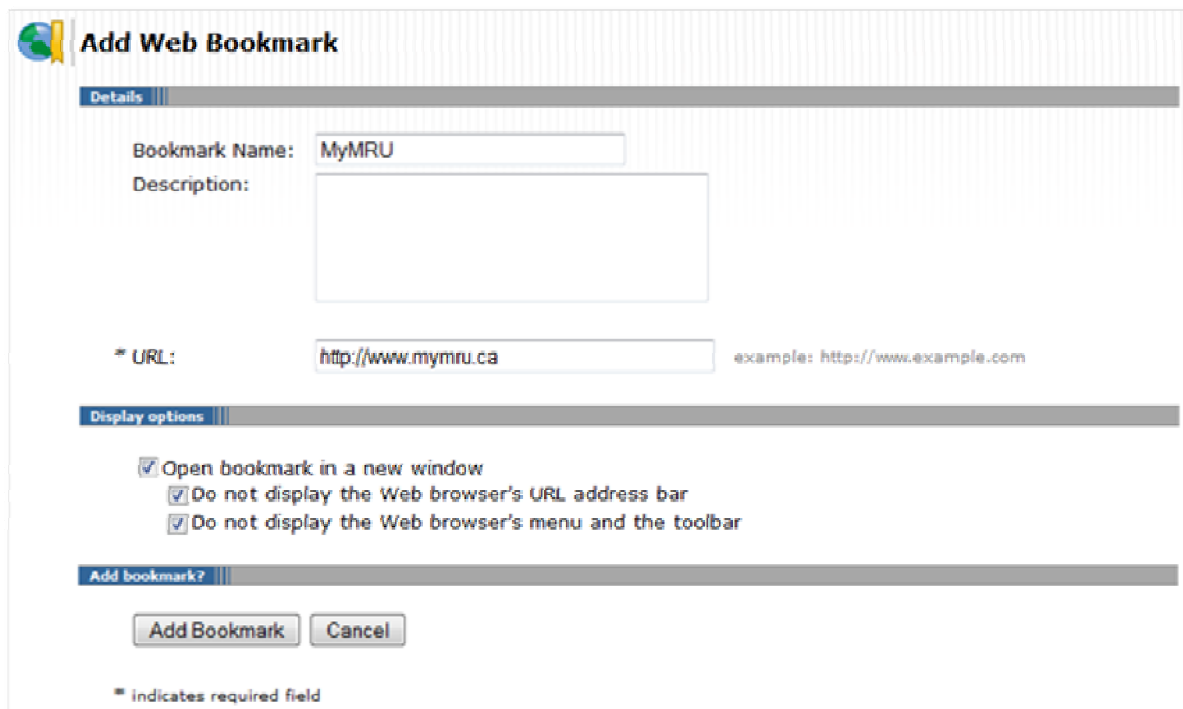
to launch the connection.

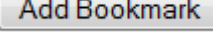
6. Access MRU web pages

- The Web Service Pane provides you this capability.




- To create web links, click the  icon. The following window will be displayed.

A screenshot of a "Add Web Bookmark" dialog box. It has a title bar with a globe icon and the text "Add Web Bookmark". The dialog is divided into three sections: "Details", "Display options", and "Add bookmark?". In the "Details" section, there are fields for "Bookmark Name" (containing "MyMRU"), "Description" (empty), and "* URL:" (containing "http://www.mymru.ca"). An example URL "example: http://www.example.com" is shown to the right. The "Display options" section contains three checked checkboxes: "Open bookmark in a new window", "Do not display the Web browser's URL address bar", and "Do not display the Web browser's menu and the toolbar". The "Add bookmark?" section contains "Add Bookmark" and "Cancel" buttons. A footnote at the bottom states "* Indicates required field".

- Enter the appropriate information as shown above and click the  button to create the link.

- The new link appears in the Web Service Pane on your home page



- Click the  link. The webpage will be launched if you have been granted access to it.

7. Use Network Connect

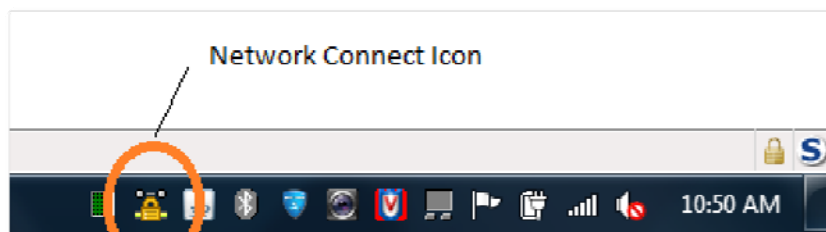
- You may need to use the **Network Connect** service under certain circumstances such as:

You are **not** using a Microsoft Windows based PC. The RDP functions provided on the Terminal Sessions Panel may not work as Terminal Services may not be natively supported on the system. If this is the case, you can start the **Network Connect** service and run your Terminal Services client of your choice on your system.

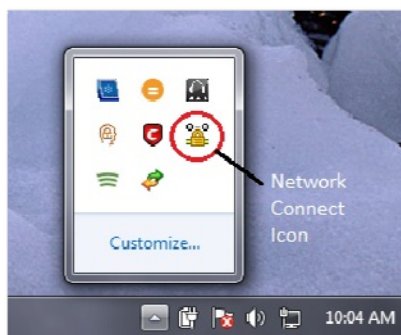
You may be pre-approved with other network access to MRU computers.

- Click the **Start** button in the service pane to start up the service. It will install software on your system. Please follow the on screen instructions to allow the installation.
- Wait until the **Network Connect** icon fully active (not grayed out) as shown below.

Microsoft Windows:



or



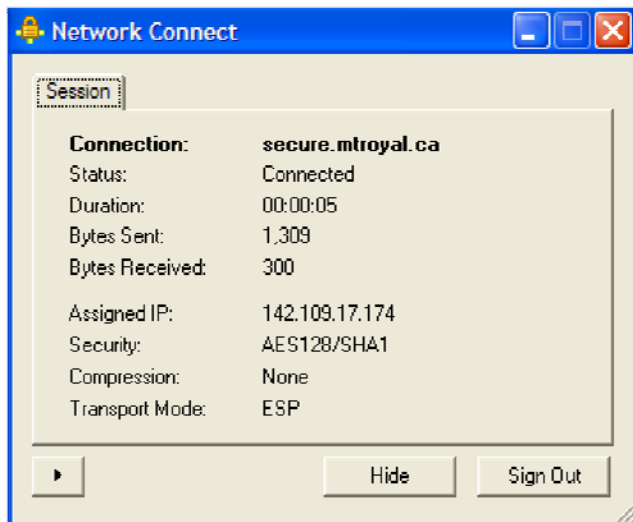
Apple Mac/Linux:



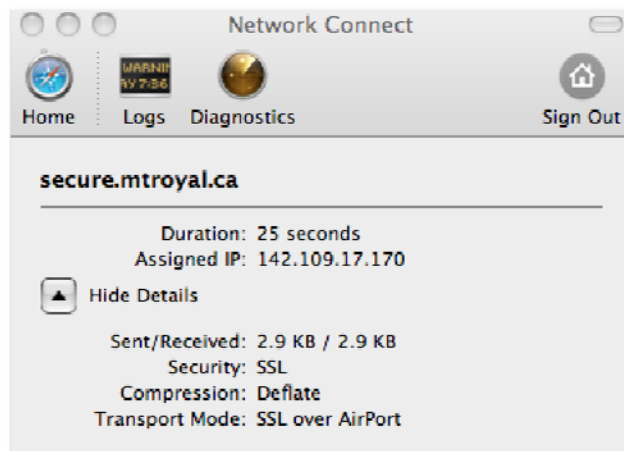
You can double click the small icon shown above to see the connection status and disconnect it.

Shown below are the expanded icon views for different platforms.

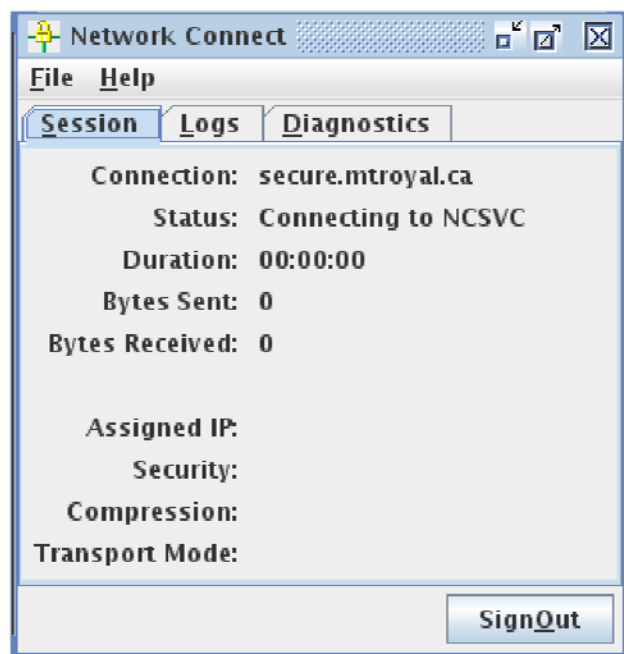
Microsoft Windows:



Apple Mac:



Linux:

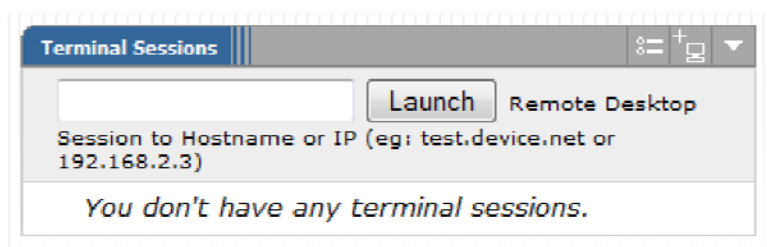


- Once successfully connected, you can launch applications, such as RDP client, on your local computer to access internal MRU computing resources.

8. Lotus Notes client

You can use a web browser to access Lotus Notes remotely instead of its client. It will provide you with most of the common functions. The address/URL is **notes.mtroyal.ca**.

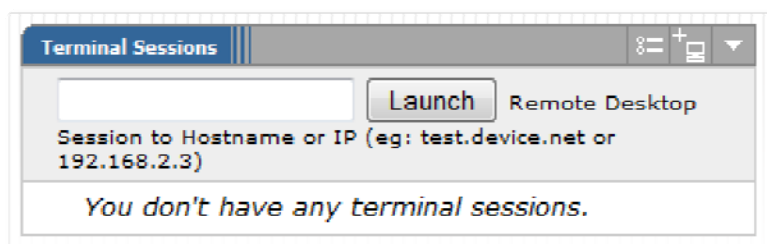
Please check to ensure the **Terminal Session Pane** as shown immediately below is displayed on your SRAS home page. If it is not, please contact the MRU Service Desk to request the Lotus Notes client remote access service.



To remotely access Lotus Notes service using its client, please launch the **Network Connect** described above in section 7 and then run your Lotus Notes client.

9. CMS Remote Access

Please check to ensure the **Terminal Session Pane** as shown immediately below is displayed on your SRAS home page. If it is not, please contact the MRU Service Desk to request the CMS remote access service.



To access CMS service remotely, please launch the **Network Connect** described above in section 7 and then access the CMS as you normally do.

10. Banner Forms and Reports Access

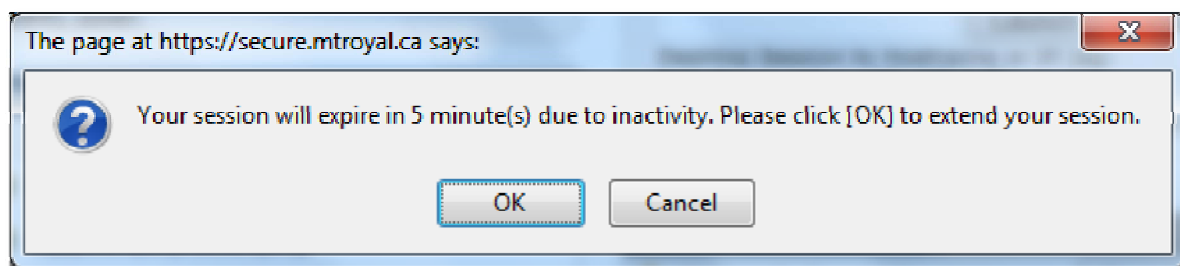
Launch **Network Connect** described above in section 7 and then access Banner Forms and Reports as you normally do.

Please note that only computers running Microsoft Windows provided by MRU are allowed access via SRAS.

11. Session timeout

SRAS will time out a user session which has been idle for more than **15 minutes**.

The system will prompt the user with the following message.




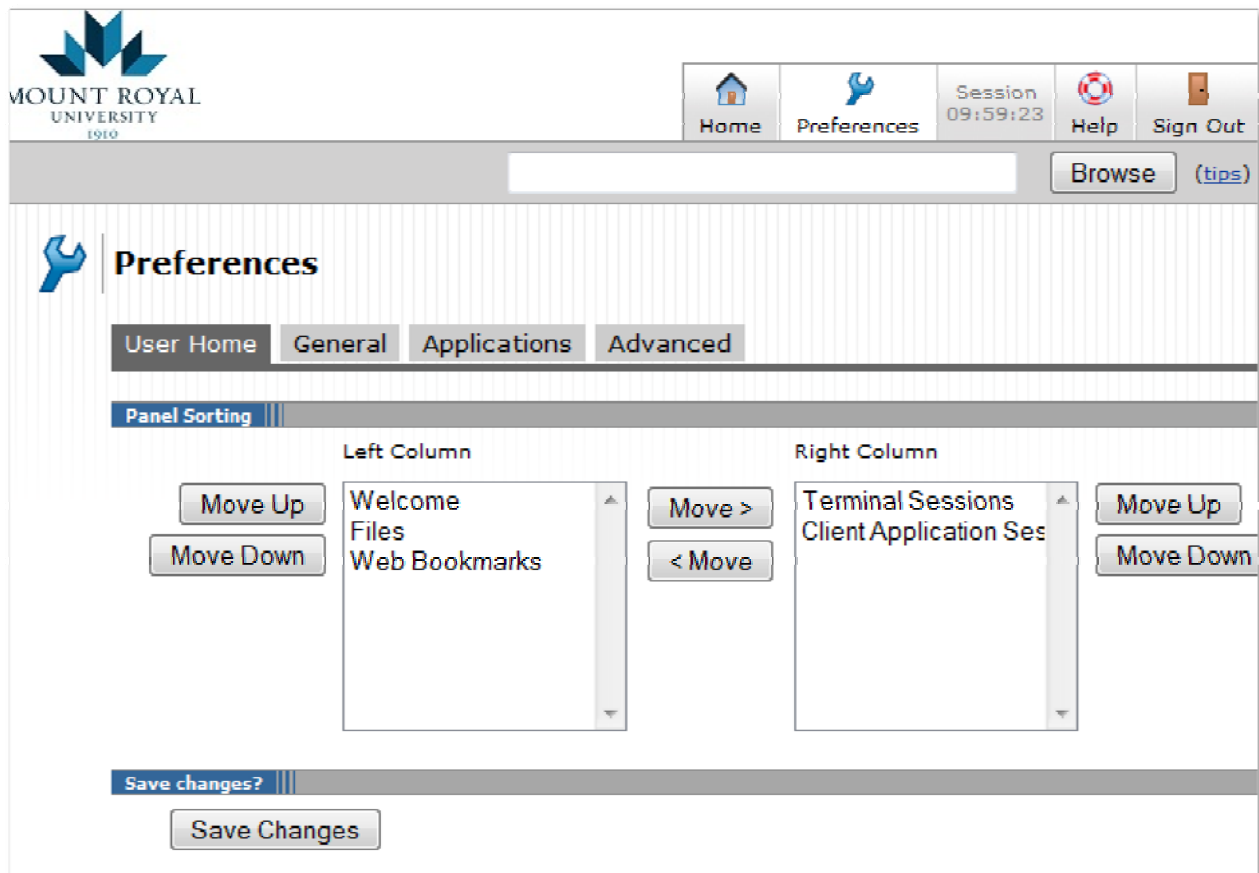
Click **OK** to continue. It may ask you for a username and password again. Most of the time the system will resume the last state the user was in when the session was timed out.

The maximum session time for each successful log on is **10 hours**.

12. Configure the user page

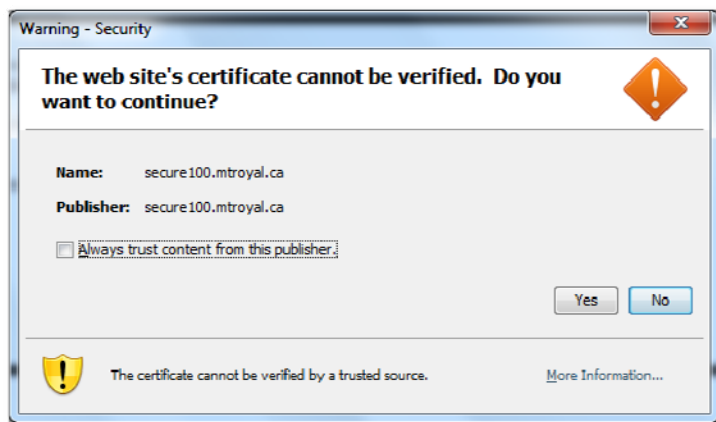


The end user can customize the user interface by clicking the  icon. The following window will then be displayed. The end user can then change the settings allowed on the different tabs.

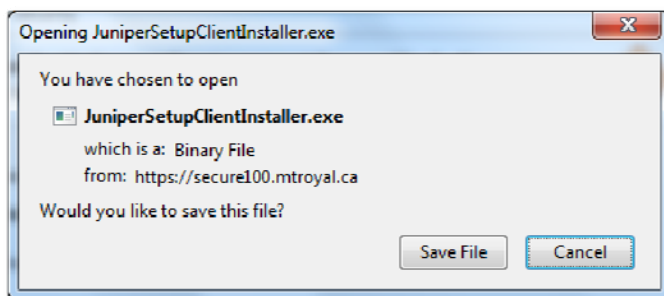


13. Potential Issues

1. You may see the following or similar pop-up messages, please check the **Always trust/accept** check box and click **Yes** or **Save** to allow the process to finish.



2. Occasionally, you may be asked to save and run the **JuniperSetupClientInstaller.exe** as shown below. Please follow the instructions on screen to complete the installation.



- 3 Remote desktop issues:
 - a. If you already have been granted RDP access, you may need to reboot your internal system to allow the computer policy to take effect.
 - b. If you do not have RDP access, please contact the MRU Service Desk to request access.
 - c.

4. To run **Net Connect** on a supported 64 bits Linux platform. Please follow instruction on this link:

http://www.juniper.net/techpubs/en_US/sa7.3/topics/reference/general/secure-access-nc-64-bit-linux-support.html

Also xterm is needed to allow the install script to ask for root/sudo password.

Please contact the MRU Service Desk for assistance at local **6000** or via email at itservicedesk@mtroyal.ca.