MRU Secure Remote Access Service (SRAS) External User Guide

The MRU Secure Remote Access Service (SRAS) allows MRU approved vendors and external clients, restricted remote access to internal computing resources at MRU.

Supported Client Platforms

Windows Desktop Platform requirements

• Qualified – Indicates that the item was systematically tested by the vendor.

• Compatible – Indicates that the item was not tested for this release, but based on testing done for previous releases, the 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		Y

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

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 Oracle JRE 6 and later		Y

Operation Guides

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

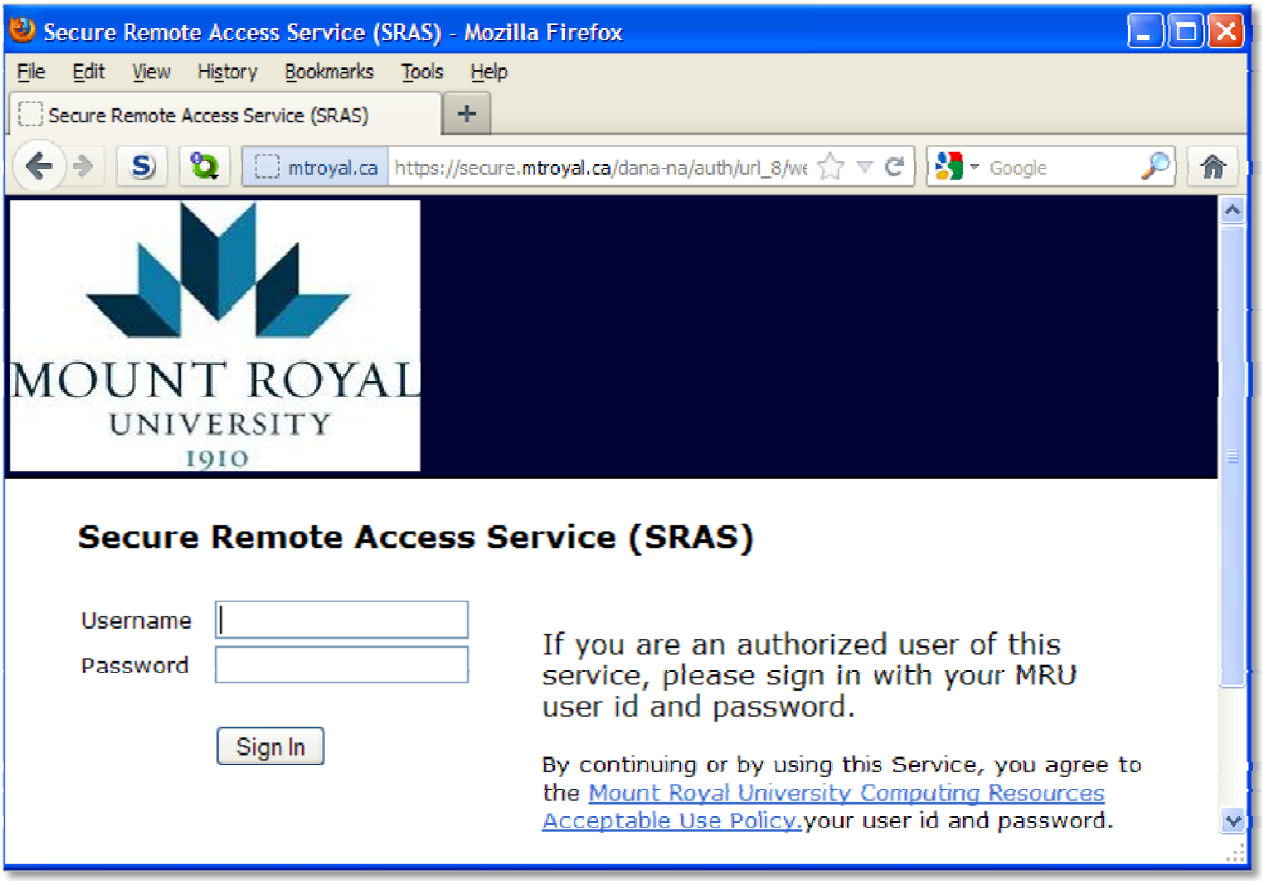
1. Accessing the SRAS service
2. Using Remote Desktop (RDP) to access a computer inside the MRU network
3. Using Network Connect
4. Using Two Factors Authentication Access
5. Session timeout warnings
6. Potential issues

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

icon on your home page.

1. Access the service

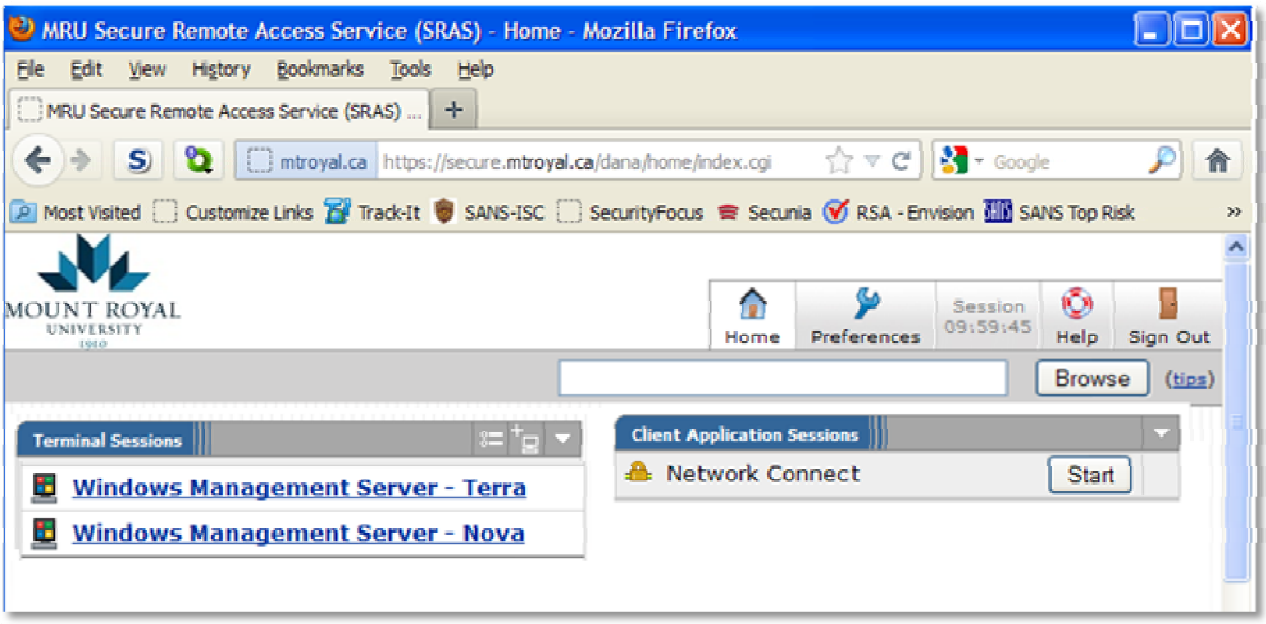
- Enter **secure.mtroyal.ca/vendor** into the address/URL field of the browser.



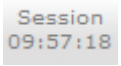
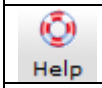
  - Enter the MRU user name and password given to you by your MRU sponsor.
  - Click the  button to continue.

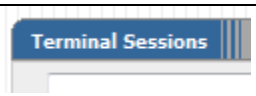
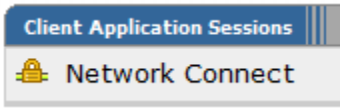
- Once you have successfully logged in, your home page will display all the services that SRAS provides you as shown on the next page.

A typical external user home page:



Key elements on your home page:

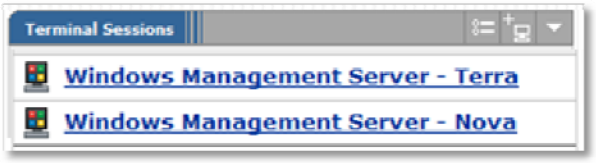
User Toolbar	Description
	Click to go back to your home page shown above.
	Click to activate the user preference configuration page.
	Displays how much longer your session will remain open, as long as it has not been idle for more than 15 minutes. This example shows 9 hours 57 minutes remaining.
	Click to access the online user help manual.
	Click to sign out of the Juniper connection. Please sign out once the service is no longer required.

Service Pane	Description
 Terminal Sessions Pane	This allows users 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.
 VPN Service Pane	This provides different levels of VPN/network access into the MRU internal environment.

2. Remote Desktop (RDP) to a computer inside the MRU network

Note: This is only for a PC running Microsoft Windows. If you have a PC running another operating system, you will have to use the **Network Connect** feature (section 3) and the RDP client of your choice to connect.

- The Terminal Sessions Pane provides you this capability.



- Click the link provided to access the computer if you are using a Microsoft platform. Otherwise, you may need to follow section 3 below.

3. Use Network Connect

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

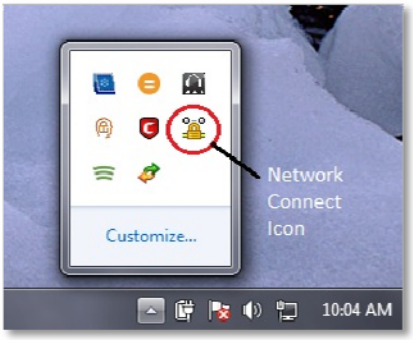
  You are **not** using a Microsoft Windows based PC. The RDP functions provided on Terminal Sessions Panel may not work as Terminal Services may not be natively supported on the system. If this is the case, you can start the **Network Connect** service and run your **Terminal Services** client of your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

- 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 is fully active (not grayed out) as shown below.

  Microsoft Windows:

  or

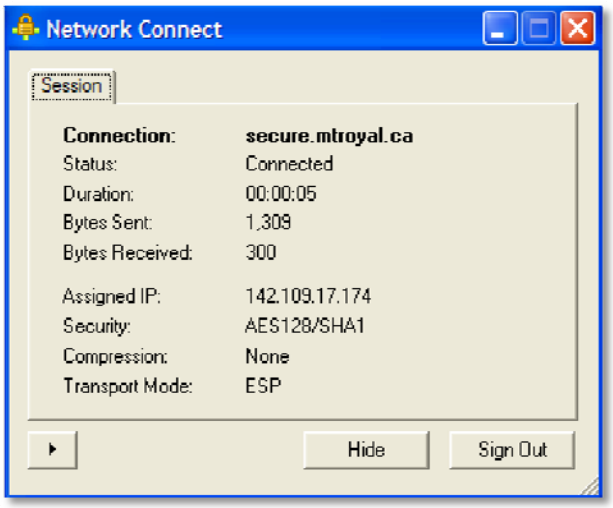


  Apple Mac/Linux:

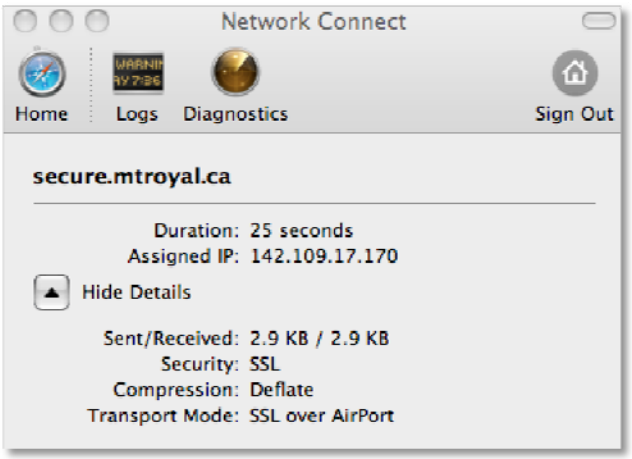
  You can double click the icon shown above to see the connection status and disconnect it.

  The screen captures shown on the next 2 pages show the expanded icon views for different platforms.

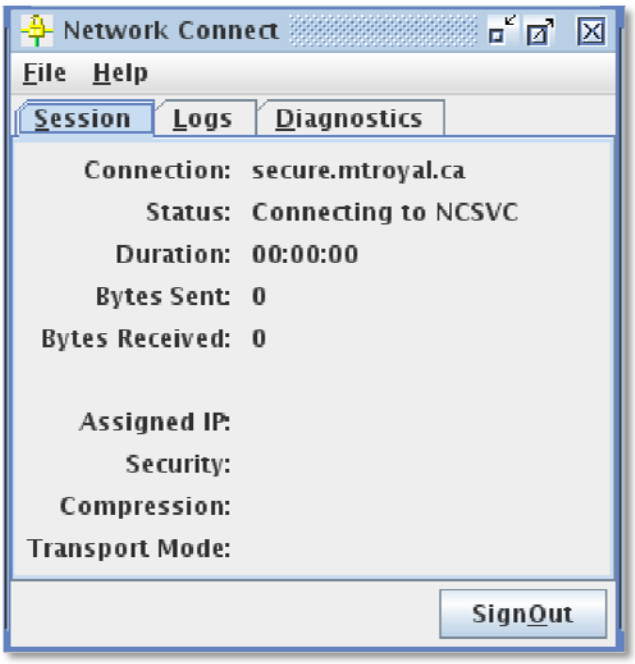
Microsoft Windows:



Apple Mac:



Linux:



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

4. Two Factors Authentication Access

MRU uses **one-time token** for two factors authentication. The token will be sent by email to the address you have provided to MRU.

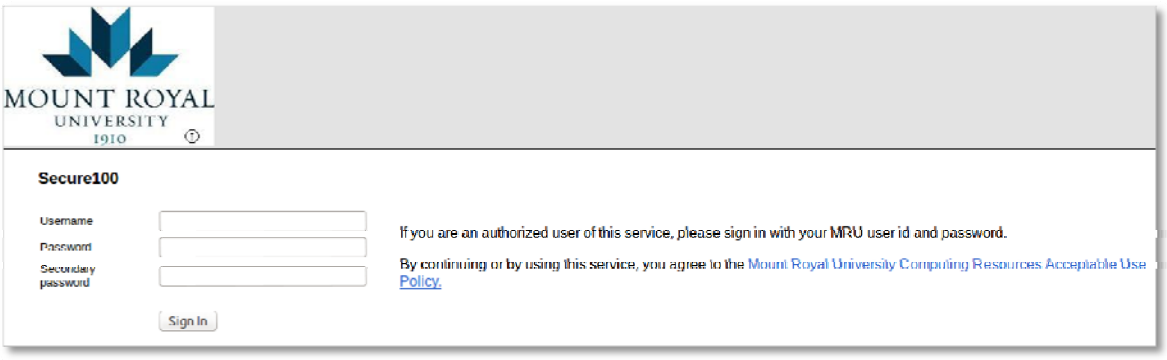
You will only need to follow the **Initial setup** procedure once at the beginning. Afterwards, you should only need to follow the **Normal access** procedure after the **Initial setup**.

Initial setup

1. MRU's SRAS admin administrator will email you a temporary PIN (Personal Identification Number) needed for the initial connection.

2. Using the supported browser as listed in the **Supported Client Platforms** section above to access **secure.mtroyal.ca/vendor/2fa**.

3. You should see the welcome screen shown below.



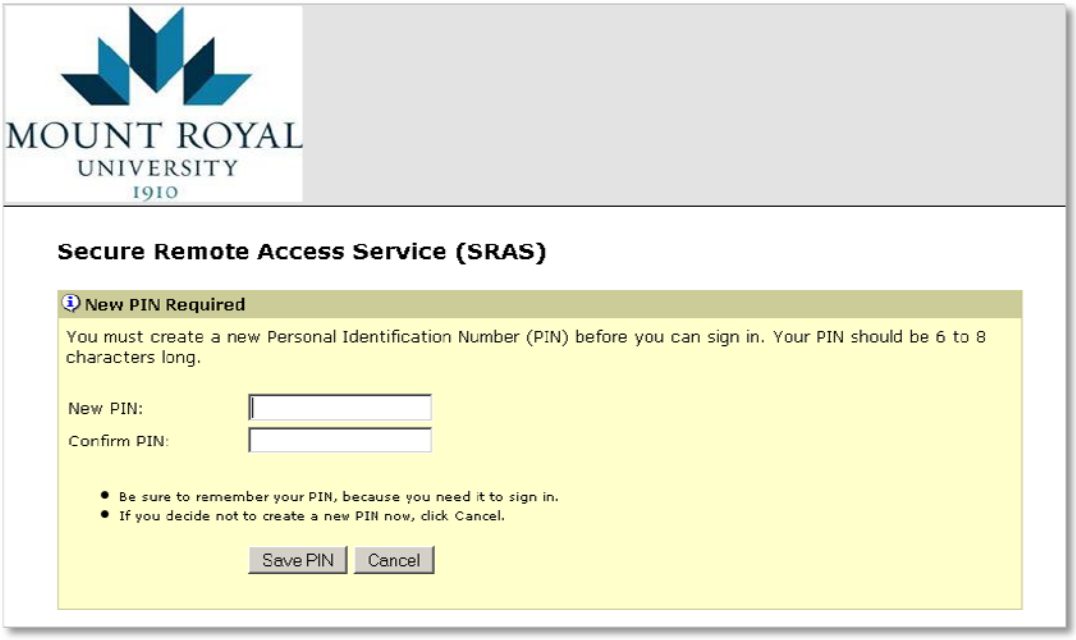
Logon with the following information:

Username: The user name given to you by MRU.

Password: The password given to you by MRU. If you already have access, you should use the same password. Please ensure that your access is already enabled by going through the normal access request procedure.

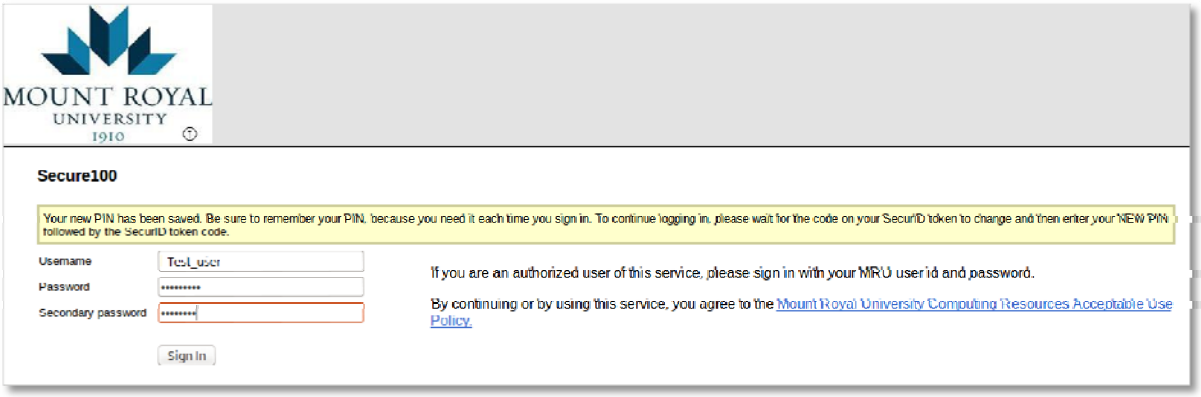
Secondary password: The temporary PIN given by MRU.

4. Once the initial verification is successful, the screen shown immediately below will display asking you to create a new PIN which only you will know. As mentioned in the screen shot below, be sure to remember the PIN and keep it secure as you will need it for future access.



Note: The new PIN must contain 6 to 8 alphanumeric characters. Special characters are not supported. Please **do not** reuse the PIN in case it has been reset by MRU.

5. Once the new PIN has been set, the system will ask you to login with you new PIN to receive the one-time token code.



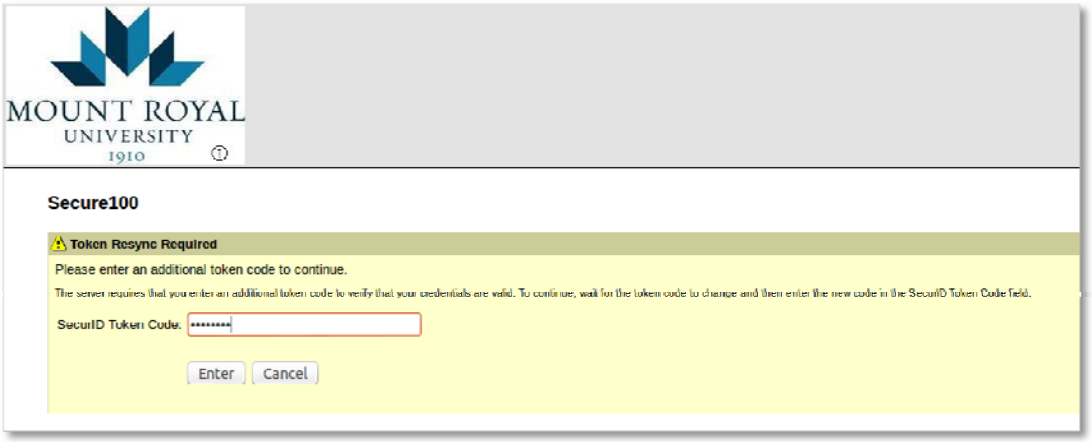
6. At this point, the one-time token code will be emailed to the email address that you have provided to MRU. It could be a personal email address if only one person is using the token code. A group email address will be more appropriate if a group of users need the token code.

   The email will be sent from MRU2fa@mtroyal.ca and contains the following information:

   On-Demand Tokencode: 11542703 (example code)
   Expires after use or 60 minutes

   The Tokencode is a random number changed at every use.

7. Enter the token code received in the email to the following screen.



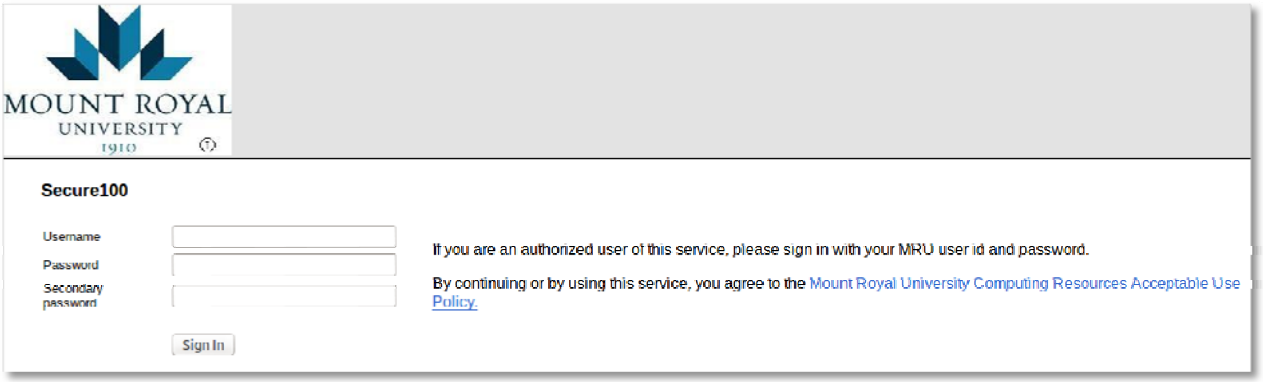
8. Once the token is authenticated successfully, your normal SRAS home page will be displayed.

Normal access

The initial setup is only required to be performed once. Follow the steps below for access afterwards.

1. Using the supported browser as listed in the **Supported Client Platforms** section above to access **secure.mtroyal.ca/vendor/2fa**.

2. You should see the welcome screen shown immediately below.



Logon with the following information:

Username: The user name given to you by MRU.

Password: The password given to you by MRU. If you already have access, you should use the same password. Please ensure that your access has already been enabled by going through the normal access request procedure.

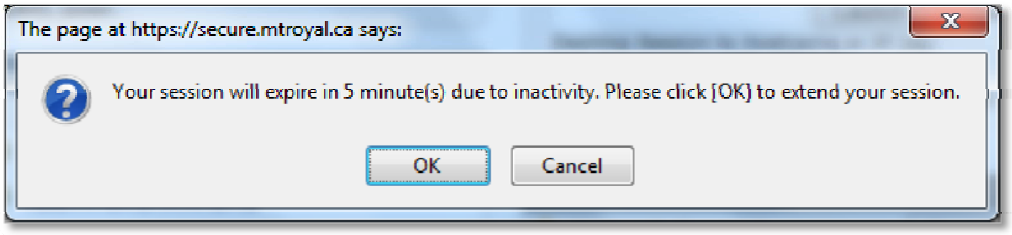
Secondary password: The PIN you set in the **Initial Setup** procedure above.

3. Once authenticated successfully, your normal SRAS home page will be displayed.

5. Session timeout

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

The system will prompt the user with the following message.

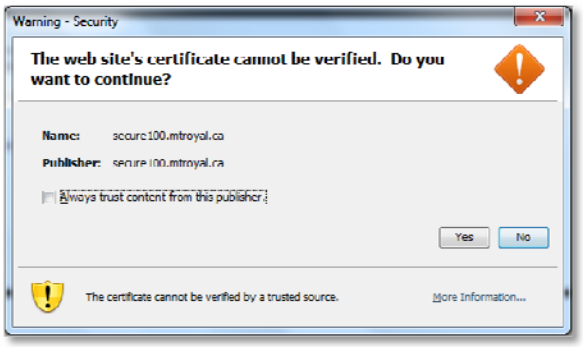


Click **OK** to continue. It may ask for your user name and password again. Most of the time the system can resume the last state the user was in when the session was timed out.

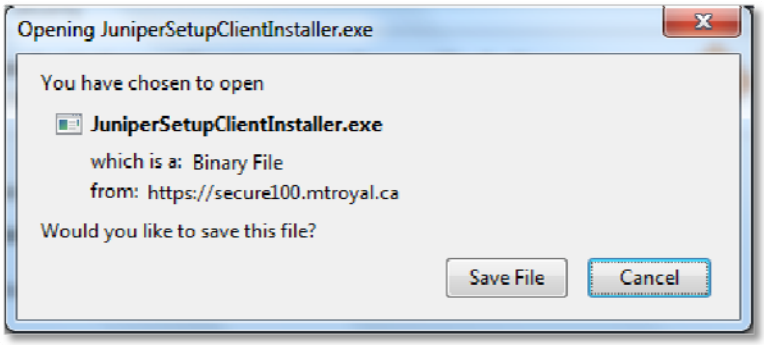
Also, the maximum session time for each successful log on is **10 hours** to save system resources.

6. 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.

4. To run Net Connect on a supported 64 bits Linux platform. Please follow the instructions 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.

5. Please contact your MRU sponsor in case of an access problem.