Remote Desktop Connection user guide for Windows

1. Introduction
These instructions apply to Windows 7. This document is intended for any user wanting to access their office PC remotely.

By using **Windows Remote Connection** you can take full control of your Microsoft Windows office PC from your home computer. Your home PC monitor will display exactly what your office monitor would normally display. You will also be able to share your home PC’s disk drives with your office PC to transfer files.

1.1. Apple Macintosh
If you have an Apple computer running OS X 10.6.0 or greater, there is a Remote Desktop client available that supports the Remote Desktop Gateway. Details are found at:

[www.nottingham.ac.uk/is/documents/connect/remotedesktopconnectionuserguideforOSX.pdf](http://www.nottingham.ac.uk/is/documents/connect/remotedesktopconnectionuserguideforOSX.pdf)

If you have a version of OS X prior to 10.6.0 you will need to use the VPN Service ([www.nottingham.ac.uk/is/help/it-relatedformsanddocuments.aspx#workingoffitedocs](http://www.nottingham.ac.uk/is/help/it-relatedformsanddocuments.aspx#workingoffitedocs)) to connect to the University Network before you can remote to your Windows desktop. You will also need the Remote Desktop Connection client from Microsoft which can be downloaded from: [www.microsoft.com/mac/downloads](http://www.microsoft.com/mac/downloads)

1.2. Linux
Linux users will need to use the **VPN Service** to connect to the University Network before they can remote to their Windows desktop. Users should install **rdesktop** from: [www.rdesktop.org/](http://www.rdesktop.org/)


2. Preparing the PC in your office

To enable Remote Desktop on your office PC:

1. click on **Start**, right click on **Computer** and select **Properties** and then click **Advanced System Settings** and a box will be displayed.

2. click on the **Remote** tab. You should see a screen similar to the one shown.

3. you should select the, **Allow connections from computers running any version of Remote Desktop** box.

4. select the **Computer Name** tab. Here you will see your office PC’s full name. Make a note of it (you will need to configure your home PC).

5. in this example, the name is **PUIGMS03.ad.nottingham.ac.uk**
3. Preparing your home PC

3.1. Semi-automatic configuration
You can automatically configure your RDP client by downloading a gateway.rdp file, saving it to your computer and then running it by double clicking (UoN login is required).

3.2. Manual configuring your PC to use Remote Desktop Gateway
**Note:** you will have to follow these instructions to configure your PC to use Remote Desktop Gateway *only on your first use.*

In order to access University PCs and servers via the Remote Desktop Gateway from a home PC you will need to make changes to the Remote Desktop Connection settings:

1. from the windows **Start** button, click on All Programs->Accessories and then select Remote Desktop Connection

![Remote Desktop Connection](image)

2. on the Remote Desktop Connection pop-up, click on **Show Options**

![Remote Desktop Connection](image)
3. this will take you to a pop-up menu. Click on the **Advanced** tab and then select **Settings** in the **Connect from anywhere** section of the menu.

![Remote Desktop Connection](image1.png)

4. you will get the screen shown opposite:

   i. click on the radio button to **Use these RD Gateway server settings** (or TS Gateway if an older version of RDP is in use)

   ii. enter the following server name: **rdgateway.nottingham.ac.uk**

   iii. ensure that the logon method **Ask for password (NTLM)** is selected

   iv. ensure that the **Bypass RD Gateway**
for local addresses is ticked

v. also ensure that Use my RD Gateway credentials for the remote computer is ticked

vi. click on OK and then on OK again (or Connect in Windows) to connect to remote machine

vii. enter the name of your computer, e.g. puip50077 (noted from section 2 above) and click Connect

If you are not sure of your PC name, please follow the steps in Section 2. Preparing your office PC.

viii. if you entered an incorrect password then the Windows Security window will appear asking for your login credentials. Enter your username (with the prefix ad\) and password and click on OK.
5. the first time you access a server, you may get the following pop-up:

**tick the check box** and click on **Yes** if you don’t want to be asked again about connecting to that particular machine, and access to the computer should now be complete.

![Remote Desktop Connection pop-up](image)

**Note:** If you are connecting to a Windows XP computer, you may have to enter your username and password again.

If you are connecting to a Vista, Windows 7, Server 2008 or Server 2008 R2 computer you may be prompted to accept a certificate.

Your session should now connect:

![Remote Desktop Connection progress](image)
3.3. The WakeMyPC service

Before you can use a remote desktop connection, you must first ‘wake’ the PC you wish to connect to. You can do this from your home PC by using **WakeMyPC**. This is the name for the new Wake-on-LAN (WoL) service that allows you to start your office PC from home. With this new service you no longer need to leave your computer turned on in order to be able to use **Remote Desktop Connection**.

**Note:** Before attempting to wake your office PC from home, you should first attempt it from another office PC to ensure that it works.

To ‘wake’ PCs running Windows go to:

1. go to [https://wakemypc.nottingham.ac.uk](https://wakemypc.nottingham.ac.uk) and login with your University username and password. You will need to prefix your username with “ad\” as shown:

![Login screen](image)

2. install the **WakeMyPC RD launcher** helper application by following these instructions. This is required for remote desktop to work via the link:
   
   i. click on the **Install the WakeMyPC RD launcher** link

   ![Installation link](image)

   ii. run file when prompted. This will install the helper application to your home pc
3. if not already shown, enter your username and click **Search**

4. this will display a list of PCs that you have logged-in to. Click on the **Wake** link next to the name of the computer you wish to wake up

5. when you click the **Wake** link, WakeMyPC will try contacting your PC. The PC should respond after a few seconds or if the computer is in the **Shutdown** state, this may take a few minutes. WakeMyPC will keep you informed with an animated display.

When your computer has been successfully contacted WakeMyPC will display a green tick icon:

**Note**: if WakeMyPC is unable to contact your computer the software displays a red cross. This may mean that Wake-on-LAN is not correctly enabled on your computer or the computer is disconnected from the mains supply or network

6. you can now run **Remote Desktop Connection** by clicking on the **Connect** link or from the **Start** button (see section 3.2).
**Note:** If you connect using the **Start** button, you will see the following authentication box where you will be required to enter your Computer name:

![Remote Desktop Connection](image)

7. access to the computer should now be complete

**Note:** although access to some remote computers will be immediate, there will be occasions when the University username and password will need to be re-entered on the remote computer.

8. when you need to finish your remote session, press **Ctrl+Alt+End** and select **Shutdown**.

### 4. Troubleshooting

If you are having problems using WakeMyPC, you should test this across your office or between two offices to make sure it works before attempting to use the service from home.

If it does not work you may need to do some additional configuration. You can contact the [IT Service Desk](https://selfservice.nottingham.ac.uk) to request a support visit to do this for you, or if you are technically confident you can follow the instruction for setting up your PC for WakeMyPC at [WakeMyPC technical user guide](http://www.nottingham.ac.uk/is/computer/wakemypc.aspx).

You can contact the IT Service Desk:

- Telephone: 0115 95 16677 (24 hours a day)
- Self-service: [https://selfservice.nottingham.ac.uk](https://selfservice.nottingham.ac.uk)
- Email: itservicedesk@nottingham.ac.uk