

Faculty of Engineering Remote Apps Guide

<http://RemoteApps.Genie.uOttawa.ca>

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1. Introduction

Remote Apps is a service provided by the Faculty of Engineering to allow the use of lab software on students' personal computers through a remote session using remote desktop client. The access can be made on campus as well as off-campus.

The current application list offered via Remote Apps consists of licensed applications, i.e. software whose licence agreement restrict the use of the software to University-owned computers. Open source and free software are not offered at the present moment.

2. How to Connect

Remote Apps are is only accessible to students that are registered within the Faculty of Engineering and/or taking a course belongs to the Faculty of Engineering. Other users will still be able to authenticate through Remote Apps web portal, but they will not see the applications.

To authenticate into the Remote Apps web portal, use this link

<http://remoteapps.engineering.uOttawa.ca>. The following browsers were tested successfully with Remote Apps service (Internet Explorer, Edge, Firefox, Chrome, Opera, Safari).

Students will also need to have a compatible Remote Desktop (RDP) client installed. Here is a list of tested operating systems and RDP clients:

- Modern Windows systems were tested successfully, using the default Windows Remote Desktop client.
- Mac OS X systems were tested successfully. However, the default Remote Desktop client is not supported by Remote Apps. Students will need to download a more recent version of the Microsoft RDP clients for Mac from the App Store and configure it as the default client for Remote Apps. See Appendix A for instructions on how to configure your OS X client.
- Some testing has been done on various Unix/Linux systems, with varying results. Unix/Linux users will need the latest FreeRDP client.
- Chromebook devices do not currently appear to have a Remote Desktop client that is compatible with Remote Apps.
- IOS and Android devices were tested successfully, after installing their respective Microsoft Remote Desktop clients.

3. Authentication

For authentication on the Remote App web portal (Figure 1) and Remote Desktop Login (Figure 2), use your uoAccess credentials as follows:

- Username: Is your full uOttawa email address (e.g. jdoe123@uOttawa.ca)
- Password: Is your uoAccess password.



Figure 1



Figure 2

After you successfully authenticate to the portal, applications will be listed as shown in Figure 3.

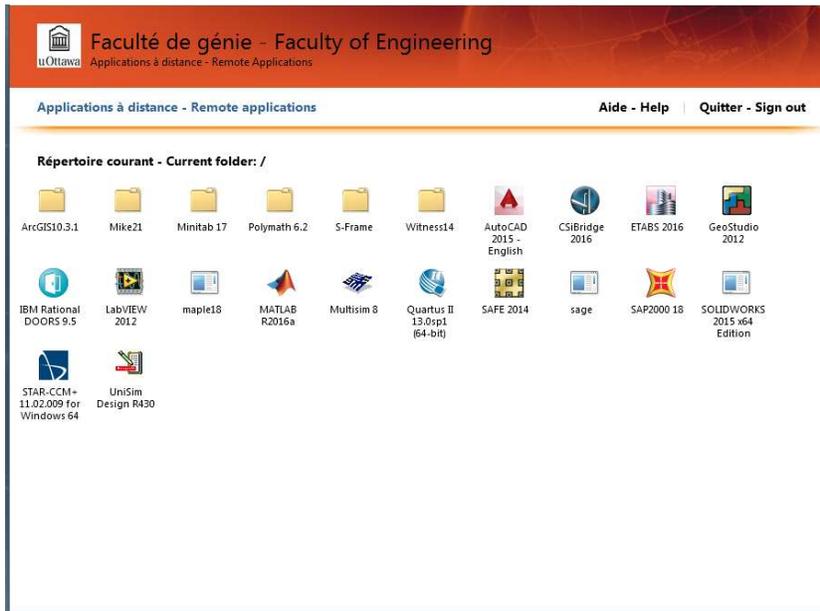


Figure 3

4. File Management & Impact on Performance

Authenticated users can access files stored on their personal computer as well as files stored on their uOttawa network drive (Z:). For instance, the screenshot in Figure 4 is showing the 'Open' dialog box as opened from the Matlab Remote App, then selecting 'This PC' in the left column.

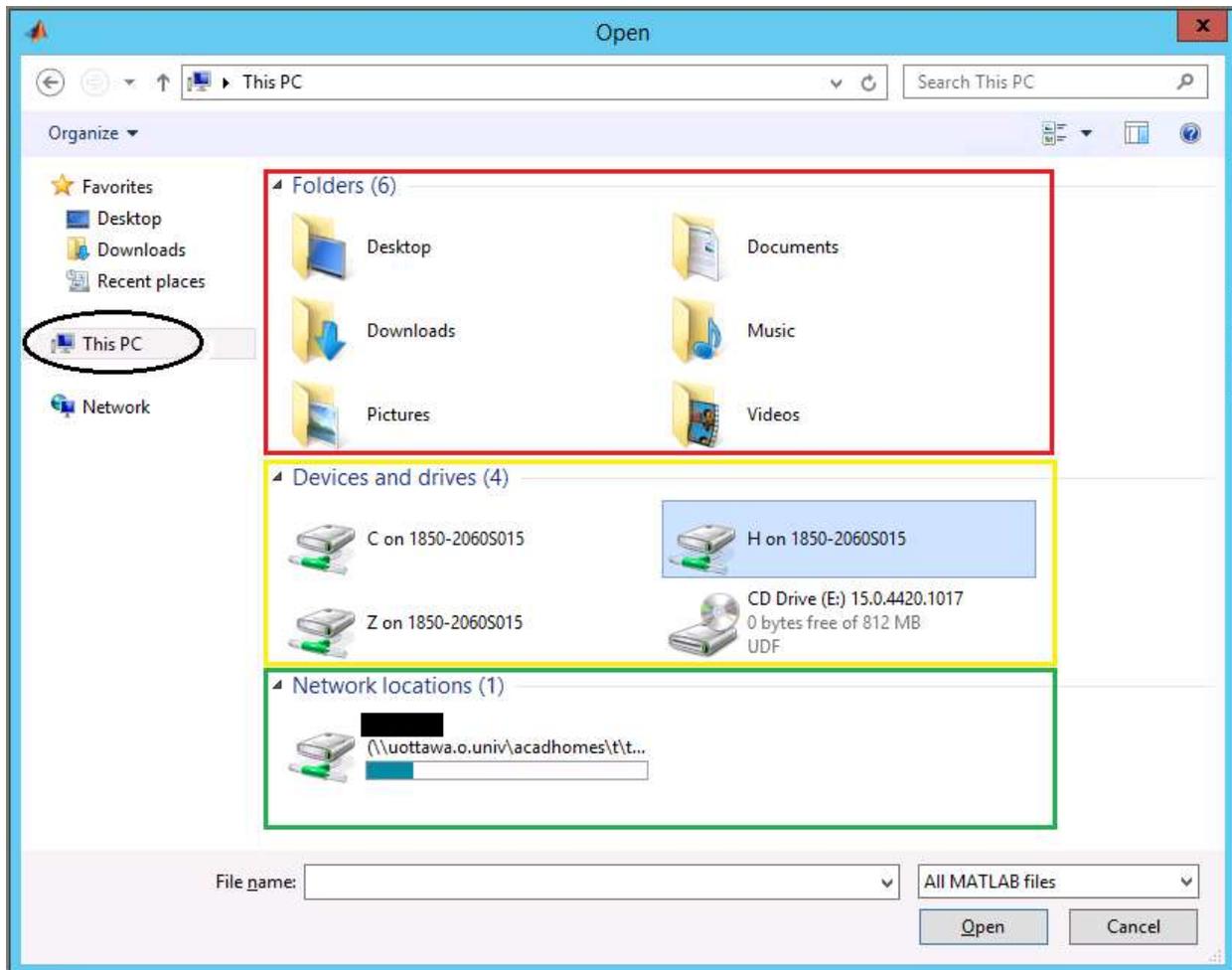


Figure 4

Items in the red rectangle in Figure 4 represent folders on the Remote App server, **which should never be used to store your files**. Files saved in these folders will be destroyed at the end of your remote session.

Items in the yellow rectangle in Figure 4 represent drives on your personal computer. **Although it is convenient to access files stored on your personal computer with Remote Apps, we recommend not using them directly for performance reasons:** When you use Remote Apps, the application displayed is an instance running on a server within the University's network. The file will be accessed using the RDP protocol, which was not designed for fast file access and will considerably reduce the performance of your remote session. We recommend instead that you transfer your files to your uOttawa network drive (Z:), then open them from that location. You can transfer files by using the Windows Open dialogue box: Use the Windows copy shortcut keys (CTRL-C), and then paste (CTRL-V) to copy your files to your uOttawa network drive.

The item in the green rectangle in Figure 4 is your uOttawa network drive, to which the Remote App server has high-speed access.

Appendix A: Connecting to Remote Applications for Mac OS X users

To use the Faculty of Engineering's Remote Apps on Mac OS X, you will need to install the latest Microsoft Remote Desktop client for Mac (version 8.0.14 or higher), which can be downloaded from the App Store. Once installed, the software will be displayed in your Applications folder. Follow these steps to configure your OS X to use the latest installed Microsoft Remote Desktop Client for Remote Apps:

- Close the Remote Desktop app, then use your browser to access <http://RemoteApps.genie.uOttawa.ca>.
- Login with your uoAccess account and select the application you want to use. An RDP file will be downloaded.
- To force the RDP file to launch with the proper client, highlight it in your downloaded items and press simultaneously “Command ⌘” + “I”.
- A menu will appear; expand “open with”, choose the new Microsoft RDP client, then select “Change All”.

RDP files should now open using the most recent RDP client.