

RDPLUS

QUICK INSTALLATION GUIDE

Thank you for choosing RDPlus as the Remote Desktop Technology solution for your Business.

This product is supplied and supported in Australia by Intersoft Computing Pty Ltd.

For questions or enquiries, please contact us on +617 3209 4477 or email us at support@intersoft.net.au

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Introduction

In few steps, this manual will guide you through the simple process of installing RDPlus on your selected server and get you started with basic settings. Please consider that it is not within the scope of this document to provide advanced configuration instructions of the product as Load Balancing, Client Generation, Application Publishing, Port Forwarding, etc. Please refer to alternative documentation on our website for additional configuration information.

At the moment of writing this guide, RDPlus is on its version 6.1 (released on 13/05/2013).

This version is compatible with the following MS Operating Systems:

Windows XP, Vista, W7, W8, SBS, 2003/2008/2012

1. Server minimum system requirements

Number of users	Requirements for XP	Requirements for 7
3-5	RAM: 512MB CPU: Dual Core 2GHz	RAM: 4GB CPU: Dual Core 2GHz
10	RAM: 1GB CPU: Dual Core 2GHz	RAM: 4GB CPU: Quad Core 2GHz
20	RAM: 2GB CPU: Dual/Quad Core 2.5GHz	RAM: 4GB CPU: 2 x Quad Core 2.5GHz to 2.9GHz
50	RAM: 4GB CPU: 2 x Dual/Quad Core 2.5GHz to 2.9GHz	Farm of 2 servers with 25 users each
100	RAM: 4GB CPU: 2 x Quad Core 2.5GHz to 2.9GHz	Farm of 4 servers with 25 users each
Over 100	Farm Of Servers	Farm Of Servers

2. Client minimum system requirements

Microsoft Workstation: Windows XP, VISTA, 7 are supported (Home versions are not supported as they do not support Remote Desktop Connection).

Acrobat Reader (installed by default) is mandatory for the Universal Printer advanced printing capabilities.

Macintosh Workstation: Based on Macintosh RDP client.

Linux Workstation: Based on Linux RDP client.

Before Installing

Download the RDPlus installer from the following location:

<http://www.rdplus.com.au/index.php/en/downloads>

This will install a fully featured RDPlus for 5-users/15-days. This way, you get the chance to have a feel of the product in your own system before deciding to purchase any license.

If you decide that our product is the one to go with, please read and follow carefully the instructions available on our website's [Store](#) section before ordering the activation license from us.

Note:

We always try to respond fast to our support emails and the generation of the licenses, however it is not always possible to provide a quick response.

If you have installed RDPlus on a production server it is your responsibility to activate it in time before the trial period expires. DO NOT wait until the last moment to request the permanent licenses as they might not be generated immediately after your purchase.

The installation process is automated and you must wait until the program asks you to reboot the system before doing so. It runs in 3 steps on only a few minutes:

1. Files decompression which are copied into **C:\Program Files\RDPlus (WinXP)** or **C:\Program Files (x86)\RDPLUS (Win7)** folder
2. Installation process installs the following components:
 - Terminal Services features
 - RDPlus client generators (Seamless client, Remote Desktop client, and USB client)
 - RDPlus Universal Printer advanced printing capabilities
3. Reboot the system

Installation & Basic Configuration

Please **READ** the entire section before start using the product

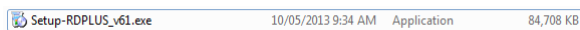
1. Pre-requisites

Once the installer has been downloaded please make sure the following two steps have been completed to avoid possible installation problems:

- a. Disable temporarily your antivirus software (or any real time protection shield) on your “RDPlus” server
- b. Make sure you are installing it from an administrator account
- c. Your hard drive must inevitably be formatted in NTFS.
- d. The server must have a Static IP address

2. Installing the program

Run the downloaded installation package and follow the steps



- e. Select your desired language
- f. Accept the license agreement terms and conditions
- g. Wait for few minutes
- h. Set your port preferences for the RDPlus web server if required(this feature will need a web server license for its reactivation after the trial version has expired)
- i. After finishing with the installation, reboot the machine as prompted

After RDPlus has been installed there are a few settings and configurations that need to be in place in order to start using the features offered by RDPlus

3. Protecting RDplus files

Some antivirus software products might detect some important RDPlus files as threats. In order to protect those files from being deleted\quarantined and keep RDPlus functional you must add the following files to the scanning exclusion list of your antivirus software (on the RDPlus server)

All these .exe files are found in C:\Program Files (x86)\RDPLUS\UserDesktop\Files

- Activate
- Addwizarduser
- Admintool
- appwizarddragdrop
- Debug-log
- Globalsettings
- Loadbalancing
- logoffsession
- logonconso
- logonsession
- pleasewait
- RDPuserLOG
- runsetup
- Runwconsole
- Runwsession
- setuphtml
- startHTTP
- Universalprinter

NOTE:

In case that any of these files or any other RDPlus file has been removed / quarantined you can download the “Compatibility Update” from our website and run it on the RDPlus server from an admin account. The RDplus installation should be operational once again after running the patch and rebooting the system.

The Compatibility Update is also useful when RDPlus has been corrupted after a Windows Update

4. Creating users

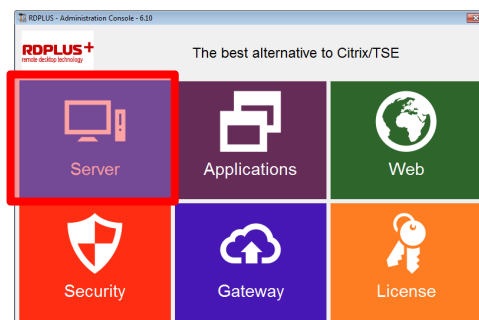
The RDPlus Server is almost ready to go.

In order to have remote users connected to the server, if you have a standalone RDPlus server, they will have to be created through the Administration Console.

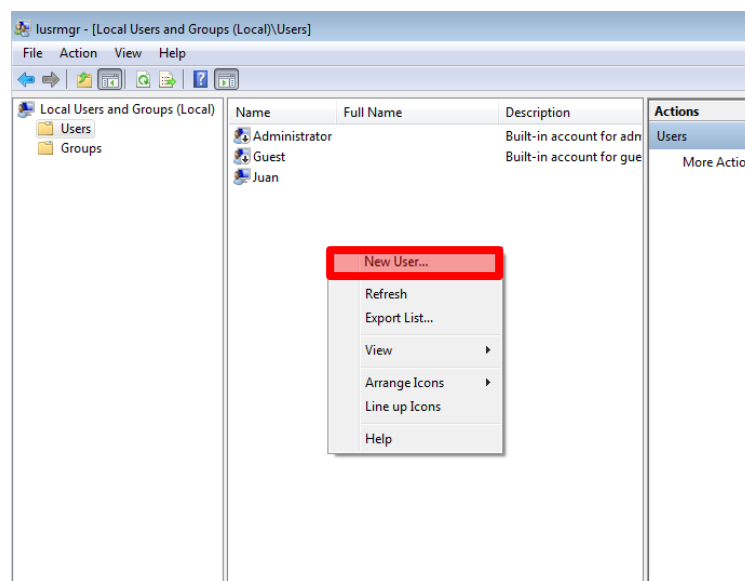
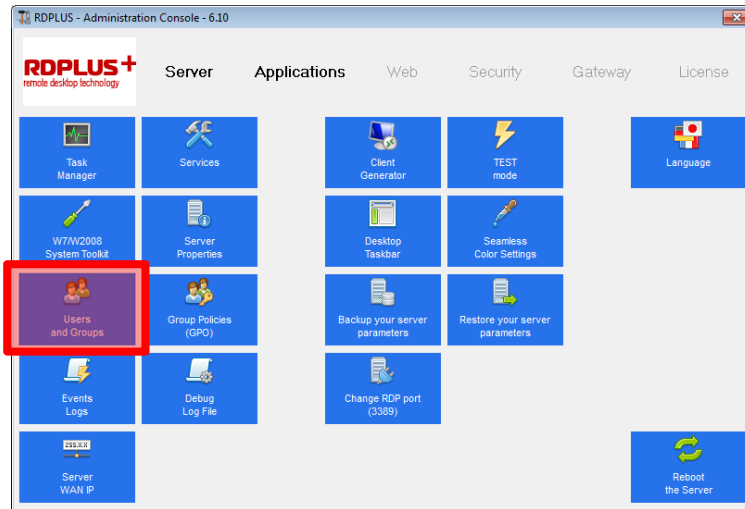
Note:

For an RDPlus server running on a domain environment, the users will be the ones created in the Active Directory.

- a. Open the RDPlus Administration Console and click on Server



- b. Click on users and Groups and create the users



At this point, each one of the created users should be able to establish a Remote Desktop Connection to the RDPlus server from any computer within the same LAN.

Simply run mstsc.exe from any Windows client machine or the selected RDP compatible client from MAC or Linux.

Note:

In order to access the server from the Internet through your router, proper configuration of Port Forwarding is necessary. Check for on the internet and your modem/router’s manual for further information about how to set up your Port Forwarding.

In case you are unsure about how to set this up, Intersoft can provide paid support for any needed configuration that is not related to the RDPlus software itself. Please write an email to support@intersoft.net.au or call us on +617 3209 4477 and we will be happy to assist you.

5. Selecting the most suitable connection client for your needs

RDPlus server offers four kinds of connection, all based on Microsoft RDP standard protocol:

- Classic « Remote Desktop» with Microsoft client
- RDPlus client
- RDPlus Seamless client
- Internet Explorer Remote desktop ActiveX

These clients give the user the following experience:

Remote desktop connection Microsoft (mstsc.exe)

Connection:

User must fill-in connection parameters.

A connection profile (.rdp file) can be saved on the local machine. This RDP file can be copied over to other machines without needing to set all the parameters on each computer.

Display:

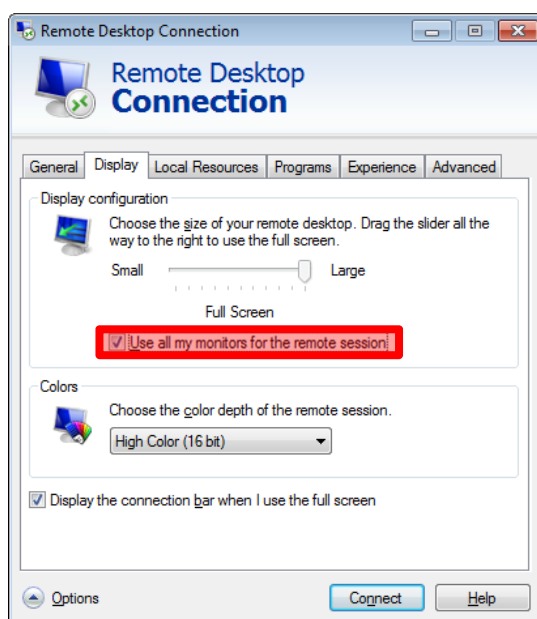
User sees the classic Microsoft Remote Desktop.

This desktop shows icons currently located in the user's desktop folder.

Note:

RDPlus supports dual screen configurations.

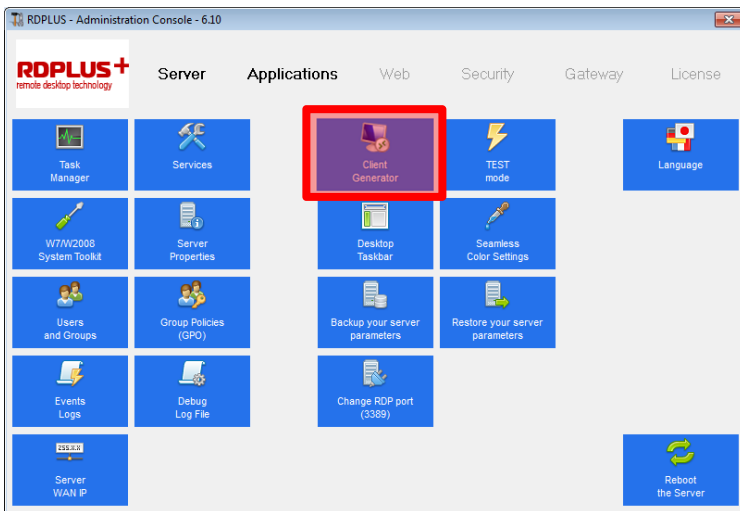
In order to use this capability, RDPlus must be installed on a server running Windows 7 Ultimate. When creating the RDP file on a windows machine, make sure you have enabled the option “Use all my monitors for the remote session” under the Display tab.



RDPlus client

This is a unique concept to empower local and remote users. It offers a rich connection program with Universal Printing advanced features, mobility with high level of security while keeping it very simple for the users.

RDPlus client is generated with the Client Generator Wizard accessible through the Administration Console



Once the client file is created it is placed on the desktop. This file can also be transferred to other machines to avoid multiple identical configurations.

Seamless Windows Client Wrapper:

Microsoft's terminal services client has one main thing against it. Remote applications do not appear as if they are running on the local desktop, instead they appear in a separate window which represents the server's desktop. This is fine if you just want to work exclusively on the server, but can be a pain if you want to switch between applications on the server and the local desktop

In order to use Seamless clients you will also need to Publish Applications and assign those to the users. One of the very valuable capabilities of RDPlus is to give you the freedom to assign application to users or to groups of users using a Drag & Drop wizard.

If you do not assign any application the users, they will see the RDPlus Taskbar that displays the shortcuts of their desktop profile.

If you assign one or more application to a user, he will be able to see this or these applications.

Note:

The Microsoft Remote Desktop can also be assigned if full desktop connection is required

Please read other available guides for more details on this important topic.

This is all the necessary information you will need to get your RDPlus installation up and running with its basic settings. For information about advanced features please refer to the other available material or email us if the information that you need is not available.