Employment and Social Development Canada | Emploi et Développement social Canada

AppGate SDP Remote Desktop Access

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Innovation, Information and Technology

Canada

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Introduction

GENERAL INFORMATION:

The AppGate Remote Desktop connection allows secure connection to a work PC from any home PC or external network using Active Directory account and entrust IDG authentication.

The following are the requirements to successfully use AppGate Remote Desktop / SDP Client:
1. Entrust eGrid
2. Installation of the AppGate SDP Client v5.0 on your personal PC.
3. Your work PC requires to power on for you to connect.
4. The use of Remote Desktop Connection to connect to your work PC

Getting Started

Using AppGate Remote enables you to remotely access your computer device from another device outside of the ESDC network. Your work device attached to the ESDC network must be turned on for you to be able to have access.

- Reminder: Always select "**RESTART**" as your log off option when logging off from your **work device** (computer or laptop).
- Your AppGate Remote Desktop Connection times out after 30 minutes of inactivity.

Software Requirements/Pre-requisites

Software

Workstation

Hardware requirement:

- Entrust IDG hard or soft token

Software requirement:

- Internet browser

Operation System supports:

- Windows 10

Authentication Method:

- Radius

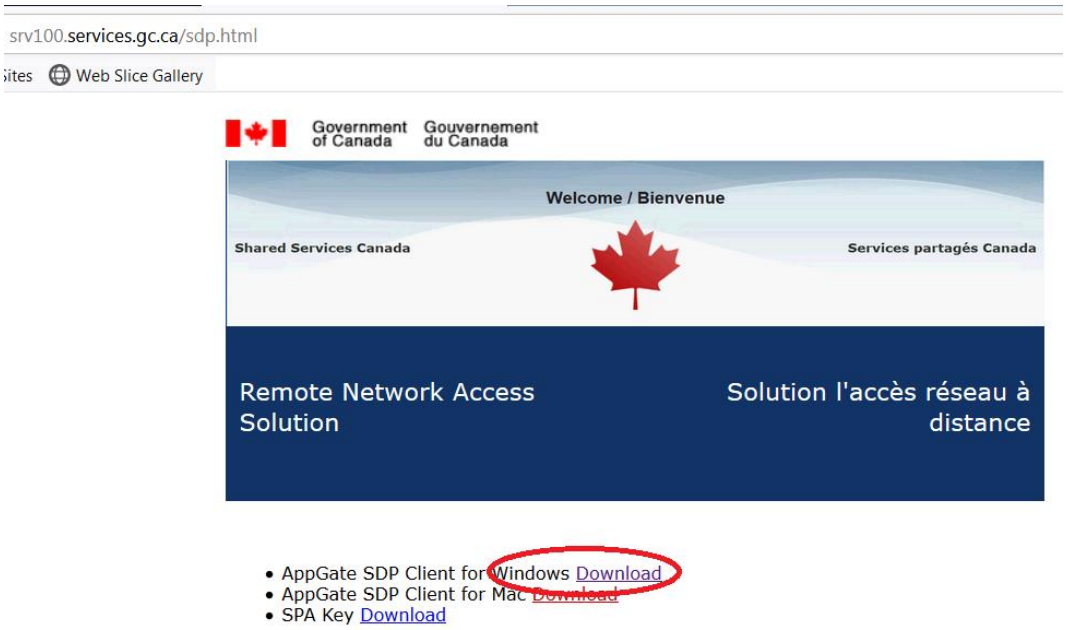
Installation Guide

Windows Client Installation Guide

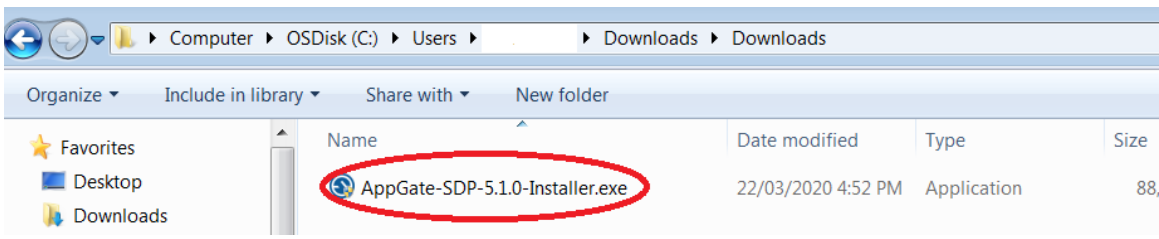
This guide is divided into two sections. The first section provides the steps to download and install the AppGate SDP client to your personal PC. The second section outlines the configuration of the AppGate SDP client.

Section 1: Download and Install of AppGate SDP client

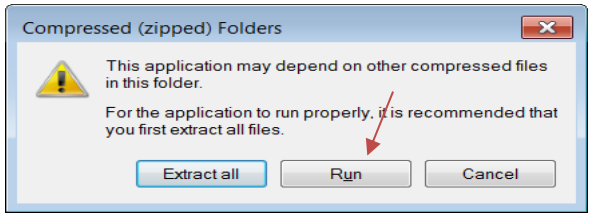
1. Open your internet browser and type the link: http://srv100.services.gc.ca/sdp.html Then click “Download” link beside AppGate SDP Client for Windows



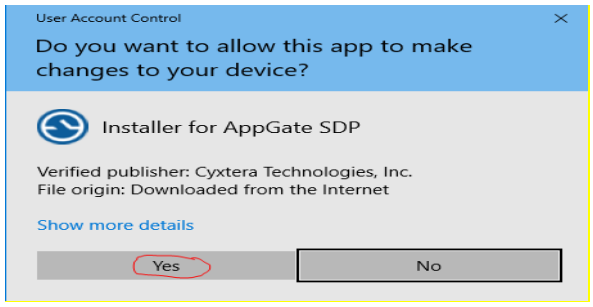
2. Once the download is complete, navigate to your download folder and double click the AppGate-SDP installer



3. If you are prompted to “Extract all” or “Run”, Select “*Run*” option.

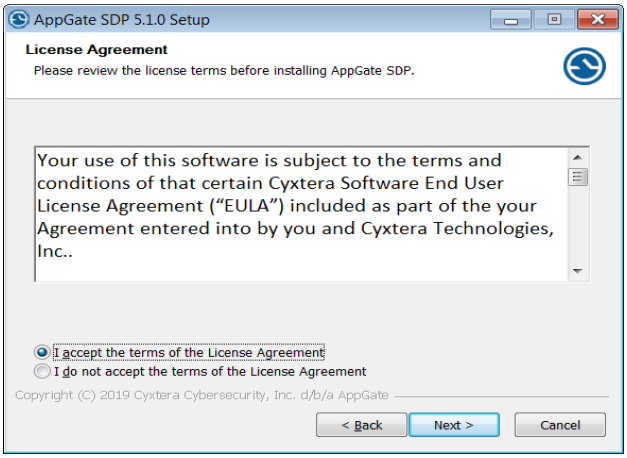


4. A security window may open. Select “*Yes*” to continue.

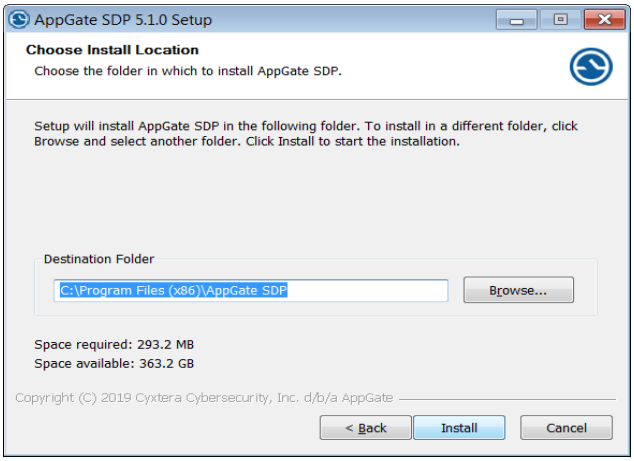


5. Select “Next >”

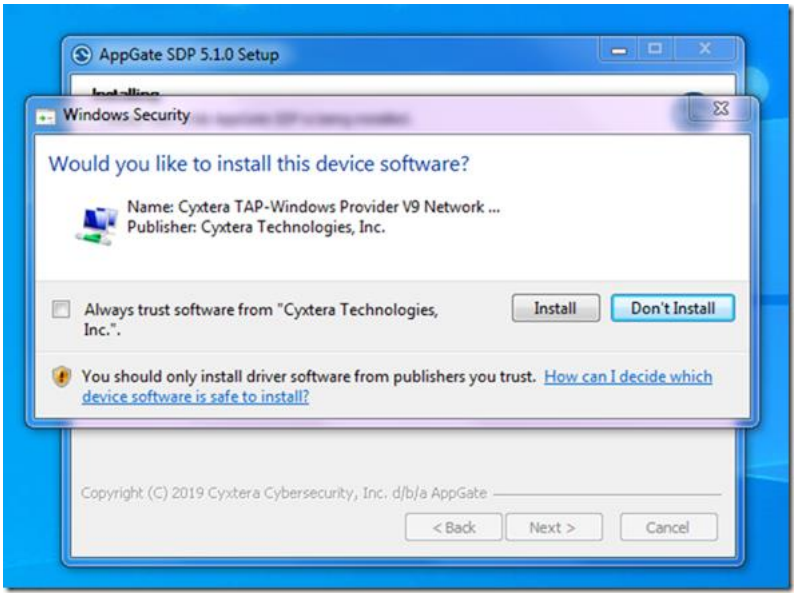
6. Select “I accept the terms of the License Agreement and select “Next >”



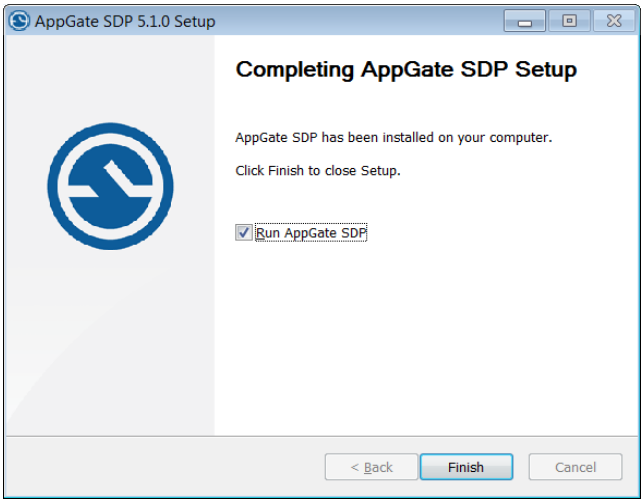
7. Select “Install” to continue with the installation



8. A Windows Security window may pop up, please click “Install” to proceed

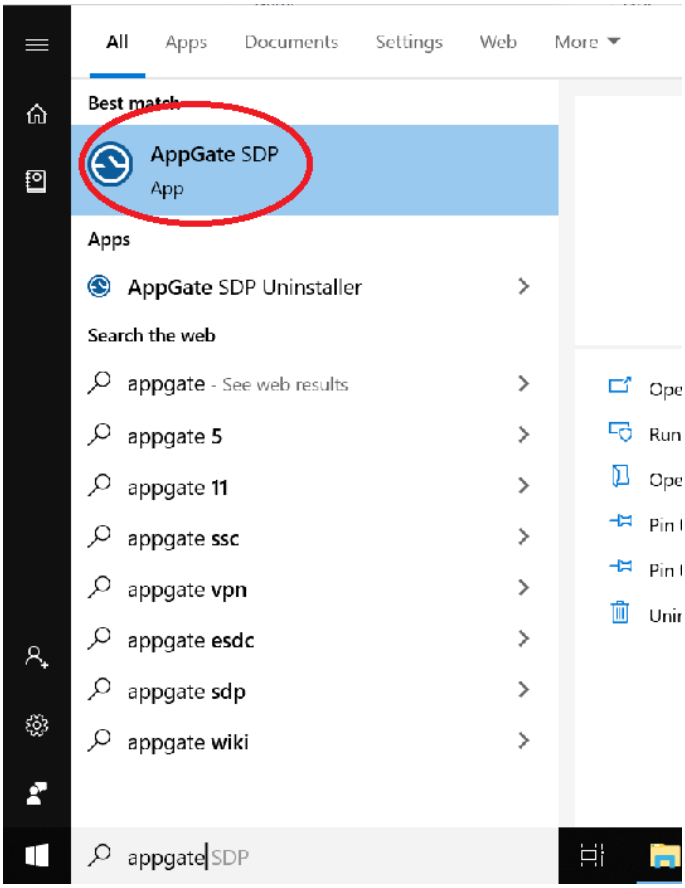


9. Select “Finish” to complete the installation and run AppGate SDP

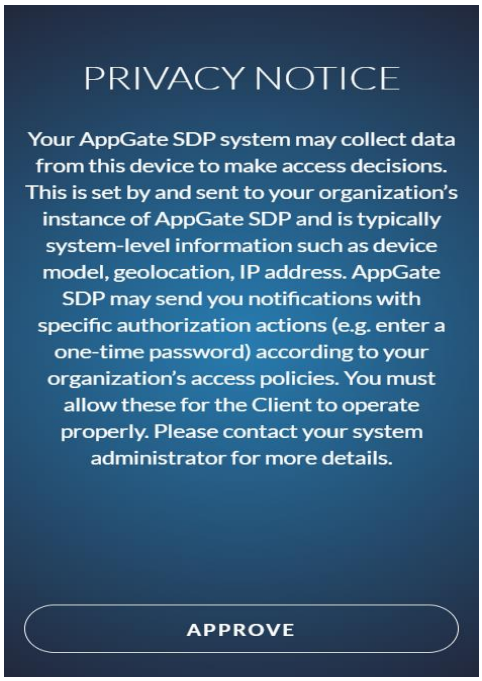


Section 2: Configuring AppGate SDP Client to connect to the AppGate servers.

1. The AppGate SDP client should automatically open at this point. To manually open the program click Start button then type “AppGate SDP”, and click on the AppGate SDP App

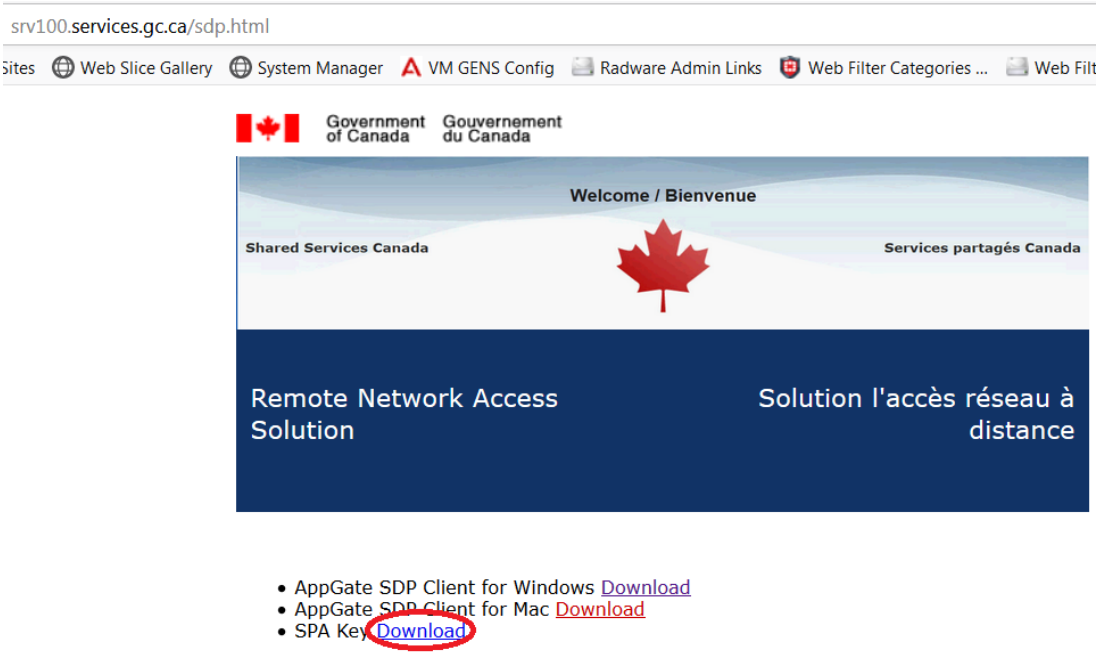


2. This will launch the AppGate SDP program. A Privacy Notice dialogue box appears at bottom right corner of your PC. Please click the "APPROVE" button

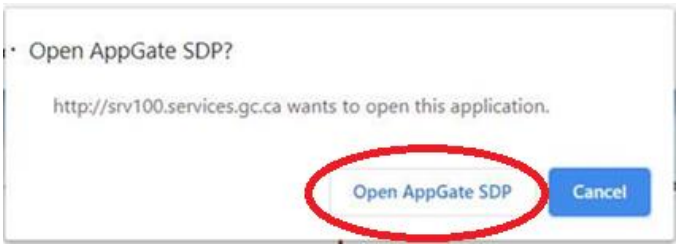


- IMPORTANT NOTE: AppGate SDP will automatically minimize itself when you click away from from the AppGate client window. To reopen the AppGate SDP client window, click on the arrow on the bottom right corner of your taskbar and click on the AppGate SDP client icon.

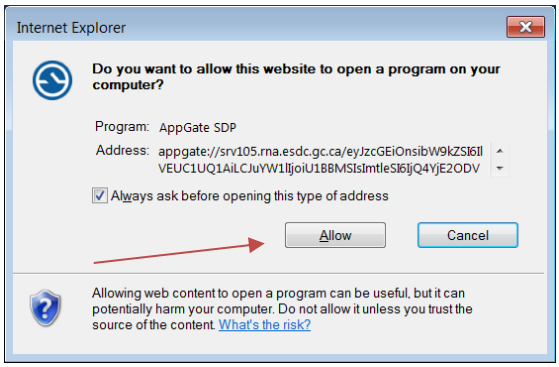
3. Please refer back to the download link: http://srv100.services.gc.ca/sdp.html and click "SPA Key Download" link



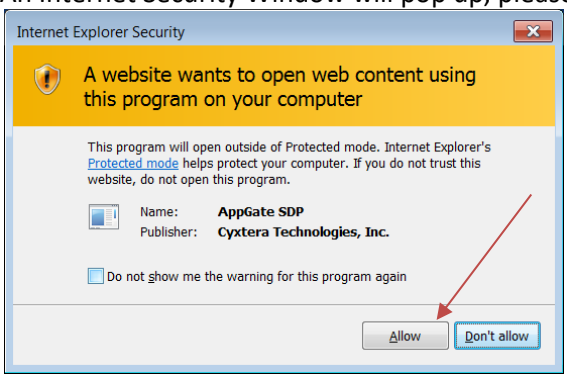
4. Click on "Open AppGate SDP". If you a different window pops up, proceed to the next step.



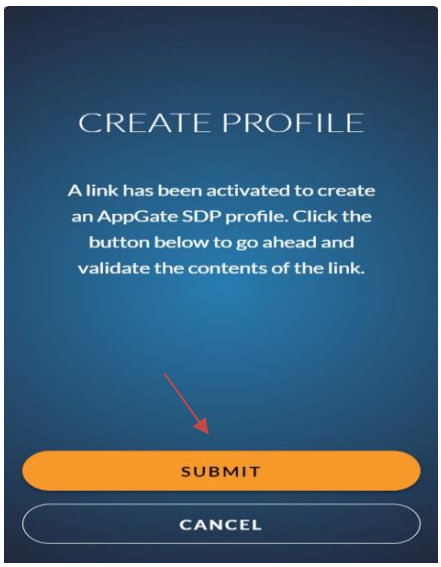
5. If a security window pops up, please click “Allow” on the first window. Then “Allow” again on the Internet Security Window



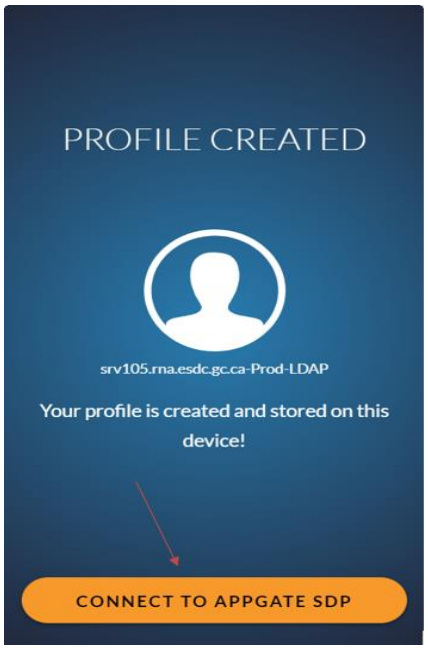
- An Internet Security Window will pop up, please click “Allow” again.



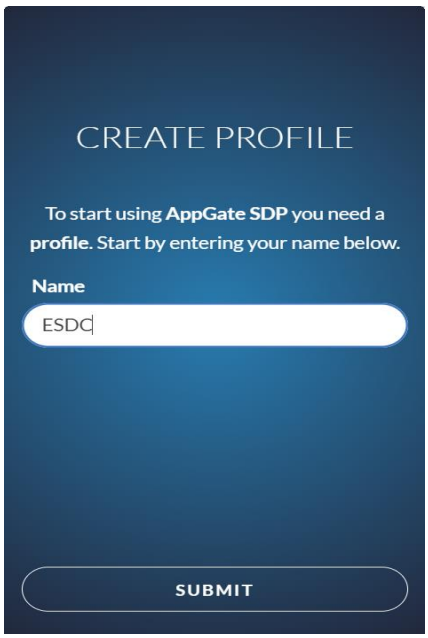
6. This should create an AppGate SDP profile. Please click the “Submit” button to continue.



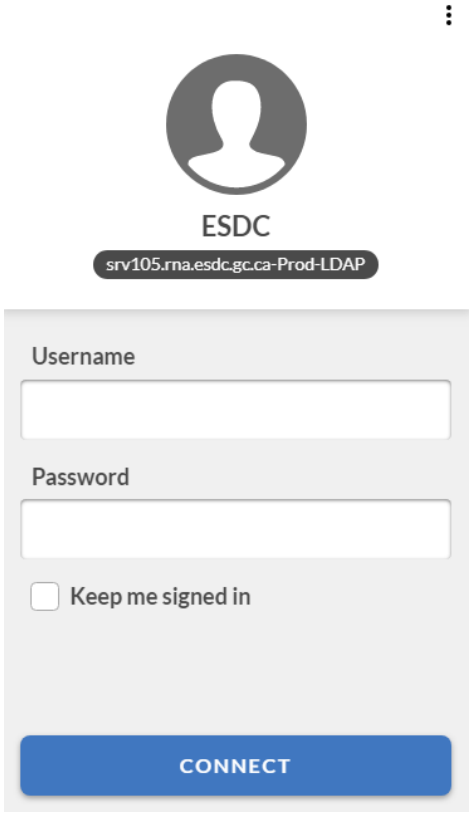
7. Once complete, a new profile with the AppGate server name pre-filled to: srv105.rna.esdc.gc.ca will appear. Click “Connect to AppGate SDP” to proceed.



8. Enter a profile a name: e.g “ESDC” and click “Submit”



9. AppGate setup is now complete! You will see the AppGate SDP login prompt shown below. Please continue to the Login section.



AppGate SDP Remote Access Connection Guide

Client Connection for Windows

The guide is comprised of two sections. The first section provides the steps of logging into AppGate SDP to establish a connection to the department network. While the second section will provide the steps to launch and configure Microsoft Remote Desktop Connection to remote to your work PC.

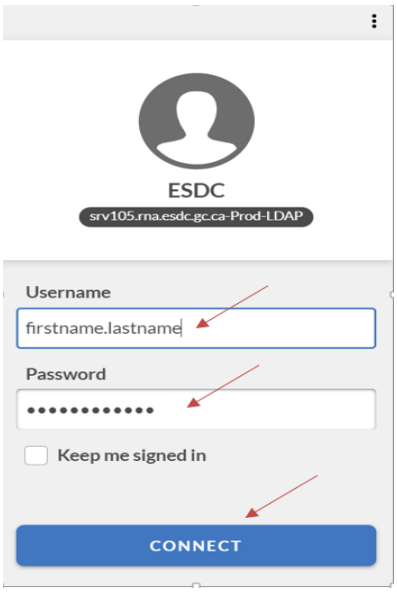
Note for AppGate SDP Remote Desktop Access user:
Due to technical difficulty, we are not able to automatically display your ESDC workstation's name, therefore, you will have to note your ESDC workstation name in advance and enter it in the following format: (e.g N10101010.hrdc-drhc.net) replacing N10101010 with your workstation name.

Section 1: Logging into AppGate SDP Client on Windows

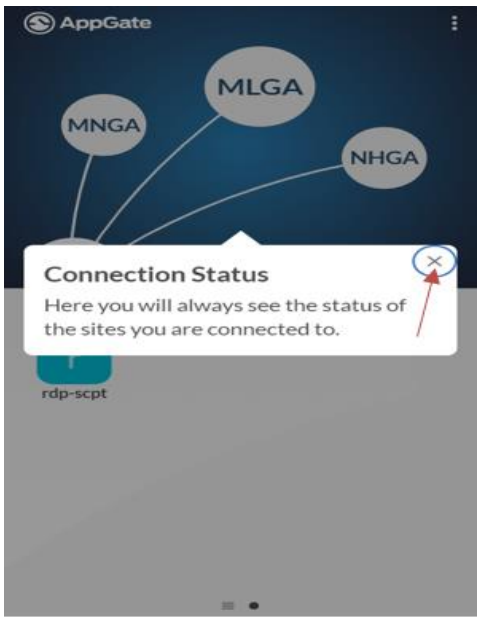
1. Launch AppGate SDP Client:

   - Go to Start > AppGate SDP > AppGate SDP

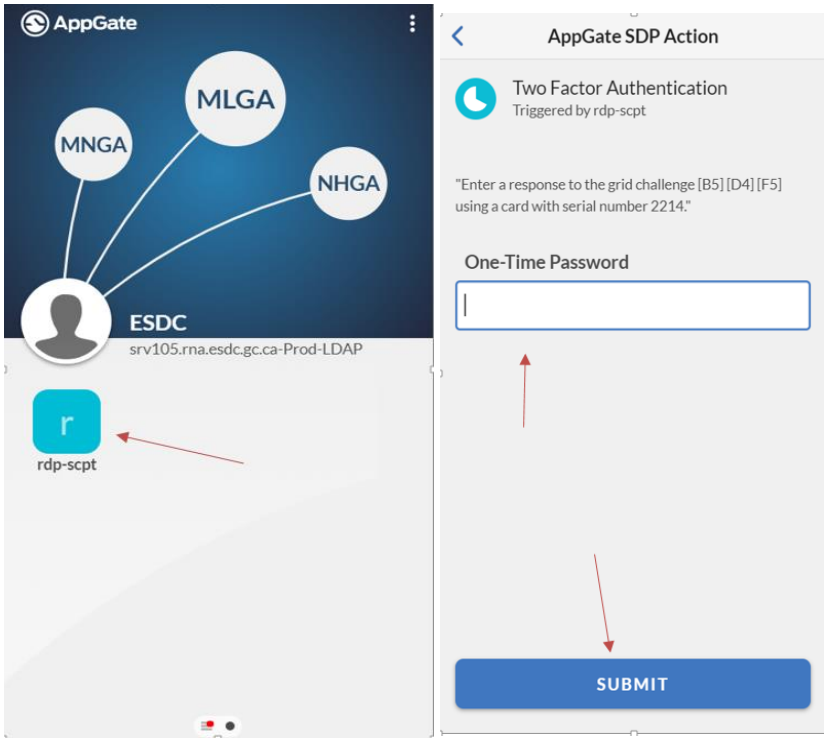
2. Log in using your domain username and password



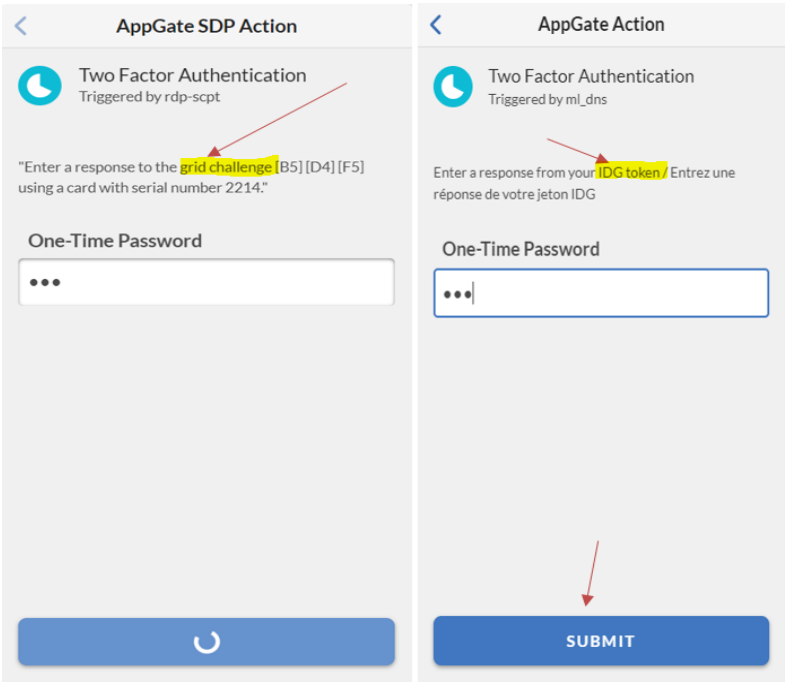
3. If this is your first time logging in, it'll bring up a few introductory tutorials. Simply click on the "X" to continue until you reach the main screen.



4. Once you have reached the main screen, you may click on any of the entitlements, previously referred to as services. This will then trigger the two factor authentication.



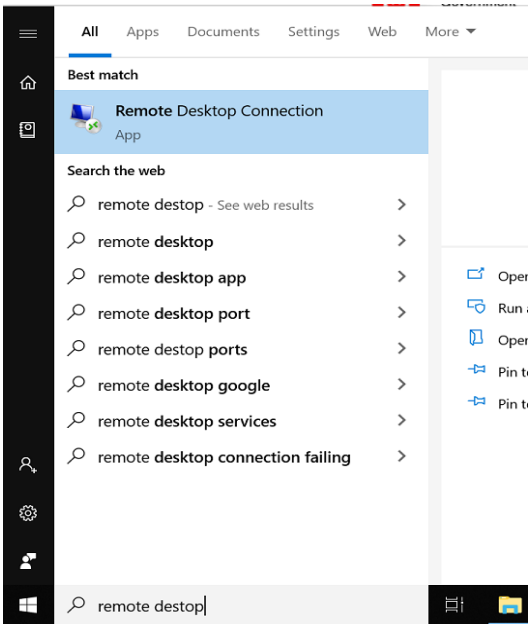
5. Go ahead and enter the One-Time Password (either e-Grid or IDG Token) then click “Submit”



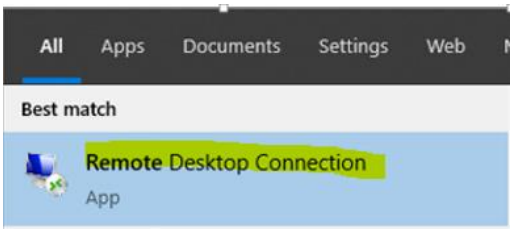
6. Once successfully logged in, you will be able to toggle back and forth from the Actions Inbox to the entitlements (services) window.

Section 2: Steps to Install, configure, and launch Microsoft Remote Desktop to remote desktop (RDP) to your ESDC workstation.

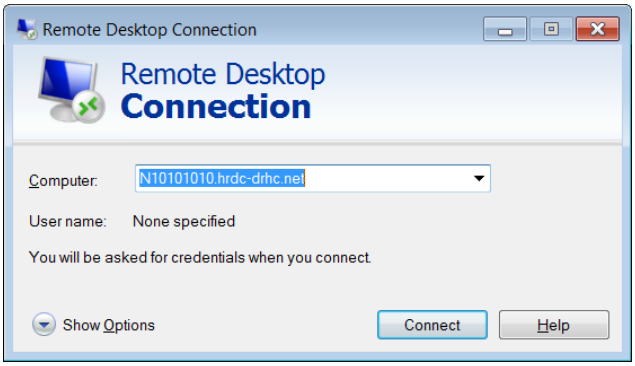
1. Launch your local Remote Desktop Connection by click the Start menu, then type “Remote Desktop”. Click on the “Remote Desktop Connection” App



2. Select “Remote Desktop Connection” App

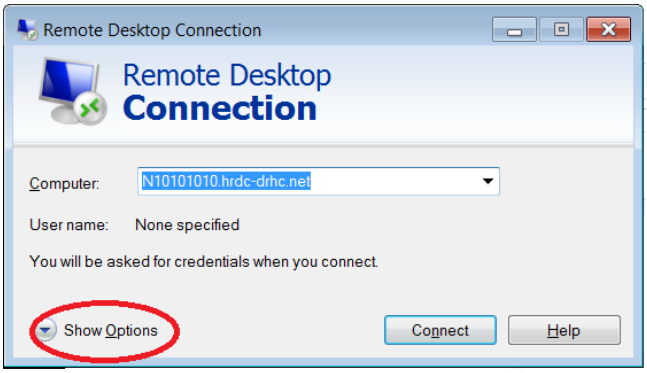


3. Enter your ESDC workstation’s name, in the format N10101010.hrdc-drhc.net, replacing N10101010 with your computer, and click “Connect”

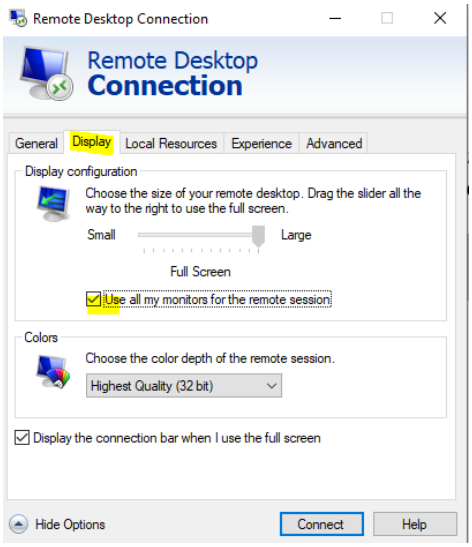


4. If you would like to use dual monitors follow the steps below. If not, please skip this step.

- *Select "Show Options"*

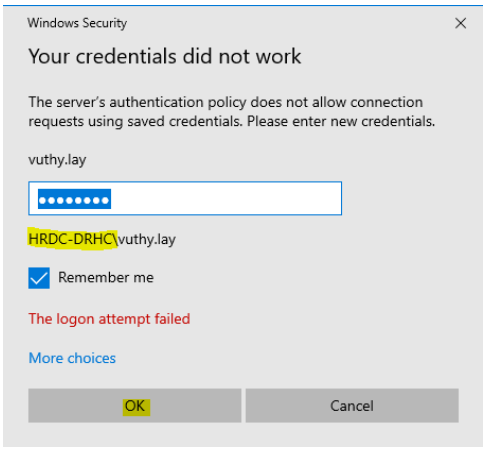


- *Select "Display" tab and select "Use all my monitors for the remote session" checked box*



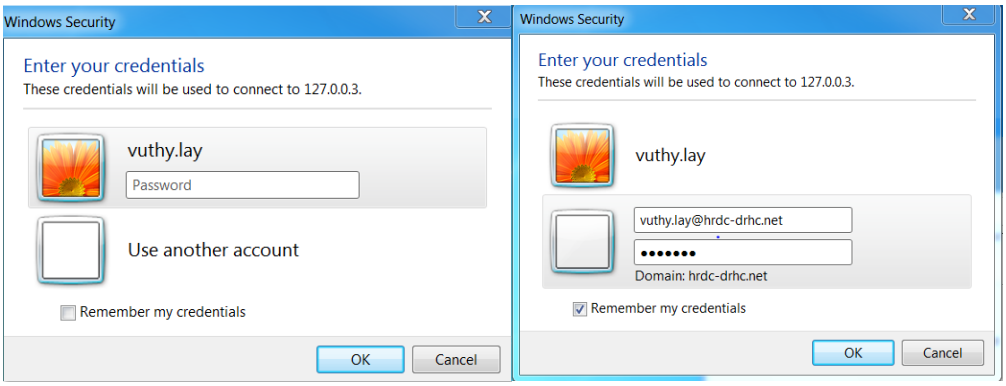
- *Select "General" Tab and select "Save" and click "Connect"*

5. Enter your domain password and select “OK”. Important Note: if you do not see HRDC-DRHC\firstname.lastname as highlighted below, click “More choices” and for username, enter firstname.lastname@hrdc-drhc.net, enter your domain password and select “OK”



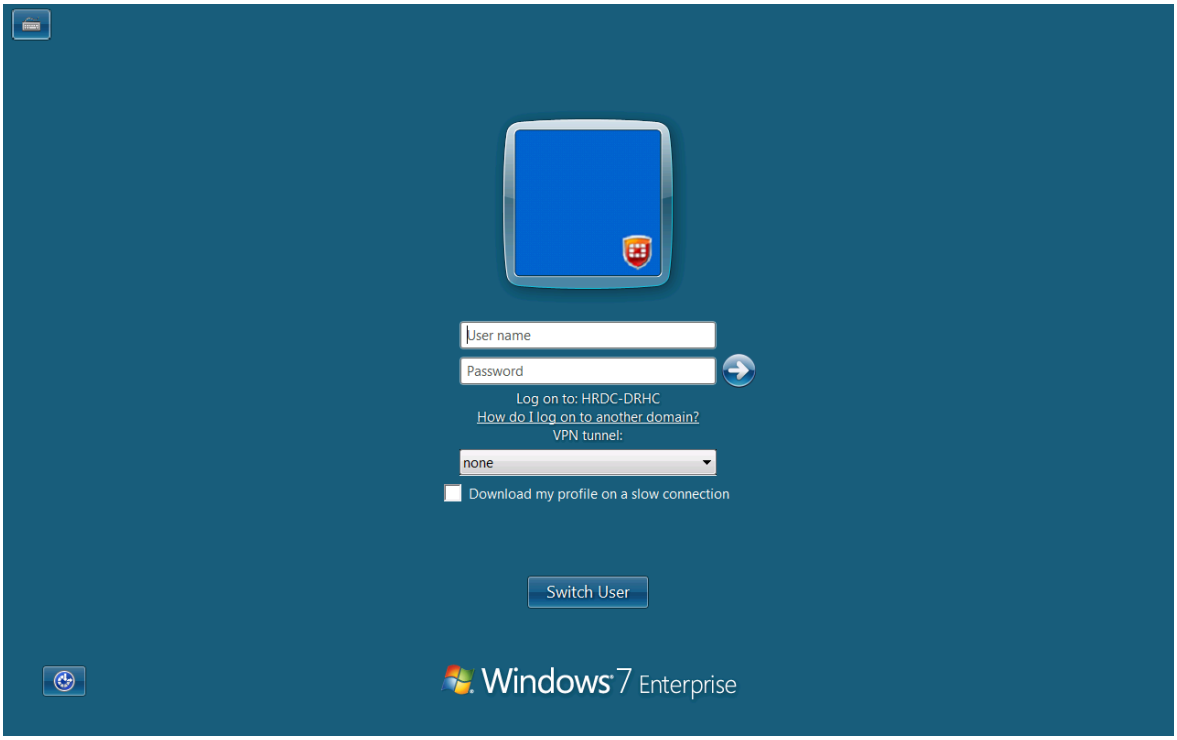
Note: if you do not see HRDC-DRHC\firstname.lastname, select more choices, enter firstname.lastname@hrdc-drhc.net, enter password and select connect.

6. Another variation of the window like the one below, select “Use another account”. Enter first.lastname@hrdc-drhc.net and your domain password. Checkbox the Remember my credentials.



7. A popup of "Verify Certificate" may appear, please check the checkbox "Don't ask me again for connection to this computer" and click "Yes" to proceed

8. Your work PC screen will then appear and ready for your login. NOTE: Please make sure that "Log on to: HRDC-DRHC" is on the screen. If not, please use firstname.lastname@hrdc-drhc.net as your username



Uninstallation

Uninstalling client from Windows

The following steps will walk you through uninstalling AppGate SDP client from your windows PC.

1. From the *Start Menu*, **open** the *Control Panel* and **double-click** on *Add or Remove Programs.*

    - *Start→Settings→Control Panel → Add or Remove Programs*

2. From the **Program list**, select *AppGate Client 11.1.2* and click **Remove**.

    - Reboot as required

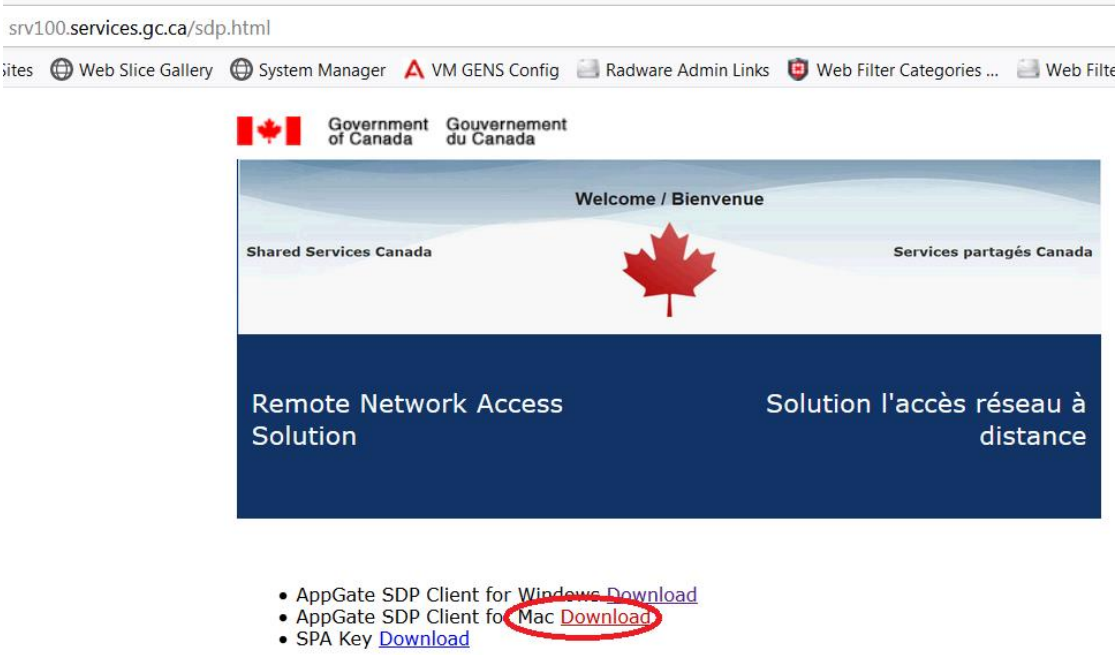
Installation Guide

Apple/Mac Client Installation Guide

This guide is comprised of two sections. The first section provides the steps to download and install the AppGate SDP client to your personal PC. The second section outlines the configuration of the AppGate SDP client.

Section 1: Download and Installation of AppGate SDP Client on Apple/Mac

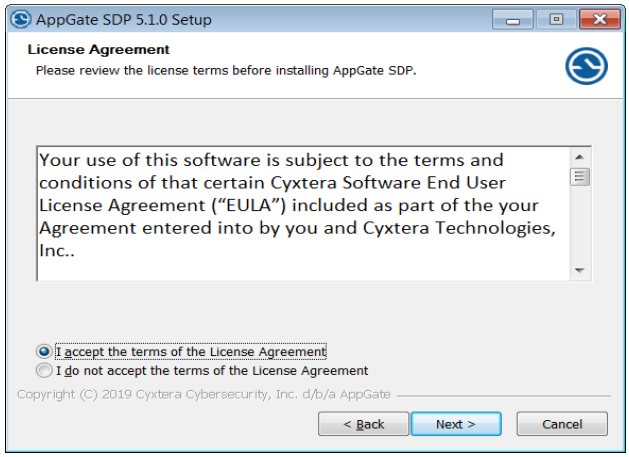
1. Open your internet browser and type the link: http://srv100.services.gc.ca/sdp.html Then click “Download” link beside AppGate SDP Client for Windows



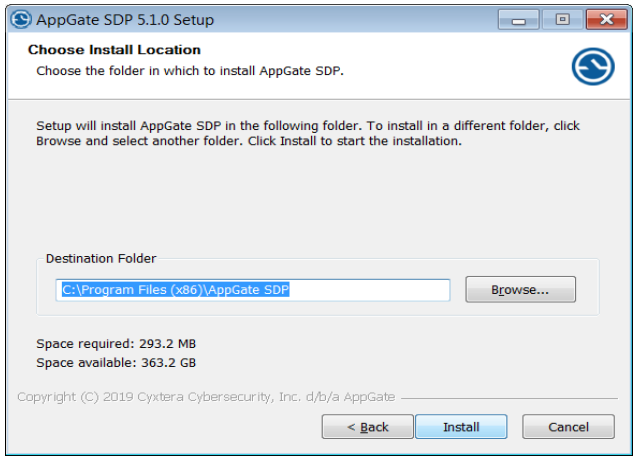
2. Once the download is complete, the “download” folder should pop up, if not, click on the “download” folder and click on the Appgate SDP file in order to install.

3. Select “Next >”

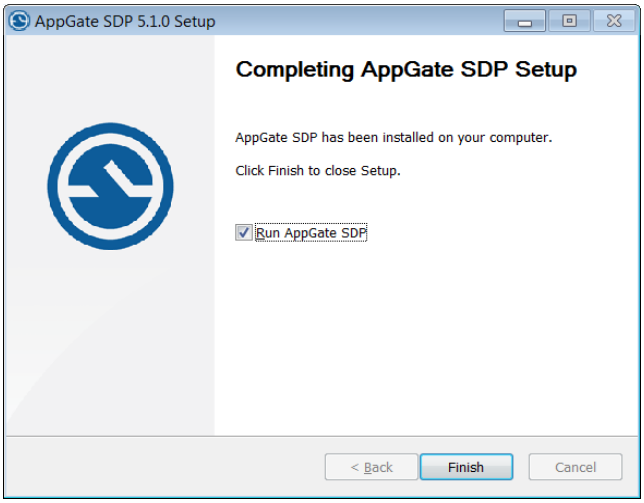
4. Select “I accept the terms of the License Agreement and select “Next >”



5. Select “Install” to continue with the installation



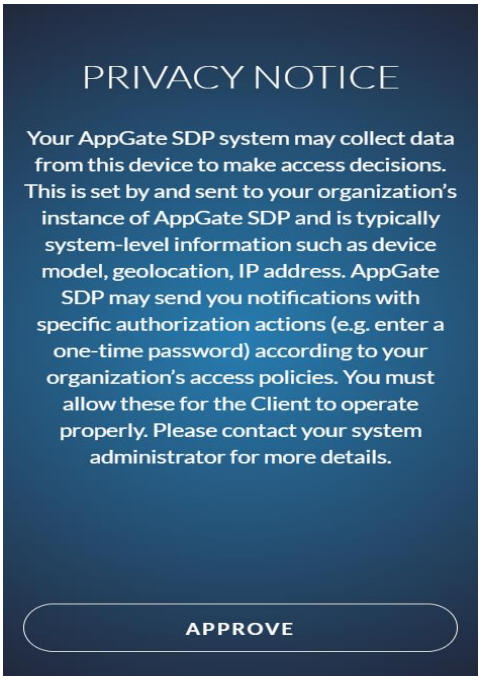
6. Select “Finish” to complete the installation and run AppGate SDP



Section 2: Configuring AppGate SDP Client to connect to the AppGate servers.

1. Click on “Applications” and click on the AppGate SDP Icon to launch the program

2. A Privacy Notice dialogue box appears at bottom right corner of your PC. Please click the “APPROVE” button



- IMPORTANT NOTE: AppGate SDP will automatically minimize itself when you click away from the AppGate SDP client window. To reopen the AppGate SDP client window, AppGate SDP client icon at the menu bar near the top of the desktop screen.
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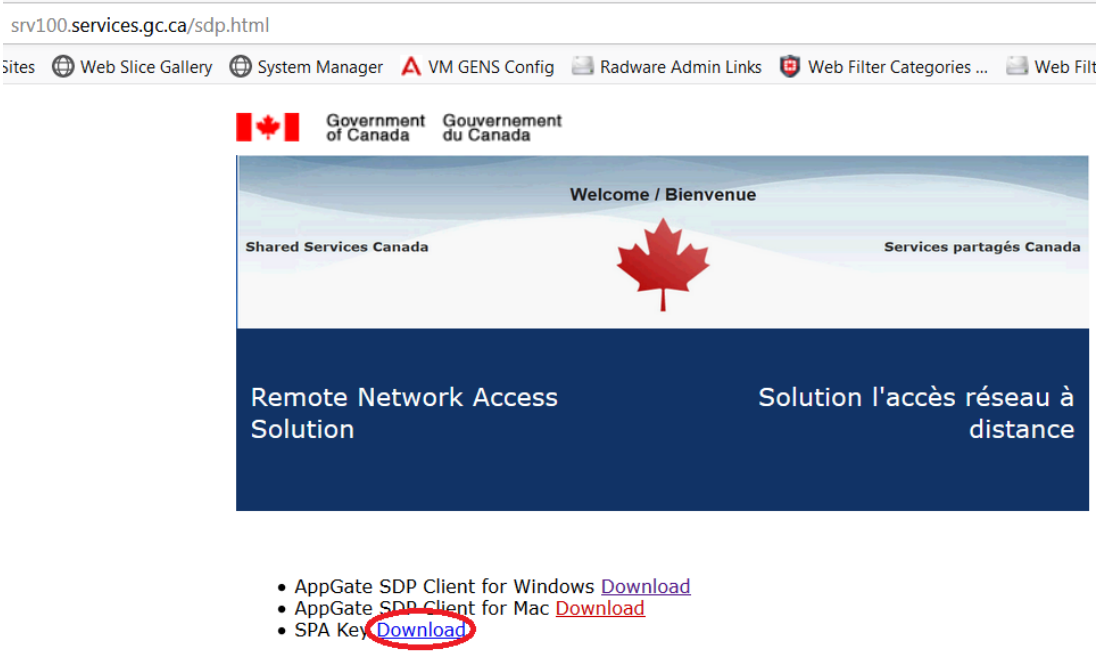
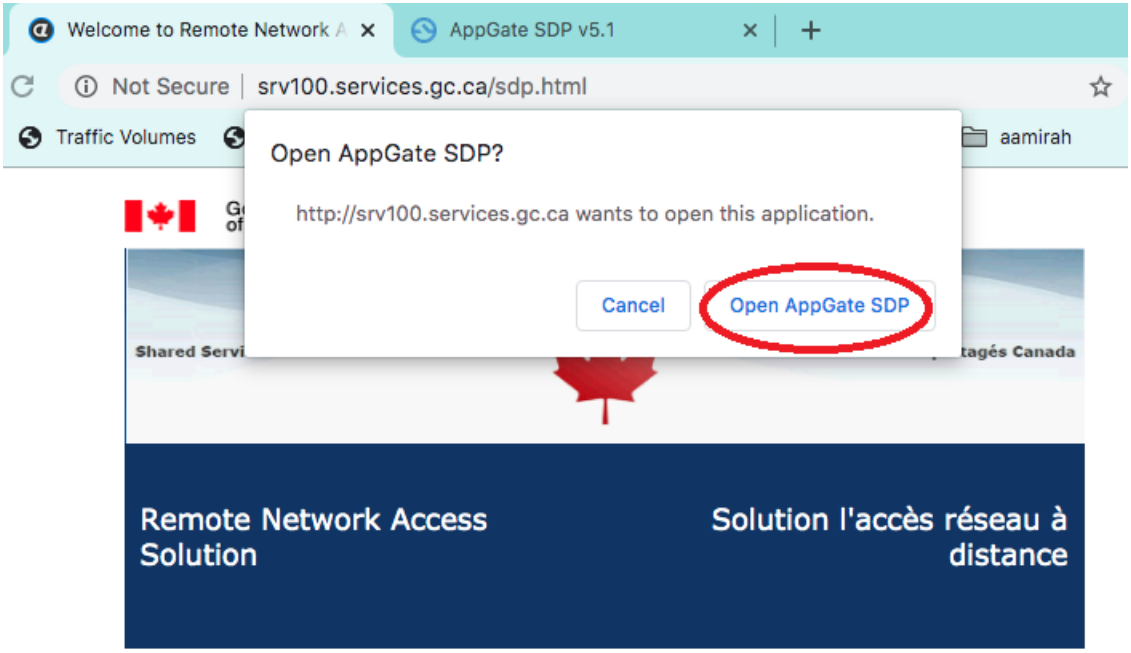
3. Please refer back to the download link: http://srv100.services.gc.ca/sdp.html and click "SPA Key Download" link

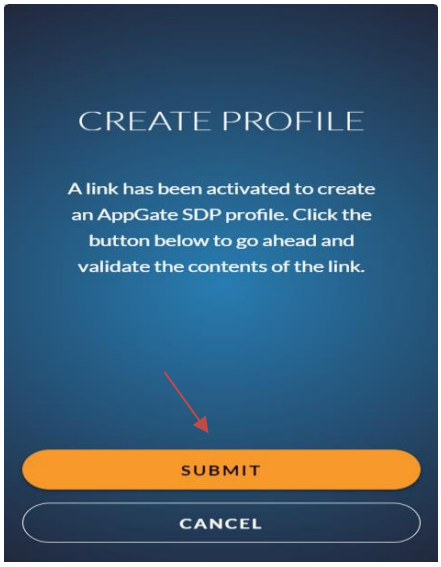


4. Click on “Open AppGate SDP”

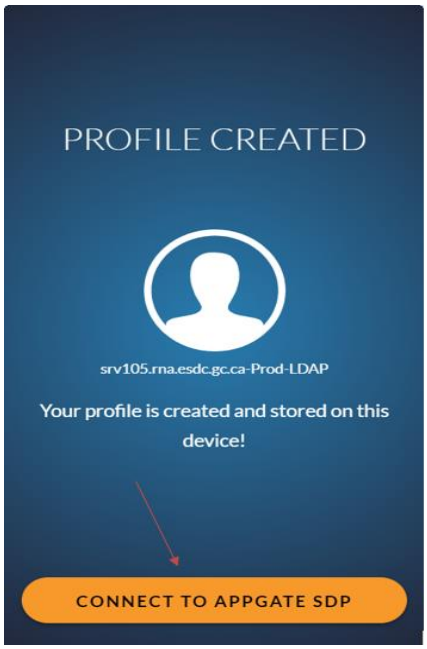


- AppGate SDP Client Download
- SPA Key Download

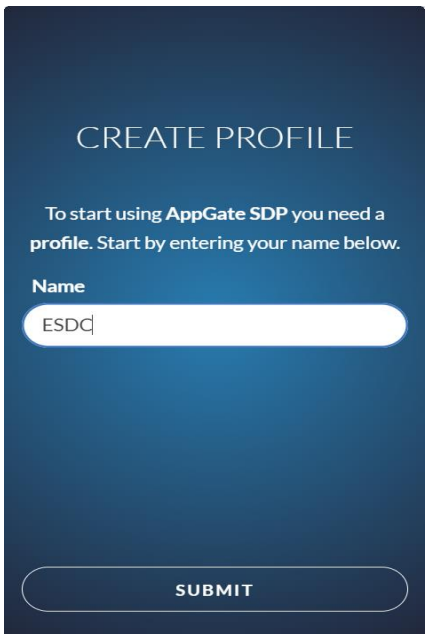
5. This should create an AppGate SDP profile. Please click the “Submit” button to continue.



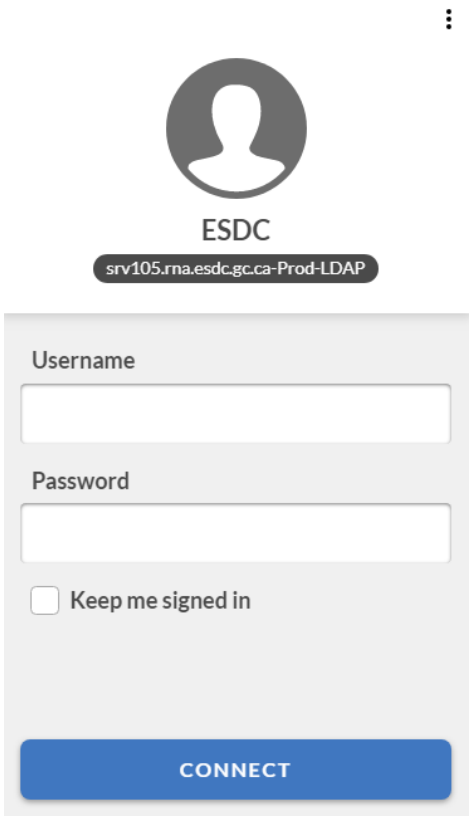
6. Once complete, a new profile with the AppGate server name pre-filled to: srv105.rna.esdc.gc.ca will appear. Click on “Connect to AppGate SDP” to proceed.



7. Enter a profile a name: e.g “ESDC” and click “Submit”



8. AppGate setup is now complete! You will see the AppGate SDP login prompt shown below. Please continue to the Login section.



AppGate SDP Remote Access Connection Guide

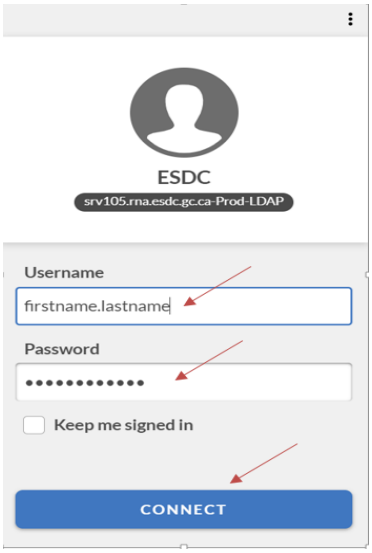
Client Connection for Apple/Mac

The guide is comprised of two sections. The first section walks you through logging into AppGate SDP client and the second section instructs the install, configuration, and use of Microsoft Remote Desktop for Apple/Mac

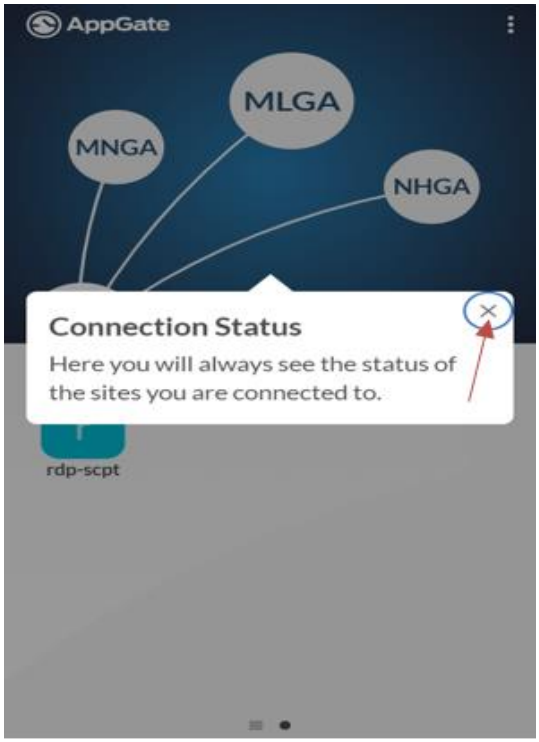
Section 1: Logging into AppGate SDP Client on Apple/Mac

1. Click on "Applications" and click on the AppGate SDP Icon to launch the program

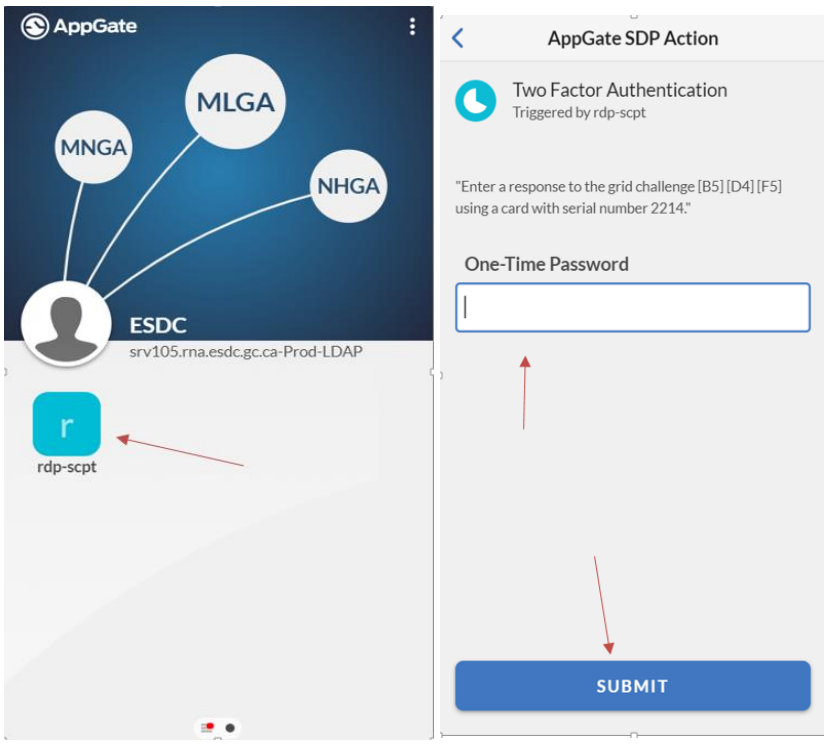
2. Log in with your domain username and password



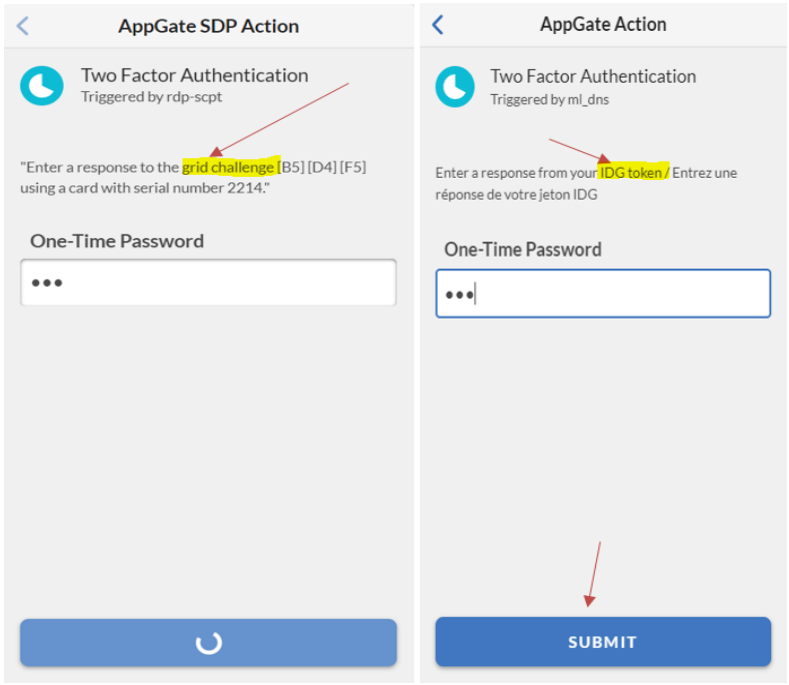
3. If this is your first time logging in, it will bring up a few introductory tutorials. Simply click on the "X" to continue until you reach the main screen.



4. Once you have reached the main screen, you may click on any of the entitlements, previously referred to as services. This will then trigger the two factor authentication.



5. Proceed with entering the One-Time Password (either e-Grid or IDG Token) then click "Submit"

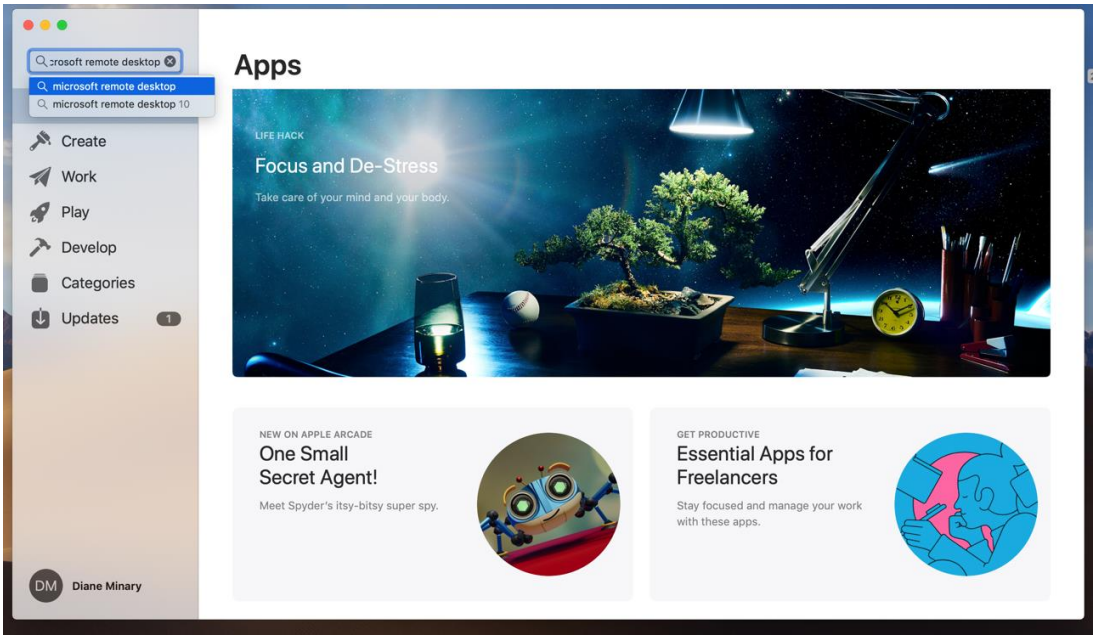


6. Once successfully logged in, you will be able to toggle back and forth from the Actions Inbox to the entitlements (services) window.

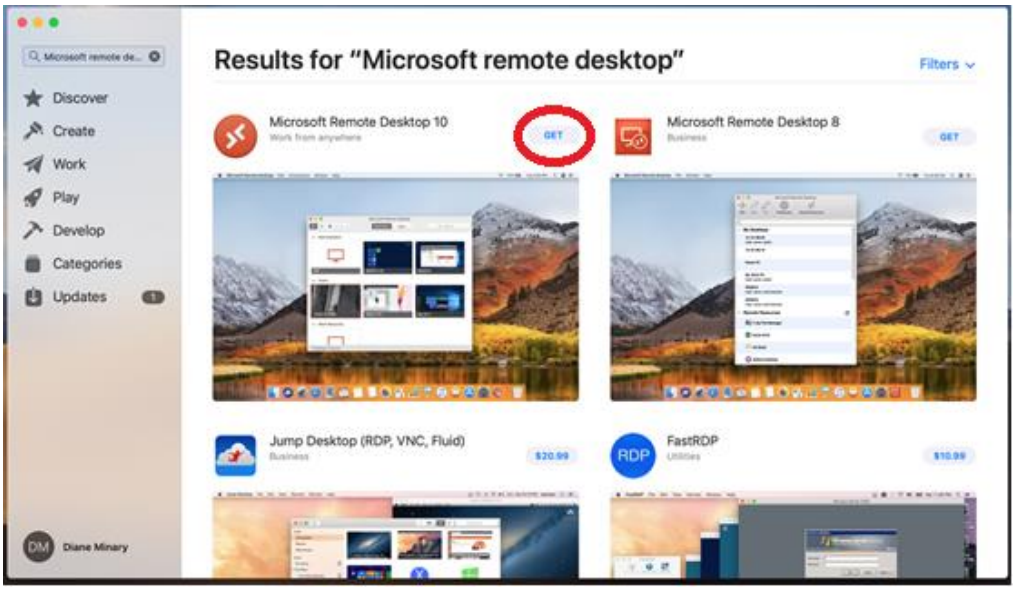
Section 2: Steps to Install, configure, and launch Microsoft Remote Desktop to remote desktop (RDP) to your ESDC workstation.

1. Launch App Store from the Dock or Finder under Applications

2. Search for Microsoft Remote Desktop

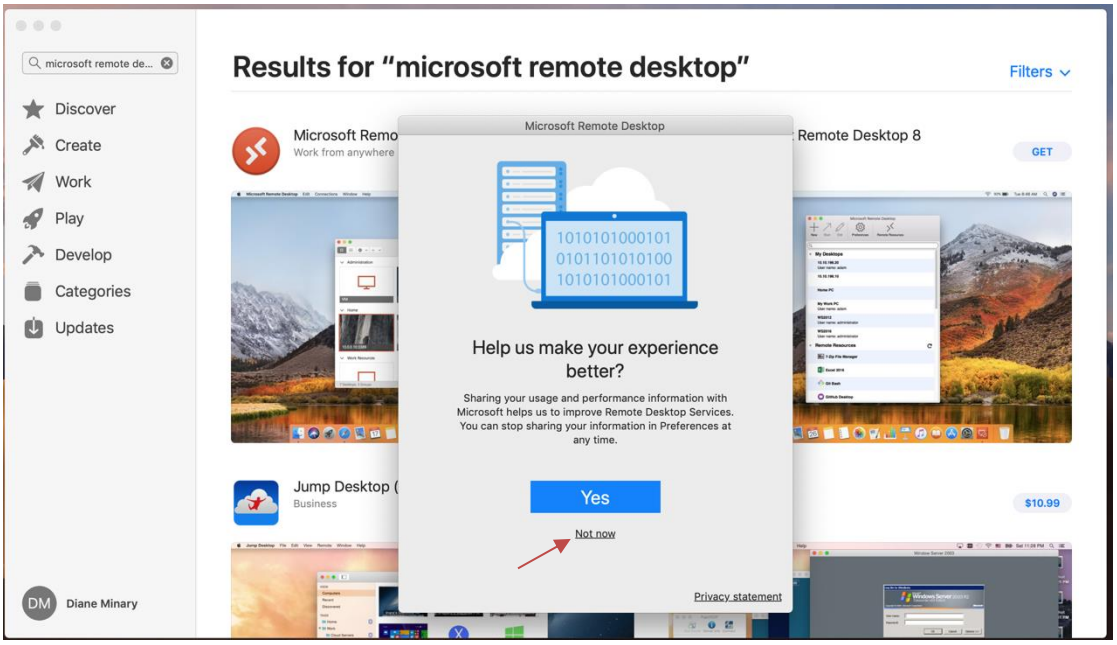


3. Find the latest version, Microsoft Remote Desktop 10, and press the “Get” button

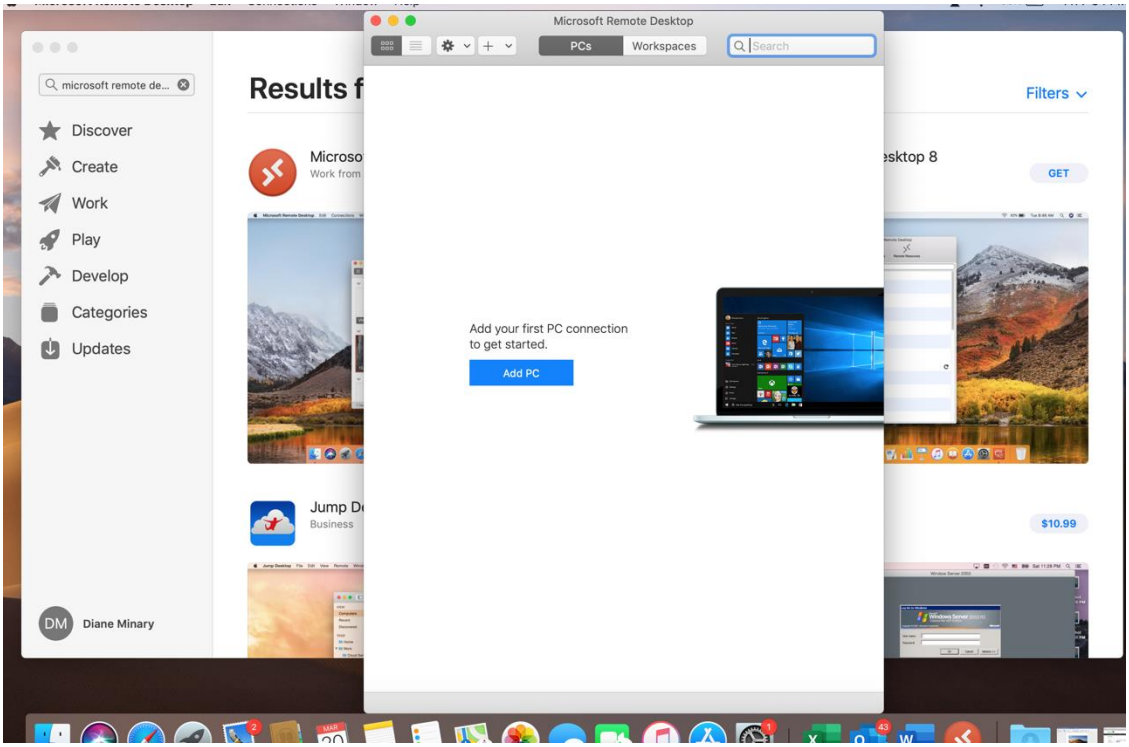


4. Your “download” folder should pop up if not, click on the “download” folder and click on the Microsoft Remote Desktop app v10 to install.

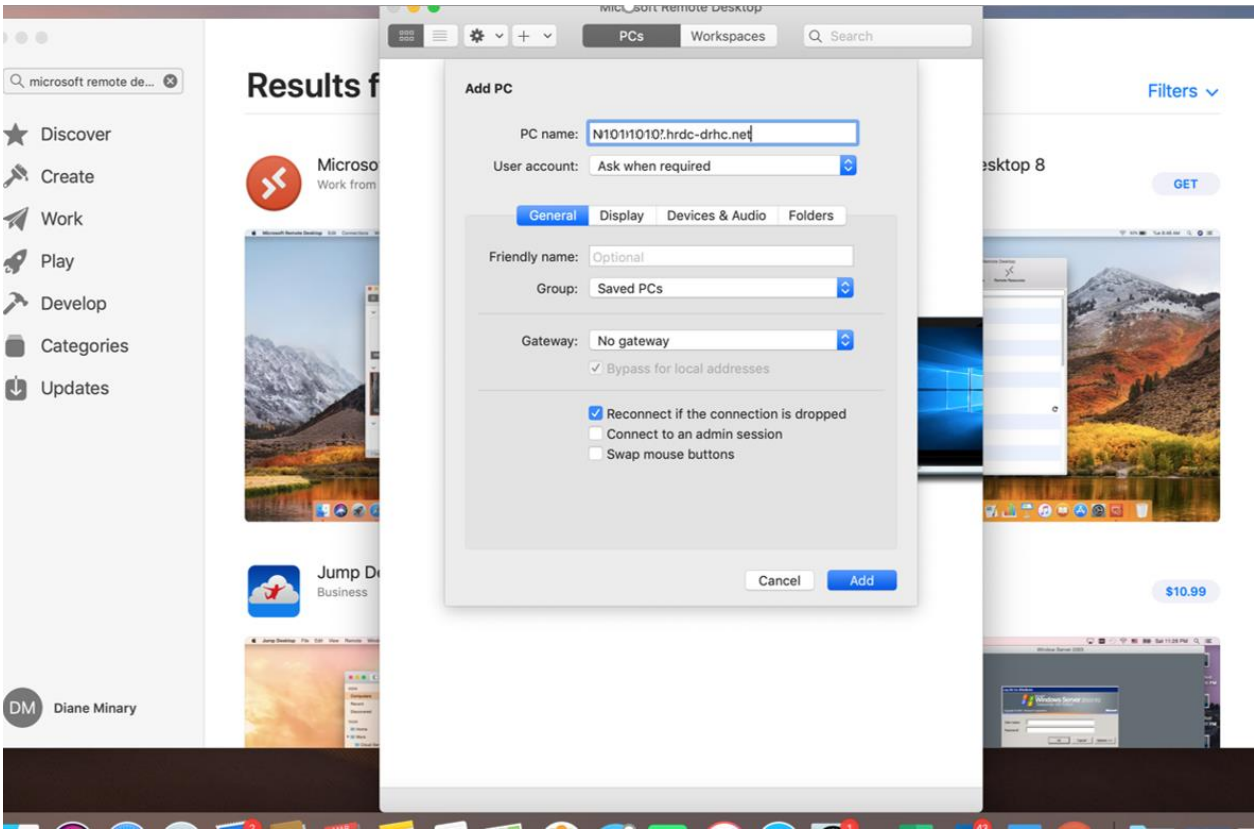
5. The Microsoft Remote Desktop app will open. Click “Not Now”



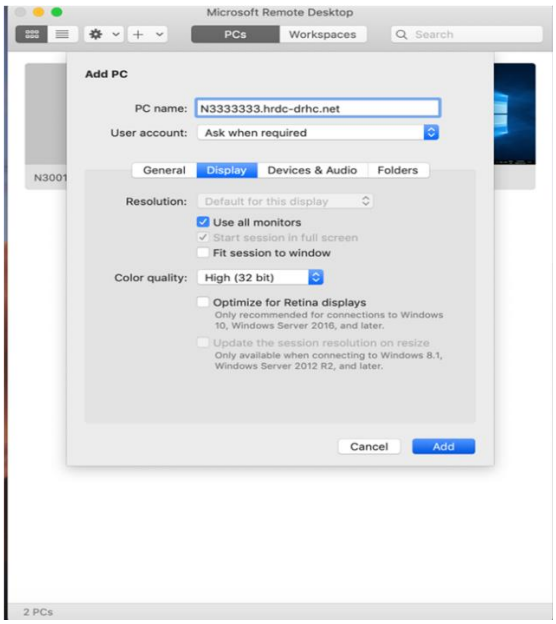
6. Click “Add PC” button to add a PC to add a new connection configuration



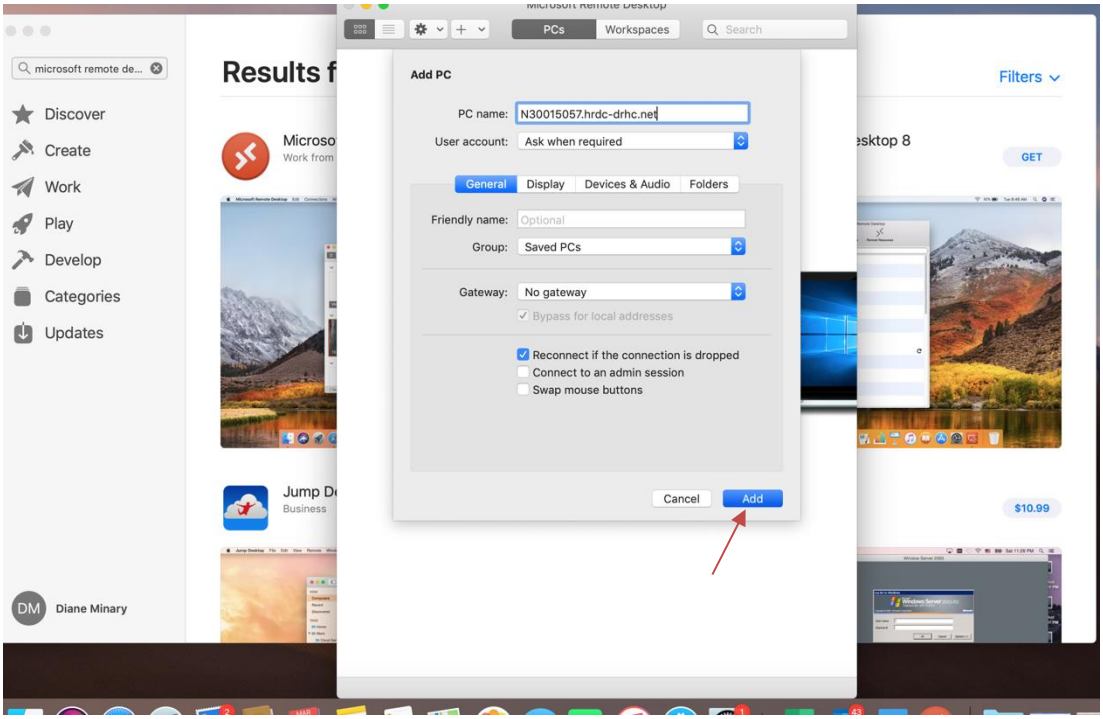
7. On the “PC name:” field, enter your computer name (ex. N10101010.hrdc-drhc.net) replacing N10101010 with your computer name.



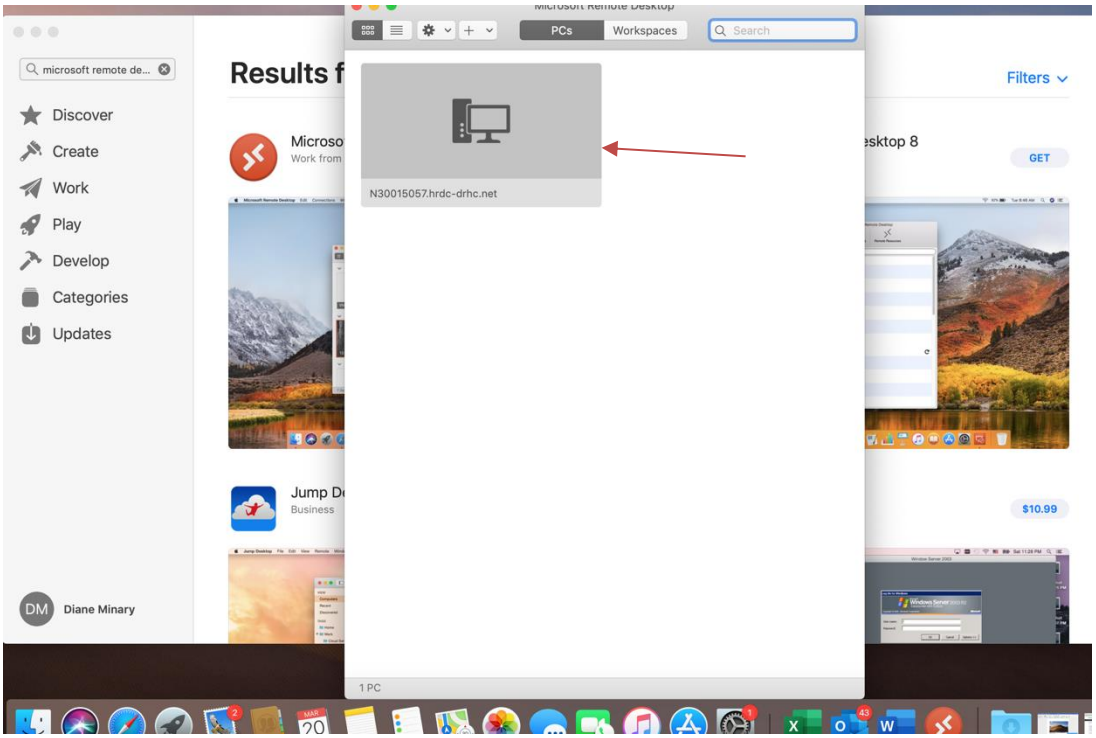
8. If you use dual monitors, click on the Display tab and tick the checkbox “Use all monitors”



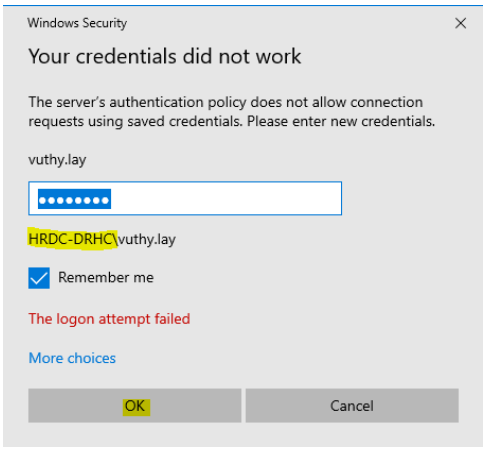
9. Select the “Add” button to save the configuration.



10. Click on the newly created Remote Desktop profile to initiate the connection

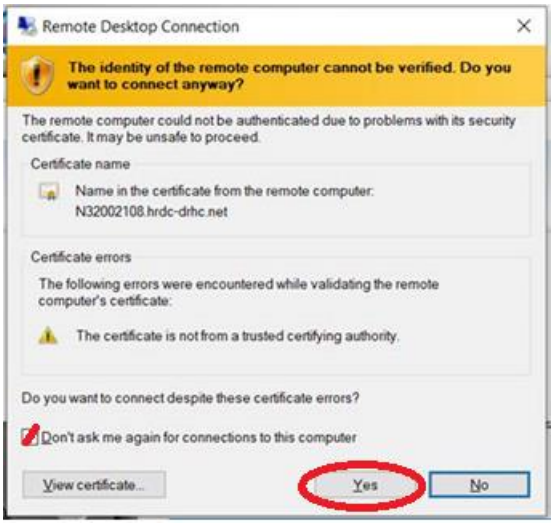


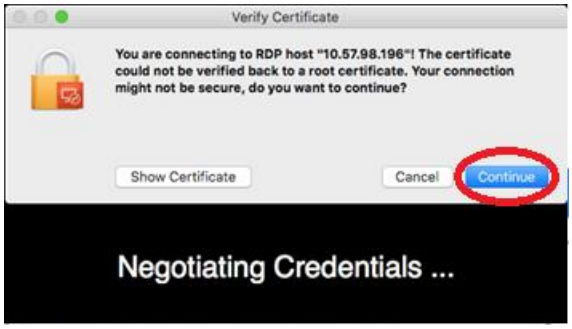
11. Enter your domain password and select “OK”. Important Note: if you do not HRDC-DRHC\firstname.lastname as highlighted below, click “More choices” and for username, enter firstname.lastname@hrdc-drhc.net, enter your domain password and select “OK”



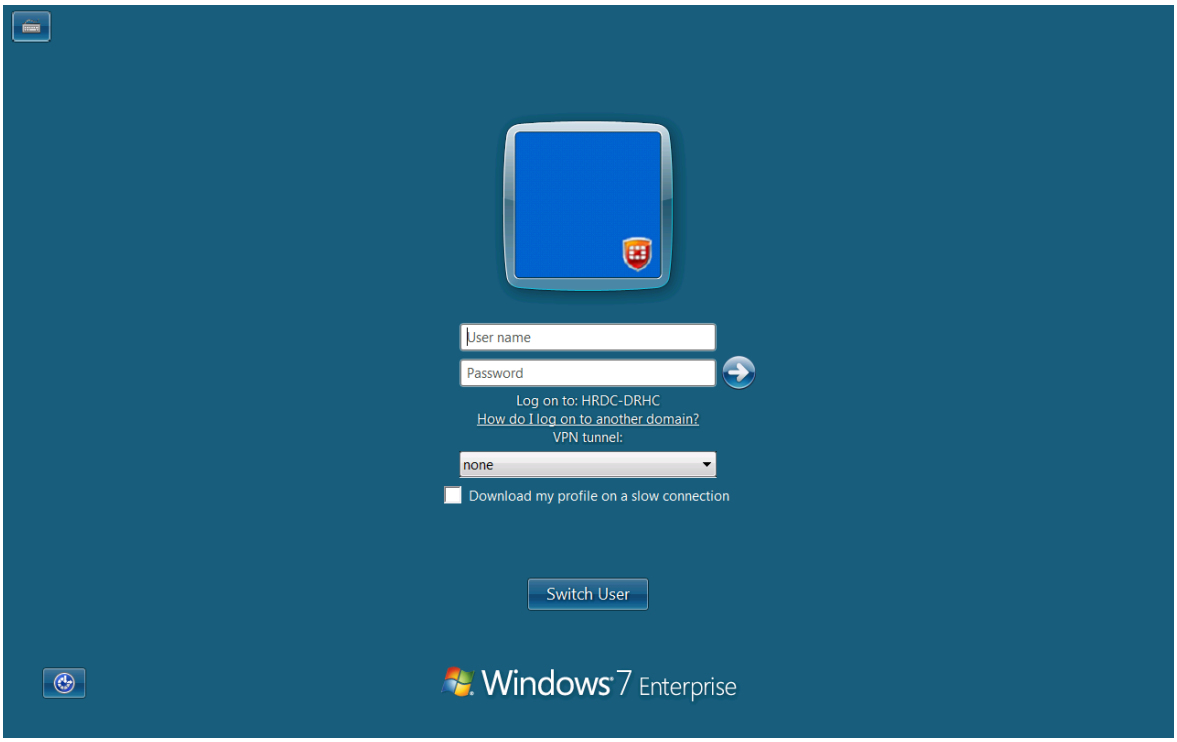
Note: if you do not see HRDC-DRHC\fistname.lastname, select more choices, enter firstname.lastname@hrdc-drhc.net, enter password and select connect.

12. A popup of Verify Certificate of different variation may appear, please either check the checkbox “Don’t ask me again for connection to this computer” and click “Yes” or “Continue” to proceed





13. Your work PC screen will then appear and ready for your login. NOTE: Please make sure that “Log on to: HRDC-DRHC” is on the screen. If not, please use firstname.lastname@hrdc-drhc.net as your username



Uninstallation

Uninstalling client from Apple/Mac

The following steps will walk you through uninstalling AppGate SDP client from your Apple/Mac.

1. Open “AppGate SDP 5.1 Installer.dmg”. The dmg file includes programs for installing and uninstalling the Client.

2. Open “AppGate SDP Uninstaller.pkg”. This will start the macOS setup wizard which will run the uninstaller app and remove the Client software.

3. When prompted: “Do you want to clear your settings on uninstallation?”, choose “Yes” if you do not plan to reinstall the software. If you plan to install again, you should choose “No”.

4. When the wizard has finished, the Client has been uninstalled.

Logging Out

Logging out for Windows

From the Remote Desktop window, when logging off, always select either “Log out” or “Restart” option from the Start menu. It is important to NEVER perform a shutdown. Shutting down your PC will not allow you to remote desktop to it afterwards. Should you have accidentally performed a shutdown of your workstation, please contact the Help Desk to see if they are able to remotely restart your workstation.

To Sign out or close AppGate SDP client:

1. Click the arrow on the taskbar tray at the bottom right of your screen. Click on the AppGate SDP icon to open the application window.

2. Click the 3 buttons on the top right of the AppGate SDP client, select “Sign Out” to sign out or “Quit” to close the application.

Logging Out

Logging out for Apple/Mac

From the Remote Desktop window, when logging off, always select either "Log out" or "Restart" option from the Start menu. It is important to NEVER perform a shutdown. Shutting down your PC will not allow you to remote desktop to it afterwards. Should you have accidentally performed a shutdown of your workstation, please contact the Help Desk to see if they are able to remotely restart your workstation.

To Sign out or close AppGate SDP client:

1. Click the arrow on the menu bar near the top right of your desktop screen. Click on the AppGate SDP icon to open the application window.

2. Click the 3 buttons on the top right of the AppGate SDP client, select "Sign Out" to sign out or "Quit" to close the application.