MSD IT Terminal Server system

Access information

The MSD IT Terminal Server system has been set up as part of the response to the increased need to work at home in the light of current UK government health advice. It is available to members of Medical Sciences Division Departments or Units needing to use a standard computer system on the Oxford University network to use University applications and resources from remote locations but do not have access to a computer configured to access University network resources.

Using a Remote Desktop Connection, you gain access to a virtual desktop that runs on a Windows server. Only the video display, key strokes and mouse movements are transmitted on the network. The data stays on the server, and the applications and programs run on the server.

This document contains information on how to access the system, and what to expect from it.

You need to register before you can access the system. To this purpose, please send an email to ithelp@medsci.ox.ac.uk with the following information:

- your name
- your department
- your University card number (barcode)
- a very brief statement indicating why you need this access
- From what type of computer you intend to access the service

1. Connect to the MSD IT Services VPN

Before accessing the MSD IT Terminal Server system, you will need to connect to the MSD IT Services VPN service: vpn.medsci.ox.ac.uk
To set up your VPN access, please see the documentation on our web site:
https://www.medsci.ox.ac.uk/divisional-services/support-services-1/information-technology/document-and-file-storage/vpn

2. Login to the Terminal Server

• from a Windows 10 computer

Click on the Start button. In the Search box, type **Remote Desktop Connection**, and then, in the list of results, click **Remote Desktop Connection**.

When you first login, you will have to enter:

- the computer address (i.e. the Terminal Server address): rdsmsd1.medsci.ox.ac.uk
- your MSD IT network username – not your University Single-Sign-On (SSO) username. Your username will need to be entered as: MSD\username (where username is replaced by your real username)
- and your MSD IT password

Your first-ever login may well take take about 30 seconds before you can start working. The subsequent logins will only require you to enter your password and should proceed much more rapidly. You can create a shortcut for the Remote Desktop Connection client and save it on your desktop or you can pin the remote desktop application to your task bar by clicking it when it is open.

- ## Login to the Terminal Server from an Apple Mac

    The Remote Desktop Connection client needs to be at least version 2.1.1

    This client is included in the package Microsoft Office for Mac. Alternatively, it can be downloaded from the Mac App Store.

    On a Macintosh, start the Remote Desktop Connection client. When you first login, you will have to enter:

    - the computer address (i.e. the Terminal Server address) : rdsmsd1.medsci.ox.ac.uk
    - your MSD IT network username – not your University Single-Sign-On (SSO) username. Your username will need to be entered as : MSD\username (where username is replaced by your real username)
    - and your password

    The first-ever login might take about 30 seconds before you can start working. The subsequent logins will only require you to enter your password, and should proceed more rapidly.

3. Logout

The safest way to end a Terminal Server session is to close and save all your open files, then logout. To this effect, we have created a shortcut on the desktop named "Logout".
Closing the Terminal Server session window using the X button at the top right of the window is risky as your session will not close properly.

4. Which programs are available?

- Microsoft Office 2016 suite is available, except Outlook
- Firefox web browser
- Nuance Power PDF

To access R12, Firefox has been configured with the correct version of Java.

To access your Nexus mail, we recommend you use Firefox, going to https://outlook.office.com/mail signing in with your usual work email address. You will then be asked your SSO credentials.

We have not provided Outlook on the Terminal server as it is very resource-hungry and would severely limit the number of people who could use the service at any time. If you want to use Outlook you should be able to do that on your own computer.

5. No access to local drives

The local hard disks, USB sticks, CD/DVD drives are not available on the Terminal Server. Similarly, the server C:\ drive is not accessible.

6. Network drives

You will have access to your F or H (home) drive and any network shared drives you have access to, as it is the case from your work computer.

7. Personal folders redirection

Files and shortcuts that you would save on the Terminal Server session "Desktop" will be in fact saved in a folder named "Desktop" on your H drive.

8. Maximum session duration

All Terminal Server sessions are limited to 8 hours. When the time limit is reached, the session will be automatically closed after presenting you with a 2-minute warning. All the applications and files will then be closed automatically. If you haven't saved open files some data may be lost. You can initiate a new session if you need to continue working on the Terminal Server.

It is advisable to close sessions before the 8-hour limit. Good practice is to close sessions when you leave your computer for more than a few minutes, e.g. when going for lunch.

9. Maximum idle time

Idle Terminal Server sessions are limited to 6 hours. When the time limit is reached, the session will be automatic closed after presenting a 2-minute warning to the user. All the applications and files will then be closed automatically. If you haven't saved open files some data may be lost.

We strongly advise you to close sessions if they would otherwise be idle for more than 10 minutes.

10. Maximum time disconnected

Closed Terminal Server sessions are limited to 3 hours. That includes sessions that are locked by the users. When the time limit is reached, a closed session will be automatically deleted from the server.

All the applications and files will then be closed automatically If you haven't saved open files some data may be lost.

11. Auto screen saver

When a Remote Desktop Connection session is idle for 5 minutes, the screen saver will be initiated. The session window will stay open, and you will need to enter your password to continue the session (the programs keep running). If the session is not resumed within 6 hours, the maximum idle time limit process will terminate the session as indicated above (paragraph 9), with possible data loss.

12. How to access your printer

You will not be able to access your work printer. You can however use a locally connected printer including printing to PDF.

13.   Customising your desktop

If you want to change the colour of the desktop background, right-click on the Desktop, select "Personalize". You can select "Desktop Background" to use a picture, a solid colour, or a slide show. You can also select your favourite font and theme by clicking on them on the left pane.

14.   Maintenance of the system

In order to maintain the system with the most up-to-date applications and security patches, the server might be rebooted during a 2-hour window: between 03:00 am and 5:00 am following a 15-minute warning, any day of the week. This is an automated process.