

Connecting to DesktopAnywhere @ Bangor

<http://desktopanywhere.bangor.ac.uk>

What is it?

DesktopAnywhere gives you access to various software packages licensed centrally by the University from any computer with an internet connection, on or off Campus. This allows you to run the software using the Universities computing power and also access your M and U drive securely when off campus. The software that sits behind DesktopAnywhere has recently been purchased by Oracle from Sun, more information about this technology can be found on the Oracle web pages <http://www.oracle.com/us/technologies/virtualization/061996.html>

What do I need to run it?

DesktopAnywhere will work on any Computer running Windows, Linux or Mac OSX. The only pre-requisites are that you have Java installed, a web browser and access to the internet.

How to Connect to DesktopAnywhere

Step 1 – JAVA

The first time you connect to DesktopAnywhere you may be required to install the most recent version of JAVA. The easiest way to ensure that you have this installed is to follow the steps detailed below. If you are certain that you have an up to date version of JAVA installed you do not need to complete these steps.

1. Open a web browser and enter the URL www.java.com
2. Click on the link "Do I have JAVA?"
3. Click Verify JAVA version
4. If there is a JAVA update available for your computer click "Download JAVA now"
5. Click Agree and Start Free Download
6. Agree to save the file to your computer. Once the download has completed double click on the installer to install the product
7. Follow the instructions presented on screen to install the latest JAVA version.
8. Click close on the final screen and reopen your web browser.

Step 2: Connect to DesktopAnywhere

Enter the URL

<http://desktopanywhere.bangor.ac.uk>

1. Click on the link at the bottom of the page "Connect to DesktopAnywhere Service"

Contact us

instead of the old Bangor directory. In order to use DesktopAnywhere, you will need to provide a password as requested by the e-mails from the Active Directory project team.

DesktopAnywhere will work on any of Windows XP/Vista, Linux and Mac OS X. The only requirements are that you have Java installed and a web browser, which most people already have. [Click here to download Java.](#)

To see what's available on DesktopAnywhere, search in the [Software Database](#).

The precise list of software will be dependant on your home department/academic school at the University.

In addition, staff can connect to the "Bangor University Staff Desktop". This gives you a computer which has Office, Firefox, Thunderbird and all the general software available at work as if you were sat at your desk, with full access to your M: and N: drives. This prevents having different versions of documents at home and at work, and also the risk of having documents on your home computer. If you have specialist software installed on your office computer, you can even arrange for you to access that from home, but it has to be left switched on. Contact our Service Desk for advice.

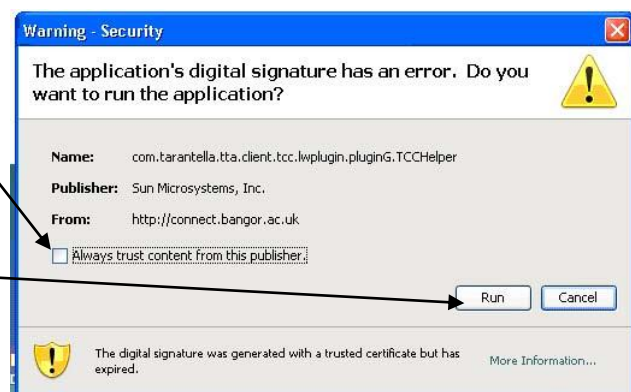
[Connect to DesktopAnywhere service](#)



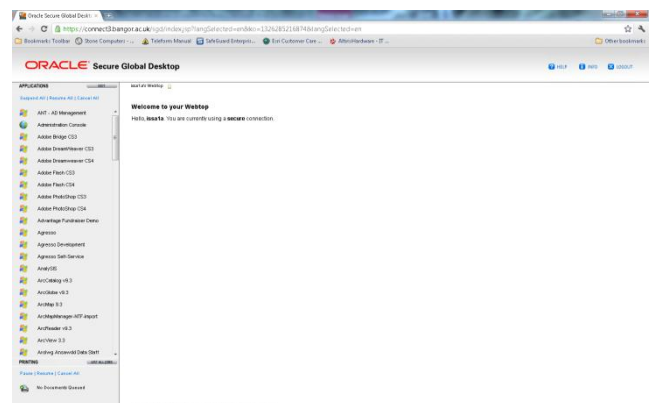
2. Login to the DesktopAnywhere service with your standard Bangor credentials

3. Place a tick in the box to prevent seeing this screen again.

4. Select **Run** on the Security Warning. If you do not allow this application to Run DesktopAnywhere will not open successfully.



5. You are now logged into your Webtop.



Step 3: Start your Application

The selection of programs that you see listed on your Webtop will be customised based on your status within the University and the Department that you are registered with.

1. Click on the Application listed on the left that you wish to access.
2. The application will be launched in a separate windows running on one of the Bangor University servers.

Additional Information

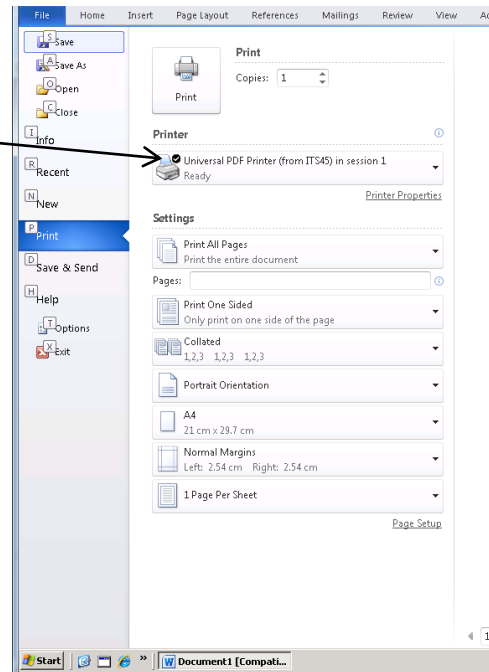
Printing From DesktopAnywhere

DesktopAnywhere will only connect to the printers connected directly to the server. This means that the majority of the time you will not see any local /network printers. To print on DesktopAnywhere you will need to create a PDF file which can then be opened any printed from any location.

1. Print as normal from any program, most programs have a File -> Print option

2. Select the option as shown

3. This will create a PDF file on your M drive.



Accessing Files with DesktopAnywhere Using M and U on DesktopAnywhere

Any files stored on your local computer will not be accessible using DesktopAnywhere. All files that you need to access will need to be stored on either M and U. If you need more information on copying files from your computer to your M/U drives instructions are available;

<http://www.bangor.ac.uk/itservices/help/workfromhome>

Accessing a Generic Bangor Desktop Using DesktopAnywhere

All staff have access to a generic desktop using DesktopAnywhere. This provides you with an interface similar to that of a new computer provisioned by IT Services; including access to software and access to M and U drives.

To access this click on Bangor University Staff Desktop linked on the left of the screen. When accessing the Bangor University Staff Desktop you will be asked if you would like a Desktop with Office 2007 or Office 2010 accessible, most new computers across the University have Office 2010 installed.

Accessing YOUR Office Computer using DesktopAnywhere

If you have specific software installed on your Office Desktop, this can be added to DesktopAnywhere so that it can be accessed off campus. In order for your desktop to be available when you are away from your desk using DesktopAnywhere your computer will need to be running Windows and powered on.

Your desktop will not be available by default on DesktopAnywhere - you will need to submit a helpdesk request including the hostname and location of your computer so that it can be configured as required.

Common / Known Issues With DesktopAnywhere

Popups are Blocked in Web Brower

When starting DesktopAnywhere there are a number of prompts appearing as popups, that require user input. You need to ensure that popups are unblocked for *.bangor.ac.uk in your web browser settings.

Windows Firewall

Windows Firewall must be configured with port 443 open. This is a default setting for most firewalls. However if you have ZoneAlarm or Norton Firewall installed this may prevent DesktopAnywhere from communicating. Refer to your Firewall documentation for opening port 443 if you are having problems using DesktopAnywhere.