





# **Remote Access Services**

# **Frequently Asked Questions**

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# 1. Introduction

The Remote Access Services (RAS) system provides you with access to the applications, files, data and tools you need to do your job from over the internet any location outside of your TD primary office location.

This guide will provide solutions to several of the most common RAS issues, and will answer many frequently asked questions about RAS, and is divided into the following sections:

- 1. Frequently asked questions
- 2. Common issues encountered while using the remote access service
- 3. Connection experience and timeout charts

For general assistance with any question or issue not covered in this document, please contact your regular TD service desk.





# 2. Frequently Asked Questions

## 1. What userid and password do I use to log into TD RAS?

Use your the domain userid and password that you normally use to log into your work computer. It is necessary to log into the web page in order to gain access to the TD RAS system and your applications.

# 2. When I run applications from the applications web page, where are those applications really running? Have they been installed on my PC?

Applications actually execute on dedicated Citrix XenApp servers located in TDBFG's computer complexes. Although they generally look and feel as if they were locally installed, only the screen updates, keystrokes, and mouse actions are transferred.

# 3. When I run applications from the applications web page, how can I transfer a file from TDBFG's network to my local computer?

From any application, you may perform a "File-Save As". You will notice several drives available to you, with names like "V: Client C\$", etc.

These are actually your local "C:" drive, and "D:" drive, respectively. The system automatically "maps" your local drives to your applications so that you can access or transfer files between your local computer and the application server where your application is running.

**Important Note:** The answer above applies only to corporate access (VPN) users. For security reasons, you cannot save any files or data to your local PC when running Citrix-based applications via RAS on your home PC or other device which has not been issued to you by TD.

From any application, however, you may perform a "File-Save As". You should any drives or home directories which normally map when you are logged into your TD desktop (e.g., your P: drive). You may save files and data to those drives.

Please note that the drives listed as C: and D: are the local drives of the Citrix XenApp server to which you are connected, and not your PC. If you save data to those drives, you will be unable to access it again.

### 4. On the applications web site, I see a button called "Refresh ." What is this?

The "Refresh" button is rarely needed, but it's there for you to manually refresh the list of applications in your web page without requiring you to log back into the site. This may be required if you are provided access to new applications after logging in.





Ensure that you follow each of the steps outlined in section 3.3 of the "Using Citrix Guide" document. The TD RAS website must be in the Trusted Sites list, and all firewall and personal security software must fully trust the TD RAS site in order to run applications from the TD RAS web page.

# 6. When I click on an application icon from the applications web page, I'm asked to download the file. How can I run these applications?

Important Note: This issue applies only to home users. Do not attempt the steps below if you are a Corporate Access (VPN) user.

You must download and install the Citrix client before running any applications from the TD RAS website. Follow the steps below to download and install the Citrix client software:

a. Select the "Messages" tab, as shown below:

D Ban	k Group			
Applications	Messages 🛈	Preferences 🤝		
Logged on as: burk	Logged on as: burkea3			

b. Select the "Click here to obtain a client" link near the bottom of the Messages page.

oplications	Messages 🕕	Preferences 🗢	
ged on as: bur	kea3		
Messages			
Important I	nformation:		
* If you see site to your	an orange colored y Internet Explorer Tru	eld sign with an excl sted Sites List.	amation in the middle of the Messages Tab then you need to follow the instructions liste
** If you ge	t the following error		
"Error in IC/ contact you	file the line "doc typ r metaframe adminis	e html public" -//w3 trator".	c//dtd html 4.01 transitional//en <sup>- "</sup> <u>http://www.w3.org/tr/html4/loose.dtd</u> " was encountere
Then you n button to e	eed to click on the Pr nsure that your selec	eferences Tab, choos tion will be maintain	e Connection Preferences, Client Settings, Change Client, and ensure that Native Client is ed.
Questions? If you enco	unter any issues requ	iring immediate assi	stance then please call your servicedesk and advise them you are using the G20 RAS Site.
Enterprise S	ervice Desk: 1-866-66	8-7777 Wholesale Se	ervice Desk: 416-982-5668 Wealth Service Desk: 1-866-271-3366
We are alw	ays happy to receive <b>y</b>	our feedback; pleas	e send an email to mailto:rasfeedback@td.com.
Showing 1 m	nessage(s)		
	ation		
	and the state		
A newe	r version of the client	used to access your	applications is available.

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c. Select the check box, then click the "Download" button.

Ingrade Client		
A newer version of the	ative client is available. Click <b>Download</b> to up	grade.
By selecting the ch	ck box, you confirm that you have read, unde	rstand, and accept the <u>Citrix license agreement</u> .
🕹 Download		

d. Select "Run," as shown below, then follow the on-screen instructions to install the Citrix client.







# 3. Common issues encountered while using the Remote Access Service

The section below provides advice and solutions to several of the most common issues encountered while using TD RAS.

## Your laptop freezes or RAS connection hangs (Corporate Access/VPN Users Only):

In general, this was an issue with the old version of the RAS client software installed on your TD laptop computer. A new version of the software was installed your computer prior to deployment of this version of TD RAS that has largely solved this problem.

If your laptop freezes or your RAS connection hangs once while using TD RAS, save your work to your local computer (if possible), then reboot your computer and log in again using the steps outlined in section 2.

If you continue to experience frequent or intermittent freezing or hanging issues, please call your service desk. The support representative will assist you in troubleshooting your specific issue, and will provide you with a solution.

### When attempting to sign into RAS, you receive a "Page Cannot Be Displayed" error.

This error may sometimes be received when the RAS system is down or undergoing maintenance. Check the "News and Information" section on the RAS landing page (shown in section 2.1) for any messages about scheduled or unplanned outages.

More often, however, "Page Cannot Be Displayed" errors are received as a result of the settings on your local computer or internet browser. The solutions to the most common of these issues are as follows:

### Check that your internet connection is functioning

Whenever you encounter issues while attempting to connect to TD RAS, it advisable to ensure that your internet connection is running properly. Browse to a common website such as Google to confirm that you have connectivity to the internet.





Important Note: The solution applies only to home users. Do not attempt the steps below if you are a Corporate Access (VPN) user.

Add the TD RAS site to the Internet Explorer Trusted Sites list:

a. From the "Tools" menu, select "Internet Options," as shown below



b. Select the "Security" tab, then the "Trusted Sites" (green check mark) icon, followed by the "Sites" button.

elect :	zone to view or change security settings
Ciect c	
Inte	rnet Local intranet Trusted sites Restricted sites
	Trusted sites
~	trust not to damage your computer or your files. You have websites in this zone.
Secur	ity level for this zone
Allo	wed levels for this zone: All
	Hedium     Prompts before downloading potentially unsafe     content     Unsigned ActiveX controls will not be downloaded
	Enable Protected Mode (requires restarting Internet Explorer)
	Qustom level Detault level
	Reset all zones to default level



c. In the free-text field "Add this website to the zone," type https://\*.tdbank.ca, then click "Add." Select "Close" to return to your Internet Explorer page.



# Ensure that your personal security software is configured to accept connections from ras.tdbank.ca

If you run anti-virus software, a hardware or software firewall, or any other type of personal security software on your computer, you must ensure that the RAS website is fully trusted by that software or device.

# When attempting to sign into RAS, you receive an "Access Denied" error, or have a problem with your account or SecurID token:

Ensure that you follow the steps outlined in sections above carefully, and that you select "Yes," "Allow" or "OK" to any dialogue boxes or security prompts displayed during the logon process.

If you still receive an "Access Denied" error, wait for your SecureID token code to change (this will take up to 60 seconds) and attempt to log on once again.

If you are still unable to log on, please call your service desk. The support representative will assist you in troubleshooting your specific issue, and can reset your SecureID token, your password, or reset your account if it has become locked.

# Logging into or using TD RAS takes a long time

The most common issues with respect to slowness while logging into or using RAS are related to the speed of your internet connection or home network. As noted above, browse to a common website and click on several links to test the speed of your internet

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If your internet connection is normal and you continue to experience slowness while accessing TD RAS, please call your service desk. The support representative will assist you in troubleshooting your specific issue, and will provide you with a solution.

# 4. Connection Experience and Timeout Charts

The charts below demonstrate the type and quality of experience you should expect when connecting to RAS.

# 4.1. Connection Method

Connection Method	<b>Connection Quality</b>	Experience
Wired at home	****	No drops expected
Wireless at home	****	Intermittent disconnects may occur
Aircard, fixed location	***	Dependent on location. Regular
		disconnects may occur
Aircard, in transit	*	Drops will occur as you move from one
		cell tower to another

# 4.2. Capabilities Based on Connection Type

Connection Type	Capabilities
TD-provided laptop	Printing
	Copy & Paste of information
	<ul> <li>Upload and Download of files</li> </ul>
	Full access to the TD Network
	Full access to applications
Home computer	Printing
	Copy & Paste of information between applications
	Full access to applications
Internet café, airport kiosk	Printing
or hotel business centre	Copy & Paste of information between applications
	Full access to applications
Mobile device (iPad,	Printing **
smartphone or similar)	<ul> <li>Copy &amp; Paste of information between applications **</li> </ul>
	Full access to applications

\*\* Not all Mobile devices support this feature





# 4.3. Timeout Settings

Timeouts have been implemented in order to preserve resources and to minimize the risk of locking your accounts or losing data. If we allowed users to stay connected indefinitely, TD would have to provision additional licenses and servers. If sessions were allowed to run indefinitely, your accounts would be locked out when passwords where changed. Fortunately, most of the timeout values are quite generous and the vast majority of users will not be inconvenienced, even if they work 12 hour days.

# 4.4. Timeout Types

There are four types of timeouts: session, inactivity, disconnection and traffic. Session timeouts limit how long you can stay connected from the time you start the session. Inactivity timeouts disconnect you if no keyboard or mouse activity is detected for a period of time. Disconnection timeouts limit the time that your session will survive after you lose connectivity. Traffic timeouts limit the time that your session will survive if there is no application data flow.

# 4.5. Connection Scenarios

As stated in the introduction, there are multiple timeouts in effect. You may or may not be affected by any particular timeout value depending on your connection scenario.

# a. Internal

You work in a TD office or branch and use Citrix applications from the internal application portal (appsonline.tdbank.ca).

# b. TD Provided Laptop (Trusted device)

You work from home, a hotel or certain TD locations (which do not have a direct connection to the TD network) and log onto <u>https://ras.tdbank.ca</u> using a RSA token. You have been provided a TD laptop or desktop with the necessary TDRAS software installed.

# c. Home PC (Un-Trusted device)

You work from home or other location across the Internet and log onto <u>https://ras.tdbank.ca</u> using a RSA token. You have a home PC or you use a public computer.





# 4.6. Timeout Specifics

## a. Citrix Session

Applications launched from the internal or TDRAS application portal will be automatically logged out after 2 days.

## b. Citrix Inactivity

Applications launched from the internal or TDRAS application portal will be automatically logged out after 6 hours of no keyboard or mouse activity.

## c. Citrix Disconnection

Applications launched from the internal or TDRAS application portal will be automatically logged out if you lose connectivity.

### d. VPN Session

Trusted laptop connection to the TD network is limited to 12 hours after logon.

### e. VPN Inactivity

Trusted laptop connection to the TD network will be terminated after 4 hours of no keyboard or mouse activity.

### f. VPN Traffic

Trusted laptop connection to the TD network is limited to 8 hours if no application data is passed to or from the TD network.

### g. Internal Application Portal Session

The internal application portal (<u>https://appsonline.tdbfg.com</u>) session is limited to 90 minutes. Citrix applications already running will not be terminated by the application portal timeout, but the user will have to log back into the portal to open additional applications.

### h. TDRAS Application Portal Session

The TDRAS application portal (<u>https://ras.tdbank.ca</u>) session is limited to 12 hours. Citrix applications already running will not be terminated by the application portal timeout, but the user will have to log back into TDRAS to open additional applications.