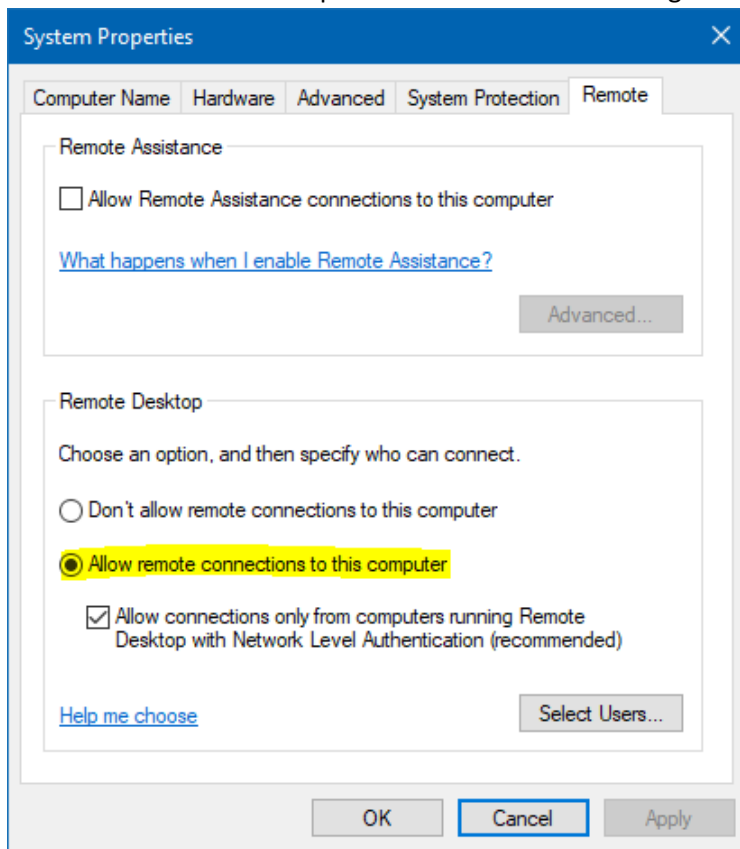


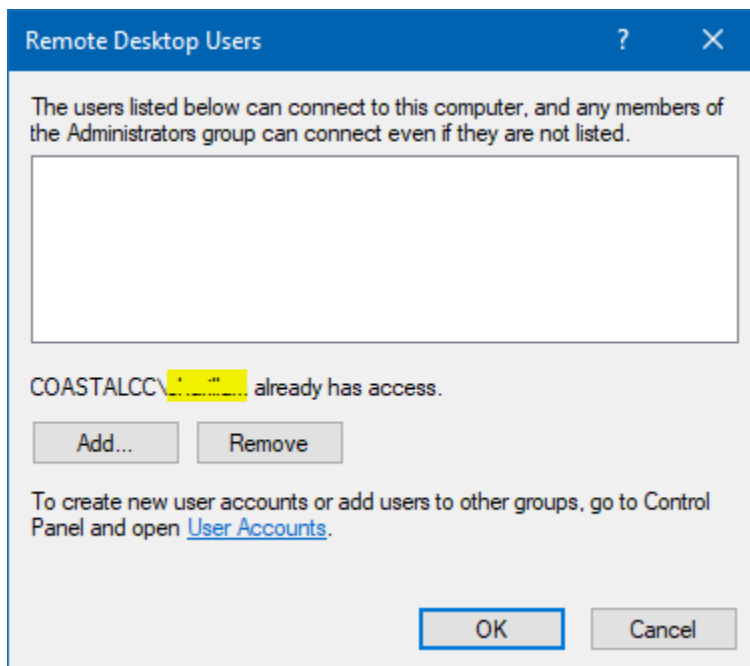
PREREQUISITE

The destination CCCC computer needs to allow incoming remote desktop connections from the user.



The firewall will typically open the correct port. Remote Desktop Services starts automatically.

Click the *Select Users...* button.



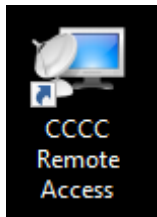
If the user does not already have access, click *Add...*

INSTALLATION/CONFIGURATION

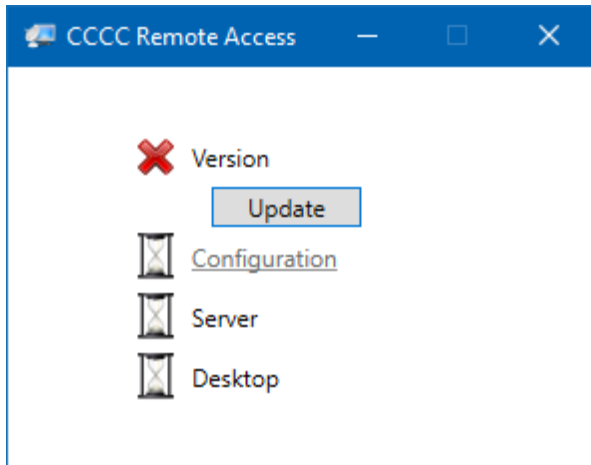
- These steps are from the perspective of the remoting device.
- The installation is user-based so it needs to be done while logged on as the user that will be connecting remotely.

Install CCCC_Remote_Access.msi

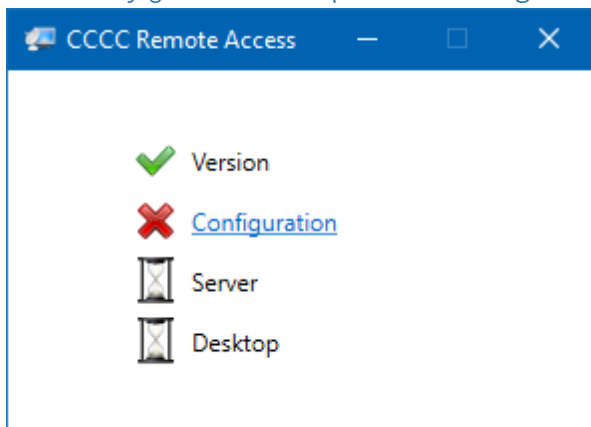
Launch from Desktop or Start Menu.



Install any required updates.



Click *Configuration* to open the configuration window.



Fill in steps 1 through 3.

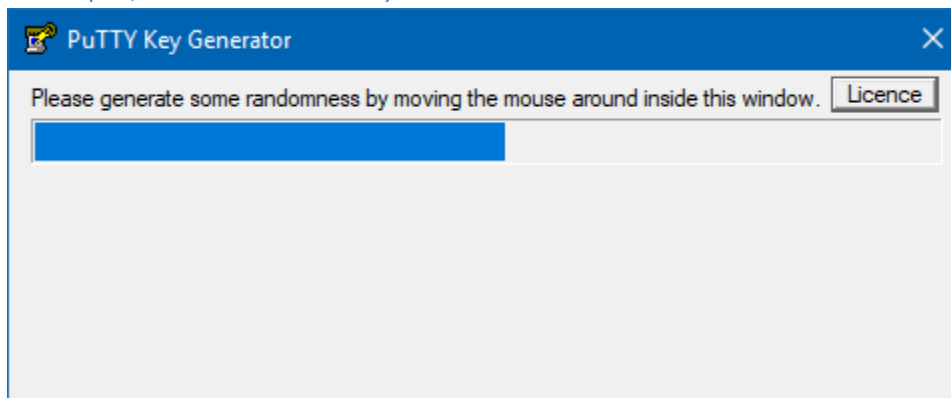
The screenshot shows a 'Configuration' window with the following sections:

- 1. Username**: A text input field with the prompt 'What is your CCCC username?'.
- 2. Destination**: A text input field with the prompt 'What is the destination CCCC computer?' and a checkbox labeled 'Span All Monitors' with the subtext 'computer name or IP address'.
- 3. Your Device**: A text input field with the prompt 'Enter a brief description of the device you are currently using:' and an example 'e.g. home pc, work laptop, home laptop'.
- 4. Encryption Key**: A text area with the text 'The key will be generated by another program. The process is mostly automated.' and a 'Generate Key' button.
- 5. Register**: Text instructions: 'Submit the [CCCC Remote Access Registration](#) form. You will be notified when your registration has been processed. Please do **NOT** click the Connect button before then.'
- 6. Verification Codes**: A checkbox and a text input field.

At the bottom left, it says 'v1.6 / 152.27.34.205' and at the bottom right is a 'Close' button.

- An option for remote desktop to Span All Monitors appears if there are multiple monitors on the device.

At step 4, click *Generate Key*.



Move the mouse randomly around inside the window.

At step 5, click the link to open the registration form in the browser.

5. Register

Submit the [CCCC Remote Access Registration](#) form.
 You will be notified when your registration has been processed.
 Please do **NOT** click the Connect button before then.

Submit the registration form.

CCCC Remote Access

Registration Form

What organization do you work for?

Coastal Carolina Community College

Other...

What is your CCCC username?

What is the destination CCCC computer?

case sensitive computer name or IP address

Enter a brief description of the device you are registering:

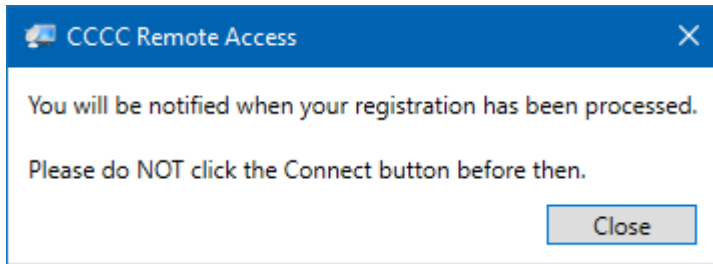
e.g. home pc, work laptop, home laptop

What is your generated public key?

```
AAAA3NzaC1yc2EAAAABJQAAQEAgdWfMsoFLcThZQJICG5psy351nhR2tBAcFFZsSX
sKSFkAyTodUvV1gABWkMy0Jk4bZsivH1U2epAAaSHsqVzstbyF6lGVFwoXLnCKzPIUR
mXlwEbK+HJGWeuHcHthXJ1V0S/hP7Ysj1rfEKgz7D0HNN6pSwW1LRv1erpStxM8vty
V5sqI1+X4DlPT7gQU/wmuM11ENE3LfkDQx6LWAjdYmTHhJv9Qg/bnfYR5ERxv1xBcw7
6FWTkxjNRgokiuP17+qBSUKMqjZF15Vfc1MX62E4Fk/b3HFQ0i1hvi3iM9Mjfcub5kB
wWTo2Zq+u+J0hjS5M0z4whySSW78Y0hzl0w==
```

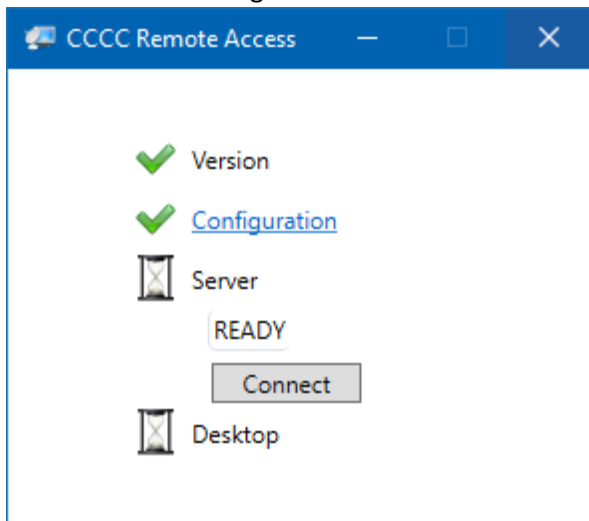
Close the browser tab.

Close CCCC Remote Access.



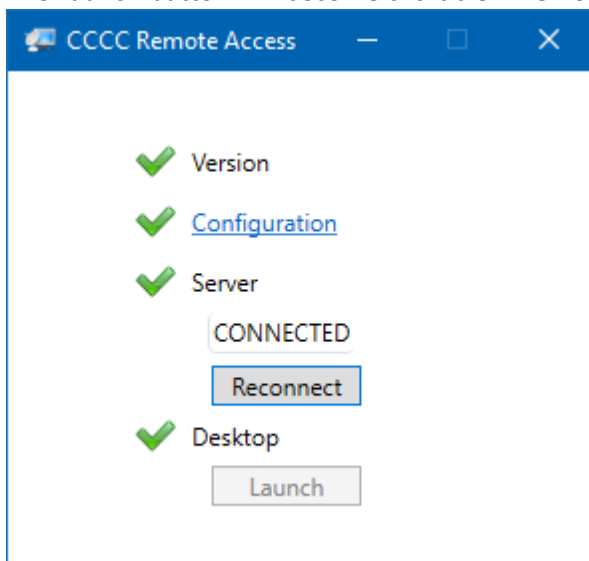
Once approved, click *Connect*.

The button will change to *Reconnect* once connected.

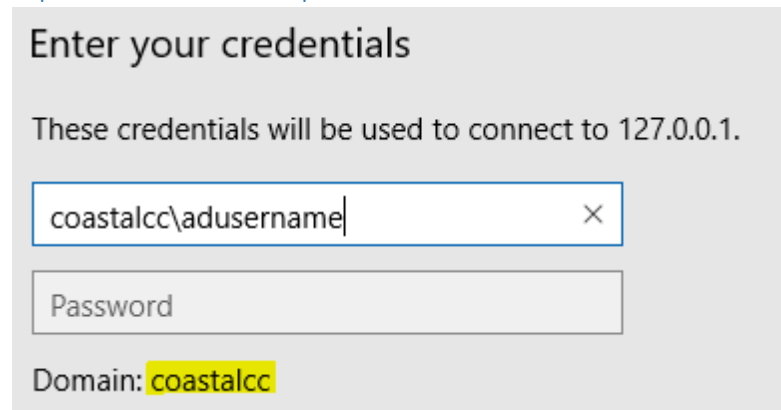


Remote Desktop will automatically launch once connected.

The *Launch* button will become clickable if Remote Desktop is closed.



Input username and password.



Enter your credentials

These credentials will be used to connect to 127.0.0.1.

coastalcc\adusername ×

Password

Domain: coastalcc

- If the domain does not show as *coastalcc*, prefix the username with *coastalcc*
- This excludes HVAC or other non-domain users.

TROUBLESHOOTING

The bottom of the Configuration window displays the external IP of the user.

Click on *Server* to open the Session Console window.

In Console: *Network error: Connection timed out*

The server has banned the IP address or either end is having connectivity issues.

"Insufficient Privileges on remote computer."

The user is not in a local group on the destination computer that allows incoming remote desktop: Administrators or Remote Desktop Users.

"It appears that outgoing TCP port 22 is restricted. The next connection attempt will use an alternate port.

An external firewall is blocking access to the remote server. If the next connection fails, put in a ticket for further troubleshooting.