Ericom AccessNow™

HTML5 Access for Microsoft Remote Desktop Protocol (RDP)

Administrator’s Manual

Version 9.1
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ABOUT THIS DOCUMENT

This manual provides instructions on how to install and use Ericom AccessNow to connect to virtual desktops and Terminal Servers from within HTML5 compatible web browsers. Follow the instructions in this manual and start enjoying the benefits of Ericom AccessNow within minutes!

This manual includes the following information:

- Overview of Ericom AccessNow
- Preparation and installation procedures
- Usage instructions
- Troubleshooting and FAQ

This manual assumes that the reader has knowledge of the following:

- Enabling RDP on Windows operating systems
- Firewall configuration
- Web server administration

Important terminology used in this document:

- RDP – Remote Desktop Protocol. A remote display protocol developed by Microsoft. RDP is a standard component of Microsoft Windows.
- RDP Host – a Windows system that can be remotely accessed using Microsoft RDP, such as a Terminal Server (RDS Session Host) or Windows workstation with remote access enabled.
- HTML5 – a new update to the HTML specification. Extends HTML with new features and functionality for communication, display, etc.
- WebSocket – a bi-directional, full-duplex communication mechanism introduced in the HTML5 specification.
- SSL – Secure Sockets Layer is a cryptographic protocol that provides communications security over the Internet.
1. **OVERVIEW**

Ericom AccessNow provides end-users with remote access to Windows desktops and applications from any HTML5 compatible web browser. Any browser that supports HTML5 canvas can be used as the client. HTML5 WebSockets is typically required for AccessNow, however, this requirement is removed when AccessNow is used in conjunction with the Ericom Secure Gateway.

AccessNow provides the following benefits:

- End-users can access and interact with Windows desktops and applications from any device that has an HTML5 compatible web browser
- No need to install or configure any software on the end-point device
- No need to perform updates or patches on end-point devices
- Works on platforms that only support web applications, and do not allow application installation, such as Google Chrome OS
- Consistent look-and-feel on any platform that has a HTML5 compatible browser
- Remote Windows desktop and applications can be seamlessly integrated with other web-based applications and portals
- **As of version 3.0, Access Server includes Ericom PowerTerm™ WebConnect’s Terminal Server component package: Load balancer agent, Remote browser agent and Terminal Server agent**

*Ericom AccessNow* is comprised of three installable components:

- Ericom Access Server (*WebSocket server*) that is installed on, or next to the RDP hosts
- (Optional) A collection of web resources (HTML files, CSS, JavaScript, images, etc.), which are installed on a web server
- (Optional) Ericom Secure Gateway enables access from outside the organization

**RDP Compression and Acceleration**

Ericom AccessNow contains Ericom’s technology for RDP compression and acceleration. This enhances remote desktop performance over the Internet. There are three main features in this technology:

- Image compression
- Packet shaping
- Whole frame rendering
Image compression compresses images before transmitting them to the browser for rendering. The level of compression is dependent on the acceleration/quality level selected by the user (a default value can be configured by the administrator).

Packet shaping optimizes the network messages to improve network utilization and performance.

Whole frame rendering means that the display is updated as a whole rather than in blocks, as performed by standard RDP. This is especially noticeable when watching video or over slow network connections. Coupled with the other optimization features, it results in a smoother display that more closely resembles the functionality on local desktops.

**Getting Started in 5 Minutes**

Ericom AccessNow is a feature rich and flexible application. The manual covers all available features in detail to help customers best configure AccessNow to fit their environment.

The AccessNow application is very quick and easy to install. The basic installation will take approximately five minutes and will make a Windows RDP host (server or workstation) accessible from a Google Chrome web browser, Google Chromebook, Mozilla Firefox 8, and Apple Safari 5 web browser. Here are the steps to install and use AccessNow in about five minutes:

1) Download the Ericom Access Server MSI installer from the Ericom website (since download speeds vary, the time to download the MSI is not counted in the five minutes)

2) Verify that the system that Access Server will be installed on is not using port 8080. If it is, either reconfigure the current application or Ericom AccessNow to use a different port to avoid a conflict.

3) Run the MSI installer and click **Next** through all the dialog boxes and then **Finish** at the last one

4) Configure (or disable) the Windows Firewall for use with AccessNow.
   a. Go to the Windows **Control Panel** and open **Windows Firewall**
   b. Click “Allow Program or Feature …”
   c. Click “Allow another program …”
   d. Click **Browse** and navigate to `<drive>:\Program Files (x86)\Ericom Software\Ericom Access Server\AccessServer32.exe`  
   e. Click **Add** and then **OK**

5) Once the Access Server is installed, it is ready for use. The Access Server contains a built-in web server to allow users to connect its URL:  
   **http://machineaddress:8080/**
This URL will automatically redirect to the full URL:
http://machineaddress:8080/accessnow/start.html

The AccessNow port must be specified in the URL to tell the browser to
use the web server that is built-in to the Access Server service. HTTPS
may also be used.

6) Once the AccessNow web page appears, click the Connect button to
connect to the desktop where the Access Server is installed. The empty
fields will automatically use the address of the server specified in the URL.
Enter the user credentials if desired and it will be passed to the RDP
session.

7) The connection dialog will appear momentarily while the web browser
connects to the RDP host where the Access Server is installed.

To launch an application (instead of the desktop) click the Settings button
before clicking the Connect button and check Start program on
connection. Enter the path to the desired application under Program path
and file name.

8) Click OK and Connect to use AccessNow to connect just to an application.
2. **ERICOM ACCESS SERVER**

Ericom Access Server provides AccessNow HTML5 access and Blaze RDP compression and acceleration features. All features are enabled during the trial period, and each feature is unlocked using an activation key after the trial period ends. The host may be any Windows system that has RDP access enabled, such as a Windows Terminal Server or a Windows workstation. The Access Server uses a customizable port – by default this is port number 8080. Port 3399 is also enabled for backward compatibility with installations using older versions of Blaze.

The Access Server may be installed on the RDP host or on a dedicated system to serve as a proxy. It is recommended to install the Access Server on the RDP host directly. Some features such as file transfer may only available when the Access Server is installed on the RDP host directly. The Access Server has a small footprint and will have minimal impact on the RDP host’s performance and scalability.

**Ericom Access Server Requirements**

- Windows operating system (7/2008 and higher)
- Incoming RDP connections enabled on the Host OS (e.g. Terminal Server)
- 80 MB of free Hard-Disk space
- MMX and SSE2 capable CPU
- Firewalls are configured for Access Server traffic 8080 (or 3399) port

The Access Server should be installed on each server/host that requires accelerated or HTML5 access. Terminal Servers only require one installation to accelerate all user sessions. Each workstation / desktop (physical or virtual) requires an installation. It is possible to include Access Server as part an image that will be deployed using Microsoft® Sysprep or Symantec® Ghost.

**Bind Service to All Network Interfaces**

In a virtual network environment - it is recommended to bind the Access Server to use all virtual network interfaces, rather than just one virtual NIC. Always ensure that the network interface(s) that Access Server is using is accessible by the desired group of end-users.

**Host Firewall Configuration**

Make sure to allow traffic communication from the end-user device to the Ericom Access Server host. Firewall configuration may be necessary.
On Windows operating systems, ensure that the Windows Firewall is configured to allow traffic to the Access Server port (by default 8080). This port value may be changed using the Access Server Configuration utility.

NOTE Disable the Windows Firewall temporarily to troubleshoot any connectivity issues. If the connection is only successful with the firewall disabled, then there may be a rule that is blocking the Access Server port.

To add a rule to allow the Ericom port, perform the following (instructions based on Windows 7/2008 Server)

• Go to Control Panel and then Windows Firewall. Select Advanced settings and select Inbound Rules. Click New Rule.

• Select Port and click Next. Enter the specific port: 8080

• Click Next and select Allow the connection

• Click Next and select the networks to apply the rule (Select All)

• Click Next and give the rule a name (Ericom) and click Finish.

Port Forwarding Configuration

When configuring a firewall for port forwarding to a Blaze enabled host, make sure that it is directed to the Access Server port (default: 8080). Do not forward to 3389 (default RDP port).

If a custom port is being used, configure the firewall to forward to the port value configured under the Communication page.

Installing Ericom Access Server

- Run EricomAccessServer.msi and follow the instructions of the installation wizard.
- Review and accept the License Agreement.
• Click **Install** (if prompted, accept the security elevation request). Click **Finish** at the last screen to complete the installation.

• Verify that the Access Server port is available and accessible to the host system. Access Server will automatically add the necessary rules to Windows firewall, however additional firewall configuration may be necessary on the network.

• Once installed, the Access Server will run as a service on the system.
  - The service is configured to run automatically on system startup.
  - If the service is stopped or is unable to listen on its default ports (8080), the client will not be able to connect to that host. Verify that there are no other applications using the same port.
  - On Windows XP, a system restart (reboot) may be required after installing the Ericom Access Server.

Access Server can be automatically and silently installed using a management application such as Microsoft System Center.

• To perform a silent install run: `msiexec /I "EricomAccessServer.msi" /q`

• **EricomAccessServer.msi** represents a valid path to the .msi file

• This command may need to be performed with elevated Administrator credentials.

• Run MSIEXEC without any parameters to view the help dialog.

**NOTE** Access Server may not be compatible with certain systems where the hostname contains non-English characters.
Using Ericom Access Server

To modify Access Server settings: Go to Start | Programs | Ericom Software | Access Server Configuration. On systems that do not have a Start menu, the GUI may be launched using the command line:

<drive>:\Program Files (x86)\Ericom Software\Ericom Access Server\ServerConfiguration.hta

**NOTE** Access Server is used by both the AccessNow HTML5 and Blaze RDP Acceleration products.

Access Server Configuration

The Server Configuration console presents a series of tabs that allow the administrator to configure various settings for the server service. The Configuration console only works on systems with Microsoft Internet Explorer 7 or later (the console will not launch on systems with IE6 installed).

**HINT** When installing Access Server on a Terminal Server, it is recommended to hide the Server Configuration application from end users to prevent unexpected changes to the configuration settings.

**General**

This page provides functions to restart and stop the Access Server service. For certain configuration changes, a service restart is required. This page also displays the number of active Blaze sessions to this system.

**STOP** When the Access Server service is restarted, all AccessNow and Blaze sessions on the server will be disconnected.

<table>
<thead>
<tr>
<th>Access Server service state: Running</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Server status: Active</td>
</tr>
<tr>
<td>Number of sessions: 0</td>
</tr>
<tr>
<td>Started at: 09/23/13 08:40:00</td>
</tr>
</tbody>
</table>

**Licensing Information**

This page displays licensing information for AccessNow and Blaze. The Connected to licensing server field indicates the license server that is currently in use.
NOTE  In a production VDI or Terminal Server environment, the licensing server must be **centralized** on a robust system. See the section on Central Server Configuration for additional details.

By default, Access Server uses DNS lookup to locate the Licensing Server. The DNS entries used are `ericom-license-server.<domain-name>` or `_ericom-license-server._tcp.<domain-name>`. If the DNS entries do not exist, the Access Server attempts to connect to a Licensing Server that is running on the same computer as itself.

The other option is to explicitly specify the address of the Licensing Server in the **Access Server Configuration** under: **Licensing server address**. After changing the Licensing Server address, restart the Access Server service using the **General** tab.

If no valid license is found, Access Server will continue to run if the grace period has not expired. Once the grace period expires, Access Server will not allow user sessions. A “grace period” lasts up to 10 days within a 30 day period.

**Changing the License Server Port**

The license server communicates over port **8888** by default. If there is another application on the same system already listening on port 8888, the license server port value may be changed in the Registry.

Use the Registry Editor and navigate to **HKLM | SOFTWARE | Ericom Software | LicenseServer | ListeningPort**

If this key does not exist, create a new ‘String Value’ named ‘ListeningPort’.

In the example above, the port has been changed to **9999**. Once the value is set, restart the **Ericom Licensing Server** service. For each Access Server that will be connecting to the central license server on a custom port, the custom port value must be specified after the address with a colon. For example:

![Use DNS lookup](Use DNS lookup)

License server address: [IP Address]:9999

**Licensing Activation**

Click on: **Licensing | Activation** to enter the serial number and activation key into the product’s configuration. To activate an installation from an
evaluation, send the "key to send to Ericom" along with the serial number to ca@ericom.com for processing. An activation key will be returned. Once the activation key is entered, click on the Activate License button. The Access Server does not have to be restarted for the license to take effect.

To extend an evaluation, send the "key to send to Ericom" to an Ericom sales representative for processing. A standard two week extension key will be returned once the request is approved.

### Performance

This page displays current Server performance statistics.

### Communication

This page provides functions to change the Access Server listening port and the address of the host running RDP.

When using a listening port other than the default (8080), the port number must be explicitly specified in the Access Server address or the Blaze Client Computer field (e.g., rdpdemo.ericom.com:22).

AccessNow web client:
The RDP host address is used when the destination system is not the system running Access Server. In this scenario, the Access Server is acting as a gateway proxy between the end user and the destination host system. This type of configuration is not recommended as it may adversely impact AccessNow and Blaze performance.

Changes to both settings require a service restart (under General tab).

When running Access server on a machine with multiple network cards, change the RDP host address from localhost to the IP or DNS address of the network card that has RDP access to the system.

**Acceleration**

This page provides functions to force the Acceleration/Quality level and disable dynamic compression. When the *Override client acceleration / quality settings* checkbox is checked, all sessions will use the configured setting, and all client settings will be ignored. When checking or unchecking this setting, the service must be restarted for the change to go into effect. When the setting is enabled, changing the acceleration level does not require a service restart, but active users must reconnect to use the new setting.

*Dynamic Compression* identifies small graphical objects on the screen (such as toolbar icons, taskbar icons, Start Menu icons, etc.) and compress them using *High* quality when the Blaze Quality setting is *Low*; and at *Best* quality when the Blaze Quality setting is higher than Low. All other graphical objects are compressed at the chosen quality. This provides the visual impression of a
high quality remote desktop session. By default, this feature is enabled. To disable, uncheck the “Use dynamic compression” box.

For sessions that require true accuracy with no compression, add this setting to the config.js file: **true lossless type:i:2**

**Security**

This page configures the Access Server security settings.

Ericom Access provides integrated **128-bit SSL encryption**. For better performance, set the host’s RDP Security Encryption level to Low and change the **Encrypt Blaze communication** to **Always**. Using this configuration, Ericom SSL encryption will be used instead of the RDP encryption. See the **Ericom Optimization** chapter in this document for more details.
To use a custom or trusted certificate, enter the thumbprint ID into the Certificate Thumbprint field and click the Apply button. The certificate’s properties will be displayed in the GUI, represented by the black boxes in the image above. Restart the service to apply the changes. If the certificate is not valid on the system, the Access Server service will not start (starting in 8.4).

**NOTE** When installing a trusted certificate, the DNS address of the Access Server must match the certificate name. If a wildcard certificate is being used, the domain must match. For example, if the certificate is for *.acme.com the server name must end with acme.com.

### Logging

This page provides functions to enable/disable certain logging features. Ericom Support may request a debugging log for diagnostic purposes. The debugging log is enabled here.

### Advanced (For Administrator Use Only)

This page provides access to advanced Ericom Access Server settings that are stored in the system’s Registry.

*Export Settings* – exports the Access Server Registry key to the user’s home folder (i.e., My Documents).

*Import Settings* – imports previously saved Registry settings.

*Advanced Configuration* – Launches regedit.exe and opens the Access Server registry keys. By default, only settings that are changed from the default value are saved into the Registry.

### Keep Alive Settings

<table>
<thead>
<tr>
<th>Blaze Setting</th>
<th>Description</th>
<th>Usage</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>session heartbeat</td>
<td>The interval in seconds where the client sends heartbeats.</td>
<td>AccessServer uses the heartbeat to identify a client disconnect and offset any third-party idle settings. Works with load balancers and secure gateways. (Requires AccessServer 7.3 or higher)</td>
<td>3</td>
</tr>
</tbody>
</table>
The number of missing heartbeats where the server considers the client as disconnected.

AccessServer uses this setting to determine when to classify a connection as Disconnected. (Requires AccessServer 7.3 or higher)

Blaze settings are saved in C:\Program Files\Ericom Software\Ericom Access Server\WebServer\AccessNow\resources\blaze.txt

### Gateway (Jump) Architecture

Access Server may also be deployed as a ‘gateway’ server where the destination (RDP) host is separate from the system running Access Server. Several gateway servers may be configured behind a load balancer for high availability. The benefits of using AccessServer as a gateway are:

- Nothing to install on the RDP host
- AccessServer overhead is offloaded from the RDP host

Installing the Access Server in a gateway architecture is the same as in an on-host deployment.

### Windows Core Containers

Starting in version 8.3, Access Server has been tested on Windows 2016 Core with Docker containers. To deploy Access Server on a container, perform the following:

- Copy EricomAccessServer64.msi to c:\build\msi folder on Windows Server 2016 core container.
- Create c:\build\Dockerfile where the contents of the Dockerfile are:

```bash
FROM microsoft/windowsservercore
ADD MSI /MSI
RUN msiexec /i msi\ericomaccessserver64.msi /qn
```
- Create an image named as-dockerfile based on windowsservercore with Access Server installed in it: docker build -t admin/as-dockerfile c:\build
- Create and run a container: docker run -d --name ascontainer -p 8080:8080 admin/as-dockerfile ping -t localhost
• Test the connection by connecting to the container using: <container-address>:8080

Known Limitations

It is recommended to install Access Server on the RDP host whenever possible. When Access Server is used as a Gateway to RDP hosts, it becomes a point of failure for multiple users. The following features may also not be available:

• File Transfer Upload and Download
• Keyboard Auto-Sensing is unavailable on mobile devices
• Per-Named Licensing (TSAgent is required on the RDP Host)
• TSAgent auto-logoff detection
• AccessNow printing if the HP driver is not installed on the target host

Built-in Login Scripting

This product includes the PowerTerm TSAgent. The TSAgent supports the ability to launch a .vbs script during certain RDP session events. This adds an additional layer of functionality to run certain commands when an application is launched or when a session is connected/disconnected.

Post-Startup Login script for all sessions (_login)

Create a file named _login.vbs and place this in the scripts folder where the TSAgent is installed. If this folder does not exist, create it. This script will execute after the TS/RDS session processes the Startup folder.

Pre-Startup Login script for all sessions (__login)

Create a file named __login.vbs and place this in the scripts folder where the TSAgent is installed. If this folder does not exist, create it. This script will execute before the TS/RDS session processes the Startup folder.

Script for connecting into an existing session (_connect)

Create a file named _connect.vbs and place this in the scripts folder where the TSAgent is installed. If this folder does not exist, create it. This script will execute upon connection into an existing TS/RDS session.
Script for disconnecting from sessions (_,login_)

Create a file named _disconnect.vbs and place this in the scripts folder where the TSagent is installed. If this folder does not exist, create it. This script will execute after a TS/RDS session is disconnected.

Login Script for a connection

Create a file named <connection-name>.vbs and place this in the scripts folder where TSagent is installed. If this folder does not exist, create it.

For example, if a connection with the connection name WordPad exists. Each time this connection is launched, the file wordpad.vbs will be launched as well if it exists in the scripts folder.

Sample VB Script to create a new file

```
Set objFileToWrite = CreateObject("Scripting.FileSystemObject").OpenTextFile ("newfile.txt",2,true)
objFileToWrite.WriteLine("hello world")
objFileToWrite.Close
Set objFileToWrite = Nothing
```
3. **Licensing Overview**

**Evaluation (Demo) Period**

Each Access Server installation includes a Licensing Server that is installed on the same device. By default, the license server includes an evaluation period of 30 days. During this period, the Licensing Server allows up to 50 Concurrent User licenses. The evaluation period can be extended by contacting an Ericom sales representative.

**Licensing Modes**


There are two modes of licensing:

**Concurrent User** – Ericom licenses are counted based on the number of active users that are currently connected to all the Access Servers utilizing the same Licensing Server. In this licensing mode:

- There is no licensing limit on the number of Ericom sessions that the same user can open concurrently on a single client device. Only one license will be consumed regardless of the number of sessions the user opens on the device.
- The same user opening Blaze sessions concurrently from several devices will consume the same number of licenses as the number of devices used.
- Several users using the same device (i.e. using Fast User Switching) will take the same number of licenses as the number of users that have active Blaze sessions.

**Named User** – Ericom licenses are counted based on the number of names registered that have ever connected to any Access Servers utilizing the same Licensing Server. In this licensing mode:

- A license is allocated for a name when it is first used by any user.
- The license is automatically released after a period of 14 days during which the name has not been used for running Blaze Clients at all. A license allocated to a name cannot be released prior to the end of the 14 day period.
The Access Server must be installed on the RDP host (as the TSagent is also required for this method). If the Access Server is used as a Gateway, then only the Concurrent license will be available.

Central Server Configuration

The Access Server can be configured to use a remote Licensing Server so that a single pool of licenses may be shared among multiple Access Servers.

For example, a 10-user license would be activated once on a central server. All Access Servers on the network would then be directed to use the pool of licenses on the central server. Ericom recommends that in an environment with more than two RDP hosts (Remote Desktop Servers, Terminal Servers, VDI, etc.) that a dedicated server is assigned to host the licenses to prevent disruptions and conflicts. Guidelines for the central license server are as follows:

- The central license server must be hosted on a server that is highly available so that it can distribute licenses.
- In a VDI environment, do not install the license server on a cloned desktop or the gold image template. It should be installed on a static machine that does not experience system changes.
- In a TS/RDS environment with two or more servers, avoid installing the license server on the Terminal Server if possible.
- Minimize the amount of reboots and disruptions on the server. Apply updates only during off-peak times.

When no valid license is found, Access Server will continue to run if the grace period has not expired. Once the grace period expires, Access Server will not allow user sessions. A “grace period” lasts up to 10 days within a 30-day period. When there is an issue with the license server, it should be rectified before the grace period expires.

Implementation

Step 1: Install Access Server on the desired system and activate it (using the Licensing | Activation tab). Although Access Server will be running, the main role of this installation is to create a central license server. Enable the incoming port 8888 on the Windows firewall of this system. Verify that this port is available over the network between the central license server and the any Access Servers that will connect to it.

Step 2: Configure all Access Servers to use the central license server address for licensing. There are two methods to configure the address of the central license server, see the next section for details.
Step 3: Once the Access Server service starts, it will connect to the configured central license server to obtain a license when an Ericom AccessNow or Blaze session is established.

There are three methods to use a central license server:

**Use DNS Lookup**

When using this setting, Access Server will always attempt to find a centralized Licensing Server before using the local one that was installed along with it. If a central license server is found and used, the local one will be ignored. When the Ericom Access Server service starts, it looks for the central licensing server address (IP or DNS name) in the following order.

1) **DNS-SRV Entry**
   - Access Server will look for the Licensing Server address in a DNS-SRV entry: `_ericom-license-server._tcp.<domain>`
   - For example, `_ericom-license-server._tcp.ericom.local`

2) **DNS Entry**
   - If the DNS-SRV record does not exist, Access Server will look for the Licensing Server address in a DNS entry: `ericom-license-server.<domain>`
   - For example, `ericom-license-server.ericom.local`

3) **Localhost**
   - If the DNS entry does not exist, the locally installed Licensing Server will be used (i.e. `localhost` will be used as the address of the Licensing Server).

**Manual Entry**

The administrator may also explicitly specify the license server that will be used at the Licensing page in the Access Server Configuration application.
Use with Managed Ericom Broker

When the Ericom Connect® or PowerTerm™ WebConnect broker is used, all licenses are obtained from the broker. Access Server licensing is ignored; expiration messages will not apply to brokered connections.
4. **ACCESSNOW WEB CLIENT**

The web component contains the resources that are used by the web browser to display an interface for users to use to connect to their remote application or desktop. These resources include HTML pages, JavaScript and CSS files and graphic images. Review the chapter on *Advanced Configuration* to modify the appearance and behavior of the web component interface.

**Installing the AccessNow Web Client Component**

**Included with the Access Server**

The AccessNow web components are automatically installed along with the Access Server (Windows edition). The web components may be found in the Access Server folder:

<drive letter>:\Program Files\Ericom Software\Ericom Access Server\WebServer\AccessNow

**Installation on Microsoft IIS web server**

The web server component for IIS servers is provided as an installer named *EricomAccessNowWebComponent.msi*. During the installation, a virtual directory named *AccessNow* will be automatically created in IIS. The *Start.html* page will be set as the default document for this virtual directory, so there is no need to explicitly enter the file name in the URL. The actual pages will be placed into C:\Program Files (x86)\Ericom Software\Ericom AccessNow Web Component'.
Once the web server files are installed, direct the users the appropriate URL: http://webserver/accessnow or http://webserver/accessnow/start.html

Installation on web server

The web server component is also provided as a zip file named EricomAccessNowWebComponent.zip.

On the target web server, create a virtual directory and extract the contents of the zip to that location. Once the web server files are installed, direct the users the appropriate URL. (i.e. http://webserver/accessnow/start.html). Some web servers are case sensitive so make sure the correct URL is provided to the end users.
5. HTML5 User Access

With Ericom AccessNow, users can access remote Windows desktops and applications from HTML5 compatible web browsers. To start a session, users browse to the `start.html` file that is installed in the AccessNow virtual directory. This virtual directory is included with every Access Server installation and may also be installed separately on a third-party web server.

**Supported Browsers**

Supported browsers include: Google Chrome 11 and higher, Apple Safari 5 and higher, Firefox 4 and higher, Microsoft Edge, and Microsoft Internet Explorer 11. Older versions of Firefox and Opera require WebSocket support to be manually enabled in the browser configuration.

Multiple AccessNow sessions may be opened in different tabs within the web browser, or in different browser windows. When a session is not in use (its tab or window is not displayed) it will reduce its CPU and memory utilization.

**Connection Web Page**

When the user navigates to the URL, a login form will be displayed.

Enter the connection parameters and press the Connect button to initiate the connection.
Main Page Components

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User name</td>
<td>The user’s credentials to login to the RDP host. Can optionally contain domain specification, e.g. domain\user. When using Ericom Secure Gateway this field is mandatory. Otherwise this field is optional – if not specified then user will be prompted for credentials by the RDP host.</td>
</tr>
<tr>
<td>Password</td>
<td>Corresponding password for the user name. For security reasons, this value should not be saved for future connections. When using Ericom Secure Gateway this field is mandatory. Otherwise this field is optional – when not specified then user will be prompted for credentials by the RDP host.</td>
</tr>
<tr>
<td>Connect button</td>
<td>Starts the connection based on the entered parameters. When the user clicks the Connect button, all configured settings are saved for future sessions.</td>
</tr>
<tr>
<td>Settings button</td>
<td>Press the Settings button to configure various session settings.</td>
</tr>
</tbody>
</table>

Settings

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Connection</strong></td>
<td></td>
</tr>
<tr>
<td>Ericom Access Server</td>
<td>The address (host name or IP address) of the Access Server. If not specified, the web server host address (as it appears in the browser address line) will be used. When connecting on a non-default port, it must be specified by appending a colon and port number. For example, 192.168.1.1:8585. The default port is defined by the wsport value in config.js.</td>
</tr>
<tr>
<td><strong>RDP Host</strong></td>
<td>The address of the destination system that has RDP enabled. Leave this field blank if the Access Server is installed on the RDP host itself.</td>
</tr>
<tr>
<td><strong>Connect to Console</strong></td>
<td>Connect to the remote system’s console session.</td>
</tr>
<tr>
<td><strong>Start program on connection</strong></td>
<td>Select this to only launch the specified application upon connection to the RDP host. The remote desktop will not be displayed.</td>
</tr>
<tr>
<td><strong>Program path and file name</strong></td>
<td>Full path to the desired application to be launched. Only the application will appear and desktop access is disabled. Requires “Start program on connection” to be enabled.</td>
</tr>
<tr>
<td><strong>Start in the following folder</strong></td>
<td>Specifies the “Start In” folder for the application specified in “Start program on connection”</td>
</tr>
</tbody>
</table>

**Security**

| **Enable SSL encryption** | When checked, the client utilizes SSL encrypted WebSocket communication to the Access Server. |
| **Use Secure Gateway** | Select this to use the Ericom Secure Gateway to connect to the RDP host. |
| **Gateway Address** | Enter the address and port for the Ericom Secure Gateway(s) in this field. To specify a custom port, add a ‘:’ and the port number to the address (i.e., gateway.com:4343). If no port value is specified, 443 with be used by default.

Multiple ESG’s can be specified for failover. Separate each address with a comma (,) or semicolon (;). An asterisk (*) will shuffle the items after it. For example, if the following is specified: aaa;*,bbb:4433;ccc:4343

ESG aaa on port 443 is used to initially connect. If aaa is unavailable, then bbb:4433 is used followed by ccc:4343 OR ccc:4343 followed by bbb:4433. |

**Language & Audio**

<p>| <strong>Display Language</strong> | Changes the language used by the AccessNow start page |
| <strong>Keyboard locale</strong> | Select the keyboard region to be used in the AccessNow session (keyboard_locale) |</p>
<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keyboard scan-codes</td>
<td>Enables scan codes. Certain applications use scan codes and will require this setting to be enabled.</td>
</tr>
<tr>
<td>Remote Audio Playback</td>
<td>Configure where the session’s sound will play at: local computer, remote computer, or do not play. Audio playback is not supported with IE 10 and 11. AccessNow 3.3 and higher supports audio compression for improved performance.</td>
</tr>
<tr>
<td><strong>Display</strong></td>
<td></td>
</tr>
<tr>
<td>Acceleration Quality</td>
<td>Controls the degree of acceleration that is enabled in the session. Faster acceleration will result lower quality images.</td>
</tr>
<tr>
<td>Screen resolution</td>
<td>Display resolution for the session. If the remote desktop is larger than the browser window then scrollbar will be displayed, the browser window will not be resized. Select “fit to browser window” (default) to utilize the current browser window size. Select “fit to screen” to create a session that can cover the entire local screen; enable the browser’s full screen mode to cover the entire local display.</td>
</tr>
<tr>
<td>Automatic session resize</td>
<td>Enabled by default, this setting will resize the displayed application or desktop to fit the browser window upon resize. Supports full-screen mode. Note: Automatic session resize is only enabled if the “Screen resolution” is set to “Fit to browser window”.</td>
</tr>
<tr>
<td>Click Animation</td>
<td>Enables the click animation for the mouse pointer on touch devices</td>
</tr>
<tr>
<td>Use Client Time Zone</td>
<td>Check this box to enable local time zone redirection (the remote session will use the time of the user’s “local” system.</td>
</tr>
<tr>
<td>Open links on client (URL Redirection)</td>
<td>Will open URL links launched in the RDP session to open using the local browser.</td>
</tr>
<tr>
<td>Force Virtual Keyboard</td>
<td>(Default: Auto) Manually configure the enablement/disablement of the virtual keyboard feature for the session. Added in version 8.3.</td>
</tr>
<tr>
<td>Force Touchscreen</td>
<td>(Default: Auto)Manually configure the enablement/disablement of touchscreen related features for the session. Added in version 8.3.</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Reset All Settings</strong></td>
<td>Will reset all settings in all categories back to factory defaults</td>
</tr>
<tr>
<td><strong>About</strong></td>
<td>Version The version number of the version</td>
</tr>
</tbody>
</table>

### Moving Settings to Root Level

**NOTE:** Customizations to the start.html page are not supported by Ericom engineers. When technical support is required, Ericom will use the original files to diagnose reported issues.

Settings under the 'Settings' menu may be moved to the root level where the username and password fields are located. The following instructions will move the 'Address' field to the root level:

- Backup the original start.html file
- Open the start.html file and search for the desired field. For example, search for address and look for this line:
  ```html
  <input id="address">
  ```
  This setting is part of a `<section>` block.
- Cut the entire `<section> ... </section>`, for example:
  ```html
  <section>
    <label class="label">STRERICOM_ACCESSNOW_SERVER</label>
    <label class="input">
      <input type="text" name="address" id="address" placeholder="STRERICOM_ACCESSNOW_SERVER"
          autofocus="autofocus" spellcheck="false" autocapitalize="none"
          autocomplete="off" autocorrect="off" >
    </label>
  </section>
  ```
- Search for `name="username"`. This is an `<input>` block also part of a `<section>` block and has a `<fieldset>` parent. A `<fieldset>` contains multiple `<section>` blocks.
- Paste the `<section>` that was copied above the username `<section>` (and just below the `<fieldset>` tag).
• Refresh the browser to see the changes.
• Alternatively, paste copied <section> at the end (after the "password" section, just before the closing </fieldset>)
• Option, if the section that was copied has a <label class="label"> element this can be removed.

Start.html before changes:

Start.html after changes:

Connecting to a Desktop

The default configuration of AccessNow connects the end-user to a desktop session based on the parameters that are entered into the start.html page. As long as the setting Start program on connection under the Advanced button is unchecked, the Connect button will start a desktop session.

After a successful login, the user is connected to the specified desktop; the content of the remote/virtual desktop is displayed within the browser window.
To disconnect the session, close the browser tab. To log off the session, use the Windows Start menu Log off function.

If the user closes the launched application (by pressing the application’s ‘X’ button), and the logoff session is non-responsive, the TSagent will automatically terminate the session if there is no activity on the screen for three (3) seconds.

**Connecting to an Application**

If an application is enabled and configured under Start program on connection, only the application will appear once the session is connected, covering the entire session area. The remote desktop will not be displayed.

On a 2008R2, 2012, 2016, and 2019 RDS, the RemoteApps feature needs to be enabled to allow seamless windows (this is not available in versions prior to 2008 R2). However, Access Server launches requested applications using its built-in TSagent component, so these applications do not need to be manually added to the RemoteApp list.

![RemoteApp Programs](image)

**NOTE** When launching applications using AccessNow, on Windows 2008/2012/2016/2019 the RDS RemoteApps role should be enabled (recommended) before installing Ericom AccessNow.

Applications can also be defined using the alternate_shell variable in the config.js file. In this example, Internet Explorer is launched in kiosk mode (-k) with a URL (http://www.ericom.com) as the parameter:

```
alternate_shell: "C:\Program Files\Internet Explorer\iexplore.exe" -k http://www.ericom.com,
```

**Connecting to an Application in Kiosk Mode**

Applications may be displayed in a kiosk mode such that it will cover the entire monitor (in multi-monitor configurations only the primary monitor is
covered). To create a kiosk mode application using AccessNow and Google Chrome, perform the following:

1) Configure AccessNow to launch an application in “Full Screen” mode:

   Edit the config.js file. Uncomment then modify the following parameters:
   
   ```
   autostart: true, // sets the session to auto start
   address: "rdphost_address" // sets the address of the RDP host
   remoteapplicationmode: true, // sets the session to use application mode
   alternate_shell: 
   "C:\Program Files\Ericom Software\My App.exe", // sets the application path
   ```

   Other parameters may also be modified as desired.

2) Create a shortcut to the Chrome browser (chrome.exe). Edit the shortcut properties to launch chrome.exe in kiosk mode with the URL to AccessNow:

   chrome.exe -kiosk http://accessnowserver/accessnow/start.html

   The shortcut may be placed in the system’s Startup folder to launch it each time the system is started.

**Automatic Session Display Resize**

AccessNow supports automatic display resize. This setting is enabled by default, and is configured under the AccessNow start.html Settings | Display dialog:

> [✓] Automatic session resize

Whenever the browser is resized, the AccessNow session will automatically adjust itself for the new dimensions. To resize a browser window, drag any corner of the browser window and release the mouse when the desired dimensions are reached. If the browser is placed into full screen mode, the AccessNow session will automatically adjust for the full screen dimensions.
NOTE This registry key will affect the resize feature:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Terminal Server\WinStations\RDP-Tcp\MaxDisconnectionTime. AccessNow will not resize if the value of this key is between 1 and 10000 milliseconds.

After a session is resized, AccessNow printing may be unavailable for a few seconds (observed on Windows 2008 R2).

**Special Key Handling**

While it is connected, AccessNow intercepts mouse button and keyboard events and transmits them to the RDP host. As a result, various keyboard keys and mouse buttons that are usually handled by the browser will behave differently. For example, clicking the F5 button usually causes the browser to reload the current page. When using AccessNow, F5 will not reload the page. Instead it will be transmitted to the remote application or desktop. Other function keys, such as the Windows Start key will not be transmitted to the AccessNow session, but handled by the local system.

Clicking the Back, Forward or Reload browser buttons will cause AccessNow to display a message asking the user if he/she wishes to leave the current page. If the users decides to proceed, the remote session will be Disconnected from the RDP session (not logged off).

**Supported RDP Shortcut Keys**

AccessNow also supports most RDP hotkey combinations:

Except ALT+DEL and CTRL+ALT+MINUS SIGN (-)

<table>
<thead>
<tr>
<th>Key combination</th>
<th>Description</th>
<th>Supported Modes</th>
</tr>
</thead>
</table>

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### AccessNow Toolbar

Ericom AccessNow provides a touch friendly toolbar to access built-in features.

Tap or click on the feature once to expand the vertical bar which provides commonly used function such as file transfer and clipboard.

Tap the horizontal arrow to expand the bar which provides access to additional features such as system keys and the disconnect feature.

#### System keys

The horizontal bar provides access to keys that may not be available on tablets and lightweight keyboards. The following functions are supported:

- ESC
- TAB
- Windows key
- **CTRL+ALT+DEL**
- **ALT+Tab** (tap icon again when highlighted to cycle through the active windows, tap selected window to bring into focus)

**NOTE**
Holding down on a function button will not repeat it. Key combinations, such as Windows+R to open the Run dialog, are currently not supported. These may be added to a future version.

**Clipboard Support**

Ericom AccessNow provides the ability to copy and paste text between the local device and the remote RDP session using a built-in clipboard.

Clipboard redirection functionality is limited to only text content in the current version.

**NOTE**
When using *Internet Explorer (MSIE) 9, 10, 11*, and *Chrome* the Clipboard feature is integrated, so there are no AccessNow clipboard icons. Simply copy and paste text between the local device and AccessNow session using the traditional copy/paste commands (i.e. CTRL+C and CTRL+V).

**Copy Text from Remote to Local**

Steps to copy text from the AccessNow remote session to the local desktop:

1) In the remote selection perform a copy function (i.e. CTRL-C) on the desired text.

2) With Microsoft Internet Explorer and browsers that have Flash enabled, the text will automatically be copied to the clipboard buffer.

With all other browsers the following dialog will be displayed with the highlighted text automatically entered:

![Copy to local clipboard](image)

Press CTRL+C to copy the text to the clipboard buffer.

3) Once the data is copied to the local clipboard, execute a *Paste* operation (i.e. CTRL-V) to paste the text to the local application.
Copy Text from Local to Remote

Steps to copy text from the local desktop to the remote AccessNow session:
1) From the local application, perform a copy function on the desired text.
2) Click on the Copy icon.
3) Paste the copied text into the AccessNow clipboard

![Copy to remote clipboard](image)

4) Click the Copy button
5) Once the data is copied to the remote clipboard, execute a Paste operation to paste the text to the remote application in the AccessNow session.

File Transfer

Ericom AccessNow provides the ability to transfer files between the local device and the remote RDP session. When downloading files, ensure that the Access Server service has permission to read the desired files. When uploading files, ensure that the Access Server service has permission to write files to the desired location.

- File transfer with local and mapped drives are supported.
- If the Access Server detects that the File Transfer feature cannot be used in the session, the icons will be automatically hidden.
- File names with Unicode characters may not be supported.
- File upload may not work with Microsoft Internet Explorer 9 (MS IE9) natively.
- File transfer functionality requires that the Access Server be installed on the RDP host; do not use Access Server as a gateway.
Download files from Remote to Local

There are two methods to download files from the remote AccessNow session to the local device.

Method 1: Press the Download button in the AccessNow session.

The Open dialog will then appear so that the user can select the desired file(s) to download.

Method 2: Right click on the desired file(s) and select Send To and Remote Client.

After using either download method - the selected files will be downloaded to the browser’s configured Downloads folder.

Open the Downloads folder to view the file. The method to display the Downloads will vary depending on the browser being used. The Downloads folder location will also vary based on the path that is configured in the browser.
Download Multiple Files to Local

To download multiple files from the Windows session

- Select the desired files (hold CTRL key while selecting files)
- Right click on a selected file to open the menu
- Select “Send To” | “Remote Client” and all the selected files will be downloaded.

Multiple file download is not supported by the AccessNow Toolbar download button.

This feature is supported on Google Chrome, Firefox and Microsoft Edge. Microsoft Internet Explorer does not support this functionality.

Upload files from Local to Remote

There are two methods to upload files from the local device to the remote AccessNow session.

Method 1: Press the Upload button in the AccessNow session.

The Save As dialog will then appear for the user can select the desired file(s) to upload.

Method 2: Drag the desired file(s) from the local device over the browser where the AccessNow session is running.
After using either upload method - the selected files will be uploaded to the selected folder. A file transfer progress dialog box will appear.

NOTE Apple Safari browser only supports uploading one file at a time, and not multiple files in one operation.

**Built-in Universal Printing**

Ericom AccessNow includes a built-in universal printer for redirecting remote print jobs to the local web browser. Once the print job is received by the web browser, it can be saved or printed.

AccessNow may also be configured to bypass the PDF verification steps and send the print output directly to the local browser's print preview function. See the section on Direct Print Mode later in this chapter for more details.

NOTE The built-in AccessNow Universal Printer driver uses a generic driver and may not work in certain scenarios. The print output may also differ than that of one from a native driver.

**Requirements**

In order for the AccessNow Printer to be added to the remote sessions, the Access Server Service must have rights to add a printer to the session. In most cases the Local System account has sufficient rights. If it does not, go the Access Server Properties and enter a user account that has the rights.
Usage

The Ericom AccessNow printer is added to the remote RDP session upon connection. The AccessNow printer will appear as an available printer while the session is active. To print to the AccessNow Printer, the user simply selects it when prompted at the Print dialog window.

![Print dialog window]

The AccessNow printer will be set as the default printer in the AccessNow session. To prevent the AccessNow printer from being the default printer, enable the following Group Policy setting: *Do not set default client printer to be default printer in a session*

Once the print operation is executed, AccessNow will send the print output to the local web browser. A ready status dialog will appear when the print output is ready for viewing and printing with the web browser.

When the user presses the *View* button to see the print output, the contents will be displayed in a new browser tab using a one-time use URL. This URL should not be bookmarked for future use.

Sample printout URL:

```
accessnow/ericom/FILETRANSFER/Print/1/%7B7003DDCA-A91F-4A7E-8085-66E216551921%7D?address=192.168.35.198&port=8080&secured=true
```

Once the print output is displayed, it can be sent to the device’s local printer or saved as a local PDF file using the web browser. The web browser may have shortcut buttons for both functions. Here is an example from Chrome:

![Browser shortcut buttons]

**NOTE** If the AccessNow printer is not appearing as an available printer, verify that the user has permissions to add a printer to the session.

Using AccessNow Printer on Windows 8, 10, 2012, 2016, 2019

Windows 8, 10, 2012, and higher do not include the necessary built-in drivers to support the AccessNow Printer. This functionality can be added by installing the HP Universal Postscript (PS) Printing Driver. Download the appropriate driver from the HP website or Ericom’s Update Center website.

During the installation, when prompted for the *Installation Mode*, choose *Dynamic Mode*. Use default settings for all other selections.
Using AccessNow Printer in HP Universal PS Mode

AccessNow Printer on Windows 2008R2 uses a specific printer model as the driver (LJ 2880 or 8500). If this driver does not return accurate print output, AccessNow Printer may also be configured to use the HP Universal Driver if it is installed (see the section prior to this one for instruction details). Once the HP Universal PS Driver is installed on the RDP host, perform the following to enable it in AccessNow:

- Navigate to: C:\Program Files\Ericom Software\Ericom Access Server\WebServer\AccessNow\resources
- Locate the Blaze.txt file and open it with a text editor
- Add the line: use HP Universal PS Printer Driver:i:1
- Save the file
- AccessNow sessions created with this setting enabled will use the HP Universal PS driver for the AccessNow Printer.

Using AccessNow Printer in Lexmark Mode

The Lexmark universal driver may improve printing performance with AccessNow over the HP driver.

To begin, download the Lexmark universal driver from the Internet:
Note: this is a third-party link that may change unexpectedly. If the link does not work, perform a Google search for Lexmark Universal Print driver to search for the updated link.

Download the “PS”/“PS3” version.

Install it on the RDP host(s).

When prompted, select “Install Only”

After the driver has been installed on the target RDP hosts, enabled it in AccessServer:

- Navigate to: `C:\Program Files\Ericom Software\Ericom Access Server\WebServer\AccessNow\resources`
- Locate the `Blaze.txt` file and open it with a text editor.
- Add the line: *use HP Universal PS Printer Driver:i:1*
- Add the line: *universal printer driver:s: Lexmark Universal v2 PS3*
- Save the file
- AccessNow sessions created with these settings enabled will use the Lexmark driver for the AccessNow Printer.

**Direct Print Mode for faster Printing**

To speed up the print process, the user verification and option to save as PDF may be removed by enabling Direct Print Mode.

In the config.js file, set: *directprint: true*

When Direct Print mode is enabled, the print output sent to the AccessNow printer will automatically appear in the browser’s local *Print Preview* dialog.

**Modifying the AccessNow Printer name**

The AccessNow printer name may be modified with a custom string.

Open the blaze.txt file under *C:\Program Files\Ericom Software\Ericom Access Server\WebServer\AccessNow\resources*

Add and configure the setting: *AN Printer name:s:<custom printer name>*

**URL Redirection**

URL Redirection allows HTTP and HTTPS URL links that are selected (clicked) on the remote RDP desktop to be opened using the local web browser. This enables redirected websites to use the local resources rather than remote resources to achieve better performance.

URL’s should only be redirected when the local device has access to the website. If the URL is only viewable from the RDP session, then it should not be redirected.

To enable URL redirection, click on the AccessNow *Settings* button, *Display* button, and check Open browser links on client.

When a user logs into a session where URL redirection is enabled, Ericom AccessNow will instruct the user to select “Ericom Access Terminal Service
In order to use URL Redirection, the Ericom Agent must be configured as the default browser. This will allow it to intercept URL addresses and redirect it to the local system.

During a session where URL redirection is enabled, if the user launches a URL, a prompt will be displayed to ask the user where to launch the URL from:

- **On Client** – Opens the URL on the local device in a new browser tab
- **On Server** – Opens the URL in the remote RDP session
- **Cancel** – Cancels the request

The URL redirection setting may also be configured via `config.js` under “redirect: false,”.

If AccessServer is uninstalled, the original default browser will not be restored; the operating system will prompt the user to select a new default application for web usage.
Ending a Session

After the user logs out or disconnects, a “Session ended” message appears. The browser returns to the connection dialog after the user clicks OK.

No trace of the session will remain on the device once it is ended. For additional security, close the browser tab or window that previously ran the AccessNow session.

Disconnect button

Users may manually disconnect from the remote session by pressing the Disconnect button.

Session Idle Auto-logoff

Remote desktop sessions are explicitly logged off using the Log Off option in the remote desktop's Start Menu.

Application sessions are logged off when the application is closed. In some cases the session is not closed immediately or is non-responsive. AccessNow includes an auto-logoff feature where if nothing is displayed on the screen for a specified duration of time, the session will be automatically logged off. The default value is three (3) seconds, this value may be changed by editing the blaze.txt file in Resources folder and adding the line:

RDP_LogoffDelaySeconds:i:n (n is the duration, default = 3.)

Automatic Reconnect

Active AccessNow sessions will automatically attempt to recover from temporary network outages by reconnecting to the user’s session. The user may experience a slight delay during the reconnect attempt, but once the session is re-established, the user may continue working without having to log back into the session.

This feature may be disabled by configuring the config.js value:

reconnectOnDropped: false,

Fixing Typing Issues (Enable Scan code Input)

In some cases while typing within an AccessNow session the keyboard input will be incorrect or missing in certain applications. The affected applications may require scan-code input rather than Unicode (which is the default). To enable scan-code input, click on the AccessNow web page’s Settings button.
Then check the “Use keyboard scan-codes” setting, click the Settings button again, and test.

Scan-code may also be enabled in the config.js file by modifying this setting:

| convert_unicode_to_scancode | false (default), set to true when using certain applications that send characters as scancodes (i.e. VMware vSphere Client, Ericom Blaze Client, any application where you may have issues typing text). This setting will generate scancodes based on the selected locale. |

| NOTE | Remember to remove the “//” in the beginning of the line (in the config.js file), these signify “comments” which tell AccessNow to ignore the line. Once they are removed, the content of the line will become active. |

\[
// | keyboard_locale: "00000409",
convert_unicode_to_scancode: true,
endURL: "",
\]

**Google Chromebooks**

Ericom AccessNow operates on Google Chromebook and Chromebox just like it does with a Google Chrome browser. Here are some tips to keep in mind when using AccessNow on a Chromebook or Chromebox:

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mouse Left-click</td>
<td>Click the Chromebook trackpad with one finger</td>
</tr>
<tr>
<td>Mouse Right-click</td>
<td>Click the Chromebook trackpad with two fingers</td>
</tr>
<tr>
<td>Scrolling a document or website</td>
<td>Drag two fingers on the Chromebook trackpad up or down to scroll</td>
</tr>
<tr>
<td>Configure Chromebook</td>
<td>Enter into the address field: chrome://settings</td>
</tr>
</tbody>
</table>

Most Chromebook shortcut key combinations (i.e. CTRL+T to open a new tab) are supported during an active AccessNow session. Configured Modifier keys are also supported within the AccessNow session.

**Chromebook Keyboard**

The Chromebook keyboard lacks several keys that are used by Windows. ChromeOS provides standard mappings that use existing keys with the ALT button to represent certain missing keys. AccessNow supports these key combinations:
### Windows Command AccessNow Key combination

<table>
<thead>
<tr>
<th>Windows Command</th>
<th>AccessNow Key combination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delete (DEL)</td>
<td>ALT+Backspace</td>
</tr>
<tr>
<td>Page Up</td>
<td>ALT+Up</td>
</tr>
<tr>
<td>Page Down</td>
<td>ALT+Down</td>
</tr>
<tr>
<td>Home</td>
<td>CTRL+ALT+Up</td>
</tr>
<tr>
<td>End</td>
<td>CTRL+ALT+Down</td>
</tr>
</tbody>
</table>

In addition, AccessNow provides special non-standard mappings for additional key combinations on ChromeOS.

<table>
<thead>
<tr>
<th>Windows Command</th>
<th>AccessNow Key combination</th>
</tr>
</thead>
<tbody>
<tr>
<td>F1, F2, ...</td>
<td>CTRL+1, CTRL+2, ...</td>
</tr>
<tr>
<td>ALT+TAB</td>
<td>ALT+`</td>
</tr>
<tr>
<td>ALT+SHIFT+TAB</td>
<td>ALT+SHIFT+`</td>
</tr>
<tr>
<td>CTRL+Home</td>
<td>CTRL+ALT+Left</td>
</tr>
<tr>
<td>CTRL+End</td>
<td>CTRL+ALT+Right</td>
</tr>
</tbody>
</table>

### Touch Devices (Tablet/Smartphone)

Ericom AccessNow will operate on any tablet or smartphone device if used with an HTML5 browser (i.e. Android Chrome). AccessNow will automatically detect if the device is touch capable and automatically use the built-in virtual keyboard for text input and gesture support for display navigation.

The built-in Click Animation feature helps users see where their finger tap gesture is being applied in the session.

### Keyboard Auto-Sense and Display

AccessNow will automatically sense when the mouse focus is in a text entry field and automatically display the devices virtual keyboard.
To disable this feature, expand the AccessNow toolbar and tap on the “Auto Keyboard” button until the background highlight is disabled.

Disabled:

![Disabled Default Keyboard](image1)

Enabled:

![Enabled Default Keyboard](image2)

**Enable Default Keyboard**

To enable the device’s default keyboard for text input, tap the *Keyboard* button.

**AccessNow Gestures Support**

AccessNow supports built-in gesture support when used on a touch device. This mode is Enabled when “Multi-touch Gesture Redirection” is Disabled:

![Gesture Support](image3)

To use native Windows multi-touch gesture redirection, disable the AccessNow gesture support.

Tap the *Gestures* icon in the Toolbar to see the full list of supported AccessNow gestures.
Windows Multi-touch Gesture Redirection

Starting in version 8.3, AccessNow supports Windows® multi-touch gesture redirection. All multi-touch gestures are redirected natively into the Windows session for use by the application(s) inside the AccessNow session. This feature operates similar to the multi-touch gesture redirection found in the native Microsoft (mstsc.exe) and Ericom (EricomRDP) clients.

The multi-touch gesture redirection feature is enabled using the AccessNow Toolbar button or by config.js setting.

Activation Criteria

AccessNow multi-touch gesture redirection is enabled and activated based on the following criteria:

The feature is **enabled** if all of the following are true:

- Touch is supported by the remote host
- Touch is supported by the client device
- Touch redirection is set to true

The feature is **activated** if all of the following are true:

- Touch feature is enabled
- Toolbar icon is set to active
- Touch is not suspended by the RDP host

Toolbar button

The Windows multi-touch gesture redirection feature is enabled by default. The functionality is enabled and disabled by toggling the gesture button in the AccessNow toolbar:

(Enabled state)

When Windows® multi-touch gesture redirection is disabled, AccessNow gesture support is enabled.

(Disabled state)
Config.js Settings

The following config.js settings are used to configure the multi-touch redirection feature:

<table>
<thead>
<tr>
<th>Setting</th>
<th>Default</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>rdpTouchEnabled</td>
<td>True</td>
<td>Enable remote touch. On the Server: enable the feature, create RDP dynamic virtual channel, and send RDP client touch events. On the Client – enable the feature, process the incoming server touch messages.</td>
</tr>
<tr>
<td>rdpTouchActive</td>
<td>False</td>
<td>Sets the default activation state (ignored when not enabled.) On the Client this is the initial state of the toolbar button. If active, send touch events.</td>
</tr>
<tr>
<td>rdpTouchAction</td>
<td>0</td>
<td>Action to be taken if multi-touch is enabled, but is not supported by the server or client device. Action values: 0 - no action 1 - display an error message 2 - display an error message and disconnect 3 - ask for user confirmation to continue without touch</td>
</tr>
</tbody>
</table>

Conflict with Local Gesture Usage

When multi-touch redirection is enabled, all gestures are redirected to the remote session. However, the user may need to use gestures locally on the device to pan and zoom around the session. When local gesture functionality is required, disable multi-touch redirection temporarily, and re-enable it when it is needed again.
6. **ADVANCED CONFIGURATION**

Ericom AccessNow provides flexible methods to set predefined values and accept custom values that are passed to it. These values can either be displayed in the AccessNow start page or trigger an automatic connection without allowing the user to change any settings (for an example of this, visit Ericom AccessNow online demo at [http://demo.ericomaccessnow.com](http://demo.ericomaccessnow.com)).

Ericom AccessNow may also be integrated with third-party web sites and portals. Ericom AccessNow can accept configuration settings from external pages or directly from a web server. These settings may be displayed in the AccessNow start page for the user to view and modify, or used for an automatic connection.

**Modifying the AccessNow interface**

Certain built-in images may be modified to provide a custom look. The path to the `resources` folder where the images are stored is similar to:

```
C:\Program Files\Ericom Software\Ericom Access Server\WebServer\AccessNow\resources
```

**NOTE** Backup the `resources` folder before making any modifications. To roll-back to the original files, simply copy the original `resources` folder back to the original location.

Any customizations will not be supported by Ericom support as they are beyond the scope of a standard implementation.

**Modifying the connection’s name**

The AccessNow connection name uses the **RDP Host’s** address by default. This label may be modified to a custom string.

To change the connection’s name:

Open the `config.js` file and add the `name` setting if it does not exist.

Set the `name` setting to the desired string. In this example, `testname` will be used as the new connection name when the user starts the session:

```javascript
name: "testname",
```

The `name` setting may also be set using the following cookie: `EAN_name`.

Once the `name` parameter is set, the new label will appear in the connection’s browser tab and in the *Establishing connection* dialog box.
Static Configuration of Config.js

An administrator can modify configuration settings for AccessNow by editing the config.js file that is installed as part of the AccessNow web component. This is a JavaScript file that can be modified using any text editor, such as Windows Notepad. Most settings in the file have the following format:

name: value,

The value can be a number, a flag (true or false), or text enclosed in quotes. Some settings are prefixed by a double slash // which means they are disabled. Remove the double slash in order to set a value for the setting. Javascript rules apply in this file, certain characters need to be escaped (i.e. backslash). Once the settings are configured, save the file and the next user will have the new settings applied.

Refer to the Settings Table for a description of each setting.

NOTE Backup the original config.js file before saving any changes. This will ensure easy rollback to the original configuration.

Passing URL Query Strings

AccessNow supports the ability to pass custom settings as parameters in the URL. For example, the following URL will instruct AccessNow to just launch the Notepad application from the RDP host, rather than display the entire remote desktop:

http://app.ericomaccessnow.com/accessnow/start.html?remoteapplicationmode=true&alternate_shell=Notepad.exe

To start a URL parameter string add the ‘?’ character to the end of the URL. Separate each parameter using the ‘&’ character.

If a value contains special characters that cannot be placed in a URL, such as the space key, these character must be represented using an escape string. For example, the space character is encoded as %20.

<table>
<thead>
<tr>
<th>Common variables used in a query string</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>autostart=</td>
<td>(true, false) Starts a session automatically without the need to press the Connect button</td>
</tr>
<tr>
<td>address=</td>
<td>(string) Address of the Access Server</td>
</tr>
<tr>
<td>full_address=</td>
<td>(string) Address of the RDP Host</td>
</tr>
<tr>
<td>username=</td>
<td>(string) Username to pass into the RDP session</td>
</tr>
<tr>
<td>parameter</td>
<td>description</td>
</tr>
<tr>
<td>-------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>password=</td>
<td>(string) Password to pass into the RDP session</td>
</tr>
<tr>
<td></td>
<td>(Warning: unencrypted in the URL)</td>
</tr>
<tr>
<td>domain=</td>
<td>(string) User’s domain if not specified in the username</td>
</tr>
<tr>
<td>remoteapplicationmode=</td>
<td>(true, false) Launches just the specified application</td>
</tr>
<tr>
<td>alternate_shell=</td>
<td>(string) Path the application when using application mode (i.e. Notepad.exe)</td>
</tr>
</tbody>
</table>

**NOTE** Passing parameters in the URL is very simple and easy to use, but is inappropriate for passing sensitive data such as user credentials. For secure transmission of AccessNow parameter values, use browser cookies.

### Define Configuration Groups

All users share the configuration settings defined in the config.js configuration file. It is possible to specify special settings that will override the global settings for certain groups of users. Multiple configuration groups are defined in the configuration file.

For example, if the *Marketing* group will have clipboard redirection and printing enabled, change config.js as follows:

```javascript
var defaults = {   // this already exists in the file
  …
  "Marketing": {  // bold text are new additions
    printing: true,
    clipboard: true
  },
};
```

**NOTE** The double quotes surrounding *Marketing* must be identical. It may be necessary to delete them and re-type them if the text was copied from another source.

Also, the last setting of the configuration group should not have a ‘,’ at the end. This comma will be placed after the closing bracket ‘}’.

In the URL to be used by the Marketing group, add the `settings` parameter:


### Passing settings using Cookies

Ericom AccessNow Cookies uses the same settings as the config.js file, but with an additional `EAN_` prefix. For example, the `gateway_address` setting is
set using the cookie *EAN_gateway_address*. Ericom AccessNow erases the session cookies immediately after reading them.

When using cookies, remember to perform the following:

- Use HTTPS to encrypt the cookies so that they can contain sensitive data, such as user credentials.
- Set the *Secure* option to the cookies to ensure that they are never transmitted over unencrypted communication.
- Do not use *HttpOnly* cookies because Ericom AccessNow requires JavaScript access to the cookie values.
- Use the *Path* option to limit addresses to which cookies might be sent from (Ericom AccessNow cookies should not be sent to any host-side address.)
- Use Session cookies that expire as soon as the session ends and/or specify a very short expiration duration.

### Passing Encrypted Parameters

AccessNow supports the ability to pass multiple settings using a single base-64 encoded parameter. This is useful when passing settings in the URL in a fashion where the user cannot easily understand what is being transmitted.

For example: instead of:

```
http://myserver:8080/?username=me&password=secret
```

The encrypted base-64 encoded parameter appears as:

```
http://myserver:8080/?params=dXNlcm5hbWU9bWUmcGFzc3dvcmQ9c2VjcmV0
```

**NOTE** The same base-64 encoding mechanism may be used with Cookies as well, using the cookie EAN_parameter.

### Settings Precedence

When the Ericom AccessNow client starts, it reads configuration information from a variety of sources. If two or more sources contain different values for the same setting, the value that Ericom AccessNow will use is determined by the following precedence order:

<table>
<thead>
<tr>
<th>Lowest Precedence</th>
<th>Highest Precedence</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>config.js</em></td>
<td><em>saved settings from previous session</em></td>
</tr>
</tbody>
</table>
For example: if the gateway_address is specified to be “server1” in config.js but “server2” in a cookie (EAN_gateway_address), then the value “server2” will be used.

If the setting overrideSaved is set to true in config.js, any settings predefined in the config.js file will override previously used settings. Precedence order:

Lowest Precedence

Highest Precedence

saved settings from previous session | config.js | cookies | URL parameters

Passing settings using Form POST

Ericom AccessNow 3.3 and higher supports the passing of variables using Form POST. This is useful when using a third-party portal to pass credentials and settings to AccessNow.

To pass desired values to AccessNow, POST the variables to the path “/accessnow/sso”. Use the EAN_Cookie prefix to define the settings that will be passed using POST. Here is an example of passing the username, password, and encryption setting using POST in a Cisco® ASA SSL VPN:

![Example](image.png)

NOTE  To use Form POST with AccessNow versions prior to 3.3, the Ericom Secure Gateway is required.
Modifying the SSO path

Starting in version 8.1, the default SSO path "/accessnow/sso" may be configured with a customizable value. To change this path, perform the following:

- After installing AccessServer, a custom SSO path may be configured via the Windows Registry.
- Navigate to HKLM\Software\Ericom Software\Access Server\SERVER Side
- Add a STRING key and label it “SSO Path”
- Enter the desired value in the form: "mypath1/mypath2"

```
Value name: SSO Path
Value data: mypath1/mypath2
```

- The SSO URL will now be: http:<host>:<port>/mypath1/mypath2

(not required to restart the AccessServer)

Settings Table

The config.js file contains the following configuration settings. Setting names are case sensitive. When settings are specified using cookies, their names are prefixed by EAN_.

<table>
<thead>
<tr>
<th>Setting Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>overrideSaved</td>
<td>false (default), settings that the user changes are preserved between sessions and override values set in config.js. Change to true for config.js to override previously used settings.</td>
</tr>
<tr>
<td>noSaved</td>
<td>1 (default), 0 - always use saved settings; 1 - disable save in SSL VPNs; 2 - never use saved.</td>
</tr>
<tr>
<td>ignoreURLparameters</td>
<td>false (default), set this to true to disable the AccessNow URL parameter feature. This is useful to lock down the AccessNow login web</td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>page</td>
<td>prevents users from entering custom parameters to AccessNow.</td>
</tr>
<tr>
<td>onlyHTTPS</td>
<td>By default, AccessNow first attempts to connect using WebSockets. If the Ericom Secure Gateway is used with AccessNow, the connection will fall back to HTTPS when WebSockets is not available. If this setting is true, HTTPS is used immediately.</td>
</tr>
<tr>
<td>noHTTPS</td>
<td>By default, AccessNow first attempts to connect using WebSockets. If the Ericom Secure Gateway is used with AccessNow, the connection will fall back to HTTPS when WebSockets is not available. If this setting is true, only WebSockets will be used and HTTPS fallback will be disabled.</td>
</tr>
<tr>
<td>autostart</td>
<td>Set to true to force the AccessNow start.html page to connect automatically upon access.</td>
</tr>
<tr>
<td>hidden</td>
<td>A comma- or space-separated list of field names as they appear in config.js. For example “username,password,domain”. The listed fields will be hidden so that the user will not be able to modify them.</td>
</tr>
<tr>
<td></td>
<td>To hide a button, such as the Advanced button, prefix the button text with the word show. For example, “showAdvanced,showAbout” hides both the Advanced and About buttons. “locale” hides the “Display Language field”.</td>
</tr>
<tr>
<td></td>
<td>All hidden variables ignore previously saved settings.</td>
</tr>
<tr>
<td>settings (URL parameter only)</td>
<td>Name of a Configuration Group to be used</td>
</tr>
<tr>
<td>wsport</td>
<td>The default WebSocket port that will be used by the client. The value specified in the file (8080 by default) will be used for both encrypted and unencrypted WebSocket communication.</td>
</tr>
<tr>
<td></td>
<td>If the Access Server port is changed, this value must also be updated manually.</td>
</tr>
<tr>
<td></td>
<td>When no port is entered in the Access Server value of the start.html page, this port value will be used. The user can provide a different</td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>gwport</td>
<td>The default gateway port that will be used if it is not explicitly specified in the address field.</td>
</tr>
<tr>
<td>dialogTimeoutMinutes</td>
<td>Timeout period, in minutes, after which an inactive dialog is automatically closed and the session is logged off. This is only relevant for dialogs that have a logoff button.</td>
</tr>
<tr>
<td>sessionTimeoutMinutes</td>
<td>Timeout period, in minutes, after which an inactive session is disconnected. This timeout is reset whenever user clicks on the keyboard or a mouse button. The default value is 0, which disables this feature.</td>
</tr>
<tr>
<td>specialkeys</td>
<td>Enables support for special RDP key combination commands, such as CTRL+ALT+END which starts the Windows NT Security dialog box (similar to local CTRL+ALT+DEL). See <a href="http://support.microsoft.com/kb/186624">http://support.microsoft.com/kb/186624</a> for the list of key combinations. The following are not supported: Alt+Delete and CTRL+ALT+MINUS SIGN (-)</td>
</tr>
<tr>
<td>chromeKeys</td>
<td>true (default) support special ChromeOS keys combinations</td>
</tr>
<tr>
<td>showDownload</td>
<td>true displays a link in the connection dialog to download the Access Server installer.</td>
</tr>
<tr>
<td>clipboard</td>
<td>true (default) enables clipboard functionality; false disables it</td>
</tr>
<tr>
<td>clipboardTimeoutSeconds</td>
<td>The delay duration before the clipboard image automatically fades out</td>
</tr>
<tr>
<td>clipboardUseFlash</td>
<td>true (default) uses Flash when available for one-click copy into local clipboard</td>
</tr>
<tr>
<td>clipboardKey</td>
<td>Key to open clipboard paste dialog, set to false to disable</td>
</tr>
<tr>
<td>console</td>
<td>false (default) set true to enable RDP console mode</td>
</tr>
<tr>
<td>settingsURL</td>
<td>URL of the connection settings file</td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>endURL</td>
<td>URL to open to after the AccessNow session has ended (# value closes window). If there is a prefix with the symbol ^ then this sets the value of window.location instead of top.location. This is useful when the AccessNow session is embedded in a frame. For example &quot;^<a href="http://www.ericom.com">http://www.ericom.com</a>&quot;</td>
</tr>
<tr>
<td>address</td>
<td>address of Access Server</td>
</tr>
<tr>
<td>full_address</td>
<td>address of RDP host</td>
</tr>
<tr>
<td>username</td>
<td>Username to pass into the AccessNow session</td>
</tr>
<tr>
<td>password</td>
<td>Password to pass into the AccessNow session (entered as clear text in config.js file)</td>
</tr>
<tr>
<td>domain</td>
<td>Domain to pass into the AccessNow session</td>
</tr>
<tr>
<td>remember</td>
<td><code>false</code> (default) determines whether the user’s password will be saved in the AccessNow page for future use. Set to <code>true</code> to enable password saving (not recommended for kiosk usage).</td>
</tr>
<tr>
<td>encryption</td>
<td><code>false</code> determines if encryption will be enabled from the AccessNow client to the server</td>
</tr>
<tr>
<td>blaze_acceleration</td>
<td><code>true</code> determines if RDP acceleration will be used</td>
</tr>
<tr>
<td>blaze_image_quality</td>
<td>Sets the quality level using a numeric For example: 40 (fair quality), 75, 95 (best)</td>
</tr>
<tr>
<td>resolution</td>
<td>Sets the resolution size of the AccessNow session. The value set must be a valid option under the AccessNow screen resolution setting For example: &quot;1024,768&quot;</td>
</tr>
<tr>
<td>use_gateway</td>
<td><code>false</code> (default), set to <code>true</code> to use an Ericom Secure Gateway for remote access</td>
</tr>
<tr>
<td>gateway_address</td>
<td>Defines the address and port of the Ericom Secure Gateway For example: secure.acme.com:4343</td>
</tr>
<tr>
<td>remoteapplicationmode</td>
<td><code>false</code> (default), set to <code>true</code> to use application-only mode to launch specific applications instead of a full desktop session.</td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>alternate_shell</td>
<td>Defines the path to an application that will be launched instead of a full desktop session. When using a backslash, it must be prefixed with another backslash. When using double quotes as part of a string, the entire string must be denoted using single quotes (and vice versa). Here is an example of a path using backslashes and double quotes: &quot;C:\Program Files\notepad.exe” For more information on JavaScript language string syntax rules, read: <a href="http://en.wikipedia.org/wiki/JavaScript_syntax#String">http://en.wikipedia.org/wiki/JavaScript_syntax#String</a></td>
</tr>
<tr>
<td>shell_working_directory</td>
<td>Sets the working directory for the application defined in the alternate_shell parameter.</td>
</tr>
<tr>
<td>useScancodes</td>
<td>No longer in use, see convert_unicode_to_scancode</td>
</tr>
<tr>
<td>convert_unicode_to_scancode</td>
<td>false (default), set to true when using certain applications that send characters as scancodes (i.e. VMware vSphere Client, Ericom Blaze Client, any application where you may have issues typing text). This setting will generate scancodes based on the selected locale.</td>
</tr>
<tr>
<td>leaveMessage</td>
<td>The message displayed to the user after he/she navigates away from an active session</td>
</tr>
<tr>
<td>printing</td>
<td>true, enables the printing feature (default) false, disables the printing feature</td>
</tr>
<tr>
<td>fileDownload</td>
<td>true, enables the ability to download files (default) false, disables the download feature For Full Screen use “screen”</td>
</tr>
<tr>
<td>fileUpload</td>
<td>true, enables the ability to upload files (default) false, disables the upload feature</td>
</tr>
<tr>
<td>audiomode</td>
<td>0, enables audio redirection (default) 1, play audio on remote computer</td>
</tr>
<tr>
<td><strong>Parameter</strong></td>
<td><strong>Description</strong></td>
</tr>
<tr>
<td>------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>name</td>
<td>Defines a custom string for the connection name. By default, the <em>RDP Host address</em> is used.</td>
</tr>
<tr>
<td>minSendInterval</td>
<td>Specifies the minimum duration between mouse position messages sent from the client when the mouse button is pressed. Units is milliseconds</td>
</tr>
<tr>
<td>use_client_timezone</td>
<td><strong>true</strong> (default) enables local time zone redirection; false disables it</td>
</tr>
<tr>
<td>restrictHost</td>
<td>Use this setting to create a list of addresses that the AccessNow will be denied access to. Enter a DNS address, IP address, or IP range (e.g. 127.0.* covers 127.0.0.0 to 127.0.255.255)</td>
</tr>
</tbody>
</table>
| reverseMouseWheel      | 0 - mouse wheel works as usual  
1 (default) - mouse wheel direction is reversed only on Mac  
2 - mouse wheel direction is always reversed                                                                                                                                                                                                                                        |
| mouseWheelSpeed        | 120 (default) – sets mouse wheel speed. Higher value will result in faster scroll.                                                                                                                                                                                                                                                                |
| longPressRightButton   | Modifies mouse right click behavior:  
0 (default) - long left-click does not generate right-click  
1 - long left-click generates right-click only on Mac  
2 - long left-click always generates right-click  
Note that if mouse is moved while holding left mouse button, this causes drag behavior, and will not generate right-click.                                                                                                                                                     |
| fullscreenKeyMode      | 0 – always pass F11 to remote session  
1 – for IE handle F11 locally (enter/exit full-screen). For other browsers pass to remote session  
2 (default) – always handle F11 locally (enter/exit full-screen).                                                                                                                                                                                                                 |
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>disableToolbar</td>
<td>true (default) – displays the toolbar upon login</td>
</tr>
<tr>
<td></td>
<td>false –disables the toolbar</td>
</tr>
<tr>
<td>reconnectOnDropped</td>
<td>true (default) – automatically reconnect to user’s session after a network outage is rectified</td>
</tr>
<tr>
<td></td>
<td>false – disable automatic reconnect</td>
</tr>
<tr>
<td>reconnectMaxMinutes</td>
<td>Duration of reconnect for dropped connection</td>
</tr>
<tr>
<td>disableToolbar</td>
<td>false (default) – show the AccessNow Toolbar</td>
</tr>
<tr>
<td></td>
<td>true – disable the AccessNow Toolbar</td>
</tr>
<tr>
<td>enableAutoKeyboard</td>
<td>true (default) – auto-sense when the mouse is in a text entry field and automatically display the virtual keyboard</td>
</tr>
<tr>
<td></td>
<td>false – disable the auto-sense and display feature</td>
</tr>
<tr>
<td>touchPad</td>
<td>true (default) - Enable or disable touchpad support for mobile devices.</td>
</tr>
<tr>
<td>reverseTouchScroll</td>
<td>false (default) - Reverse two-finger scrolling on touch devices.</td>
</tr>
<tr>
<td>noEndDialog</td>
<td>Do not display session disconnect dialog</td>
</tr>
<tr>
<td>nameOnly</td>
<td>Display only the connection name in the title</td>
</tr>
<tr>
<td>fastLogoff</td>
<td>Enable fast logoff for published apps (remoteapplicationmode must be true)</td>
</tr>
<tr>
<td>clipboardSeamlessCopy</td>
<td>true (default) - Enable seamless clipboard redirection (this option only applies to Chrome). MS IE is always enabled and cannot seamless copy/paste cannot disabled.</td>
</tr>
<tr>
<td>MinWidth</td>
<td>Sets the minimum horizontal resolution that the AccessNow session may use (the AccessNow session will never be sized below this pixel value). Default value is 768 when “auto” is used.</td>
</tr>
<tr>
<td>MinHeight</td>
<td>Sets the minimum vertical resolution that the AccessNow session may use (the AccessNow session will never be sized below this pixel value)</td>
</tr>
<tr>
<td>Parameter</td>
<td>Value</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>blockAltOrCtrlCombinations</td>
<td>false (default) - Block any key combination that includes CTRL or ALT.</td>
</tr>
<tr>
<td>redirect</td>
<td>False (default) - Enable URL redirection on the host server so that remote URL’s will be launched using the local (default) browser.</td>
</tr>
<tr>
<td>defaultErrorMessage</td>
<td>Display the default error message when no matching translation is found</td>
</tr>
<tr>
<td>fireFoxProgrammaticFullScreen</td>
<td>false (default) - use FullScreen API on Firefox, will disable ESC key usage while in full screen.</td>
</tr>
<tr>
<td>printToNewTab</td>
<td>Opens printed files in a new tab. This allows the user to print multiple files at once. Requires &quot;directprint&quot; to be enabled. Functions best with Chrome.</td>
</tr>
<tr>
<td>uploadSizeLimit</td>
<td>Sets the maximum file size that a user may upload with AccessNow</td>
</tr>
<tr>
<td>notificationTimeOut</td>
<td>Sets the duration where notifications will be displayed without user interaction (in ms)</td>
</tr>
<tr>
<td>rdpTouchEnabled</td>
<td>True (default) - Enable remote touch. On the Server: enable the feature, create RDP dynamic virtual channel, and send RDP client touch events. On the Client – enable the feature, process the incoming server touch messages.</td>
</tr>
<tr>
<td>rdpTouchActive</td>
<td>False (default) – Sets the default activation state (ignored when not enabled.) On the Client this is the initial state of the toolbar button. If active, send touch events.</td>
</tr>
<tr>
<td>rdpTouchAction</td>
<td>0 (default) - Action to be taken if multi-touch is enabled, but is not supported by the server or client device. Action values: 0 - no action 1 - display an error message 2 - display an error message and disconnect 3 - ask for user confirmation to continue without touch</td>
</tr>
<tr>
<td>true lossless type</td>
<td>0 (default) use jpeg 100 1 = use jpeg 100 2 = use LZ4 (True lossless, no compression)</td>
</tr>
</tbody>
</table>
These settings only take effect after the user starts a new session.

**NOTE** In some cases the local browser must be closed and reopened before changes take effect. The browser cache may also need to be cleared.

# Embedding AccessNow in an iframe

To embed AccessNow within a third-party web page using the iframe mechanism, simply place an iframe tag within the containing page, and have the iframe’s SRC attribute reference the AccessNow URL.

For example:

```html
<body>
  <h1>Embedded AccessNow</h1>
  <iframe src="http://127.0.0.1:8080/accessnow/start.html" style="width:1024px; height:768px"></iframe>
</body>
```

When using iframes AccessNow may access the parent frame. Due of the same-origin policy, make sure the protocol, host, and ports of the parent frame and the iframe src (link to AccessNow) will match.

For example, if the page is accessed at `https://example.com:8021/index.html`, the iframe src attribute must start with `https://example.com:8021`. (Tip: use `//example.com:8021` and the browser will automatically select the protocol, as in `http://` or `https://`).

A known behavior when embedding AccessNow in an iframe is that automatic session resize is *not* supported.

## Post-Session Redirect

When the AccessNow session ends, it can be configured to send the browser to a specified URL using the *endURL* setting.

- Specifying a simple URL will redirect the iframe.
- Prefix the URL with `^` to redirect the iframe’s parent (container).
- Prefix the URL with `$` to redirect the top-most container.
- Specify `#` and the URL will close the browser tab.

# Sample HTML - Passing Cookies into AccessNow

```html
<html>
<head>
</head>
```
function createCookie() {
  var address = document.forms['cookieform'].address.value;
  var fulladdress = document.forms['cookieform'].fulladdress.value;
  var username = document.forms['cookieform'].username.value;
  var password = document.forms['cookieform'].password.value;
  var domain = document.forms['cookieform'].domain.value;
  document.cookie = "EAN_autostart=true; expires=0; path=/";
  document.cookie = "EAN_address="+address+"; expires=0; path=/";
  document.cookie = "EAN_full_address="+fulladdress+"; expires=0; path=/";
  document.cookie = "EAN_username="+username+"; expires=0; path=/";
  document.cookie = "EAN_password="+password+"; expires=0; path=/";
  document.cookie = "EAN_domain="+domain+"; expires=0; path=/";
}

function testCookie() {
  document.cookie = "EAN_autostart=true; expires=0; path=/";
  document.cookie = "EAN_address=Rdpdemo.ericom.com; expires=0; path=/";
  document.cookie = "EAN_full_address=Rdpdemo.ericom.com; expires=0; path=/";
  document.cookie = "EAN_username=demo; expires=0; path=/";
  document.cookie = "EAN_password=demo; expires=0; path=/";
  //document.cookie = "EAN_domain=; expires=0; path=/";
}

function readCookie(name) {
  var nameEQ = name + "=";
  var ca = document.cookie.split(';');
  for(var i=0;i < ca.length;i++) {
    var c = ca[i];
    while (c.charAt(0) == '.') c = c.substring(1,c.length);
  }
if (c.indexOf(nameEQ) == 0) {
    alert( c.substring(nameEQ.length,c.length));
    }
}
// -->
</script>
</head>
<body>
<form name="cookieform" action="#"><p>
address: <input name="address"><br/>
RDP Host: <input name="fulladdress"><br/>
Username: <input name="username"><br/>
Password: <input name="password"><br/>
Domain: <input name="domain"><br/>
</p></form>
<a href="javascript:createCookie()">Set Cookie</a><br/>
<br/>
<a href="javascript:testCookie()">Test Data</a><br/>
<br/>
<br/>
<a href="javascript:readCookie('EAN_address')">Read address</a><br/>
<br/>
<a href="javascript:readCookie('EAN_full_address')">Read full address</a><br/>
<br/>
<a href="javascript:readCookie('EAN_autostart')">Read autostart</a><br/>
AccessNow File Transfer API

AccessNow includes a file transfer mechanism that can support advanced functionality. The file transfer executable, ANFileTransfer.exe includes three features to provide enhanced integration with third-party applications.

After enabling any of the three features explained in this section, users with active sessions need to logoff and back on in order to use the feature.

Initiate a download of a file

Within an AccessNow session, launch: ANFileTransfer.exe file-path

ANFileTransfer.exe is located in the AccessNow installation folder, e.g. C:\\Program Files (x86)\\Ericom Software\\Ericom Access Server. This folder is added to the system path during installation.

The complete path is also available in the registry under: HKEY_LOCAL_MACHINE\\SOFTWARE\\Microsoft\\Windows\\CurrentVersion\\App Paths\\ANFileTransfer.exe. This allows the executable to be launched directly using ShellExecute.

Here is an example of a use case:

An application always creates an output file in c:\ named test.csv. Since the file will always be in the same location, a shortcut may be created to simplify the download process.

Launch "ANFileTransfer.exe c:\test.csv" and test.csv will be downloaded in one step, rather than three (initiate download, select file, click OK). This operation
may also be called from a third-party application to automate the download process of an output file.

NOTE The download destination cannot be configured ahead of time. The downloaded file will be placed in a folder specified by the web browser.

Specify upload folder

Instead of displaying a dialog to the user, uploaded files will always be placed directly into a pre-configured folder (files with the same name will be overwritten with the latest version).

The folder path is specified using a registry setting. It will be read from either HKEY_LOCAL_MACHINE or HKEY_CURRENT_USER with HKEY_CURRENT_USER taking precedence. Before configuring the upload folder path, verify that users have write access to the specified location. The Registry keys for the Upload Folder setting are:

- HKEY_LOCAL_MACHINE\SOFTWARE\Ericom Software\ANFileTransfer, REG_SZ value UploadFolder
- HKEY_CURRENT_USER\SOFTWARE\Ericom Software\ANFileTransfer, REG_SZ value UploadFolder

On 64-bit systems running previous 32-bit versions of Access Server, and 32-bit systems, the Registry keys are located here:

- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Ericom Software\ANFileTransfer, REG_SZ value UploadFolder
- HKEY_CURRENT_USER\SOFTWARE\Wow6432Node\Ericom Software\ANFileTransfer, REG_SZ value UploadFolder

NOTE These registry keys may not have been installed with the application. If they are missing, simply add them to the Registry. Create a new Key with the label ANFileTransfer and String Key UploadFolder.

Here is an example of a use case:

All uploaded files should go to the user’s home directory. Set UploadFolder to the path or drive of the home directory (e.g. U:\). When users upload files with AccessNow, they will not be prompted for the upload path and all files will be placed in the specified location. It is best practice to hide and prevent access to drives that contain critical system files (e.g. C:\).
Specify executable that is launched with every uploaded file

An executable can be defined to launch with every uploaded file, with the file path as the command-line argument. Batch (.BAT) files are also supported.

The executable is specified using a registry setting. It will be read from either HKEY_LOCAL_MACHINE or HKEY_CURRENT_USER with HKEY_CURRENT_USER taking precedence. The Registry keys for the Upload Handler setting are:

- HKEY_LOCAL_MACHINE\SOFTWARE\Ericom Software\ANFileTransfer, REG_SZ value UploadHandler
- HKEY_CURRENT_USER\SOFTWARE\Ericom Software\ANFileTransfer, REG_SZ value UploadHandler

On 64-bit systems running previous 32-bit versions of Access Server, and 32-bit systems, the Registry keys are located here:

- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Ericom Software\ANFileTransfer, REG_SZ value UploadHandler
- HKEY_CURRENT_USER\SOFTWARE\Wow6432Node\Ericom Software\ANFileTransfer, REG_SZ value UploadHandler

Example Use Case:

Only Microsoft Paint is published to the end user. Set the UploadHandler to the path of the published application and this application will be automatically launched each time a file is uploaded. The uploaded file will be used as the parameter for the application so it will be opened automatically (if it is a valid file for the specified application).

NOTE This feature specifies a single handler application and will not verify that the application is able to properly open a file passed to it. If multiple file types need to be supported, use this feature to execute a BAT file that checks file types, and then launches the appropriate application for each type.

Tip: a useful way of using UploadHandler is to set it to explorer.exe. Now, when a file is uploaded, the configured helper application on the system will automatically open the file. For example, upload abc.pdf, and Adobe Acrobat will automatically open the file if it is configured as the helper application on the operating system.
Keyboard Locale Value Table

The following list displays all valid foreign keyboard locale values for the Keyboard Locale setting. Use this table to pass the desired setting with the `EAN_keyboard_locale` cookie.

For example, to set Japanese, use `EAN_keyboard_locale=E0010411`

```html
<option value="00000409" data-lang="en-us">STR_ENGLISH_US</option>
<option value="00000809" data-lang="en-gb">STR_ENGLISH_UK</option>
<option value="0000041C" data-lang="sq">STR_ALBANIAN</option>
<option value="00000423" data-lang="be">STR_BELARUSIAN</option>
<option value="000141A" data-lang="bs">STR_BOSNIAN</option>
<option value="0010405" data-lang="bg">STR_BULGARIAN</option>
<option value="00000804" data-lang="zh-cn">STR_CHINESE_SIMPLIFIED</option>
<option value="00000404" data-lang="zh-tw">STR_CHINESE_TRADITIONAL</option>
<option value="00000405" data-lang="cs">STR_CZECH</option>
<option value="00000406" data-lang="da">STR_DANISH</option>
<option value="00000413" data-lang="nl">STR_DUTCH</option>
<option value="00000425" data-lang="et">STR_ESTONIAN</option>
<option value="0000040B" data-lang="fi">STR_FINNISH</option>
<option value="0000040C" data-lang="fr">STR_FRENCH</option>
<option value="0000080C" data-lang="fr-be">STR_FRENCH_BELGIUM</option>
<option value="00001009" data-lang="fr-ca">STR_FRENCH_CANADA</option>
<option value="0000100C" data-lang="fr-ch">STR_FRENCH_SWITZERLAND</option>
<option value="00000407" data-lang="de">STR_GERMAN</option>
<option value="00000807" data-lang="de-ch">STR_GERMAN_SWITZERLAND</option>
<option value="00000408" data-lang="el">STR_GREEK</option>
<option value="0000040D" data-lang="he">STR_HEBREW</option>
<option value="0000040E" data-lang="hu">STR_HUNGARIAN</option>
<option value="0000040F" data-lang="is">STR_ICELANDIC</option>
<option value="00000410" data-lang="it">STR_ITALIAN</option>
<option value="E0010411" data-lang="ja-jp">STR_JAPANESE</option>
<option value="E0010412" data-lang="ko-kr">STR_KOREAN</option>
<option value="00000426" data-lang="lv">STR_LATVIAN</option>
<option value="00010427" data-lang="lt">STR_LITHUANIAN</option>
```
Auto Keyboard Locale Switching

Ericom AccessServer 7.6.1 added automatic keyboard input locale switching (inside the session) based on incoming input. As characters are typed, Ericom AccessServer checks to see if the character is associated with a specific language. If it is, a message is sent to the RDP Session to change and set the keyboard locale accordingly.

Unicode and scancode input are both supported. This feature works best with languages that are significantly different from each other (e.g. English and Hebrew as one is a left-to-right language and the other right-to-left language).

This feature is disabled by default and is configured using the blaze.txt file. To enable this feature perform the following:

- Open the file `C:\Program Files\Ericom Software\Ericom Access Server\WebServer\AccessNow\resources\Blaze.txt` using a text editor

- Add the line (if it does not exist): `keyboard detect languages:s:`

The syntax is for this setting is as follows:

```
keyboard detect languages:s:keyboardId,start-end,start-end, ... ;
keyboardId,start-end,start-end
```

Anytime Unicode input is received in the range ‘start-end’, the corresponding ‘keyboardId’ should be set.
For Example:

**keyboard detect languages:** s:0x04090409, 41-5A, 61-7A; 0xf03d040d, 5BE-5F4

Keyboard Id: 0x04090409 = English. US. 41-5A and the characters 'A-Z' and 61-7A are 'a-z'.

Keyboard Id: 0xf03d040d = Hebrew. 5BE-5F4 are the characters: Hebrew Punctuation Maqaf - Hebrew Punctuation Gershayim. This includes all the Hebrew characters (See Unicode and HTML for the Hebrew alphabet: https://en.wikipedia.org/wiki/Unicode_and_HTML_for_the_Hebrew_alphabet

The character ranges are in hexadecimal and the values are unicode character ranges.

If the keyboard is manually changed on the server side, it will be out-of-sync until the language is changed again on the client.

For this feature to function properly, the exact keyboard language must be installed for the current user in the RDP session. There may be multiple variants of a language, such as English.

In the AccessServer installation directory, there is a program named **LangControl.exe**. To see a list of all keyboards installed for the current user run **LangControl /list**

When the language is switched, there is a small delay of 500 milliseconds for the first character typed in the new language to be detected and processed.
7. SECURITY

Using a Trusted Certificate

The Access Server installation includes a self-signed certificate for secure SSL connections. Some browsers, such as Google Chrome, allow self-signed certificates for SSL-encrypted WebSocket connections.

Opera browsers will notify the user that the server certificate is not signed, and prompt the user to continue.

Chrome OS, Safari 5.x, and Firefox will not allow connections using self-signed certificate. In order to provide connectivity from these browsers, a trusted certificate must be imported into the Access Server or into the Ericom Secure Gateway if it is being used as a proxy for AccessNow.

A trusted certificate is also required to establish secured WebSocket connections (wss).

To import a trusted certificate into the Access Server, perform the following:

1. Import the trusted certificate to the Computer (Personal | Certificates) store.

2. Mark it as exportable during the import:
3. Go to the Certificate’s Details tab and highlight the Thumbprint.

![Certificate Details](image)

4. Copy the thumbprint (CTRL+c)

5. Open the Access Server Configuration console and go to the Security tab.

6. Paste (CTRL+v) the thumbprint into the Certificate Thumbprint field.

![Certificate Thumbprint](image)

7. Click Apply and then restart the Access Server.

![Access Server Configuration](image)

8. Start the Access Server service and it will be ready for use.

**NOTE** For VDI environments, it is possible to install a wildcard certificate on the gold image and then clone the image with the trusted certificate and Access Server pre-configured.
Benefit of using a Trusted Certificate

When using AccessNow in production, a trusted certificate is strongly recommended (especially if the Secure Gateway is not being used.) Certain browsers, such as Safari on Macs, may deny connections that do not use a trusted certificate. Certain browsers may also require a trusted certificate when connecting using an HTTPS enabled URL. Install a trusted certificate in the Secure Gateway or Access Server to ensure safe and reliable connections from a wide range of web browsers.

Secured connections via Ericom Secure Gateway

When using the Ericom Secure Gateway, the connection between the AccessNow browser client and the Secure Gateway is always secured using SSL. The Ericom Secure Gateway is installed with a self-signed certificate by default, but supports trusted certificates as well. Please read the Ericom Secure Gateway Administrator’s Manual for full instructions on how to install and configure it for use with Ericom AccessNow and Blaze.
8. **SSL VPN Configuration**

Ericom AccessNow is compatible with an SSL VPN that supports HTML5 Websockets. SSL VPN’s that do not support Websockets will require the Ericom Secure Gateway (ESG) for HTTPS access.

Ericom AccessNow has been tested with Juniper’s SA 7.4 SSL VPN and the documentation in this section will be based off Juniper’s administration pages. Configuration with other third-party SSL VPN appliances will be similar to the procedures described here (difference are mostly in terminology).

**Web Proxy with 7.4 (no download required)**

Juniper version 7.4 supports WebSockets natively. AccessNow links are published in the Juniper’s web interface as *web* applications. To publish a new AccessNow connection, go to the Juniper Admin page and do the following:

1) Go to Resource Profiles | Web | *New Web Application Resource Profile*

2) Enter the *Name* of the AccessNow connection that the users should see.

3) Enter the AccessNow URL in the *Base URL* field.

4) Click *Save and Continue*

5) At the *Roles* dialog add all roles that should have access to the AccessNow link and click *Save Changes.*
6) Enter the desired label for the connection in the Bookmarks tab

![Bookmarks tab screenshot]

7) When the user logs into Juniper - the AccessNow link will be displayed under the Web bookmarks section (i.e. My Server and AccessNow). Simply click on the link to connect to an application or desktop published with AccessNow.

**Web Proxy with older Juniper versions (no download required)**

Juniper versions prior to 7.4, and most other SSL VPN’s, do not support native WebSockets. To use AccessNow with such SSL VPN’s, HTTPS Mode (see HTTPS Mode chapter in this guide) is required. HTTPS mode is enabled by installing the Ericom Secure Gateway (ESG). Follow these instructions to use Ericom AccessNow and the ESG:

1) Go to Resource Profiles | Web | New Web Application Resource Profile
2) Enter the Name of the AccessNow connection that the users should see.
3) Enter the Gateway’s AccessNow URL address as the Base URL, Click Save.

![New Web Application Resource Profile screenshot]

4) Go to Autopolicy: Web Access Control
5) Edit the automatically entered address and delete the subfolder “accessnow”.
   Instead of https://GWaddress.com:443/accessnow/* the correct resource is https://GWaddress.com:443/*
6) Click Save and Continue
7) At the Roles dialog add all roles that should have access to the AccessNow link and click Save Changes

8) When the user logs into Juniper - the AccessNow link will be displayed under the Web bookmarks section (i.e. AccessNow Connection to RDP Host). Simply click on the link to connect to an application or desktop published with AccessNow.

**NOTE** If the link is not translating properly, make sure that there is not a Passthrough Proxy policy defined for the Gateway Server (where the web component is hosted on).

**SSO Using Cookies**

In the Single Sign-on Config, set “Remote SSO”

Set “Send the following data as request headers” to the AccessNow URL.

Set the desired cookies, for example:

- EAN_username=<USER>  (this passes the username)
- EAN_password=<PASSWORD>  (this passes the password)
- EAN_autostart=true  (this auto starts the connection, “bypassing” the start page)
- Other AccessNow parameters may also be passed as cookies.
SSO Using POST

In the Single Sign-on Config, set “Remote SSO”

Set ”POST the following data” to the AccessNow SSO URL (/AccessNow/sso).

Set the desired cookies, for example:

- EAN_username=<USER>  (this passes the username)
- EAN_password=<PASSWORD>  (this passes the password)
- EAN_autostart=true  (this auto starts the connection, “bypassing” the start page)
- Other AccessNow parameters may also be passed via POST.

Support for multiple bookmarks in portal

To prevent multiple AccessNow bookmarks from inherently passing parameters across each other, the setting noSaved was added in AccessNow 3.3.

The setting noSaved clears any saved setting before initiating the connection (similar to clicking the Reset button).

Notes about this feature:

- The default value for this setting is false
- This setting can be specified via config.js (settings.js), URL or cookie
- The GUID (license) value is retained when this setting is used
9. HTTPS Mode

For environments where WebSockets support is not available, Ericom AccessNow can work in HTTPS mode such that all communication will be sent via HTTPS only. HTTPS mode will be used if WebSockets is not available. WebSockets will be used when available as it will provide better performance. HTTPS mode is required when using Microsoft Internet Explorer 9 or with gateways that only proxy HTTPS traffic.

To enable this feature, the Ericom Secure Gateway is required. The AccessNow web pages must be delivered using the web server built into the Secure Gateway (files are located under the Webserver/AccessNow folder). Perform the following to enable AccessNow for HTTPS support.

1) Install the Access Server on the desired RDP Hosts.

2) Install the Ericom Secure Gateway (this does not necessarily have to be on the RDP Host or Access Server). The Ericom Secure Gateway must be installed on a server that is accessible by the target end-user group(s).

3) To connect to the Access Server using HTTPS - enter the AccessNow URL of the Secure Gateway (the Secure Gateway includes the AccessNow web component) \[https://<securegatewayaddress>/accessnow/start.html\]

4) Enter the parameters for the target Access Server in the start.html page.

5) Upon connection, if HTTPS mode is active a '-' symbol will prefix the address in the browser tab.

**NOTE** HTTPS mode requires a browser that supports Canvas. Older browsers, such as Microsoft Internet Explorer 8 (or earlier), are not supported.

### Forcing HTTPS Mode

AccessNow connections may be forced to use HTTPS mode for all connections. To enable HTTPS-only mode, configure this in config.js file: **onlyHTTPS: true**, 

In the default config.js file, this line is commented out; simply delete the comments "//", save the file, and all future AccessNow connections will use this setting (the end-user’s browser’s cache may need to be cleared as well).

**NOTE** Forcing HTTPS will speed up the connection process in environments where Websocket is never available. This is because AccessNow does not have to attempt the connection using Websocket and wait for the attempt to fail.
10. **UNINSTALLING ACCESS SERVER**

Uninstall Ericom Access Server using Control Panel | *Add/Remove Programs*

Select Ericom Access Server and click *Uninstall* to begin the uninstall process.
11. TECHNICAL SUPPORT

Release Notes

Starting in Version 9.0, release notes will be listed here in addition to the product download site. Release notes for versions prior to 9.0 can be found on the product download site.

V9.1
January 2019
- Maintenance version – bug fixes and internal optimization (28123, 28820, 27271)

V9.0
November 2018
- Windows 2019 support
- Windows 10 SAC 1809 support
- Version alignment to 9.0
- ESG: TLS 1.0 disabled by default, can be enabled in the configuration if needed.

Warning on using TS/RDS per-Device CAL with AccessNow

Per-Device TS/RDS CALs are not recommended for use with Ericom AccessNow. It is strongly recommended to use per-User TS/RDS CAL’s with AccessNow. AccessNow will connect to Terminal Servers and Remote Desktop Servers using per-Device CAL, however, it will consume another license on top of any previous mstsc connection.

AccessNow operates within the browser. With each connection from a different browser on the same machine, an additional per-Device TS/RDS CAL will be consumed. For example, if a user connects to a Terminal Server first with mstsc.exe, and then connects again with AccessNow on Google Chrome – two per-Device CAL’s will be consumed. Furthermore, if the same user connects using Firefox browser from the same machine, another per-Device CAL will be consumed.

Browser Extension Conflicts

Browser extensions and toolbars may inject JavaScript code into web pages. This can adversely impact the behavior of certain web pages. If AccessNow is
not working properly - try disabling or uninstalling any active browser extensions or toolbars. Restart the web browser after uninstalling or disabling an extension to ensure that it is no longer active.

**AccessNow Printing with Foreign Languages**

When using the AccessNow Printer with content containing foreign characters, the resulting PDF file may show incorrect characters instead.

The fix for this issue is to add the entry `ps2pdf mode:i:0` to `blaze.txt`.

The blaze.txt file is located under the `resources` folder of the AccessNow web component. In an Access Server installation, this is located at `Access Server | WebServer | AccessNow | resources`.

<table>
<thead>
<tr>
<th>Examples</th>
<th>Correct</th>
<th>Incorrect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Korean</td>
<td>❌</td>
<td>☑️</td>
</tr>
<tr>
<td>Russian</td>
<td>᝝</td>
<td>❌</td>
</tr>
</tbody>
</table>

**HTTPS and SSL Encryption**

When the AccessNow page is delivered to the web browser using HTTPS - the SSL encryption setting will be checked by default. Modern browsers usually require that WebSocket connections to be encrypted when launched from pages delivered using HTTPS.

**Right Click on Mac**

To perform a right-click on Mac OSX system: Command+left-click

**Demo Site to Verify Connectivity**

If a user is having trouble connecting to the AccessNow environment that has been installed – ask the user to connect to the Ericom demo site on the Internet using this URL: [http://an.ericom.com/](http://an.ericom.com/)

If the demo any of the demo runs, then the browser is compatible with AccessNow. This demo site communicates over port 443 using the Ericom Secure Gateway and a trusted certificate. If it works for the user, verify the following:

- AccessNow port between the user’s browser and the AccessNow environment is available. The default port is 8080.
A trusted certificate may be required for the Ericom Secure Gateway or the Access Server.

**Requesting Support**

To request technical support from Ericom Software, email CA@ERICOM.COM and provide the following information:

- Which version of Ericom AccessNow are you using (see About)?
- What type of system/operating system are you connecting to (host)? Is it 32 or 64 bit? Is RDP enabled?
- What type of system/operating system are you connecting from (client)? Is it 32 or 64 bit?
- Is port 8080 enabled on the host (is the firewall configured with an exception)?
- What error messages are being displayed?
- How many people/machines/hosts are having this problem (one, all, etc)?
ABOUT ERICOM

Ericom® Software is a leading global provider of Application Access, Virtualization and RDP Acceleration Solutions. Since 1993, Ericom has been helping users access enterprise mission-critical applications running on a broad range of Microsoft Windows Terminal Servers, Virtual Desktops, legacy hosts and other systems. Ericom has offices in the United States, United Kingdom and EMEA. Ericom also has an extensive network of distributors and partners throughout North America, Europe, Asia and the Far East. Our expanding customer base is more than 30 thousand strong, with over ten million installations.

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