

ACCESSNOW- HTML5 RDP CLIENTS FAQs

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AccessNow - HTML5 RDP Clients

GENERAL

1. Printing

Does AccessNow support printing?

Yes, AccessNow supports printing. Refer to the Built-in Universal Printing section in AccessNow manual.

<https://www.ericom.com/wp-content/uploads/2022/12/EricomAccessNowAdminManual.pdf>

2. Debugging keyboard issues

When using AccessNow, one of the keyboard keys does not respond (or displays an incorrect character). How can I fix this?

In order to allow Ericom support team to provide you with a solution, please follow the steps below:

1) Browse the following URL:

<http://sc.ericom.com/keys/keys.html>

(Use the same client device, same web browser, and the same locale settings)

2) Press the problem key, and provide us with a screen shot or with a copy of the browser content

3) In addition, please specify which key was pressed, and let us know if keys.html failed to reflect this key.

3. System requirements

Where can I find a list of AccessNow system requirements?

Please browse the following URL for the list of AccessNow system requirements:

http://sc.ericom.com/System_Requirements/Ericom_AccessNow.asp

4. Tablets and Smartphones

Can I use AccessNow with tablets and smartphones?

Ericom AccessNow will operate on any tablet or smartphone device if used with an HTML5 browser (i.e. iPad Safari).

The following list provides tips on using AccessNow from a tablet or smartphone device where a physical keyboard and mouse is not available. Functionality will vary across different devices and certain commands may not be available.

- Single Tap performs a left click.
- Single long Tap performs a right-click.
- Tap + Hold + Drag performs a select then drag/scroll function.
- Double Tap, or tapping once with two fingers, performs double-click.
- Tap with three fingers sends Back command to a remote browser.
- Swipe down with three fingers is Page Up.
- Swipe up with three fingers is Page Down.
- Drag left or right with three fingers performs a left arrow and right arrow respectively.
- Tap the keyboard icon (upper right-hand corner of window) to open/close the virtual keyboard.
- Currently there is no support for clipboard and file transfer on tablets and smartphones.
- Swipe and pinch gestures will apply to the AccessNow session (i.e. zoom in with pinch in).
- (iOS only) When saving an AccessNow icon to the iOS desktop, the shortcut will open the AccessNow session full-screen mode. The browser's toolbar will be hidden and there will be more remote desktop area available.

5. Test AccessNow in your environment

I would like to test AccessNow in my environment. What should I do?

In order to set up AccessNow environment, simply follow the steps below:

1) Download the Ericom AccessNow Server MSI installer (EricomAccessNowServer64.msi) from the Ericom website at <https://sc.ericom.com/ptsoftware.asp>

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

2) Configure (or disable) the Windows Firewall for use with AccessNow (port 8080).

3) Once the AccessNow Server is installed, it is ready for use. Access the built-in

webserver and go to this URL: an.ericom.com https://<IPAddress>:8080

4) Once the AccessNow web page appears, enter windows credentials and click the Connect button. The empty fields will automatically use the address of the server specified in the URL.

6. Connection failure

I am trying to connect to the remote machine with no success. What may cause this problem?

Connection problems may have many possible reasons. For example:

- 1) AccessNow Server was not installed or not running
- 2) Firewall between the client and Ericom Access Server is blocking port 8080 - run telnet command from the client machine to Ericom Access server to verify that there are no network/firewall issues. For example:
telnet 10.10.10.10 8080
- 3) Firewall between the Access Server and the RDP host is blocking port 3389
- 4) RDP is not enabled on the RDP host -
Make sure that you can connect with RDP client to the RDP host
- 5) RDP host is not Windows XP or above.
- 6) Network Level Authentication is enabled -
AccessNow does not support Network Level Authentication yet. Please disable this feature.
- 7) Ericom Secure Gateway should be in use for external users -
please make sure that Ericom secure gateway is installed, running and well configured.
- 8) Web sockets feature is not enabled in the web browser -
In case that you cannot enable web sockets, use AccessNow HTTPS mode with Ericom Secure Gateway.
- 9) Web browser does not support HTML5 standard

7. File Transfer

Does AccessNow provide a file transfer mechanism between the local and remote sessions?

Yes, see File Transfer section in the AccessNow Administrator's Manual.

<https://www.ericom.com/wp-content/uploads/2022/12/EricomAccessNowAdminManual.pdf>

8. Supported browsers

Which web browsers can I use with AccessNow?

Google Chrome 11 and higher, Apple Safari 6 and higher, Firefox 4 and higher, and Microsoft IE 11 or higher. Basically, any browser that supports WebSockets.