

Ensor via Internet

Via Windows




Your Windows PC must at least meet the following system requirements:

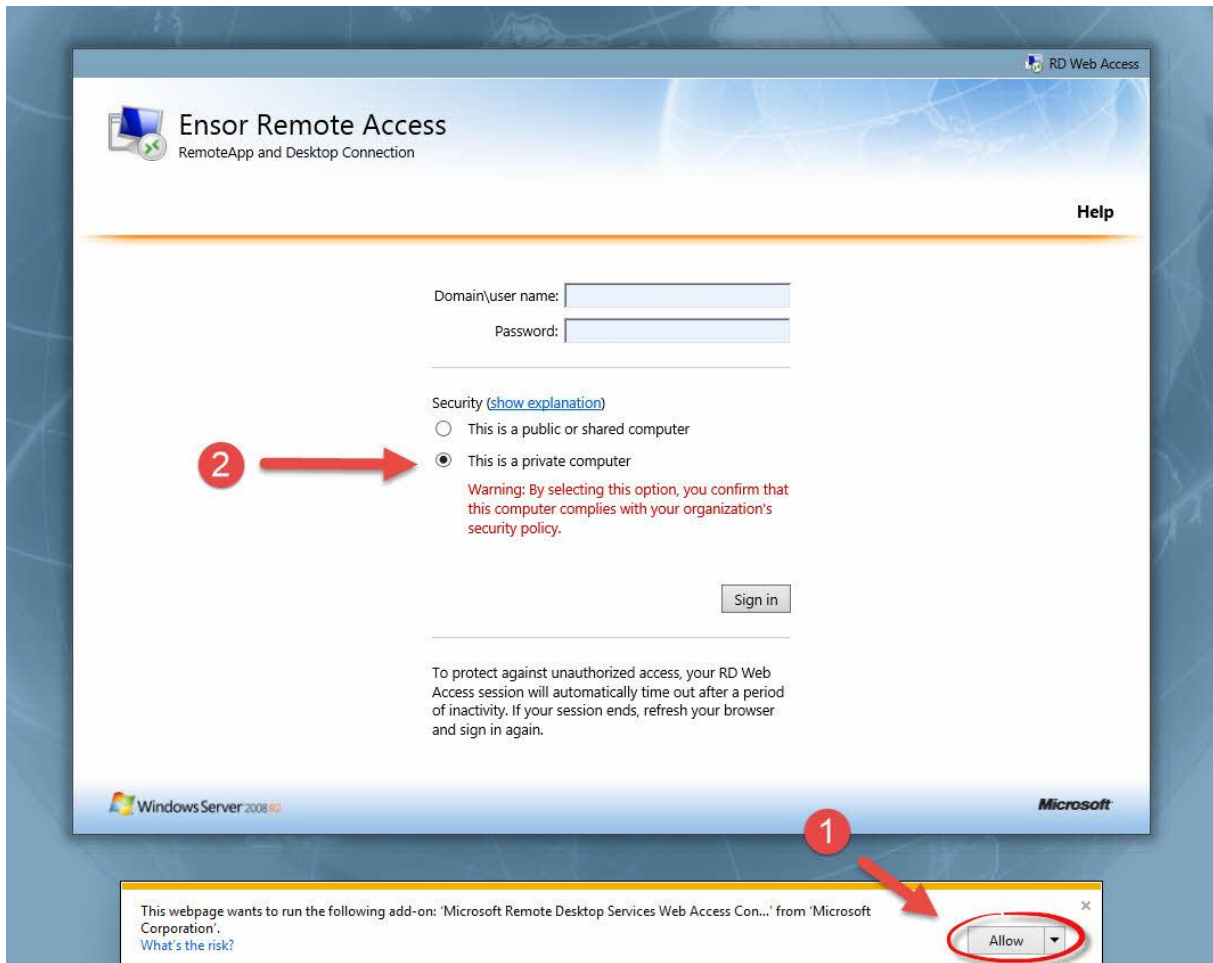
- Supported Operating Systems:
 - Windows 10
 - Windows 8
 - Windows 7
 - Windows Vista
 - Windows XP SP3 Network Level Authentication must be allowed (see: [!http://support.microsoft.com/kb/951608/nl](http://support.microsoft.com/kb/951608/nl))
- Remote Desktop Connection Client version 7.0 (installer you can download from the Microsoft support website: <http://support.microsoft.com/kb/969084>).

To use the Ensor client over the Internet you have two options:

Via website

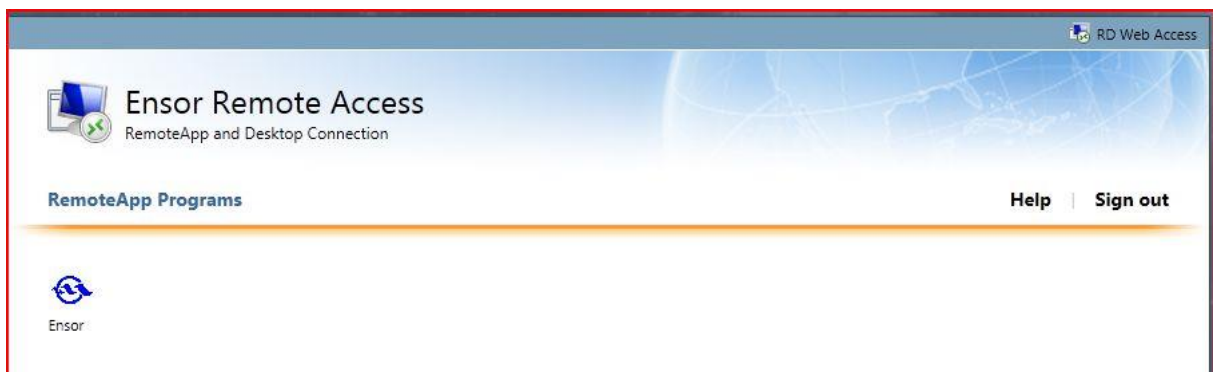
Use Internet Explorer in Windows 10: Starting with Windows 10, Microsoft has a new default browser, Microsoft Edge. This is what the Ensor application does not work on. To still use Internet Explorer in Windows 10, you'll need to take the following steps:

- Click 
- Then type "Internet Explorer"
- In the start menu you can now see the "Internet Explorer" icon ()
- Click this icon to start Internet Explorer
- To attach the Internet Explorer icon to the taskbar, you can:
 - Right-click  on the taskbar, and then select "Pin to taskbar"
- Start Internet Explorer
- Go to www.ensor.be and choose to log in
- Choose the "Log in via the remote desktop system" option
- The first time, you'll need to allow an Add-on **Microsoft Remote Desktop Services Web Access Connection**. Then you choose the option "This is a private computer". This gives you the option to make certain warnings in the following steps. Please note that this notification may be hidden behind a notification about whether or not to keep your username and password for this website. So please answer the question first, only then will the notification of the Add-on that you **have to** allow be visible.

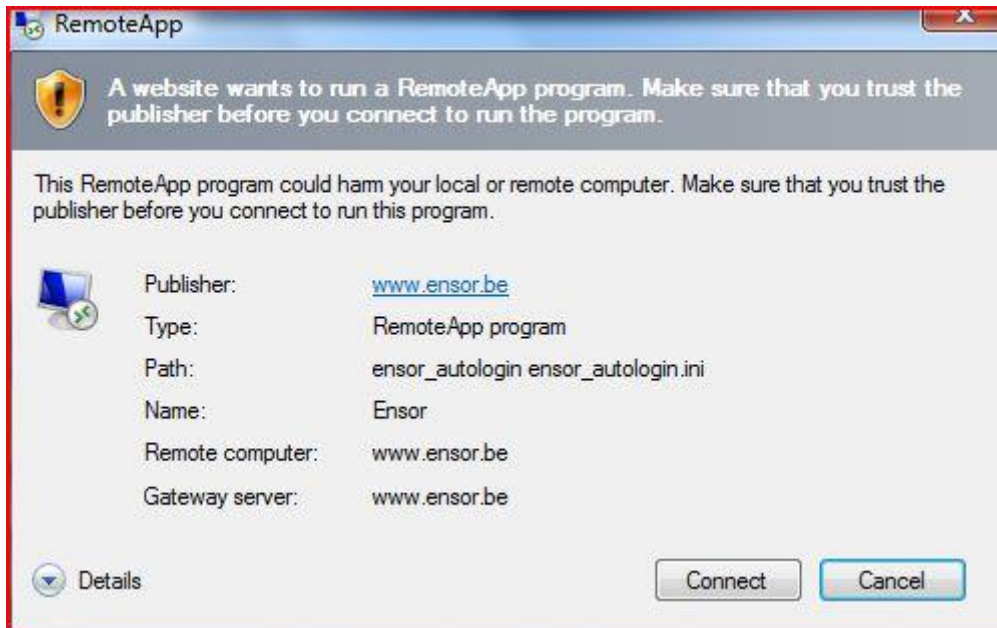


Be careful, do not do this on a public PC that is shared with different people. Make the choice "This is a public or shared computer"

- Please enter your login details. Your user ID must be entered in the form <username>@ensor (e.g. jeroen@ensor)
- Once logged in, you'll see the icon of the Ensor client. Click on the Ensor icon **once**.



- Confirm to connect on the next screen by clicking **Connect**



- Now a new session starts on the Remote Desktop server and the Ensor client starts. It automatically logs into the Ensor database with Ensor login that is linked to the specified RDS login.

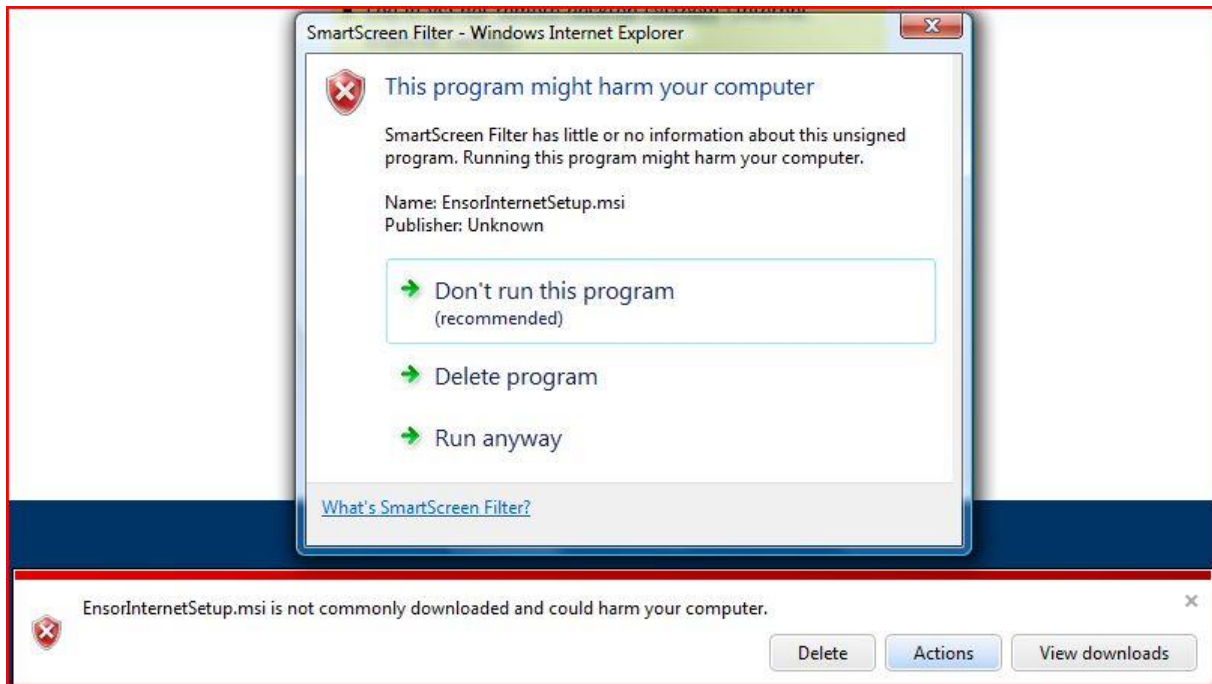
After clicking on the icon 'Ensor', nothing happens. One cause could be that there was an accidental double-click. Minimize the current screen and make sure the popup (previous screenshot) is open.

Via de Ensor via Internet customer

- Go to www.ensor.be and choose to log in
- Download the setup to "Use the Ensor client over the Internet."
- In Internet Explorer, choose Run/Run



- When Internet Explorer alerts you that this is an unsafe file type, choose Actions... More Options ... Run Anyway



- This installs the "Ensor over Internet" shortcut on the desktop and in the Windows start menu.
- Now that this is installed, you can start the Ensor application via the desktop icon. Underlying is now connected to the Ensor Remote Desktop server.
- When starting up the icon, you must first enter your remote desktop data (<username>@ensor and password). You can also check the check mark to keep the login details so that you don't have to enter it in the future.
- From now on you can use the Ensor client via the Internet.

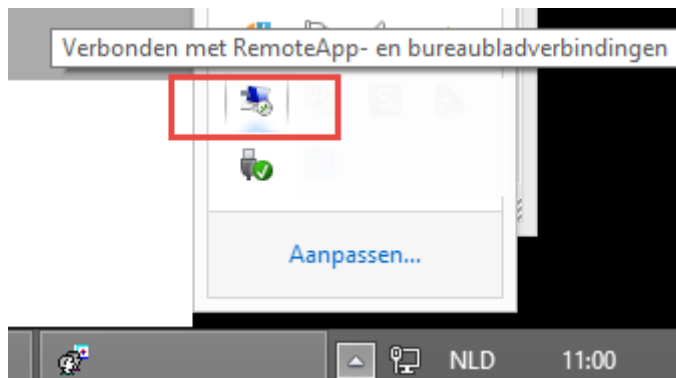
Troubleshooting

Error: another user of your computer is currently using this connection

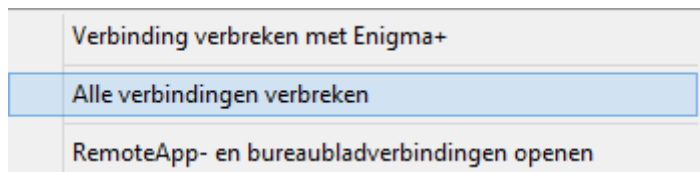
It may occur to users with multiple logins or on a computer used by multiple users that this error message appears when one connection is still active while already trying to create another.

Another user of your computer is currently using this connection. This user must disconnect before you can log on.

Best is to look up the icon for RemoteApp connections in the system tray:



Then choose all **connections to disconnect** via right mouse key



After that, it should be possible again to establish a new connection.

Via niet Windows OS

If you want to use the Ensor application through a non-Windows OS, you can do so by using the OS in the Remote Desktop application.

The Remote Desktop Client should support a Gateway. An example (and tested) of a Remote Desktop Client for both Mac and Linux is the "Microsoft Remote Desktop" application, found on the appstore. However, you must first define a Gateway with hostname www.ensor.be and the same data to define a host.

So the following information is important for this app: Under Preferences, create a new gateway:

- Gateway name: Ensor
- Server: www.ensor.be

Adding a new connection, New:

- Connection name: Ensor
- PC name: www.ensor.be
- Gateway: Ensor (the gateway created above)
- User name: username>@ensor (e.g. **account@ensor**)
- Password: Remote Desktop password as obtained from the Port Ostend

Remote assistance through the helpdesk

The helpdesk can provide assistance through remote assistance. For this one will ask to download the [Tauris Helpdesk application](#).

After downloading, choose **to run**. When the application starts up, a **partner ID** becomes available after a few seconds. You should inform the helpdesk.