

Using Microsoft's Remote Desktop Connection (RDC) program and Pepperdine's Remote Access Server (remoteaccess.pepperdine.edu), Pepperdine faculty and staff who use Macintosh and Windows computers can remotely log on to a Windows computer, that is powered on and connected to the Pepperdine network, to run any special programs that are either only on that Windows computer or not available on the Remote Access Server.

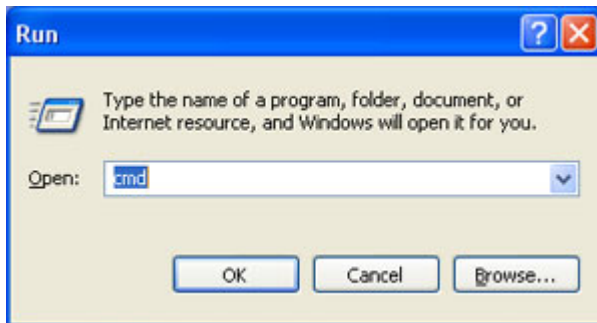
Logging on to a Pepperdine Windows Desktop Computer

Follow these instructions to remotely connect to a Pepperdine Windows desktop computer. Most people will not need to use these instructions, being content to log on to the Remote Access Server to run commonly used programs from that server.

Setting Up Your Pepperdine Windows Computer to Allow Remote Desktop Connections

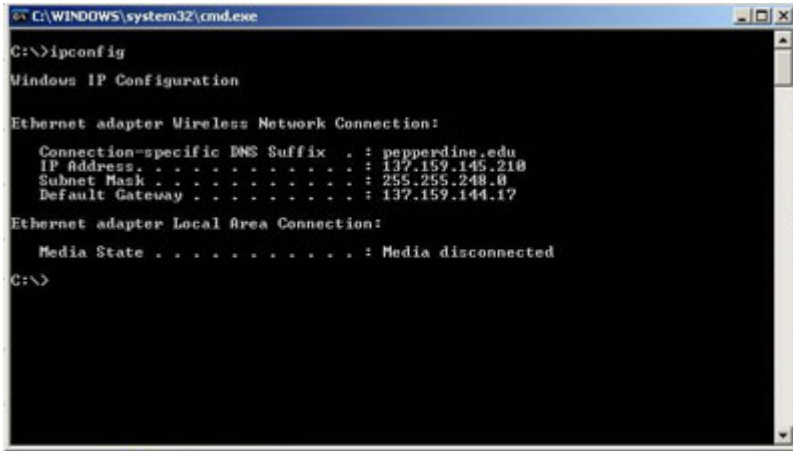
These first steps are required to determine the IP address of the Pepperdine networked Windows computer to which you want to connect. While still at work, at the Windows computer:

1. Click the "Start" button.
2. Select "Run."
3. In the Run window that appears, type "cmd" and click "OK."



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4. In the black Command window that appears, type “ipconfig” and press the “Enter” key.
5. The IP address will be shown as a series of 4 numbers separated by periods.



6. Make note of the IP address; type “exit;” and press the “Enter” key to close the window.

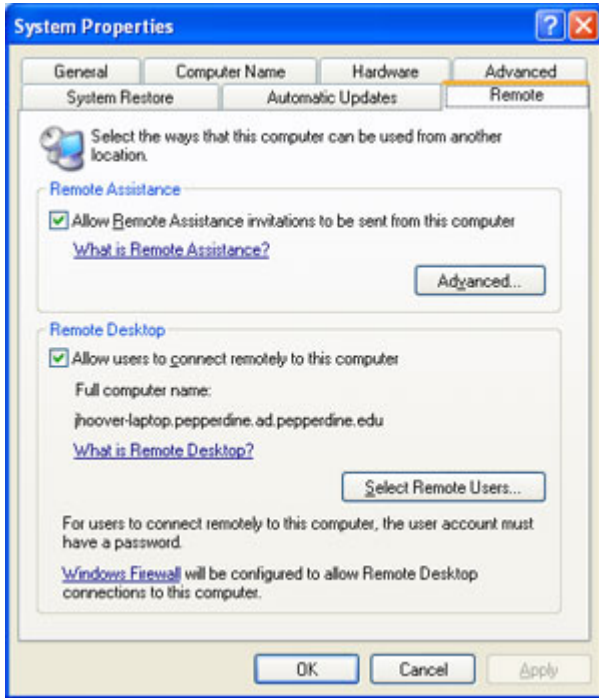
These next steps are required to enable the Pepperdine networked Windows computer to accept a remote connection. Do the following on the work computer:

7. Right-click on “My Computer.”
8. Select “Properties.”

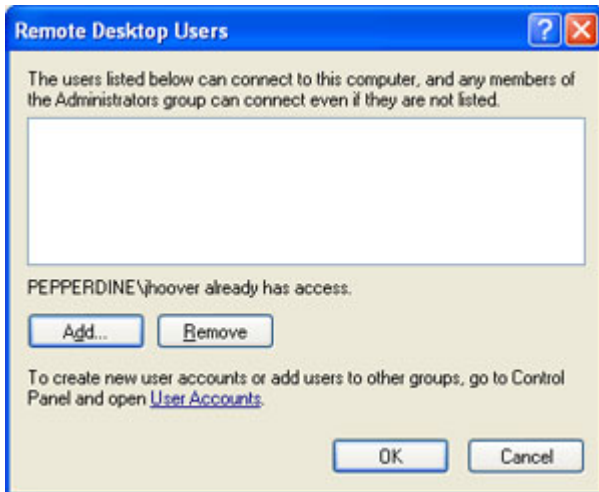


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9. Select the “Remote” tab.
10. Check the box in front of “Allow users to connect remotely to this computer.”



11. The default for which users can connect to this computer (in addition to the Remote Access Server) is you. You can verify this or add additional users by clicking on the “Select Remote Users” button to view the “Remote Desktop Users” window.

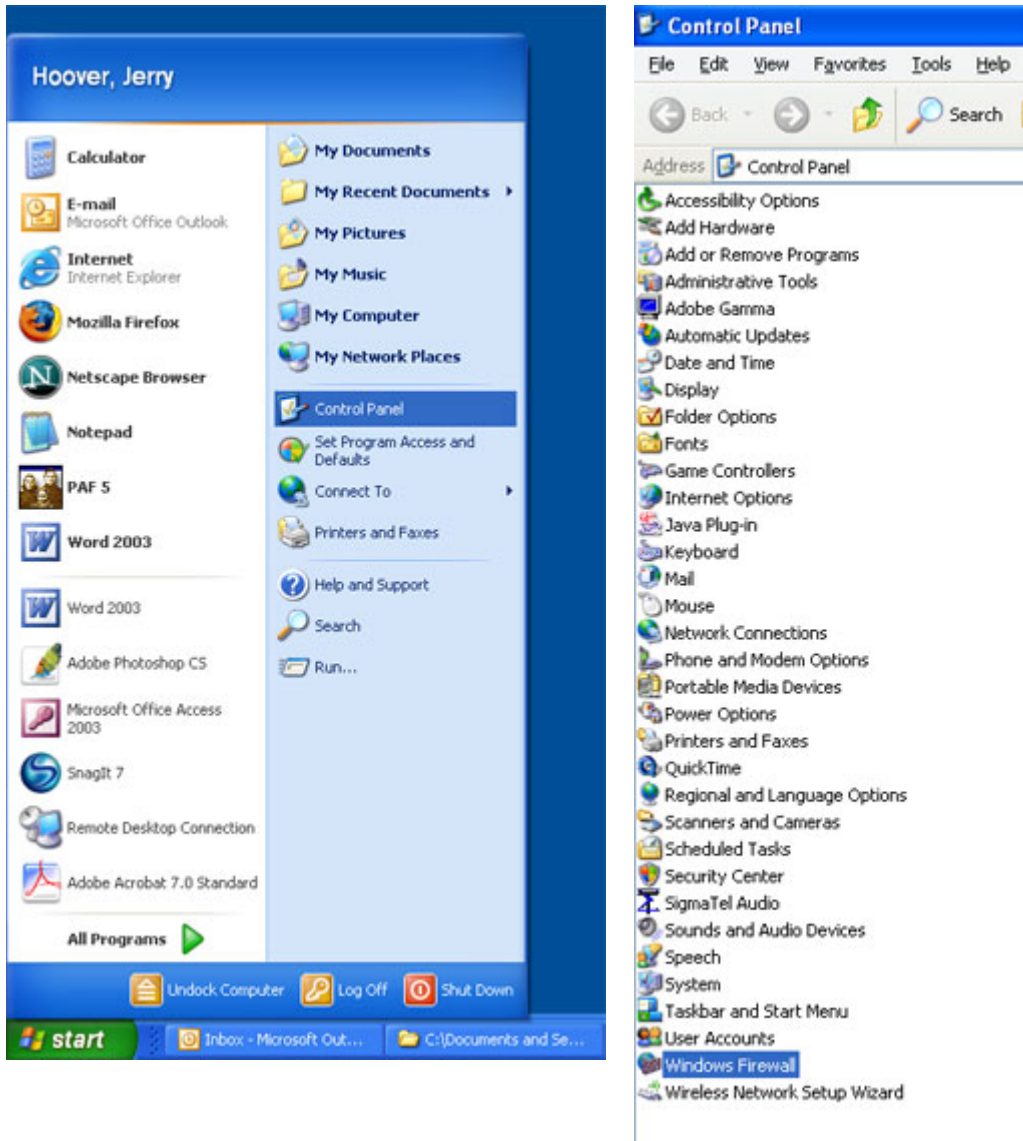


12. Unless you want to “Add” or “Remove” any users, click “OK” on this window and on the System Properties window that appears.

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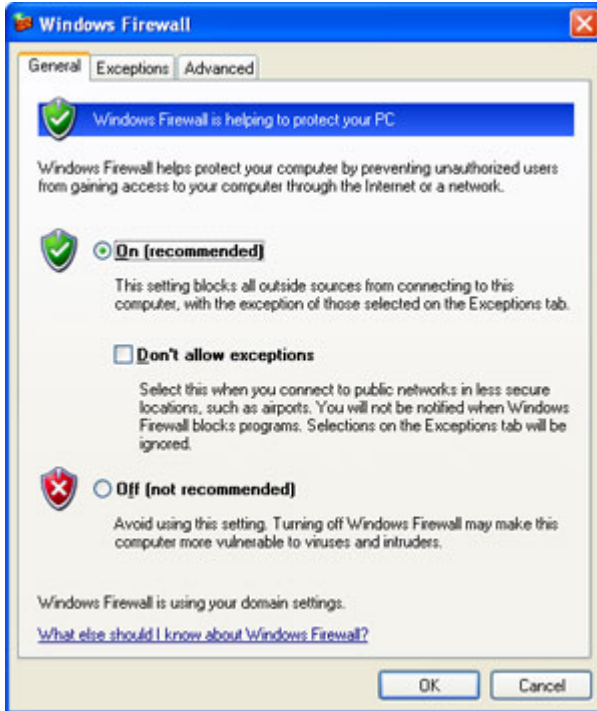
13. You can also check your Windows Firewall setting to make sure it is now set to allow connection from a Remote Desktop computer. Start by choosing “Control Panel” from your Windows “Start” menu.

Then, from the Control Panel window, double-click “Windows Firewall.”

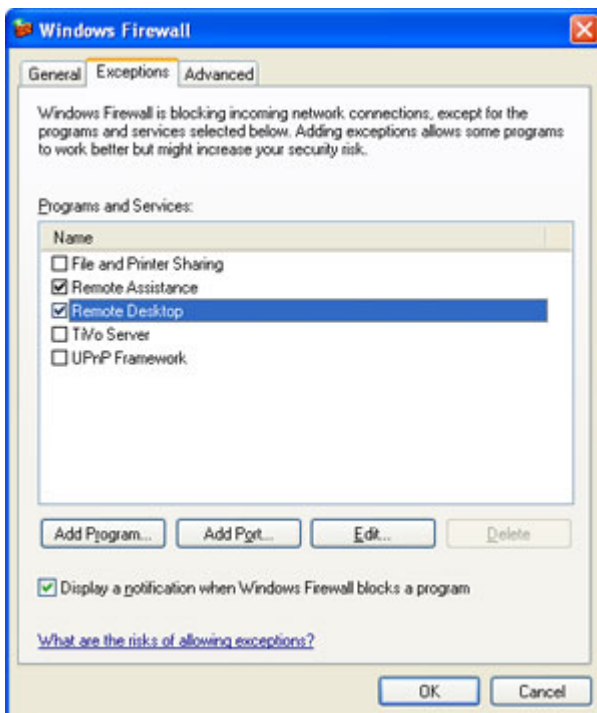


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14. Make sure the Windows Firewall is turned on.



15. Select the “Exceptions” tab to verify that “Remote Desktop” service is not being blocked. If there is not a checkmark in front of “Remote Desktop,” repeat steps 7 through 12.



16. Click “OK” and close the Control Panel window.

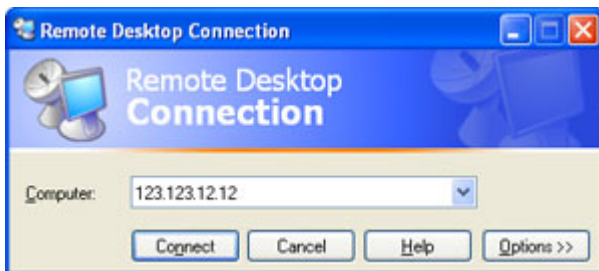
Connecting to a Pepperdine Windows Computer Using Remote Desktop Connection

The following instructions indicate how to connect to a Pepperdine networked Windows computer from your remote computer using the Remote Desktop Connection program.

17. Before leaving work, make sure the Windows computer to which you want to connect is powered on. It does not have to be logged on to the network and the monitor may be powered on or off. Also take the computer's IP address with you.
18. Connect the remote computer to the Internet using your usual Internet Service Provider.

19. Follow the separate instructions to “Log on to the Pepperdine Remote Access Server.”

20. In the Remote Access Server session window, click on the “Start” button.
21. Select “All Programs.”
22. Select “Accessories.”
23. Select “Communications.”
24. Select “Remote Desktop Connection.”
25. Type into the Computer field the IP address of the Windows computer to which you want to connect.



26. Click “Connect.”
27. If you have selected some local devices to be accessible during your Remote Access Server session, you may receive the following RDC Security Warning window. In this case, click “OK.”



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28. On the “Log On to Windows” screen, enter your Pepperdine network ID and password; and make sure the “Log on to” field contains “pepperdine”. (Case does not matter in this field.) Click “OK” to log on to the Windows computer.



29. You are now logged on to the Windows computer where, without any special setup, you should be able to access and run any programs (including Outlook) on the Windows computer; access its local disk drives; and print to its local printer.
30. To get back to your local Desktop at any time, click the “-“ button in the upper right-hand corner of the Remote Desktop window.
31. When you are finished with your Remote Access Server session, click the Remote Desktop’s “Start” button; select “Log Off;” then select “Log Off” from the Windows Log Off window that appears. Do NOT click the “X” button in the upper right-hand corner of the Remote Desktop window to end your session.

Troubleshooting Remote Access

If you receive a “Session expired” error when you return to your Remote Access Server session from working elsewhere on your computer, it is because the Remote Access Server is configured to disconnect sessions after 3 hours of inactivity. Inactive sessions are terminated to allow others to log on to the Remote Access Server. Remote Access Server sessions are terminated after 24 consecutive hours of use, regardless of activity. To continue working remotely, you will have to reconnect to the Remote Access Server.

All other problems should be reported to the IT Help Desk at 310-506-HELP (4357).