



PERFORM Centre

Standard Operating Procedure

Remote access to systems at PERFORM

PC-SOP-IT-001-v01

Revision History

Version	Reason for Revision	Date
01	New SOP	April/16/2020

1. Introduction

The content of this standard operating procedure (SOP) provides guidelines for accessing systems remotely at PERFORM. Regardless of the operating system you are using remotely, there are only 2 requirements to accessing PERFORM's machines remotely. The first is to be an active user of PERFORM which involves filling out an access request form: https://perform.concordia.ca/GettingStarted/frm_access.asp to ensure your user account is not expired, and the second is to connect to Concordia's VPN: <https://www.concordia.ca/vpn>. This SOP applies to all of PERFORM's users. Section 5 of the SOP pertains to instructions on accessing your campus telephone.

2. Definition of Terms

Remote computer	The on-campus computer (ie server) that a person is logging into from another location
Local computer	The personal computer/device (ie. client) that the person has and is using from off-campus (ie. home PC or tablet)
VPN	Virtual Private Network : extends the Concordia campus network over public networks (internet). Connecting to it permits the user to use network resources as if they were directly connected to the campus network.



PERFORM Centre

3. Connecting to the Concordia VPN

Use of the VPN is required for your computer to be able to access on-campus resources over the network as-if they were also on campus, behind the Concordia firewall.

Documentation for it can be found here: <https://www.concordia.ca/vpn> and the download for the client application is available in the MyConcordia portal at: <https://my.concordia.ca>. Concordia-issued computers will have it pre-installed.

Once installed, if the FortiClient VPN app on your computer does not have a "Concordia VPN" profile already set up, and clicking the selector for "VPN Name" doesn't show one in the list, create one using the following settings:

- Click the gear icon in the top-right corner and pick "**Add a new connection**".
Use these settings:
 - VPN Type: **SSL-VPN**
 - VPN Name: **Concordia VPN**
 - Remote Gateway: **vpn.concordia.ca**
 - Port number: **443**
 - Certificate: **None**
 - Authentication: **Prompt on login**
 - Click "Save"

4. Procedures for Remote Access to Computers

4.1. How to connect to a Windows machine at PERFORM:

There are 2 recommended way to connecting a Windows machine at PERFORM:

4.1.1. Remote Desktop Connection

This is the preferred choice to access a machine as if you were sitting in front of it and have it work seamlessly. The only reason why you shouldn't use this is if you want to join an existing user session that a user is already logged into, or monitor a computational analysis that is ongoing. The requirements to using remote desktop connection are to know the name of the computer you are connecting to (e.g. PERFORM-F1BEBX), and for the remote access to be enabled on it. If it isn't, contact your systems administrator to do so.

PERFORM Centre

To begin:

- Connect to Concordia's VPN first: <https://www.concordia.ca/vpn>

On your local Windows 10 PC:

- In the **search box** on your task bar or in the Start menu, type "**Remote Desktop Connection**", and then select "**Remote Desktop Connection**".
- In the "Remote Desktop Connection", type the name of the PC (e.g. PERFORM-FIBEBX) you want to connect to (you might have to add ".concordia.ca" to the device name, i.e. PERFORM-FIBEBX.concordia.ca), and then select **Connect**.
- When prompted, provide your login credentials. When logging in with a Netname, enter it in the format "**CONCORDIA\netname**"

On your Windows, Android, or iOS device:

- Open the **Remote Desktop app** (available for free from Microsoft Store, Google Play, and the Mac App Store).
- Add the name of the PC (e.g. PERFORM-FIBEB3) that you want to connect to (you might have to add ".concordia.ca", viz. PERFORM-FIBEB3.concordia.ca).
- Select the remote PC name that you added, and then wait for the connection to complete.

4.1.2. TeamViewer

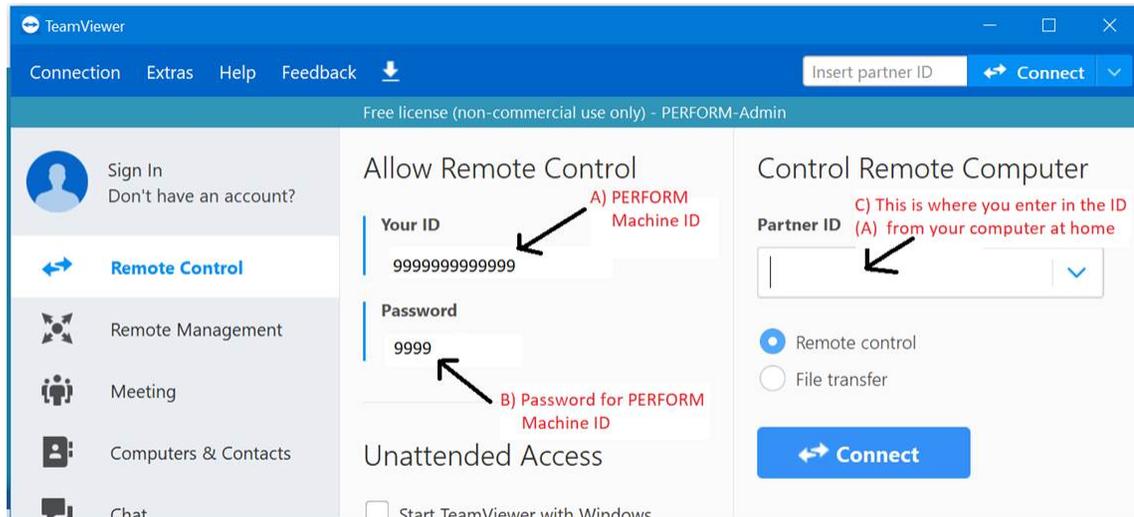
As indicated in 3.1.1, if you want to connect to an existing user session, TeamViewer is a good choice. The requirements are to have TeamViewer already installed on your machine and the PERFORM machine you are connecting to. TeamViewer does not come pre-installed on PERFORM's machines, so if contact the systems administrator to install it for you. TeamViewer can be downloaded from their official site: <https://www.teamviewer.com>

To begin:

- Connect to Concordia's VPN: <https://www.concordia.ca/vpn>
- Open TeamViewer on the remote computer at PERFORM and copy the ID and password (represented by (A) and (B) in the picture below. You can do this by connecting to it with remote desktop access (3.1.1) or ask your systems administrator for this information.

PERFORM Centre

- Open TeamViewer on your **computer at home** and enter in the ID from (A) into (C) and afterwards it will ask you for the password from (B).



4.2. How to connect to a Linux machine at PERFORM:

There are 2 recommended access options

4.2.1. Terminal

- Connect to Concordia's VPN: <https://www.concordia.ca/vpn>
- Open a terminal, and type the following command:
ssh -XY yourNetname@computerHostname

Replace "yourNetname" and "computerHostname" with your own information. Note that the "-XY" flag is optional, and when used it allows you to open graphical programs like Matlab / FSL.

4.2.2. X2GO

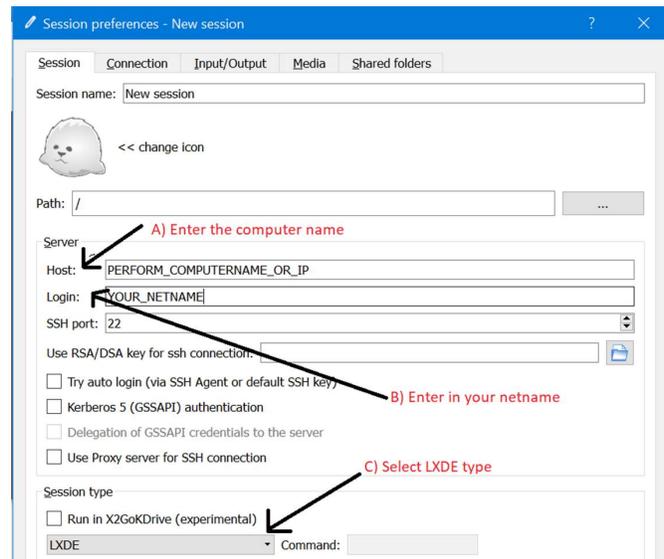
- Connect to Concordia's VPN: <https://www.concordia.ca/vpn>
- Install the x2go client on your home computer:
<https://wiki.x2go.org/doku.php/download:start>
- X2GO should already be installed on the machine you are trying to connect to. If it's not please contact the systems administrator for more details.
- For the "host" you enter your machine name (you might have to add ".concordia.ca" to the device name, viz. PERFORM-FIBEX.concordia.ca).

PERFORM Centre

- For the "login", type your Netname.
- For the "session type", select LXDE.

Afterwards your session will show up on the right hand side of the application and to connect to a remote machine, you need to double click it and enter your Netname password.

This picture illustrates where to enter the fields mentioned above.



4.3. How to connect to a Linux machine at PERFORM:

There are 2 available options here.

4.3.1. Mac's Screen Sharing

The Instructions comprise of 3 parts and described in details in the following links.

- Connect to Concordia's VPN: <https://www.concordia.ca/vpn>
- Enable screen sharing on the remote (on-campus) computer: <https://support.apple.com/en-ca/guide/mac-help/mh11848/mac>
- Once that is setup, you can start screen sharing to access the machine: <https://support.apple.com/en-ca/guide/mac-help/mh14066/10.15/mac/10.15>

4.3.2. TeamViewer

- The instructions are the same as the Windows instructions above (3.1.2).

Reminder: **do not shut down your machines after you are done using them remotely.** If you do, you will not be able to connect to them again until someone can physically access them to turn them back on.

5. Accessing PERFORM Shared Folders

5.1. Access Personal and Project Folders by SMB/Samba

- Connect to the Concordia VPN: <https://www.concordia.ca/vpn>
- If you have a Windows PC that was prepared by PERFORM, the server shortcuts and mapped drives on it will continue to work when remote & on the VPN
- If you're on a personal computer:
 - You can reach the file server using the following URL in File Explorer (Win) or Finder (OSX):
 - Windows notation: `\\perf-loy-nas.concordia.ca\`
 - Mac or Linux: `smb://perf-loy-nas.concordia.ca/`
 - On a Mac, use the "[Connect to server](#)" option in Finder to connect to it, and to save it in Finder.
 - For all operating systems: Since you're not on a Concordia computer (ie not logging in with your Netname), you will be prompted for a login when connecting to the file server. Enter your Netname in the following format: "[CONCORDIA\yournetname](#)", and provide your password. Click the checkbox for your computer to remember the login so you don't get prompted all the time.
 - From there browse to the folders you want (ie. Research\PI\PI-name, Research\Project\ProjectNumber, Users\netname)
- **Folders of Note:** On Windows, use the "\\\" UNC paths with backslashes, on OSX and Linux use the "smb://" format URLs with forward slashes.
 - **Project folders:**
`\\perf-loy-nas.concordia.ca\Research\Projects\[project#]`
`smb://perf-loy-nas.concordia.ca/Research/Projects/[project#]`
 - **Personal research folder (R-Drive):**
`\\perf-loy-nas.concordia.ca\Users\[yournetname]`
`smb://perf-loy-nas.concordia.ca/Users/[yournetname]`
 - **Personal staff folder (P-Drive):**
`\\perf-loy-nas.concordia.ca\Staff\[yournetname]`
`smb://perf-loy-nas.concordia.ca/Staff/[yournetname]`

6. Procedures for Concordia Office Phones

6.1. How to access Voicemail from off-campus

- For more documentation about voicemail:
<https://www.concordia.ca/it/services/voicemail.html>
- Dial 514-848-4220
- Press *
- Enter your ID (your 4-digit phone extension) followed by #
- Enter your PIN (your voice-mail password) followed by #

6.2. How to forward your campus phone to a personal phone number

- Log into MyConcordia and select Accounts & Settings, then Phone Configuration. Follow the prompts until you reach the Cisco Unified Communications Self Care page.
- On that page:
 - Log in using your Netname and password.
 - Select “Call Forwarding”
 - To enable, check the box “Forward all calls to:”
 - Enter your forwarding phone number, adding 9 at the beginning (e.g. 95141234567)
 - To undo the forwarding, uncheck the box “Forward all calls to:”

6.3. Access your phone with a Software Phone application

There is also a software phone option (Cisco Jabber) which lets you use an application on your PC (when connected to the Concordia VPN) as your office phone using your computers’ microphone and speakers. This requires the IITS Service Desk to set it up for you first. More instructions are in MyConcordia => Software and Applications => Download Jabber.