Aqua Connect Web Gateway (ACWG) User Manual

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About Aqua Connect Web Gateway

The Aqua Connect Web Gateway (ACWG) client gives Aqua Connect Remote Desktop Services (ACRDS) users the ability to connect to their ACRDS servers via any HTML5 compliant web browser. This means that users can connect from a wide variety of devices (both desktop and mobile) without having to install any additional software on the client hardware. In the case of mobile devices, it does not need an app for a specific operating system in order to work. It also does not require any plugins to be installed in the browser. The ACWG client also provides audio playback and high definition multimedia streaming.

System Requirements

Software (Client)

- Any OS with a HTML5 compliant web browser (including desktop computers and mobile devices)

Software (Server)

- Apple Mac OS X software v.10.8.5 or higher or OS X Mavericks 10.9.4 or higher
- Release version of Aqua Connect Remote Desktop Services higher than 5236.

Setting Up Aqua Connect Web Gateway

Since there is no client piece to install for Aqua Connect Web Gateway, all updates will be made on the server side. When new features are added to ACWG, you will need to update your ACRDS server to the newest version. If you have already installed ACRDS on your server and did not install the ACWG piece earlier, you can run the installer again to add it in. You do not need to un-install and then re-install the program in order to upgrade. The instructions below assume that you have installed ACRDS previously and only want to add ACWG support.

1. After downloading the ACRDS software and opening up the installer, go through the first two sections as you did previously.

2. In the License Keys section, enter in your key(s) as you did before. When you are done adding all of your keys, hit Next.
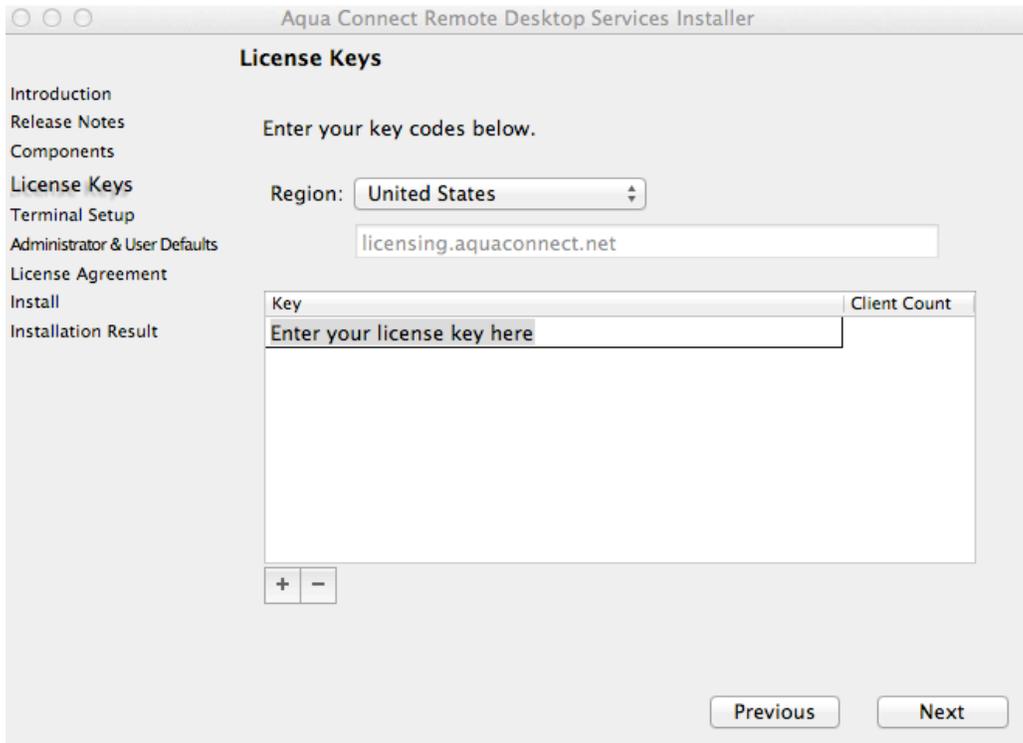
3. In the Components section, a checkbox will appear giving the option for Web Gateway Support. If your key includes ACWG support, you can choose to check the box. It will not check it by default for you. If you have a key that does not include ACWG support, the appropriate checkbox will be grayed out. Once you have made sure that everything you require has been checked, hit Next.
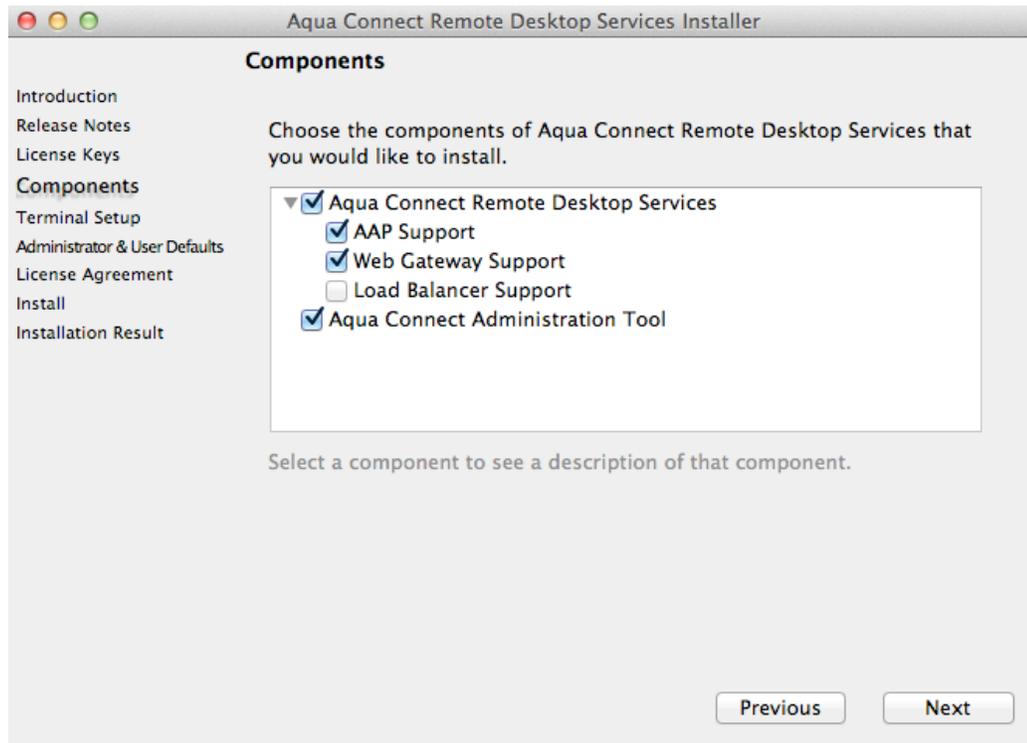
4. At the Terminal Setup screen, options will appear to help you choose the appropriate ports for your RDP, AAP, and ACWG settings. By default, RDP is set to Port 3389, AAP to Port 310 and ACWG to HTTPS Port 443. If you would prefer to use another port, you can change it here. Also, if you would rather use a HTTP port to connect with ACWG, you can un-check that box and change it. By default, the port is 80. Once you have adjusted your settings, hit Next.
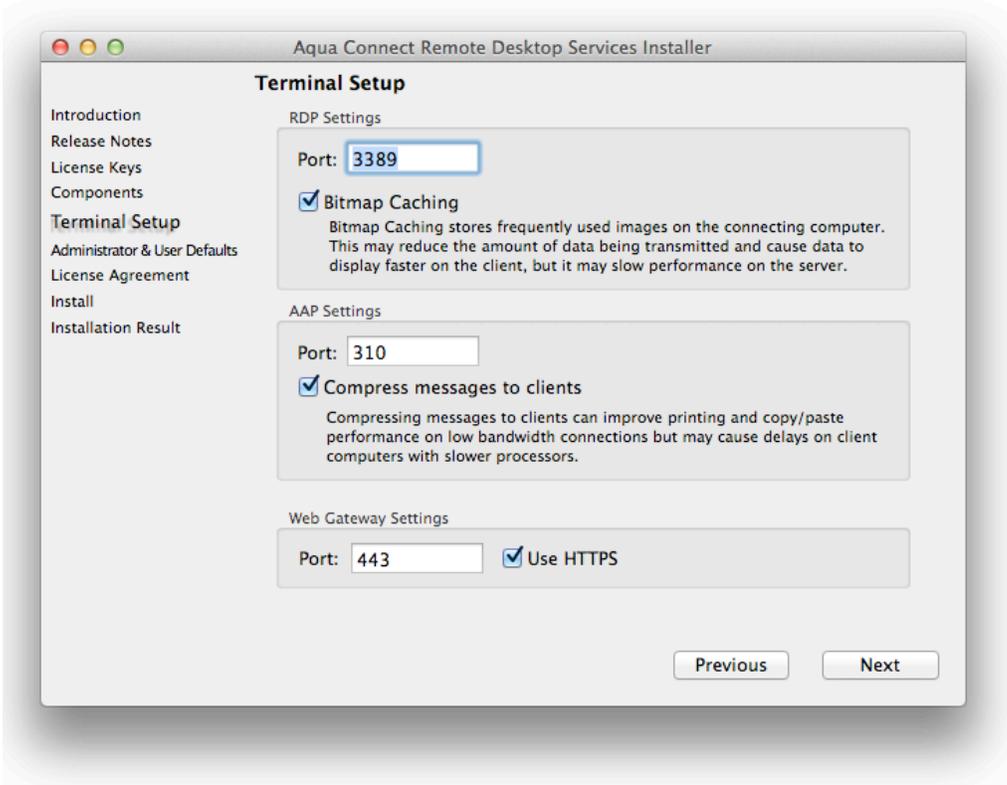
5. Go through the next three sections as you did before. After getting to the last screen, reboot your machine so the installation can take affect.

Logging Into the Aqua Connect Web Gateway

After installing ACRDS on the server, you will need to connect to it via your chosen web browser on your client. In your web browser, type in the IP address (or host name) of the ACRDS server you want to connect to. If you are not using the standard ports (Port 443 for HTTPS or Port 80 for HTTP) to connect, your IP address should have a colon with the port number listed after the address. If you do not include the port number, it will redirect you to the regular site and you will be unable to connect. If you are using a standard port, no colons are necessary. By default, if you are connecting via HTTPS, your IP address should start with HTTPS, not the standard HTTP.

If you have connected correctly, you should see a login screen that looks like the screenshot above. The login page will recognize the size of the screen of the client you are connecting from and will auto-populate the Width and Height sections for you. Enter in your Username and Password in the appropriate places and hit Login.

Using Aqua Connect Web Gateway

After logging in, you should be taken to a screen that looks similar to the standard Mac desktop. To log out of your session, click on the Apple Menu and choose Log Out. If you close your web browser, you will be disconnected but not considered logged out. Disconnected sessions still count against your used client numbers so if you would like to free up a client usage, make sure to log out before leaving your session.

At the very top of the Mac desktop screen, you will see several icons along with a text box. This is where you can find the various tools designed to assist you with your ACWG session.

The keyboard icon will open up a Virtual Keyboard for you to use. Modifier keys will remain down until clicked on, or a non-modifier key is clicked. This allows you to send commands like Ctrl-Alt-Delete. The Aqua Connect logo on the keyboard represents the Windows/Super/Option key, depending on the OS of the remote system.

The finger on the screen icon opens the Mobile/Touch Device Controls. When using a touch screen, any mouse events will be ignored. If you wish to use a mouse after using your touch screen, you will need to reload the page. The four mouse icons control which mouse click to send when touching the remote screen: None (mouse movements only), Left click (default), Middle-mouse Click and Right click. Clicking on the Scroll Overlay button (the four arrow icon) will allow you to scroll as you normally would in a touch-based browser without sending mouse events to the remote system. Click the button again to turn it off. The Text Input field allows you to use your phone's native on-screen keyboard to send text to the remote system instead of using the Virtual Keyboard.

The question mark icon will bring up the Help Screen, which has descriptions of each icon listed.

The wrench icon opens up a settings panel. Here you can disable audio, select if the display area is set to the actual size, or reduced to fit inside the browser window, as well as change the fast video update quality (left for faster video, right for higher quality but slower updates).

General User Tips

1. When using ACWG on a touch screen, any mouse events will be ignored after the first screen touch. If you wish to use a mouse after using your touch screen, you will need to reload the page. This is done to avoid problems with browsers emulating mouse events on a touch interface.

2. When moving the mouse, it's important to know that web browsers don't send every single mouse event through to the web client. When you click a mouse button, or stop dragging, then those events are sent immediately. So, when you click on a menu, the item immediately under your mouse might not be highlighted, but you can click on it and it'll behave as expected.