



Terminal Session User Setup Tips

NOTE: The following steps are for users who have already been granted access permission to Terminal Session on their District PC. If you still need this access please contact the Help Desk.

For further assistance, please contact the RSCCD ITS Help Desk.

714-564-4357 | Ext 44357 | helpdesk@rscdd.edu | webhelpdesk.rscdd.edu | Mon-Fri, 7:30am-4:30pm

Contents

- Find computer name (for District PC located on campus)
- Add a Terminal Session in Remote Portal
- Exit Your Terminal Session
- Troubleshooting – Error with Pulse Secure Terminal Services Client – “Low on Memory”
- Troubleshooting – Locked out of account due to invalid credentials, “invalid credentials”
- Troubleshooting – Error “dsTermServ.exe – Bad Image”

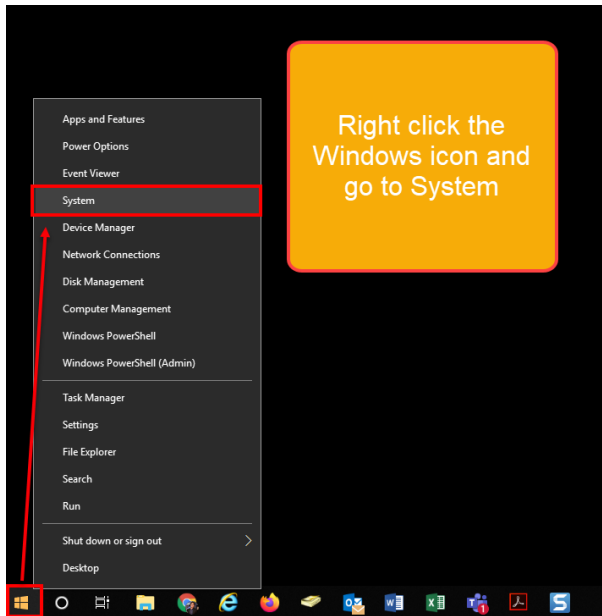
Find computer name (for District PC located on campus)

Steps 1 and 2 below need to be taken on the District PC located on campus.

If you do not have access to the District PC located on campus, please contact the ITS Help Desk.

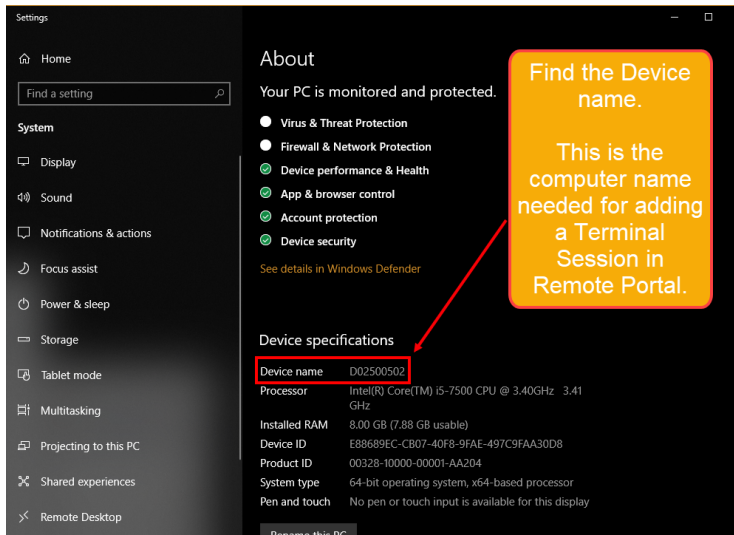
Step 1

Right click the Windows icon and go to System.



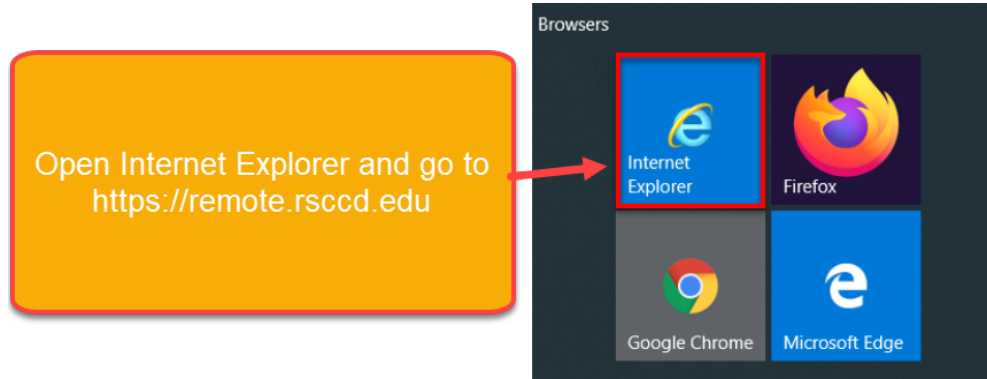
Step 2

Find the Device name. This is the computer name needed for adding a Terminal Session in Remote Portal.

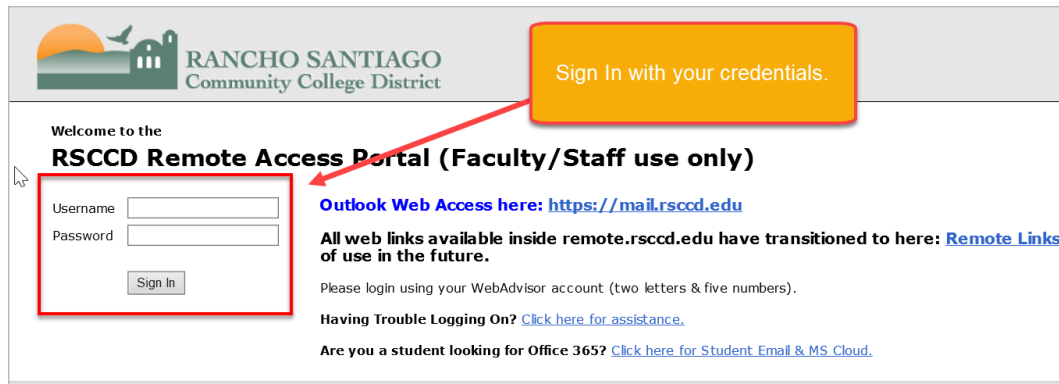


Add a Terminal Session in Remote Portal

1. Open Internet Explorer and go to <https://remote.rsccd.edu>

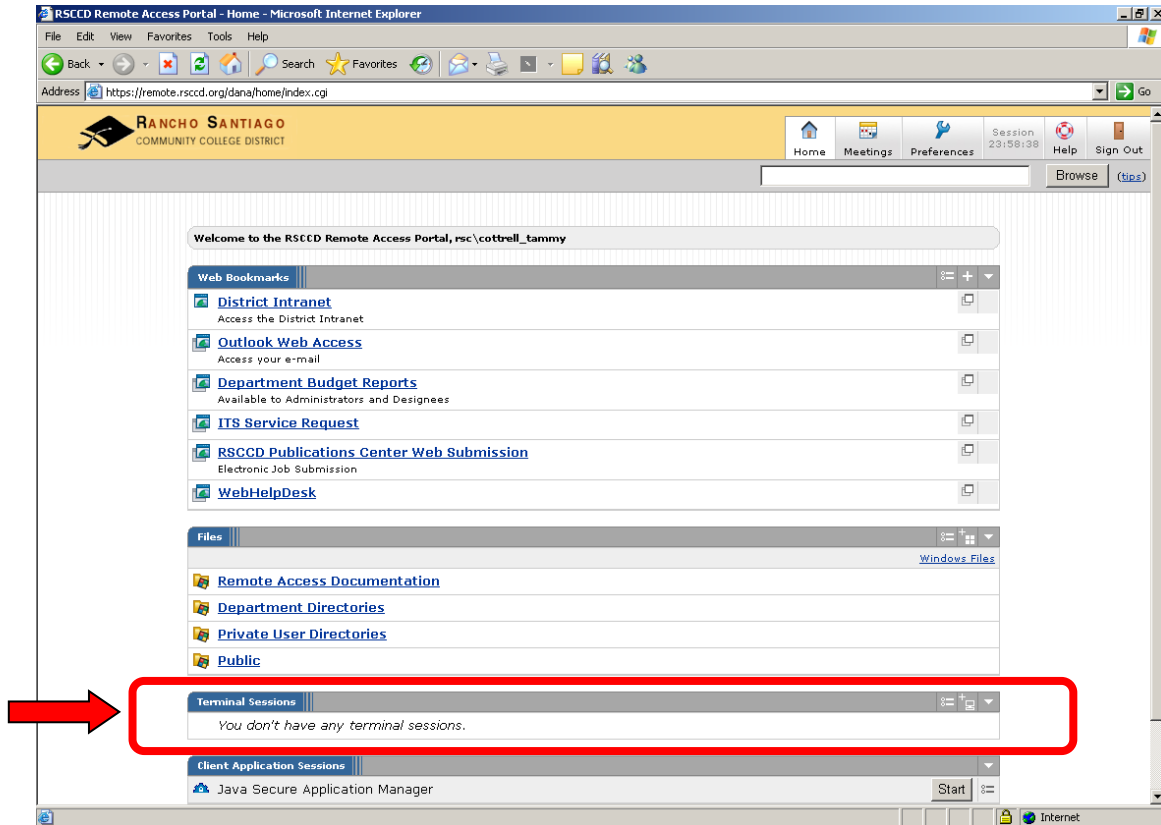


- a.
2. Sign In with your credentials.

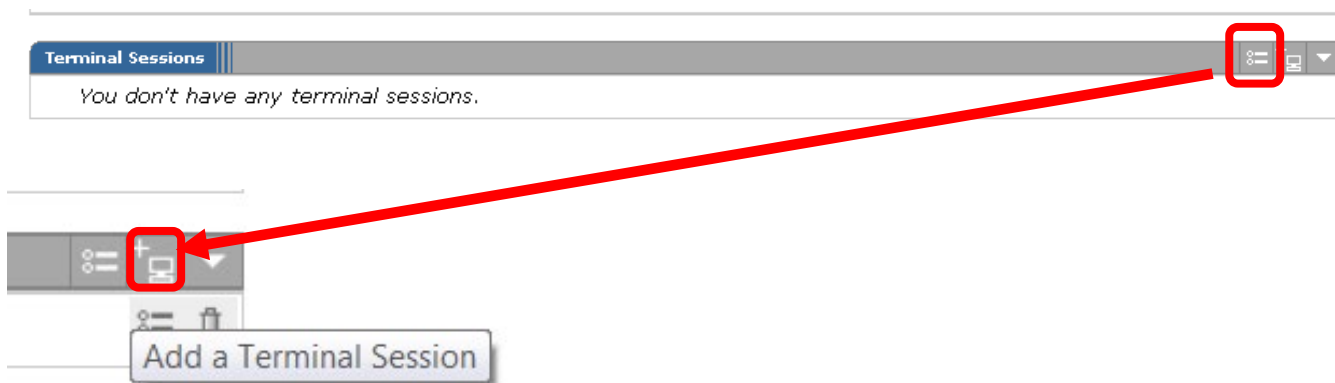


b.

3. Scroll down towards the bottom of the Remote home page, and locate the “Terminal Sessions” header.



4. Click on the “Add a Terminal Session” icon, the middle icon on the right side of Terminal Sessions.



5. Add the following information on the “Add Terminal Services Session” screen:
 - a. **Bookmark name (e.g. Work Computer).** This is the name that will appear under Terminal Sessions on Remote.
 - b. Full computer name in **the “Host” field (e.g. D02500010.rscsd.org).**
 - i. **NOTE: This was the name noted in Steps 1 and 2 for “Find a computer name.” Find your computer name by following those steps.**
 - c. Click the pull down menu next to **“Color Depth,”** and change the setting to **“16-bit.”**
 - d. **Leave the “Username” field blank.**
 - e. **Leave the “Password” field blank.**

The screenshot shows the 'Add Terminal Services Session' web form. The form is divided into several sections: 'Session Type', 'Settings', and 'Session'. The 'Session Type' section has a dropdown menu set to 'Windows Terminal Services' and a 'Bookmark Name' field containing 'Work Computer'. The 'Settings' section includes a 'Host' field with 'D02500010.rscsd.org', a 'Client Port' field, a 'Server Port' field, a 'Screen Size' dropdown set to 'Full Screen', and a 'Color Depth' dropdown set to '16-bit'. The 'Session' section has 'Authentication' fields for 'Username' and 'Password', both of which are empty. Below the 'Authentication' section is the 'Start Application' section, which includes a 'Launch seamless window' checkbox and fields for 'Path to application' and 'Working directory'. Red arrows point from text boxes to the 'Bookmark Name', 'Host', 'Color Depth', 'Username', and 'Password' fields. The text boxes contain the following instructions: 'Bookmark Name (a)', 'Computer Name (b)', 'Change to 16-bit (d)', 'Username: leave blank', and 'Password: leave blank'.

Session Type: Windows Terminal Services

Bookmark Name: Work Computer

Host: D02500010.rscsd.org

Client Port:

Server Port:

Screen Size: Full Screen

Color Depth: 16-bit

Authentication:

Username: Username of remote host

Password: Password of remote host

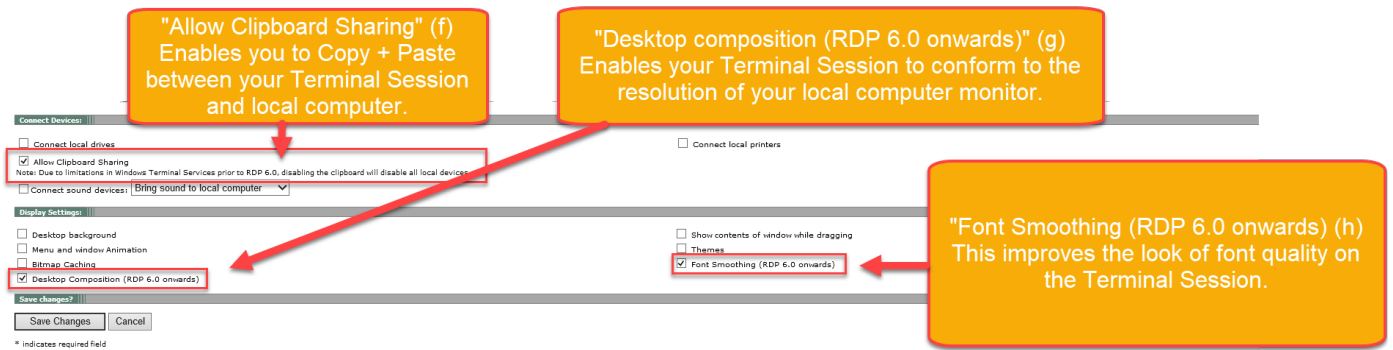
Start Application:

Launch seamless window
(NOTE: Seamless window check box applicable only for servers running Windows 2008 and later)

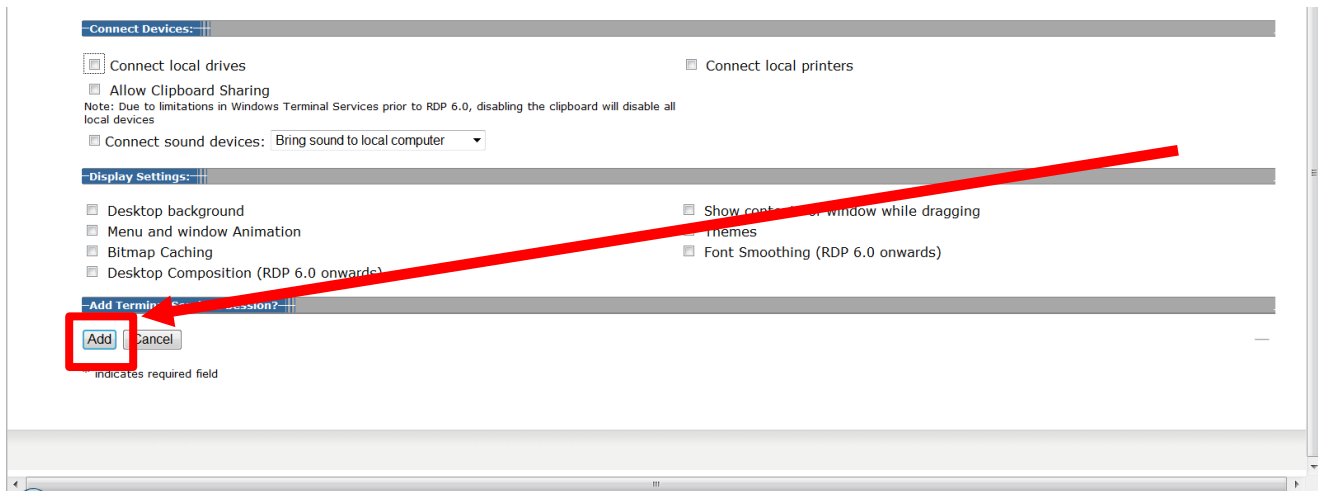
Path to application:

Working directory:

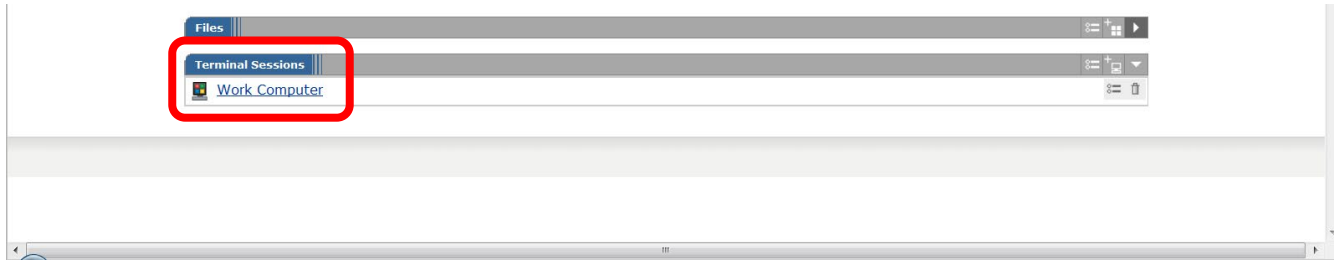
- f. **Mark checkbox for “Allow Clipboard sharing”**. This enables you to Copy + Paste between your Terminal Session and local computer.
- g. **Mark checkbox for “Desktop Composition (RDP 6.0 onwards)”**. This enables your Terminal Session to conform to the resolution of your local computer monitor.
- h. **Mark checkbox for “Font Smoothing (RDP 6.0 onwards)”**. This improves the look of font quality on the Terminal Session.



- i. Scroll down and click “Add” to complete the process.



- The system will return to the RSCCD Remote Home page. Note that “Work Computer,” the terminal session just created, is now listed under Terminal Sessions at the bottom of the page.

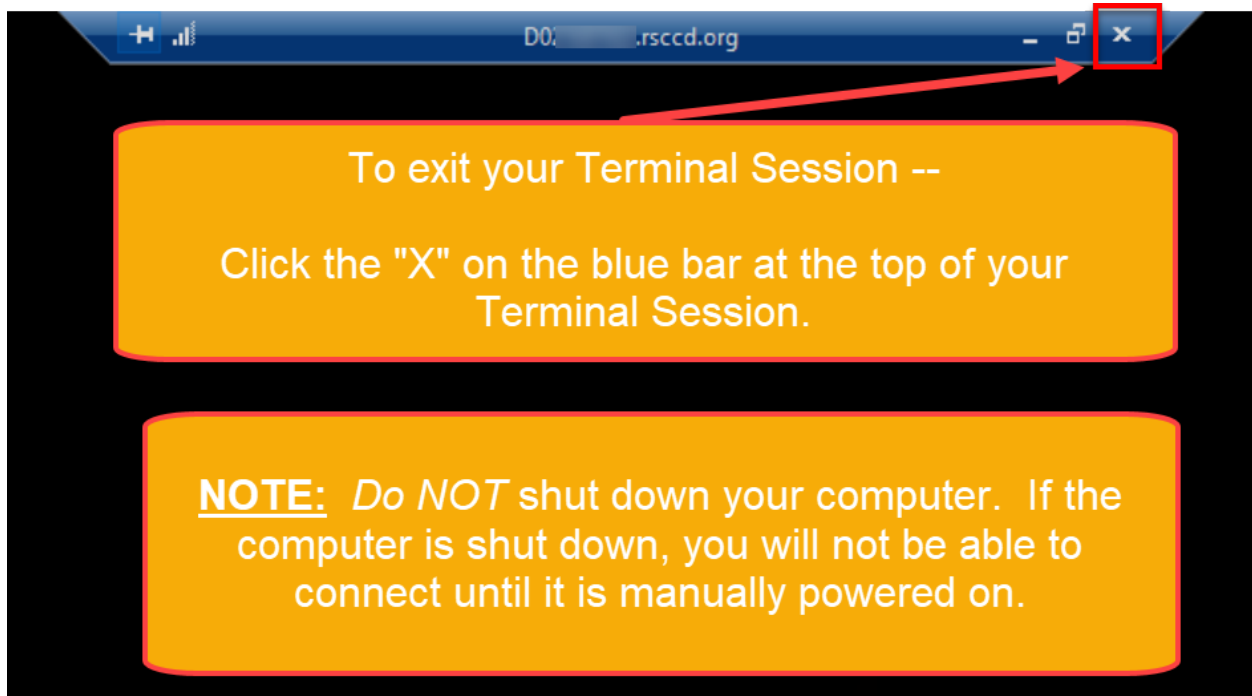


Exit Your Terminal Session

To exit your Terminal Session –

Click the “X” on the blue bar at the top of your Terminal Session.

NOTE: Do *NOT* shut down your remote computer. If the remote computer is shut down, you will not be able to connect until it is manually powered on.

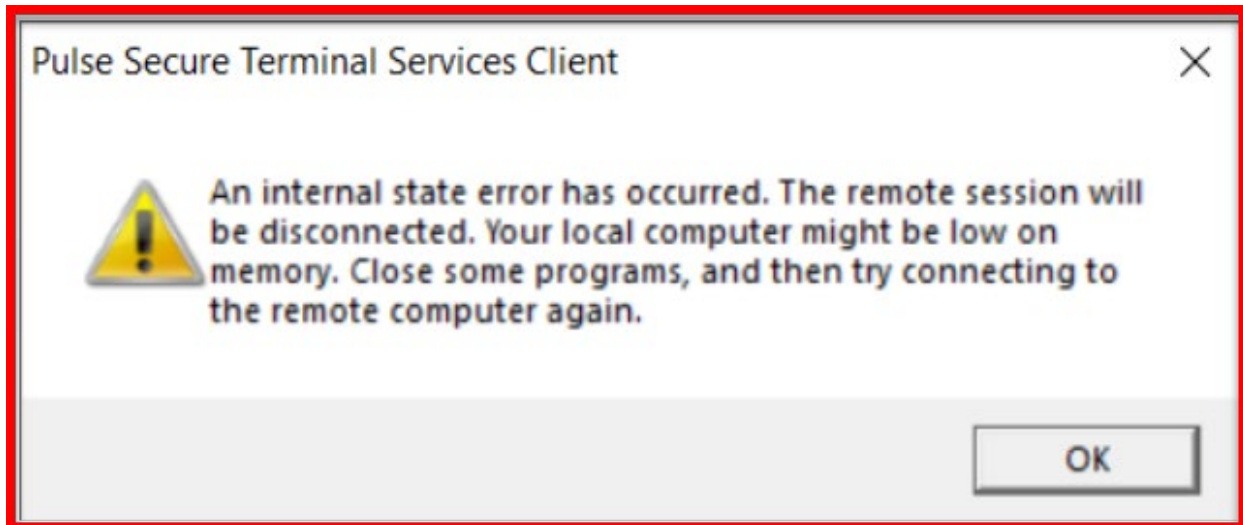


Troubleshooting – Error with Pulse Secure Terminal Services Client – “Low on Memory”

If you see this error message below, it indicates the District computer might be turned off or frozen.

Please contact the ITS Help Desk so we can have a technician check for you.

“An internal state error has occurred. The remote session will be disconnected. Your local computer might be low on memory. Close some programs, and then try connecting to the remote computer again.”




Troubleshooting – Locked out of account due to invalid credentials, “invalid credentials”

If after setting up your Terminal Session and trying to connect, you find that you are locked out, or get stuck at a login screen --- it is likely due to invalid credentials that were set in the Terminal Session connection settings.

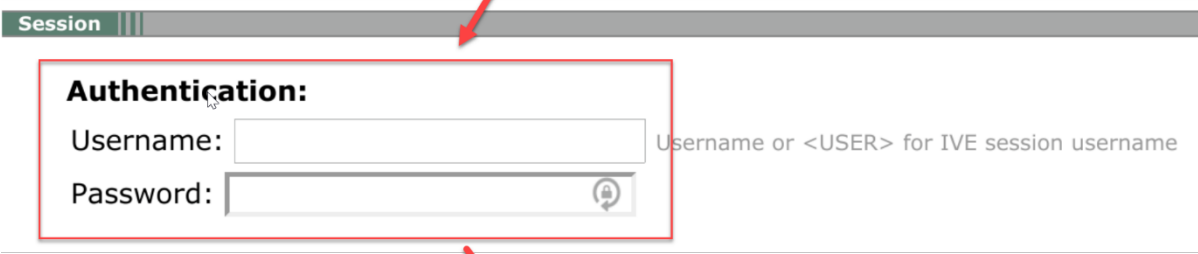
To fix this, please do the following:

1. Under Terminal Sessions, edit the existing link by clicking the “Edit” symbol here.
2. In the Edit details page, under Session, remove the saved credentials, so the fields are blank.
3. Save your changes and then try to connect again.

Under Terminal Sessions, edit the existing link by clicking the “Edit” symbol here.



In the Edit details page, under Session, remove the saved credentials, so the fields are blank.



Save your changes and then try to connect again.

4. If you continue to experience issues or are still locked out, please contact the ITS Help Desk.

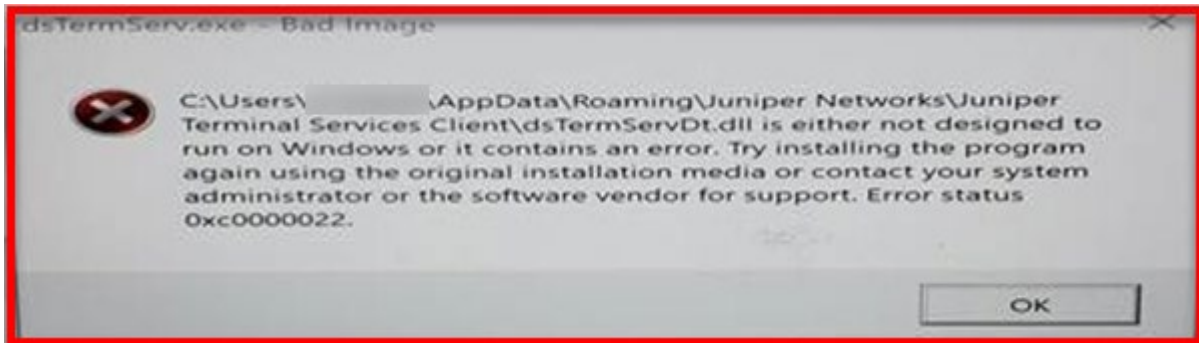
Troubleshooting – Error “dsTermServ.exe – Bad Image”

If when trying to connect to the Terminal Session you receive the error below --

Please contact the ITS Help Desk so we can have a technician check for you.

dsTermServ.exe – Bad Image

C:\Users\username\AppData\Roaming\Juniper Networks\Juniper Terminal Services Client\dsTerm.ServDt.dkl is either not designed to run on Windows or it contains an error. Try installing the program again using the original installation media or contact your system administrator or the software vendor for support. Error status 0xc0000022.



Themida – <http://www.oreans.com>

Cannot find 'dsTermServdt.dll'. Please, re-install this application

