



# AppGate SDP

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Version 1.1

## IITB

Innovation, Information and Technology Branch



# TABLE OF CONTENTS

<b>1</b>	<b>INTRODUCTION.....</b>	<b>3</b>
1.1	GENERAL INFORMATION.....	3
<b>2</b>	<b>WINDOWS INSTALLATION GUIDE .....</b>	<b>4</b>
2.1	DOWNLOAD AND INSTALL OF APPGATE SDP CLIENT .....	4
2.2	CONFIGURING APPGATE SDP CLIENT TO CONNECT TO THE APPGATE WORKSTATION/SERVER.....	6
<b>3</b>	<b>CLIENT CONNECTION FOR WINDOWS.....</b>	<b>8</b>
3.1	LOGGING INTO APPGATE SDP CLIENT ON WINDOWS.....	8
3.2	STEPS TO CONFIGURE, AND LAUNCH MICROSOFT REMOTE DESKTOP TO REMOTE DESKTOP (RDP) TO YOUR ESDC WORKSTATION/SERVER.....	11
<b>4</b>	<b>LOGGING OUT FOR WINDOWS.....</b>	<b>18</b>
4.1	TO LOG OFF ON THE REMOTE COMPUTER .....	18
4.2	TO SIGN OUT OR CLOSE APPGATE SDP CLIENT .....	18
<b>5</b>	<b>UNINSTALLING CLIENT FROM WINDOWS .....</b>	<b>19</b>
5.1	THE FOLLOWING STEPS WILL WALK YOU THROUGH UNINSTALLING APPGATE SDP CLIENT FROM YOUR WINDOWS PC.....	19
<b>6</b>	<b>APPLE/MAC CLIENT INSTALLATION GUIDE .....</b>	<b>20</b>
6.1	DOWNLOAD AND INSTALLATION OF APPGATE SDP CLIENT ON APPLE/MAC .....	20
6.2	CONFIGURING APPGATE SDP CLIENT TO CONNECT TO THE APPGATE WORKSTATION/SERVER...	22
<b>7</b>	<b>CLIENT CONNECTION FOR APPLE/MAC .....</b>	<b>23</b>
7.1	LOGGING INTO APPGATE SDP CLIENT ON APPLE/MAC.....	23
7.2	STEPS TO INSTALL, CONFIGURE, AND LAUNCH MICROSOFT REMOTE DESKTOP TO REMOTE DESKTOP (RDP) TO YOUR ESDC WORKSTATION/SERVER.....	26
<b>8</b>	<b>LOGGING OUT FOR APPLE/MAC.....</b>	<b>32</b>
8.1	TO SIGN OUT OR CLOSE APPGATE SDP CLIENT:.....	32
<b>9</b>	<b>UNINSTALLING CLIENT FROM APPLE/MAC .....</b>	<b>33</b>
9.1	THE FOLLOWING STEPS WILL WALK YOU THROUGH UNINSTALLING APPGATE SDP CLIENT FROM YOUR APPLE/MAC.....	33



# 1 INTRODUCTION

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## 1.1 GENERAL INFORMATION

The AppGate Software Defined Parameter (SDP) and Remote Desktop Connection (RDC) allow secure remote connection to the ESDC network and to an ESDC computer/server.

The following are the requirements to use AppGate SDP Client and RDC.

1. Remote connection to ESDC network
  - a. Windows 10 or MAC 10.14 (With all security patches applied)
  - b. Valid ESDC credential
  - c. Entrust eGrid *or* EDG token
  - d. AppGate SDP Client

**Note:** You may have to close your VPN Connection as VPN and AppGate networks may conflict with each other.



## 2 WINDOWS INSTALLATION GUIDE

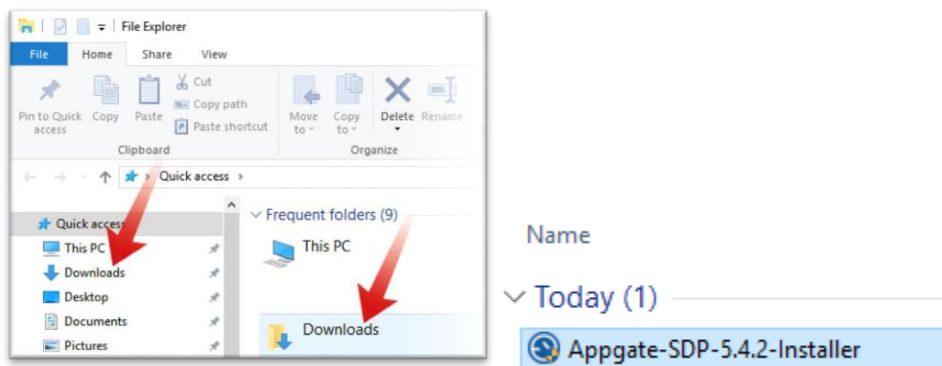
This section provides the steps to download and install the AppGate SDP client to your PC and outlines the configuration of the AppGate SDP client.

### 2.1 DOWNLOAD AND INSTALL OF APPGATE SDP CLIENT

1. Open your internet browser and type the link: <http://srv100.services.gc.ca/sdp.html>. Then select the “Download” link beside AppGate SDP Client for Windows

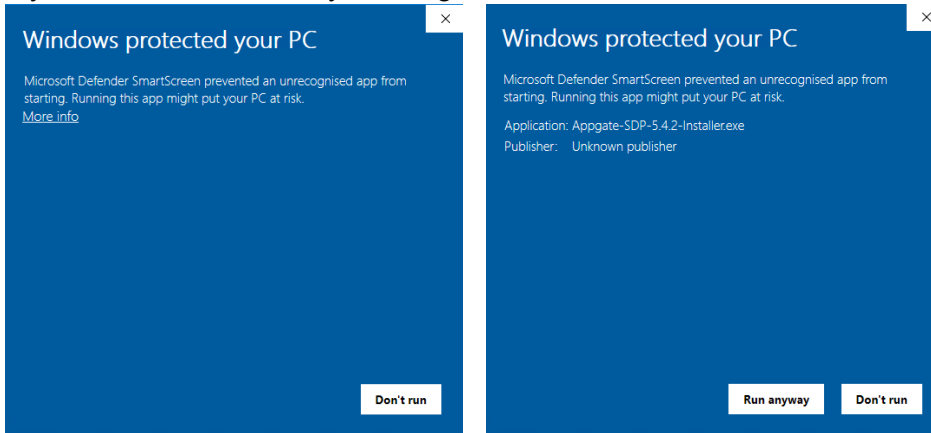


2. Once the download is complete, navigate to your download folder and run the Appgate-SDP-5.4.2-Installer

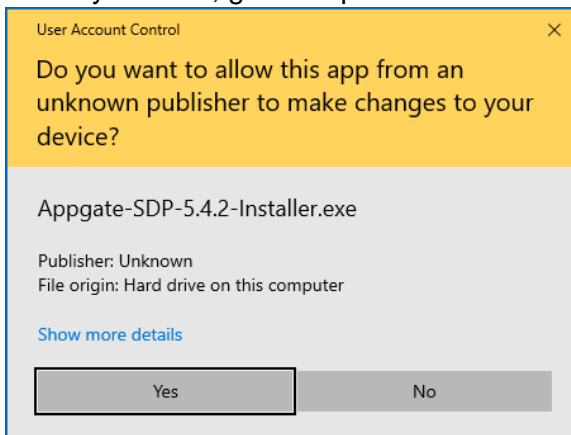


**Note:** For any problems when downloading or installing with Internet Explorer, Microsoft Edge or Firefox, please use Google Chrome browser, the security will allow it to be downloaded and installed correctly.

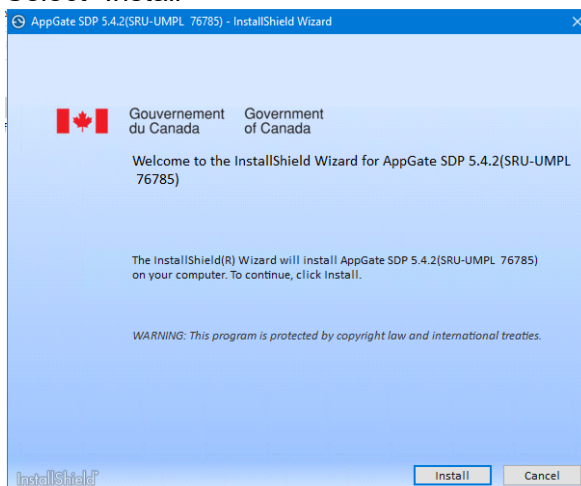
3. If you receive this security message, select “More info” and click “Run anyway”.



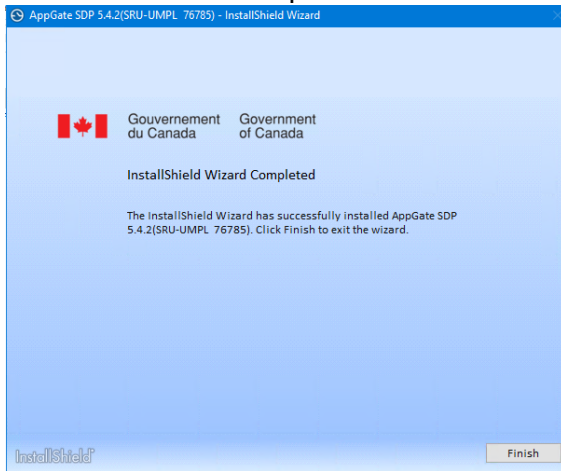
4. A security window may open. Select “Yes” to continue. If you are not prompted by a security window, go to step five.



5. Select “Install”



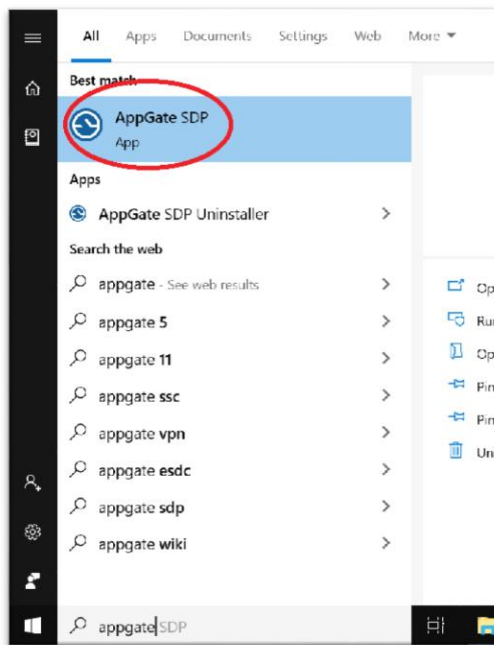
6. Select “Finish” to complete the installation and run AppGate SDP



- Note: this new version does not require the "SPA Key" installation, it is automated, there are no additional steps.

## 2.2 CONFIGURING APPGATE SDP CLIENT TO CONNECT TO THE APPGATE WORKSTATION/SERVER.

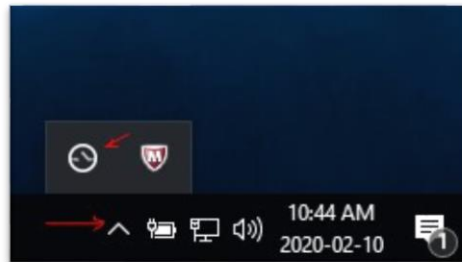
1. The AppGate SDP client should automatically open at this point. To manually open the program select the “Start” button then type “AppGate SDP”, and select the AppGate SDP App



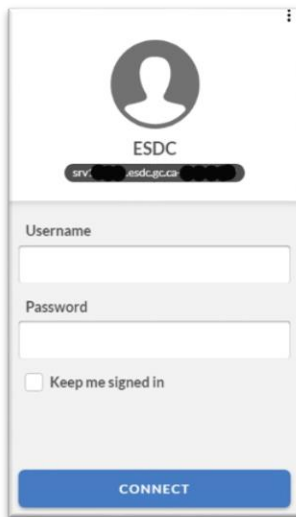
- This will launch the AppGate SDP program. A Privacy Notice dialogue box will appear at bottom right corner of your PC. Please select the "APPROVE" button



**IMPORTANT NOTE:** AppGate SDP will automatically minimize when you move away from the client window. To reopen the AppGate SDP client window, select the arrow on the bottom right corner of your taskbar and select the AppGate SDP client icon.



- AppGate setup is now complete! You will see the AppGate SDP login prompt shown below. Please continue to the Login section.



**Note:** You may have to close your VPN Connection as VPN and AppGate networks may conflict with each other.

## 3 CLIENT CONNECTION FOR WINDOWS

This section provides the steps for logging into AppGate SDP to establish a connection to the ESDC network and the steps to launch application and configure Microsoft Remote Desktop Connection to remote into your ESDC PC/Server if required.

### Note for AppGate SDP Remote Desktop user:

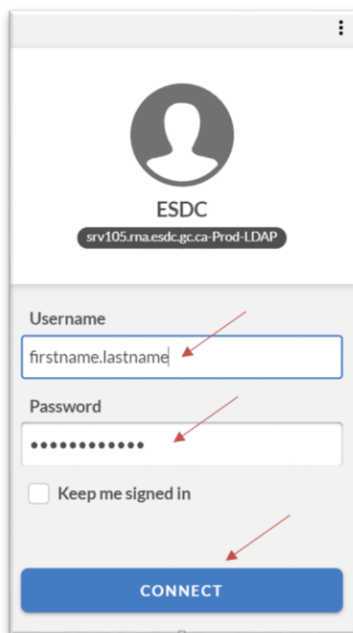
Please have your ESDC/Server workstation name (or IP address) in advance and enter it in the following format: (e.g. N10101010.hrhc-drhc.net) replacing N10101010 with your workstation/server name (or IP address).

### 3.1 LOGGING INTO APPGATE SDP CLIENT ON WINDOWS

1. Launch AppGate SDP Client:

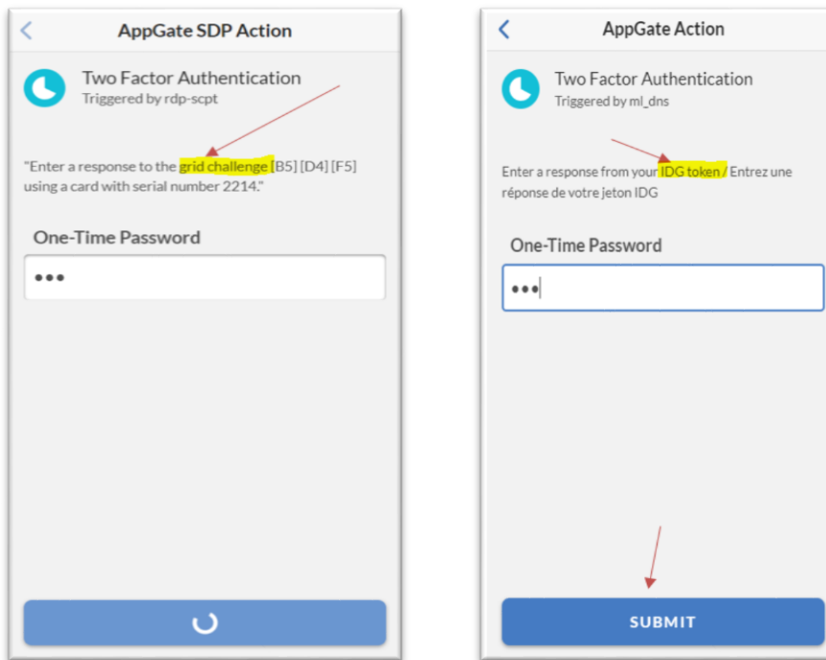
*Go to Start > AppGate SDP > AppGate SDP*

2. Log in using your ESDC domain username and password and select “Connect”

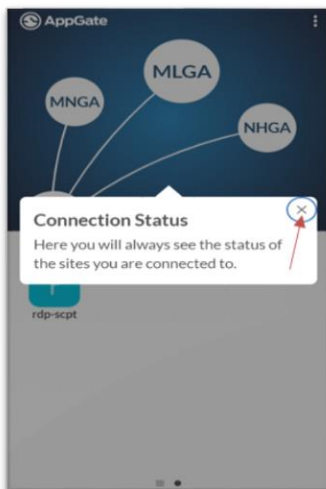




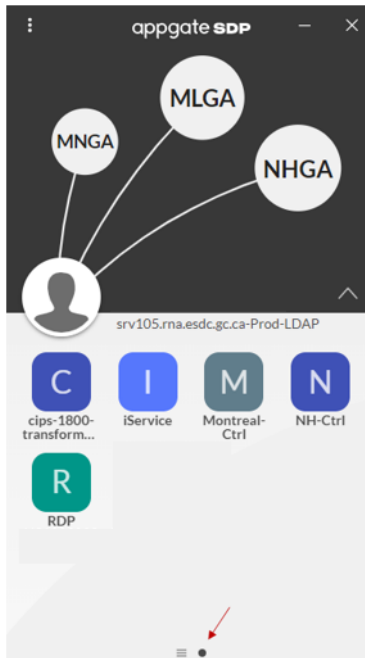
3. Enter the One-Time Password (from either your e-Grid or IDG Token), then select “Submit”



4. If this is your first time logging in, you will see a few introductory tutorials. Select the “X” to continue until you reach the main screen.



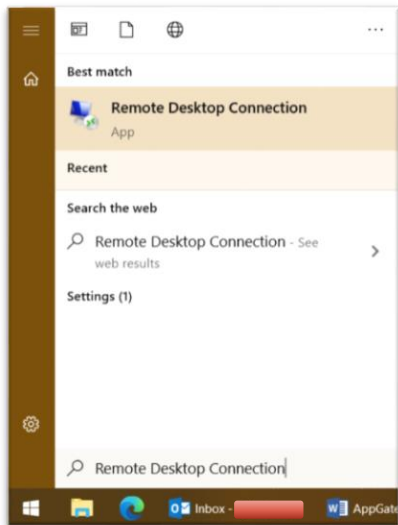
5. Once successfully logged in, you will be able to toggle back and forth from the Actions Inbox to the entitlements (services) window.



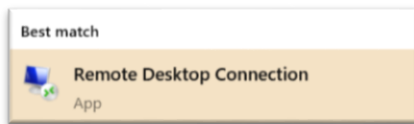
**Note:** Based on your role, you may have multiple entitlements (icons) listed. If you have access to a specific computer, it will be displayed under the RDP icon along with the computer number. By clicking on this workstation, the remote session will be automatically launched.

### 3.2 STEPS TO CONFIGURE, AND LAUNCH MICROSOFT REMOTE DESKTOP TO REMOTE DESKTOP (RDP) TO YOUR ESDC WORKSTATION/SERVER.

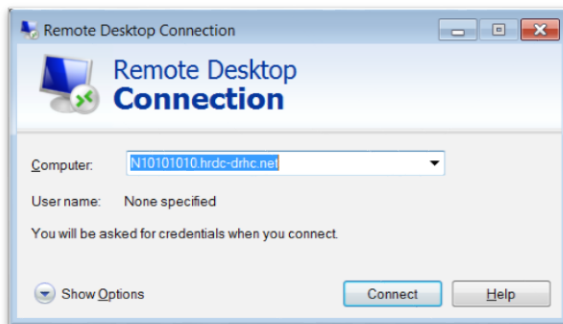
1. Launch your local Remote Desktop Connection by selecting the “Start” button. Then, begin typing “Remote Desktop Connection”.



2. Select the “Remote Desktop Connection” under the Best Match section

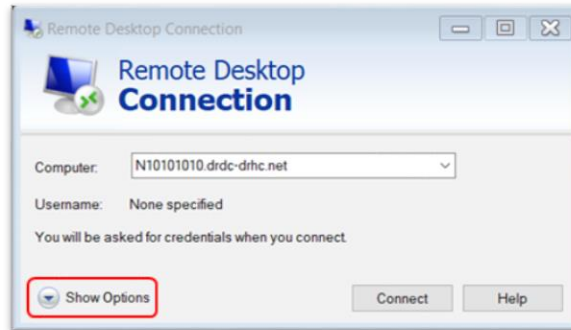


3. Enter your ESDC workstation/server name followed by .hrdc-drhc.net beside the computer field (If your computer name is N10101010, enter N10101010.hrdc-drhc.net) and select “Connect”, an IP address can be used as well.

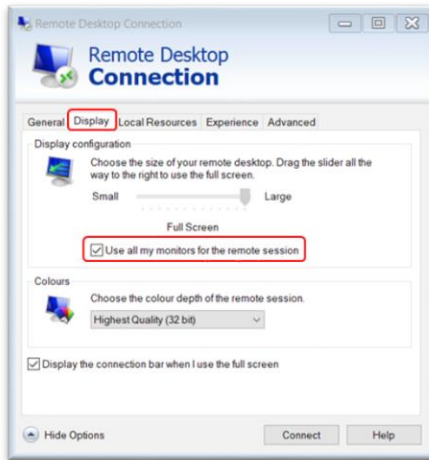


4. If you would like to use dual monitors follow the steps below. If not, proceed to step 5

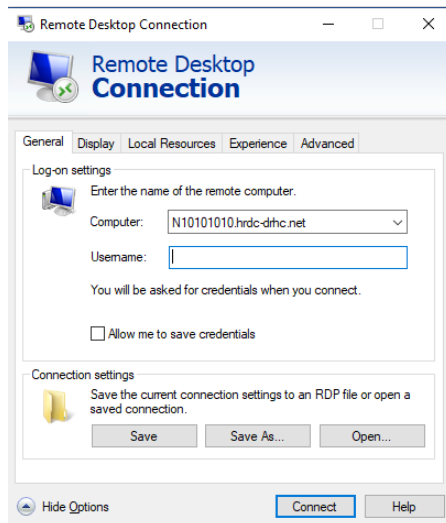
- a. Select “Show Options”



- b. Select the “Display” tab and select “Use all my monitors for the remote session” checked box

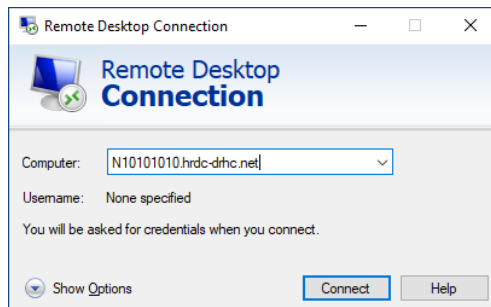


- c. Select the “General” Tab and select “Save” and select “Connect”

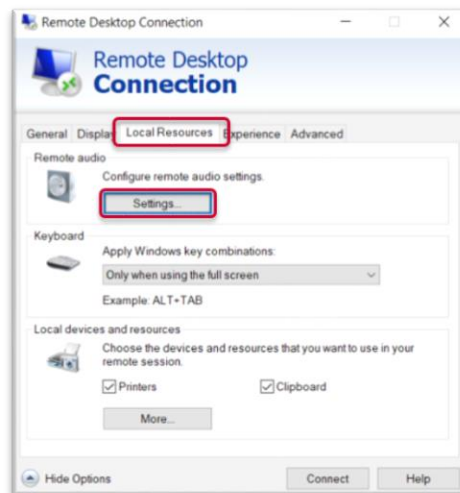


5. If you would like to bi-directional audio through AppGate, follow the steps below. If not, proceed to step 6.

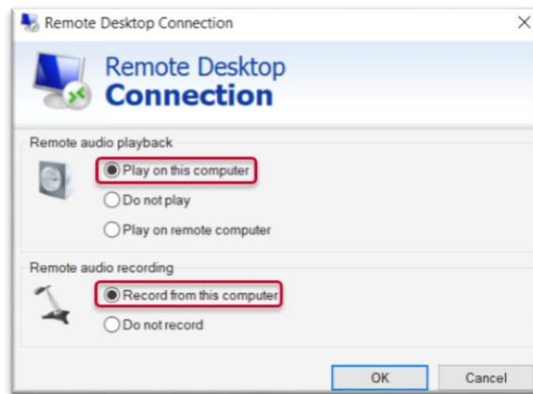
a. At the Remote Desktop Connection screen, **prior** to selecting the Connect button, select the “Show Options” button.



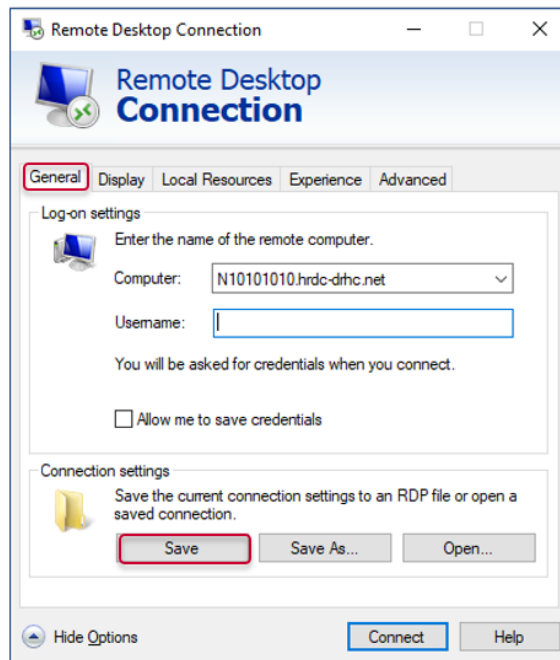
b. Select the “Local Resources” tab, then the “Settings” button under the Remote Audio section.



- c. Ensure the “Play on this computer” and “Record from this computer” are selected and then select the “OK” button

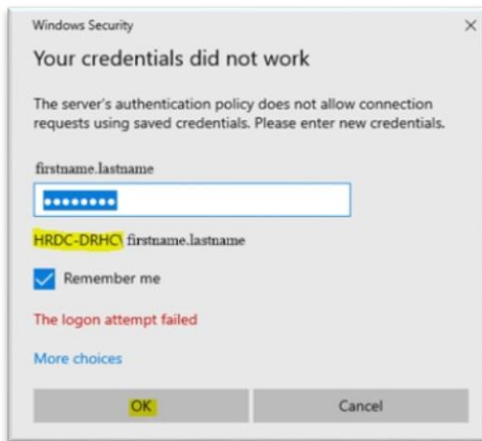


- d. Select the “General” tab and select “Save”



- 
6. Enter your domain password and select “OK”. Important **Note:** if you do not see HRDC-DRHC\firstname.lastname as highlighted below, select “More choices” and for username, enter firstname.lastname@hrdc-drhc.net, enter your domain password and select “OK”

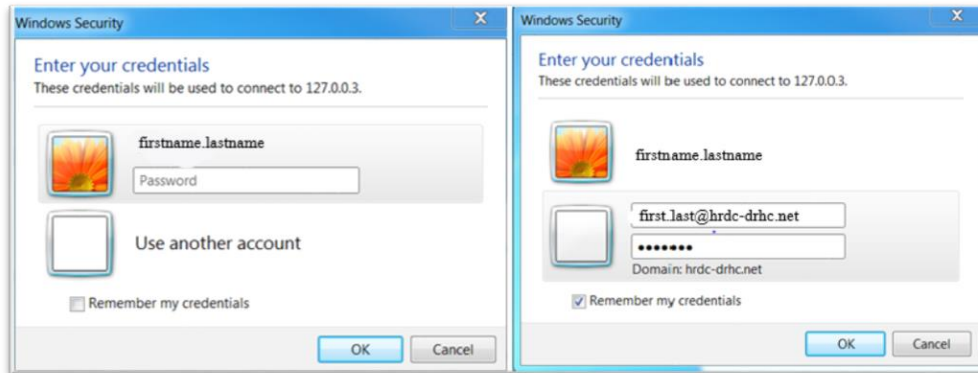
If you are not prompted with this screen, please see step 7 and proceed



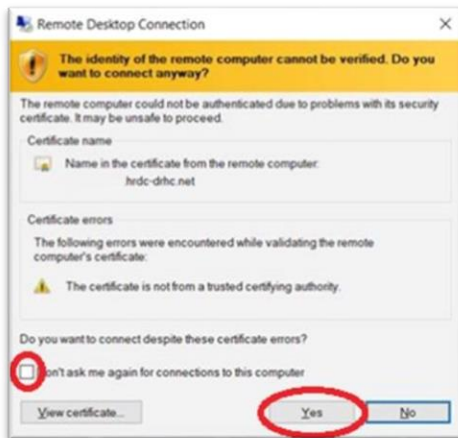
**Note:** if you do not see HRDC-DRHC\firstname.lastname, select more choices, enter firstname.lastname@hrdc-drhc.net, enter password and select “OK”.



7. If prompted with a window like the one below, select “Use another account”. Enter first.lastname@hrdc-drhc.net and your domain password. Check the checkbox to “Remember my credentials.”



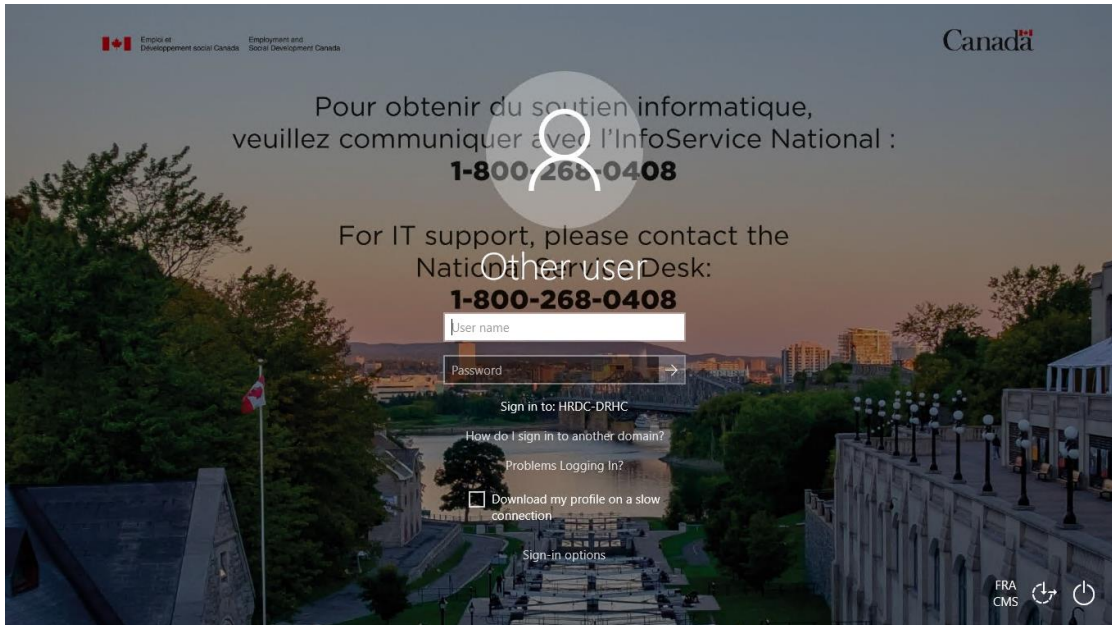
8. First time users will receive a popup to “Verify Certificate”, please check the checkbox “Don’t ask me again for connection to this computer” and select “Yes” to proceed





9. Your work PC/Server screen will then appear and is ready for your login.

**Note:** Please make sure that “Log on to: HRDC-DRHC” is on the screen. If not, please use `firstname.lastname@hrdc-drhc.net` as your username

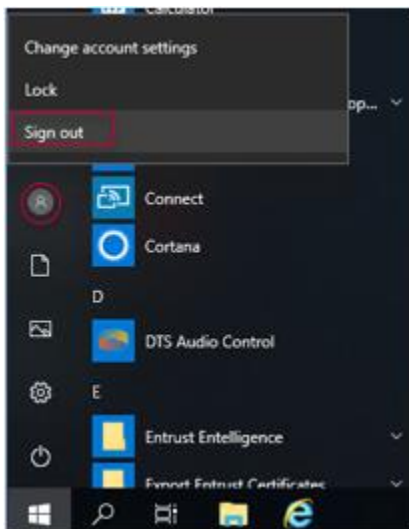


## 4 LOGGING OUT FOR WINDOWS

### 4.1 TO LOG OFF ON THE REMOTE COMPUTER

Always select either “Sign out” or “Restart” option from the Start menu. It is important to **NEVER** shutdown.

1. On your remote (work) computer, select “Start” and then your profile icon.



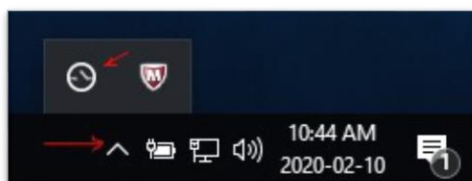
**Sign out** – Ends the connection to your work computer and close your Windows Session. **Preferred Option**

**Shutdown** – Closes all applications and turns the computer off. **Do not use this option.**

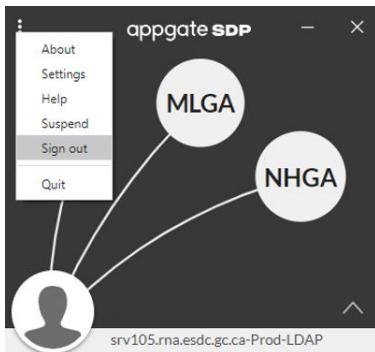
**Restart** – Closes all applications, turns the computer off, and turns it on again.

### 4.2 TO SIGN OUT OR CLOSE APPGATE SDP CLIENT

1. Select the arrow on the taskbar tray at the bottom right of your screen. Select the AppGate SDP icon to open the application window.



2. Select the circle with the 3 buttons on the top left of the AppGate SDP client, select “Sign Out” to sign out or “Quit” to close the application.



## 5 UNINSTALLING CLIENT FROM WINDOWS

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### 5.1 THE FOLLOWING STEPS WILL WALK YOU THROUGH UNINSTALLING APPGATE SDP CLIENT FROM YOUR WINDOWS PC.

1. From the Start Menu, open the Control Panel and select “Add or Remove Programs”.  
Start → Settings → Control Panel → Add or Remove Programs
2. From the Program list, select AppGate SDP and select Remove.  
Reboot as required

## 6 APPLE/MAC CLIENT INSTALLATION GUIDE

This section provides the steps to download and install the AppGate SDP client to your PC and outlines the configuration of the AppGate SDP client.

### 6.1 DOWNLOAD AND INSTALLATION OF APPGATE SDP CLIENT ON APPLE/MAC

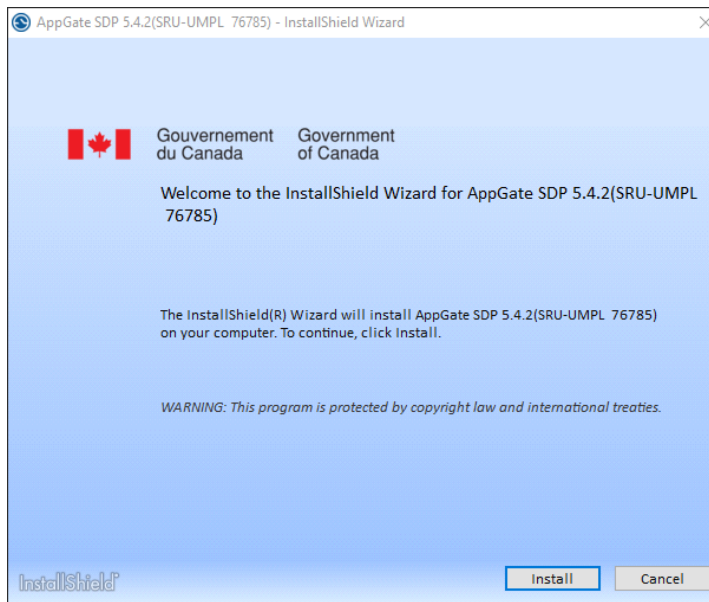
1. Open your internet browser and type the link: <http://srv100.services.gc.ca/sdp.html>  
Then select “Download” link beside AppGate SDP Client for Mac



2. Once the download is complete, the “download” folder should pop up, if not, select the “download” folder and select on the AppGate SDP file in order to install.



### 3. Select “Install”



### 4. Select “Finish” to complete the installation and run AppGate SDP



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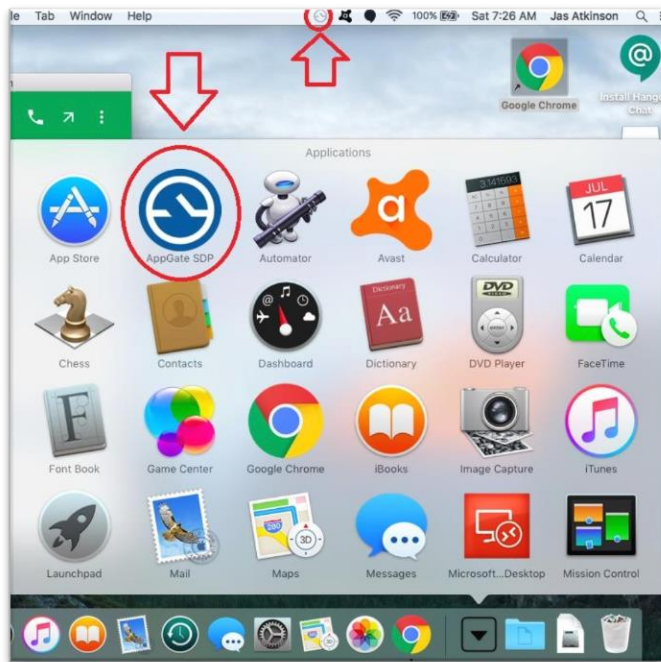
## 6.2 CONFIGURING APPGATE SDP CLIENT TO CONNECT TO THE APPGATE WORKSTATION/SERVER.

1. Select “Applications” and select the “AppGate SDP” Icon to launch the program
2. A Privacy Notice dialogue box appears at bottom right corner of your PC. Please select the “APPROVE” button
3. **IMPORTANT NOTE:** AppGate SDP will automatically minimize itself, to reopen the AppGate SDP client window, select the AppGate SDP client icon at the menu bar near the top of the desktop screen.
4. Please refer back to the download link: <http://srv100.services.gc.ca/sdp.html> and select “SPA Key”
5. Select “Open AppGate SDP”
6. This will create an AppGate SDP profile. Please select the “Submit” button to continue.
7. Once complete, a new profile with the AppGate server name pre-filled to: `srv105.rna.esdc.gc.ca` will appear. Select “Connect to AppGate SDP” to proceed.
8. Enter a profile a name: e.g. “ESDC” and select “Submit”
9. AppGate setup is now complete! You will see the AppGate SDP login prompt shown below. Please continue to the Login section.

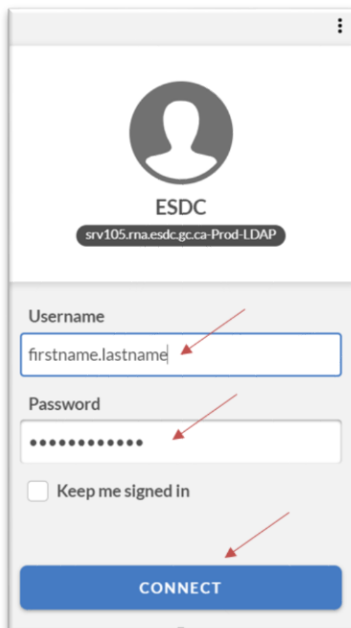
## 7 CLIENT CONNECTION FOR APPLE/MAC

### 7.1 LOGGING INTO APPGATE SDP CLIENT ON APPLE/MAC

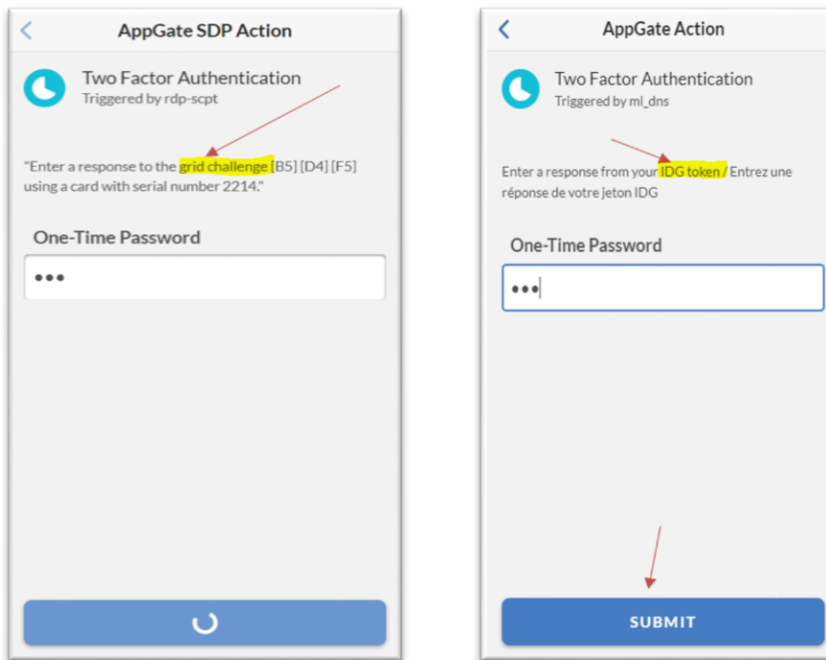
1. Select “Applications” and then select the “AppGate SDP” Icon to launch the program



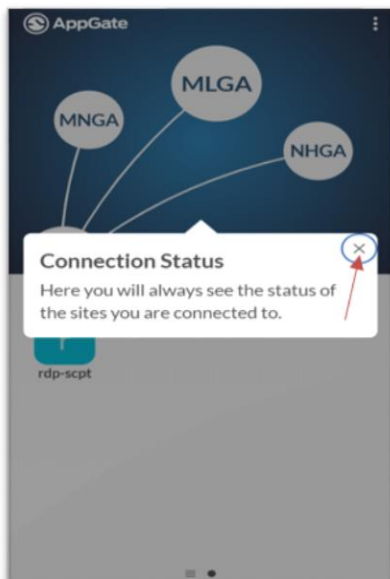
2. Log in with your domain username and password

A screenshot of the AppGate SDP login dialog box. At the top, there is a user profile icon and the text 'ESDC' and 'srv105.na.esdc.gc.ca-Prod-LDAP'. Below this, there are two input fields: 'Username' with the text 'firstname.lastname' and 'Password' with a masked password of ten dots. A checkbox labeled 'Keep me signed in' is unchecked. At the bottom, there is a blue button labeled 'CONNECT'. Three red arrows point to the Username field, the Password field, and the CONNECT button.

3. Proceed with entering the One-Time Password (either e-Grid or IDG Token) then select "Submit"

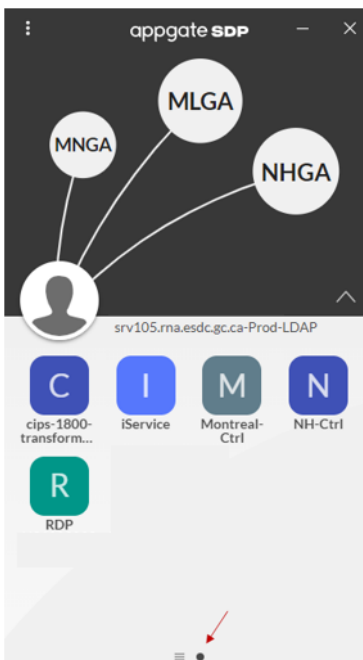


4. If this is your first time logging in, it will bring up a few introductory tutorials. Simply select the "X" to continue until you reach the main screen.





5. Once successfully logged in, you will be able to toggle back and forth from the Actions Inbox to the entitlements (services) window.



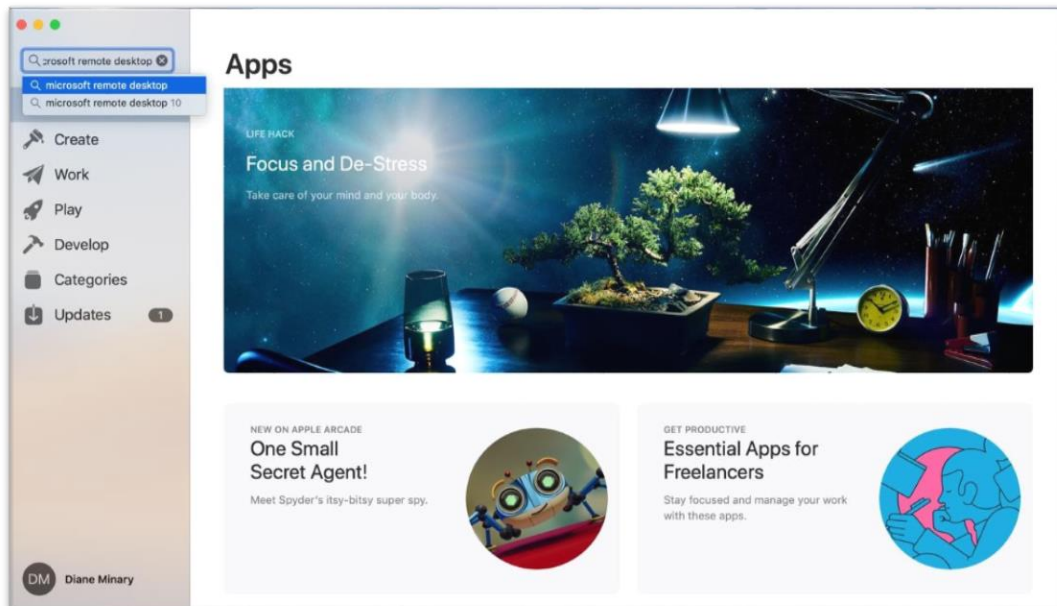
**Note:** Based on your role, you may have multiple entitlements (icons) listed. If you have access to a specific computer, it will be displayed under the RDP icon along with the computer number. By clicking on this workstation, the remote session will be automatically launched.

## 7.2 STEPS TO INSTALL, CONFIGURE, AND LAUNCH MICROSOFT REMOTE DESKTOP TO REMOTE DESKTOP (RDP) TO YOUR ESDC WORKSTATION/SERVER.

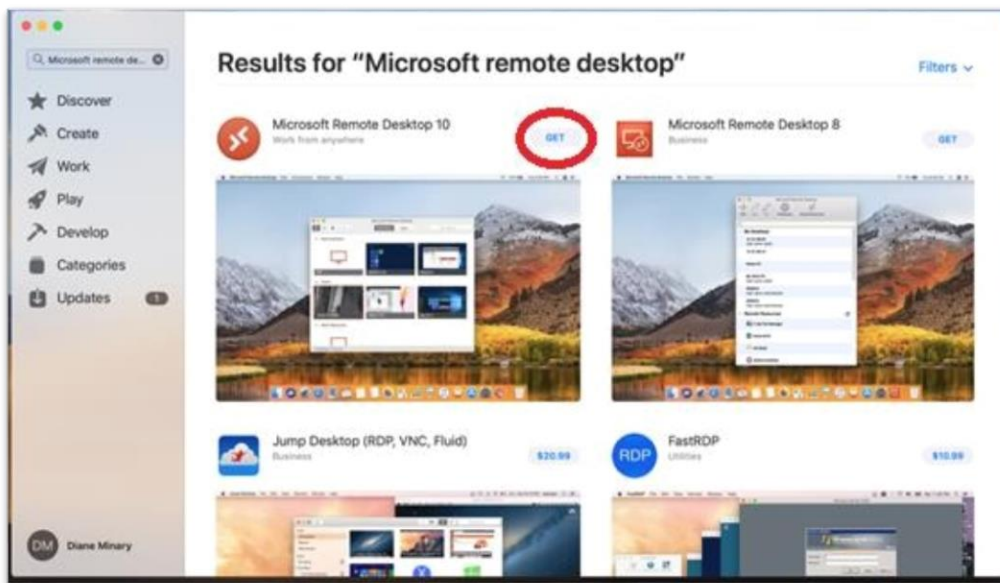
1. Launch the App Store from the Dock or Find it under Applications



2. Search for Microsoft Remote Desktop



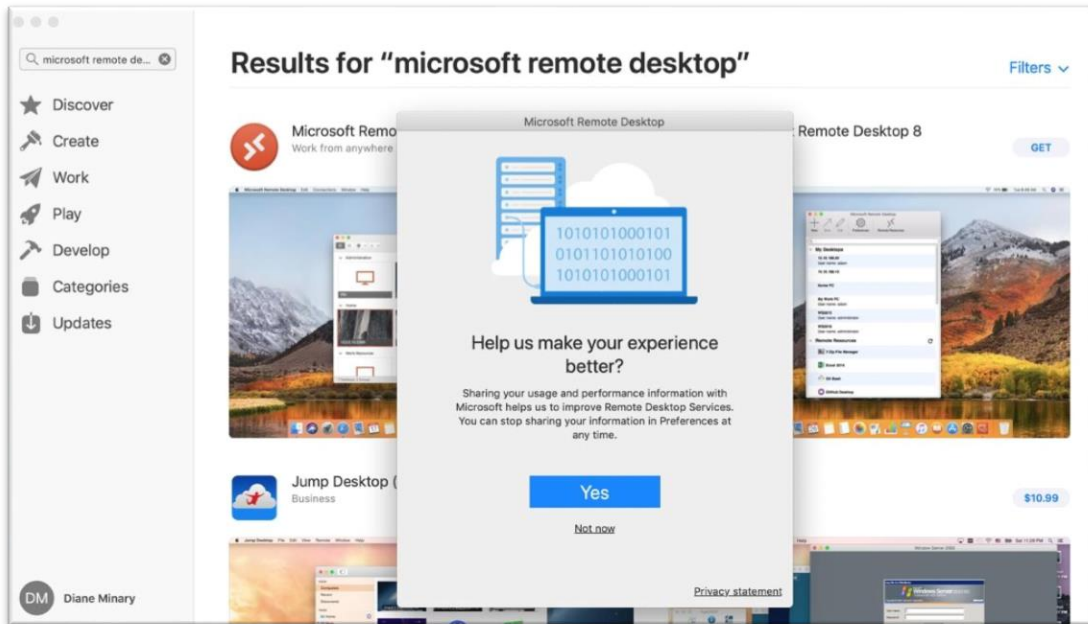
3. Find the latest version, Microsoft Remote Desktop 10, and select the “Get” button



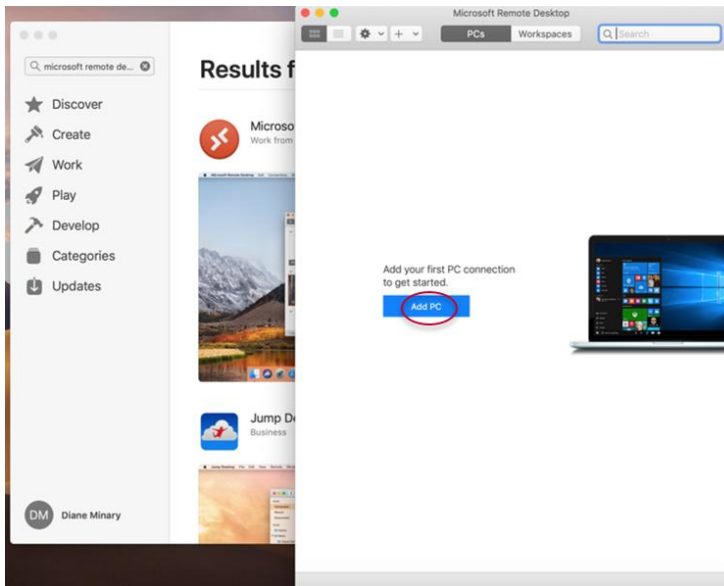
4. Your “download” folder should pop up if not, select the “download” folder and select the Microsoft Remote Desktop app v10 to install.



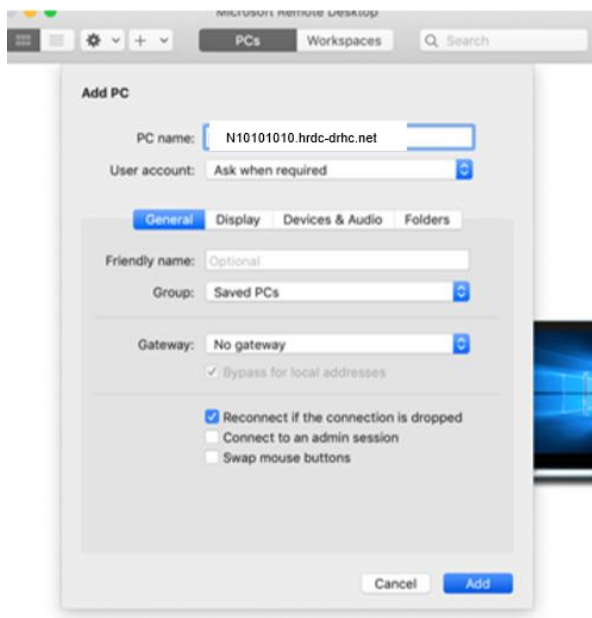
5. The Microsoft Remote Desktop app will open. Select “Not Now”



6. Select “Add PC” button to add a PC to add a new connection configuration



7. On the “PC/Server name:” field, enter your computer name (ex. N10101010.hrdc-drhc.net OR IP address starting with 10.) replacing N10101010 with your computer name.



8. If you use dual monitors, select the Display tab and select the checkbox “Use all monitors”. If you do not use dual monitors proceed to step 9



9. Select the “Add” button to save the configuration.



10. Select the newly created Remote Desktop profile to initiate the connection
11. Enter your domain password and select “OK”. Important Note: if you do not see HRDC-DRHC\firstname.lastname, select “More choices” and for username, enter firstname.lastname@hrdc-drhc.net, enter your domain password and select “OK”

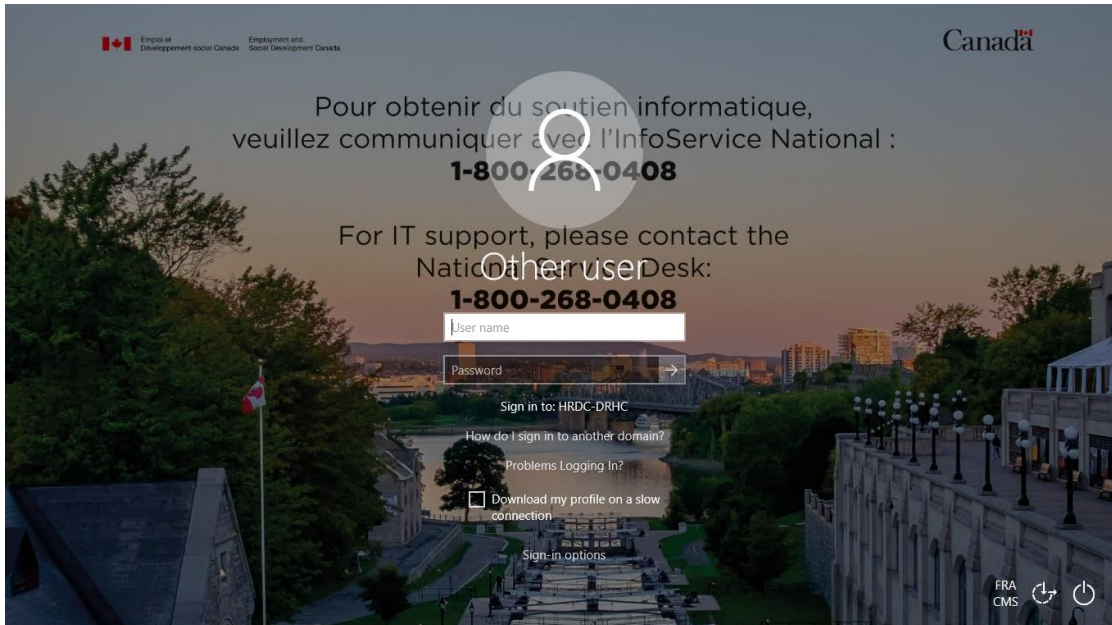
**Note:** if you do not see HRDC-DRHC\firstname.lastname, select more choices, enter firstname.lastname@hrdc-drhc.net, enter password and select “connect”.

12. A popup of Verify Certificate of, please either check the checkbox “Don’t ask me again for connection to this computer” and select “Yes” or “Continue” to proceed



13. Your work PC/Server screen will then appear and ready for your login.

**Note:** Please make sure that “Log on to: HRDC-DRHC” is on the screen. If not, please use `firstname.lastname@hrdc-drhc.net` as your username



## 8 LOGGING OUT FOR APPLE/MAC

From the Remote Desktop window, when logging off, always select either “Log out” or “Restart” option from the Start menu.

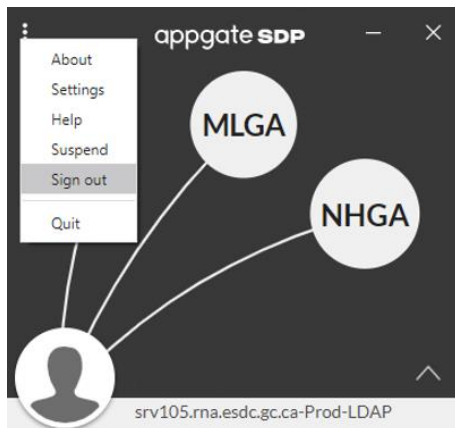
**Note:** It is important to **NEVER** perform a shutdown.

### 8.1 TO SIGN OUT OR CLOSE APPGATE SDP CLIENT:

1. Select the arrow on the menu bar near the top right of your desktop screen. Select the AppGate SDP icon to open the application window.



2. Select the 3 buttons on the top left of the AppGate SDP client, select “Sign Out” to sign out or “Quit” to close the application.



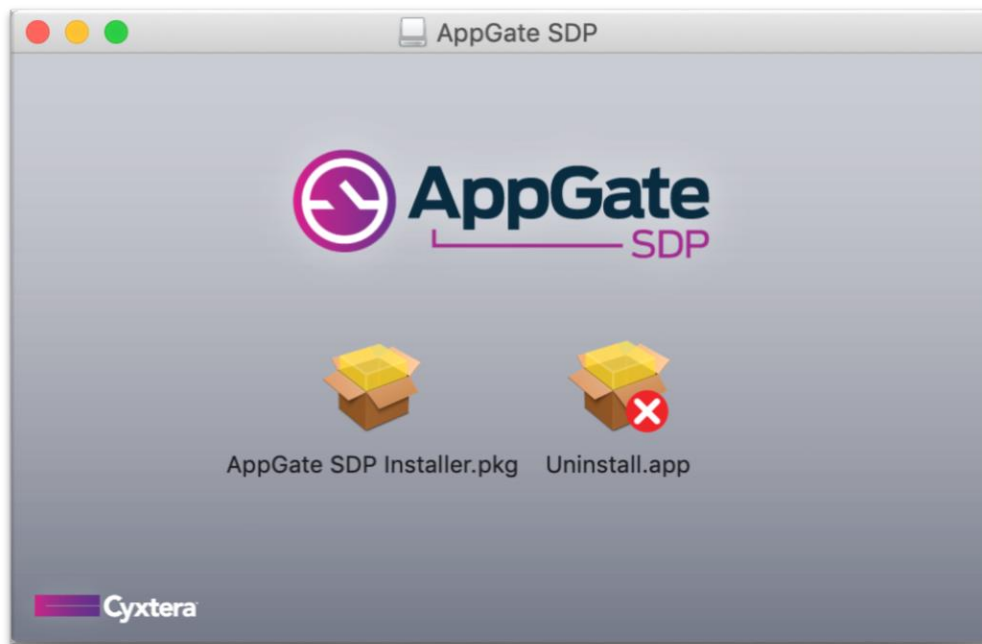


## 9 UNINSTALLING CLIENT FROM APPLE/MAC

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### 9.1 THE FOLLOWING STEPS WILL WALK YOU THROUGH UNINSTALLING APPGATE SDP CLIENT FROM YOUR APPLE/MAC.

1. Open “AppGate SDP Installer.dmg”. The dmg file includes programs for installing and uninstalling the Client.



2. Open “AppGate SDP Uninstaller.pkg”. This will start the macOS setup wizard, which will run the uninstaller app and remove the Client software.
3. When prompted “Do you want to clear your settings on uninstallation?” select “Yes” if you do not plan to reinstall the software. If you plan to install again, you should select “No”.
4. When the wizard has finished, the Client has been uninstalled.