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# Installation Guide

## Remote Desktop Gateway Plug-in

Version 5.6

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# About NetIQ Corporation

We are a global, enterprise software company, with a focus on the three persistent challenges in your environment: Change, complexity and risk—and how we can help you control them.

## Our Viewpoint

### **Adapting to change and managing complexity and risk are nothing new**

In fact, of all the challenges you face, these are perhaps the most prominent variables that deny you the control you need to securely measure, monitor, and manage your physical, virtual, and cloud computing environments.

### **Enabling critical business services, better and faster**

We believe that providing as much control as possible to IT organizations is the only way to enable timelier and cost effective delivery of services. Persistent pressures like change and complexity will only continue to increase as organizations continue to change and the technologies needed to manage them become inherently more complex.

## Our Philosophy

### **Selling intelligent solutions, not just software**

In order to provide reliable control, we first make sure we understand the real-world scenarios in which IT organizations like yours operate—day in and day out. That's the only way we can develop practical, intelligent IT solutions that successfully yield proven, measurable results. And that's so much more rewarding than simply selling software.

### **Driving your success is our passion**

We place your success at the heart of how we do business. From product inception to deployment, we understand that you need IT solutions that work well and integrate seamlessly with your existing investments; you need ongoing support and training post-deployment; and you need someone that is truly easy to work with—for a change. Ultimately, when you succeed, we all succeed.

## Our Solutions

- ♦ Identity & Access Governance
- ♦ Access Management
- ♦ Security Management
- ♦ Systems & Application Management
- ♦ Workload Management
- ♦ Service Management

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# About this Book

This guide describes the pre-requisites and configuration process of the Remote Desktop Gateway integration.

## Intended Audience

This book is intended for Advanced Authentication administrators.

## About Remote Desktop Gateway Plug-in

Advanced Authentication integrates with Remote Desktop Gateway to enable a secured access of Remote Desktop Gateway by enforcing multi-factor authentication. Users can use the authentication methods such as Smartphone, VoiceCall, and Swisscom methods to confirm their authentication to the Remote Desktop Gateway.

For example: Employees of a company **Digital Airlines** located in London need to access Remote Desktop Gateway located in Amsterdam of the same company from their Remote Desktop client machines. It must be ensured that the Remote Desktop connection with the gateway is secure and users can authenticate with methods such as Smartphone. The Remote Desktop Gateway integration of Advanced Authentication with Remote Desktop helps to achieve this secured connection with multi-factor authentication.

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**NOTE:** Advanced Authentication Remote Desktop Gateway plug-in supports only the out-of-band methods such as VoiceCall, Smartphone, and Swisscom methods.

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# 1 Pre-requisites

Before configuring the Remote Desktop Gateway, ensure that the following pre-requisites are met:

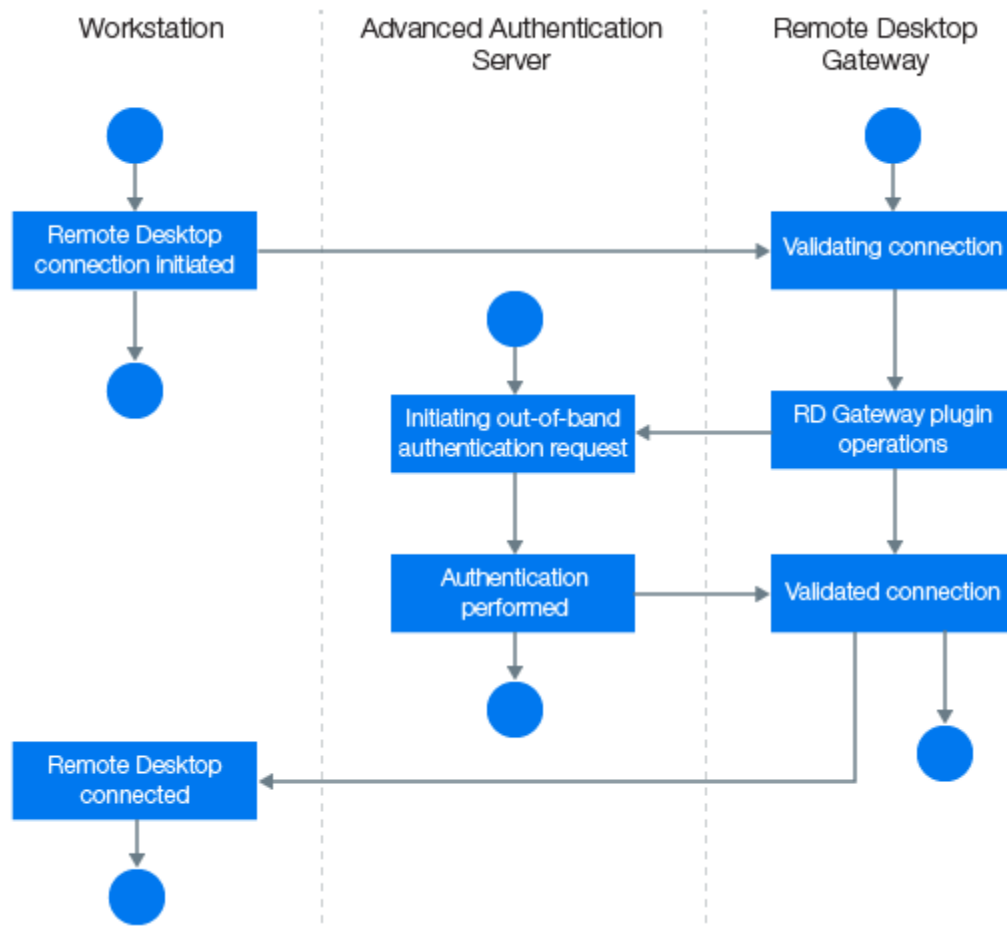
- ♦ Windows Server 2008 R2, Windows Server 2012, Windows Server 2012 R2, or Windows Server 2016 is installed.
- ♦ Microsoft Remote Desktop Gateway role is configured.



# 2 Configuring Remote Desktop Gateway Plug-in

You can use the Remote Desktop Gateway plug-in to ensure secured access of Remote Desktop connection with multifactor authentication. The plug-in must be installed on Remote Desktop Gateway.

The following diagram illustrates how the Remote Desktop Gateway plug-in works.



This chapter contains the following sections:

- ♦ Section 2.1, "Configuring Remote Desktop Gateway Plug-in," on page 12
- ♦ Section 2.2, "Configuring Remote Desktop Client," on page 12
- ♦ Section 2.3, "Configuring Advanced Authentication Appliance," on page 13

## 2.1 Configuring Remote Desktop Gateway Plug-in

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**NOTE:** Before configuring Remote Desktop Gateway, if you have enabled Multitenancy you must specify a tenant name. This is required because an endpoint can be created in a wrong tenant. For more information on configuring the Multitenancy setting, see [“Configuration Settings for Multitenancy”](#) in the *Advanced Authentication - Windows Client* guide.

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- 1 Install `naaf-rdgplugin-x64-release-<version>.msi` on a Remote Desktop Gateway machine.
- 2 If you have enabled Multitenancy, create a file `C:\ProgramData\NetIQ\Windows Client\config.properties`, and add the parameter `tenant_name` with a used tenant name as a value in the configuration file. Otherwise the endpoint might be created in a wrong tenant.
- 3 On a client machine, run `mstsc` and configure the client by performing the steps described in [Configuring Remote Desktop Client](#) section. This establishes a connection between the Remote Desktop Gateway and the Remote Desktop server.

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**NOTE:** When you configure the Remote Desktop Gateway plug-in, the Remote Desktop Connection Authorization Policies (RD CAP) and Resource Authorization Policies (RD RAP) are disabled. These policies cannot be accessed from the Remote Desktop Gateway Manager. Policy settings that are configured prior to the Remote Desktop Gateway integration are overlooked by the Remote Desktop Gateway.

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## 2.2 Configuring Remote Desktop Client

- 1 On a client machine, run `mstsc`.
- 2 Click **Show Options** and select **Advanced**.
- 3 Click **Settings** and select **Use these RD Gateway server settings**.
  - 3a Enter the address of RD Gateway in **Server name**. For example: `rdg.test.com`.
  - 3b Deselect **Bypass RD Gateway server for local addresses**.

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**NOTE:** If you select this option, Remote Desktop Gateway is not used when you try to connect from the same subnet.

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- 4 Go to the **General** tab and specify the address of remote RDP (Remote Desktop Protocol) server.
- 5 Click **Connect**.
- 6 Specify the domain credentials (for example, `test\administrator` as username) for Remote Desktop Gateway in **RD Gateway Server Credentials**.

A connection is initiated to Remote Desktop through the enrolled authentication method. To configure the methods in Advanced Authentication appliance, see [Configuring Advanced Authentication Appliance](#).
- 7 After you authenticate with the enrolled authentication method, `mstsc` prompts to specify credentials for the remote RDP server. Ensure that a connection has been established between the Remote Desktop Gateway and Remote Desktop server.

## 2.3 Configuring Advanced Authentication Appliance

- 1 Log into the Advanced Authentication Administrative portal.
- 2 Create a chain with one of the following methods:

- ♦ Smartphone
- ♦ VoiceCall
- ♦ Swisscom

For more information about how to create chains, see “[Creating a Chain](#)” in *Advanced Authentication - Administration* guide.

- 3 In the **Events** section, create a Generic event **RDG** event and assign the chain to this event.
- 4 Enroll the methods in **RDG** for respective users.



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# 3 Uninstalling Remote Desktop Gateway Plug-in

To uninstall the Remote Desktop Gateway plug-in through the Control Panel, perform the following steps:

- 1 In the **Start** menu, select **Control Panel** and then double-click **Programs and Features**.
- 2 Select **NetIQ RDG Plugin** and click **Uninstall**.
- 3 Confirm the uninstallation.
- 4 In the Advanced Authentication Administrative Portal, switch to the **Endpoints** section and remove the endpoint for the Remote Desktop Gateway integration.

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**NOTE:** Endpoint should be removed only if other components such as Logon filter, Windows Client are not installed in Advanced Authentication.

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