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Technical bulletin

Running Prinergy Workshop Remotely

This document describes two methods of controlling a Prinergy® server and running Prinergy Workshop from a location other than where the Prinergy system is installed:

- Using Windows® Terminal Services to open a remote desktop
- Running Prinergy Workshop locally and connecting to a remote Prinergy server

Using Windows Terminal Services to Open a Remote Desktop

You can control Prinergy servers remotely using Windows Terminal Services. WTS is factory-installed by Creo on each Prinergy server (primary, secondary, and render station), and is normally used for remote servicing of the Prinergy system.

Because it is running at all times, WTS can be useful for remotely administering a server, without the need for a site visit. You can also use WTS via Prinergy Administrator and Prinergy Workshop job control to create jobs, add inputs, edit process plans, and so on. It is not recommended for design work or evaluation. For example, attempting to open PDF pages over a WTS link results in very poor screen-drawing performance.

Note: Microsoft® licensing limitations allow only two WTS administrative connections at a time to be made to a single server. More remote WTS licenses can be added, but are not supported by Creo.

Connecting to the Server

To access a server running WTS, you require client software. Creo recommends Microsoft Remote Desktop Connection software.

The Remote Desktop Connection software comes bundled with the Windows XP Professional operating system. Windows XP Home Edition includes Remote Desktop Connection, but it is not installed by default (you must install it manually). If you are running Windows 95, 98, 98SE, ME, Windows NT® 4.0 or Windows 2000, you will need to download and install Remote Desktop Connection. Installation instructions for all operating systems and a link to the downloadable files are available at:

http://www.microsoft.com/windowsxp/pro/downloads/rdclientdl.asp

A Macintosh® OS X-only client is available at:

http://www.microsoft.com/mac/downloads.aspx?pid=download&location=/mac/DOWNLOAD/MISC/RDC.xml&secid=80&ssid=9&flgnosysreq=True

These Web sites contain user instructions and a good technical overview of the RDP software.

Running Prinergy Workshop Locally and Connecting to a Remote Prinergy Server

Using a suitable remote access connection, you can run Prinergy Workshop directly from your remote location:

1. Install Workshop on your Windows-based or Macintosh computer (See the Prinergy user documentation for installation instructions).
2. Start your remote connection (See your operating system documentation for instructions).
3. Start Prinergy Workshop.

If You Have Trouble Connecting to the Prinergy Server

When you log in, you may need to manually enter the IP address of the Prinergy primary server in the Primary host box in the Connect to Prinergy Server dialog box. The network broadcast that Prinergy Workshop normally uses to find a primary server does not often work well across a routed connection.

If Prinergy Workshop cannot connect to the primary server even after you enter the IP address manually, use the Ping utility to determine whether the IP address is accessible. At the command prompt, type:

```
ping <primary server IP address>
```

For example: ping 2.159.12.141

If the IP address is not accessible, your RAS connection is not set up properly. Contact your IT department for assistance.

Note: Performance improves with available bandwidth (the more, the better), and it is possible to achieve performance from remote Windows-based and Macintosh clients equal to that of on-site computers.

Note: A Mac client RAS server must support AppleTalk® networking for full functionality. If it does not support AppleTalk, you will still be able to log into Prinergy Workshop, but functionality will be limited.

Remote Access Connection Setup

No matter which method you use, you require a TCP/IP network connection from your computer to the network where the Prinergy primary server resides. Because there are so many ways to accomplish this, only three of the more popular ones will be described here. Consult the user documentation for the product or method you wish to use. If you are already using one of these methods, no further setup is required:

- Dial-up link
- Virtual Private Network (VPN)
- Opening a firewall port

Note: Do not set up any of these methods directly on a Creo workflow server. Creo workflow server modems are specially configured for support purposes, and are not intended for general remote control use. Always set up any remote access method on a non-Creo server, and use the local network to access it.

Note: With respect to bandwidth, a 56K dial-up link is technically all that is required for remote operation of Prinergy. However, you will experience significantly higher performance with a high-speed link.

Dial-up Link

A remote access server may be set up within the site's firewall, allowing an operator to use a modem to establish a TCP/IP connection. Note, however, that this simple, inexpensive solution may result in less than satisfactory performance.

Virtual Private Network (VPN)

A VPN uses a tunneling protocol to create a virtual, encrypted link over another medium, usually the Internet, to connect two networks. Instructions for setting up a Windows VPN are available at:

http://www.microsoft.com/windowsxp/pro/using/howto/gomobile/vpns.asp

Opening a Firewall Port

This method is only useful for accessing a Prinergy server via WTS. Inbound connections on port 3389 can be allowed at the firewall, enabling WTS access directly over the Internet.

This is the least desirable of the methods listed, because of potential security risks. With careful application of firewall rules, this method can be made reasonably secure. However, Creo highly recommends you spend the time and effort to configure a VPN server for a more secure and flexible service.

Note: Running Prinergy Workshop remotely (without WTS) over a firewall is not supported, and is impossible to do securely. Prinergy Workshop is designed to run on a LAN, with no firewall between it and the primary server. Using Prinergy Workshop locally requires a direct, non-firewall connection to the remote LAN.

About Creo

Creo is a world leader in solutions for the graphic arts industry. Core product lines include image capture systems; inkjet proofers; thermal imaging devices for films, plates and proofs; professional color and copydot scanning systems; and workflow management software. Creo is also an Original Equipment Manufacture supplier of on-press imaging technology, components for digital presses, and color servers for high-speed, print-on-demand digital printers.

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