








HTML 5 Remote Gateway Labs Overview

ProTech's remote labs are connected through a remote desktop gateway server using a fully compliant HTML 5 browser.

Most common compatible HTML 5 browsers include:

- ✓  Microsoft Edge (on Windows 10)
- ✓  Microsoft Internet Explorer 11
- ✓  Google Chrome
- ✓  Mozilla Firefox
- ✓  Apple Safari (for PC or Mac)

ADVANTAGES

- ✓ NO Active X Controls to install
- ✓ NO plugins to install
- ✓ NO additional software to install
- ✓ NO firewall ports to open (remote desktop connection is established between the gateway server and remote lab pc)
- ✓ Administrator privileges NOT required



- Each student lab pc is connected to using a unique ID (PTACCESS## or PTACCESS###)
- Instructors will have the ability to see all of their students connections.
- Students will be redirected straight to their remote lab upon logging in with their ID.

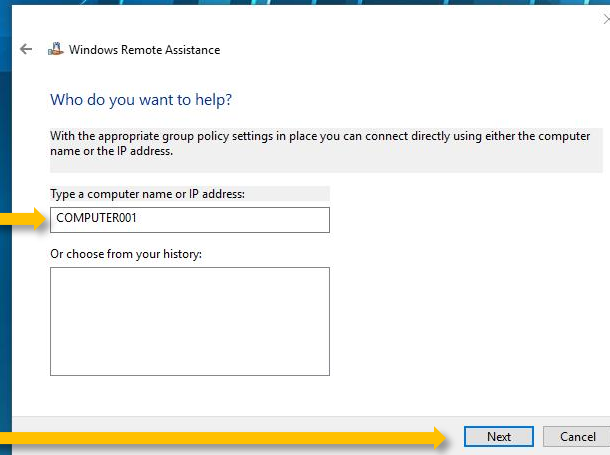
FEATURES & BENEFITS

- ✓ Instructor Remote Assistance Enabled
- ✓ Retrieval of lab exercise files used during class (if applicable*)
- ✓ Text clipboard to and from remote lab pc
- ✓ Labs PCs hosted from ProTech Corporate Data Center

Remote Assistance

- ✓ Remote Assistance connections available from instructor's remote lab pc ONLY
- ✓ No internet latency to your remote lab computer. Remote Assistance is established over the ProTech Remote Lab LAN, not WAN
- ✓ Instructor can minimize one Remote Assistance window, and open more to other students simultaneously from your desktop shortcut
- ✓ Instructors no longer required to “pass presenter” to any student to view their screen. This eliminates a potential security risk of displaying the student's local desktop to all attendees in the virtual meeting room as the remote assistance connections are internal between the ProTech Remote Lab PCs ONLY.
- ✓ Instructors can move their HTML 5 browser so it is not being displayed in the virtual meeting. This is helpful as some students may not wish to have their remote lab pc displayed to the entire audience.

REMOTE ASSISTANCE



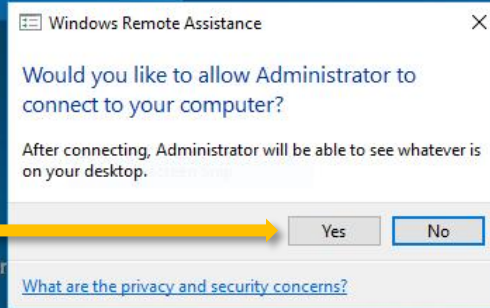
Launch Remote Assistance
(Instructor Feature Only)

Enter COMPUTER## or
COMPUTER### (from
connection info table)

Click Next



Student's Remote Lab PC



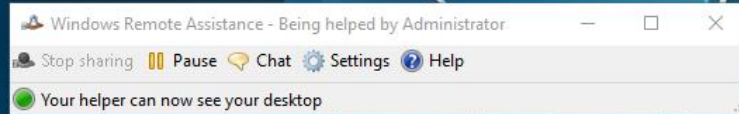
Student will need to accept Windows Remote Assistance prompt. This will provide the instructor with "View Only" abilities





Once connected,
Instructor can
request control of
the students
remote lab PC

Student's Remote Lab PC



Student will need to accept Windows Remote Assistance Control prompt. This will provide the instructor limited control of the student's remote lab pc

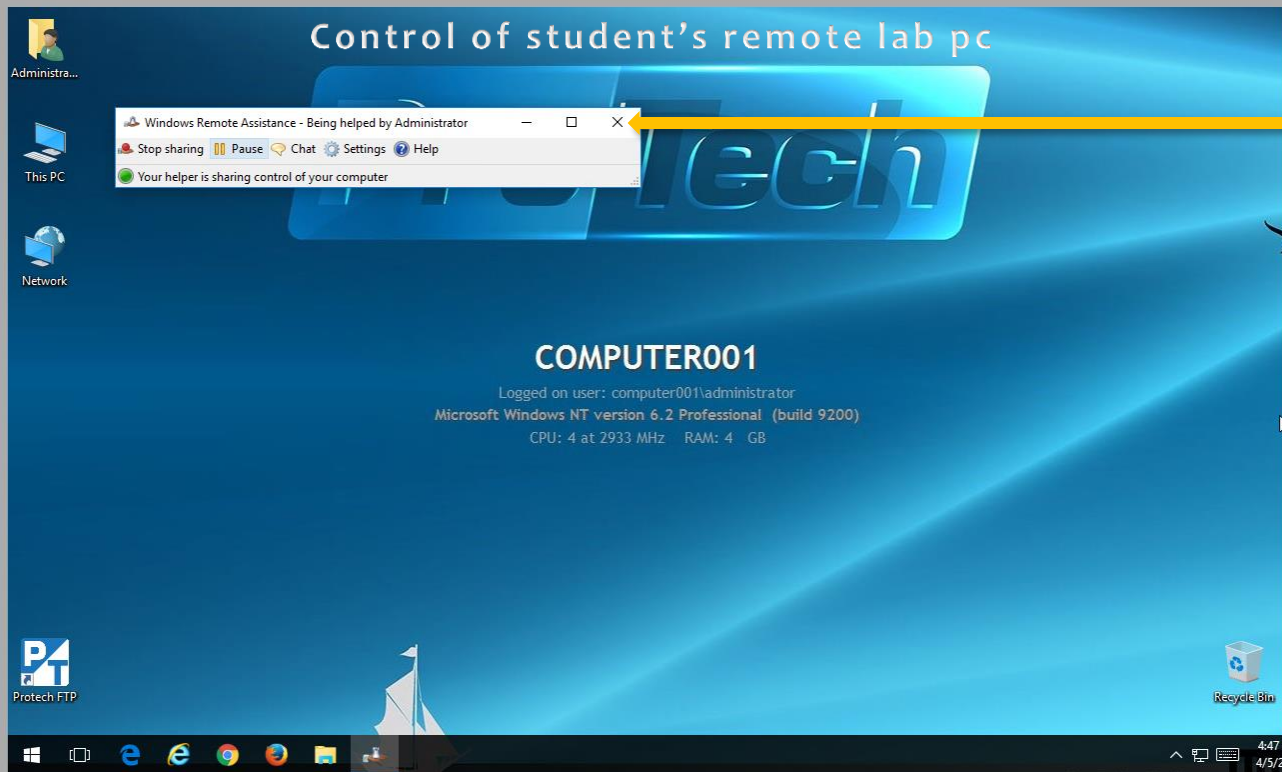


Protech FTP



Recycle Bin

**Instructor now
has limited
control of the
student's remote
lab pc**



**Instructor or
student can end
the remote
assistance session
by closing the
Remote
Assistance tool
bar from the
students desktop**

ProTech Lab File Retrieval

- ✓ Students can upload their completed/uncompleted lab files to our storage server as a single compressed archive file (500MB maximum file size)
- ✓ Students can generate a download link that can be used immediately or sent to an email address as soon as the upload has completed
- ✓ Files are uploaded using an internal ftp protocol, but the download link uses an https protocol
- ✓ Files will be available for 72 hours from the time of the upload. This cannot be changed as file purging is completed using automated tasks. Once the files have been purged from the system, we have no way to retrieve them.
- ✓ Personal email addresses are recommended when sending the file download link. This will help avoid email/security filters that may be present in a corporate environment.

ProTech Remote Lab File Retrieval



Create a compressed archive of your lab files and place on your desktop (alphanumeric characters only, no spaces, 500MB MAX file size).

COMPUTER01

Logged on user: computer01\administrator
Microsoft Windows NT version 6.2 Professional (build 9200)
CPU: 4 at 2933 MHz RAM: 4 GB

Select the ProTech FTP icon from the desktop. If the icon is not present, then this feature is not available.



Activate Windows
Go to Settings to activate Windows.





Administra...



This PC



Network



Offer Remote Assistance



LabFiles.rar

Enter your PTACCESS## or
PTACCESS###

Click Browse

ProTech FTP

ProTech

This is the ProTech FTP application. This application allows you to upload your lab files to our servers for retrieval.

Files are limited to 500 MB and must be in an archive. Filenames must consist only of alphanumeric characters, hyphens, underscores and dots.

Username

File



Protech FTP

Activate Windows
Go to Settings to activate Windows.

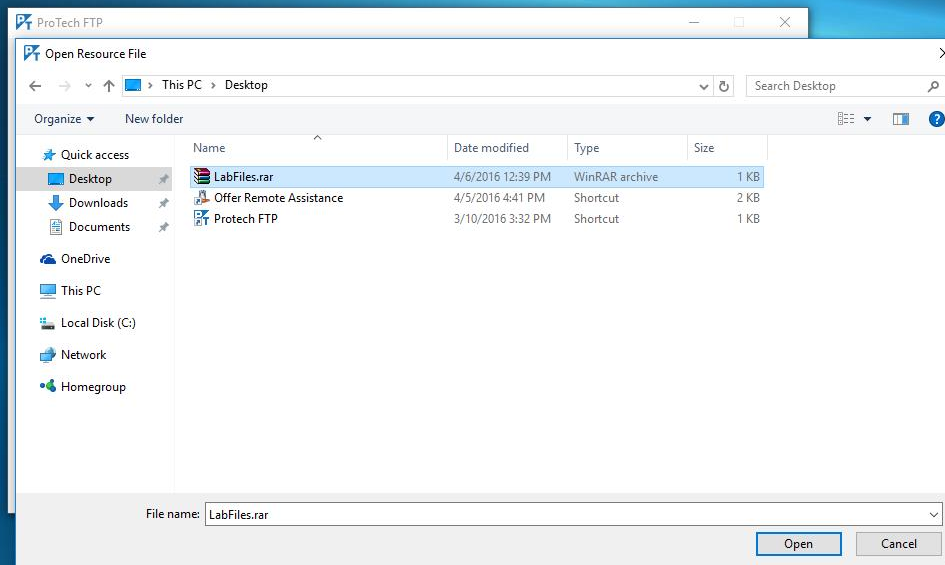


Recycle Bin





Navigate to the location of
your lab file archive and click
Open



Activate Windows
Go to Settings to activate Windows.






Click Upload Files



ProTech FTP



This is the ProTech FTP application. This application allows you to upload your lab files to our servers for retrieval.

Files are limited to 500 MB and must be in an archive. Filenames must consist only of alphanumeric characters, hyphens, underscores and dots.

Username

File

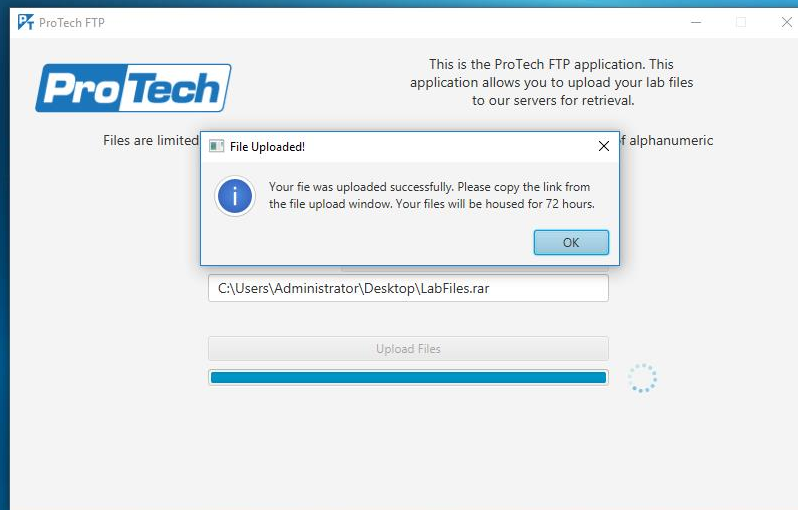


Activate Windows
Go to Settings to activate Windows.





Once upload has completed,
click OK



Activate Windows
Go to Settings to activate Windows.





A link will be generated based on the PTACCESS ID. You can send this link to an email address, or copy and paste it using the HTML5 control panel clipboard.

ProTech FTP

ProTech

This is the ProTech FTP application. This application allows you to upload your lab files to our servers for retrieval.

Files are limited to 500 MB and must be in an archive. Filenames must consist only of alphanumeric characters, hyphens, underscores and dots.

Username

PTACCESS01

File

Browse

C:\Users\Administrator\Desktop\LabFiles.rar

Upload Files

https://labs.protechtraining.com/files/PTACCESS01/1459963019539_LabF

DOWNLOAD LINK WILL BE AVAILABLE FOR 72 HOURS

Copy Link

Email Link

Copy to HTML 5 clipboard

Send link in an email



Activate Windows
Go to Settings to activate Windows.





Administra...



This PC



Network



Offer Remote Assistance



LabFiles.rar

Enter your email address.
Personal email addresses are preferred to avoid corporate email security filters.

ProTech FTP

This is the ProTech FTP application. This application allows you to upload your lab files to our servers for retrieval.

Files are limited to 50 MB. Only alphanumeric characters and underscores are allowed.

Input Email

Please enter a valid email to receive the link

OK Cancel

Upload Files

https://labs.protechtraining.com/files/PTACCESS01/1459963019539_LabF

DOWNLOAD LINK WILL BE AVAILABLE FOR 72 HOURS

Copy Link Email Link



Protech FTP

Activate Windows
Go to Settings to activate Windows.



Recycle Bin





Administra...



This PC



Network

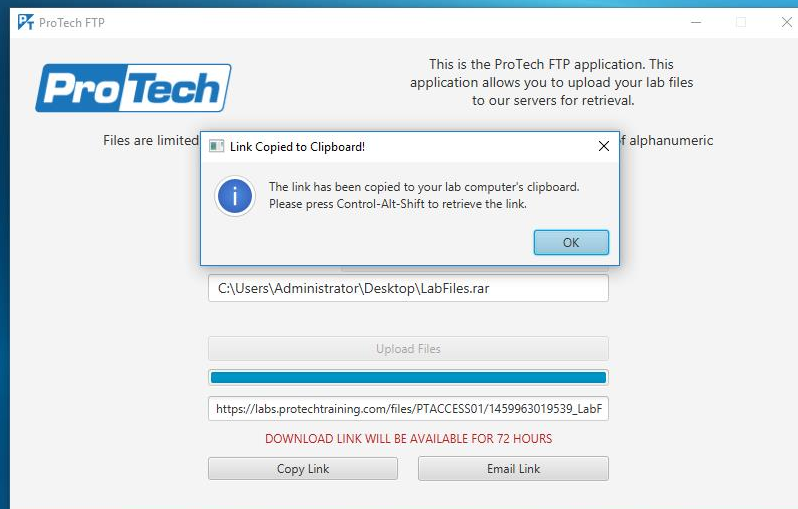


Offer Remote Assistance



LabFiles.rar

The Copy Link button will copy the generated link to the HTML 5 clipboard. Once generated, press Ctrl-Alt-Shift (all from the left side of your clipboard) to open the HTML 5 connection panel



Protech FTP

Activate Windows
Go to Settings to activate Windows.



Recycle Bin



Clipboard

Text copied/cut within ProTech Remote Server will appear here. Changes to the text below will affect the remote clipboard.

https://labs.protechtraining.com/files/PTACCESS01/1459963019539_LabF

Input method

☒ None

No input method is used. Keyboard input is accepted from a connected, physical keyboard.



☐ Text input

Allow typing of text, and emulate keyboard events based on the typed text. This is necessary for devices such as mobile phones that lack a physical keyboard.

☐ On-screen keyboard

Display and accept input from the built-in ProTech Remote Server on-screen keyboard. The on-screen keyboard allows typing of key combinations that may otherwise be impossible (such as Ctrl-Alt-Del).

Mouse emulation mode

Determines how the remote mouse behaves with respect to touches.

Highlight and copy the link from the HTML 5 clipboard. This link is now available to be pasted from your local pc clipboard. You can open a separate browser and paste the link into the address bar to download the file.

ProTech FTP

This is the ProTech FTP application. This application allows you to upload your lab files to our servers for retrieval.

Files are limited to 500 MB and must be in an archive. Filenames must consist only of alphanumeric characters, hyphens, underscores and dots.

Username

PTACCESS01

File

Browse

C:\Users\Administrator\Desktop\LabFiles.rar

Upload Files

https://labs.protechtraining.com/files/PTACCESS01/1459963019539_LabF

DOWNLOAD LINK WILL BE AVAILABLE FOR 72 HOURS

Copy Link

Email Link

Activate Windows
Go to Settings to activate Windows.

Recycle Bin

11:58 AM
4/7/2016