

Mangan Software Solutions Sinclair SPI Hosting Documentation



MSS Document Revision

Rev	Date	Description of Change	Revised By
1	May 6, 2017	Rev 1	J.Lucas
2	May 8, 2017	Updated screenshots	R. Williams
3	May 8, 2017	Merged Docs and updated Installation Details	J.Lucas
4	May 8, 2017	Initial Release to Customer	J.Lucas
5	May 29, 2020	Update for SPI 2018 New Server	J.Lucas

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1 General

1.1 Support

1.1.1 Support Center Hours:

M – F (8am – 5pm) London UK GMT 00:00

M – F (8am – 5pm) Houston USA GMT -06:00

1.1.2 Support Center Contact Information:

Toll Free Phone: [+1-877-862-9468](tel:+1-877-862-9468)

At Prompt:

Press 1 for Technical Support

Press 3 for Other Support

(Any message left generates a Support Ticket)

Online: <http://mangansoftware.com/customer-support/>

(Generates a Support Ticket and provides customer status of ticket)

Email: softwaresupport@manganinc.com

(Generates a Support Ticket and provides customer status of ticket)

1.1.3 24 Hour Support Request:

Please use Online support request form, or Email to generate an off-hour's ticket. You can also leave a phone message and it will be forwarded to the on-duty support tech.

1.2 User Account Management and Policy's

1.2.1 SPI Remote App Login Password Policy:

This password policy applies to the Remote Application Launching (windows authentication) password and not the SPI Login which is separate from this account.

- Passwords will expire ever 365 days

- Passwords cannot contain the user's account name or parts of the user's full name that exceed two consecutive characters
- Passwords must be at least 7 characters in length
- Contain characters from THREE of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Numeric Digits (0 through 9)
 - Non-alphabetic characters (! \$ # %)

We recommend using the Login Password Reset Tool to create a password for you.

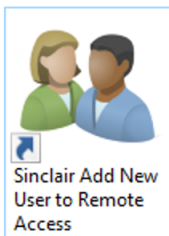
<https://sinclairspi.mangansoftware.com>

1.2.2 Failed Login Account Lockout Policy:

If you fail to login 5 times your account will lockout for 30 mins. After 30 minutes the lockout will reset, and you can try to login again.

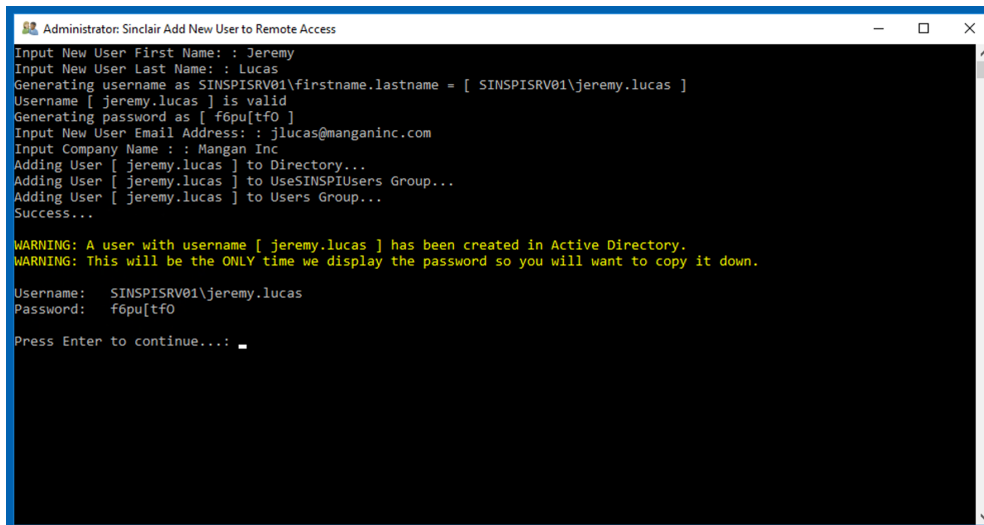
If you wish to reset a user account immediately, this can be done using the Login Password Reset Tool.

1.2.3 New Remote Desktop User Account Creation (Administrator Function)



Users that are also Administrators can use the provided “Sinclair Add new User to Remote Access” Application Script. This will launch a PowerShell script window with a prompt for the following new user information.

- First Name
- Last Name
- Email (Email Address)
- Company Name

The screenshot shows a PowerShell terminal window with a black background and white text. The window title is "Administrator: Sinclair Add New User to Remote Access". The text in the window shows the execution of a script to create a new user. The user's first name is "Jeremy" and last name is "Lucas". The script generates a username "SINSPISRV01\jeremy.lucas" and a password "f6pu[tfo". The email address is "jllucas@manganinc.com" and the company name is "Mangan Inc". The script adds the user to the directory, the "UseSINSPISRV01Users" group, and the "Users" group. A warning message is displayed: "WARNING: A user with username [jeremy.lucas] has been created in Active Directory. WARNING: This will be the ONLY time we display the password so you will want to copy it down." The final output shows the username "SINSPISRV01\jeremy.lucas" and the password "f6pu[tfo". The prompt "Press Enter to continue..." is visible at the bottom.

2 Setup and Using Sinclair SPI Remote Desktop

2.1 Download Sinclair SPI Remote Desktop Profile

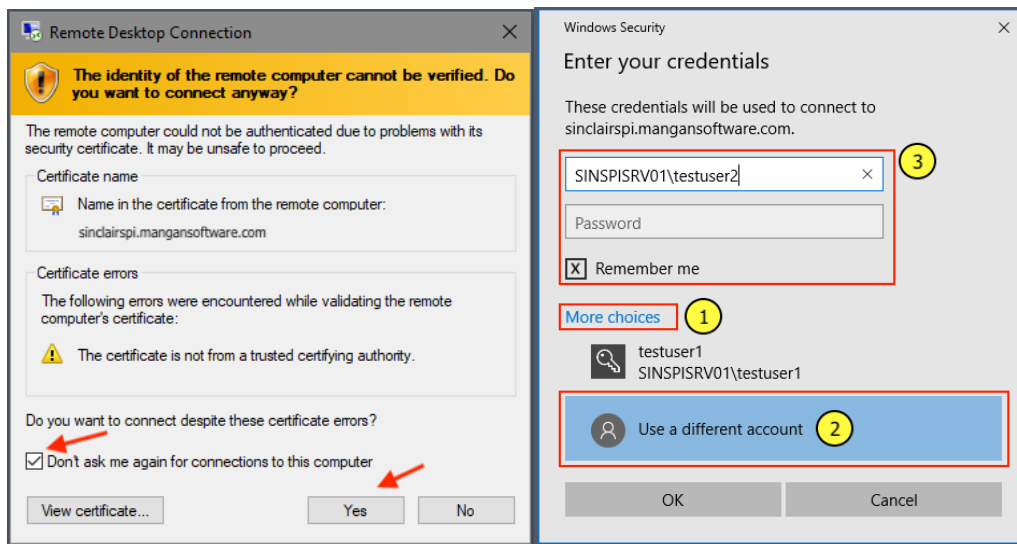
Download the Sinclair Remote Desktop RDP Connection Profile “Sinclair_SPI.rdp” from the support website at <https://sinclairspi.mangansoftware.com/>



This remote desktop file has all the configuration to connect to the secure RDP Server as well as desktop sharing settings configured to allow access to your local drives.

2.2 Running Sinclair SPI Remote Desktop and Login

- 1.) Run the “Sinclair_SPI.rdp” File on your computer
- 2.) You may be prompted to Accept “Trust” the Security Certificate, Check “**Don’t ask me again for connections on this computer**” and click “**Yes**”



- 3.) You will be prompted to Login with your Credentials. Since your computer is probably on another domain, and will have another account associated with it you will need to first select “**More Choices**” and then select “**Use a different account**”
- 4.) Enter your username which will be preceded with “SINSPISRV01\”. For example if your username is testuser2, you would enter “SINSPISRV01\testuser2”
- 5.) Enter your password and then check the “Remember me” box so that you won’t need to re-enter this information each time.
- 6.) Click the “Ok” button to proceed to the SPI Remote Desktop Server.

2.3 Moving Files from the Remote Server to your Local Computer

To move files from the Remote App Server to your local computer you will need to make sure that the “Local Resources” are allowed to interact with the remote session profile.

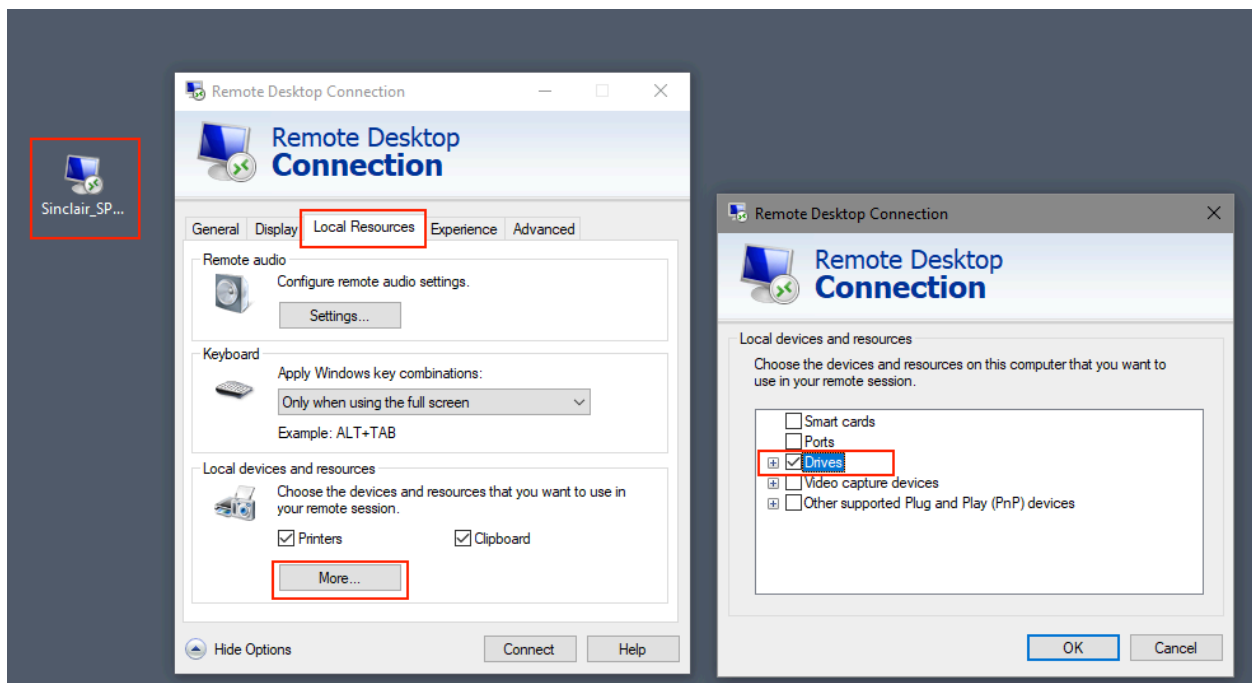
The default profile has the following resources redirected to the Remote Desktop

Local Resources -> Clipboard

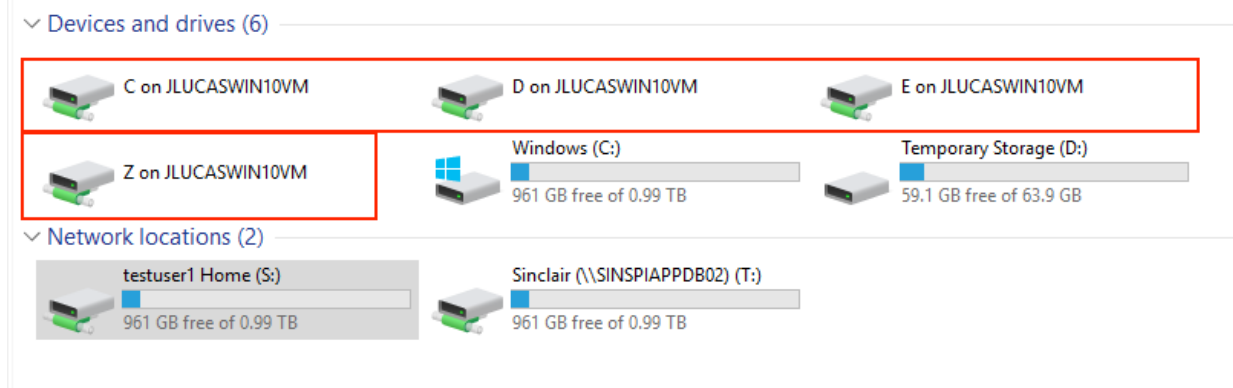
Local Resources -> Printer

Local Resources -> More -> Drives(s) All

1. You can verify these settings by [Right Clicking] on the RDP Session Profile and Selecting [Edit]
2. Select [Local Resources] Tab
3. Select [More...] button



Once this is verified your Local Computers Disks will show up mounted as drives in the Remote desktop.



2.4 **Reset SPI Intools.ini file**

If a user is having issues with their mapped SPI Drives (S and T drives not connected) or issues with their intools.ini file being corrupt. We have a shortcut that will run scripts to repair the mapped drives and regenerate the intools.ini file from the intools.ini.org template for Sinclair.

An icon shortcut is on the Start Menu called "Reset My SPI ini". This one short cut will re-map all missing drives as well as regenerate the intools.ini file for the user profile.

