Syracuse University Remote Desktop Services (rds.syr.edu)

Syracuse University's Remote Desktop Services (RDS) is a virtual desktop environment for students, faculty, and staff to remotely access a university desktop from any personal computer with a stable broadband internet connection.

Who has access? The RDS solution is available to active SU faculty, students, staff, and guests as well as ESF faculty, students, and staff.

Before you Connect

Before you connect, please note the following important considerations for using the RDS solutions.

- **Save your work to your network (H:) drive**
  - Just like physical labs, any files saved to the local hard drives will be removed.
- **Save your work often**
  - Although we consider the RDS platform to be stable, working remotely brings many factors into play, such as unexpected network outages, ISP issues or problems with your home network or personal devices. Saving often will help avoid losing your hard work and valuable time.
- **Please be aware: Idle sessions will automatically be logged out after 2 hours.**
- **Only one session can be active per user.** Logging into another session will disconnect from the previous and reconnect on the new session.
- **Google Chrome, Firefox, and Edge are the recommended browsers for connecting through the Web user interface.**

Configuring and Connecting to RDS

Users are able to access RDS via the remote desktop client (RDP) or via a web browser.

- [Remote Desktop Services via RDP Client](#)
- [Remote Desktop Services via Browser](#)

Available Software on RDS

The following programs and applications are available when connected.

### School or College Specific Software

Please be aware that not all school or college applications are available in the RDS solution. Schools and colleges that have specialized academic application, such as the iSchool, Engineering, and Whitman, have alternative connection options. Connection details can be found on the Remote Access home page.

<table>
<thead>
<tr>
<th>Application Name</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe CC</td>
<td>Shared Device</td>
</tr>
<tr>
<td>ArcGIS</td>
<td>10.7 for Desktop</td>
</tr>
<tr>
<td>ArcGIS Pro</td>
<td>2.4</td>
</tr>
<tr>
<td>Audacity</td>
<td>2.3.2</td>
</tr>
<tr>
<td>Gmetrix SMS</td>
<td>6.1.914</td>
</tr>
<tr>
<td>Google Chrome</td>
<td>Current</td>
</tr>
<tr>
<td>Maple</td>
<td>2019</td>
</tr>
<tr>
<td>Mathematica</td>
<td>10.4.1</td>
</tr>
</tbody>
</table>
Matlab 2017a x64
Microsoft Office Pro Plus 64 bit
Microsoft Project Pro 64 bit
Microsoft Silverlight 5.1 64bit
Microsoft Visio Pro 64 bit
Minitab 19
Minitab Quality Companion 5.3.0
Mozilla Firefox Current
MS Visual Studio Code 1.35.1 (062119)
NotepadPlusPlus 7.7 x64
Python 3.4.3 x64
R 3.6.1
R Statistics 3.5.0
Read Write 12
RStudio 1.2.5001
Rtools 3.5.0.4
SAS 9.4
Specops Deploy NA
SPSS AMOS 26
SPSS Statistics 26 x64
Stata 16-IC x64
Statistics 3.5.0
SU Sherman Fonts 2.0
Texthelp EquatIO 1.5
WinSCP 5.1.4

Requesting Software

Students
If you are a student and require a particular software for academic purposes, reach out to your professor or instructor to determine the need for a program.

Faculty & Staff
If you are a faculty or staff member and require a particular software for administrative or academic purposes, please contact your academic or administrative support personnel to determine how best to deploy the software.

Known Issues

RDS - Web User Interface Issues
- Going into Full Screen mode can cause the connection to go black.
  - Resolution: Reload the browser page, you will be brought back into your active session after you log back in.
- Keyboard and Mouse input issues. This is a local hardware compatibility issue—with varied models of laptops/desktops/keyboards/mice.
  - Resolution: Utilize an alternative connection method to RDS.

RDS - RDP Client Issues
- Windows Store RDP App freezes/disconnects.
  - This is currently a known issue with the Remote Desktop Client.
  - Resolution: Utilize the native Windows 10 Remote Desktop Client.
Need Help?

If at any time you require additional assistance, please contact the ITS Help Desk by voice at 315.443.2677 or by email at help@syr.edu.