

# 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 students, faculty, and staff as well as ESF students.

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## 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.
  - **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.**
  - **Please be aware: Users are required to have their [Microsoft Two-Factor Authentication](#) setup before using RDS.**
  - **Idle sessions will automatically be logged out after 2 hours.**
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## 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](#)

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## 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 applications, such as the iSchool, Engineering, Architecture, and Whitman, have alternative connection options. Connection details can be found on the [Remote Access home page](#).

Application Name	Version
Adobe CC	Shared Device
ArcGIS	10.7 for Desktop
ArcGIS Pro	2.4
Audacity	2.3.2
Edge Chromium	Current

Gmetrix SMS	6.1.914
Google Chrome	Current
Maple	2020
Mathematica	10.4.1
Matlab	2019b x64
Microsoft Office Pro Plus	64 bit
Microsoft OneNote 2016	64bit
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	Current
NotepadPlusPlus	7.7 x64
Onbase	18.0.1.60
Oracle SmartView	11.1.2.5.900
Putty	0.74 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
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.

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## 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.
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## 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](mailto:help@syr.edu).

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