

VISULOX

VISULOX 4

VISULOX4_UserGuide

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amitego



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1 Preface

The **VISULOX User Guide** provides an introduction to using the VISULOX PORTAL and VISULOX features. This manual provides information on how to use the portal to run applications and how the enhanced VISULOX features are handled. This document is intended for both new and existing users of VISULOX.

1.1 How this manual is organized

Preface
Connecting, Authentication, The Workspace, Password management, VISULOX Control Panel, Receiving a message, Recorded applications, Recorded applications, Live player in session, Assistance, Dual Control, Application locked, File Transfer modules, Command Connect / Guard module
Troubleshooting
Glossary


1.2 Legend

 Useful information
 Recommended setting
 Warning / use with caution
 Tipps & tricks

1.3 Related documentation

1.4 VISULOX documentation

Application	Title	Format
Release Notes	<i>VISULOX Release Notes</i> <i>Platform Support and Release Notes</i>	HTML
Installation	<i>VISULOX Installation Guide</i> <i>Installation Guide</i>	HTML
Administration	<i>VISULOX Admin Guide</i> <i>Administration Guide</i>	HTML
User	<i>VISULOX User Guide</i> <i>User Guide</i>	HTML

 The VISULOX Online Documentation is available at: <https://portal.visulox.com/wiki/>

1.5 Documentation feedback

Submit comments about this document by sending a mail to: support@visulox.com

2 Connecting

To connect to the service, the URL has to be provided by the supervisor. With this URL, connection to the VISULOX PORTAL via browser is possible.

Supported browsers are **Firefox**, **Chrome**, **Edge** and **Safari**.

Supported Client Platform	Supported Browsers
Microsoft Windows 10 (64-bit only) Microsoft Windows 11	Microsoft Edge 126 Mozilla Firefox 128 Chrome 126
Oracle Linux 8 Oracle Linux 9	Mozilla Firefox 128 Chrome 126
Ubuntu Linux 22.04 or later	Mozilla Firefox 128 Chrome 126
macOS 10.13 or later	Safari 17.5 Mozilla Firefox 128 Chrome 126


The table shows the client platforms and browser versions that have been tested with this release.

The latest versions of the browsers listed in this table are supported. Browsers not shown in this table may be supported at a later stage.

In a VISULOX environment direct login is configured by default, so the login mask of VISULOX PORTAL is displayed.

2.1 Access with Native Client

VISULOX PORTAL provides a modern login mechanism. Therefore a client side component has to be downloaded and registered in the browser.

 The Native Client is provided by Oracle.

Login screen:



English

Native Login Web Login

WELCOME Corp.
A DEMO COMPANY

Welcome to VISULOX Demo Portal
Your Network Entry Point is 87.181.96.19

Welcome to your personal VISULOX 4.0 Demo
You can leave messages here for external users at any time.
endless

Messages 1

VISULOX Sign in

Username

Password


Enter the result  5 plus 0 =

[Forgot Password?](#) [Install the Client](#)

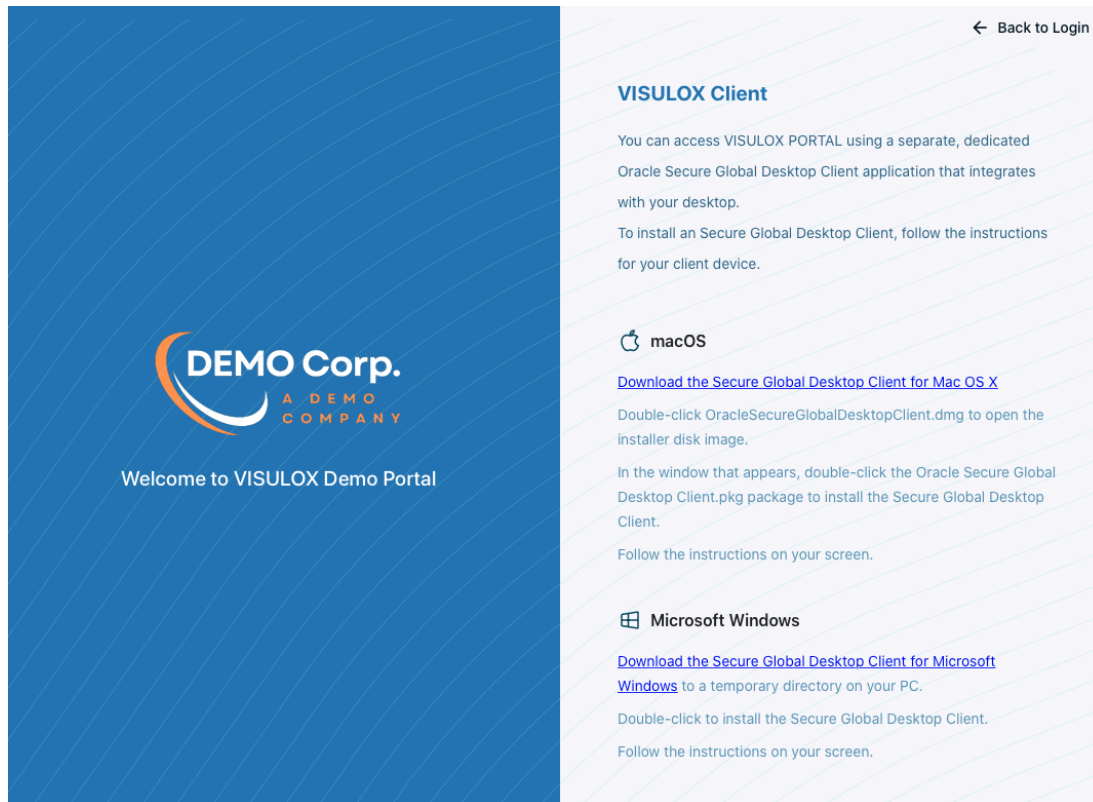
I realize I have to stick to the guidelines.

Login

Choose "**Install the client**" link before the first login.

 Choose "**Web Login**" to use the HTML5 Client.

Download the client for your system:



[← Back to Login](#)

VISULOX Client

You can access VISULOX PORTAL using a separate, dedicated Oracle Secure Global Desktop Client application that integrates with your desktop.

To install an Secure Global Desktop Client, follow the instructions for your client device.

macOS

[Download the Secure Global Desktop Client for Mac OS X](#)

Double-click OracleSecureGlobalDesktopClient.dmg to open the installer disk image.

In the window that appears, double-click the Oracle Secure Global Desktop Client.pkg package to install the Secure Global Desktop Client.

Follow the instructions on your screen.

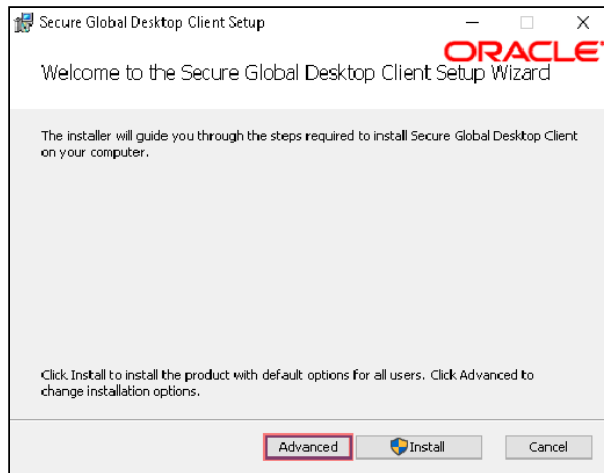
Microsoft Windows

[Download the Secure Global Desktop Client for Microsoft Windows](#) to a temporary directory on your PC.

Double-click to install the Secure Global Desktop Client.

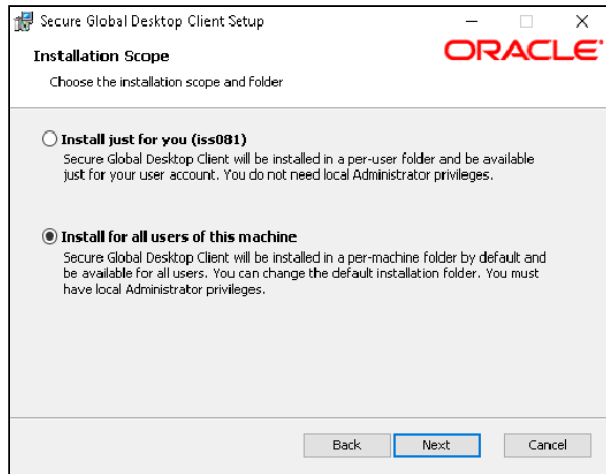
Follow the instructions on your screen.

For example: Installation on Windows



Follow the installation steps for the Native Client or use **"Advanced"**.





User-Specific Installation

For a user-specific installation, the user must have permissions to write to the install location.

The default locations for a user-specific installation are as follows:

- Microsoft Windows platforms. The user's Home folder. For example:
C:\Users\username\AppData\Local\Programs\Oracle\Secure Global Desktop Client
- Linux platforms (64-bit). User-specific installation is not supported for the 64-bit Linux versions of the Native Client.
- macOS platforms. There is not a default location for user-specific installation. Users can install the Native Client application in any installation folder. A common location is /Users/username/Applications.

System-Wide Installation

This installation method can be used on a shared file system.

The default locations for a system-wide installation are as follows:

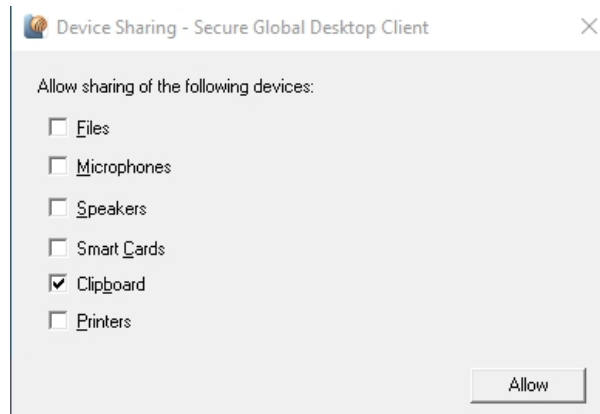
- Microsoft Windows platforms.
C:\Program Files\Oracle\Secure Global Desktop Client

- Linux platforms (64-bit).
/opt/oracle/sgdclient
- macOS platforms.
/Applications

Login into Workspace with the client (version 5.60.550 or newer)

When users connect with a **5.60.550** or **later** installed client for the first time, they are prompted to give consent for access to resources on their client device. The settings are saved and apply to all installations. The settings can be changed from the "**Device Sharing...**" menu on the client icon. The dialog box is not localized and presented in English.

A popup box for Device Sharing is displayed:



All settings except clipboard need further configuration steps to be enabled.

These settings can also be adjusted later, once they are needed.

2.2 JAVA based access

JAVA based access is no longer supported.

2.3 Other access methods

Access is also possible via HTML5, if not disabled.

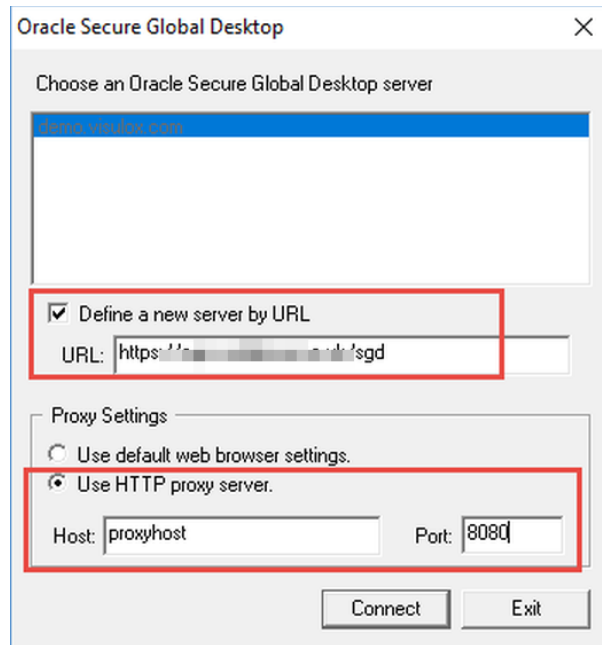
2.4 Proxy Handling

Client side proxies can be used. The proxy has to be configured for the browser.

Access with Native Client

Currently the native client does not support proxy directly. If proxy is needed, a manual start of the **tcc.exe** is needed for the first time.

The **tcc.exe** can be found by using the Windows file search, for example: **C:\Program Files\Oracle\Secure Global Desktop Client\tcc.exe**



This is needed only for the first time. After a first successful connect, the browser can be used directly.



3 Authentication

Users with an account are able to log in, by entering their user ID and password into the login mask.



The screenshot shows the VISULOX Demo Portal login interface. On the left, a blue sidebar contains the DEMO Corp. logo, a welcome message, and a network entry point. The main content area features a login form with fields for Username and Password, a CAPTCHA challenge, and links for password recovery and client installation. A language selector is located in the top right corner. A messages notification is visible in the bottom left of the sidebar.

Language (points to the language selector in the top right)

Remote IP (points to the network entry point text: "Your Network Entry Point is 87.181.96.19")

Std Login mask (points to the "Native Login" and "Web Login" tabs)

Client installation (points to the "Install the Client" link)

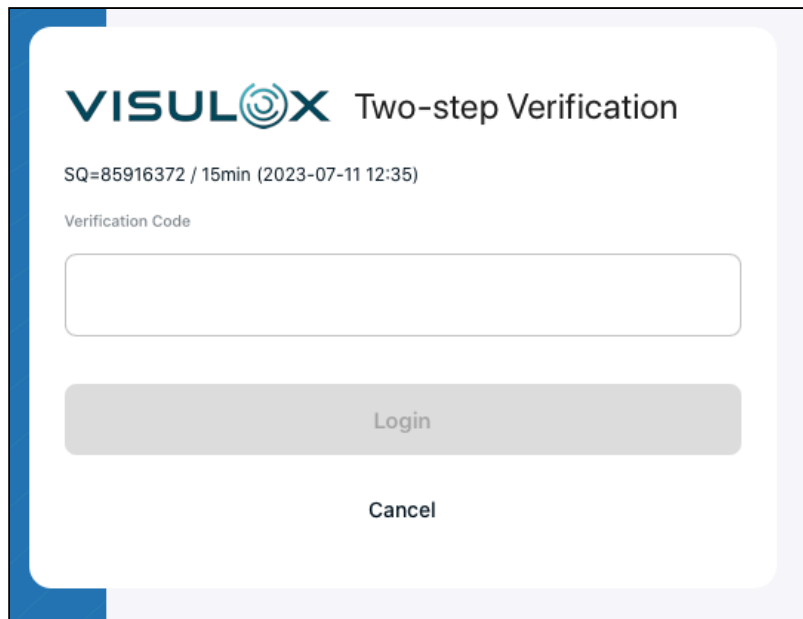
External messages (points to the messages notification in the bottom left sidebar)

The available external messages are displayed in the message box of the login page.

3.1 Authentication via Access PIN

Users, that are registered for authentication with an Access PIN will get a second login mask and the PIN is sent via eMail or SMS.

It is also possible to call the Helpdesk to ask for the generated Access PIN. The PIN has a configured length, format and lifetime.



The screenshot shows a login dialog box for VISULOX. At the top left is the VISULOX logo, followed by the text "Two-step Verification". Below this, it displays "SQ=85916372 / 15min (2023-07-11 12:35)". Underneath is the label "Verification Code" and a text input field. At the bottom, there are two buttons: "Login" and "Cancel".

Once the user has received the PIN, login is possible with the username, password and the Access PIN as long as the PIN is valid. If the lifetime has run out, a new PIN is generated and sent, when the user tries to login the next time.

3.2 Authentication via One Time Password

For the login with One Time Password (OTP) an initial key has to be created with a smartphone App before.

Initial key generation on the welcome page:

The QR code (and the OTP Key) is displayed in the Workspace.

With a smartphone App (e.g. Google Authenticator) an initial OTP can be generated and submitted via the input field.

The initial code can be created via QR code scanner or with the OTP key.

One Time Password

Enter code to initialize One Time Password authentication.

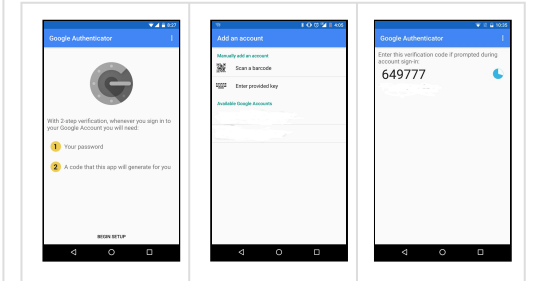
OTP Name: 923075010 amitego inhouse

OTP Key: SRXD0NEKVGDK7H

OTP:

Password:

Submit OTP Code



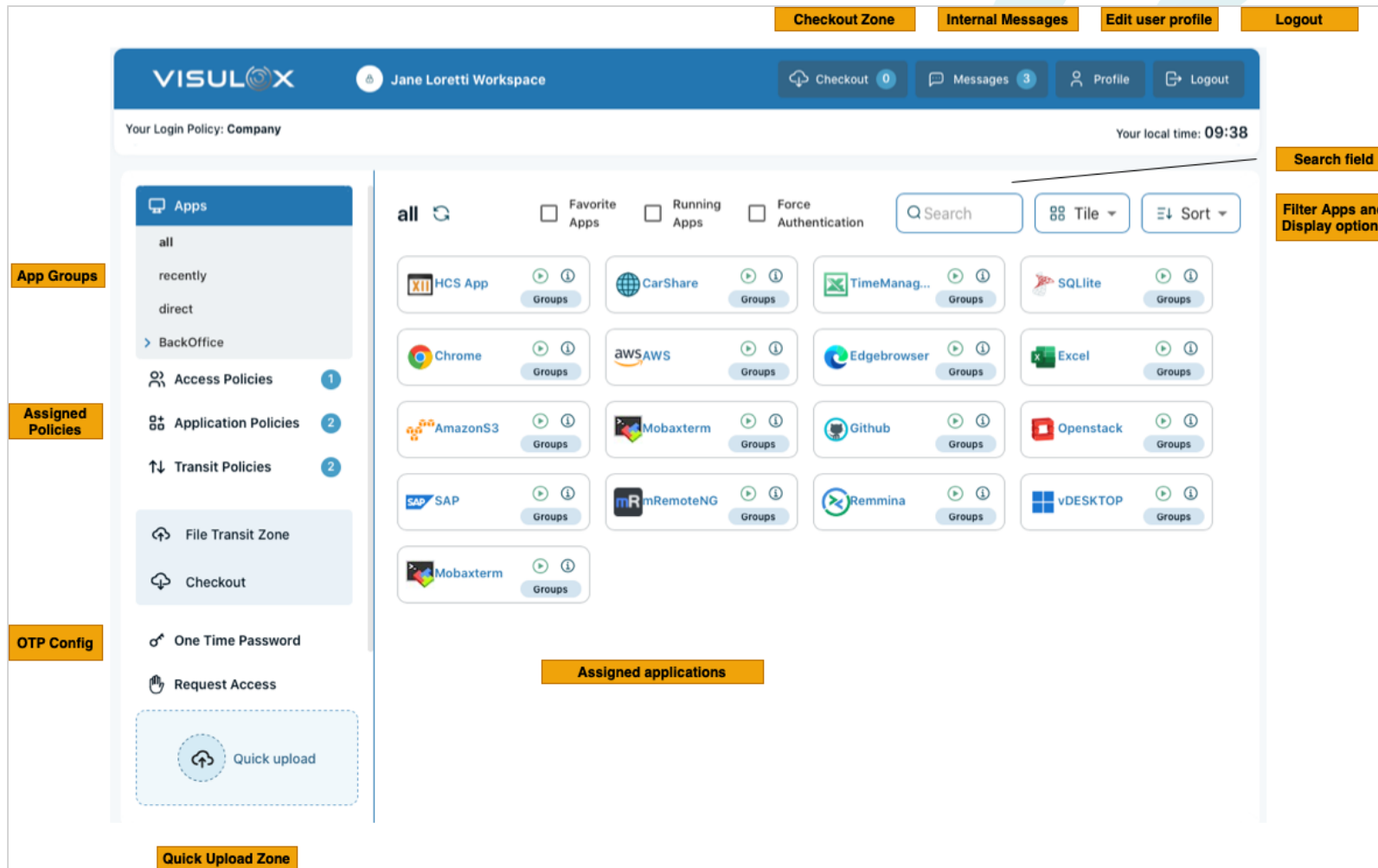
Once the user has entered the initial key, he is able to log into VISULOX PORTAL with the current key displayed in his authentication App and his password.

Login via verbal token will always be possible beside the OTP login.

4 The Workspace

After successfully logged in, the Workspace is displayed showing all applications, which are assigned to the user.

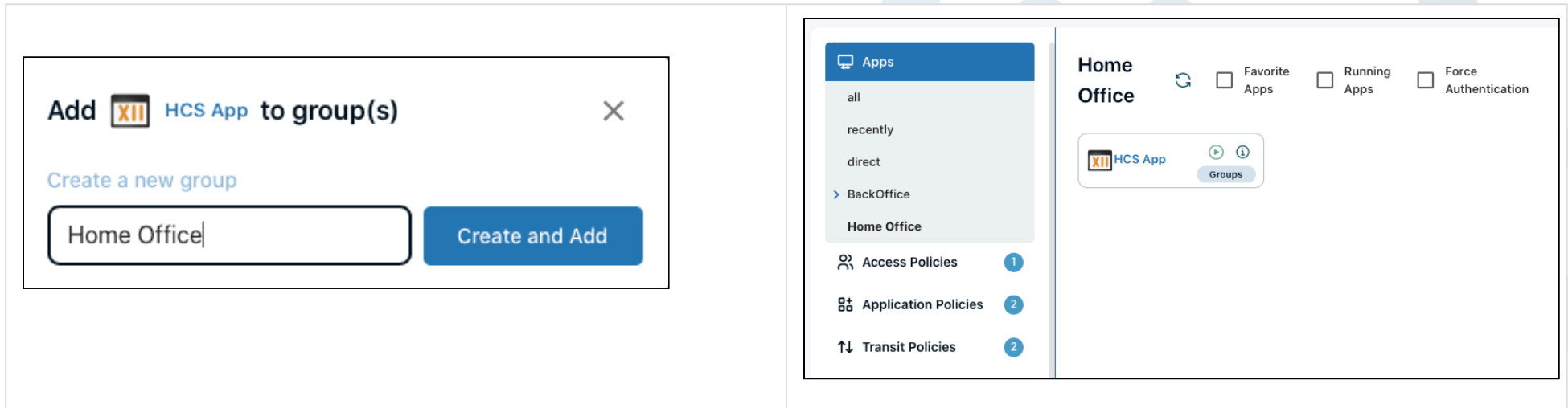




With the internal welcome message feature, it is possible to display a message for the logged in user in the Workspace ("Messages" - button). The matching policies (access, application, transit) of the user is displayed on the left side.

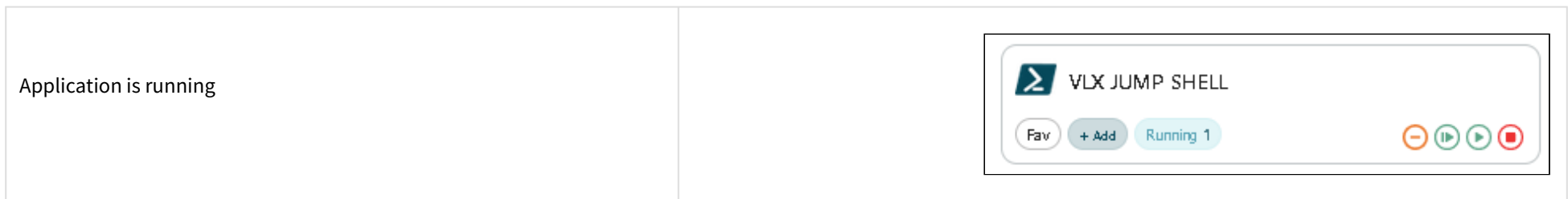
The Transit Zone for up/downloading files and the Checkout Zone for Reports and film checkouts is also integrated in the Workspace. With the "Quick Upload" zone it is possible to drag & drop files to transfer them into the internal IT environment.

By clicking the "Groups" button within the application area it is possible to assign an application to a group or create a new application group:



With the search field applications can be filtered and the applications can be controlled (**suspend / resume, cancel**, etc) all at once or each application on its own.

Status of the applications:



Hover over the application to see the running instances:

The screenshot shows a management interface for an application named 'xterm (test-ol9)'. At the top left is an 'XII' icon. Below it are three buttons: 'Fav', '+ Add', and 'Running 3'. To the right of these buttons are four circular control icons: a red minus sign, a green play button, a grey play button, and a red square stop button. Below this header is a list of three instances, each with a label (#1, #2, #3), a date and time (Jul 05, 2024 11:35), and a set of the same four control icons.

Application(s) can be suspended, resumed, started or cancelled

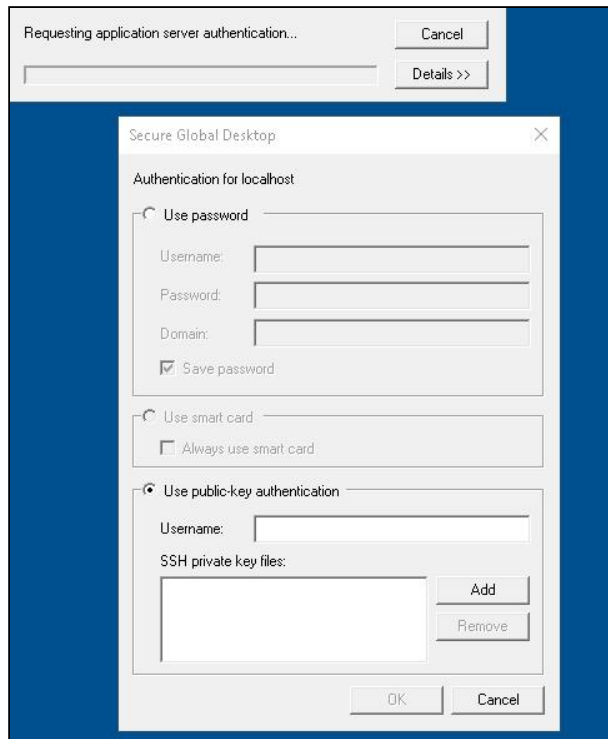


Depending on the status of the application some options are not available and greyed out



After starting an application the authentication dialog is displayed (depending on the configuration).

If the dialog is not shown because the login user credentials are passed through, the display can be forced by checking "**Force Authentication**" in the Workspace.



5 Password management

Active Directory (AD) and Oracle Unified Directory (OUD) users are able to change their password by themselves.

This feature must be configured and enabled by VISULOX admins.


If so, the "**Forgot Password?**" in the login mask is displayed:




Native Login Web Login

VISULOX Sign in

Username

Password
 

Enter the result  6 minus 4 =

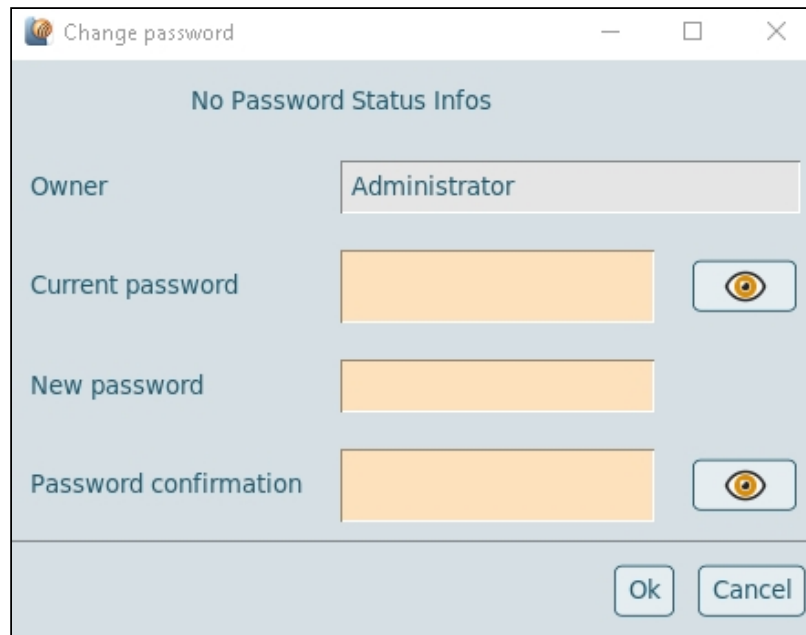
[Forgot password?](#) [Install the client](#)

I realize I have to stick to the guidelines.



In the VISULOX Cockpit, the supervisor is able to reset passwords to a rolled random password for users. Then the users will be informed via mail, that they have to set a new password with the Password SelfService application.

Therefore the "**VLX Password SelfService**" application must be assigned and has to be started from the Workspace.



Change password

No Password Status Infos

Owner Administrator

Current password

New password

Password confirmation

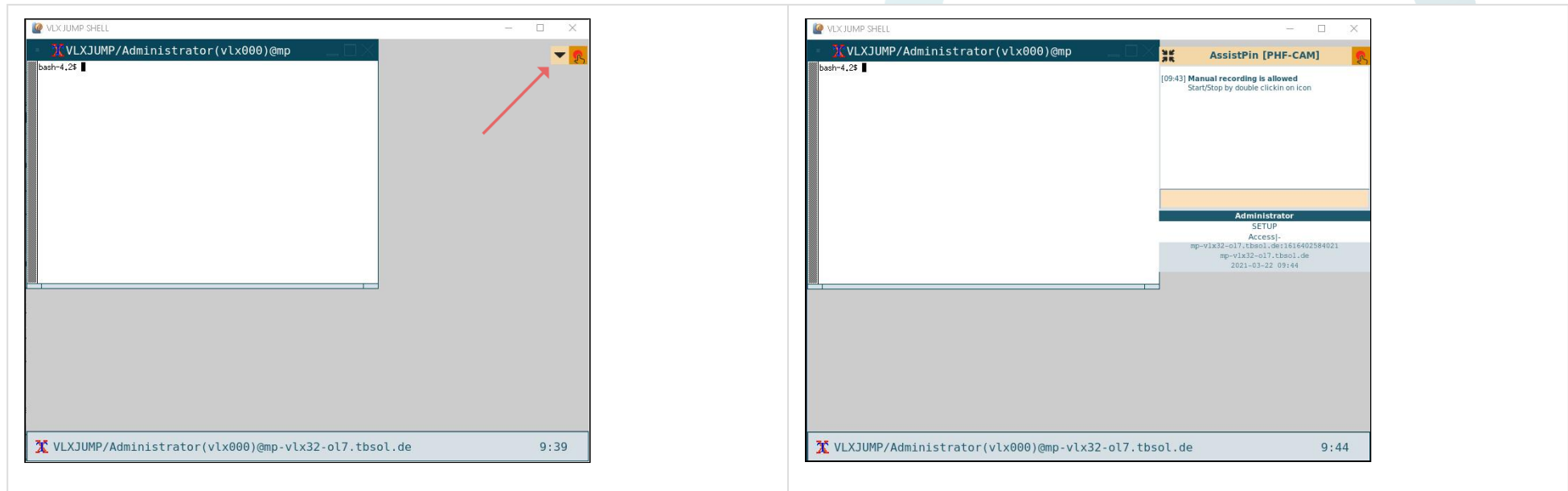
Ok Cancel



6 VISULOX Control Panel

The VISULOX control panel is always available in a launched application.

The panel is displayed, when the mouse pointer is placed over the trigger for the VISULOX control panel.



The panel can be used for interactions between the application user and the VISULOX environment.

Depending on the mode of the application the look of the panel can be different.

The control panel can be moved with click on the title bar and holding down the left mouse button. With a doubleclick on the title bar, the panel is moved back to upper right corner again.

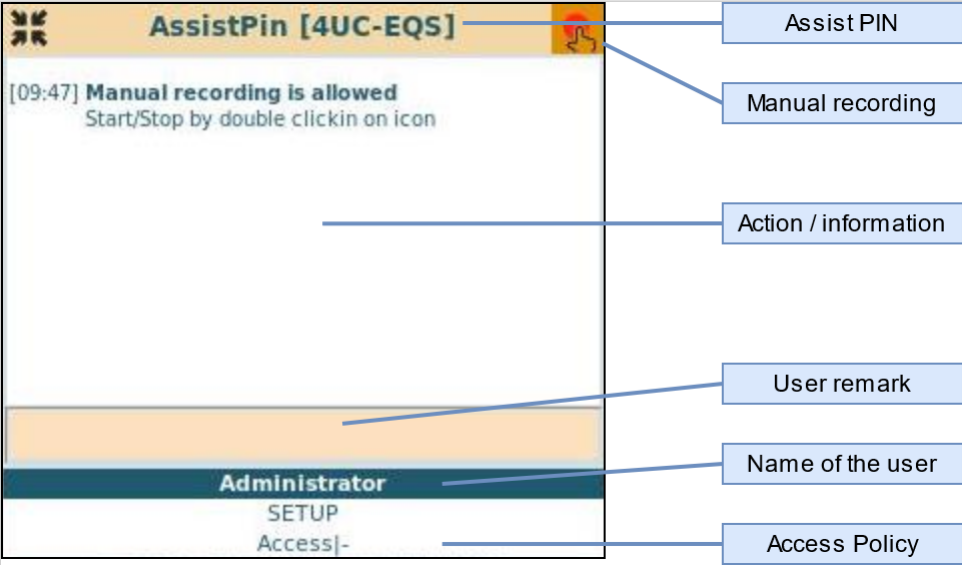
```

[BQD-GKU] - xterm
root@imp-vk32-017~
alias tta='cd /opt/tarantella'
alias tta_apache='cd /opt/tarantella/webserver/apache/ds'
alias tta_tomcat='cd /opt/tarantella/webserver/tomcat/ds'
alias tta_snd='/opt/tarantella/bin/tarantella'
alias gsm='cd /opt/SUNWgsdg'
alias gsm_apache='cd /opt/SUNWgsdg/httpd/httpd-default'
alias gsm_snd='/opt/SUNWgsdg/bin/gateway'
[root@imp-vk32-017 ~]#

```

If the application is started in client side window mode, the control panel is displayed outside of the application window. The control panel can also be moved by holding down the left mouse button.

The default panel always shows the Assist PIN on top, that can be used by a supervisor to start an Assistance and a text box, where the user can enter a remark.



The user is able to record his application session by double clicking on the manual recording icon. With another double click the recording of the application session is stopped again.



7 Receiving a message

Supervisors, who have access to a VISULOX Cockpit are able to send messages to users, who are working with an application.

This message is displayed in the control panel and the application is locked. The user has to confirm message to continue working.



8 Recorded applications

If an application is configured for recording, the user has to acknowledge the recording.

The control panel is displayed and the application is locked.



When the **"Confirm"**-button is pressed, the application is no longer locked and will be recorded.

When the **"Reject"**-button is pressed or the message-box is closed, the application will be closed.

If the user doesn't press any button, it is possible to **auto-accept** or **auto-reject** the recording of the application after a period of time, depending on configuration.

The user can always enter a text in the field for remarks, before the window is confirmed or rejected.



9 Live player in session

If the live player is enabled in configuration, the "**Launch live player**" button is displayed in the session controller and the session can be watched from the beginning:

The left screenshot shows the 'AssistPin [PDW-RE4]' session controller interface. It displays a log of events: [09:43] Manual recording is allowed (Start/Stop by double clickin on icon), [09:43] Manual recording is on, and [09:43] Administrator check live-player. Below the log is a 'Launch live player' button and an 'Administrator' section with 'SETUP' and 'Access|-' options.

The right screenshot shows the 'VLX JUMP SHELL' interface. It features an 'Events' log with the following entries:

Time	Events
-	Application Session started
10s	Application Control started
25s	Manual recording
35s	Remark by user
03m 32s	Live player on
03m 59s	Live player off
04m 03s	Live player on
04m 11s	Live player off
04m 13s	Session Idle
09m 08s	Live player on
09m 30s	Live player off
49m 57s	Live player on

Below the log is a 'Launch live player' button and a terminal window showing the following output:

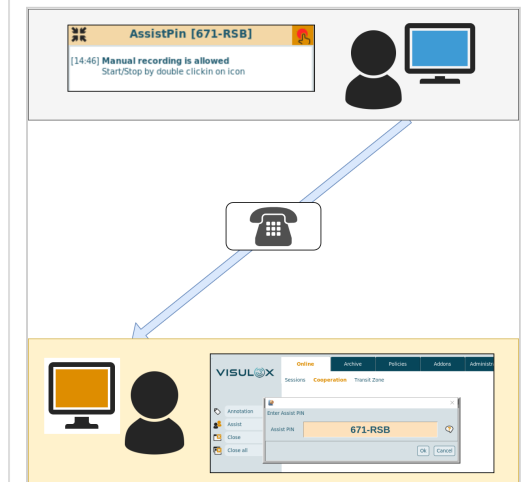
```
Administrator, 172.16.21.58      2022-09-26 09:43:28
VLX JUMP SHELL @ t2-ol7u2.tbsol.de:1664178173502
SETUP                          LAST INPUT
```

- The session is still recorded, when using the live player.
- Keyboard entries are not displayed in the live player

10 Assistance

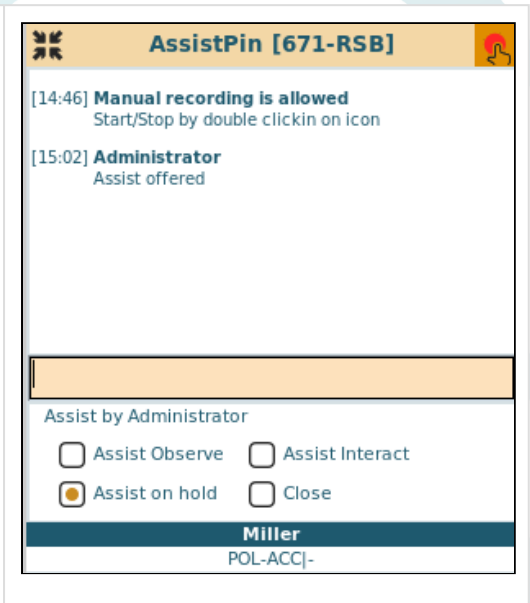
Assist process:

If the user wants to request an Assistance,
he can contact his supervisor or another user and with his unique session ID,
the cooperation partner is able to request the Assistance.

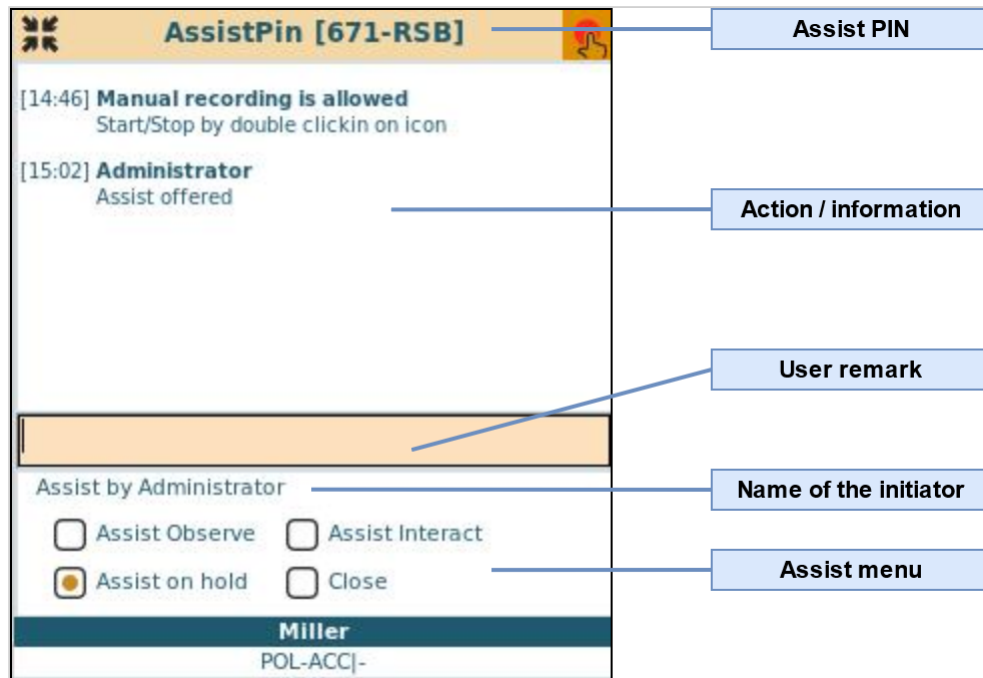


The user receives the Assistance request via control panel.

Assist on hold is selected by default and the user is now able to select the assist mode for the Assistance.



Assistance request:



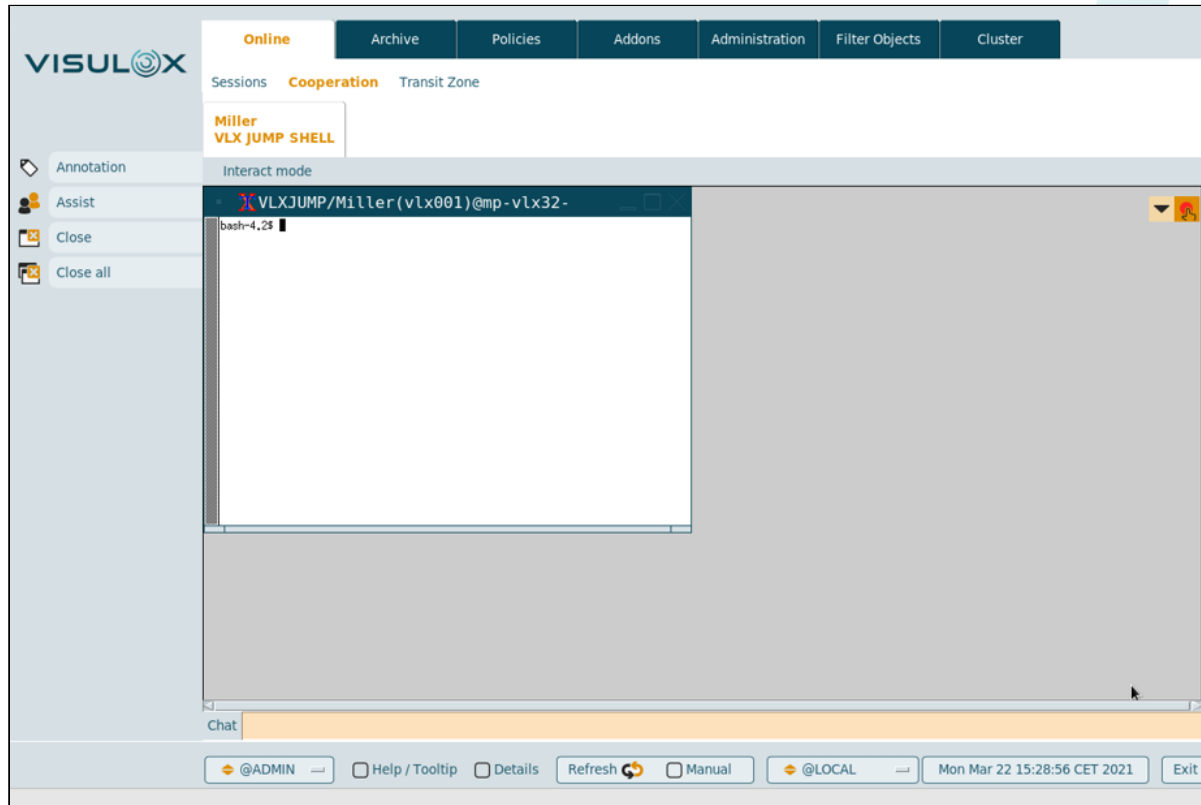
Default mode on start of a Assistance request is "**Assist on hold**".

The user is able to choose the mode for the Assistance:

- **Assist Observe:**
In observe mode, the supervisor is able to see the screen of the user, but he can not interact with the application, just displaying his mouse pointer and name is possible.
- **Assist Interact:**
In interact mode, the supervisor has full access to the application of the user.
- **Assist on hold:**
In standby mode, the cooperation is active, but the supervisor is not able to see the screen of the application user.

- **Close:**
Assistance will be closed. The user can continue working without Assistance.

Assistance application:



The supervisor has a chat field beneath the Assistance screen to communicate with the user via control panel.

11 Dual Control

With the Dual Control feature a Cooperation can be established based on a real four-eye-principle. Dual control ensures that highly sensitive applications can only be accessed when an authorized user is connected, supervising the participant.

In a Dual Control cooperation, there is always a supervisor and a participant, who is working with the application. When the user starts the base application it is locked, until the supervisor starts his Dual Control application.

The user can now work with the application and Supervisor Master is watching in observe mode:

Miller is able to see the current Dual control state.

The supervisor is present and the application is activ.



If Master does not press the trigger,
the access to the application is running out.

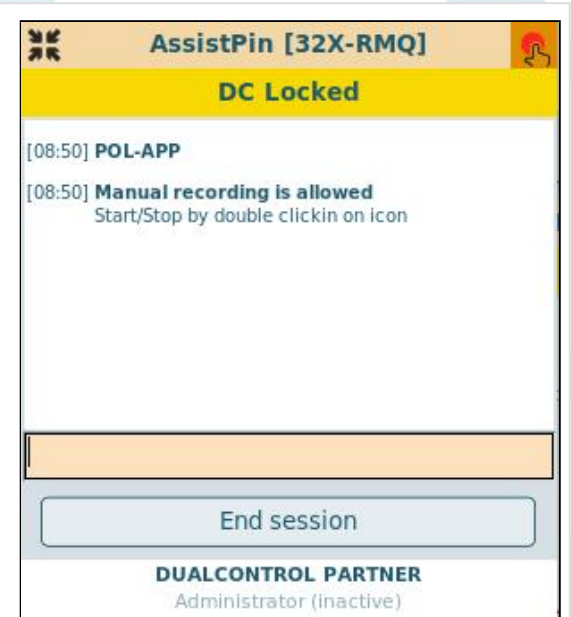
The screenshot shows a software interface window titled "AssistPin [32X-RMQ]". The window has a yellow header bar with the text "DC SESSION". Below the header, there is a log area with the following entries:

- [08:50] **POL-APP**
- [08:50] **Manual recording is allowed**
Start/Stop by double clickin on icon

At the bottom of the window, there is a status bar with the following information:

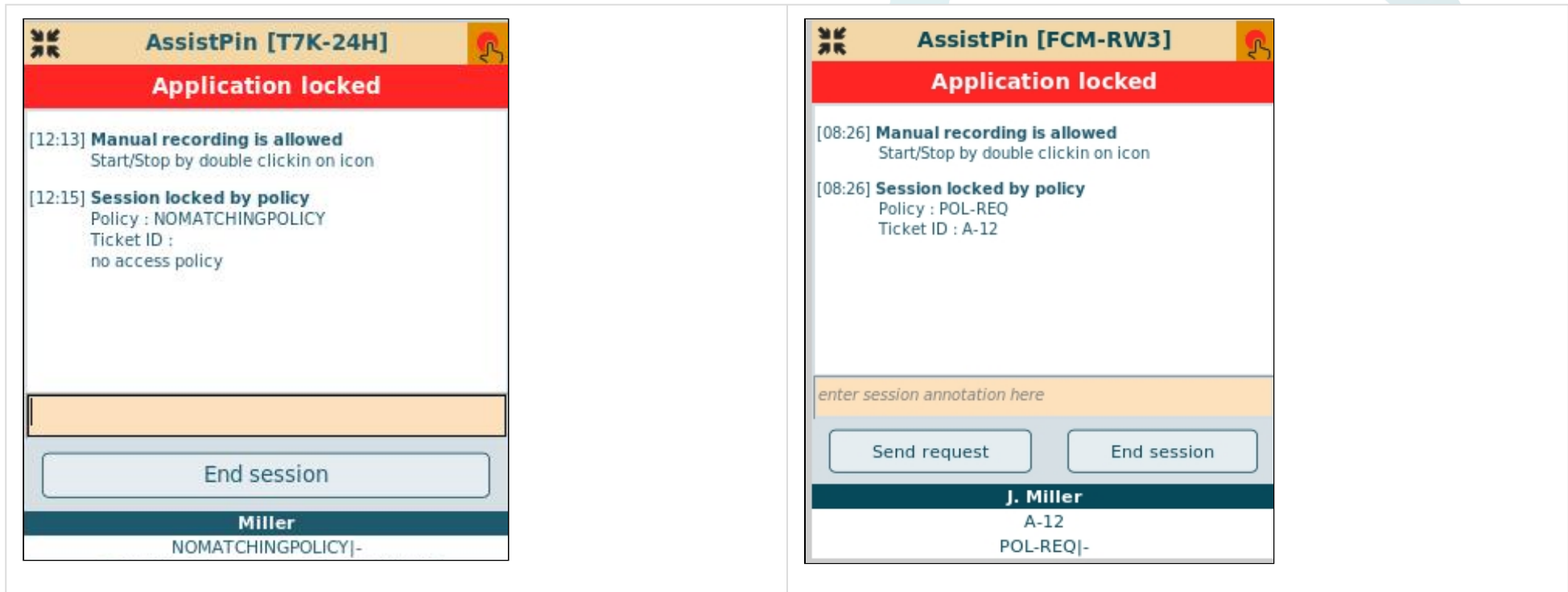
- DUALCONTROL PARTNER**
- Administrator (03s) !
- Miller**
- POL-ACC|POL-APP

Once the trigger time has run out, the application is locked again.



12 Application locked

If the application is locked because the access period ran out, a message is displayed and the screen is locked.





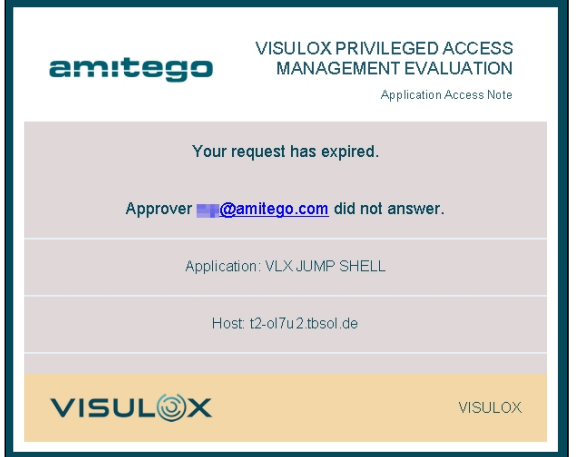
The user is able to contact an administrator, who can expand the users access period or he can end the session.

It is also possible to send a request via the "**Send request**"-button (⚠ only available, if a notification or request script is assigned!)

or use "**End session**" on the lock message window. After access is granted again, the lock message disappears

and the user can continue working with the application without losing his data.

Depending on the configuration of an underlying request script it is possible that the user receives emails with the status of his request.

Approved	Rejected	Expired
		
<p>Access is approved, Session is no longer locked. If Full Session has been chosen by the approver, the access to the application is possible until the session is closed.</p>	<p>Access is rejected by the approver. The session is closed.</p>	<p>When the approver does not react, the request will expire, a mail is sent to the requester and the approver. The session is closed.</p>

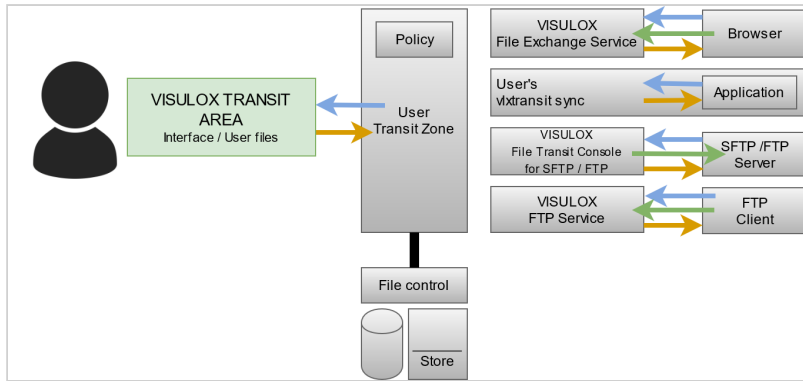
13 File Transfer modules

The modules provide access to the Transit Zone. There are several File Transfer modules, each providing a connection to the Transit Zone:

Module	Description
Transit Web in Workspace	File Transfer interface is presented in the user`s Workspace. The user can upload or download files from his client into the Transit Zone
File Exchange	The user can connect to every VISULOX node, using the internal WEB browser and a known URL. The WEB Access PIN is needed to see the Transit Zone. Now the user is able to upload and download files from the Transit Zone. (⚠ The File Exchange service has to be enabled by the administrator).
Sync	Depending on the configuration, the user has a local directory, where he has direct access to the Transit Zone.
Passon script / CLI (automated transfer)	Users are able to upload into the Transit Zone. Depending on the user, file name or file type these files can be passed on automatically to another location via script. It is also possible to copy a file into the Transit Zone of another user via VISULOX transit command line interface.
File Transit Client SFTP/FTP	Interface to interact between the Transit Zone and an SFTP/FTP endpoint. This allows to connect to a server using SFTP, FTP passive or FTP active protocol. Depending on the policy, the user gets a list of hosts he can connect to or he is able to configure his own host list for File Transfer.
FTP Service	Interface to interact between an application server side FTP client with the Transit Zone. (⚠ The FTP Service has to be enabled , before the service can be used).

13.1 Usage

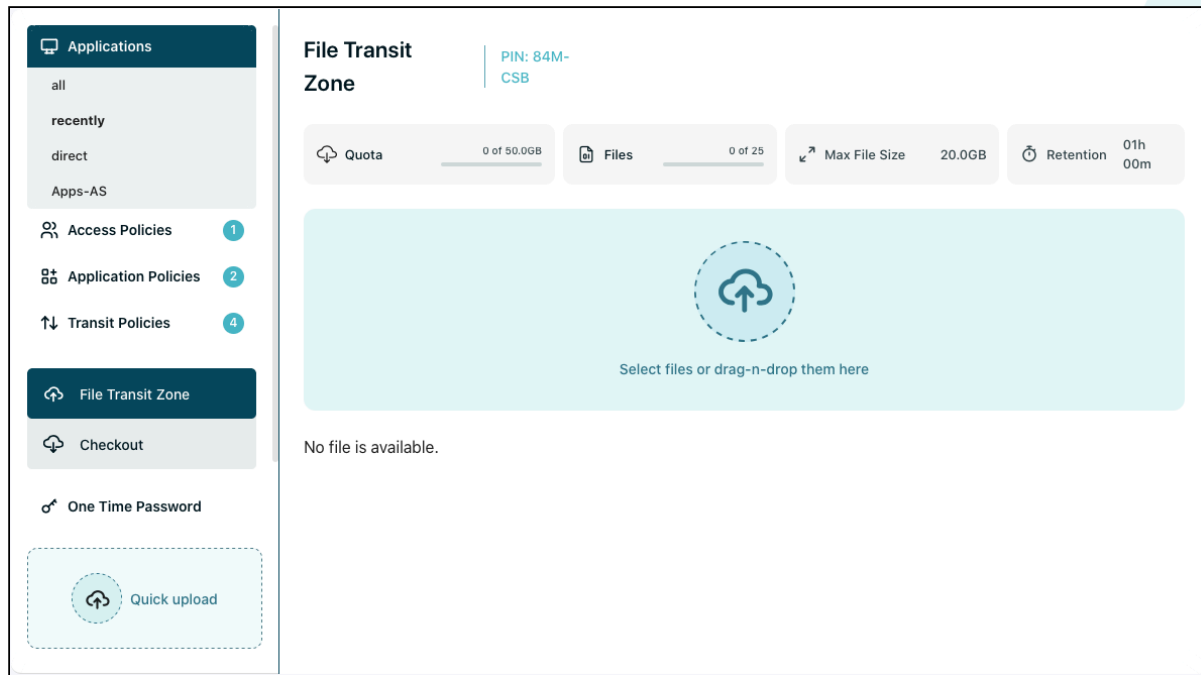
The heart of the VISULOX File Transfer is the user's Transit Zone. Every file a user transports in or outbounded is passing the Transit Zone.



13.1.1 VISULOX Transit Area in Workspace

The VISULOX Transit Area is displayed in the Workspace (**File Transit Zone**).

The **maximum quota**, **number of files** in the zone, **max file size** and the **retention time** are shown in the status line.



Within the File Transfer page, the user is able to upload or download files from the local PC into the Transit Zone.

With click on the drag & drop field files can be chosen from the local drives or using drag & drop of files into the area.

Using the "**Start All**" button, the files will be uploaded to the Transit Zone.

File Transit Zone | PIN: 84M-CSB

Quota: 0 of 50.0GB | Files: 0 of 25 | Max File Size: 20.0GB | Retention: 01h 00m

document.pdf (79.19 kB)

Cancel Start All Add more files

Detailed status information is available after uploading:

SOURCE	NAME	AVAILABLE	SIZE	FORMAT	STATUS
user	doc.pdf	59m 44s	423.66kB	PDF document, version 1.3 sha256:c2fa7942021318adcf0c6fff9c59b571ca1f75e7a2405bf69856f783103d4bc0 md5:a37cd39f7581c1616aff3a42cfd7fda4	accepted:TRANSIT Download Delete

If a virus scanner is setup, the files are scanned and will be rejected, if a virus is found.

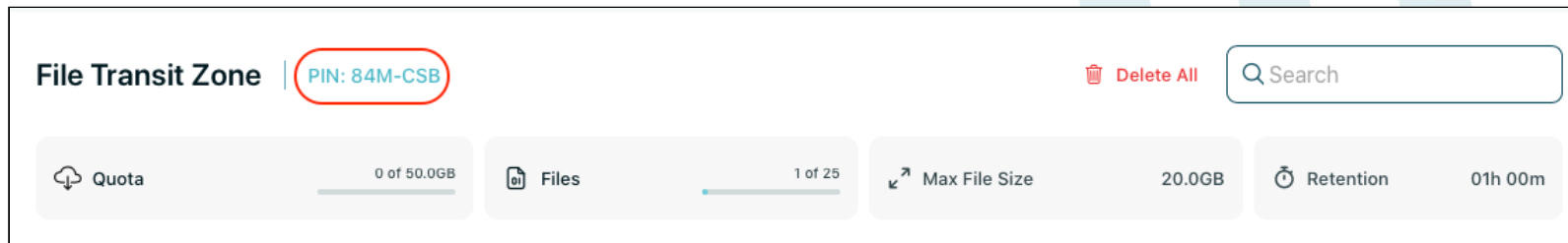
A file can be deleted manually by the user to gain more free diskspace, when the quota is reached.

The files will also be deleted automatically, if the lifetime (retention time) in the Transit Zone is reached.

13.1.2 File Exchange

The File Exchange module is used to upload and download files from the Transit Zone to application servers inside the datacenter.

Starting a browser on the application server and entering the URL provided for example via the internal message and the PIN displayed in the Transit Zone.



13.1.3 FT Client

The FT Client is an interface to interact between the user's Transit Zone and an FTP / SFTP endpoint inside the system environment.

With valid credentials the user is able to login to a system with a running FTP / SFTP server. The files in the user's Transit Zone are visible and ready for further transferring.

VLX FT Client

vlxftclient:Administrator(vlx000)@mp-vlx32-ol7.tbsol.de

Connect

FT Group	Name	Host URI	FT user	FT protocol	Directory
FT-Dev	DevHost	root@mp-vlx32-ol7	root	sftp:22	/
FT-Dev	TestHost1	root@t2-ol7u2	root	sftp:22	/
FT-Dev	TestHost2	t2-ol7u2		sftp:22	/tmp
FT-Test	TestHost1	root@t2-ol7u2	root	sftp:22	/
FT-Test	TestHost2	t2-ol7u2		sftp:22	/tmp

Exit

DevHost[root@mp-vlx32-ol7]:/

TransitZone

Source	Name
user	Report.txt
user	FirefoxPortableLegacy52_52.9.0_English.paf.exe

Connect

Host: mp-vlx32-ol7

User: root

Protocol: sftp 22

Directory: /

Password: [Redacted]

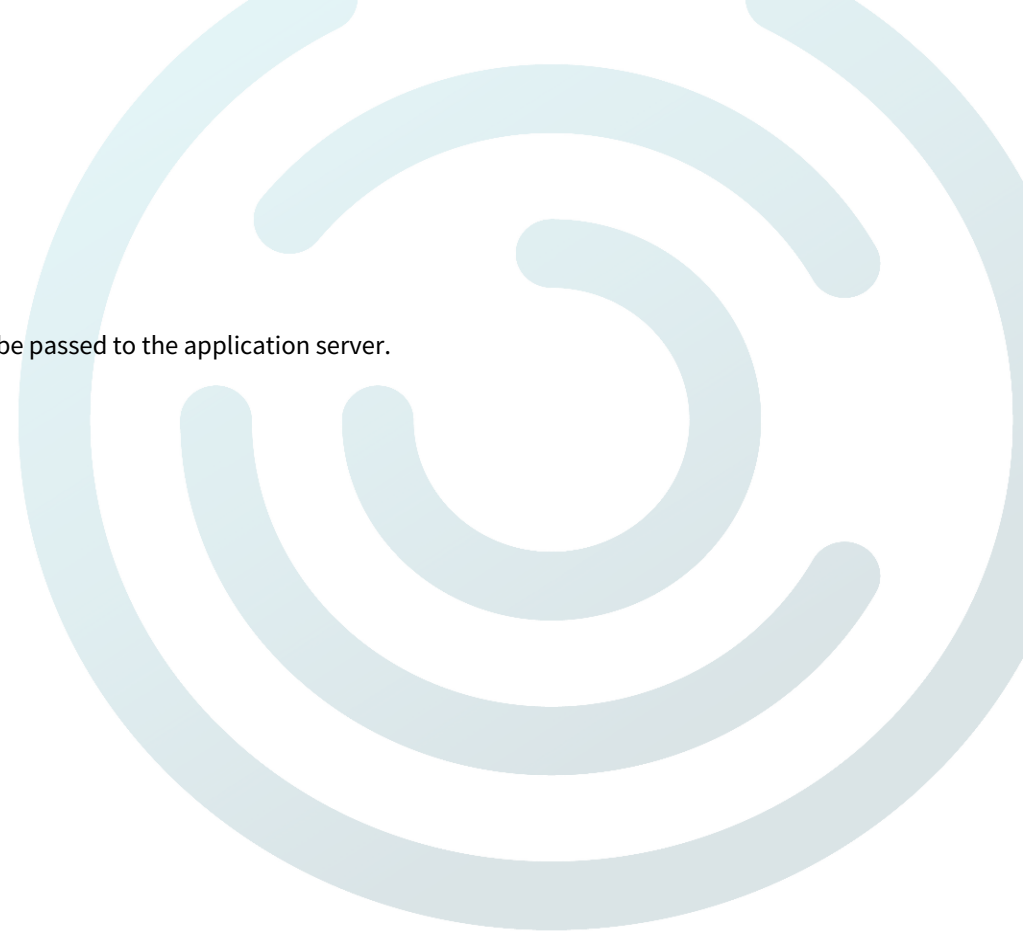
Connect

vlxftclient:Administrator(vlx000)@mp-vl DevHost[root@mp-vlx32-ol7]:/ 12:04

Sync

Using a VISULOX implementation of **rdesktop** client, the user's directory in the Transit Zone will be passed to the application server.

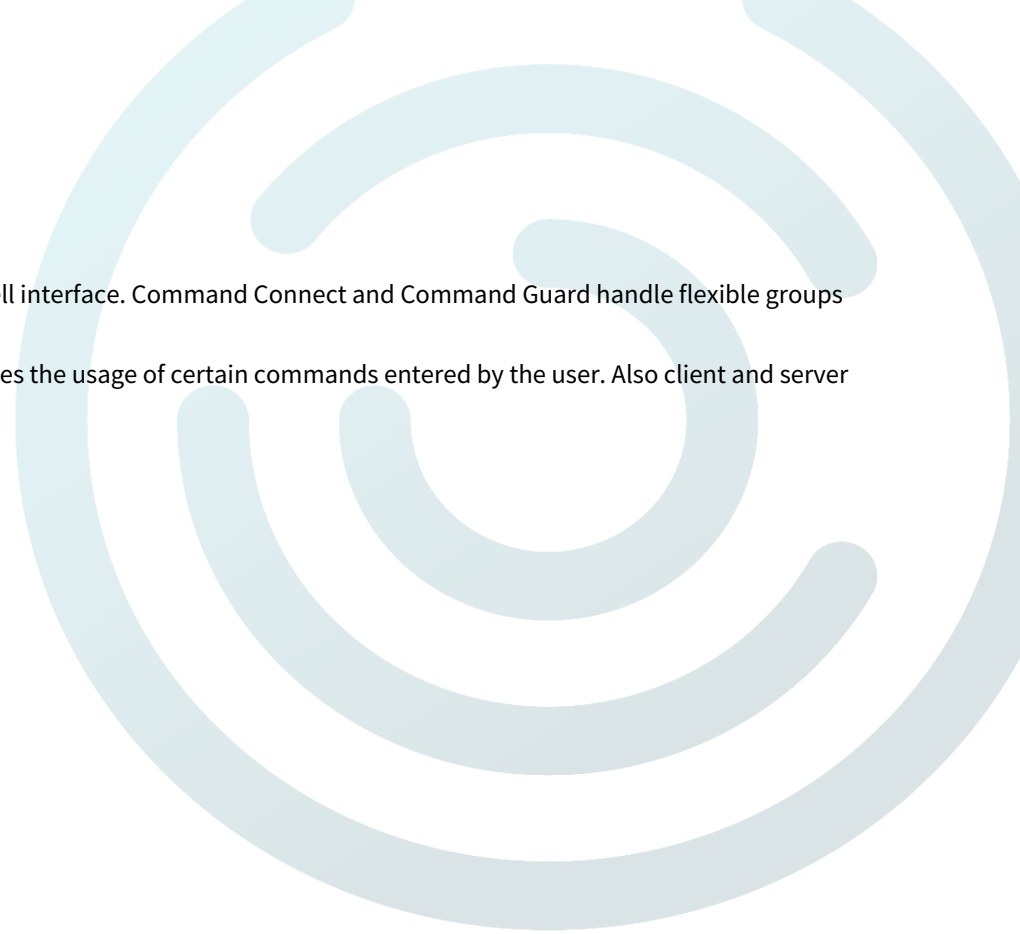
All files from Transit Zone belonging to the user are visible and accessible for further processing.



14 Command Connect / Guard module

Command Connect and **Command Guard** provide a flexible way to access endpoints using a shell interface. Command Connect and Command Guard handle flexible groups and allow the user to send commands to multiple endpoints simultaneously.

Additionally, Command Guard has command level controls for the application. It allows and denies the usage of certain commands entered by the user. Also client and server side scripts can be issued either to multiple endpoints or to a single one.



CommandGuard:Administrator(vlx000@mp-vlx32-ol7.tbsol.de)

Connect
Manage private hosts
Close group
Exit

Group	# Hosts	File Transfer	Name	Host URI	Comment	Shell prot
CMDGuardGRP	3	Enabled	DevHost	root@mp-vlx32-ol7		ssh:22
			TestHost1	root@t2-ol7u2		ssh:22
			TestHost2	t2-ol7u2		ssh:22

Connected
Hide Scripts

CMDGuardGRP:ssh://root@mp-vlx32-ol7
Connect FT

```

[root@mp-vlx32-ol7 ~]# ls -la
total 96
drwxr-xr-x. 8 root root 4096 Mar 22 09:36 .
drwxr-xr-x. 18 root root 4096 Apr 26 2019 ..
-rw-r-----. 1 root root 889 Feb 9 2017 anaconda-ks.cfg
-rw-r-----. 1 root root 27970 Mar 22 09:36 .bash_history
-rw-r-----. 1 root root 18 Apr 30 2014 .bash_logout
-rw-r-----. 1 root root 176 Apr 30 2014 .bash_profile
-rw-r-----. 1 root root 1351 Sep 26 2017 .bashrc
drwxr-xr-x. 2 root root 6 Sep 9 2019 bin
-rw-r-----. 1 root root 100 Apr 30 2014 .cshrc
-rw-r-----. 1 root root 15080 Oct 2 2017 epel-release-latest-7.noarch.rpm
-rw-r-----. 1 root root 30 Aug 16 2019 key.txt
drwxr-xr-x. 2 root root 4096 Mar 8 2019 .oracle_jre_usage
drwxr-xr-x. 3 root root 18 Oct 10 2018 .pki
-rw-r-----. 1 root root 1024 Mar 11 15:09 .rmd
drwxr-xr-x. 2 root root 24 May 29 2018 .ssh
-rw-r-----. 1 root root 129 Apr 30 2014 .tcshrc
drwxr-xr-x. 2 root root 6 Nov 9 2018 .vmware
drwxr-xr-x. 8 root root 4096 Jan 15 2018 x
-rw-r-----. 1 root root 534 Mar 22 09:36 .xauthority
[root@mp-vlx32-ol7 ~]#
                    
```

Connected
Hide Scripts

CMDGuardGRP:ssh://root@t2-ol7u2:22
Connect FT

```

[root@t2-ol7u2 ~]# ls -la
total 44
drwxr-xr-x. 2 root root 4096 Mar 10 10:12 .
drwxr-xr-x. 18 root root 4096 Mar 4 08:53 ..
-rw-r-----. 1 root root 967 Sep 23 2016 anaconda-ks.cfg
-rw-r-----. 1 root root 3249 Mar 12 08:14 .bash_history
-rw-r-----. 1 root root 18 Apr 30 2014 .bash_logout
-rw-r-----. 1 root root 176 Apr 30 2014 .bash_profile
-rw-r-----. 1 root root 176 Apr 30 2014 .bashrc
-rw-r-----. 1 root root 100 Apr 30 2014 .cshrc
-rw-r-----. 1 root root 1024 Mar 4 11:39 .rmd
-rw-r-----. 1 root root 129 Apr 30 2014 .tcshrc
-rw-r-----. 1 root root 239 Mar 10 10:12 .xauthority
[root@t2-ol7u2 ~]#
                    
```

Connected
Hide Scripts

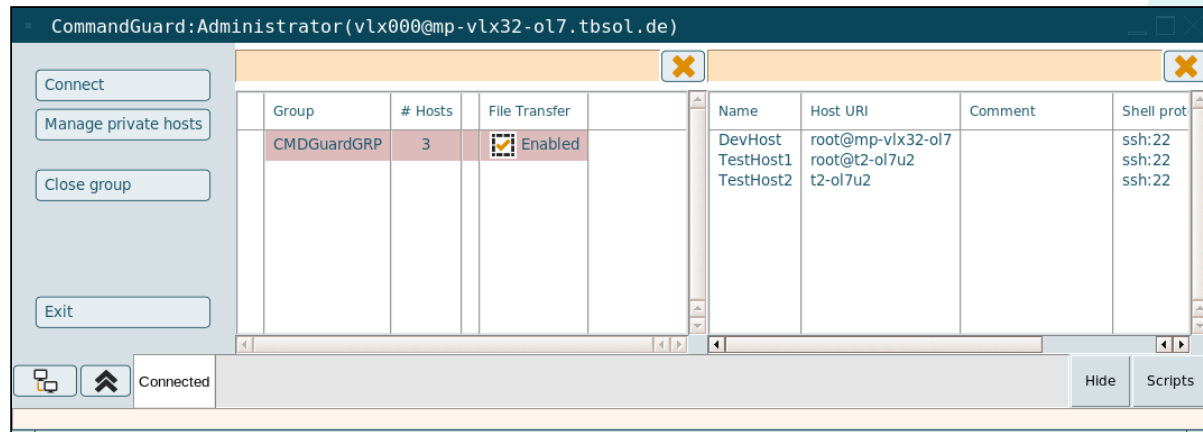
CMDGuardGRP:ssh://root@t2-ol7u2:22
Connect FT

```

[root@t2-ol7u2 ~]# ls -la
total 44
drwxr-xr-x. 2 root root 4096 Mar 10 10:12 .
drwxr-xr-x. 18 root root 4096 Mar 4 08:53 ..
-rw-r-----. 1 root root 967 Sep 23 2016 anaconda-ks.cfg
-rw-r-----. 1 root root 3249 Mar 12 08:14 .bash_history
-rw-r-----. 1 root root 18 Apr 30 2014 .bash_logout
-rw-r-----. 1 root root 176 Apr 30 2014 .bash_profile
-rw-r-----. 1 root root 176 Apr 30 2014 .bashrc
-rw-r-----. 1 root root 100 Apr 30 2014 .cshrc
-rw-r-----. 1 root root 1024 Mar 4 11:39 .rmd
-rw-r-----. 1 root root 129 Apr 30 2014 .tcshrc
-rw-r-----. 1 root root 239 Mar 10 10:12 .xauthority
[root@t2-ol7u2 ~]#
                    
```

Connected
Hide Scripts

CommandGuard:Administrator(vlx00)
CMDGuardGRP:ssh://root@mp-vlx32-
CMDGuardGRP:ssh://root@t2-ol7u2
CMDGuardGRP:ssh://root@t2-ol7u2
7:31



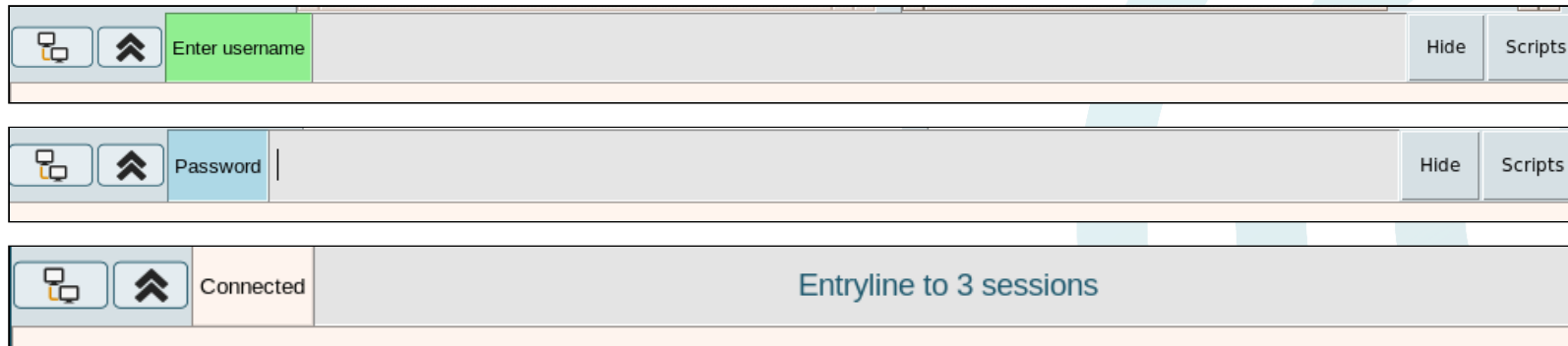
Available buttons:

- **Connect:** Opens a shell to all hosts in the selected group
- **Manage private hosts:** Own hosts can be managed for a selected group
- **Close group:** All sessions of the selected group will be closed
- **Exit:** Command Connect / Guard application and all open sessions are closed
- **Arrange:** Connected session windows will be rearranged
- **Collapse:** Collapse the console
- **Hide:** Hide the input in the entryline
- **Scripts:** Shows all available scripts for this group, a selected script can be applied on all open shells

To send a command to all connected shells, the input field of the Command Connect / Guard application can be used.



The status of the terminals is also shown. (enter username, password, connected, etc).

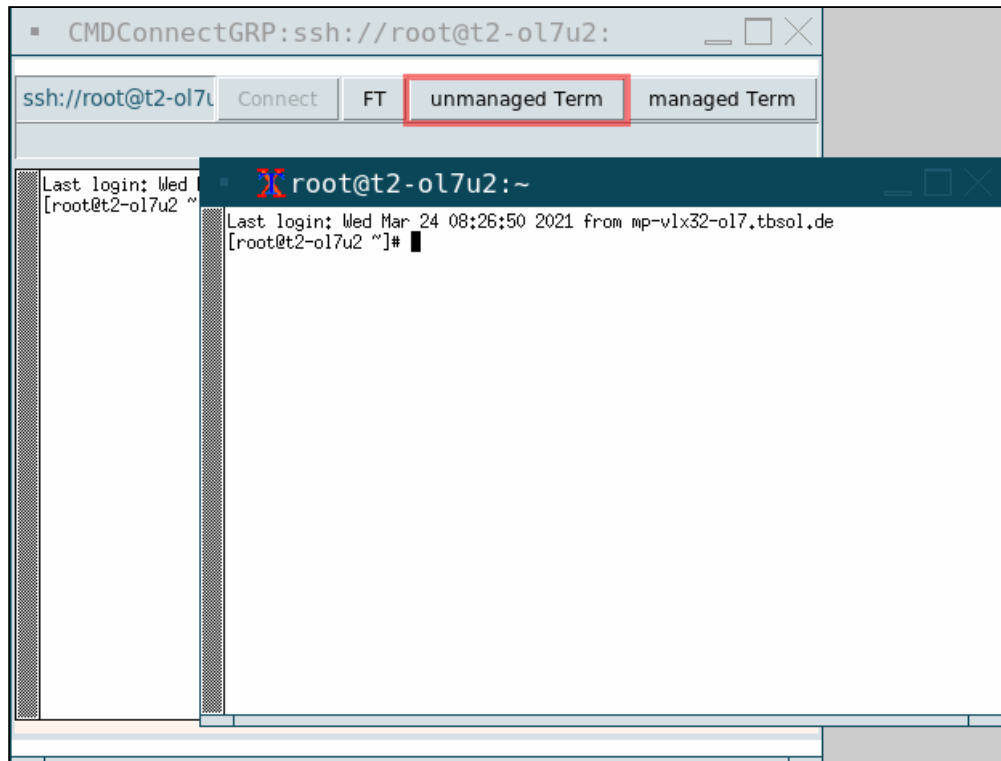


Each connection window also has its own input field and scripts button (CMD Guard), so that commands and scripts can be started only in this shell.

14.1 Unmanaged sessions (CMD Connect only)

In Command Connect one managed session per host is assigned to a Command Connect group. Additionally one more unmanaged session can be opened to a host via the "**Term**" button..

Such unmanaged sessions are closed together with the managed sessions. They are not taken into account with arrange, they are independent and unmanaged.



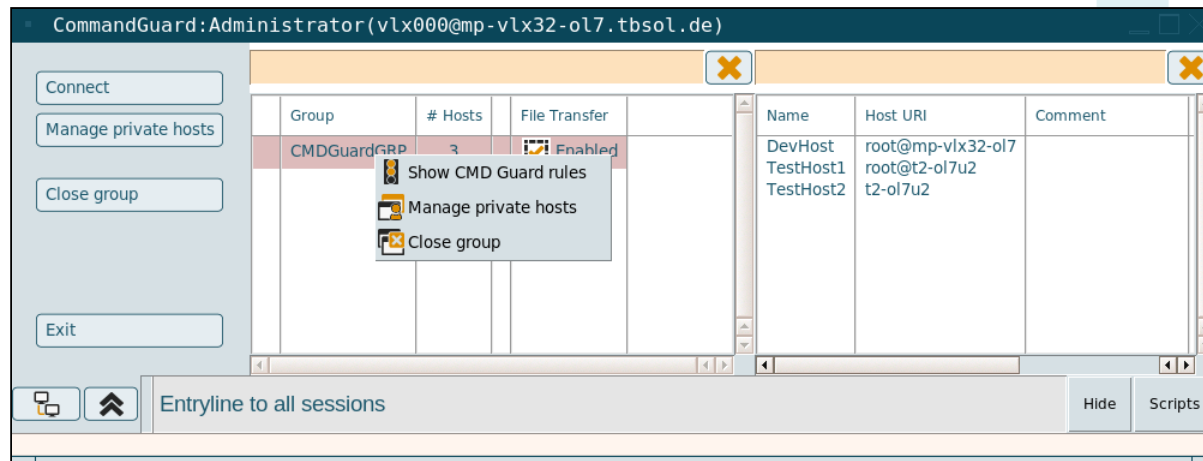
14.2 Temporary hosts group

With a right click on an assigned host, the host can be added to a temporary group (@TMP). Hosts can be added from any available groups to combine them in the new @TMP group.

14.3 Own hosts

Command Connect / Guard has the ability to manage own hosts.

To keep this under control, the admin defines a ruleset, what kind of hosts can be added. The ruleset is part of the Command Connect / Guard group.



With a right click on a group in Command Connect / Guard, the Guard rules (Guard only) can be displayed, own private hosts can be added (depending on the rules) or the group can be closed.

The private hosts are based on rules, the user is a string and the host is a string or an IP address.

Command Connect / Guard tries to resolve the name, then the rule is checked. If there are private hosts that are no longer valid, because the rule has changed, the invalid hosts can be purged with the "Purge hosts" button.

o=Tarantella System Objects/cn=Administrator

Host URI	Protocol	Host comment
t1-ol7u2	ssh:22	

Privat host 22

Host comment

Purge hosts Delete entry Add Clear

save cancel



14.4 Command blocked (CMD Guard only)

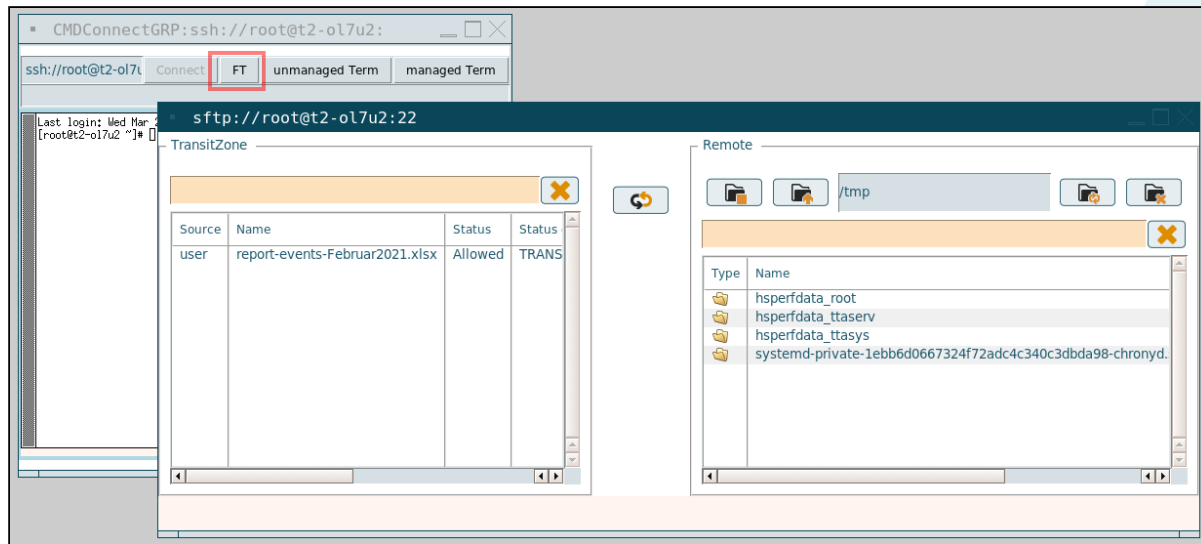
In Command Guard a ruleset defines the allowed commands. If a command is not allowed, a **Stop** sign is displayed and the command will not be executed.



14.5 File Transfer

If File Transfer is enabled to the host of the connection, an FT button is available to start the FT Client to the host.

Depending on the configuration it can be necessary to enter a username, a base directory and a password for the File Transfer connection.




With the FT Client component, the user is able to transfer files between the Transit Zone and the application server according to the underlying File Transit rules. (See also: [File Transfer modules](#))

15 Appendix_U

15.1 Appendix

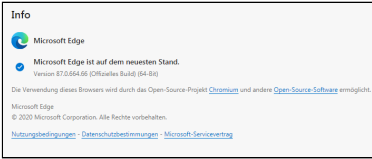

Troubleshooting and Glossary

15.1.1 Troubleshooting

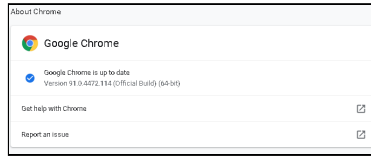
 The following information can help to identify possible errors on the client side and it is useful to have them at hand, when contacting an administrator / support.

Version of the used browser


Displaying the version of the used browser (for example: Edge, Firefox and Chrome):

Microsoft Edge	 <p>The screenshot shows the 'Info' page of Microsoft Edge. It includes the Microsoft Edge logo, the text 'Microsoft Edge ist auf dem neuesten Stand.', and the version number 'Version 87.0.664.66 (Official build) (64-bit)'. It also mentions that the browser is based on the Chromium project and is open-source software. There are links for 'Nutzungsbedingungen', 'Datenschutzbestimmungen', and 'Microsoft-Servicentertrag'.</p>	Help and Feedback / Info about Microsoft Edge
Mozilla Firefox	 <p>The screenshot shows the 'About' page of Mozilla Firefox. It features the Firefox logo and the text 'Firefox Browser' and 'Mozilla Firefox'. It mentions 'Firefox ist ein...' and 'Firefox wird entwickelt und gesteuert von Mozilla, einer globalen Community, die daran arbeitet, dass das Internet frei, öffentlich und für jeden zugänglich bleibt.' There are links for 'Informationen zur Lizenzierung', 'Echtzeitanforderungen', and 'Datenschutzbestimmungen'.</p>	Help / About Firefox

Google Chrome



Help / About Google Chrome


 The supported browsers and browser versions by VISULOX are listed in the current documentation.

Other settings:

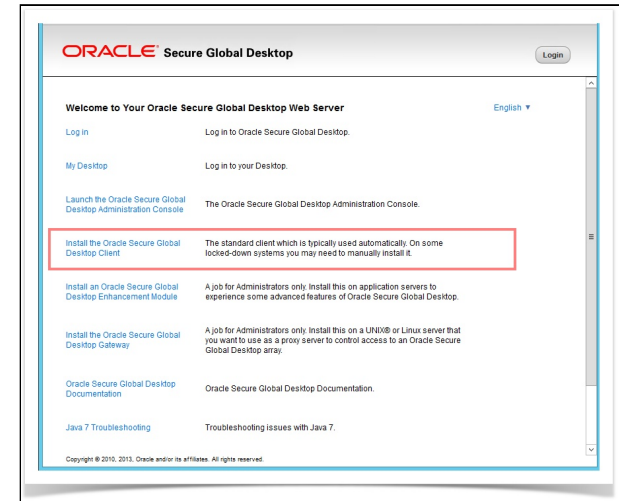
The settings of the used browser should be checked and possibly critical settings or addons should be disabled (e.g. popup blocker, noscript, etc).

Native Client

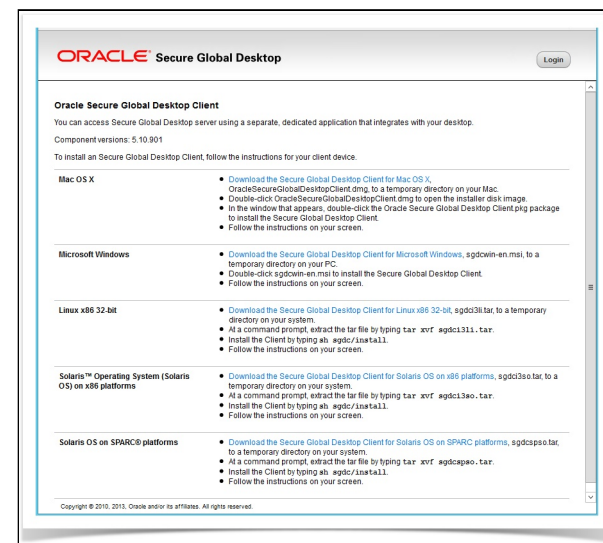
In case of problems with the automatic download of the native client, it can be downloaded and installed manually, if no direct forwarding to the login page is configured.

 The Native Client is provided by Oracle.

Native Client



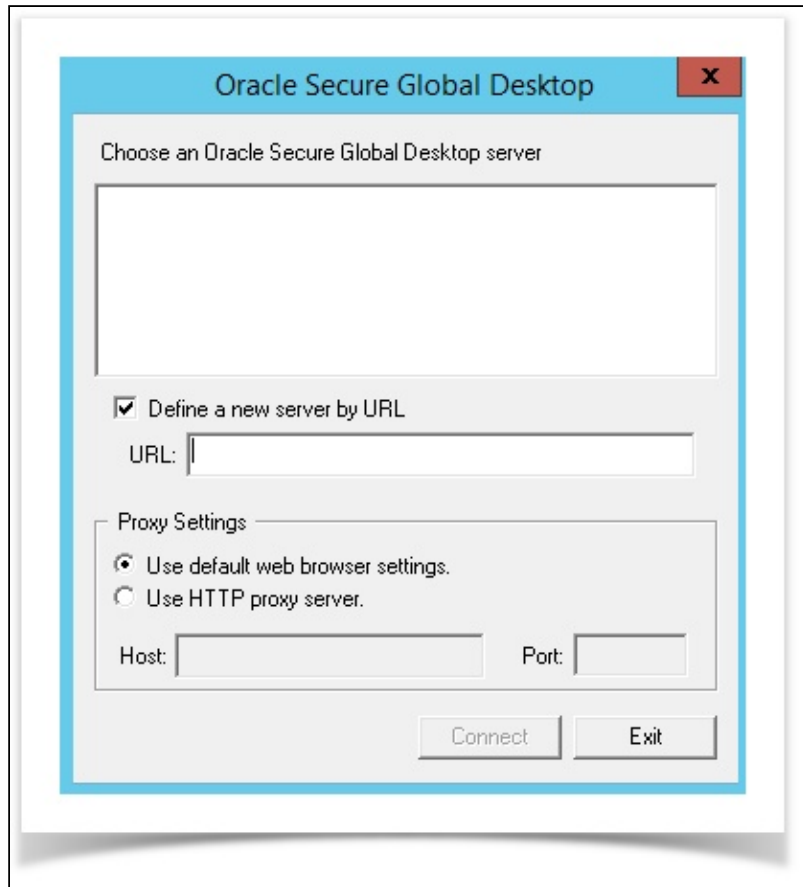
Client versions



Installation




After installation, the Native Client can be started manually:

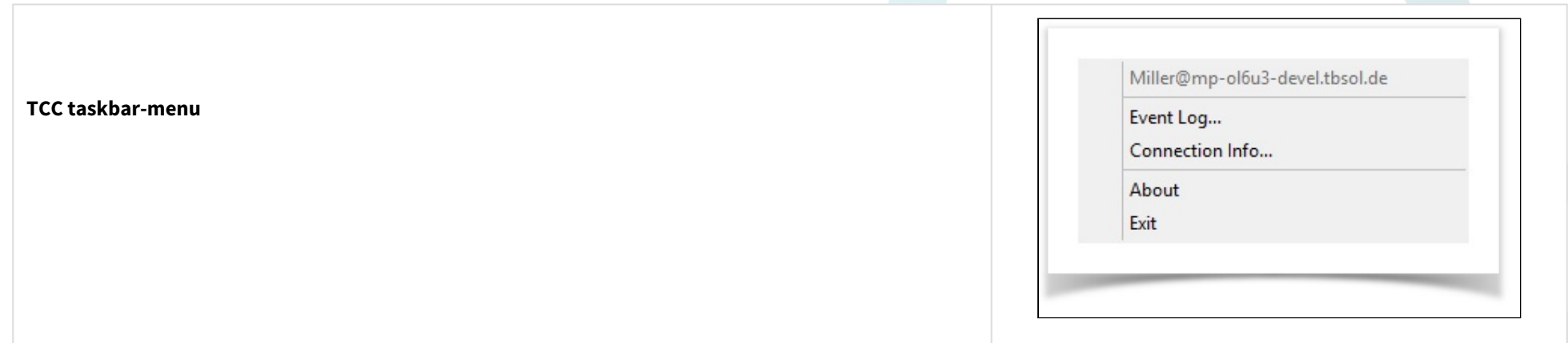


How to install the client for Linux Mint

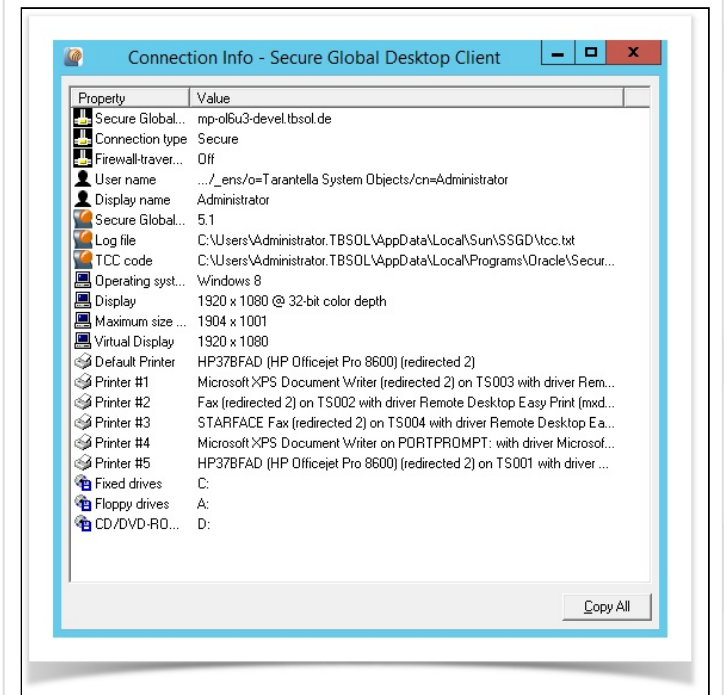
```
sudo dpkg -i ./sgdclient_5.60.567-ubuntu22.04_x86_x64.deb  
sudo apt-get install libxm4 libmotif-common
```

Tarantella Client Component (TCC)

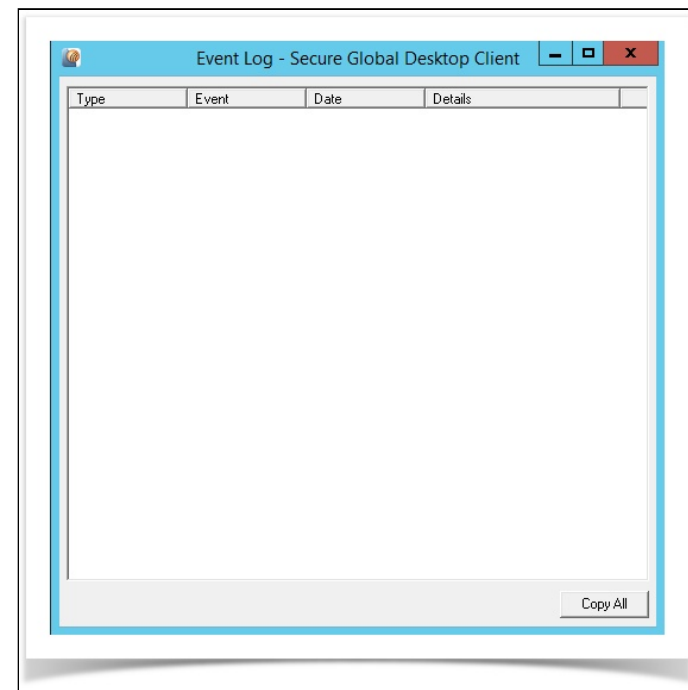
Once connected to a VISULOX PORTAL, a TCC connection icon () is displayed in the taskbar:



Connection Info



Event Log



General: Special characters in passwords

In mixed environments (Windows / Linux and also cloud services) there are so called **interoperability issues**.

Therefore the following rules should be considered:

The allowed characters in a password can vary depending on the recommendations of the particular website, platform or system. However, the following character types are generally recommended:

1. Characters: Upper case characters (A-Z) and lower case characters (a-z).

2. Numbers: (0-9).
3. Special characters:
These may vary by system, but typically include:
 - !@# \$ % ^ & * () _ - + = [] { } | \ : ' , . ? / ` ~ " ; < > .

 VISULOX has been tested with these characters.

VISULOX PORTAL Login error codes

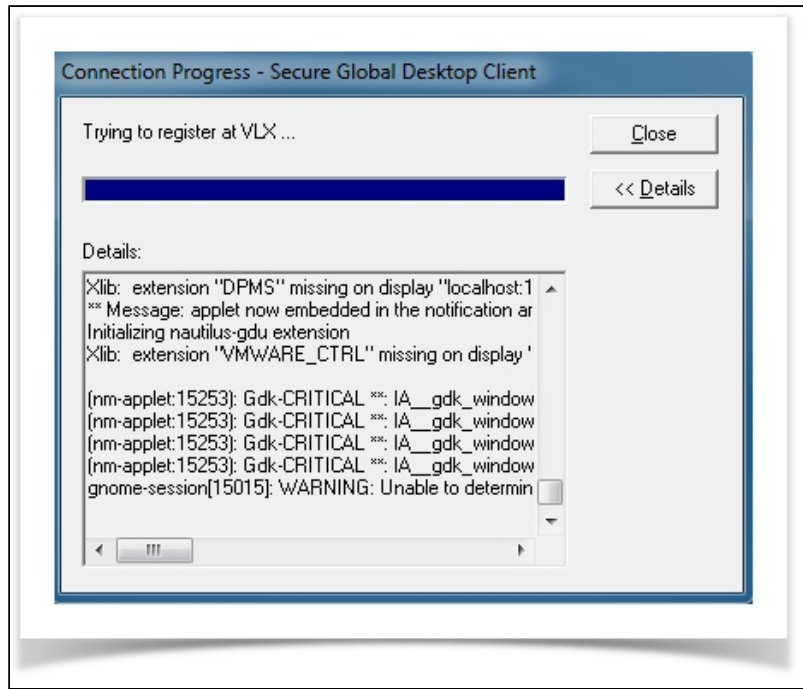
The **-1** error code is due to invalid data provided, so that it could not get a connection to the VISULOX PORTAL. Maybe due to an invalid profile.

The **-7** is more than likely a proxy problem, maybe due to proxy chaining.

```
#define EHTTPCONNECTFAILED -1
#define ENEEDPROXYAUTH -2
#define EHTTPERRORRESPONSE -3
#define EPROXYERRORRESPONSE -4
#define EPROXYNONBASICAUTH -5
#define EHTTPSSLHANDSHAKE -6
#define ESERVERCHAIN -7 // error occurred in the server chain
#define EUSERCANCELLED -8 // user cancelled the request (e.g., by using
// the Cancel button on an Auth dialog)
#define EDOWNGRADEDSSL -9
```

Application start via Workspace

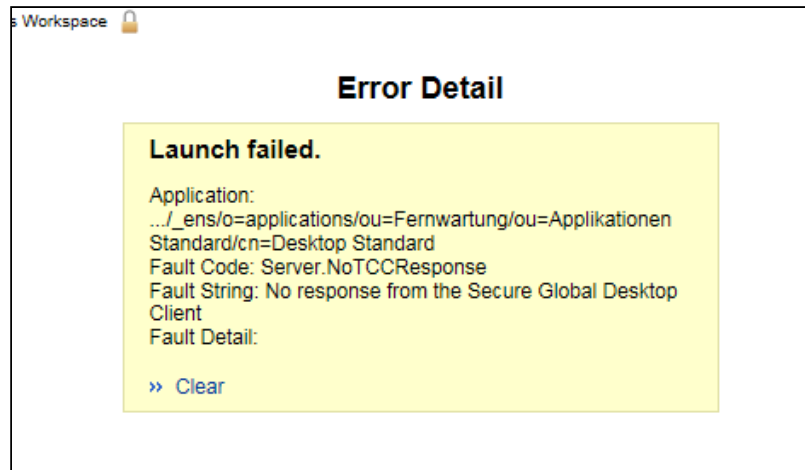
When an application is started via Workspace a small **Connection Progress** window is opened. Mostly this window disappears immediately and the application is launched. If there is a problem with the connection to the application, then this window stays open and shows the errors occurred.



With **Paste & Copy** the output can be copied to a text file and send to a supervisor / support.

Error during start of an application in Workspace

It may happen, that the Tarantella Client Component (TCC) disappears or has no connection to the VISULOX PORTAL, the following error is displayed in the Workspace:



In this case refreshing the Workspace (F5) or logging out and logging in again will solve the problem.

VISULOX shell script tracing

VISULOX Shell scripts are running in the background. Errors can be found in the log.

For testing, the following lines in the header of the shell scripts activate tracing:

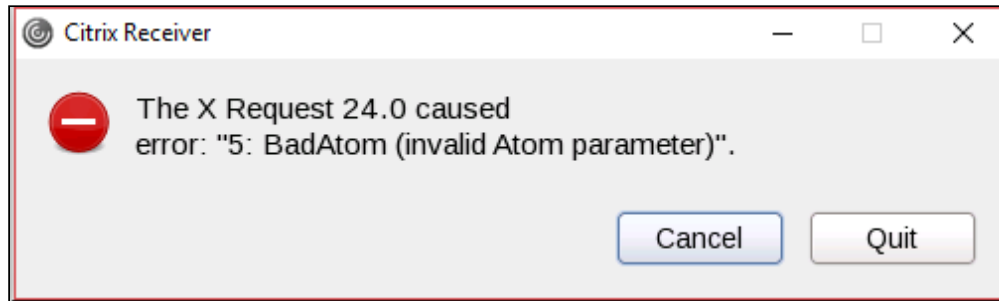
```
#!/bin/bash
# verify helpful lines
exec 99 <path to a log file>
BASH_XTRACEFD=99
set -x
```

Using Flash Player and checked out films

Flash is no longer supported.

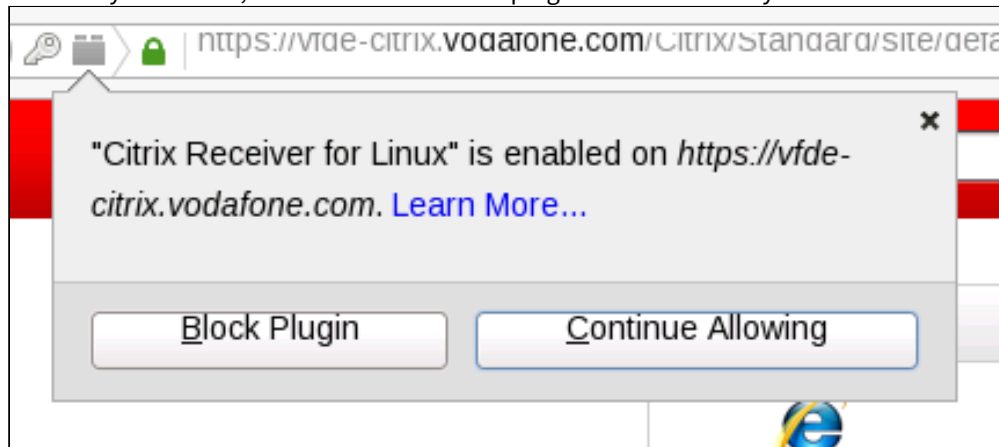
Citrix Receiver

Depending on the version of Citrix Receiver, the following error message can be shown:



The **"Cancel"**-button has to be used to close the window. The application starts as usual.

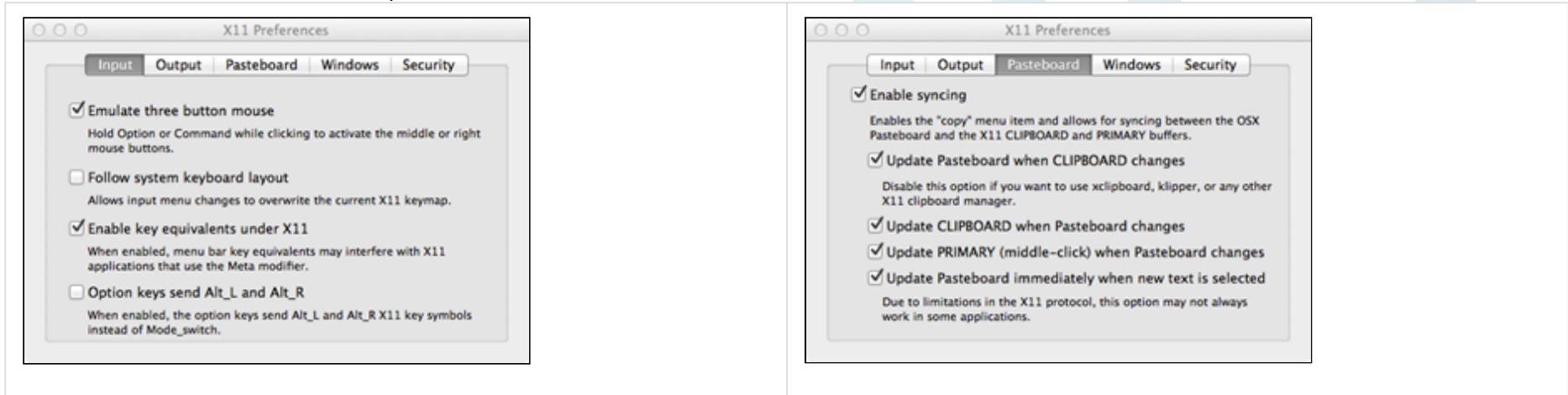
Also always take care, that the Citrix Receiver plugin is not blocked by the browser. Check plugin status via address bar icon in the browser:



Copy & paste for Mac OS

Use the following configuration steps for X11 to activate the copy/paste function in command Connect / X11 windows for Mac OS + XQuartz:

- Open the X11 preferences and activate “Emulate three button mouse”
- Enable all actions for Pasteboard / Clipboard






Paste = ALT + click

Copy = Select the text to copy it to the clipboard

Copy & paste in HTML5 sessions / application toolbar

When you are displaying an application, a toolbar on the left side of the application tab is shown. The toolbar has icons that can be used for some operations, such as copy and paste.

Icon	Description
	Copies the selected text to the clipboard.
	Pastes the selected text from the clipboard.
	Displays menu options for sending keyboard shortcuts to the application window.

Copying and pasting between applications

Copy and paste text to and from the client, and between applications. When the HTML5 Workspace is used, it is not allowed to access the local device's clipboard directly. This means for copy and paste on the HTML5 Workspace there are extra stages necessary, compared to the standard Workspace.

The following changes apply for copy and paste:

- Data must be placed on to the HTML5 Workspace clipboard first, before it can be pasted to a remote application or to the client device.
The copy icon in the side toolbar can be used to retrieve the data that should be copied from an application and place it on the Workspace clipboard.
- The paste icon can be used to copy text to the client device's clipboard.

The following procedures describe how to copy and paste text for applications:

Copying from an application to a client device

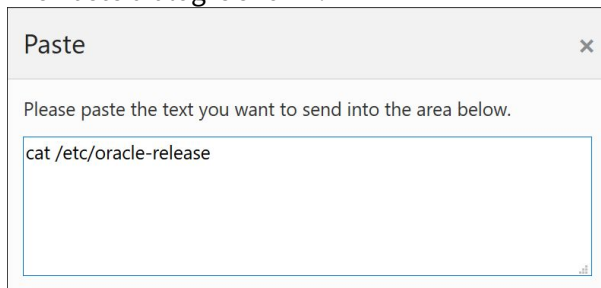
1. Select and copy the text in the application.
Use the normal method for the application you are copying from. For example, use a menu option in the application.
2. Retrieve the text from the application.
Click the Copy icon in the application toolbar.
Click Confirm to allow the application to copy text to the client device clipboard.

3. Paste the copied text into an application on the client device.

Use the normal method for the application you are pasting to. For example, use a menu option in the application.

Pasting to an application from a client device

1. Select and copy the text from the application on the client device. Use the normal method for the application you are copying from. For example, use a menu option in the application.
2. Retrieve the text from the client device clipboard. Click the Paste icon in the application toolbar. The Paste dialog is shown:



3. Paste the copied text into the text box on the paste dialog. Do either of the following:
 - Right-click and select paste.
 - Use the Ctrl-V keyboard shortcut.This will automatically close the paste dialog.
4. Paste the copied text into the application. Use the normal method for the application you are pasting to. For example, use a menu option in the application.

Copying between applications

1. Select and copy the text in the first application. Use the normal method for the application you are copying from. For example, use a menu option in the application.
2. Retrieve the text from the application. Click the Copy icon in the application toolbar.

3. Switch to the second application.
The copied text is sent automatically to the second application.
4. Paste the copied text into the second application.
Use the normal method for the application you are pasting to. For example, use a menu option in the application.

Sending local keyboard shortcuts to the remote application

The Windows key and keyboard shortcuts for managing windows can be sent to the remote session.

1. Click the keyboard icon in the application toolbar.
Options are shown for inserting one of the following remote keyboard shortcuts:
 - Ctrl-Alt-Del
 - Windows key
2. Click the required remote keyboard shortcut.
The key presses are sent to the remote application window.

15.1.2 Glossary

Expression	Description
3PA	Third Party Authentication / 3rd Party Authentication
Access Branding	With Access Branding it is possible to display different login page designs for different users according to their access point.
Access Management	Enhanced VISULOX Concept for administrating the access of users
AD	A ctive D irectory

Expression	Description
AIP	Adaptive Internet Protocol: Client communication protocol from the VISULOX PORTAL Service
Ambiguous login	The situation where an authentication mechanism has found more than one match for a user and cannot distinguish between them without further information from the user
Annotation	A short text, that can be entered before a recorded session is confirmed, during a recorded session or in VISULOX Cockpit / Archive for closed sessions
API	Application Programming Interface
Application server	A server which provides applications, that can be accessed via the VISULOX PORTAL
Application session	See: emulator session
Args	The arguments an application is started with
Assist / Assistance	See: Assisting Cooperation
Assisting cooperation	Within the VISULOX Cockpit, the user can select an application and press assist to join the application. The owner of the application selects the cooperation mode
Chapter	A chapter equals 20 minutes film of a recorded session
CLI	Command Line Interface

Expression	Description
CMD	The command / path an application is started with
Cooperation	When two or more users are watching or working with the same application in realtime on their own desktop
Cooperation master	The user, who has started the application (owner) will be the master of this application in a Cooperation
Cooperation member	A user, who is not owner of an application and who is not able to switch the cooperation modes
Cooperation modes	<p>On hold: Member is assigned to a Cooperation, but does not participate</p> <p>Observe: Member is able to watch the Cooperation application, but can not interact</p> <p>Interact: Member can interact with the application</p>
CP	Short form for Cooperation
Datastore	Internal VISULOX PORTAL Service database, where all defined objects (users, hosts, applications) are stored. A VISULOX PORTAL Array replicates the datastore between all members simultaneously
DMZ	Demilitarized zone (Perimeter zone)
DSI	Directory Service Integration
Dual Control	Cooperation enforcing a real four-eye-principle

Expression	Description
ELU	Extended License Usage - When ELU has expired, its not possible to start more recorders or display more users than allowed under MD / Status, max users / recorders
Emulator session	The running session, when an application is started with the Workspace on an application server
Expect script	VISULOX PORTAL connection script started during the launch of an application
External DNS name	The name by which an VISULOX PORTAL Server is known to a client device. A VISULOX PORTAL Server can have multiple external DNS names.
File Exchange	File Transfer web access for transferring files between a client and the Transit Zone for users without access to the VISULOX PORTAL
File Transfer Client	VISULOX Component for transferring files securely from Transit Zone to application servers and back
Film	Summary of the recorded chapters
Forced authentication	When VISULOX PORTAL prompts for a user name or password, by displaying an authentication dialog box For example, if a user holds down the Shift key when clicking on an application's link on the Workspace
FQDN	Fully Qualified Domain Name - The full name of a system, containing its hostname and its domain name. For example: portal.visulox.com, where portal is the hostname of a server, and visulox.com is the domain name
Group Access	Group Access is used to define an Access Policy for a specific list of users. This is needed when users are working together in a project and the project is represented by a group object in the repository

Expression	Description
Host object	Host objects can be assigned to File Transit, Command Guard and Command Connect groups.
Host Connect	See: VISULOX Command Connect / VISULOX Command Guard
IAR	Intelligent A rray R outing
ICA	Independent C omputing A rchitecture: Client communication protocol from Citrix
Integrity-Check	Tool to check the VISULOX components and services
Internal / external message	The VISULOX Service supplies an external message for the login page and an internal message for the user's Workspace
Kiosk mode	VISULOX PORTAL display mode, where an application is displayed in full-screen
LDAP	Lightweight D irectory A ccess P rotocol
LDAPS	Lightweight D irectory A ccess P rotocol over SSL . Used for secure connections to an LDAP directory.
LID	Short form for L icense I D - Contains the date, the license started
Management Console	See: VISULOX Cockpit
MFA	M ulti F actor A uthentication

Expression	Description
Native Client	A VISULOX PORTAL component that can be installed on client devices. The client maintains communication with the VISULOX PORTAL Server and is required to run applications The Native Client is provided by Oracle.
NEP	Short form for Network Entry Point
Network Entry Point	See: RIP
NFS	Network File System
Notifications	Implemented notification system for access, Workspace / File Transfer and emulator sessions in the VISULOX Services
Object	A self-contained entity, defined by a number of attributes and values. VISULOX PORTAL Objects have different types, such as an X application. The available attributes for each type are defined by a schema
One Time Passcode	The One Time Passcode is used for authentication and will become invalid after usage. A provided OTP is based on a secret key and the time via a smartphone APP
Organization object	A VISULOX PORTAL Object used to represent the top level of an organizational hierarchy. Organization objects can contain OU= or user profile objects. Organization objects have an O= naming attribute.
Organizational hierarchy	The collection of objects in the VISULOX PORTAL Datastore, descending from one or more organization or domain component objects. Represents the collection of people, application servers, and applications within an organization.

Expression	Description
Organizational unit object	A VISULOX PORTAL Object used to distinguish different departments, sites, or teams in an organizational hierarchy. Organizational unit (OU) objects can be contained in an organization or domain component object. Organizational unit objects have an OU= naming attribute
OTP	Short form for One Time Passcode
Peer DNS name	The name by which an VISULOX PORTAL Server is known to other VISULOX PORTAL Servers in the same array
Primary server	The VISULOX PORTAL Server that acts as the authoritative source for global information, and maintains the definitive copy of the VISULOX PORTAL Datastore
RDP	Remote Desktop Protocol : Client communication protocol from Microsoft
Remote IP	Remote IP address, the information, from where a client request is coming
Report	The VISULOX Service is collecting data about workspacesessions, emulatorsessions, recordings and cooperations. The information can be clearly arranged in reports. In VISULOX Cockpit a variety of possible reports can be created on several pages
Resume	To redisplay an application session that has been suspended. See also: suspend
RIP	Short form for Remote IP address
RVA	Remote Vendor Access
S & M	Short form for Support and Maintenance

Expression	Description
Secondary server	An array member that is not the primary server. The primary server replicates information to secondary servers.
Session	The VISULOX PORTAL generates a session for any X11 or RDP application, which has an unique session ID
SIEM	S ecurity I nformation and E vent M anagement
SOX	Short form for S arbanes- O xley A ct
SSL certificate	A digital passport that establishes credentials on the web. In VISULOX PORTAL Service, allows client devices to trust the identity of a VISULOX PORTAL Server
Suspend	To pause an application session. A suspended application is not closed, it can be resumed. See also: resume
TAP	Short form for T emporary A ccess P IN, part of the Multi Factor Authentication (MFA)
TCC	Short form for T arantella C lient C omponent: Component for login into the VISULOX PORTAL via N ative C lient
TCL	Programming Language. Most of the VISULOX products are based on TCL
Temporary Access PIN	VISULOX method for the Multi Factor Authentication (MFA)
TFN	Tarantella Full Naming, X.500 format to address a VISULOX PORTAL object
Transit Zone	Zone, where files are transferred from/to application servers/clients

Expression	Description
VAP	Short form for Virtual Access Point
Virtual Access Point	VISULOX method to get an independent URL of the VISULOX Access Nodes for reliability and Workspace balancing
VISULOX Access Node	Node running the VISULOX PORTAL Service and the VISULOX Service
VISULOX Base	Single VISULOX Node
VISULOX Cluster	Two or more VISULOX Nodes, that are joined together because of scalability, redundancy and load balancing
VISULOX Cockpit	Central VISULOX application to control sessions, access, recording, cooperations and to generate reports
VISULOX Command Connect	VISULOX component, which provides the possibility to connect to multiple hosts and to open an X-Client on these hosts. The connection method can be SSH, RDP or telnet. Former: Host Connect
VISULOX Command Guard	VISULOX component, which provides the possibility to connect to multiple hosts and to open an X-Client on these hosts Command Guard has command level controls for the application. It allows and denies the usage of certain commands by the user Additionally server side scripts can be issued either to multiple endpoints or to a single one
VISULOX Common Access Platform	The whole environment, that is built with the VISULOX GATEWAY, VISULOX Portal Service, VISULOX Service and databases
VISULOX Data	VISULOX Database and VISULOX Filestore

Expression	Description
VISULOX Filestore	File system which stores the films. 5 MByte per user and per hour. Recommended for VISULOX is a local disk with 150-250 GB, for VISULOX Archive Node depending on the lifetime of films, up to x TB on a NAS/SAN storage
VISULOX GATEWAY	The VISULOX GATEWAY is a proxy server designed to be deployed in front of a VISULOX PORTAL Array in a demilitarized zone (DMZ). This enables the VISULOX PORTAL Array to be located on the internal network of an organization. Additionally, all connections can be authenticated in the DMZ before any connections are made to the VISULOX PORTAL servers in the array. The VISULOX GATEWAY manages load balancing of HTTP connections for the VISULOX PORTAL Servers in the array.
VISULOX Host Connect	See: VISULOX Command Connect
VISULOX Hotfix	Tool to check the software status in the cluster, backup and apply hotfixes
VISULOX keystroke recording with analyzing engine	In this recording mode all user keyboard interactions are registered and can be checked for unwanted entries (analyzing engine)
VISULOX Node	Node running the VISULOX Service to control sessions, films and recorders
VISULOX PAM	VISULOX Privileged Access Management
VISULOX PORTAL Array	Two or more VISULOX Access Nodes, that are joined together because of scalability, redundancy and load balancing
VISULOX PORTAL Benchmark	Tool to create a defined number of demo-users, who log into the VISULOX PORTAL and start recorded applications automatically. All settings can be configured easily within a GUI
VISULOX PORTAL Console	Web-based management console for the VISULOX PORTAL Service (Former: Administration Console)

Expression	Description
VISULOX PORTAL Web Server	A pre-built web server installed and configured along with the VISULOX PORTAL Service, contains Apache, mod_ssl for HTTPS support, and Tomcat for Java Servlet and JSP support
VISULOX PORTAL Web Services	An API collection that allows developers to build their own applications to work with the VISULOX PORTAL Service. The APIs can be used to authenticate users, launch applications, and interact with the VISULOX PORTAL Datastore
VISULOX Revision Server	VISULOX Node which replicates the production database into Revision Server database and transfers the films from the production filestore into the Revision Server filestore (also known as Archive Server)
VISULOX Service Group	See: VISULOX Cluster
VISULOX Short Support Report	A Short Support Report to send via eMail created with visulox support -info . The Short Support Report should be sent to the VISULOX Support Team every time a new Support Request is opened
VISULOX Support Report	Package generated by the visulox support command, containing all information, necessary for support
VISULOX Transit Area	File Transfer component embedded in the Workspace to transfer files between client and Transit Zone
VISULOX Transit Mapping	To setup the VISULOX Transit Zone on Unix application servers, that are not a VISULOX Node, an RPM file is available for installation.
VISULOX Videolog Player	Player to view the recorded films inside the VISULOX Cockpit or checked out films in a browser
VISULOX Webservice User	Each VISULOX Service needs this user in the datastore to read the webservices on the VISULOX Access Nodes. The VISULOX webservice user has to be setup once in the datastore

Expression	Description
VISULOX_Setup.xls	Excel-sheet, which has to be filled out in the planning phase by the responsible project leader, together with the amitego consultant
vlxMode	VISULOX variable set in the VISULOX PORTAL Console
VLX Password SelfService	Active Directory (AD) and Oracle Unified Directory (OUD) users are able to change their password by themselves with this application assigned.
Webtop	In the current version, the Webtop is called the Workspace . A Workspace is the term used to describe a user's applications, documents, and desktops. See: Workspace
WM	Short form for Window Manager
Workspace	The Workspace is displayed after logging into the VISULOX PORTAL. It is a special web page, that lists the applications that are assigned to the user
Workspace balancing	VISULOX load balancing mechanism including a virtual access point
Workspace session	The running session, after a user has logged into the VISULOX PORTAL via browser or Native Client
X11 forwarding	The process of forwarding, or tunneling, the windows of a remotely started X application to a client desktop
X Window System	A distributed window system for UNIX platform operating systems, based on the X11 protocol. Also called X11, or X Windows
X.509 certificate	See: SSL certificate