Service Partner Access (SPA)

for Unify Remote Service Platform (RSP)

Documentation for Sales- and Service Delivery Partners

Contents

> ⚠️ **Important security information**
>
> You are not allowed to forward this information or your login data to any other person inside or outside your company!

1. Introduction

Unify Remote Service Platform (RSP) can be accessed from the Internet using Remote Desktop Connection via a Microsoft Terminal Service Gateway. Only Unify certified Sales- and Service Delivery Partners are allowed to connect this way.

Unify-internal Users of the global Remote Service Platform have to use the known ways which are given by the central IT Department.

For RSP Partner Access, you will only need the username and password for the "RSP" domain. There is a single-sign-on mechanism that allow you to log on to the Terminal Services Gateway and to the Terminal Server with the same credentials.

1.1. Requirements

- Workstation (preferred with Windows Operating System)
- Connection to internet over port 443 TCP (SSL)
- Installed Microsoft Remote Desktop Client (mstsc.exe is part of every standard Microsoft Windows Operating System)

The actual Microsoft Remote Desktop Client can also be found here (complete-Version or Update):

- Client update for Remote Desktop 7.0 (RDS) for Windows XP SP3, Windows Vista SP1 and Windows Vista   http://support.microsoft.com/kb/969084
- Remote Desktop Protocol (RDP) 8.0-Update for Windows 7 and Windows Server 2008 R2   http://support.microsoft.com/kb/2592687
- Remote Desktop App for Windows 10 https://www.microsoft.com/en-us/store/apps/remote-desktop/9wzdncrfj3ps

2. Using Service Partner Access

2.1. Preparations

Go to the RSP information website by choosing the link, or enter this URL in the Web browser:

https://info.global-remoteservice.com/site/login

> ⚠️ If you have an **existing** RSP account and you know your password, you can use it to log on to the website.
>
> If you have a **new** RSP account, first you will have to do a password reset as described in chapter *4.4 Password reset.*

You can log on with your RSP credentials:

In the upper menu open **Info & downloads** and select **RSP downloads**. Please download the RDP files for RSP, save them on your computer and extract the contents of the zip file.
You will find useful links, root CA certificates and the RDP file for conecting to RSP itself.

2.2. Connecting to the RSP terminal server farm

Please double click on the RDP file to connect to RSP. You will see a warning, here you can check "Don't ask me again..." and click Connect:
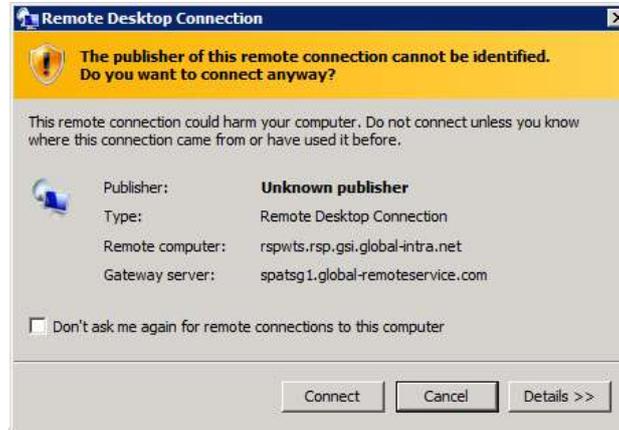
Fill in your RSP credentials providing rsp\ as the domain name:

⚠ For security reasons, please do **not** check "Remember my credentials"!

Please wait for the connection to initialize:
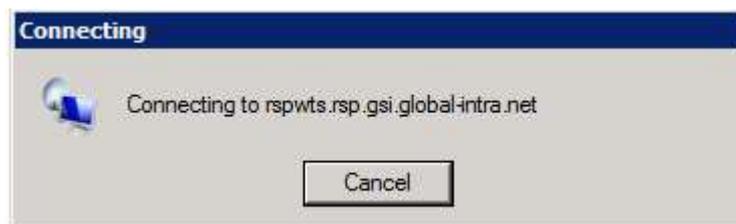
The connection will be established.

Note: If you connect to each WTS (1-10) for the first time, the log on process will take longer, because your user profile has to be initialized.

At the end of the logon process, Equipment Explorer will start, and you can start working with the tools.

2.3. Installing root CA certificates on your client (optional)

The connection between your client computer and the RSP is secured using SSL certificates, which will be verified online during connection establishment. This verification process can take a little while sometimes.

If you want to speed up this process you can install the certificates on your computer:

- double click on one of the provided files in folder CA Certificates
- click "Install Certificate…" button and the Certificate Import Wizard will open
- select Store Location "Current User" and click Next
- for the Certificate Store select "Automatically select …" and click Next
- Now you will see a summary of your settings. After clicking Finish the certificate will be imported.
- Wait until a new message pop up says, "The import was successful."

You have to repeat these steps for the second certificate file.

If you experience any problems importing the certificate files, please ask your companies IT department for assistance.

2.4. File transfer between your local machine and RSP

To copy files between your local machine and the RSP terminal server, you can use your clipboard: copy the file on the source machine, change to the destination and paste. Windows supports file sizes up to 2 GB with this method.
You should always use your assigned T: drive for storing files in RSP.

2.5. Finish working

If you have finished working with RSP, please always log off the WTS! There is a shortcut on the Desktop, or you can use the usual Log off option from the Windows Start Menu.

or
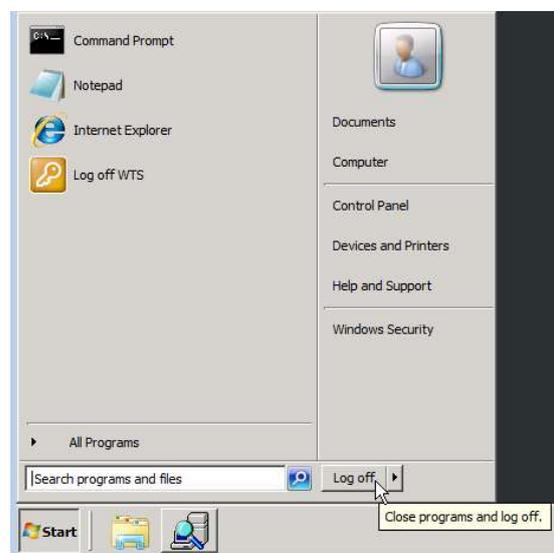
3. Some useful information

3.1. Idle time and re-authentication

Idle (inactive) sessions will be logged of after 240 minutes (4 hours). Disconnected sessions (network failure, closing with "x" etc.) will end after 15min.

Old session will be picked up if you are connecting to the same WTS System within 15 minutes.

3.2. Active sessions and automatic logoff

All active sessions are disconnected after 25 hours. The session can be renewed by connecting to the same WTS within 15 minutes.

4. Support info and hotline contact

4.1. Self-service

If you have problems working with Service Partner Access, please check the following:

- Is your local machine connected to the Internet?
- Is the latest Remote Desktop Connection installed on the client and is it working?
  - Check: START – RUN - mstsc.exe<ENTER>

4.2. Online self-service

You can change or reset your password on the following website:

https://info.global-remoteservice.com

Note: if you cannot read a captcha on a form, click on it to generate a new one.

Note: if using a narrower screen or window to browse the page, the main menu may be accessible through a sandwich menu button:

4.3. Password change

First, log on to the website with your RSP account. Then click on your name in the top right corner and select "Change password". Enter your current RSP password and the new one twice. Finally enter the captcha and click on Change (or press Enter). If you have entered all data correctly, you should receive a notification about the successful password change.

Note: please take the password complexity requirements into consideration:

- Minimum length: 8 characters
- The password must contain characters from at least 3 of the following 4 groups:
  - Capital letters
  - Small letters
  - Digits
  - Special characters

4.4. Password reset

If your password has expired or you have forgotten it, you can easily reset it. On the start page of the website you will see a "Reset password" button. Click on it, enter your RSP username and the captcha in the form, finally click on "Reset" (or press Enter). In a few minutes you will get an email to your email address that is registered in RSP. Click on the password reset link, enter your new password twice and the captcha. After pressing "Save", your password has been reset to the new one.

Note: please make sure the password reset email does not land in your Spam folder.

4.5. Hotline contact

For all questions and problems regarding RSP (e.g.: device management, connectivity, tool problems, etc.) please contact your local partner support desk via the usual way (ticketing system on Partner Portal):

https://unify.com/de/partner/partnerportal

For Partner Portal logon you must use your Partner Portal account. You cannot log on with your RSP account.

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