



Administration Guide

HOB MacGate

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HOB GmbH & Co. KG
Schwademühlstraße 3
90556 Cadolzburg
Germany

Phone: +49 9103 715 0
Fax: +49 9103 715 3271

E-mail: support@hob.de
Web: www.hob.de

HOB, Inc.
Headquarters NY
245 Saw Mill River Road Suite # 106
Hawthorne, NY 10532, USA

Phone: +1 866 914 9970
Fax: +49 9103 715 3299

E-mail: support@hobsoft.com
Web: www.hobsoft.com

HOB MacGate Software and Documentation

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Purpose of this Guide

This guide is designed to provide system administrators with detailed information concerning HOB MacGate and to help them decide where and when this product can be most effectively deployed in their enterprise network.

The procedures for configuring the individual software components are documented in detail with step-by-step instructions.

Symbols and Conventions

This guide uses certain symbols and conventions to help the reader. These are explained below:



This symbol indicates useful tips that can make your work easier.



This symbol indicates additional informative text.



This symbol indicates an important tip or procedure that may have far-reaching effects. Please consider carefully the consequences of any changes and settings you make here.



This symbol indicates there is additional information on this topic in the online help.

- Keys or key combinations are displayed in square brackets, e.g. [Space].
- References to program commands and dialog boxes are printed in bold type, e.g. Select the command **Open....**
- Cross-references to Section headings with numbers are marked in color as follows: [section 1 Overview](#).
- Screen displays, file names and text to be entered by the user are displayed in the font `Courier New`. This input is – unless otherwise mentioned - case sensitive.
- In this documentation, product names are abbreviated as follows:

Product name	Abbreviation
HOBLink Java Windows Terminal	HOBLink JWT
HOB Remote Desktop Virtual Private Network	HOB RD VPN
HOB WebSecureProxy	WSP

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1. Overview

1.1. What is HOB MacGate?

HOB MacGate is the perfect software for remote access to your Mac – anywhere and anytime. It provides you with access to all centrally stored data and applications on your Mac. Since the complete GUI is transferred, you can work as comfortably and productively as if you were sitting directly in front of your Mac – without any performance losses. HOB MacGate can be used from your favorite end device: a Mac, a Windows PC or a Linux PC. As connectivity software on the end device, you can use either the proprietary RDP client HOBLink JWT or the Microsoft Remote Desktop Client (RDC). However, to obtain best performance, we strongly recommend using HOBLink JWT.

With HOB MacGate your comfort and work efficiency are improved. An Internet or LAN connection is sufficient. There is no need to carry around multiple devices when all of your data and applications can be accessed through a single device. This gives you the freedom to create flexible and mobile workplaces with enhanced productivity potential.

HOB MacGate is very easy to use. You simply install and configure HOB MacGate on the Mac that you would like to access. It will then continue to run as a background process. The major advantage: there is no need for installation, administration rights or additional drivers on the end device. This makes using it so convenient.

Furthermore, HOB MacGate can be used as an extension to HOB RD VPN (Remote Desktop Virtual Private Network). HOB RD VPN is the HOB software solution providing secure SSL/TLS encrypted remote access to centrally stored data and applications. When used together, data transmission between the Mac and the remote end device is SSL-encrypted – for even higher security.



Figure 1: Accessing a Mac Remotely from Any Client Platform

1.2. Features of HOB MacGate

HOB MacGate 1.3 includes the following features:

- Single user remote access to Mac Desktops
- Print locally from the client using applications installed on your Mac Host

- Synchronization of remote and local monitor resolution – the chosen display on the monitor of one machine is matched on the other
- Copy and paste of text from a remote session to a local session
- Ability to disable clipboard from the Mac OS side
- International keyboard support
- User and group permission to access MacGate
- Hidden screen mode
- Mouse pointer image synchronization between the two machines
- Configurable server port
- Configurable Terminal Server security levels
- Installer package in English and German

1.3. HOB MacGate running as a Daemon

HOB MacGate runs on your Mac as a Daemon under Mac OS X. A Daemon (disk and execution monitor) is a computer program that runs invisibly in the background rather than under the direct control of a user. Daemons are usually initiated as background processes, so once HOB MacGate is installed it runs permanently and need not be individually started. It can of course be configured as desired, as often and at any time you wish to suit your changing needs.

2. Installation

2.1. System Requirements

HOB MacGate is a relatively small software package, but failure to deploy it on suitable hardware can result in poor performance. Please ensure that your system supports these basic requirements. The HOB MacGate software need only be installed on the Mac side, with your preferred RDP software on the client side. Once the few simple configuration steps are completed, your Mac and PC environments are fully integrated.

2.1.1. Mac System

The required operating system is a Mac OS X 10.5 (Leopard edition) or newer. We recommend using hardware with a CPU of at least 1GHz and 256 MB RAM.

2.1.2. Client System

An additional component is necessary on the remote client side. We recommend using either HOBLink JWT the HOB Java terminal server client component or HOB RD VPN the HOB secure solution. Also supported is the Microsoft RDP client, MS Remote Desktop Connection.

2.1.3. Memory Requirements

The following information refers to a typical installation and is only approximate. The actual values depend on the OS being used.

The installation requires about 50 MB hard disk space on your Mac.

2.1.4. Installing HOB MacGate

1. HOB MacGate 1.3 is delivered as a disk image (.dmg) file. The first step is to copy this file, `HOBMacGate1.3.dmg`, to your Mac desktop.
2. Double click the disk image to open it. The image loads as a new volume on your desktop. This new volume is named **HOB MacGate 1.3**. Click this volume to display its contents.

Once the **HOB MacGate** volume is open, double click the file `HOB MacGate.pkg`. This starts the installation program. Also included in this volume is a .pdf version of the HOB MacGate Administration Guide.

The HOB MacGate Administration Guide can be accessed by following the file, `/Library/Documentation/HOB/MacGate/HOB MacGate Administration Guide.pdf`



Figure 2: HOB MacGate Installer

3. The HOB MacGate Installer program guides you through the installation process. Click **Continue** after each step.
4. Once the installation is complete, HOB MacGate starts automatically and you may now connect to your RDP Client.

3. Configuration

3.1. Configuring HOB MacGate

HOB MacGate must be properly configured on both, the Mac and the client sides, for it to run. On each side only a couple of simple steps are required. We recommend, however, that you take some time to read through these instructions carefully to ensure optimal installation.

To configure MacGate, open **System Preferences** and select the **HOB MacGate** item from the **Other** group (see the figure below).



Figure 3: System Preferences Featuring HOB MacGate

This opens the HOB MacGate Preferences tab screen, where you can adjust the settings as required. The Preferences are organized into three tabs: Connection, Printing and Others.

These tabs contain the settings that you require to configure HOB MacGate correctly on your local machine.

When opened, the **Preferences** screen opens by default to the **Connection** tab.

3.1.1. Preferences - Connection Tab

The **Preferences – Connection** tab controls how the connection between the client machine and your Mac is set up. It also indicates the current status of the HOB MacGate program with a small colored button and the words **On** or **Off** that show if it is currently running (see the figure below).



Figure 4: System Preferences – Connection Tab

The following settings can be configured here:

Port

This is the port through which HOB MacGate is accessed. The default port number is 3389, but this may be changed to suit your local system requirements. This port number, together with the IP address of the Mac, constitutes the target for the RDP client configuration.

Security Level

Your data can be protected by encrypting it on the communications link between the client and the Mac. Encryption protects against the risk of unauthorized interception of transmitted data. By default, remote desktop sessions are encrypted at the highest level of security available (128-bit). However, some older versions of Terminal Services Client Software do not support this high level of encryption. If your network contains such legacy clients, set the encryption level of the connection to send and receive data at the highest encryption level supported by the client.

- **Low**
This encryption level (40- or 56-bit, RC4) of the data from the client to the server should be used only if other additional encryption protects your data, for example when you are using HOB RD VPN.
- **Client Compatible**
This level encrypts data sent between the client and the remote computer at the maximum key strength supported by the client. Use this level if your client computer does not support 128-bit encryption.
- **High**
This level encrypts data sent from the client to the remote computer and from the remote computer to the client using strong 128-bit encryption. Use this level only if you are sure that your client computer supports 128-

bit encryption (if it is running Windows XP Professional, for example). Clients that do not support this level of encryption are not able to connect.



For an even stronger encryption, HOB RD VPN can be used in combination with HOB MacGate 1.3. For more information see Section 4 [Combining HOB MacGate with HOB RD VPN](#).

Disable HOB MacGate:

When this box is selected HOB MacGate is off and will not accept connection requests from any client machine.

3.1.2. Preferences - Printing Tab

For an overview and information on settings please see Section 5 [Printing with HOB MacGate](#) or use the Online Help provided through the Help button on the screen (see Figure 5 below).

The **Printing** tab allows you to configure printing locally on the remote session from applications installed on your Mac Host.

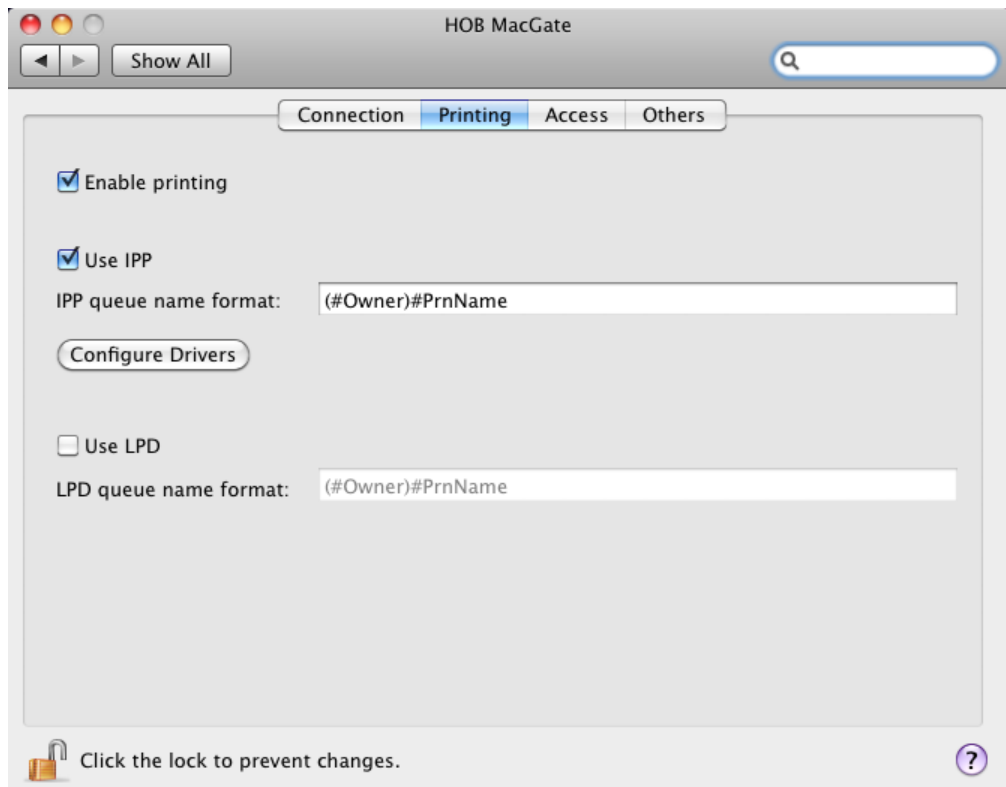


Figure 5: Preferences – Printing Tab

Enabling printing in HOB MacGate is done by selecting the check box **Enable printing** on the HOB MacGate Preferences – **Printing** tab.

Make sure that the option **Use IPP** (Internet Printing Protocol) is selected. This protocol is used by HOB MacGate for printing with your internet-connected local machine.

The option **Use LPD** (Line Printer Daemon Protocol) may also be used. Due to its more limited functionality, it is recommended that **Use LPD** only be selected when IPP is not an option.

For both IPP and LPD printing the same queue name format must be used. This is the name of the printer queue that is automatically created when printers are mapped to the Mac. The queue name may consist of the following variables:

- **#Owner:** This is the name of the machine accessing HOB MacGate as well as the owner of the printer
- **#PrnName:** This is the printer name of the printer used in the remote session
- **#DriverName:** This is the name of the driver used in the remote session for that printer

HOB MacGate must be restarted for these settings to take effect.

You can add another printer by clicking the **Configure Drivers** button (see Figure 5 above). After you click the **Configure Drivers** button a dialog screen will appear as shown below.

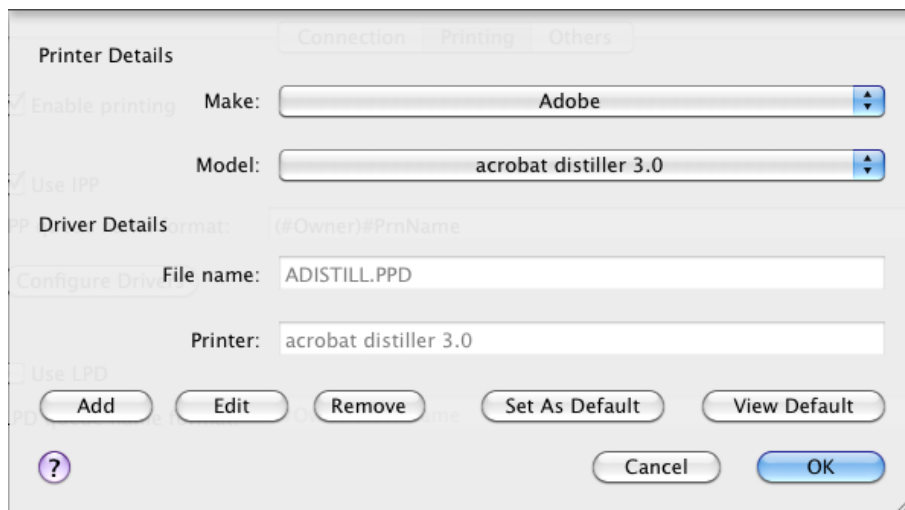


Figure 6: HOB MacGate – Configure Drivers

Clicking **Remove** from the **Configure Drivers** screen will temporarily delete the makes and models from the provided list of **Printer Details**. Simply click cancel and then return to this screen to restore the full list. Select the **Add** button to add a printer.

Once the **Add** button has been clicked another dialog screen will appear. After clicking here you can select the make as well as enter the model. You could also check the **Use already-installed driver** box to use a previously installed driver (see Figure 7).

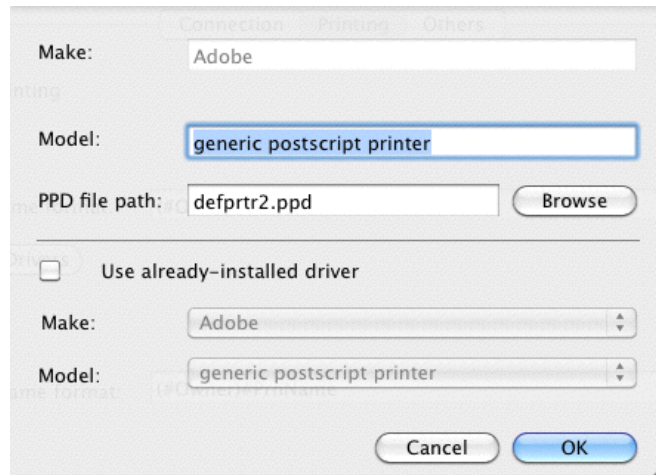


Figure 7: Configure Drivers – Add Dialog Screen

3.1.3. Preferences – Access Tab

This tab allows you to configure the specific groups and users who will be able to access the Mac OS using HOB MacGate.

Selecting the **All users** button (see Figure 8) will allow all users to access HOB MacGate. The two lists displayed do not influence who will be able to access HOB MacGate.

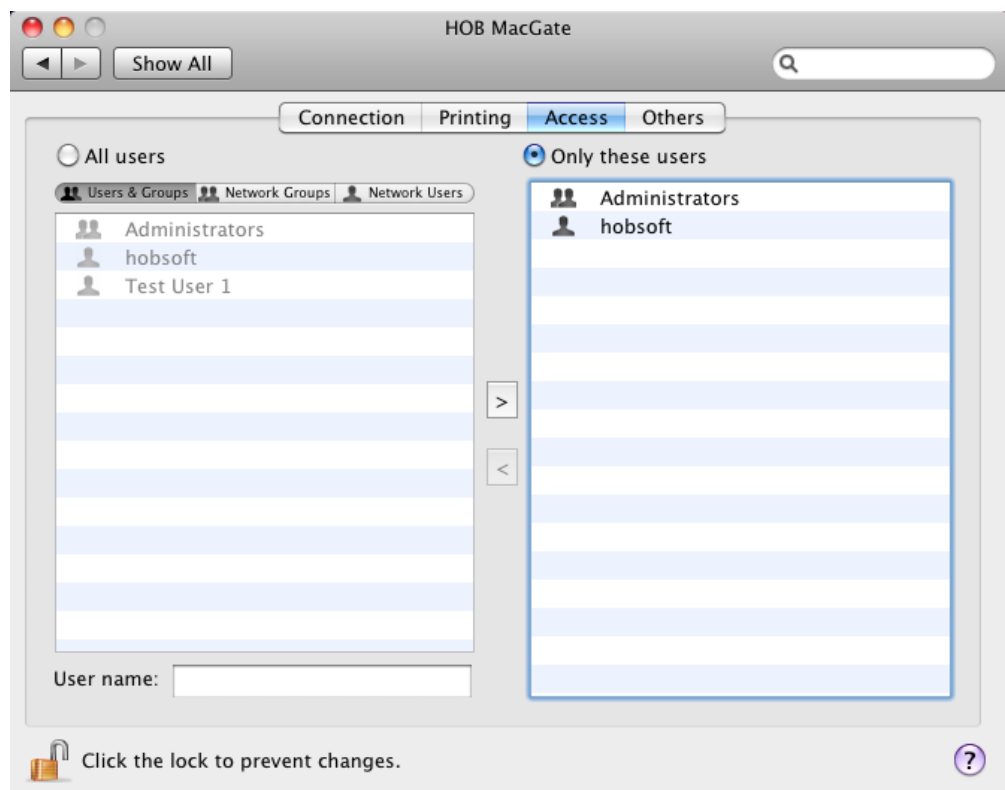




Figure 8: System Preferences – Access Tab

To allow only specified users access to HOB MacGate select the **Only these users** button. This will enable you to select users and groups from the list on the left and enter them into the allowed access list on the right. To add a user or group, select the user or group from the list on the left and then click the > symbol. To delete a user or a group from the allowed access list click the < symbol.

The list under the **Users & Groups** tab shows all available local users and groups associated with the Mac OS. Network users and network groups lists will be displayed under the tabs **Network Groups** or **Network Users**.

 Connect your Mac to a network account server to view the **Network Users** and **Network Groups** lists.

To save browsing time, users can also be added by entering the user name manually into the text box following **User name:** and selecting the > symbol .

 Make sure you do not remove your own user account when configuring the allowed access list.

3.1.4. Preferences - Others Tab

This tab contains configuration settings that make it easier for you to monitor how HOB MacGate is working.

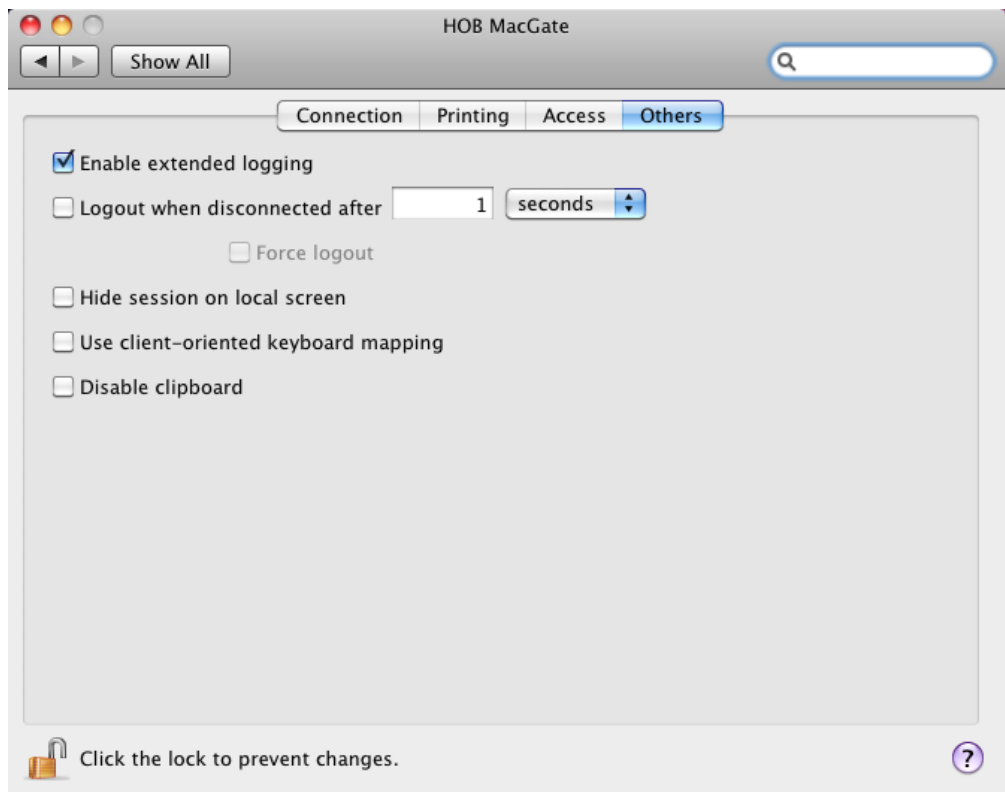


Figure 9: System Preferences – Others Tab

Enable extended logging

Messages from HOB MacGate are automatically written into the log contained in the folder `Library/Logs/HOB`. The log can be displayed with the Console program contained in the Utilities folder of your Mac.

For diagnostic purposes you can enable the **Enable extended logging** box, logging more details about your work. However this results in more computing

capacity being used, slowing down your computer. Therefore we recommend that for your daily work the **Enable extended logging** box should be disabled.

Logout when disconnected after:

Check this box if you wish HOB MacGate to automatically log the user out whenever the remote connection is disconnected. This includes voluntary disconnections and any potential system crash or loss of signal.

Enter into the edit field the number of units (select from seconds, minutes, hours or days in the drop down box) before the logout is executed following a disconnection (see Figure 9 on page 15).

For security reasons it is recommended to select this option in the case a loss of connection occurs.



If a caution screen appears asking permission to close the program prior to logging out, then the logout will not occur as described above. To assure that a session will log out select the check-box **Force logout**.

Force logout:

Selecting the **Force logout** check-box ensures that a session is logged out after the amount of time selected in the **Logout when disconnected after** edit field if the remote connection is disconnected. By selecting this check-box you can make sure that your session logs out even when programs are still running. Any data that is unsaved at the time of the forced logout will be lost. To avoid the loss of any unsaved data do not select this button or save your work accordingly.

Hide session on local screen:

Select this check-box if you do not want the desktop of the Mac to appear on the local Mac computer screen. When selected the login screen will be displayed on the local Mac screen. This allows another user to logon to the Mac OS X desktop locally and work uninterrupted even when a remote session is being used.

Use client-oriented keyboard mapping:

Check the **Use client-oriented keyboard mapping** box to have keyboard controls like on a Mac system on your client system. For example the @ symbol (on new Macs) can be created with the key combination "ALT + L".

Disable clipboard:

Select this check-box if you do not want written data to be saved on a clipboard with the possibility that it may be saved onto another system.

3.2. Configuring HOBLink JWT

Now that the installation and configuration are complete on the Mac, the next step is to configure the connection to the client (e.g. Windows PC) side. Here the configuration on HOBLink JWT is described, but MS RDP client software is also suitable. In this case refer to your client software with regards to configuration, but use the settings as described below.

Once these steps have been completed, you can connect HOBLink JWT to the Mac to display the desktop.

3.2.1. Configuring the Connection with HOBLink JWT

1. Go to your **Start Menu** and open **HOBLink JWT Session Center**.
2. Right click the session which you would like to configure and select **Edit...**
3. From the organization tree in the left pane select the **Connection** scheme.

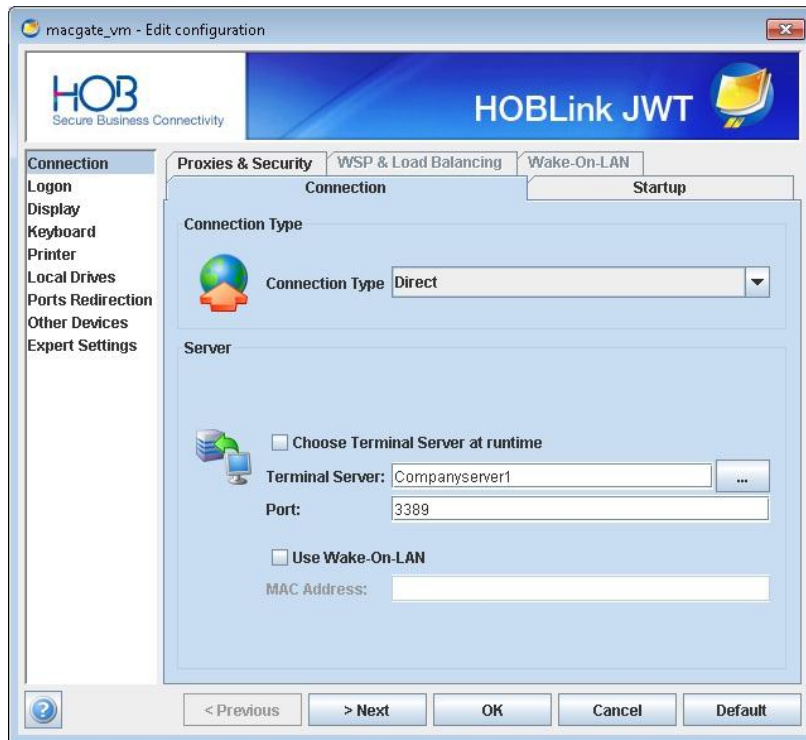


Figure 10: Edit Configuration – Connection Scheme

4. For **Connection Type** select **Direct**. This sets up the client to communicate directly with the server, and not go through other proxies.
5. Disable the **Choose Terminal Server at runtime** checkbox. This is to make sure that the Mac running HOB MacGate is selected as the desired server.
6. For **Terminal Server** enter the IP address or the host name of the Mac to be connected to (e.g. `Companyserver1`). All servers have names in these two forms by which they are identified on the network, so either can be used here.
7. For **Port** enter the number of the port that is to be used for the connection. The default port number is 3389. If you have entered a different port number in the HOB MacGate configuration (see [Section 3.1 Configuring HOB MacGate](#)), then this port number must be entered here.
8. The connection is now configured. If you click **Close** now, the **HOBLink JWT Session Editor** closes and must be reopened to continue.
9. Select the **Logon** scheme from the left hand (see [Figure 11](#)).

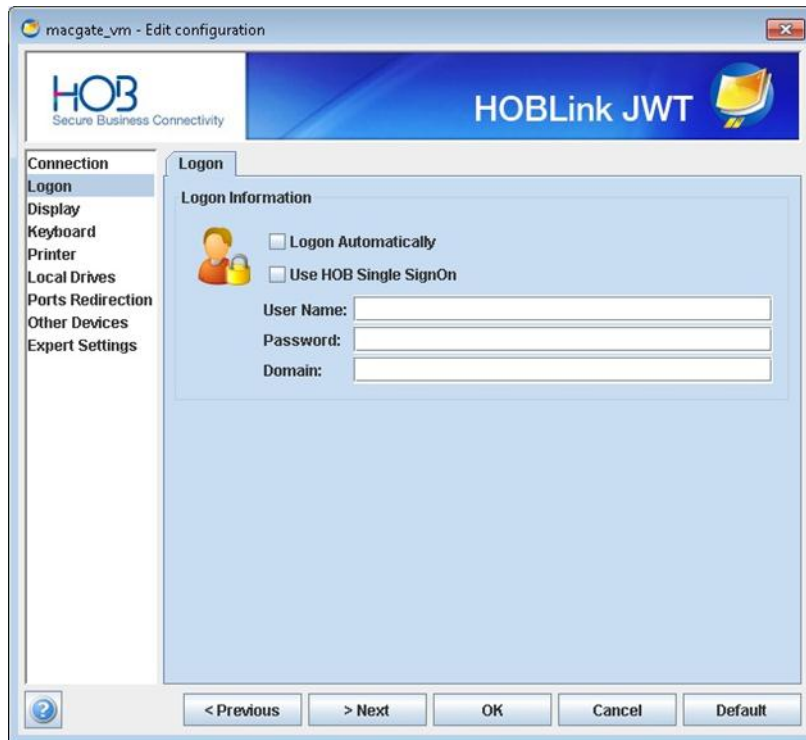


Figure 11: New Configuration – Logon Scheme

10. Enter the **User name** and **Password** which are used for the logon to the Mac. These must be the login user name and password for your Mac, as it is to the Mac you want to connect and it must allow you access. In our example here, “MacUser” is used as the user name.



These **User name** and **Password** entries are required at configuration and cannot be newly specified during the logon procedure.

11. Click **Close** to apply the settings and close **HOBLink JWT Session Editor**. The connection is now configured, and HOBLink JWT can now connect to the Mac desktop.
12. You can check the **Use Wake-On-LAN** box to allow the client to wake up the Mac host. This will only work if the **Wake for Ethernet network access** in the **Energy Saver** option of the **System Preferences** on the Mac host (see Figure 3 on page 10) has been selected. The address of the Mac OX S desktop must be entered into the space provided for **Mac Address**.

3.2.2. Configuring the Connection with HOB RD VPN

1. Start your browser and go to HOB RD VPN Administration via <https://rdvpn.example.com> where you then log on with your Global Administration account.
2. Open HOB EA Administration (the administration component of HOB RD VPN). For more information regarding where to find HOB EA Administration, please see the HOB RD VPN Administrator Guide.
3. Open the HOBLink JWT Session Center.
4. From the organization tree in the left pane select the **Connection** scheme.

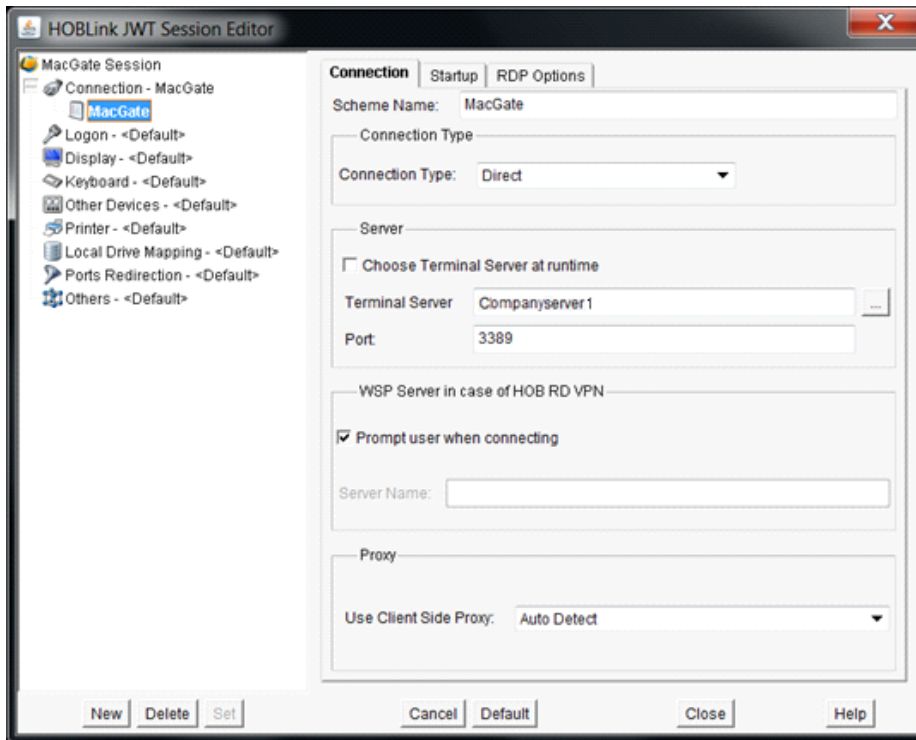


Figure 12: HOBLink JWT Session Editor – Connection Scheme

5. Click **New** at the bottom of the left pane (see figure above) to create a new scheme.
6. Enter an appropriate **Scheme Name** on the right hand side pane for the connection to the HOB MacGate, such as `MacGate`. This should be a name consistent with the sessions you are about to perform once the program is fully configured.
7. For **Connection Type** select **Direct**. This sets up the client to communicate directly with the server, and not go through other proxies.
8. Disable the **Choose Terminal Server at runtime** checkbox. This is to make sure that the Mac running HOB MacGate is selected as the desired server.
9. For **Terminal Server** enter the IP address or the host name of the Mac to be connected to (e.g. `Companyserver1`). All servers have names in these two forms by which they are identified on the network, so either can be used here.
10. For **Port** enter the number of the port that is to be used for the connection. The default value is 3389. If you have entered a different port number in the HOB MacGate configuration (see Section 3.1 [Configuring HOB MacGate](#)), then this port number must be entered here.
11. The **WSP Server in case of HOB RD VPN** configuration may be ignored here, and the **Proxy** configuration should be configured only if your network requires http proxies in order to connect to the Mac.
12. The connection is now configured. If you click **Close** now, the **HOBLink JWT Session Editor** closes and must be reopened to continue.
13. Select the **Logon** scheme from the left hand pane and click **New** (see Figure 13).

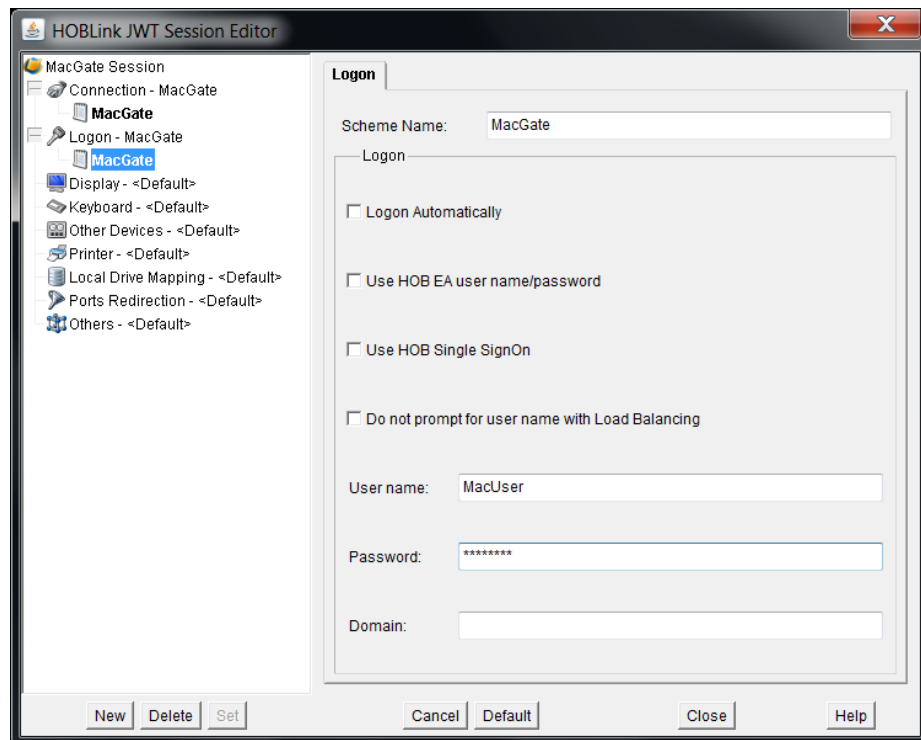


Figure 13: HOBLink JWT Session Editor – Logon Scheme

14. Enter a **Scheme Name** (e.g. MacGate) . Again this should be a name consistent with the sessions you wish to perform.
15. Enter the **User name** and **Password** which are used for the logon to the Mac. These must be the login user name and password for your Mac, as it is to the Mac you want to connect and it must allow you access. In our example here, “MacUser” is used as the user name.



These **User name** and **Password** entries are required at configuration and cannot be newly specified during the logon procedure.

16. Click **Close** to apply the settings and close **HOBLink JWT Session Editor**. The connection is now configured, and HOBLink JWT can now connect to the Mac desktop.

3.3. Configuring Microsoft Remote Desktop Connection

If using a standard RDP connection, the following entries will be required. In this example Microsoft Remote Desktop Configuration is used as an illustration.

1. From the Start menu click **Start > All Programs > Accessories > Remote Desktop Connection**.
2. Click **Options** to expand the screen to the dialog shown below.

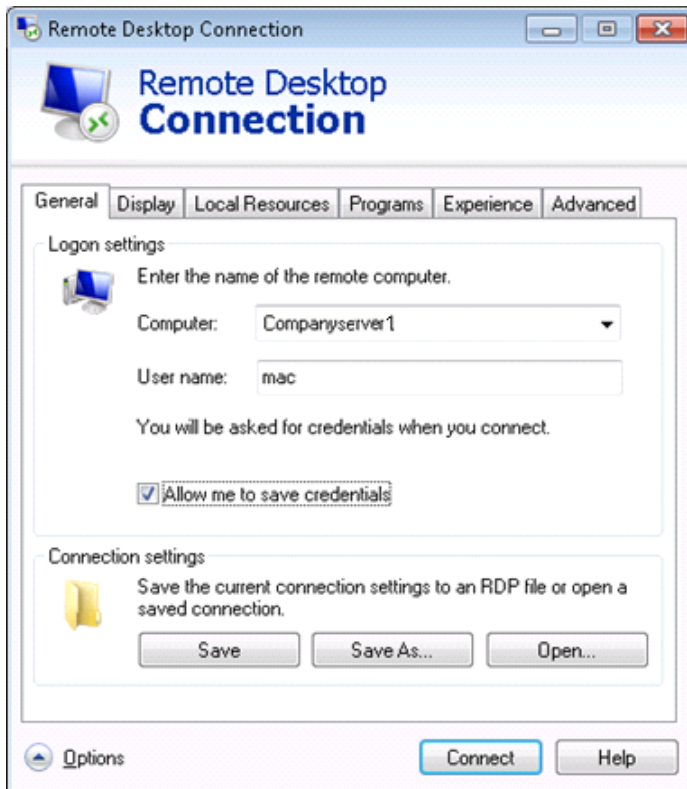


Figure 14: MS Remote Desktop Connection – Logon Scheme

3. Select the **Advanced** tab and make sure that either **Connect and don't warn me** or **Warn me** (the default setting) is configured here.

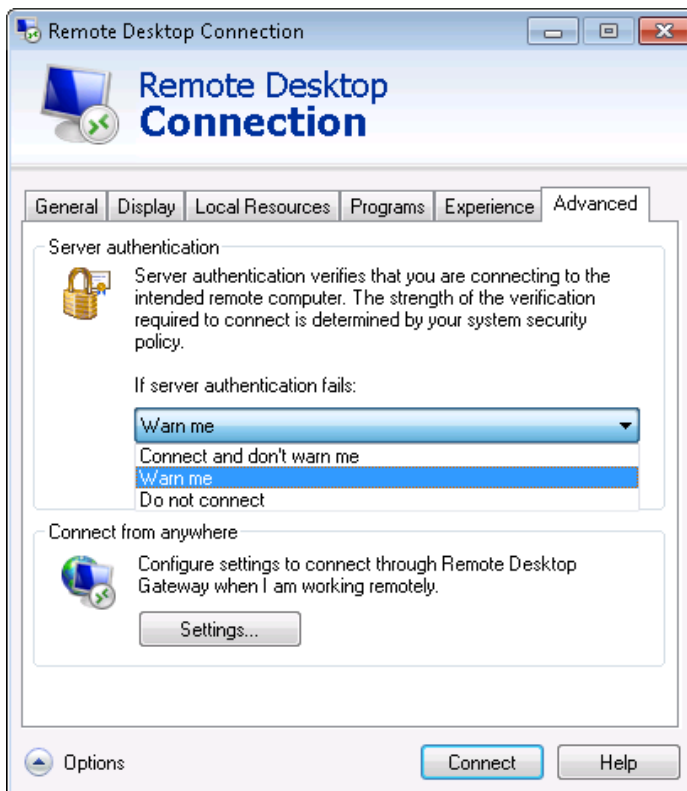


Figure 15: MS Remote Desktop Connection – Advanced Tab

4. Return to the **General** tab and enter the IP address or the host name of the Mac in the **Computer** field.
5. Enter the **User name** of the Mac.
6. Enable the **Allow me to save credentials** check box. This is necessary as the system requires these credentials (User name and Password) and without these saved, the connection will fail.
7. Click **Connect** to establish the connection.

4. Combining HOB MacGate with HOB RD VPN

HOB MacGate can be combined with HOB RD VPN to offer a performant solution for secure remote access to the applications and data in the Mac network.

These last two steps described below, enable RDP communication to take place between the two computers. For this, the WebSecureProxy (WSP) component of HOB RD VPN is used. This is the secure system proxy that transmits and receives data between the machines in the network.

4.1. Configuring HOB MacGate to Work with HOB RD VPN

No extra configuration of HOB MacGate is required to set it up to communicate with HOB RD VPN. Please refer to [Section 3.1 Configuring HOB MacGate](#) for all the necessary configuration information.

4.2. Configuring WebSecureProxy

When using HOB MacGate with HOB RD VPN, first configure the WebSecureProxy to allow RDP communications. To do this, proceed as follows:

1. Start your browser and go to HOB RD VPN Administration via <https://rdvpn.example.com> where you then log on with your Global Administration account.
2. Start the EA Administration and open HOB WebSecureProxy configuration. The following screen is displayed.

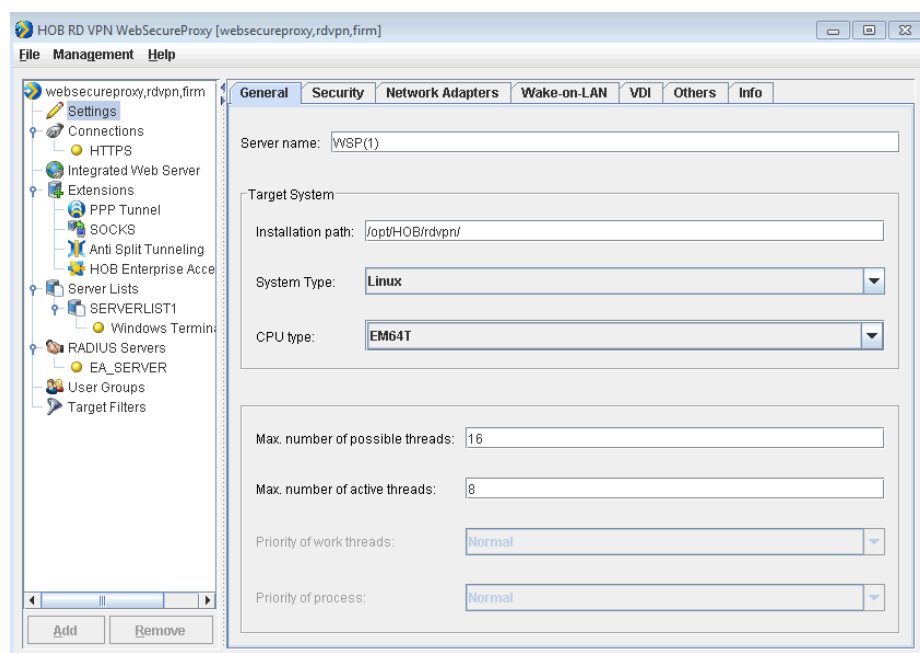


Figure 16: Configuration Screen of HOB RD VPN WebSecureProxy

3. Click **Server Lists** in the left pane and click **Add** at the bottom left. This opens the Server List screen (see Figure 17 below).

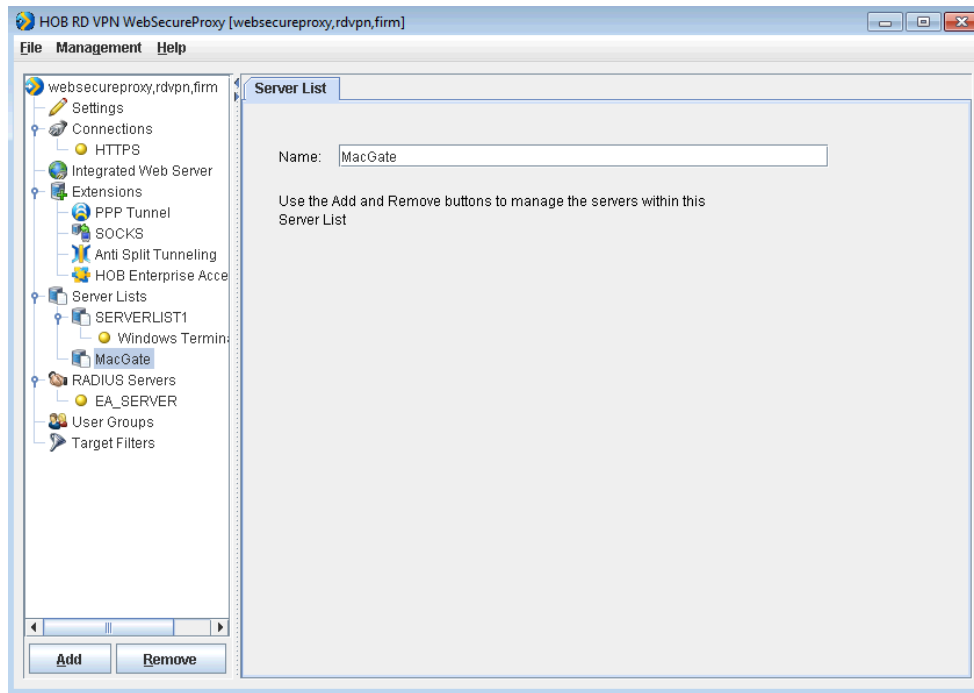


Figure 17: Setting up Server Configuration in HOB RD VPN WebSecureProxy

4. In the **Name** field, enter a name (e.g. MacGate). At this point any appropriate name may be used. Click **Add** to display the **Server configuration** screen as shown below.

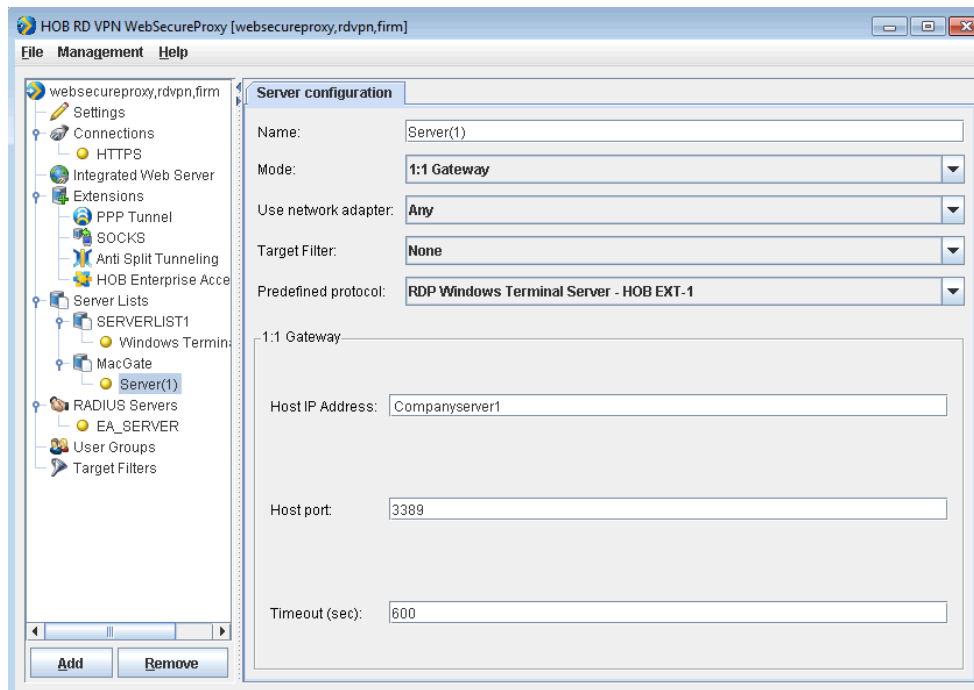


Figure 18: Server Configuration in HOB RD VPN WebSecureProxy

5. The **Mode** selected must be **1:1 Gateway**. This sets up a direct one-to-one communication with the server.

6. Under **Predefined protocol** select RDP Windows Terminal Server – HOB EXT-1. This is a default protocol created to ensure that HOBLink JWT connects correctly to HOB MacGate.
7. For **Host IP Address**, enter either the IP address or host name of the Mac to be connected to (e.g. `Companyserver1`).
8. For **Host port**, enter the port number used for the connection to the Mac (default: 3389). If you have entered a different port number in the HOB MacGate configuration (see Section 3.1 [Configuring HOB MacGate](#)), then this port number must be entered here.
9. Click from the main menu **File > Save** and exit the WebSecureProxy configuration.

4.3. Configuring a JWT Session

The final step is configuring the client side software (here HOBLink JWT is described) so that it recognizes the new machine (the Mac) to which it is now connected.

Setting up an HOB RD VPN connection for MacGate

5. Start your browser and go to HOB RD VPN Administration via `https://rdvpn.example.com` where you then log on with your Global Administration account.
6. Open HOB EA Administration (the administration component of HOB RD VPN). For more information regarding where to find HOB EA Administration, please see the HOB RD VPN Administrator Guide.
7. In the left pane, titled **Organization hierarchy**, under **firm**, select the folder **users**. In the right pane, titled **Item contents of "users,firm"**, a list of users appears.
8. Select a user from the list and right-click to display the dropdown menu. Then select **Configure > Sessions > HOBLink JWT**. The following screen (see Figure 19) is displayed.

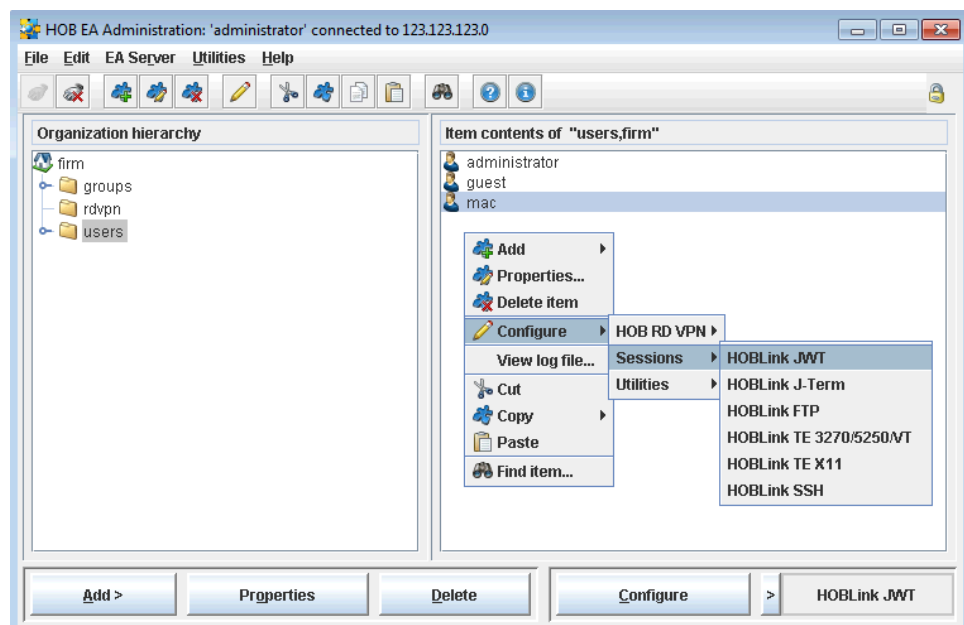


Figure 19: Opening HOBLink JWT Session Configuration in HOB RD VPN

- The HOBLink JWT Administration screen is displayed (Figure 20 below). In the tree structure in the left pane select the item **Schemes** in the organization tree, select **Connection** and click **New** on the bottom left to configure a new connection.

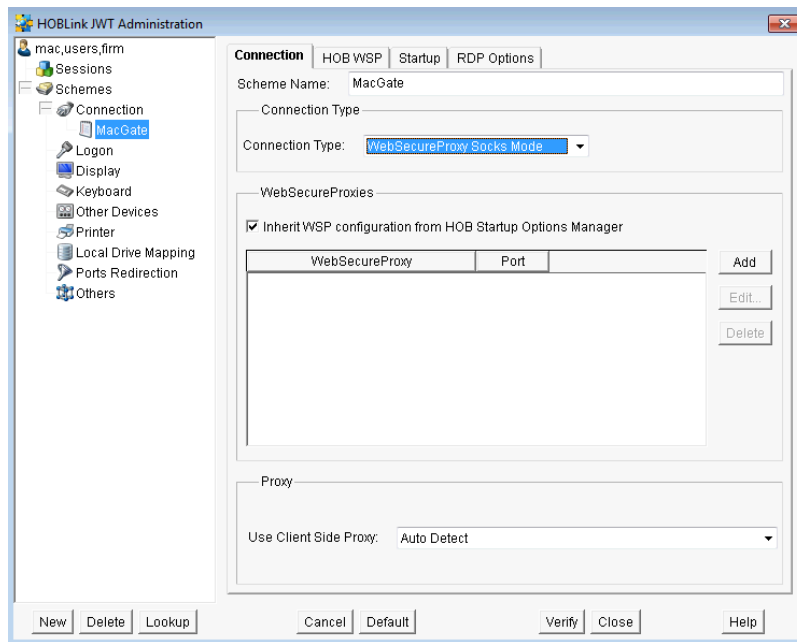


Figure 20: HOBLink JWT Administration window – Connection Tab

- For **Scheme Name** enter a name for the new connection scheme, e.g. MacGate. This must be consistent with the naming convention used before.
- Under **Connection Type** select WebSecureProxy Socks Mode. This completes the connection configuration.
- Now open the **HOB WSP** tab. The following screen is displayed:

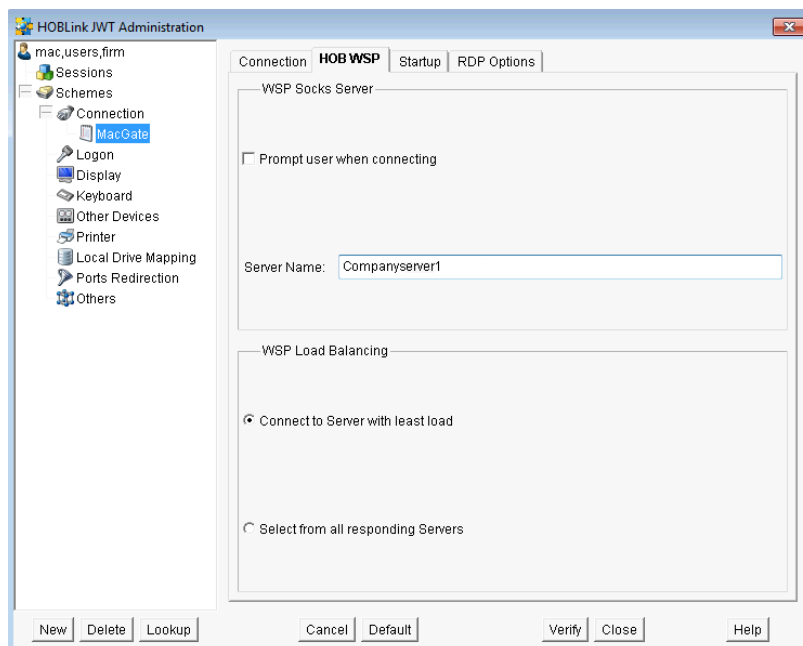


Figure 21: HOBLink JWT Administration Window – HOB WSP Tab

- Deselect the checkbox **Prompt user when connecting**.

- For **Server Name** enter the name of the server configured under Server List exactly as given for the connection in the **Name** field in the WSP configuration (see

[Figure 18: Server Configuration in HOB RD VPN WebSecureProxy](#)). This is now the Socks server. This completes the WSP configuration.

- Now click the **Logon** scheme in the tree organization in the left pane and click **New** on the bottom left to create a new logon scheme. The following screen is displayed (Figure 22).

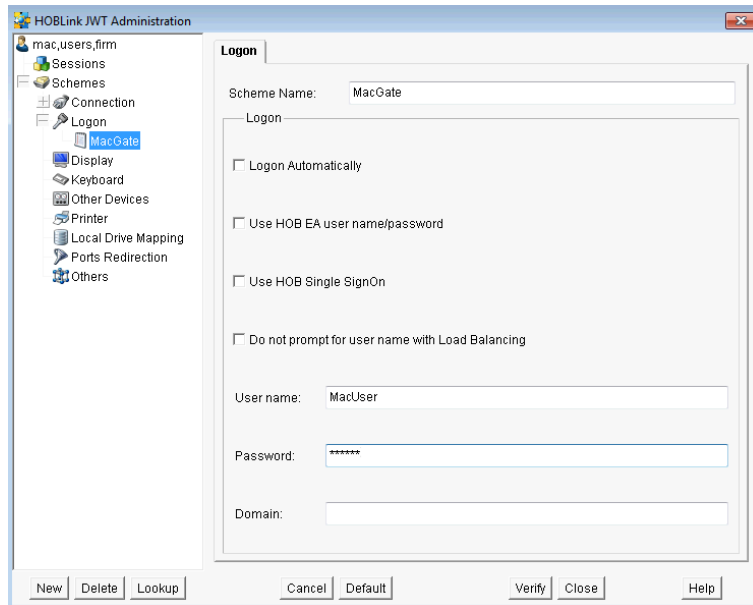


Figure 22: HOBLink JWT Administration Window – Logon Tab

- Enter a **Scheme Name**, **User Name** and **Password** to complete this step. This information must match the information entered in Section 3.2.1 [Configuring the Connection](#) exactly (see [Figure 11: New Configuration – Logon scheme](#)).
- Finally click **Sessions** in the tree structure in the left pane and click **New** on the bottom left. The following screen is displayed (Figure 23).

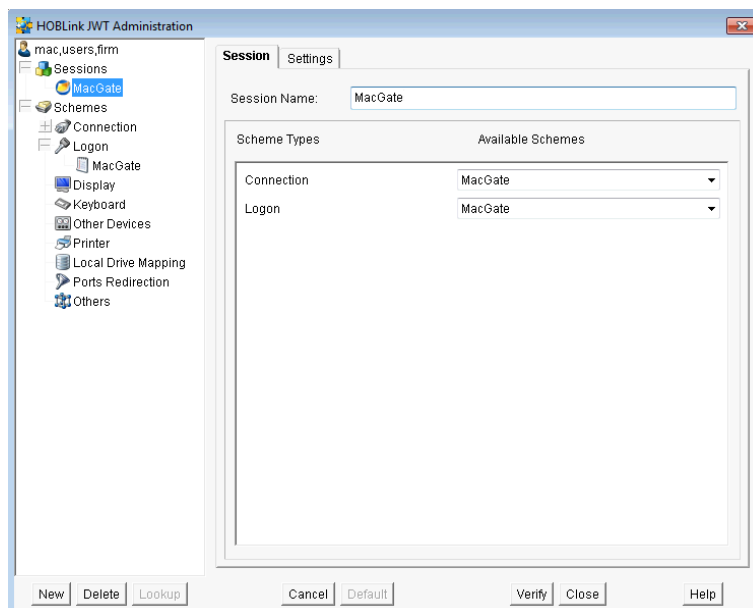


Figure 23: HOBLink JWT Administration Window – Sessions Tab

18. Configure a new session to use your new connection and logon scheme.
19. Click **Close** to save the settings and close **HOBLink JWT Administration**.

HOB MacGate is now fully configured to run alongside HOB RD VPN. This provides you with the full benefits, like the SSL/TLS encrypted security, of the complete solution for remote access to your Mac server whenever and wherever you need it.

5. Printing with HOB MacGate

5.1. Overview of Printing with HOB MacGate

With HOB MacGate you can print via a printer which is configured to the client which is accessing HOB MacGate or via a printer configured to your Mac. As soon as a connection is made from your client to your Mac, the printers of the client, which is configured to your Mac, are automatically mapped to the Mac. Any application currently in use on the Mac can use the client printers.

5.2. Enabling Printing

In order for you to be able to print locally from the client, which is accessing HOB MacGate, while using an application on your Mac, the connection must first be enabled on both sides.

The steps to enable local printing on the client computer, which is accessing the Mac, are as follows:

5.2.1. Enable Printing in your Client Session

Enabling printing in HOBLink JWT or any other client session is a very simple and standard procedure. Just proceed as follows:

1. Open your **Start Menu** and select **HOBLink JWT Session Center**.
2. Right click the session on which you would like to enable printing and select **Edit....**

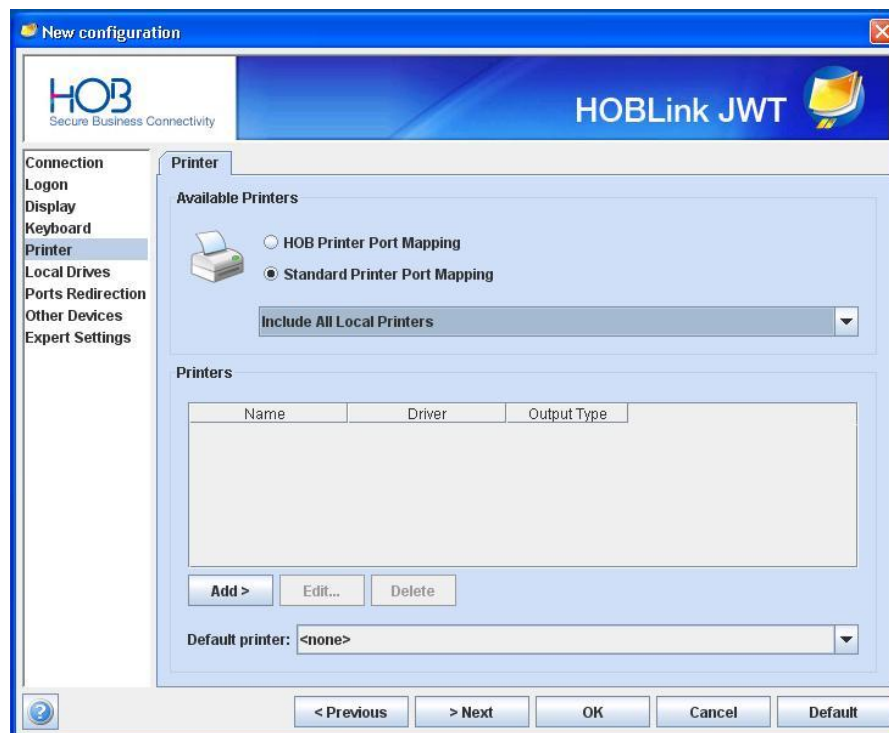


Figure 24: HOBLink JWT Session Configuration – Printer Tab

3. In the **HOBLink JWT Session Configuration** screen as shown above, select **Printer** from the organizational tree on the left.

4. Select the **Standard Printer Port Mapping** radio button in the **Available Printers** field.
5. From the drop down box select **Include All Local Printers**, to make all local printers available for use during your client session using Mac applications (recommended).

If using the **Remote Desktop Connection** from Microsoft this is done by selecting the check box under **Local devices and resources** in the dialog shown here. A similar procedure will be required for other RDP Client software.

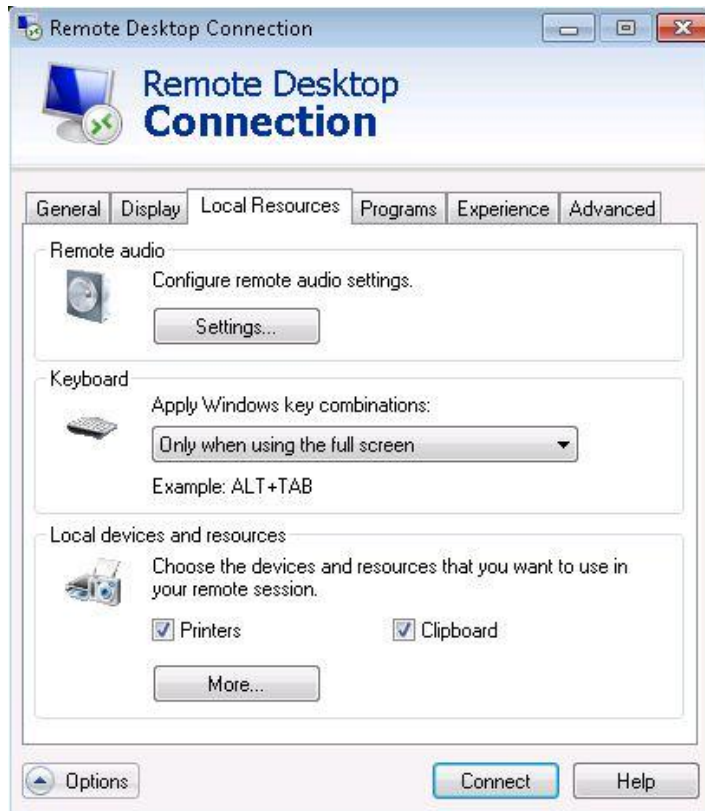


Figure 25: RDP Connection Window

5.2.2. Enable Printing in HOB MacGate

To access the HOB MacGate Preferences look to [section 3.1 Configuring HOB MacGate](#) in this manual. The steps to enable local printing in HOB MacGate can be found in more detail in [section 3.1.2. Preferences – Printing Tab](#).

5.3. Choosing the Correct Printer Driver

When the client session accessing HOB MacGate connects, the local printer (or printers) will be mapped automatically to the Mac.

To print correctly, HOB MacGate uses printer drivers in PPD format. PostScript Printer Description (PPD) files describe the entire set of features and capabilities available for their PostScript printers, and contain the PostScript code (commands) used to invoke features for the print job. As such, PPDs function as drivers for all PostScript printers, by providing a unified interface for the printer's capabilities and features (Windows also uses PPD files but converts these to a binary file format before using them).

HOB MacGate installs many PPDs for a large list of printers and searches this list to find the correct driver for your printer. If it cannot find the correct driver it uses a default driver (which might not work correctly with your printer). In the event that the default driver doesn't work then go to the following section, [5.3.1. How to Add a Printer Driver](#)

To check which printer driver is suitable for your printer, go to the **System Preferences** of your connected Mac session and select **Print & Fax** (Figure 3) then select your desired printer and read which **Kind** of printer it is. The specific name of the printer should be given here. If it is then the Mac has located the driver required and you will be able to print to this printer. If it says **Generic Post Script Printer**, this is the Mac default printer driver.

To use a specific printer driver you may need to create or download the relevant PPD file and add it to those already included in HOB MacGate.

5.3.1. How to Add a Printer Driver

If your printer does not print correctly during your HOB MacGate session, most likely reason is that the wrong printer driver is being used. To remedy this, you must install the correct PPD file for your printer. You can do this by:

- a. Checking the website of your printer manufacturer and downloading the correct PPD file.
- b. Alternatively an extensive range of PPD files can be downloaded from: <http://www.openprinting.org/>.
- c. If your printer manufacturer offers a printer driver installer for Mac OS X then the required PPD file might already be on the Mac in the directory: **/etc/cups/ppd**.
- d. You can write your own PPD file. For more information on how to do this, please see: <http://www.adobe.com/devnet/> or http://partners.adobe.com/public/developer/ps/index_specs.html.

Once you have the correct PPD file on your Mac, you will need to add it to HOB MacGate.

To add the file:

1. Go to the **Printing** tab (Figure 5, page 13) of the HOB MacGate Preferences.
2. Select **Configure Drivers** and on the next dialog screen select **Add** (Figure 6, page 14).
3. In the next dialog (shown below in Figure 26), select your printer from the **Make** drop down list.

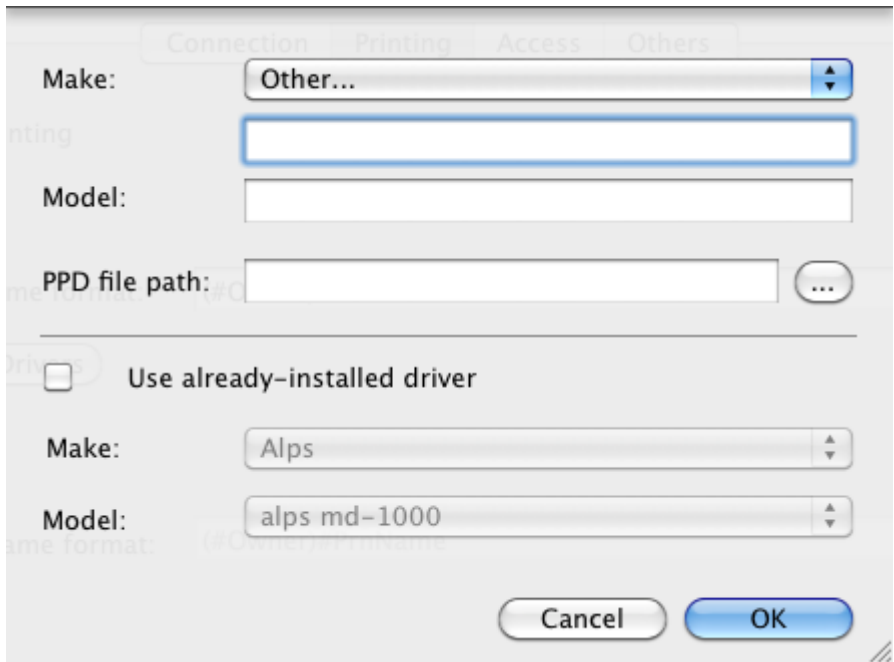


Figure 26: How to Add a Printer Driver

Alternatively you can choose **Other...** from this list and then enter the name of the make of printer you are using. You can now enter the name of your local machine as the printer (and driver) you wish to use.



Important! The driver name you enter here must match **EXACTLY** the name of the PPD file in terms of characters and spaces, although it need not match for case sensitivity.



To check this name, for example under Windows 7, go to the **Control Panel**, select **View devices and printers**, select your printer and go to **Print Server Properties**. The tab **Drivers** shows the correct driver name.

4. Select the PPD file, either with the Browse button, or by using the **Use already installed driver** check box and selecting the file from the list.
5. Click **OK** and restart HOB MacGate for these settings to take effect.

5.3.2. How to Set a Default Printer Driver

If HOB MacGate cannot find the correct driver, or if none are currently available, then it uses the default driver. To view the currently configured default:

1. Go to the **Printing** tab of HOB MacGate Preferences, select **Configure Driver** and then **View Default**. The PPD File name and Printer are shown with a notification on the dialog that this **Driver is Default**.

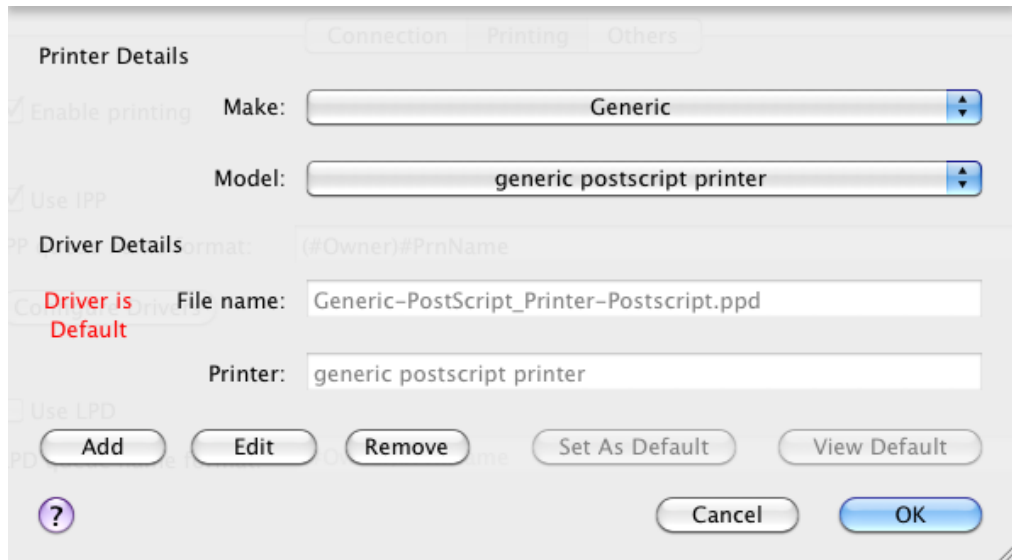


Figure 27: How to Set a Default Printer Driver

If you would like to change the default (once you have made sure the correct PPD file has been installed, or you have just added it), then:

2. Select the **Make** and **Model** of your printer driver
3. Click **Set as Default**
4. Restart HOB MacGate

HOB MacGate is ready to print as soon as the system restarts.

6. Troubleshooting

In the event that a connection is not established, please see below to identify and rectify the problem.

6.1. The RDP Session Cannot Connect

1. Make sure that the Mac IP address is accessible from (i.e. can be seen by) the client system. The best way is to use a Ping command. If the client system does not find the Mac, then check the network configuration of your system.
2. Check the System Preferences for the HOB MacGate Status screen to see if the program is running. Beside the program title there should be the word **On**, and a small green button. If it is not currently running (you will see the word **Off**, and a red button) then start the program again. If the program still does not start, then check the Logfiles for more information (see Section 6.3 [Consulting the Logfile for Errors](#))
3. Check that the IP Address and the Port in the configuration of HOB MacGate matches those configured in the RDP session configuration.
4. If using Microsoft Remote Desktop Connection make sure that the checkbox **Allow me to save credentials** is enabled and that either **Warn me** or **Connect and don't warn me** have been selected (see Section 1
5. Check the Firewall settings of the Mac whether it allows incoming connections. Do this through the **System Preferences/ Security/ Firewall** tab.
6. If, after performing all of these steps there is still no connection, then please contact HOB Software Support (please see the contact details in Section 9 [Information and Support](#)).

6.2. The RDP Session Reports an Error

6.2.1. User is not Authorized to Open a Session

If either one of the following screens is displayed, you should check the user name and password entered in the RDP session configuration:

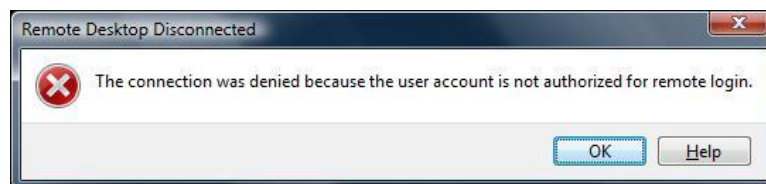


Figure 28: Remote Desktop Disconnected Error

Or:



Figure 29: HOBLink JWT Error

Both of these screens indicate that the user does not have the correct authorization to use the HOB MacGate program.

If the user is authorized to open a session on this computer and one of these dialogs appears, then this indicates the user is attempting to open a second session, which is not permitted. Make sure that only one RDP session is connected to the Mac. If an RDP session is currently connected, then the menu icon shown here is displayed on the Mac Desktop Menu bar of the computer accessing the Mac OS.



Figure 30: RDP Session Running Icon

If this is the case, then the first user must logoff, ending their session, before the second user attempting to connect may successfully do so.

These dialogs will also be displayed if the configuration settings have not been correctly made. Please see Section 6.1.4 [The RDP Session Cannot Connect](#).

6.2.2. Remote Computer not Authenticated

If the following error message is displayed when connecting, then the setting **Do not connect** has been configured in the Remote Desktop Connection dialog, Advanced tab - see Section 3.3 [Configuring Microsoft Remote Desktop Connection](#).

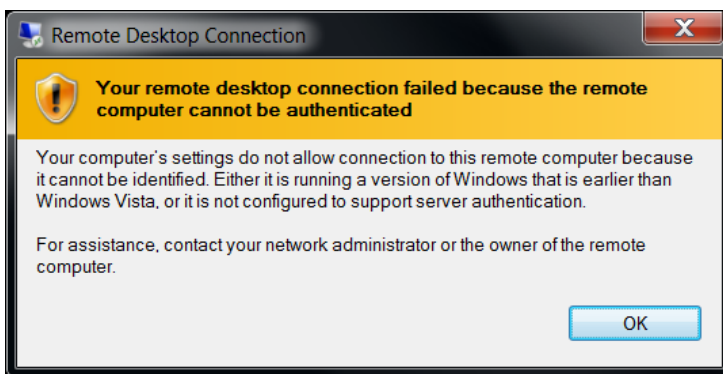


Figure 31: Error Message

6.3. Consulting the Logfile for Errors

To see if any errors may have occurred in the background even though there is a connection up and running, consult the system Logfile.

To open the logfile, open `Applications/Utilities/Console` to open a terminal window, and then enter `/Library/Logs/HOB`.

For more information, you can consult the **Extended Log**. Please see [Section 3.1 Configuring HOB MacGate](#).

7. HOB MacGate: Starting and Stopping

HOB MacGate consists of two processes (a Daemon and a User Agent) that are automatically started when the system boots up and when a user has logged in. These processes are named as follows:

- HOB MacGate Daemon: macgate
- HOB MacGate User Agent: macuserssn

HOB MacGate may be started or stopped either through the system preferences or by using commands in the Terminal Window.

7.1. Starting and Stopping HOB MacGate Using System Preferences

Open System Preferences on your computer and select HOB MacGate.

Using the **Restart** and **Start/Stop** buttons at the bottom of the HOB MacGate status screen, you can start and stop the HOB MacGate process.

7.2. Starting and Stopping HOB MacGate Using Terminal Commands

To start/stop HOB MacGate, open a terminal window and enter the following commands:

Start HOB MacGate

```
sudo launchctl load
/Library/LaunchDaemons/com.hobsoft.macgate.plist

launchctl load -S Aqua
/Library/LaunchAgents/com.hobsoft.macuserssn.plist
```

Stop HOB MacGate

```
sudo launchctl unload
/Library/LaunchDaemons/com.hobsoft.macgate.plist

launchctl unload -S Aqua
/Library/LaunchAgents/com.hobsoft.macuserssn.plist
```


8. Supplementary Information

8.1. Uninstalling HOB MacGate

HOB MacGate provides no special uninstall utility. There are two ways to uninstall HOB MacGate.

The first way to uninstall HOB MacGate is to perform the following simple steps:

1. Open Terminal.app
2. Type the following file name in and execute:
`/System/Library/CoreServices/HOBmacgate/mg_uninstall.sh`
3. This following message will be displayed:
 "HOB MacGate uninstall script."
 "Press a key to continue or Ctrl+C to abort."
 "Continue?"
4. Upon success the following message is displayed "HOB MacGate has been uninstalled successfully!"
5. The script deletes itself on success.

The second way to uninstall HOB MacGate is to perform only these three simple steps:

1. Open a terminal window and enter the following commands to stop HOB MacGate:

```
sudo launchctl unload
/Library/LaunchDaemons/com.hobsoft.macgate.plist

launchctl unload -S Aqua
/Library/LaunchAgents/com.hob.macuserssn.plist
```
2. Uninstall the login plugin:

```
sudo /System/Library/CoreServices
/HOBMacGate/plugin_installer -uninstall
```
3. HOB MacGate is now stopped. Now run "pkgutil" to remove MacGate from the package management system:

```
i386:
sudo pkgutil --force --unlink com.hobsoft.macgate_i386.pkg
sudo pkgutil --force --forget com.hobsoft.macgate_i386.pkg
x86_64:
sudo pkgutil --force --unlink com.hobsoft.macgate_x86_64.pkg
sudo pkgutil --force --forget com.hobsoft.macgate_x86_64.pkg
PowerPC:
sudo pkgutil --force --unlink com.hobsoft.macgate_ppc.pkg
sudo pkgutil --force --forget com.hobsoft.macgate_ppc.pkg
```
4. Now delete the following files:

```
/System/Library/CoreServices/HOBmacgate
/System/Library/CoreServices/SecurityAgentPlugins/MacGateAuthPlugin.bundle
/Library/Application\ Support/HOB/MacGate
/Library/LaunchAgents/com.hobsoft.macgate*.*
```

```
/Library/LaunchDaemons/com.hobsoft.macgate*.*  
/Library/PreferencePanes/MacGatePrefs.prefPane  
/Library/Logs/HOB  
/Library/Documentation/HOB/MacGate  
/Library/Documentation/Help/MacGate.help
```

HOB MacGate is now uninstalled.

8.2. Limitations

HOB MacGate 1.3 is the third published version and contains certain limitations that can be improved in future releases:

- Only one remote session (i.e. user) can connect to HOB MacGate at any time.
- When the **Hide session on local screen** mode is being used, applications using Open GL will be less graphically enhanced than if they were to be used locally on the Mac OS.
- HOB MacGate does not support all screen sizes possible in RDP sessions. The session will automatically be resized to one that is supported.

8.3. Known Issues

All issues known at the time of completion of this guide can be found on the following web page:

http://www.hobsoft.com/support/macgate/macgate_13.jsp

9. Information and Support

If you would like further information about HOB MacGate or if you need product support, please contact us at:

U.S.A. and Canada

Phone: +1 866 914 9970

Fax: +49 9103 715 3299

E-mail: info@hobsoft.com

Germany

Phone: +49 9103 715 3161

Fax: +49 9103 715 3299

E-mail: support@hob.de

From Other Countries

Phone: +49 9103 715 3103

Fax: +49 9103 715 3299

E-mail: support@hobsoft.com