



# Remote Application Solution User Manual



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## **1. Introduction**

Agrifirm accounts are used to open business applications of Royal Agrifirm Group. The Remote Application Solution allows users to remotely connect to our business applications.

## **2. Purpose of document**

The purpose of this document is to describe our Remote Application Solution in such a way that users will get a basic understanding of our remote application environment.

## **3. Scope**

This user manual consists of an description of our Remote Application Solution. To achieve a basic understanding of our remote application environment, the following items will be described:

- Logging onto our environment.
- Access to remote applications.
- Important functions.
- Important references.

## 4. Description of our Remote Access Solution

To achieve a basic understanding of our remote application environment read through below paragraphs.

### 4.1 HOW TO LOGIN ONTO OUR ENVIRONMENT

The tool that makes our Remote Application Solution possible is MyApps which can be accessed in two ways from the browser or the client.

- Note: for our Remote Application Solution logging in with only a username and password is insufficient. MFA as additional security authentication is mandatory.

#### 4.1.1 Logging in from the browser

1. From a modern browser (Google Chrome, Microsoft Edge or Mozilla Firefox), go to the following URL: <https://myapps.agrifirm.com> and select the button: "Web Portal".
2. Login with your Agrifirm account ([username@agrifirm.com](mailto:username@agrifirm.com)). Approve the login from the MFA-authenticator. If the message appears: "Stay Signed in" select Yes.
  - If you do not have MFA configured, please see the paragraph 4.5 reference for more information about how to configure MFA (our servicedesk can provide assistance if needed).
3. After logging in, the MyApps home page and the remote application objects for which you are authorized will become visible.

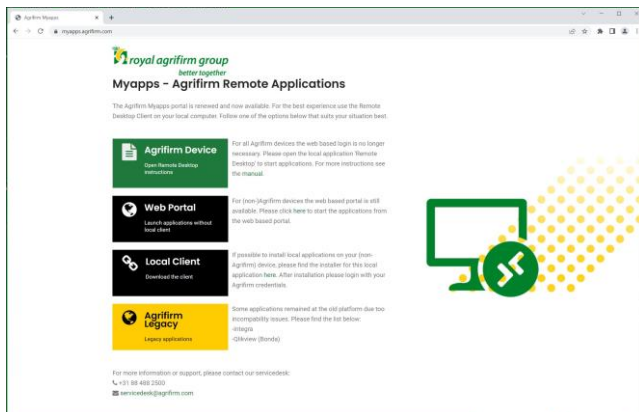


Figure 1: The portal MyApps.agrifirm.com (step 1)

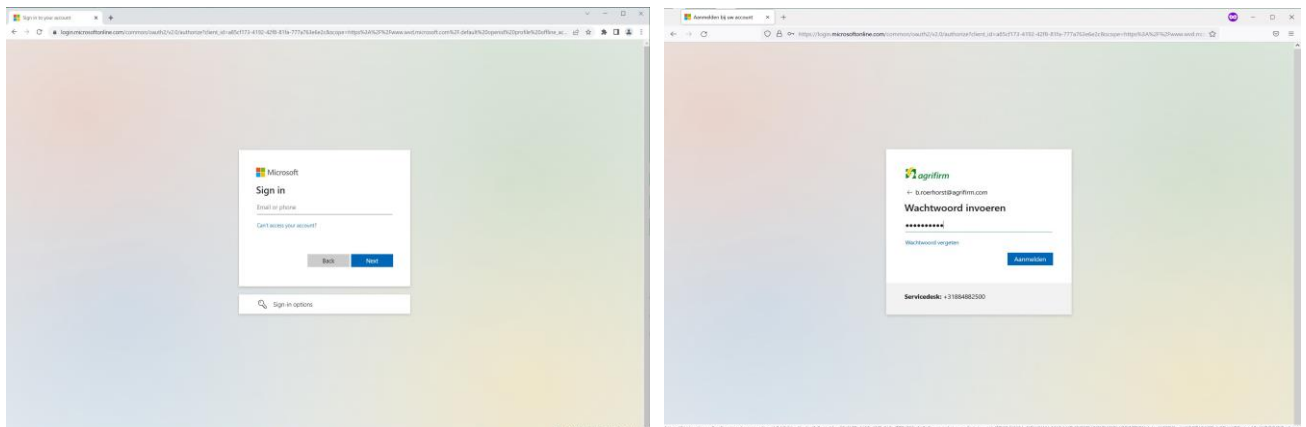


Figure 2: Logging in (step 2)

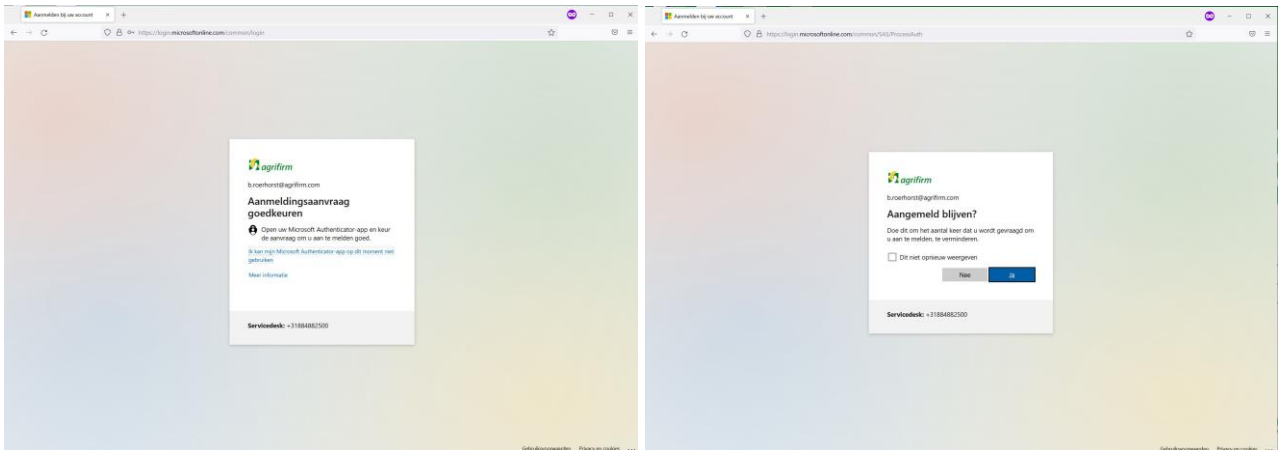


Figure 3: Accepting MFA and stay signed in (step 2)

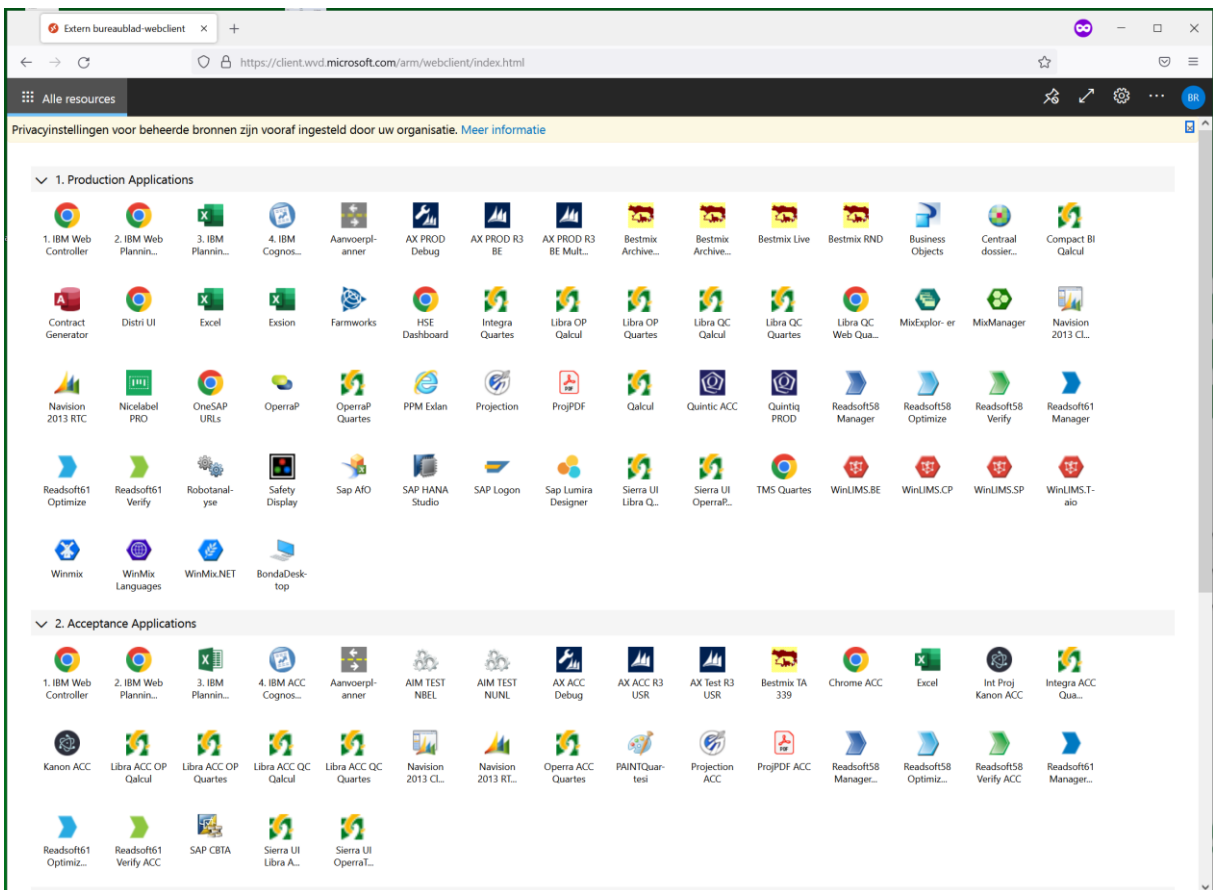


Figure 4: Our Remote Application Solution opened via the browser (step 3)

### 4.1.2 Logging in from the client

The local client makes use of the Microsoft tool: “Remote Desktop”, also known as the “MSRDC-client” (not to be confused with MSTSC, the default Remote Desktop client of Microsoft). The method of installing the client differs for internal with- and external users without an Agrifirm device.

#### Installing the client for internal users with an Agrifirm device

Users with an Agrifirm device can install MyApps as a local application from our software center solution.

#### Note:

From Agrifirm Group IT we have enabled an automatic install and subscribe policy. If possible the Remote Desktop application will automatically be installed and your account will be automatically be subscribed.

- So first please check if the application isn't already locally installed by going to the Startmenu and searching for the orange “Remote Desktop” icon. If this is the case, skip below steps 1-3.

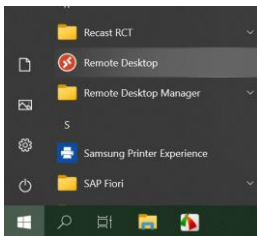


Figure 5: The application Remote Desktop in the startmenu

Steps to install and open Remote Desktop:

1. Click on Start. Type and open: “Software Center”.
2. Open the “Applications” tab.
3. Search for Remote Desktop and install the application by clicking on the orange icon and clicking on install. Wait until the installation is completed.
  - If you cannot find the icon in software center, please contact our Servicedesk.When the installation is completed, the application “Remote Desktop” will appear in the startmenu.
4. Click on Start and open the Remote Desktop icon as seen in figure 5.
5. Click on subscribe and log in with your [username@agrifirm.com](mailto:username@agrifirm.com) and approve the login from the MFA-authenticator.
  - If you do not have MFA configured, please see the paragraph 4.5 reference for more information about how to configure MFA.
6. After logging in, all remote application objects for which you are authorized will become visible just like in the browser version of MyApps.

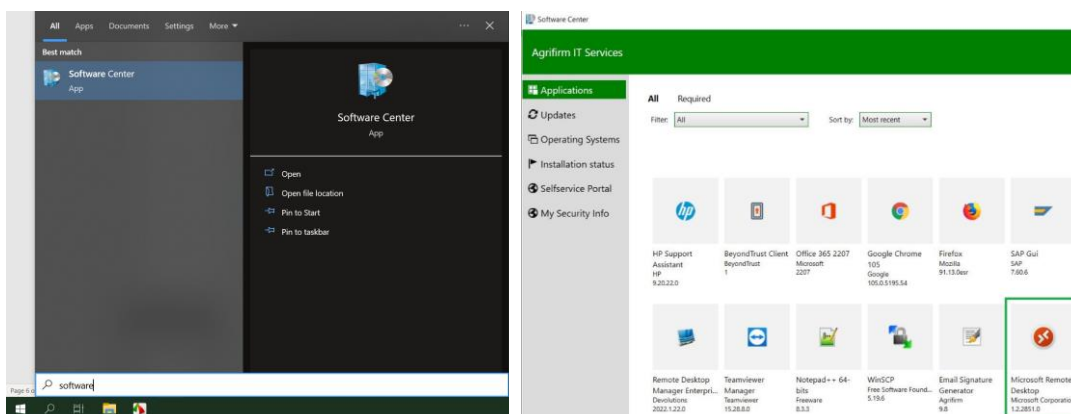


Figure 6: Open software center and install Remote Desktop (step 1-3)

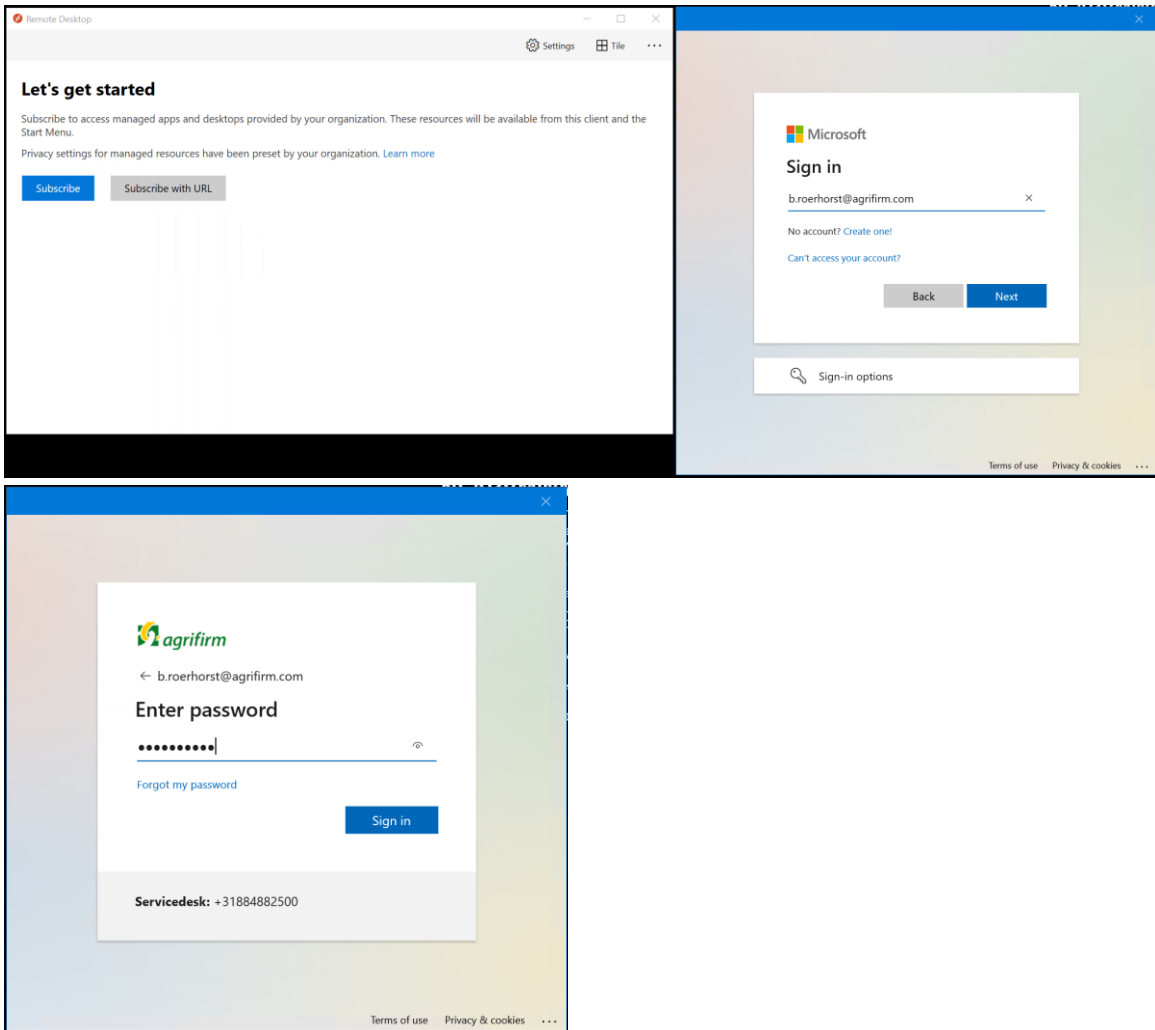


Figure 7: Open Remote Desktop and subscribe, sign-in and if needed approve MFA (step 4-5)

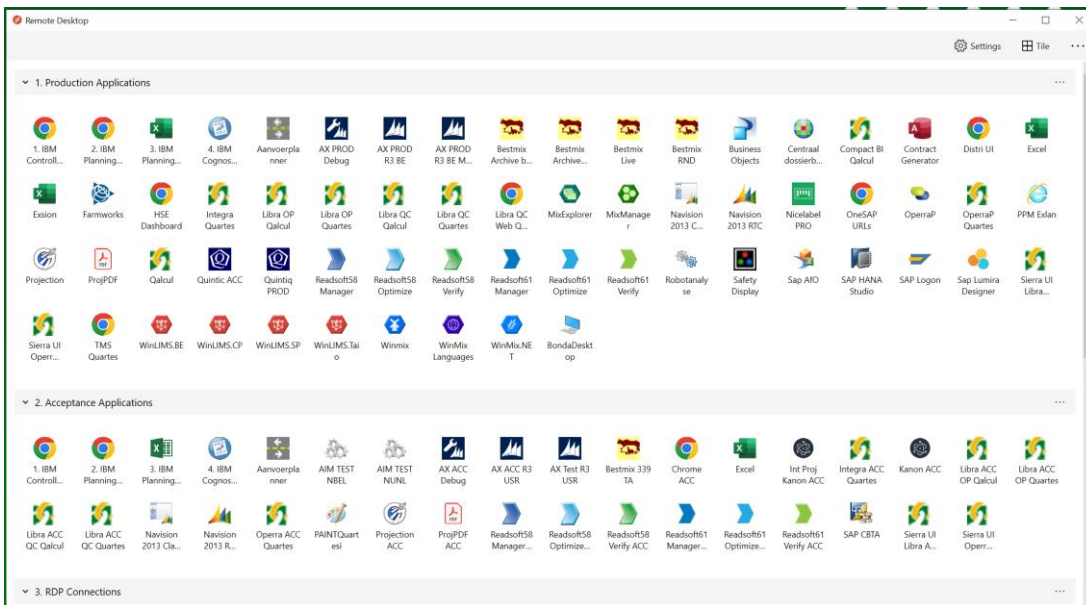


Figure 8: Our Remote Application Solution opened from the client (step 6)

### Installing the client for external users without an Agrifirm device

For external users without an Agrifirm device it is also possible to install the Remote Desktop (MSRDC) client.

Steps to install and open Remote Desktop:

1. The latest Agrifirm supported Remote Desktop (MSRDC) client can be downloaded via our portal: MyApps.agrifirm.com by clicking the button "Local client". After which the setup will automatically be downloaded.
  - If the link for some reason doesn't work the Remote Desktop (MSRDC) client is also available on the website of Microsoft (URL: <https://apps.microsoft.com/store/detail/microsoft-remote-desktop/9WZDNCRFJ3PS?hl=en-us&gl=US>).
2. Open the setup file and follow the installation wizard to install the software.

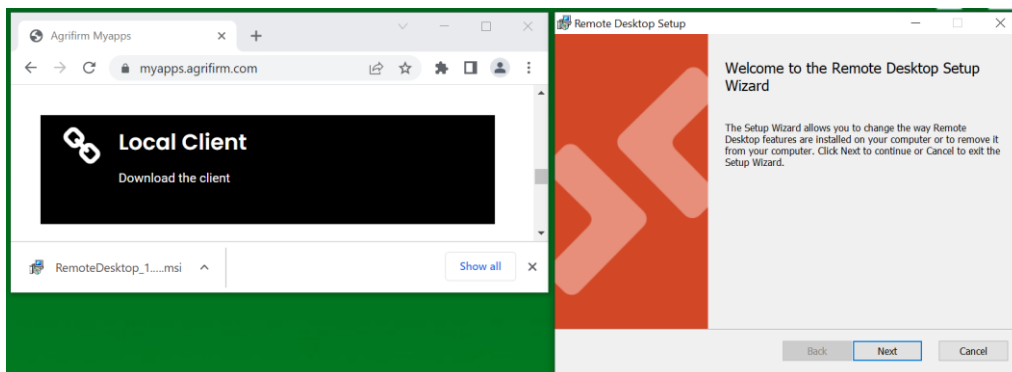


Figure 9: Downloading the setup from MyApps portal (step 1-2)

3. Click on Start and open the Remote Desktop icon as seen in figure 5.
4. Click on subscribe and log in with your [username@agrifirm.com](mailto:username@agrifirm.com) and approve the login from the MFA-authenticator as seen in figure 7.
  - If you do not have MFA configured, please see the paragraph 4.5 reference for more information about how to configure MFA.
5. After logging in, all remote application objects for which you are authorized will become visible as seen in figure 8.



### 4.3 DIFFERENCES BETWEEN THE WEB AND CLIENT VERSION

The main difference between the two ways to open our remote application solution, is that the client version has more settings enabled by default than the webconsole.

The main differences are:

- Applications in the web version are opened in the browser by default. In general, this can cause compatibility problems with older designed applications (like Netop, Radmin and DOS based applications). Compatibility issues that may occur are:
  - Screen features such as multiple screen support not working accordingly (for example in Netop).
  - Internal applications file sharing functions that do not work by default (Netop).
  - Keyboard that does not work in certain parts of the application (Netop/ Radmin).
- Applications in the client version are opened locally by default. As a result, the before mentioned problems do not occur.

Luckily there are a few settings that can be changed to prevent above issues with the browser version. When MyApps is opened in the browser. In the topright side corner select the settings gear button and enable the following options:

- ✓ Resources Launch Method: download the RDP file. This options ensures, that the application file will be downloaded to your browser, after clicking the downloaded file the application will open outside the browser, just like in the local version. This will prevent internal application features from not working.
- ✓ Enable Input Method Editor to “on” and also select: Select Remote Keyboard Layout and set this to “other”. This will prevent keyboard issues from occurring in older applications.

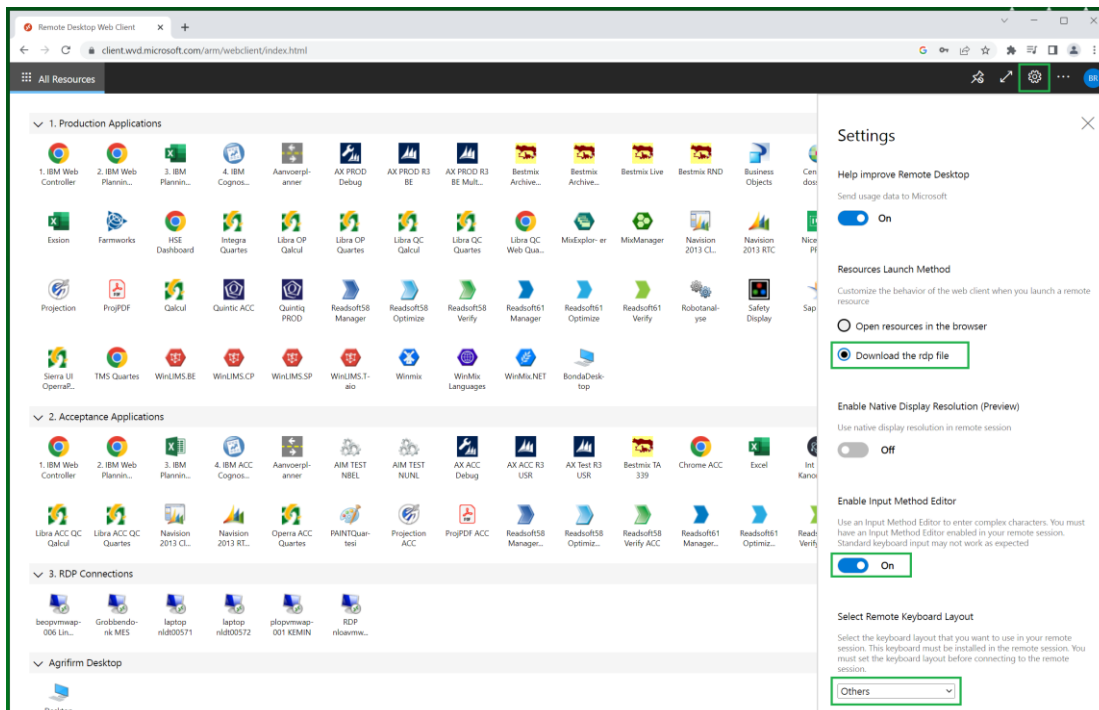


Figure 10: Described settings in the browser version

## Conclusion

Our advice is to always use the local client application version of Remote desktop if possible. The browser version of our remote application solution should only be used by users:

- Which cannot install the local version by for example company policy rules or regulation.
- As a fallback method, when users experience problems with the client version.
- As an information point. On the browser page of MyApps the latest FAQ information, links to documentation and functions like “password reset” are made available.
- As an additional environment when working with for example multiple accounts.

## 4.4 GAIN ACCESS TO REMOTE APPLICATION OBJECTS

To access an remote object select and doubleclick on a application. The application will then automatically start on our servers and ask for additional credentials if needed. Also Ivanti will start to make sure all usersettings like printer preferences and office activation are automatically loaded.

Note:

Rights for MyApps application icons can only be requested via key users and functional managers change.

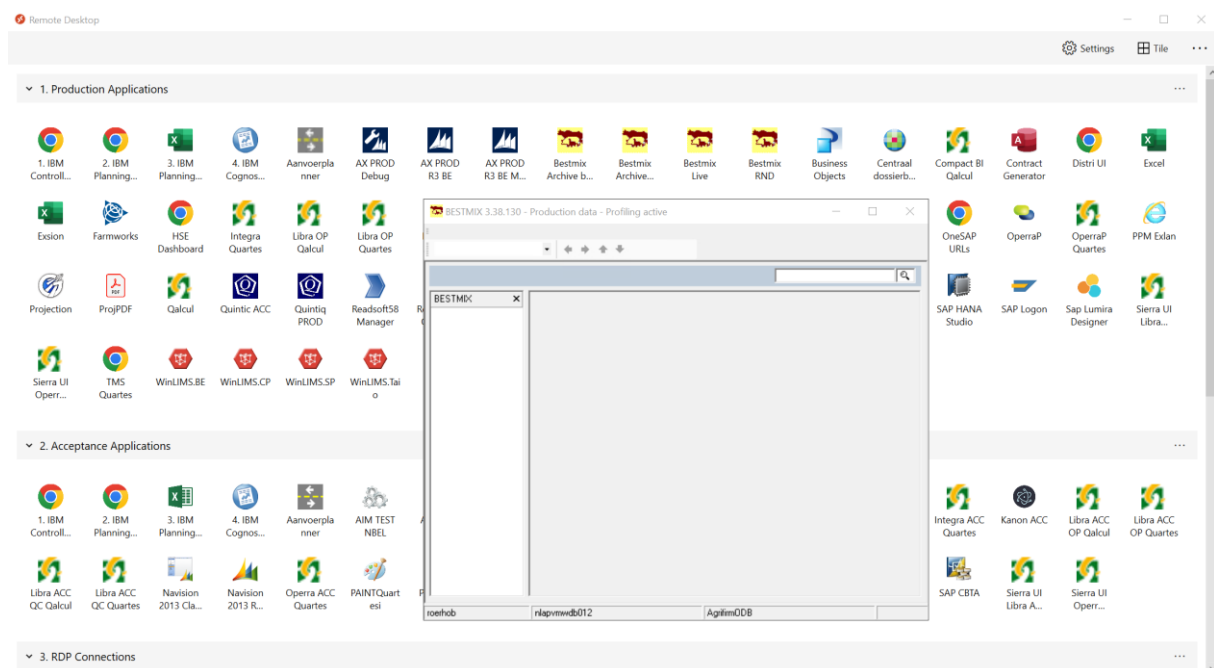


Figure 11: Example of opened remote application Bestmix

To close an application simply press the cross icon in the top rightside corner. The application will then close like an local application normally would.

## 4.5 IMPORTANT TOPICS

This paragraph describes important remote application functions.

### File Transfer from and to MyApps applications

For external users it is by default not possible to share files with MyApps applications without an Agrifirm device. This is closed for security reasons.

For internal users with an Agrifirm device, it is in some cases possible to share files from and to MyApps applications. Our J:/ networkdisk solution has been created for this. For specific applications (mainly large applications) data can therefore be written from the MyApps application from and to the network drive \\J\MyApps\Application name. Users with an Agrifirm device (e.g. laptop) then, also have local access to the J:/ network disk from Agrifirm devices, which makes direct data sharing possible.

Note:

Security is with the J:/ network disk enforced at folder rights.

The request for a J:/ disk solution can only be requested from a change in consultation with the functional manager of the MyApps application.

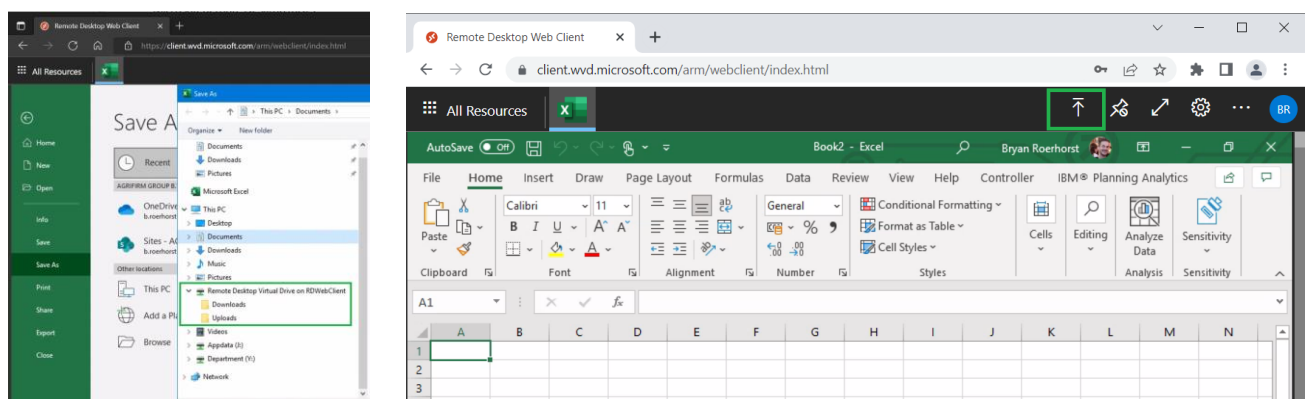
Exception Cognos:

For Cognos PAX/PAM it is possible to exchange files from and to non-Agrifirm devices. This can be done via the option "save as" and the folder "Remote Desktop Virtual Drive". This is a share folder, intended for only file sharing. The folder contains two folders "downloads" and "uploads".

When users save a file in the "downloads" folder. Users receive a confirmation screen from the MyApps application, with which they can automatically sync the files from the client device to the local folder "downloads".

Note:

Should files not sync properly to the local folder (for example: a .tmp file is synced instead of an Excel file). First save the file in the server folder: documents and then copy the file manually to the downloads folder.



Figur 1: The storage locations for file sharing and the upload button in the browser version of MyApps

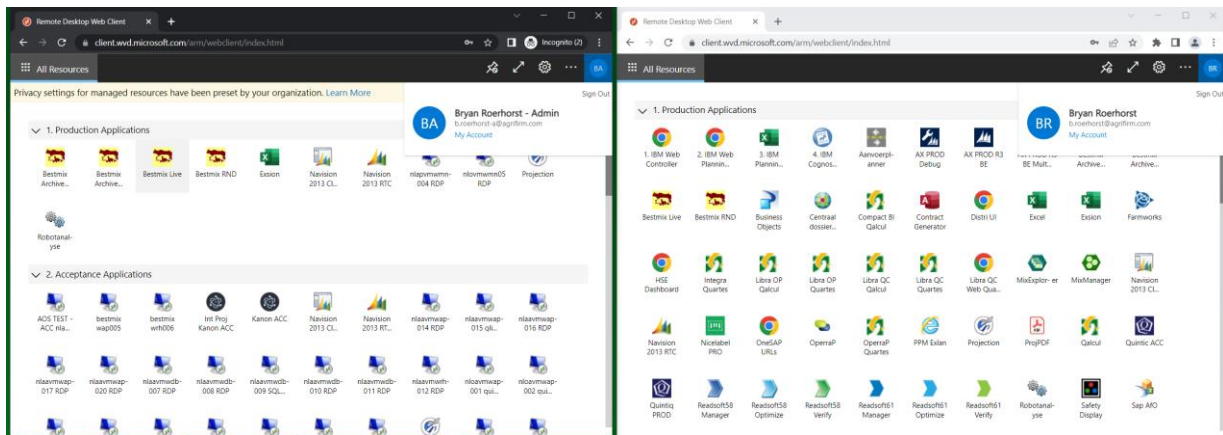
From the MyApps application Cognos PAX/PAM, users also have the option to upload files to the uploads folder via the upload button. Which then can be opened from the MyApps application.

## Multiple MyApps login support

In the browser version of MyApps only one user can be logged in per MyApps session.

As a work-around:

it is possible to open multiple MyApps under multiple accounts for different browsers or multiple private/incognito tabs. This is useful, in for example the case, when a user has multiple MyApps accounts, like a normal account with user applications and an admin account with admin application icons.

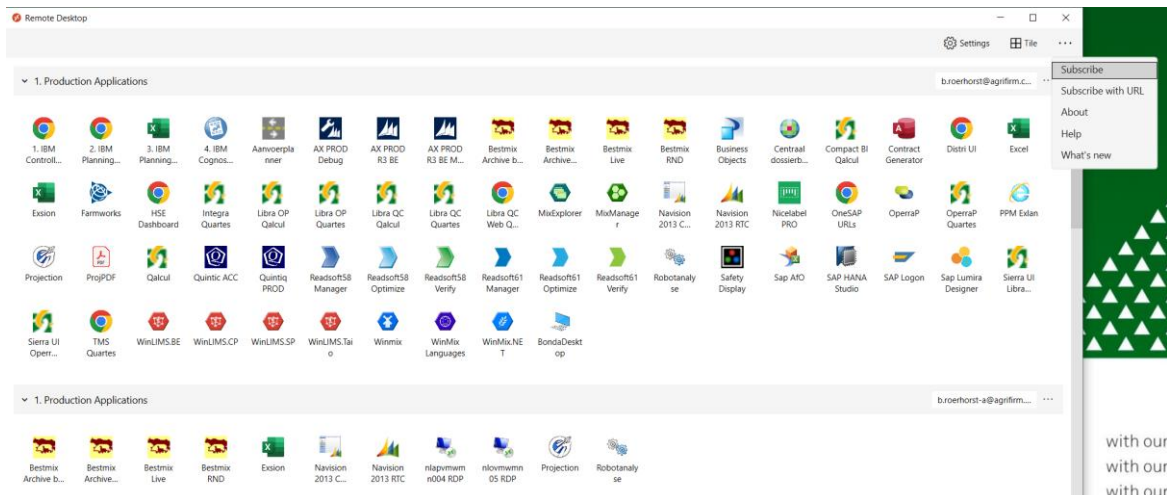


Figur 2: Two MyApps browser sessions opened simultaneously on the same device

In the local version of MyApps it is possible to log in with multiple users at the same time. With the condition that MFA is correctly configured for both accounts.

MFA configuration can be tested by logging in the web version of MyApps, if this works, MFA for the account is correctly configured

To log in simultaneously with multiple users in the client version. First configure the first account according to paragraph 4.1.2. Then open the client version of MyApps and click on the three dots in the top right corner and select Subscribe. After which log in with the second account and the icons will also become visible. The account name of the icons is also mentioned in the category name as seen in below screen:



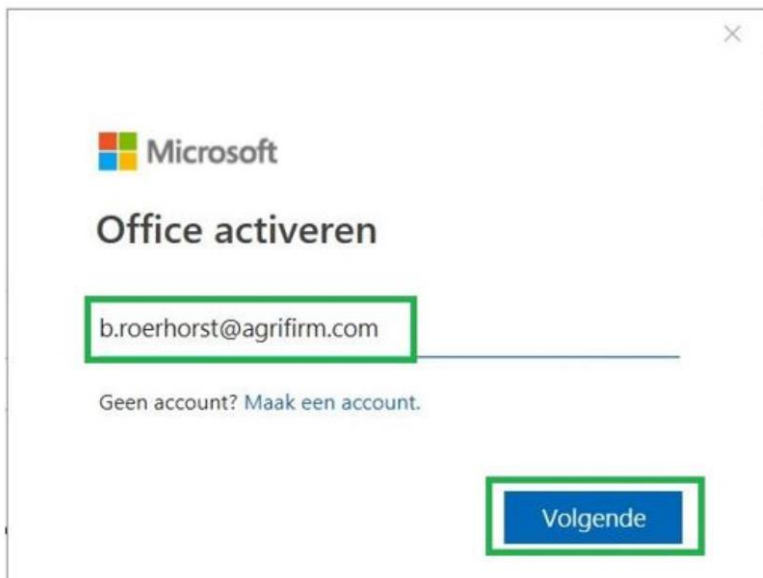
Figur 3: Two accounts simultaneously logged in the local version

## How to activate Office in MyApps

When starting Office for the first time or after a profile reset in MyApps you will need to activate your Office. The activation will then be remembered for the coming 90 days.

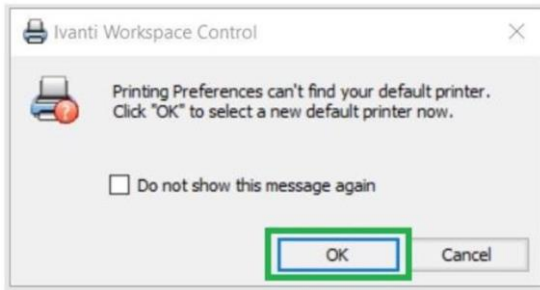
If Office needs to be activated the following screen will appear:

Press sign-in and input your full username@agrifirm.com, press next. Office will be activated.

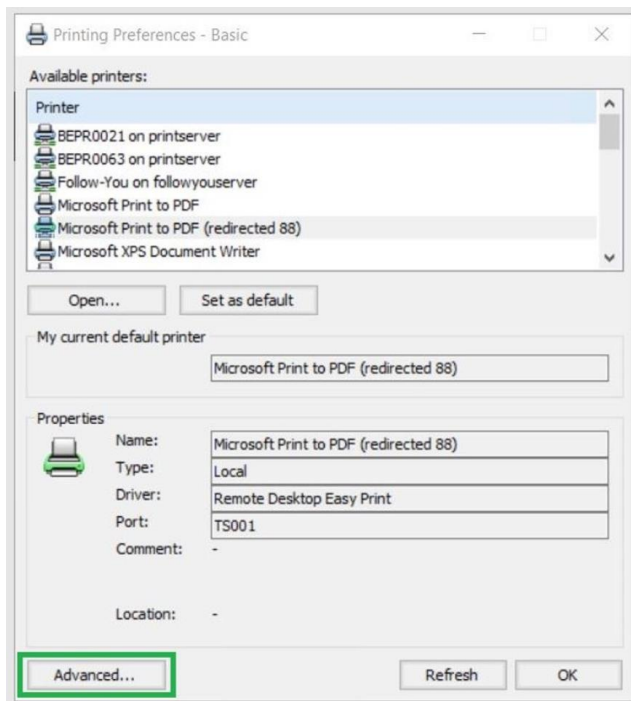


## How to set the default printer in MyApps

When starting a MyApps application for the first time or after an profile reset, the following screen will appear to setup the default printer:

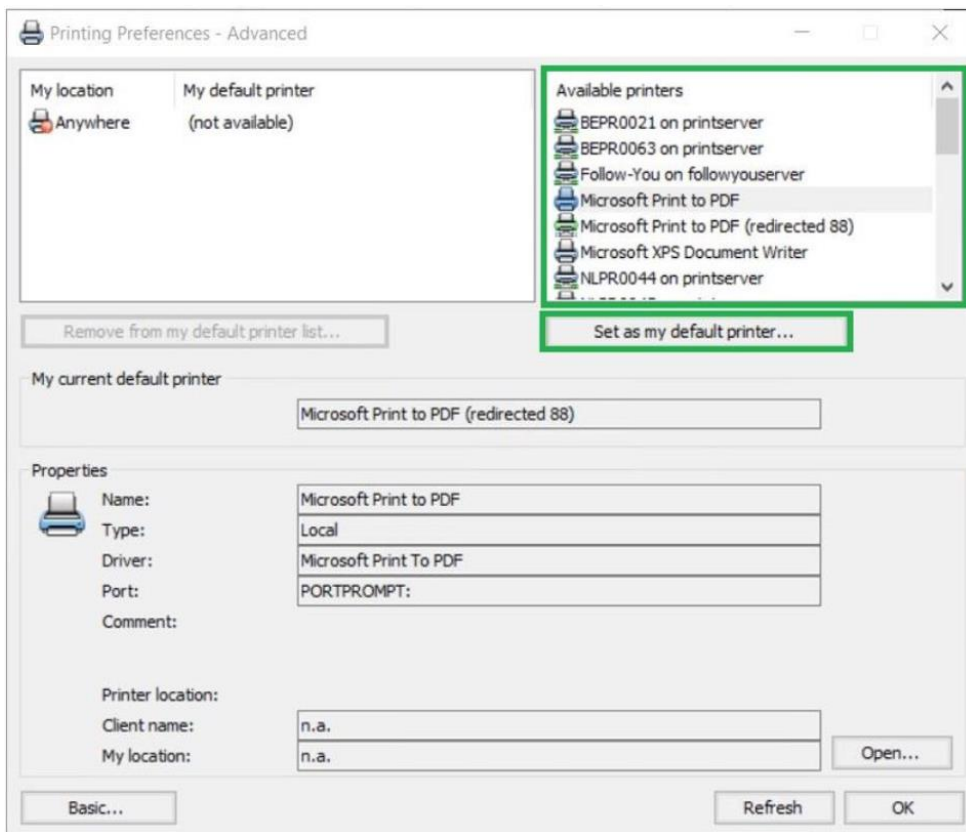


Click OK.

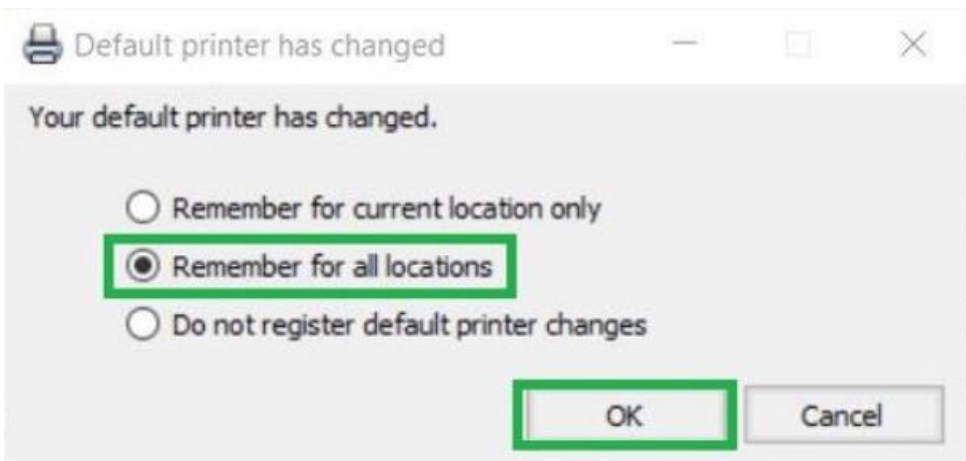


Click on advanced. In the top right corner, select the printer you want to set as default. Then click on “set as default”.

Tip: do not set redirected printers as default. This printer is the default local printer from your device. The connection for redirected printers is therefore longer (to our servers and back to the client again), which may cause applications slowdowns when the printer is loaded. If possible always select the printer without



4. Then select “remember for all locations” (the default printer will then be set over all myapps applications). Click OK and OK.



Tip:  
Sometimes when a MyApps application was already opened, a message may appear that the default printer has been changed. You may need to select “remember for all locations” once again and then click OK once again.

#### 4.6 IMPORTANT REFERENCES

For more information about the policy and regulations regarding the usage of our Remote Application Solution see: Remote Access Support Policy v1.0.pdf.

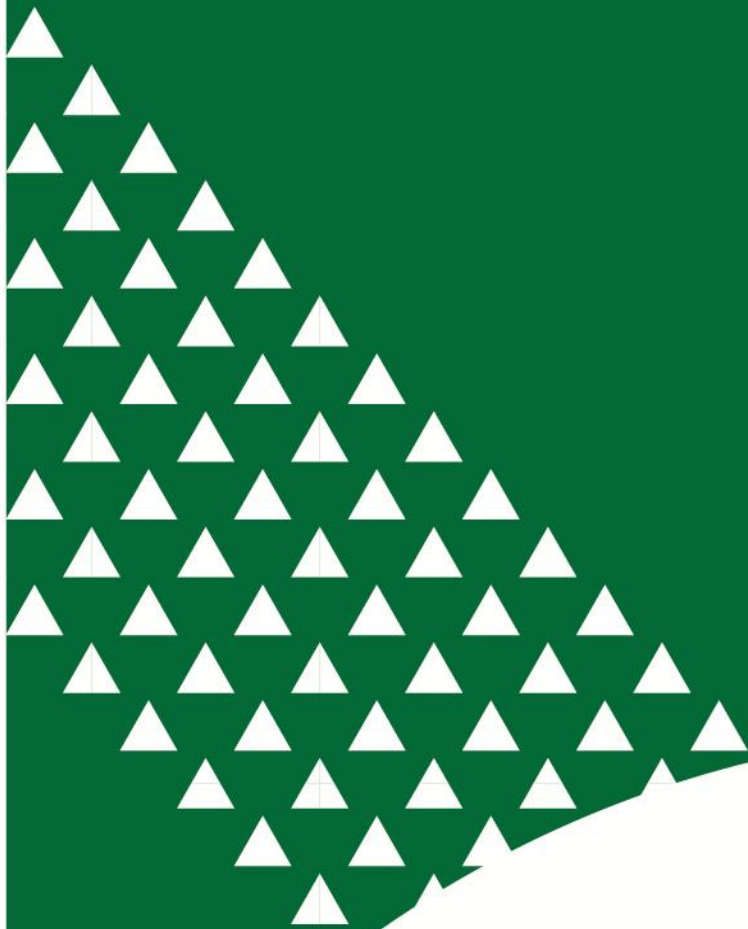
For our Remote Access Solution MFA is mandatory. For more information about how to configure see: "Agrifirm EN Configure MFA User Account V1.2.pdf".

*For more information or support, please contact our servicedesk:*

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