Terminal Services Issue

Internet Explorer is the **only** web browser that supports Terminal Services

**IF YOUR CONNECT BUTTON IS GREYED OUT:**

1. You will need to turn off all pop-up blockers including ones on tool bars (i.e. google tool bar, yahoo tool bar, AOL toolbar, MSN toolbar, etc.) we do not support the use of said toolbars and as such you will be responsible for find how to disable their pop-up blocker.

Internet Explorer has a built in pop-up blocker

**Go to tools**

---

**Pop-up Blocker and Turn Off Pop-up Blocker**

- **Turn Off Pop-up Blocker**
- **Pop-up Blocker Settings**
- **Pop-up Blocker**
- **Phishing Filter**
- **Manage Add-on**
- **Work Offline**
- **Windows Update**
- **Full Screen**
- **Menu Bar**
- **Toolbars**
- **Dial up Connection Problems...**
- **Spybot - Search Destroy Configuration**
- **Send to OneNote**
- **Start WebFx One-Click Meeting**
- **Internet Options**
2. Change the security settings in Internet Explorer

**Internet options**

Click the Security tab, select trusted sites, and click the sites button

In the box type *.southeastmn.edu uncheck the box next to Require server verification (https:) for all sites in this zone and then click the Add button and then close
Click the Privacy tab and then the sites button

Type southeastmn.edu into the Address of website box and click allow

3. If you have not installed the active X controller you will need to do that.

4. If you see ✖️ in the lower right corner of you internet explorer window

Double click
You will see an add-on in the disabled section called Microsoft RDP Client Control click it to highlight and then in the settings area click enable and then click the OK button.

5. If all else fails, start Terminal Services manually - see below
When the Remote Desktop Connection box opens in the computer field you will put 134.29.217.45 and click connect.

If you are prompted for connecting your local drives and printers you can click yes.
Windows Vista
Click on “All Programs” then click on “Accessories”

Click on “Remote Desktop Connection”

In the “Computer” text box, type 134.29.217.45
Click the “Connect” button at the bottom of the “Remote Desktop Connection” box
Type in your username into the box with in this format – \( \text{students\firstname.lastname} \) i.e. students\John.Doe

Type your Student ID Number into the password box

A Warning screen will come up, click “Yes”

When you are done using Terminal Services please remember to click the “LOGOFF AND DISCONNECT” button to close Terminal Services