

Remote access to Workshop and a Prinergy server

There are two methods for controlling a Prinergy server and running Workshop from a location other than where the Prinergy system is installed:

- Use Windows Terminal Services (WTS) to open a remote desktop
- Run Workshop locally and connect to a remote Prinergy server

Using WTS to open a remote desktop

You can control Prinergy servers remotely using WTS. WTS is factory-installed on each Prinergy server (primary, secondary, and render station) and is normally used for remote servicing of the Prinergy system.

Because it is running at all times, WTS can be useful for remotely administering a server, without the need for a site visit. You can also use WTS via Prinergy Administrator and Workshop job control to create jobs, add inputs, edit process templates, and so on. WTS does not work well for design work or evaluation. For example, attempting to open PDF pages over a WTS link results in very poor screen-drawing performance.

Note: Microsoft licensing limitations allow you to make only two WTS administrative connections at a time to a single server. You can add more remote WTS licenses, but Kodak supports only two licenses.

Connecting to the server

To access a server running WTS, client software must be installed. The Microsoft Remote Desktop Connection software works well for this purpose.

If you are using the Mac OS or a version of Windows that does not include Remote Desktop Connection software, you can download the software from the Microsoft web site.

Running Workshop locally and connecting to a remote Prinergy server

Using a suitable remote access connection, you can run Workshop directly from your remote location:

1. Install Workshop on your Windows-based or Macintosh computer.
See the Prinergy user documentation for installation instructions.
2. Start your remote connection.
See your operating system documentation for instructions.
3. Start Workshop.
If you have trouble connecting to the Prinergy server, try pinging the remote Prinergy server.

Remote access connection setup

No matter which method you use, you require a TCP/IP network connection from your computer to the network where the Prinergy primary server resides. There are many ways to accomplish this; two of the more popular ones are described here. Consult the user documentation for the product or method you want to use. If you already use one of these methods, no further setup is required.

- Virtual Private Network (VPN)
- Opening a firewall port

Note: Do not set up any of these methods directly on a Kodak workflow server. Kodak workflow server modems are specially configured for support purposes- and are not intended for general remote control use. Always set up any remote access method on a non-Kodak server and use the local network to access it.

Performance improves with available bandwidth (the faster, the better). It is possible for remote Windows-based and Macintosh client computers to achieve performance that equals the performance of on-site computers.

Virtual Private Network (VPN)

A VPN uses a tunneling protocol to create a virtual, encrypted link over another medium, usually the Internet, to connect two networks. Instructions for setting up a Windows VPN are available at <https://support.microsoft.com/en-us/windows/connect-to-a-vpn-in-windows>.

Opening a firewall port

This method is useful only for accessing a Prinergy server via WTS. Inbound connections on port 3389 can be allowed at the firewall, enabling WTS access directly over the Internet.

This is the least desirable of the methods listed, because of potential security risks. With careful application of firewall rules, this method can be made reasonably secure. However, it is better to spend the time and effort to configure a VPN server for a more secure and flexible service.

Note: Running Prinergy Workshop remotely (without WTS) over a firewall is not supported and is impossible to do securely. Prinergy Workshop is designed to run on a LAN, with no firewall between it and the primary server. Using Prinergy Workshop locally requires a direct, non-firewall connection to the remote LAN. A VPN connection with no ports blocked and no application inspection firewall/appliance is also supported, given enough bandwidth - 100mbit /sec or more.