s2tier Remote Desktop Instructions

These instructions are for s2tier users only. If you do not know if you are a 2tier user, then you are not a s2tier user.

General Guidelines

The s2tier servers are s2tier1, s2tier2, and s2tier3. Your new account notice specifies which server you have access to.

In order to be able to more tightly secure our environments and more efficiently maintain them, we are changing the way we access our 2-tier connections (i.e. Application Designer, 2-tier Query, SQL). Please read through the following guidelines. As you read through these, keep in mind that you will be "sharing" this environment with many users.

- Do not save any passwords.
- Remember, this is a shared machine. e:\temp\<YOUR_SMUID> is a secure folder that can only be viewed by you. It is the only place you should save files on the s2tier servers.
- The s2tier servers are not a storage area. We will periodically clean up the disks. Anything that you need to keep for more than a day should be stored/saved somewhere else.
- Do not attempt to install any software.
- Only use one 2-tier environment at a time. For example, if you are working in FSFIX, close out any PeopleSoft windows before opening FSFLT.
- Internet browsing is limited to our PIA sites only.
- Only login to one PIA at a time.
- Always Logoff. Do not disconnect. See below screenshot for how to logoff.

Instructions for using Remote Desktop and connecting to the S2TIER Servers

- From your PC, click the **Start** button. Navigate to **All Programs -> Accessories -> Communications -> Remote Desktop Connection**.
- A login prompt window will appear. In the computer input field, enter "S2TIER1", "S2TIER2", or "S2TIER3" (depending on the server you have access to). **For VPN,** the computer input field is the full server name e.g. s2tier1.systems.smu.edu, s2tier2.systems.smu.edu, or s2tier3.systems.smu.edu

1.

2.

- The **login prompt** will appear as shown above in example 1 or example 2 depending on your local operating system. After pressing on the Connect button enter your User Name which is your **SMU ID** and your network password. Note, your actual 2 tier username e.g. **BSHARPLE** and password should only be used for PeopleSoft Application Designer, Query, or PS/nVision.

- Your connection will open. You will see shortcuts that should provide the access that you need for 2-tier connections. There is also a shortcut to **sqldeveloper** which is used to open a SQL session.

Instructions for creating sqldeveloper connections

- This section is only relevant to s2tier users that have a SQL account.
- You can use your SQL account to connect to the database via the **sqldeveloper** shortcut on your s2tier server. Remember that you must never save password information on this server.

- To create a connection -- open **sqldeveloper**, push the **New Connection** button (look for the green **+** found on the upper left of the Connections tab), fill in the database name in the **Connection Name** field, choose TNS as the **Connection Type**, choose the appropriate database from the **Network Alias** drop down, push the **Save** button to save the connection, and push the **Cancel** button to exit the window.


- You can then double-click the connection, input your username and password, and choose OK to connect to the database.
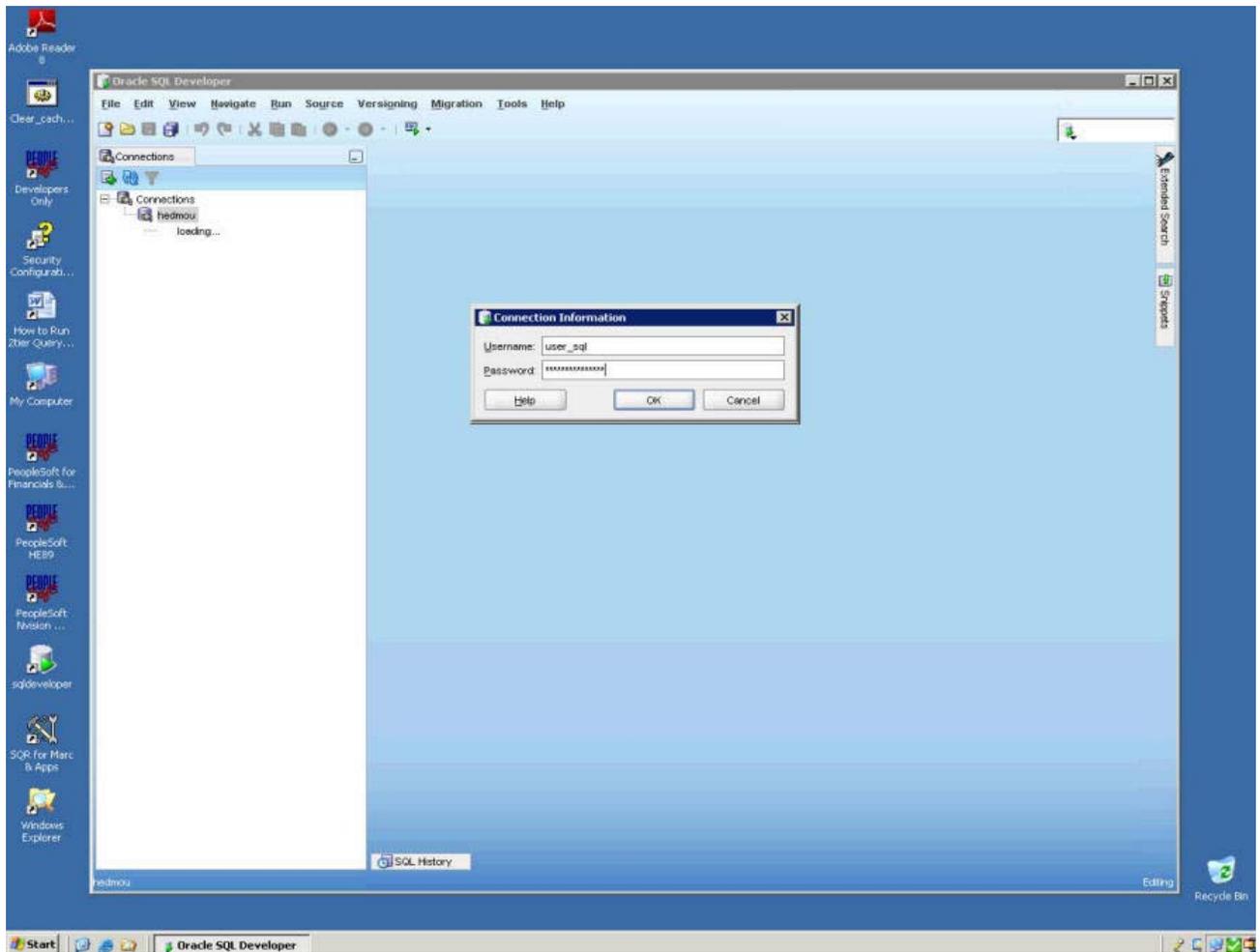
## SQL Developer keystroke and/or functionality loss:

- Occasionally the ability to use certain keys or functionality in SQL Developer is lost. Examples of this problem are the inability to use the return/enter key or highlight, copy, or insert text when editing code within the SQL Developer application. Follow these steps to fix the problem.

1. Open SQL Developer.
2. Navigate to **Tools**, and click on **Preferences**.
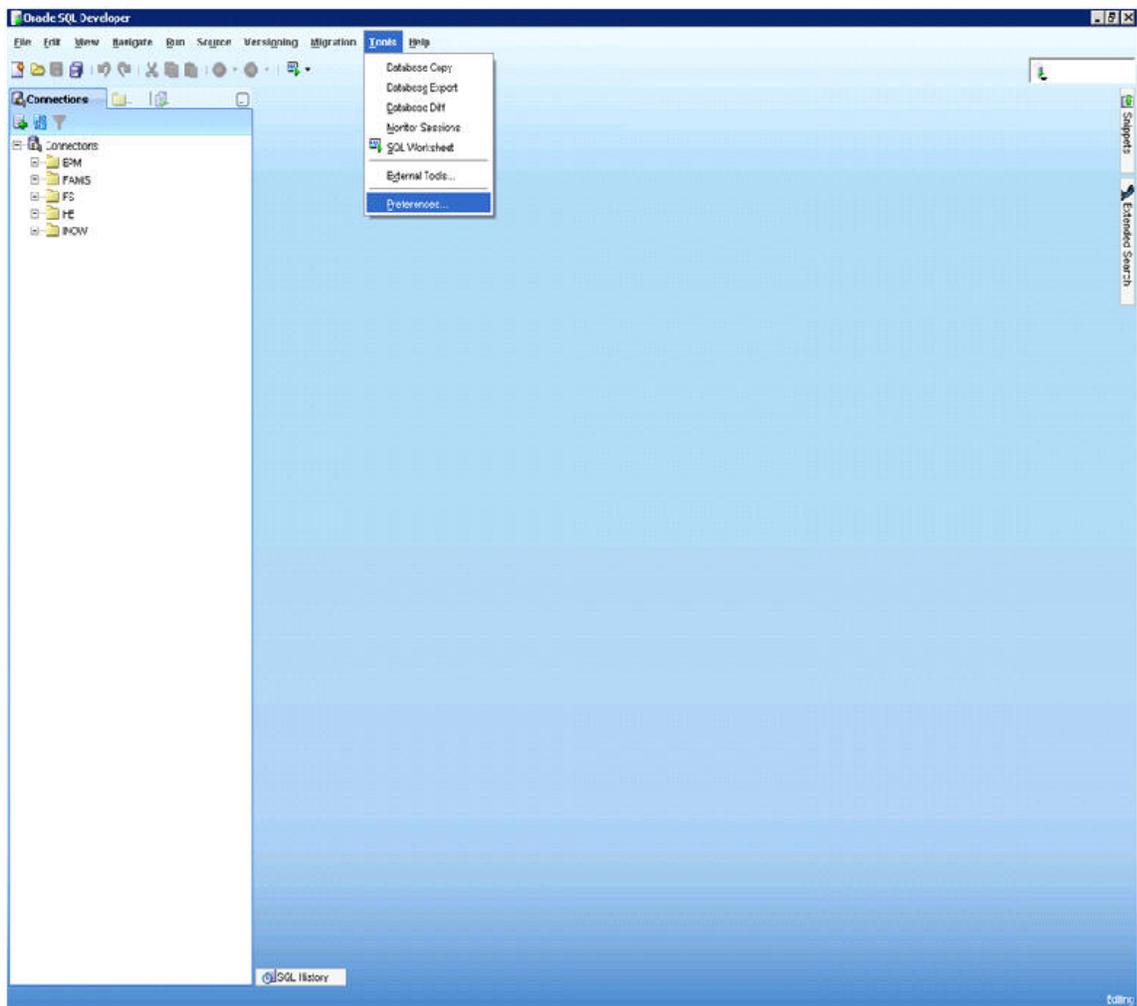
3. Choose **Accelerators**, and click the **Load Preset** button.
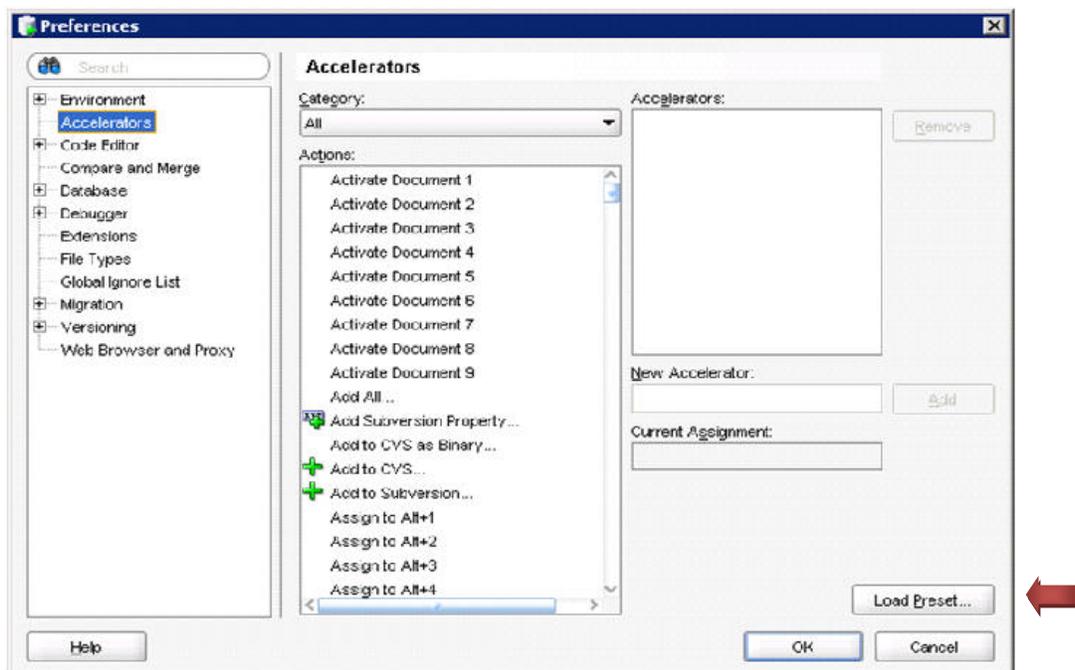
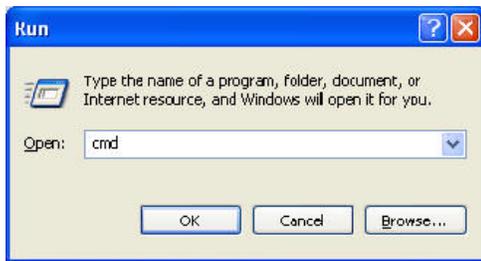4. Choose **Default**, click **OK**, and the problem will be fixed.
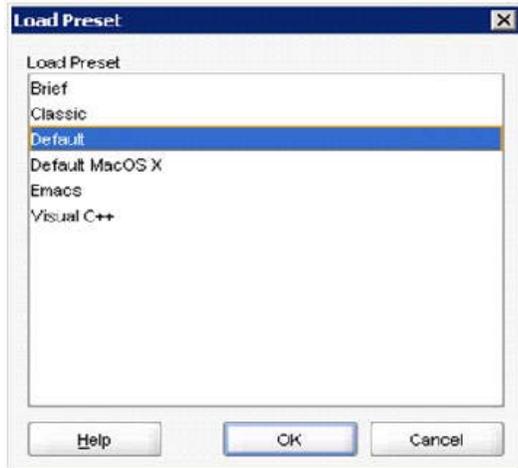
If you are unable to login to your s2tier server:

1. Navigate to **Start** and then click on **Run**

2. Enter **cmd** and press enter

3. You will see a screen that looks like this:

4. Type **ipconfig** and press enter.

Please send the IP Address to itsdba@smu.edu, along with a message detailing which s2tier server you are attempting to login to.