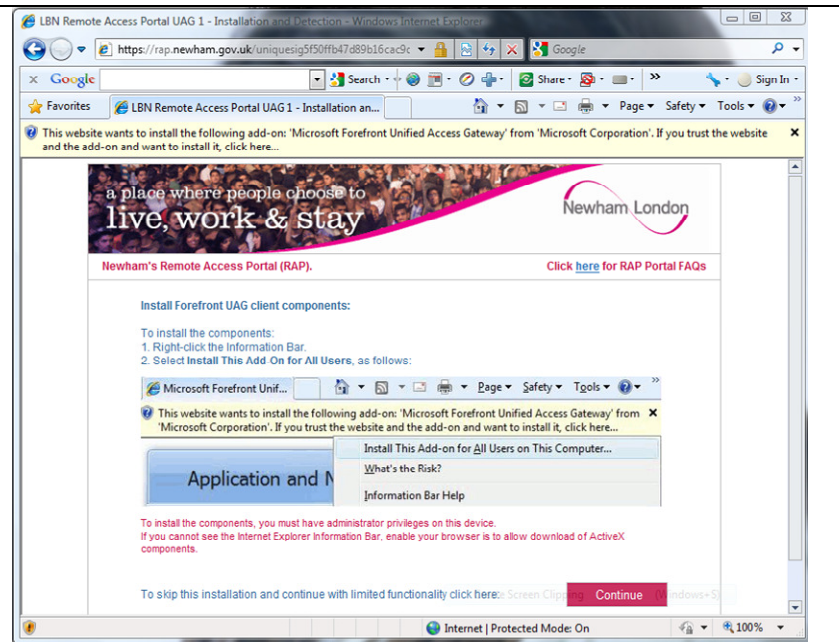
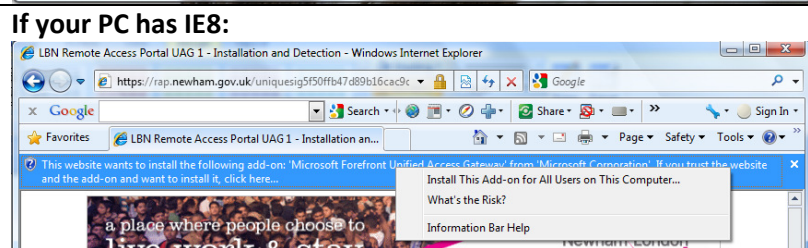


UAG Setup on Widows XP

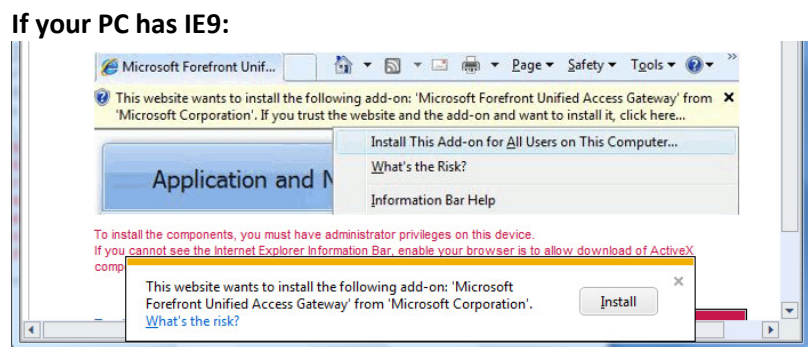
1. Open remote access URL
<https://rap.newham.gov.uk>



2. **Internet Explorer 8:** Right-click the Information Bar and select "Install This Add-On for All Users on This Computer..."

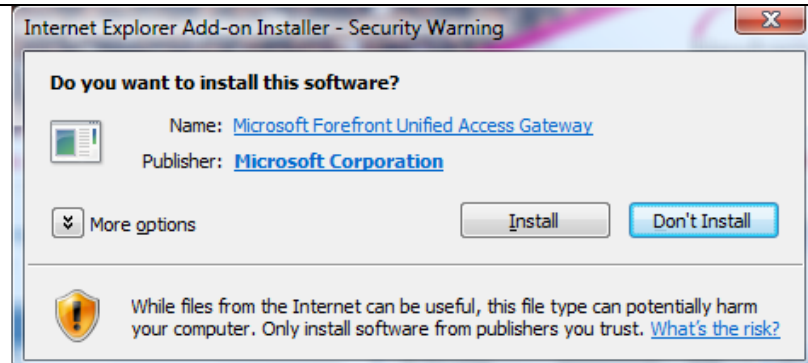


Internet Explorer 9: Click Install on the information bar.

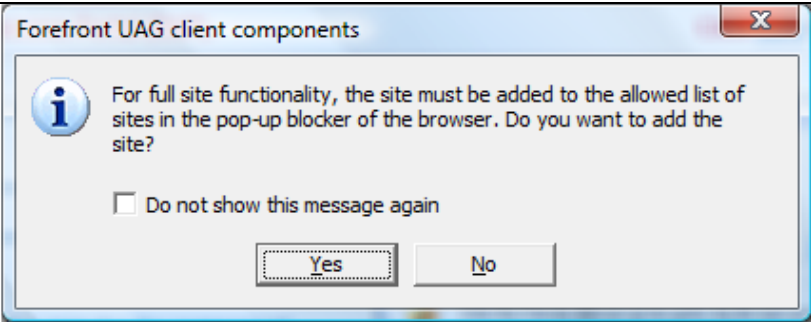


To install the components, you must have administrator privileges on your PC. If you cannot see the Internet Explorer Information Bar, enable your browser is to allow download of ActiveX components.

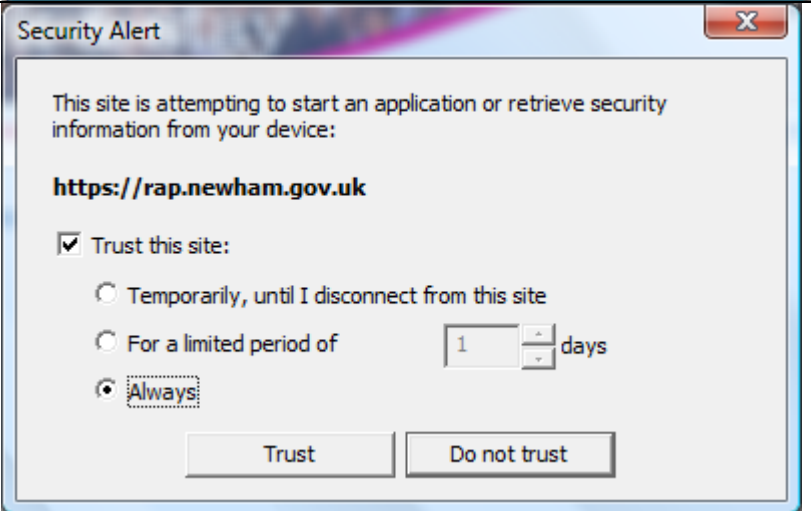
3. Click Install...



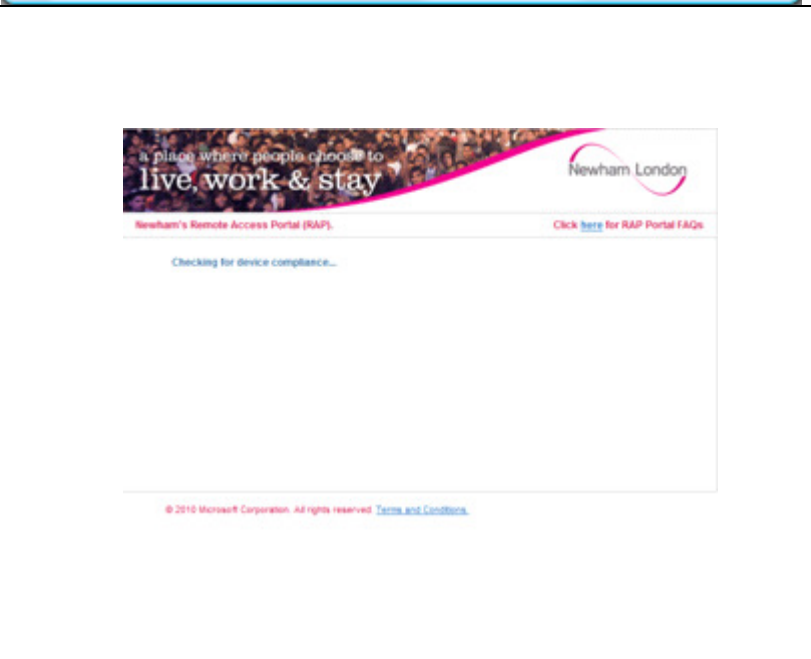
4. Click Yes...



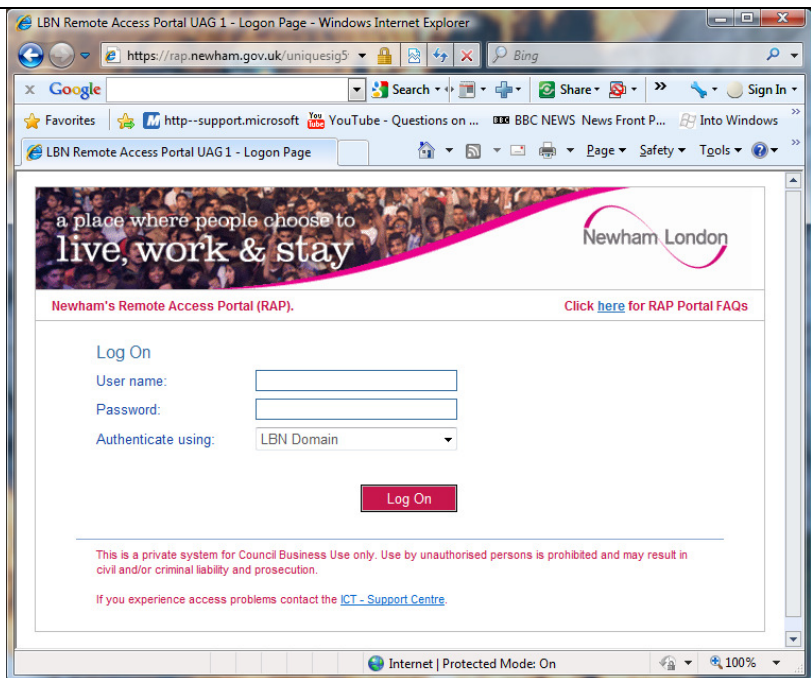
5. Check "Trust this site:" , select Always and click Trust...



6. This screen will come up

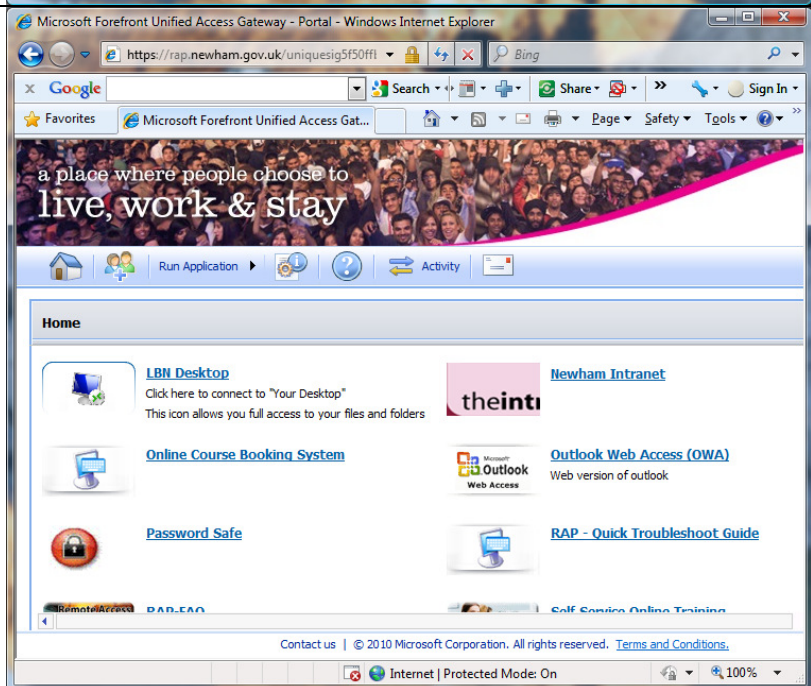


7. Enter username and password to log on....



8. You can click on LBN Desktop to launch Remote Desktop (RDP)...

If you can successfully log on to remote desktop, you do not need to follow the steps below..



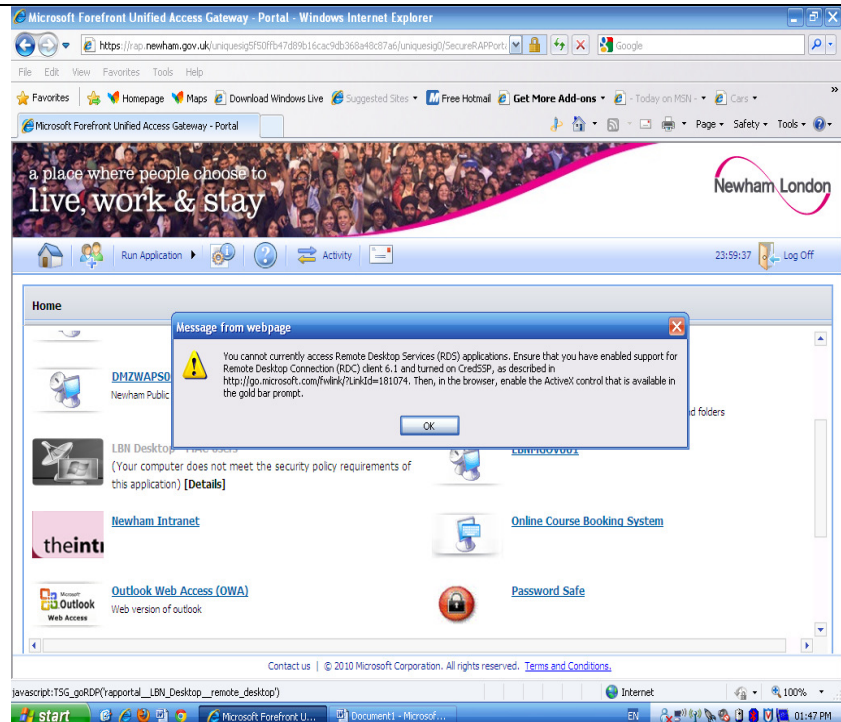
9. If you get this dialog when you click on “LBN Desktop”, you will have to run the following fix from the link below...

Credential Security Provider

(CredSSP) Fix:

<http://go.microsoft.com/?linkid=9758284>

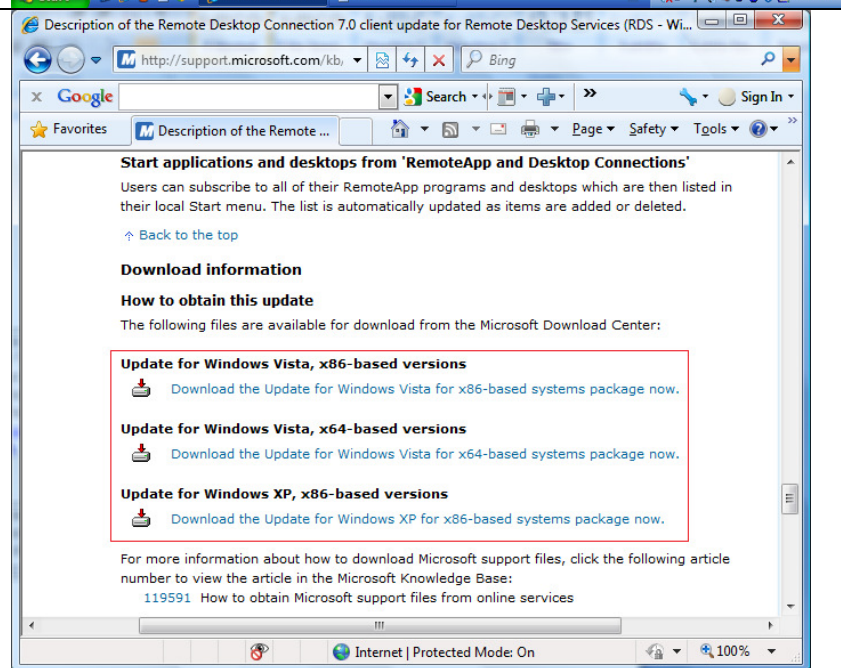
Also you will have to install the Remote Desktop Connection 7.0 (RDS) for Windows XP SP3. Follow the step below.



11. Near to the bottom of the Microsoft support page you will find the download options to install the new RDP client. Click on the link Update for Windows XP, x86-based versions.

This can be found on the following link.

<http://support.microsoft.com/kb/969084>



10. Click Download on the RDP client update site...

To update RDP, you must have administrator privileges on your PC.

The screenshot shows the Microsoft Download Center page for the update 'Update for Windows XP (KB969084)'. The page includes a search bar, navigation links for 'Downloads A-Z', 'Product Families', and 'Download Categories'. The main content area features a 'Brief Description' stating that the update enables Remote Desktop Connection 7.0 client features. A 'Download' button is visible next to the file name 'WindowsXP-KB969084-x86-enu.exe' and its size '1.9 MB'. A 'Quick Details' section lists the version as 969084, published on 10/26/2009, with a language dropdown set to 'English'.

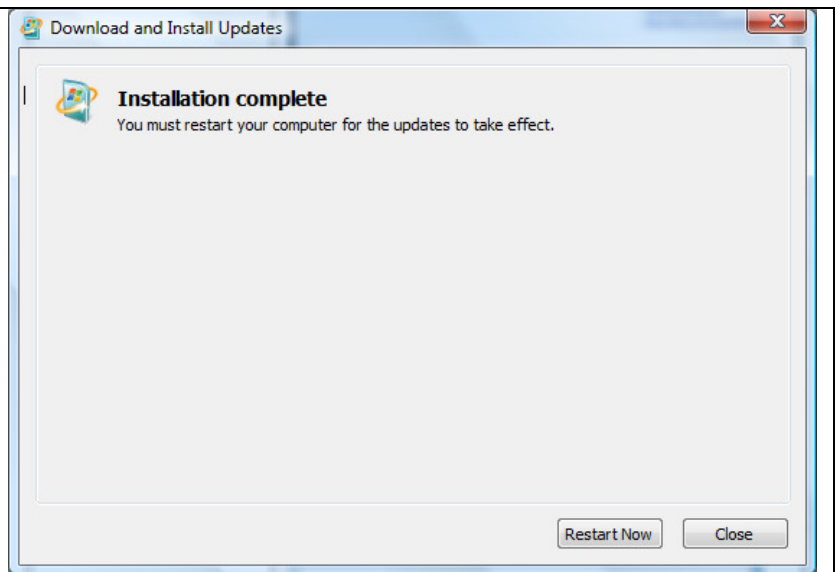
11. Click Run...

This is a 'File Download - Security Warning' dialog box. It asks 'Do you want to run or save this file?'. The file details are: Name: WindowsXP-KB969084-x86-enu.exe, Type: Application, 1.92MB, and From: download.microsoft.com. There are 'Run', 'Save', and 'Cancel' buttons. A warning icon and text at the bottom state: 'While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?'.

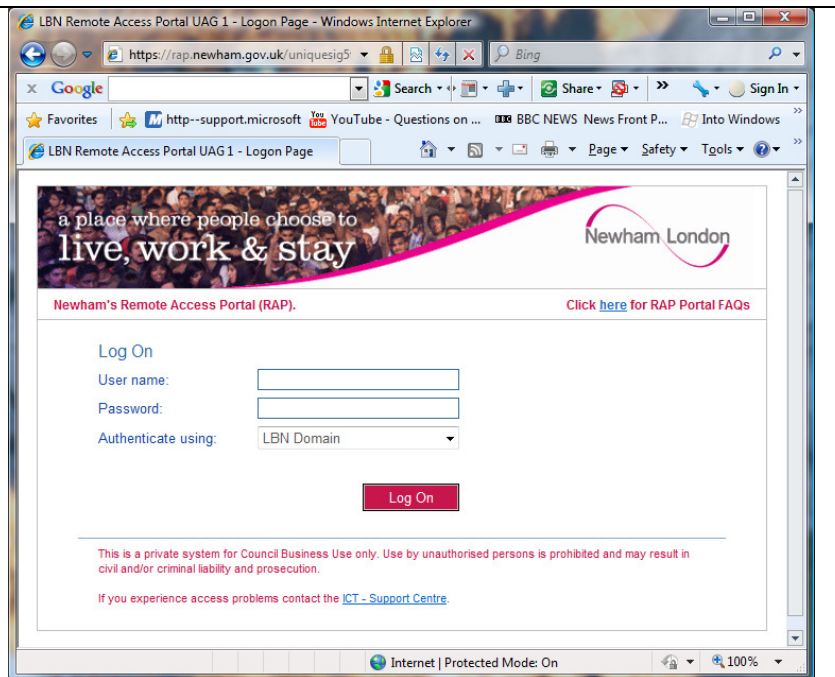
12. Click Run again to install...

This is an 'Internet Explorer - Security Warning' dialog box. It asks 'Do you want to run this software?'. The software details are: Name: Remote Desktop Connection 7.0 and Publisher: Microsoft Corporation. There is a 'More options' dropdown and 'Run' and 'Don't Run' buttons. A warning icon and text at the bottom state: 'While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?'.

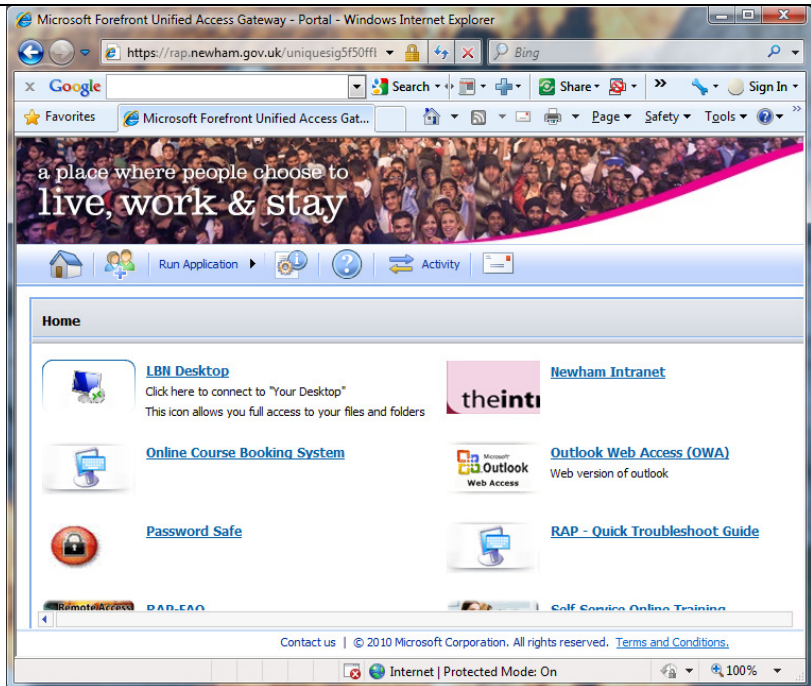
13. Click Restart Now. Once restarted you will be able to connect to “LBN Desktop”



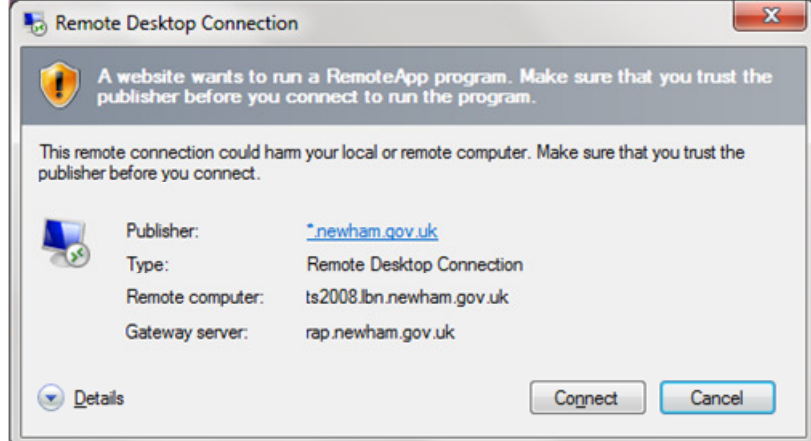
14. Once the above patches are applied to the machine you will be prompted to restart. After restart please go to <https://rap.newham.gov.uk> and logon



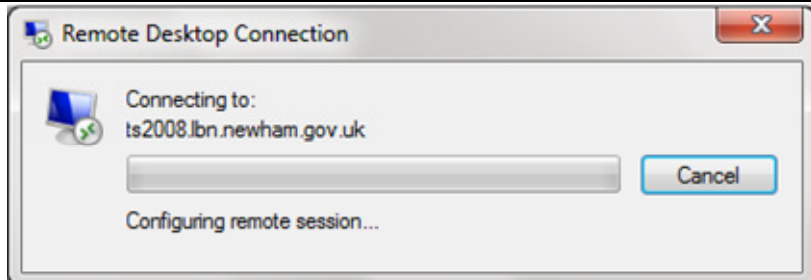
15. Click on "LBN Desktop"



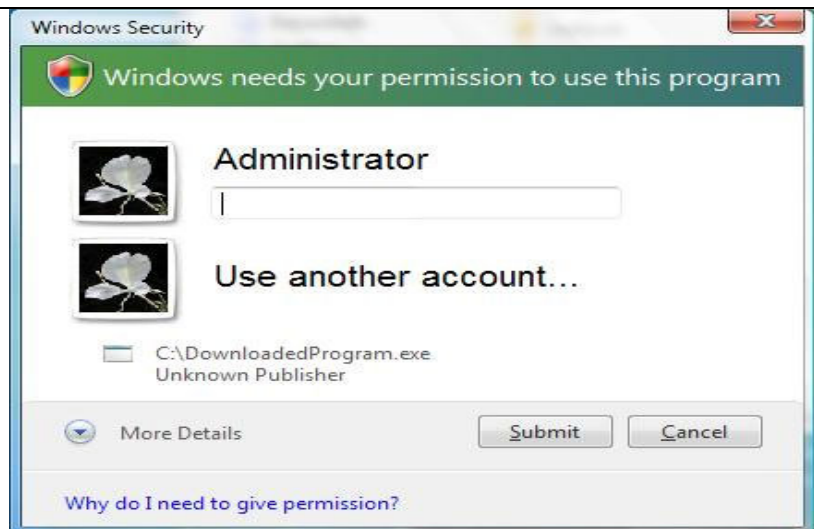
Click on "Connect"



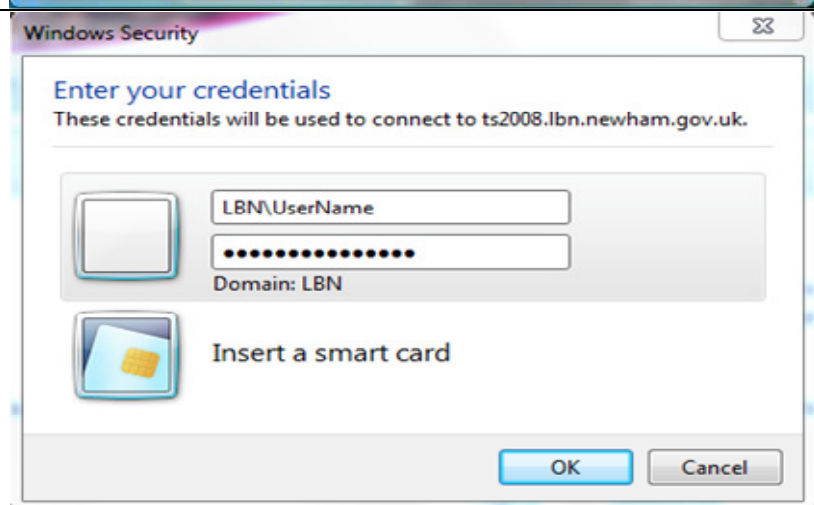
16. Following screen will appear..



17. If you get this prompt then select "Use another account..."



18. Please enter your Username and Password – you must enter **LBN** before your username like this: **LBN\UserName**.



OR
If you get this prompt then please enter **LBN\UserName**

