Apps.OnTempWorks.com Requirements and Troubleshooting

What is Apps.ontempworks.com?

Apps.ontempworks.com is the latest model for running TempWorks Enterprise Infinity. We highly recommend utilizing this method to log in. For log in instructions for general users, check out Logging in to Enterprise Overview.

Internet access is required and connectivity to Apps.OnTempWorks.com IP address space on the appropriate protocols must not be restricted by your local network.

This article includes:

1. Software Requirements
2. Remote App Network - Firewall Requirements
3. Troubleshooting

Software Requirements

In order to use Apps.OnTempWorks.com, you must have an updated Remote Desktop (RDP) client on a supported system. We support the following operating systems.

> *Note* **Windows Vista** (support ended April 11, 2017), **Windows 7** (support ended January 13, 2015), and **Windows XP** (support ended April 8, 2014) are no longer supported software for utilizing apps.ontempworks.com to log into Enterprise. This is due to Microsoft ending support for these operating systems.

Windows 8 & 8.1 *(Limited Support)*

Windows ended mainstream support for these operating systems in 2018. We will be providing limited support for this software version for our latest updates and will be ending support January 2023.

Windows 10

Windows 10 is supported with the following recommendations:

- We fully support the updated and currently supported release builds from mainstream channels
- We have limited support for other builds

- Details on Windows 10 versions can be found https://en.wikipedia.org/wiki/Windows_10_version_history

Windows 11

Windows 11 is supported with the following recommendations:

- We fully support the updated and currently supported release builds from mainstream channels

Mac OS

TempWorks does not officially support Apple Computers as a preferred device for accessing Enterprise. However, if you are utilizing a Mac you can log in as long as you utilize Microsoft's Remote Desktop application. This means you will need to stay up to date with Microsoft's latest requirements for the app in order to run Enterprise.

For full instructions, check out How to Log in to Enterprise From a Mac.

Remote App Network - Firewall Requirements

- Must allow outbound connections on HTTP(80)/HTTPS(443) to rdg.tempworks.com
- Must not Proxy this traffic
- Remote App traffic should not cached or filtered. (deep HTTP packet inspection/filtering should be avoided)
- If using outbound firewall rules, allow traffic on TCP/80 and TCP/443
- If desired, you can only allow traffic to our hosting data center at IP 206.166.214.0/23

Troubleshooting

This section reviews some of the common troubleshooting steps when using apps.ontempworks.com.

Improper lmCompatibilityLevel

Some computer vendors and other 3rd party software may set an lmCompatibilityLevel that is outdated and incompatible with TempWorks RemoteApp and other secure network services. This has been experience most prevelantly with some new Windows 8.1 laptops from Lenovo, but could affect other systems as well.

The setting can be found in the Windows Registry by using RegEdit, great care must be taken in modifying the registry, consult your IT provider.

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa\LmCompatibilityLevel >
```

The value needs to be 3 or higher. (Probably best to remove the LmCompatibilityLevel key altogether, don't break the registry!)

On a Windows 8+ computer you can remove the LmCompatibilityLevel key and the default will work.

Slow Document Attachment and Retrieval Over Remote App Drive Shares

Firstly, if you are using Windows XP ensure the latest RDP client and hot fixes are installed which can contribute to slow file transfer performance.

Check your network connection quality to understand your effective throughput. You can do this using TempWorks network connection Quality test. Understand that this test will give different results than popular sites like speedtest.net, the reason for this is that popular sites seek to measure maximum speed of your connection but do not make any attempt to test the quality of the connection which can reduce effective throughput. Take a screenshot of the results or record the "test ID" for later reference by TempWorks Support team.

Another test you can perform is to estimate the effective throughput of the remote app drive share by attaching and then downloading one of the following test files as a document on a test customer/employee record.

tiny.file.bin 📎

small.file.bin 📎

Medium.file.bin 📎

large.file.bin 📎

The following table can be used to estimate the effective throughput of your connection based on the time it takes to attach (upload) or save (download) the test file in TempWorks.

Tiny file: 1 MB	Small file: 3 MB	Medium file: 12 MB
30 second = 1/4 Mbps	25 second = 1 Mbps	45 seconds = 2 Mbps
15 seconds = 1/2 Mbps	12 second = 2 Mbps	30 seconds = 3 Mbps
8 seconds = 1 Mbps	8 second = 3 Mbps	18 seconds = 5 Mbps
4 seconds = 2 Mbps	5 second = 5 Mbps	9 seconds = 10 Mbps
< 1 seconds = >8 Mbps	< 3 second = >10 Mbps	<4 seconds = >20 Mbps

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