AutoClerk Remote Workstation/Regional PMS Implementation
Via Windows Terminal Services
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Who is this document written for? Our hotel clients, System Administrators, Network support companies, hardware vendors- those persons responsible for the setup, configuration and maintenance of the hotel's computer hardware.

When will I need this document? If you need remote access and sharing a workstation is not an option then Terminal Services offers the best way around sharing a station. This method provides an invisible background AutoClerk session and does not require the remote user to take control of an existing workstation.

How do I gain Remote Access to AutoClerk? Remote AutoClerk stations should only use Microsoft© Terminal Services. Your hotel's network infrastructure may need to be upgraded to properly support terminal services.

Who will install this Remote Access capability? Contact your network administrator to implement Terminal Services. If you do not have a network administrator, the following company is familiar with Terminal Server Installations:

> Technology At Work
> Jay Lemmons
> 1700 La Play Way Sacramento CA 95864
> 916-847-6661
> 800-399-5295
> 916-482-2439 Fax
> http://www.technologyatwork.net

Technical Items for your consideration*:
- minimum p4, 100gb HD, allocating 512 MB ram for each concurrent user.
- running Microsoft© Server as a 'Member Server', not a 'PDC', without Active Directory installed.
- It is suggested the Terminal Services run in 'Application' mode (not 'Administrative' mode)
- Ensure your Microsoft© Server is set up with as many CAL's as needed.
- **Best Practices should be followed when implementing, including, but not limited to:**
     - **128 bit encryption**
     - **idle timeout**
     - **session timeout**
     - **use non-standard RDP ports, optionally wrapped in a VPN tunnel**
     - **auditing/logging enabled**
     - **2-factor authentication.**

* NOTE: The Hotel Network Administrator- and NOT AutoClerk- is responsible for installation, configuration and on-going support of your Terminal Server.