

Frequently Asked Questions:

Question:

The gold bar prompt does not appear after the warning:


"You cannot currently access Remote Desktop Services applications. Ensure that you have enabled support for Remote Desktop Connection Client 6.1, as described in <http://go.microsoft.com/fwlink/?LinkId=181074>. Then in the browser, enable the ActiveX control that is available in the gold bar prompt."

Answer:

You will need to reset your internet explorer settings, to use the Reset Internet Explorer Settings feature from Control Panel, follow these steps:

1. Exit all programs, including Internet Explorer (if it is running).
2. If you use Windows XP, click Start, and then click Run. Type the following command in the Open box, and then press ENTER:

```
inetcpl.cpl
```

If you use Windows Vista or Windows 7, click Start . Type the following command in the Start Search box, and then press ENTER:

```
inetcpl.cpl
```

The Internet Options dialog box appears.

3. Click the Advanced tab.
4. Under Reset Internet Explorer settings, click Reset. Then click Reset again.
5. When Internet Explorer finishes resetting the settings, click Close in the Reset Internet Explorer Settings dialog box.
6. Start Internet Explorer again.

The gold bar prompt should then appear after the warning box.

Question:

Does the new remote system support any other browsers.

Answer:

At present Microsoft only supports Internet Explorer 6 and above for RDS connections. Mozilla Firefox, Google Chrome, Safari and Opera browsers are not supported at this time.