

Remote Access Requirements

Requirements

Propalms OneGate desktop client is currently supported on the following platforms:

Microsoft Windows:

Windows 2000, XP SP3, Vista, Windows 7/8 and Windows 2003/2008 platforms

Mac OS:

OS X 10.4 and above (Both PPC and Intel architecture are supported)

Linux OS:

Redhat, Fedora, SUSE, Ubuntu, Debian, CentOS

Mobile:

iPad / Android Access

Best Practices

The following best practices are recommended before installing the remote access client and signing in to the system.

Office Computer

Please ensure that all files and folders you wish to access remotely are within your My Documents folder or shared drives you can access.

Remote Computer

Please ensure that you have antivirus software installed on your computer. Free antivirus software is available for download from AVG (<http://free.avg.com>).