DOORS Remote Access User Guide
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1 INTRODUCTION

The external access to the operational EUMETSAT IBM Rational DOORS database is provided through remote desktop services.

This document describes the necessary steps to access the operational EUMETSAT DOORS database through the deployed DOORS client application over the Internet. When DOORS is started, the user will be presented with a rich client application with all menus which are available and maintained for internal users. All client local drives will be available also on the remote desktop services session to e.g. aid any document export or imports to the EUMETSAT DOORS database.

1.1 Purpose and scope

This document describes the initial and subsequent logon processes for remotely accessing the operational EUMETSAT IBM Rational DOORS database. It covers the initial and subsequent use of the security token provided for remote user authentication, as well as the password procedure to change an expired or invalid password.

1.2 Audience

This document is directed to all external and internal users of DOORS (see section 1.3). It is intended for a PC user with normal Windows operating system experience.

1.3 Doors Support

The external access to the EUMETSAT DOORS database is intended for all users with the need for remote access. These are categorized in two groups:

1. “Internal Users”: EUMETSAT employees including internal staff and all Other Human Resources (consultants). In the context of this document, whenever DOORS Support is mentioned, users shall seek support from the EUMETSAT Service Desk.

2. “External Users”: Non-EUMETSAT employees that need access to the EUMETSAT DOORS database. In the context of this document, when DOORS Support is mentioned, users shall seek support by contacting their designated EUMETSAT contact point.

1.4 Abbreviations

<table>
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<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tr>
<td>TMG</td>
<td>Threat Management Gateway</td>
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2 MINIMUM CLIENT REQUIREMENTS FOR REMOTE ACCESS

The minimum client requirements to access DOORS through a remote desktop connection are:

1. Operating System:
   a. Windows XP with Service Pack 3, or
   b. Windows 7 with Service Pack 1, or
   c. Windows 8
2. Client Firewall Settings
   a. TCP port 443 (HTTPS)
3. Client Browser
   a. Internet Explorer 8.0 or higher
4. Other Requirements
   a. Windows Remote Desktop Connection 7.0 Client

It is advisable to check with the system administrator if those requirements are met by your system.
3 ACCESSING DOORS

To remotely access EUMETSAT DOORS, the user must request a security token. This token is needed as EUMETSAT DOORS has been secured with a 2 Factor Authentication. The token is illustrated below. For internal users it shall be requested from the EUMETSAT Service Desk; for external users it shall be requested by the designated EUMETSAT contact point that is responsible for the provision of the token to an external user.

When a token is available, open Internet Explorer and navigate to the URL: https://doors.eumetsat.int

3.1 Logon to TMG for the First Time with a New Token

The first time the user logs on to the TMG to access the IBM Rational DOORS application, the user PIN for the token must be changed. To do so at the first logon screen presented by accessing the URL above, proceed as follows:

1. Enter the EUMETSAT windows username (without any domain information) in the “User name” field and in the “Passcode” filed the six digits displayed on the token.

2. Click “Log On” and navigate to the following page in order to change the PIN
3. Enter a new PIN (see constraints on the screen above) and confirm the PIN
4. Click on “Log On” to navigate back to the initial logon page
5. Enter the user name and the new Passcode (Passcode = new PIN followed by the
   security token 6 digits)
6. Click “Log On”

Note that there is no need to change the PIN again. Also note that if there is an error with
the new PIN, the page will not navigate back to the initial logon page. If there are
problems setting a new PIN, please contact the DOORS Support as defined in section
1.3.

If the logon is successful, then the following message will be displayed and the user will be
redirected to the DOORS Web Login Page. If the browser does not automatically redirect to
the DOORS Web Login Page, try to reload the URL https://doors.eumetsat.int.
If an incorrect username or Passcode has been entered, this will be indicated by a message at the top of the form:

![Error Message](image)

### 3.2 All Subsequent Logons to TMG

On the page presented, logon by entering a valid username and Passcode and clicking “Log On”.

![Log On Window](image)

If the logon is successful, then the following message will be displayed and the user will be redirected to the Remote Desktop Services Login Page.
If an invalid username or Passcode is entered, this will be indicated by a message at the top of the form.

For users that are familiar with the EUMETSAT external 2 factor authentication procedure, note that the logon process for accessing EUMETSAT DOORS is different to the processes for accessing other EUMETSAT services.

3.3 Logon to the Remote Desktop Services or Change the Password for the First Time and/or when Expired

After the initial TMG logon, the user is presented with the Remote Desktop Services logon form. If a temporary password has been supplied by EUMETSAT, or the password has expired, it must be changed in order to logon and access DOORS.
The logon form is shown below:

1. Enter a user name together with the domain (the domain shall always be “eum” so the information in the first field should be “eum\<user name>

2. If the password has expired and must be changed (or this is the first user logon into the EUMETSAT IT system with the temporary password supplied) - click on the “Sign in” button and the password expiration message will be displayed

3. Click on the link indicated or use the “Password Reset Utility” as shown below to change the password
Following either of the two links, the following page will be displayed:

4. Enter the requested information in all the fields and click “Submit” to change the password.
5. After successful password change, a message will be displayed that the password has been changed as indicated below:

6. Select “OK” to be redirected to the initial logon screen where the username and the new password to access the DOORS service can be entered.

The same process can be used at any time to change the password from the links provided in the initial logon screen.

Note the following password requirements:

- Minimum password length 8 characters
- Minimum one uppercase character
- Minimum one lowercase character
If the password entered does not meet the minimum password requirements, then the following form will be displayed to indicate that the password change was unsuccessful:

Before contacting the administrator for assistance (DOORS Support as defined in chapter 1.3) attempt to enter the information again and perform the same process to change the password in order to eliminate any failures or typo mistakes.

If the problems persist, seek assistance from the EUMETSAT Service Desk.

Please note that JavaScript and ActiveX must be enabled in the security settings of the Internet Explorer.

**Hint:** Insert the site: doors.eumetsat.int as part of the trusted sites.
3.4 Lunch IBM Rational DOORS

After successful logon, the following screen will be displayed:

1. Click on the IBM Rational DOORS icon to initiate the application launch
2. A pop up window will open containing information on the application publisher
3. Click on “Connect”

Note: Another warning might pop-up related to the server certificate. This is normal and select “Yes” to continue.
IBM Rational DOORS should now start normally and display the information assigned to the user.

Use of the application is exactly the same as from a local internal EUMETSAT computer.
4 TROUBLESHOOTING

If the following message is displayed, then no user has been created in the DOORS database.

In this case, contact DOORS Support as defined in chapter 1.3.

There might be an initial waiting time until the DOORS main window appears (DOORS database explorer). At this time the following popup will be displayed with the green/grey progress bar indicating progress. This is normal operation and DOORS start is imminent.