

## What is Online Software

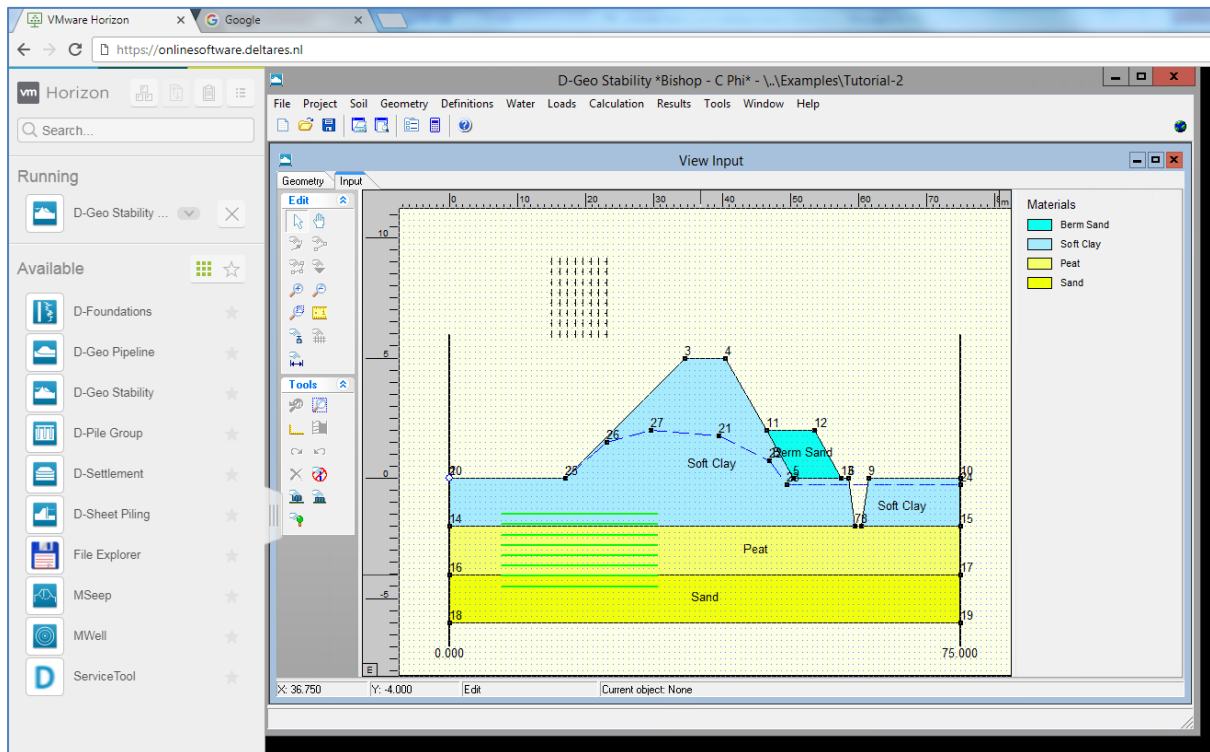
Online Software is a Deltares Software-as-a-Service platform that allows direct access to the Geotechnical software of Deltares over the internet.

The following applications are available in Online Software:

- D-Foundations
- D-Geo Pipeline
- D-Geo Stability
- D-Pile Group
- D-Settlement
- D-Sheet Piling
- MSeep
- MWell

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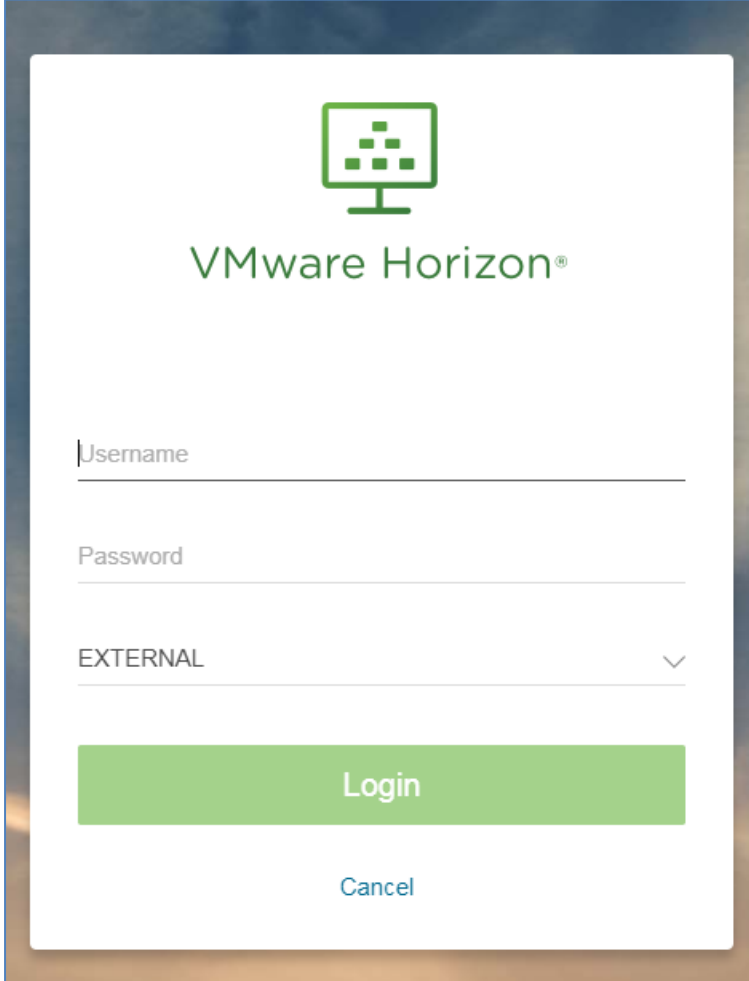


*D-Geo Stability running in a browser, using the Online Software platform*

## 1. Getting started

### Logging in

1. Go to [onlinesoftware.deltares.nl](https://onlinesoftware.deltares.nl) to get to the login screen.



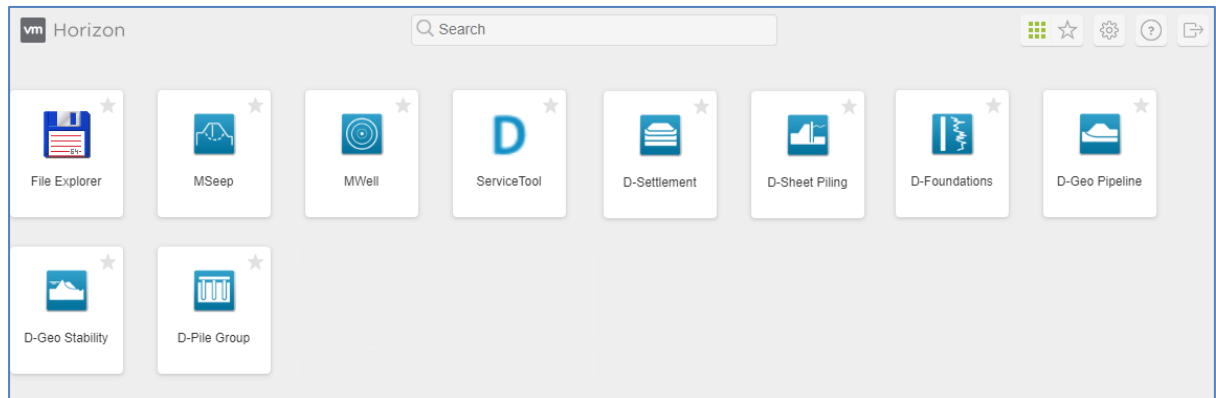
The screenshot shows the VMware Horizon login interface. At the top center is the VMware Horizon logo, which consists of a green monitor icon with a grid of dots inside. Below the logo, the text "VMware Horizon®" is displayed in green. Underneath, there are three input fields: "Username", "Password", and a dropdown menu currently showing "EXTERNAL" with a downward arrow. At the bottom of the form, there is a prominent green "Login" button and a smaller blue "Cancel" button below it.

2. **Enter User name and Password**

Your username and initial password will be included in an order confirmation email with subject "Online Software...", sender: [software@deltares.nl](mailto:software@deltares.nl).

3. **Choose the domain: "External" and log in**

After logging in, a start screen will appear including the shortcuts for the Geosoftware applications and a File Explorer.

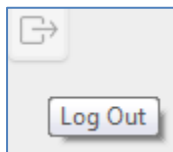


*The application start screen*

#### 4. Click on the program you want to use

The program opens, and you can start working. After starting a program, you will be charged for using the system, per open program (File Explorer and ServiceTool not included). It is possible to open several programs simultaneously.

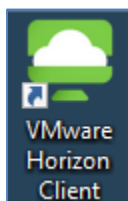
When you have finished your work, close any running applications and log out using the “Log out” button on the right side of the window.



### To access your local files and to use your printer

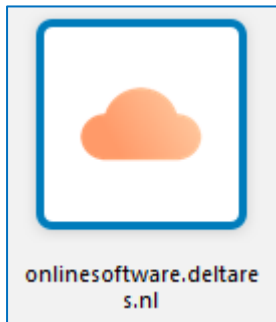
To access your local files and your printer, you will need to install and use the “VMware Horizon Client”. The client also allows you to more easily copy and paste text.

1. Go to [onlinesoftware.deltares.nl](https://onlinesoftware.deltares.nl)
2. Do not log in on the website. Instead click on “Download the Horizon Client for Windows ...” below the log on screen
3. The website of VMWare Horizon will open. Download the “**VMware Horizon Client for Windows**” (please do not download the “Windows 10 UWP” version)
4. Install the VMware Horizon client (restarting is recommended). A shortcut will appear on your desktop:



5. Open the shortcut and click on "New Server".
6. Fill in the name: `onlinesoftware.deltares.nl` and click “Login”

A login prompt will appear. Additionally, a shortcut icon is created in the VMware Workstation window




7. Log in using your username and password. For Domain, choose “External”
8. Click on the program you want to use

After starting a program, you will be charged for using the system, per open program (File Explorer and ServiceTool not included). It is possible to run several programs simultaneously.

When you have finished your work, close any running applications and disconnect from the application. To reduce usage costs, make sure to close applications whenever you are no longer using them.

If you cannot log in, please have your IT department check if the necessary ports are open as described in the chapter [Which ports need to be open in my network environment?](#)

## Selecting folders to access

1. After installing the Horizon Client and logging in, click on the Cog-icon  to open the settings menu.
2. Open “Sharing” and add your local folders or drives.

Your local files are now available in the File Explorer by clicking on the drive letter or + sign in the upper left corner, and clicking on “Computer (drive overview)”.

## 2. Storage in Online Software

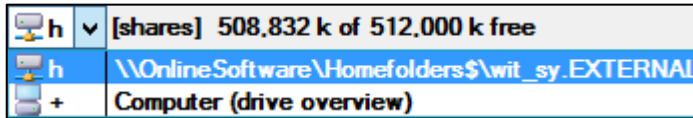
### Accessing local files and folders

You will need to use the [VMware Horizon client](#) to access the local files and folders on your own pc.

## Personal online storage

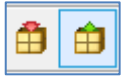
Each account has 500MB of available online disk storage that can be used to store data. The File Explorer will show you how much space is available.

To access your personal Online Software storage, open the [username].EXTERNAL folder.



It is recommended to store model data you are currently editing or simulating in your personal Online Software storage. Performance will greatly decrease if you try to simulate a model that is located on your local pc. The message “calculation cannot be started” may also appear when simulating from a local drive.

*Tip: Using a program to compress or 'zip' data before you transfer it between your computer and online software will greatly decrease the transfer time. You can zip data by right-clicking the files or folders - 'Send to' - 'Compressed (zipped) folder'. The File Explorer can also do this using the pack and unpack buttons in the top of the screen.*



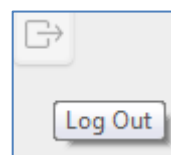
## Benchmarks and tutorials

All Benchmarks and tutorials of the Geosoftware can be found in the "Documents" folder. To be able to use them, you'll first have to copy the files to your own personal Online Software, as the examples and benchmarks in the Documents folder are read-only.

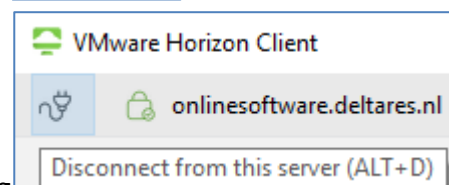
## 3. Logging Out

- 1) Close calculation software (for example, D-Geo Pipeline) when you are no longer using them by clicking the **X** at the top of the calculation software. When all applications are closed, log out as follows:

- a) In the web version, you can log out using



- b) In the client version, you can log out using



To reduce your usage costs, close any running applications and then disconnect from Online Software when you are not using applications

No usage costs are incurred after logging in if you do not have any Geotechnical software open, or if you are using only the File Explorer and/or ServiceTool.

To help users prevent unnecessary usage costs, users are logged out and applications are terminated after a period of inactivity:

- After 5 minutes of idle time you will receive a message about inactivity and you will be logged out.
  - Applications will remain open and calculations will continue running on our server for 15 minutes. You can log in again and continue where you left off during this time.
- 15 minutes after logging out, any open programs will be terminated automatically.

See also: [How are usage costs calculated?](#)

## 4. Frequently asked questions

When contacting Deltares support (see contact details below) it may help to include the VMware Horizon log files. These log files are only created when using the VMware Horizon client version and can be found in:

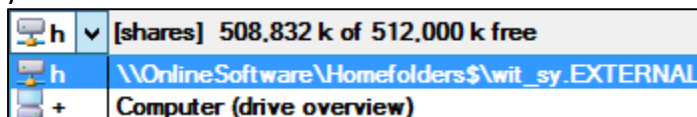
C:\Users\%username%\AppData\Local\VMware\VDM\Logs

Background information about the VMware Horizon log files can be found here:

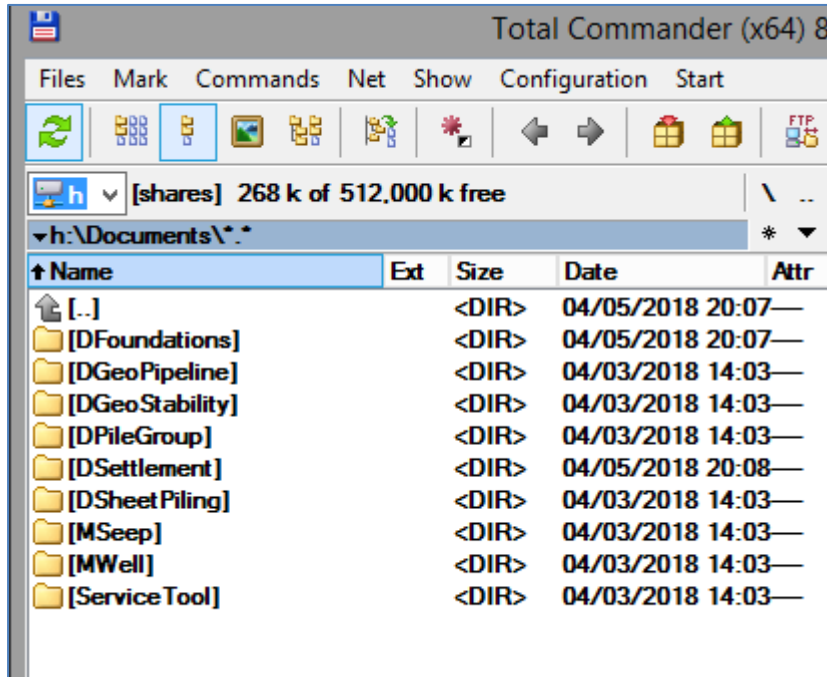
<https://kb.vmware.com/s/article/1027744>

### Where can I store my data?

Your data can be stored in your account directory [username].EXTERNAL. You can create your own files and folders there.



The “Documents” folder contains read-only benchmarks and examples.




## I am getting an access denied or IO error when starting a simulation on a benchmark or tutorial file

Please use File – Save As to copy the files to a different directory. You can also use the File Explorer to copy the tutorials and benchmarks to a different directory. The Documents folder where the benchmarks and tutorials are stored are read-only, so you cannot modify or calculate them unless you make a copy first.

## Error when logging in: HTTP error 504

When logging in, please set the domain to “External”. This error occurs when the domain is set to “Directory”.

## Error when starting an application: The connection to the remote computer ended

If the error repeats, please log in, click on the Cog-icon  to open the settings menu. In “Applications” set the Preferred protocol to “VMware Blast”.

## When starting an application, a gray screen is shown

If the applications do not start and instead show a gray screen, without error message, please use the Chrome browser or the client version of Online Software instead of Microsoft Edge.

## When logging in the domain is greyed out

This can occur when trying to log in using an e-mail address. Please log in using your username instead.

## Which ports need to be open in my network environment?

Common errors are caused by these ports being closed:

9427	TCP	Client drive redirection;
8443	TCP and UDP	VMware Blast Extreme protocol; or optionally:
4172	TCP and UDP	PCoIP protocol.

All of the used ports can be found on the [VMware website](#).

## Which operating systems are supported?

The technology used for Online Software is compatible with Windows, Linux, MacOS and more. However, Deltares can only assist users with questions about the use on Windows, and only the Windows operating system is tested.

## What is the difference between logging in using the login screen from the website, and using the VMware Horizon client?

Local files and your printers are only available when using the VMware Horizon client. It is not possible to access them from the web version. It is also easier to copy and paste text between your local computer and the Online Software by using the client version.

## How do I use my printers from within Online Software

First, ensure you are using the client version of Online Software. See the chapter: [To access your local files and to use your printer](#).

Client version 5.x is required to be able to print. It is not possible to print when using other versions (such as version 2006).

If you are using the correct client version but do not see all your printers in Online Software, or if printing results in a \*.xps file instead of the printer you choose, please try the following:

- Install the latest version of the VMWare Horizon client if a newer version is available. (After opening the VMWare Horizon client, click on the striped button in the top right and select "Software Updates")
- After logging into the Online Software platform, wait one minute before printing
- If you have many printers installed on your computer, please check with your IT department if any can be removed.
  - Explanation: Communication between your pc and the Online Software platform increases with every printer you have installed. Having less printers installed on your pc will speed up the time needed to enable printing in Online Software.

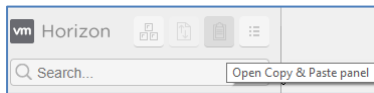
## How do I copy or paste text?

When using the VMware Horizon client, you can copy and paste text as you are used to on your own pc.

When using the web version:



- Open the side-menu on the left side of the screen
- Click on the button “Open Copy & Paste panel”:



## How can I change my password?

If you have lost your password, or if you wish to manually change it, please contact Deltares for a password reset. Note: You will be required to change the password every 90 days.

## What are the requirements for a correct password?

- ✓ 8 characters at a minimum
- ✓ At least 1 Uppercase letter
- ✓ At least 1 lowercase letter
- ✓ At least 1 digit
- ✓ At least 1 special character (such as \$?#!)
- ✓ Do not use parts of your old password in the new password
- ✓ Do not use your login name or company name as part of the password

Passwords that do no match with this policy will not be accepted by the system.

## How are usage costs calculated?

Usage costs are incurred after starting any Geotechnical software. No costs are incurred if you are logged without starting software or if you have only started the File Explorer and/or ServiceTool.

- Costs are calculated in minute increments.
- After 5 minutes of user inactivity, users will receive a message and be logged out.
- 15 minutes after logging out, the session will be automatically disconnected and applications are terminated. Usage costs are also halted automatically after 15 minutes.

It is possible to open multiple Geotechnical software packages at the same time, or the same package multiple times. Please note: usage costs are calculated per open software package.


We can provide a monthly report of your usage of Online Software.

**Tip:** In your monthly usage report, sessions that are logged out but are still active for a maximum of 15 minutes are visualized by having the Client Name be empty. Manually logging out instead of having letting your applications be terminated after inactivity can help reduce usage costs. For sessions where you were logged in, the Client Name shows which computer in your organization was running our software.

See also: [Logging Out](#)

## Can AZERTY or other non-QWERTY keyboard layout be used in Online Software?

By default, the QWERTY layout might be used. Users can change this as desired.

- In the web version, your keyboard layout is automatically used
- In the client version:
  - Click on the Cog-icon  after logging in.
  - Go to Applications
  - Enable: “Extend the local IME to hosted applications” (a restart of the session and client is required)

## I can't use the support form

The “Send Support E-Mail” form that is visible in calculation software under Help – Support... can not be used in Online Software. To contact Support, see the contact details at the bottom of this document.

## What happens when I cancel my Online Software subscription?

Access to Online Software account and your online data will be disabled after the mutually agreed upon termination date (usually the end of the quarter). Please copy any data you may wish to save to a local computer, as all user data will be removed after terminating.

After cancelling your subscription, you will receive your final invoice for the calculation and subscription costs of the last quarter. If you wish to re-activate your Online Software subscription in the future, a new account will be created.

## Questions?

For more information on, you can contact our Support and Sales teams.

Sales: [software@deltares.nl](mailto:software@deltares.nl) +31 (0)88 335 8188  
Support: [software.support@deltares.nl](mailto:software.support@deltares.nl) +31 (0)88 335 8100