

## What is Online Software

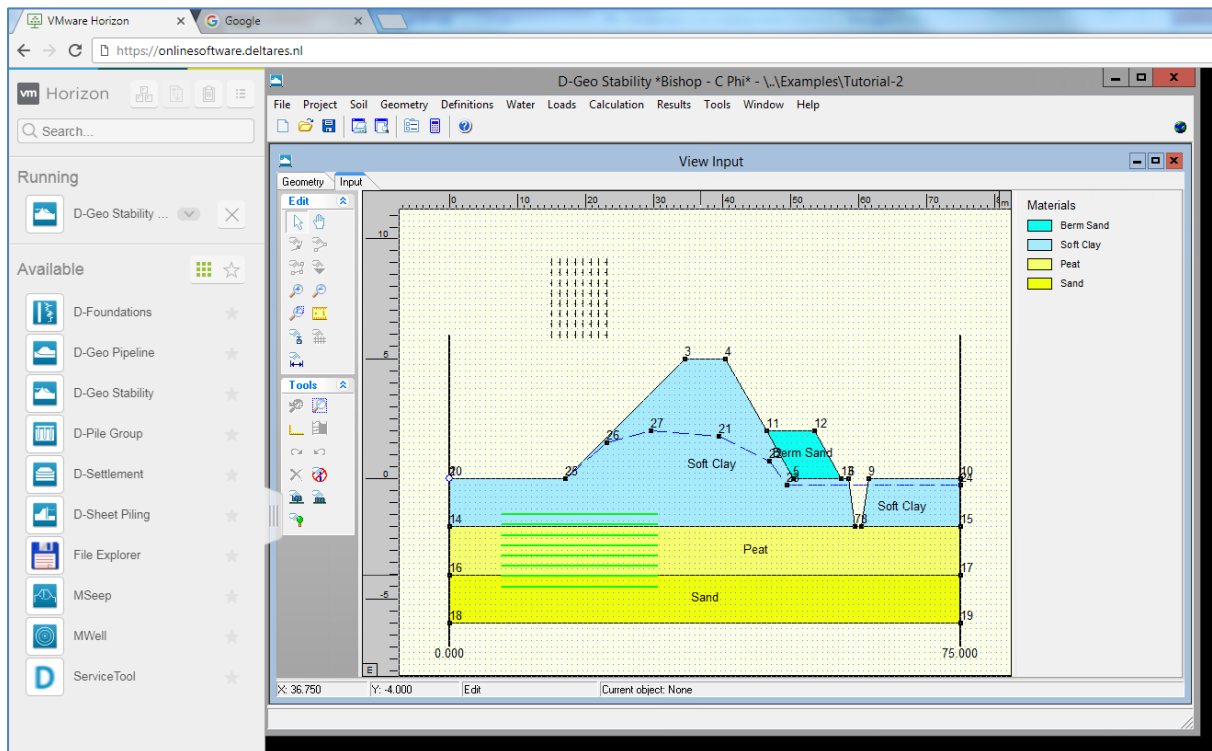
Online Software is a Deltares Software-as-a-Service platform that allows direct access to the Geotechnical software of Deltares over the internet.

The following applications are available in Online Software:

- D-Geo Pipeline
- D-Geo Stability
- D-Foundations
- D-Settlement
- D-Sheet Piling

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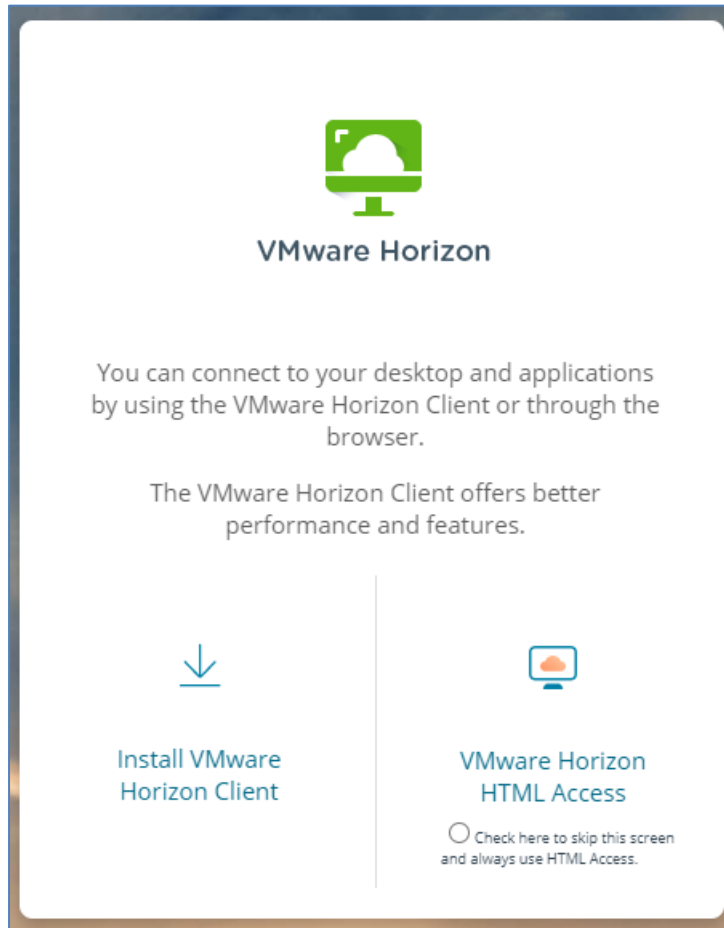


*D-Geo Stability running in a browser, using the Online Software platform*

## 1. Getting started

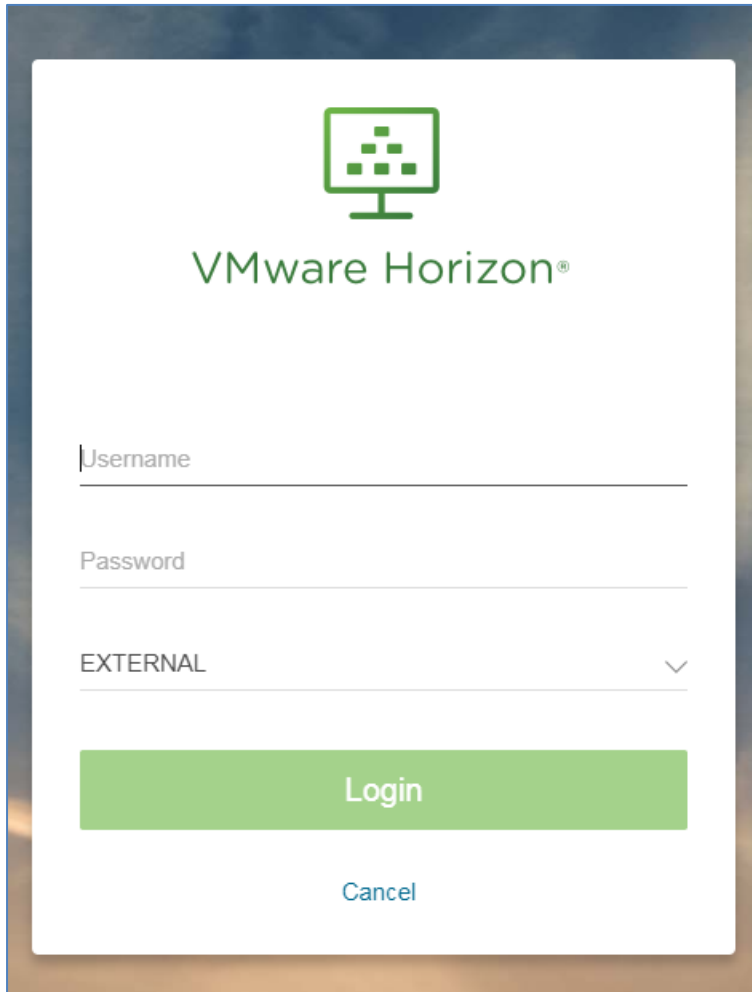
### Logging in

1. Go to [onlinesoftware.deltares.nl](https://onlinesoftware.deltares.nl).
2. Choose “VMware Horizon HTML Access” to log in using your browser



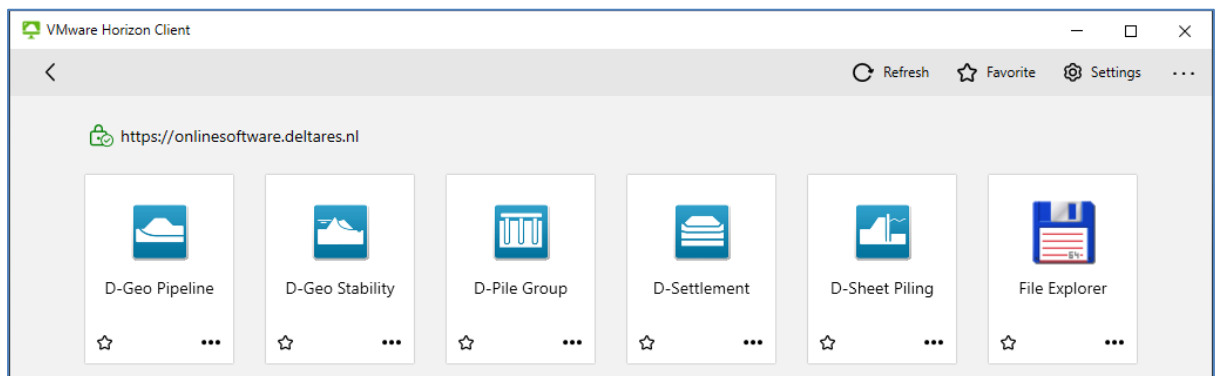
### 3. Enter username and password

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).



**4. 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*

5. **Click on the program you want to use**

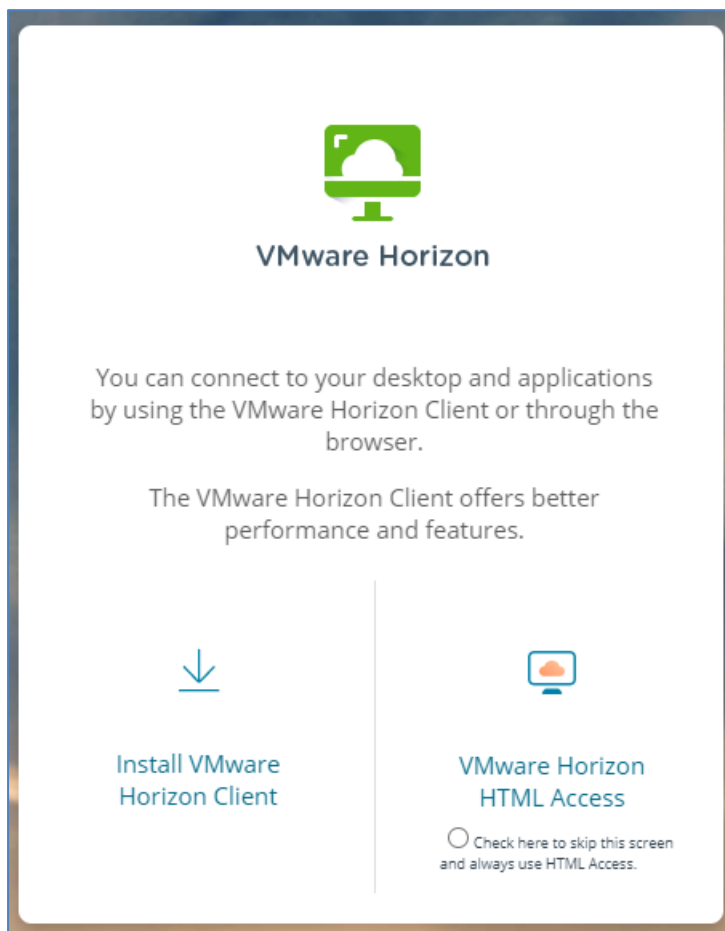
The program opens, and you can start working. After starting a program, you will be charged for using the system, per open program (File Explorer and ServiceTool not included). It is possible to open several programs simultaneously.

When you have finished your work, close any running applications to limit billing and disconnect to end your session.

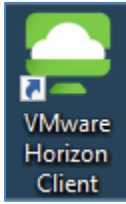
## To access your local files and to use your printer

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. Click "Install VMware Horizon Client"

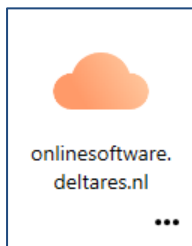


3. The website of VMWare Horizon will open. Download the "**VMware Horizon Client for Windows**"
4. Install the VMware Horizon client (restarting is recommended). A shortcut will appear on your desktop:




5. Open the shortcut and click on "+ Add 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.

*Tip: After logging in, go to  Settings – Applications. Change the "Reconnect Behavior" to "Reconnect automatically to open applications". This will allow you to better track your usage of applications.*

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  Settings
2. Open "Drive & Folder 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

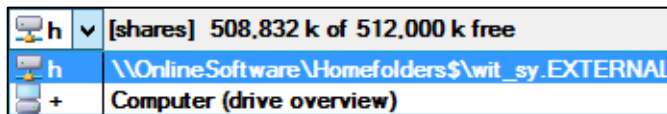
### Accessing local files and folders

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 1000MB 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.*

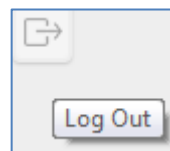


### Benchmarks and tutorials

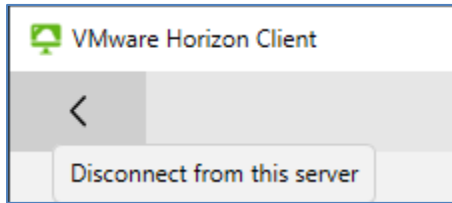
All Benchmarks and tutorials of the Geosoftware can be found in the "Documents" folder. To be able to use them, you'll first have to copy the files to your own personal Online Software, as the examples and benchmarks in the Documents folder are read-only.

## 3. Disconnecting

- 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, disconnect as follows:



- a) In the web version, you can disconnect using
- b) In the client version, you can disconnect using using the < button on the left side of the window:



To reduce your usage costs, close any running applications whenever you are done using an application.

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 or ServiceTool.

To help users prevent unnecessary usage costs, users are disconnected 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 disconnected.
  - 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. End-of-life announcements

Software will be removed from the Online Software platform upon reaching its end-of-life date.

Suite	End-of-life date
D-Pile Group	1 February 2023
MSeep	1 February 2023
MWell	1 February 2023

For information on obtaining a license to use the software offline on your own computer, contact Sales using the contact details at the bottom of this document.

## 5. Frequently asked questions

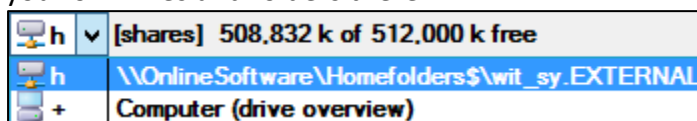
When contacting Deltares support (see contact details below) it may help to include the VMware Horizon log files. These log files are only created when using the VMware Horizon client version and can be found in:

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

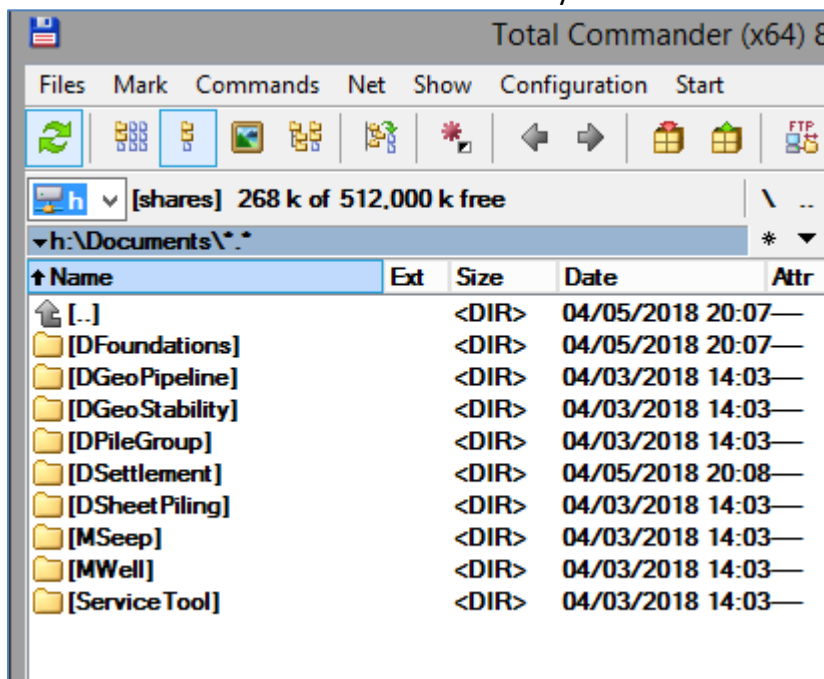
Background information about the VMware Horizon log files can be found here:  
<https://kb.vmware.com/s/article/1027744>

## 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.

## Reopening applications when logging back in

By default, the Online Software Client asks users if they want to reopen programs that were running when the user disconnected / was disconnected automatically.



To reopen programs automatically:

Go to  Settings - Applications. Change the “Reconnect Behavior” to “Reconnect automatically to open applications”.

We recommend this setting to keep track of open programs, as each open program is billed based on usage. See also: [How are usage costs calculated?](#)

## 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”.

## 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:

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 (PDF) printer 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](#).

If you 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:

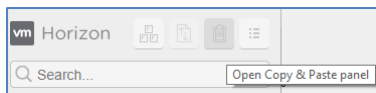
- Install the latest version of the VMWare Horizon client if a newer version is available. (After opening the VMWare Horizon client, click on the striped button in the top right and select “Software Updates”)
- After logging into the Online Software platform, wait one minute before printing
- Disable printers you do not need from the  Settings menu.
- 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, ServiceTool or manual.

- Costs are calculated in minute increments.
- After 5 minutes of user inactivity\*, users will receive a message and be disconnected.
- 15 minutes after disconnecting, the session and all open applications will be automatically terminated. This means that usage costs are also halted automatically after these 15 minutes.

*\*User inactivity: The user is not using their computer's mouse or keyboard.*

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 1: To reduce your usage costs, close any running applications whenever you are done using an application.

Tip 2: Although no costs are incurred for being logged into Online Software without having applications open, it is good practice to disconnect after you are done using the software. Should a user forget to close one or more applications, and remain logged into Online Software, and continue using their pc, the application will continue running and continue incurring usage costs until the user closes the application or 5 minutes of user inactivity is reached.

Tip 3: 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 closing applications 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.

Tip 4: To reduce usage costs when viewing manuals of Geotechnical software:

- Open the Geotechnical software you wish to view the manual for
- Click on 'Help' – 'Manual' to open the manual
- Close the Geotechnical software while reading the manual to reduce costs. Usage is not charged for manuals

You can then optionally use 'File' – 'Save As' to save the manual to your H-drive for future viewing.

For tips on how to disconnect and how to view running applications, see also:

[Disconnecting](#) and [Reopening applications when logging back in](#)

## The company data I entered in the ServiceTool sometimes disappears

It is recommended to use the default location for Company Data:

H:\Documents\CompanyData.set.

If you keep needing to fill in company data or are seeing outdated data in reports:

- Open ServiceTool
- Fill in your company data if needed and press “Default”.
- Save and close ServiceTool
- Open File Explorer
- Navigate to your H-drive
- Press Alt+F7 to search
- Search for CompanyData.Set
- Copy the CompanyData.Set file from your Documents folder to the other locations

If you do not see company data in reports:


- In VMWare Horizon, go to Settings – Applications and press Reset

There is a known issue with some applications that results in company data occasionally not being shown despite following the steps above. If you are impacted by this issue, please contact Support and include the application you experienced the issue with.

*Company data in the ServiceTool can include your organization’s name, location, logo, etc. and can be optionally used in reports generated from our simulation software.*

## 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)

## Why is some software listed under {Old versions}?

Old versions are outdated software versions. These versions have been kept available for users to convert data to modern formats, or to reproduce old results. Deltares does not offer assistance with old versions, and old versions will not be updated with bug fixes, improvements, and will not be updated to support new standards. Old versions will be removed from the platform at a future date as usage declines or as needed for the stability of the platform. We strongly recommend using the latest versions of our software.

Release notes for software can be found here: <https://www.deltares.nl/en/software-solutions/>

Old versions include:

- D-Foundations 21.1

This is the last version to offer the deprecated version of the Bearing Piles EC7-B Belgian standard. This old version can optionally be used to convert data to modern formats by unselecting Bearing Piles EC7-B. It is not possible to open models using Bearing Piles EC7-B in D-Foundations 22.1 or later.

## 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.

## 6. Contact

For more information, 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