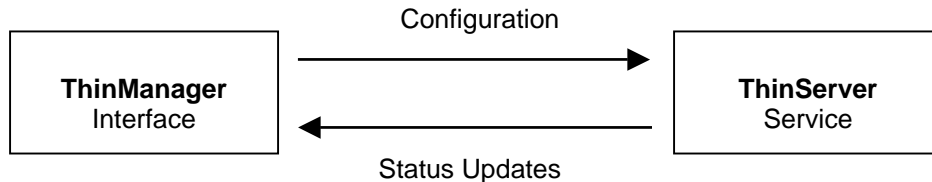# ACP ThinManager Tech Notes

DCOM Issues

Use the **F1** button on any page of a ThinManager wizard to launch Help for that page.

Visit www.thinmanager.com/TechNotes4/01_Intro/Manuals.shtml to download the manual, manual chapters, or the abridged ThinManual.
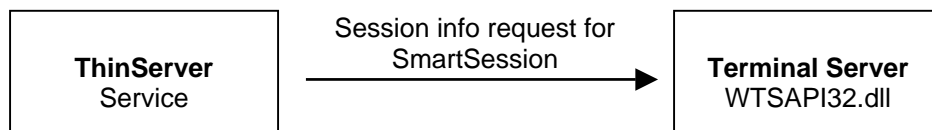
COM and DCOM in ThinManager

COM is the Component Object Model. This is a standard Microsoft interface used in inter-process communications within a computer. When applications on two different computers use this method it is called DCOM, or the Distributed Component Object Model

COM is a communication protocol that allows one program to initiate a communication link that another program can respond. It allows a program to request info.
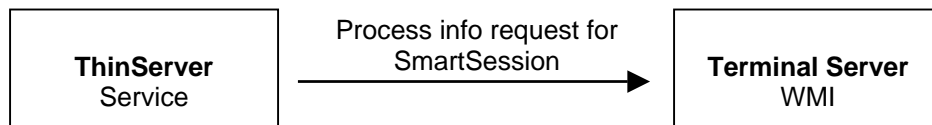
Configuration

```
┌─────────────────┐    Configuration      ┌─────────────────┐
│  ThinManager    │   ──────────────►     │  ThinServer     │
│  Interface      │   ◄──────────────     │  Service        │
└─────────────────┘    Status Updates     └─────────────────┘
```

ThinManager makes a COM connection (or DCOM on a remote computer) to make changes to the configuration database maintained by ThinServer.

ThinServer makes a COM connection (or DCOM on a remote computer) to update status information (icon colors, etc.) in the ThinManager interface.

```
┌─────────────────┐  Session info request for  ┌─────────────────┐
│  ThinServer     │      SmartSession          │ Terminal Server │
│  Service        │   ──────────────────►      │ WTSAPI32.dll    │
└─────────────────┘                            └─────────────────┘
```

ThinServer will make a COM connection (or DCOM on a remote box) to the **WTSAPI32.dll** on the terminal servers to pull session data to configure SmartSession.
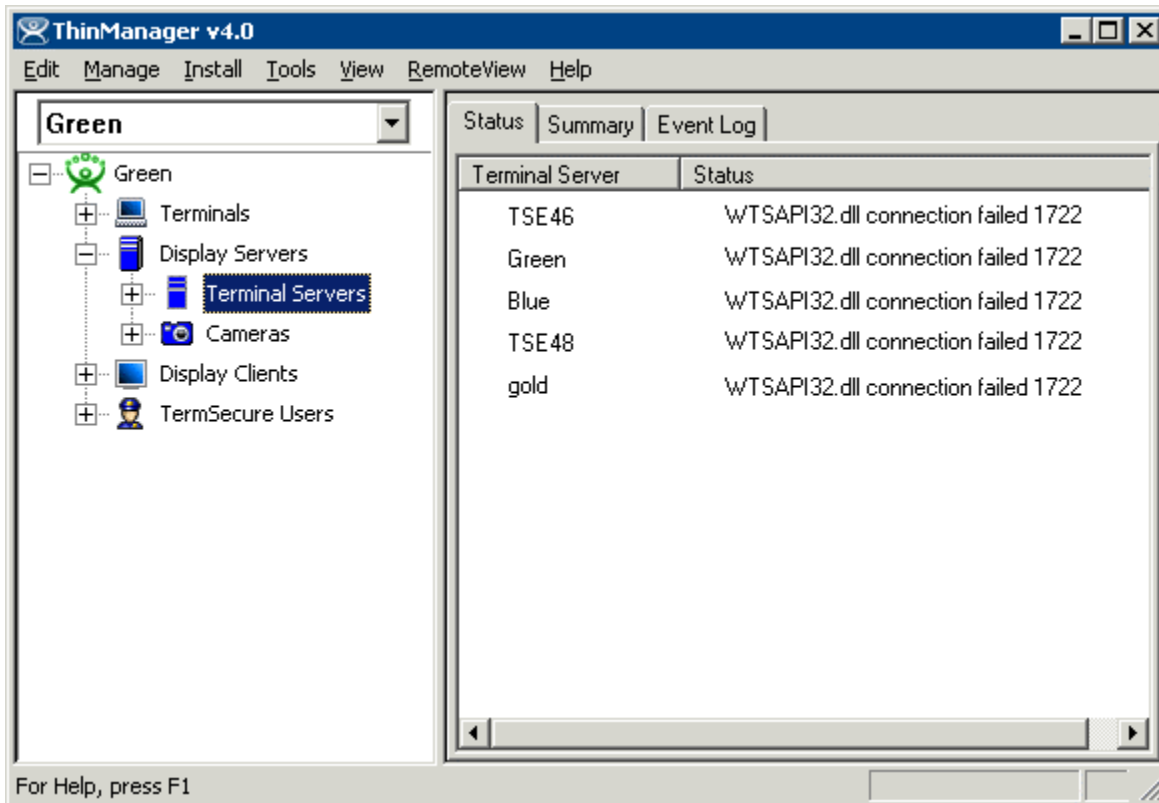
```
┌─────────────────┐  Process info request for  ┌─────────────────┐
│  ThinServer     │      SmartSession          │ Terminal Server │
│  Service        │   ──────────────────►      │ WMI             │
└─────────────────┘                            └─────────────────┘
```

ThinServer will make a COM connection (or DCOM on a remote box) to the **WMI** on the terminal servers to pull process data to configure SmartSession.

COM and DCOM Fix

If you get DCOM errors in the event log or status errors on the Terminal Server Status tab in ThinManager then you might have a DCOM issue.

Connection Errors on Status Tab

One way to fix most problems is to create a common local administrative account on the ThinManager Server and each terminal server and have the ThinServer log in with that account.

Note: The WTSAPI32.dll error can also be caused by the terminal server being off-line or un-reachable.

ThinServer Account

Open **Services** by selecting *Start > Control Panel > Administrative Tools > Services*.

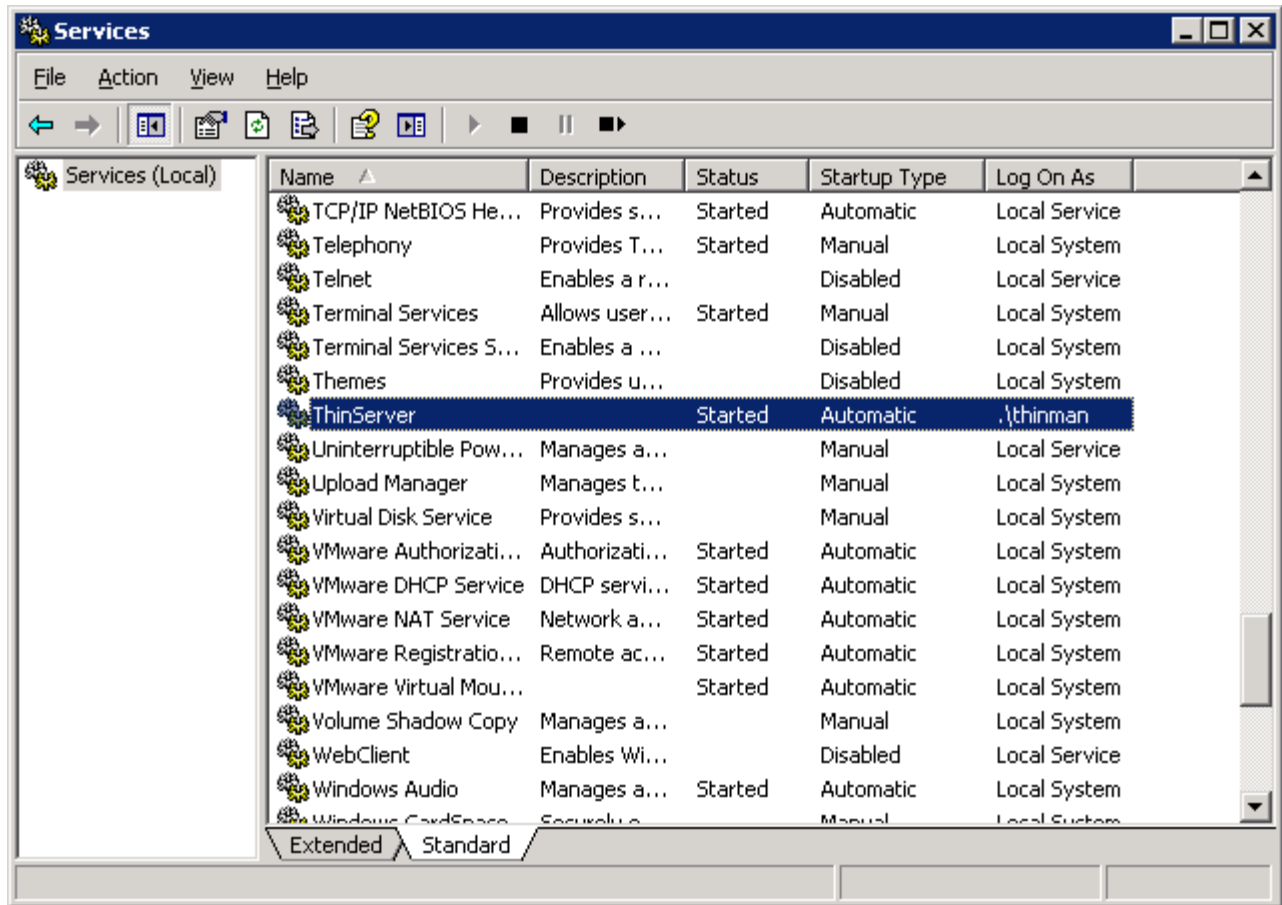Double-click on ThinServer to launch the ThinServer Properties page.

ThinServer Properties – Log On Tab

Select the ***This account*** radio button on the **Log On** tab and add the name of the common administrative account and its password. The program will add a "**.**" to the name.

Note: "ThinMan" is used as an example in this document.

Select the ***OK*** button to accept the change.

You will need to stop and start the ThinServer service before the change takes effect.

Services

ThinServer will show that it is logged in with the administrative account once it is restarted.

Terminal Server Account

Each terminal server will need to use common administrative account to connect to ThinManager.

Open the Terminal Server Wizard by double-clicking on the terminal server in the ThinManager tree. Navigate to the **Terminal Server Name** page.

Terminal Server Wizard - Terminal Server Name Page

Enter the common administrative account into the User Name field and the Password fields on the **Terminal Server Name** page of the Terminal Server Wizard.

Note: "ThinMan" is used as an example in this document.

Select the *Finish* button to accept the change.

Now when ThinManager connects to the Terminal Server using DCOM it will have the same credentials as the Terminal Server.