ACP ThinManager Tech Notes

Connection Troubleshooting

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

Visit www.thinmanager.com/TechNotes/Intro/Manuals.shtml to download the full Manual or the ThinManual.

If a thin client has a problem running you need to determine the point where the connection fails.

Does the thin client:

❑   Connect to the ThinManager Server and download the firmware?

❑   Connect to the ThinManager Server and download its configuration?

❑   Connect to the terminal server and get a login window?

❑   Able to login?

❑   Able to run applications?

The step where the connection stops tells you what action to take to correct it.

If you are having problems it is better to try one step at a time instead of doing several things at once. To do this manually login instead of auto-logging in and manually launch the applications instead of using Initial Program or AppLink to automatically launch programs.

If you have your terminal configured to use Auto-login and an Initial Program or AppLink and are having problems you should open the Terminal Configuration Wizard and clear the auto-login and initial program on the Login Information page.

Note: You may want to open a text editor like Notepad and cut and paste the user name and Initial Program path into a text document to save from re-creating it later.

The thin client should connect to the ThinManager server and download the firmware. If it doesn't you need to specify a ThinManager Server in the terminal IP addressing.

The thin client should expand the firmware and reconnect to the ThinManager Server to download its configuration.

The downloaded configuration should connect the thin client to the terminal server and show the Windows login screen. If it does not then you need to track why it isn't connecting to the terminal server.

Manually login by typing in the user name and password. If you can't login your account isn't valid or the password is wrong.

If you get the desktop try to launch the program by pasting the path you copied out of the terminal configuration into the Run command line. If it doesn't launch then your path is wrong.

Troubleshooting Flowchart

Clear Auto-Login and Initial Program/AppLink fields.

Reboot Thin Client

Does the thin client download the firmware? — NO →
1) Is the ThinManager Server IP address specified on the thin client?
2) Are the required ports open?

YES ↓

Does the thin client download the configuration? — NO →
1) Make sure that the subnet mask on the thin client is correct.
2) Make sure that WinTMC is not running on the ThinManager Server.

YES ↓

Does the thin client display the Login window? — NO →
1) Is a terminal server specified in the terminal configuration in ThinManager?
2) Is the terminal server on?
3) Is the network functioning?
4) Are TS CALS available on the Microsoft Licening Server?

YES ↓

Does the thin client login and display the desktop? — NO →
1) Is the username and password valid?
2) Is the user a member of the Remote Desktop User group?
3) Does the server have terminal services enabled?

YES ↓

Does the thin client run the application? — NO →
1) Is the application installed on the terminal server?
2) Was it installed using Add/Remove Programs?
3) Is the path correct?

YES ↓

Everything is working. Add the Auto-login and Initial Program paths. Does it work? — NO →
1) The user name and program paths must be wrong. Try entering them again.

YES ↓

Finished!