

DCOM Issues

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.

COM and DCOM in ThinManager

COM is the Component Object Model. This is a standard Microsoft interface used in interprocess 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.



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.



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.



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.

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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.

👸 ThinManager ¥3.2				
Edit Manage Install Tools View RemoteView Help				
Green	Status Summary Event Log			
⊡…** Green ⊞… ■ Terminals	Terminal Server scadaw2ksvr0008	Status WTSAPI32.dll connection failed 1722		
Terminals Terminal Servers Application Groups TermSecure Users	scadaw2ksvr0008 scadaw2ksvr0007 ts1rock ts1ravn ts1fred	WTSAPI32.dll connection failed 1722 WTSAPI32.dll connection failed 1722 WTSAPI32.dll connection failed 1722 WTSAPI32.dll connection failed 1722 WTSAPI32.dll connection failed 1722		
For Help, press F1				

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.



ThinServer Account

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

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

ThinServer Properties (L	ocal Computer)	? ×		
General Log On Recovery Dependencies				
Log on as:				
Local System account Allow service to interact with desktop				
• This account	.\thinman	Browse		
Password:	•••••			
Confirm password:				
You can enable or disable this service for the hardware profiles listed below:				
Hardware Profile		Service		
Profile 1		Enabled		
	<u>E</u> nable	<u>D</u> isable		
	OK Cance	Apply		

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						_ 🗆 X
<u>File Action View</u>	<u>H</u> elp					
🆏 Services (Local)	Name 🛆	Description	Status	Startup Type	Log On As	
	🖏 TCP/IP NetBIOS He	Provides s	Started	Automatic	Local Service	
	🆓 Telephony	Provides T	Started	Manual	Local System	
	🆓 Telnet	Enables a r		Disabled	Local Service	
	🆓 Terminal Services	Allows user	Started	Manual	Local System	
	🆓 Terminal Services S	Enables a		Disabled	Local System	
	🆏 Themes	Provides u		Disabled	Local System	
	ThinServer		Started	Automatic	.\thinman	
	Substantiation of the second s	Manages a		Manual	Local Service	
	🎭 Upload Manager	Manages t		Manual	Local System	
	🆓 Virtual Disk Service	Provides s		Manual	Local System	
	🦓 VMware Authorizati	Authorizati	Started	Automatic	Local System	
	🆓 VMware DHCP Service	DHCP servi	Started	Automatic	Local System	
	🏶 VMware NAT Service	Network a	Started	Automatic	Local System	
	🆓 VMware Registratio	Remote ac	Started	Automatic	Local System	
	🆓 VMware Virtual Mou		Started	Automatic	Local System	
	🖏 Volume Shadow Copy	Manages a		Manual	Local System	
	🍓 WebClient	Enables Wi		Disabled	Local Service	
	🆓 Windows Audio	Manages a	Started	Automatic	Local System	
	Ba Windows Cordenson	Societation		Manual	Local Suctors	
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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.

😇 Te	😇 Terminal Server Wizard 🛛 🛛 🗙				
Τe	erminal Server Name Enter the Terminal Se	rver Name and Log In informatio	n. 👸		
Te Te L L L L L	erminal Server Name erminal Server IP Log In Information Domain User Name Password /erify Password	Green 192 . 168 . 1 . 3 thinman **** Sc	4 Discover		
	< <u>B</u> ack <u>N</u> ext >		ancel Help		

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.