



## DCOM Issues

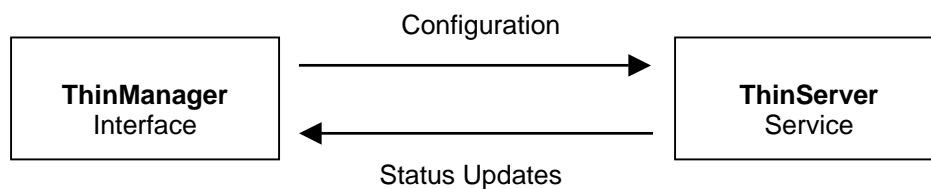
Use the **F1** button on any page of a ThinManager wizard to launch Help for that page.

Visit [www.thinmanager.com/TechNotes/Intro/Manuals.shtml](http://www.thinmanager.com/TechNotes/Intro/Manuals.shtml) to download the full Manual or the ThinManual.

### COM and DCOM in ThinManager

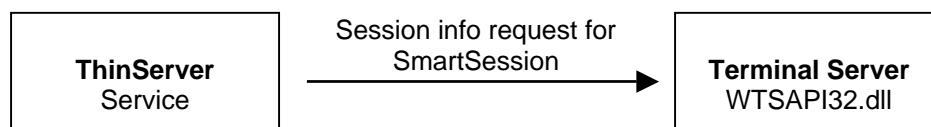
COM is the Component Object Model. This is a standard Microsoft interface used in interprocess communications within a computer. When applications on two different computers use this method it is called DCOM, or the Distributed Component Object Model

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.

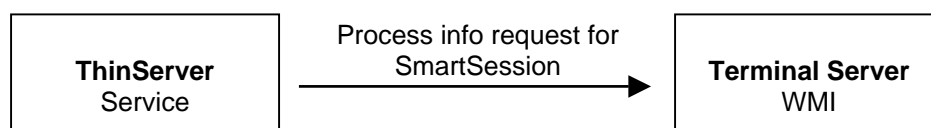


**ThinManager** makes a COM connection (or DCOM on a remote computer) to make changes to the configuration database maintained by ThinServer.

**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.

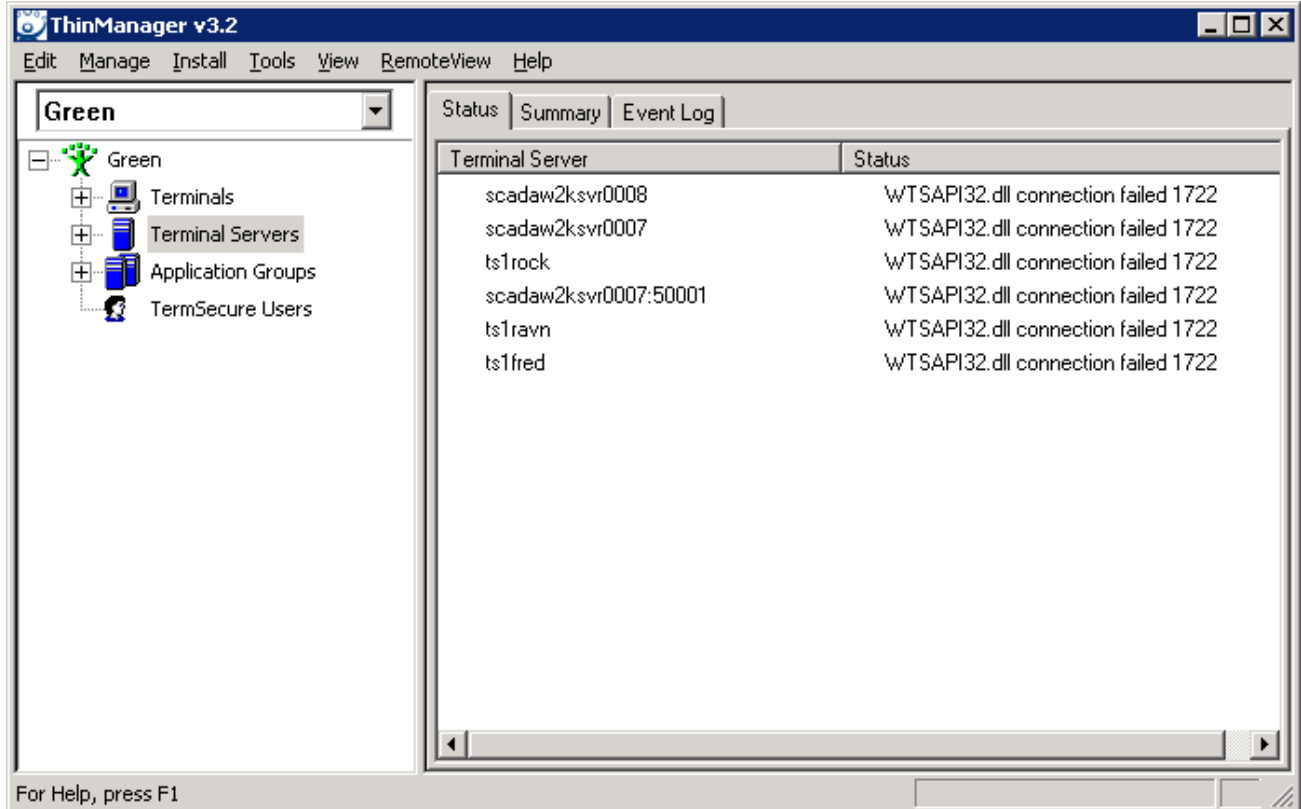


**ThinServer** will make a COM connection (or DCOM on a remote box) to the **WMI** on the terminal servers to pull process data to configure SmartSession.



## 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.



## ThinServer Account

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

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

Hardware Profile	Service
Profile 1	Enabled

*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.

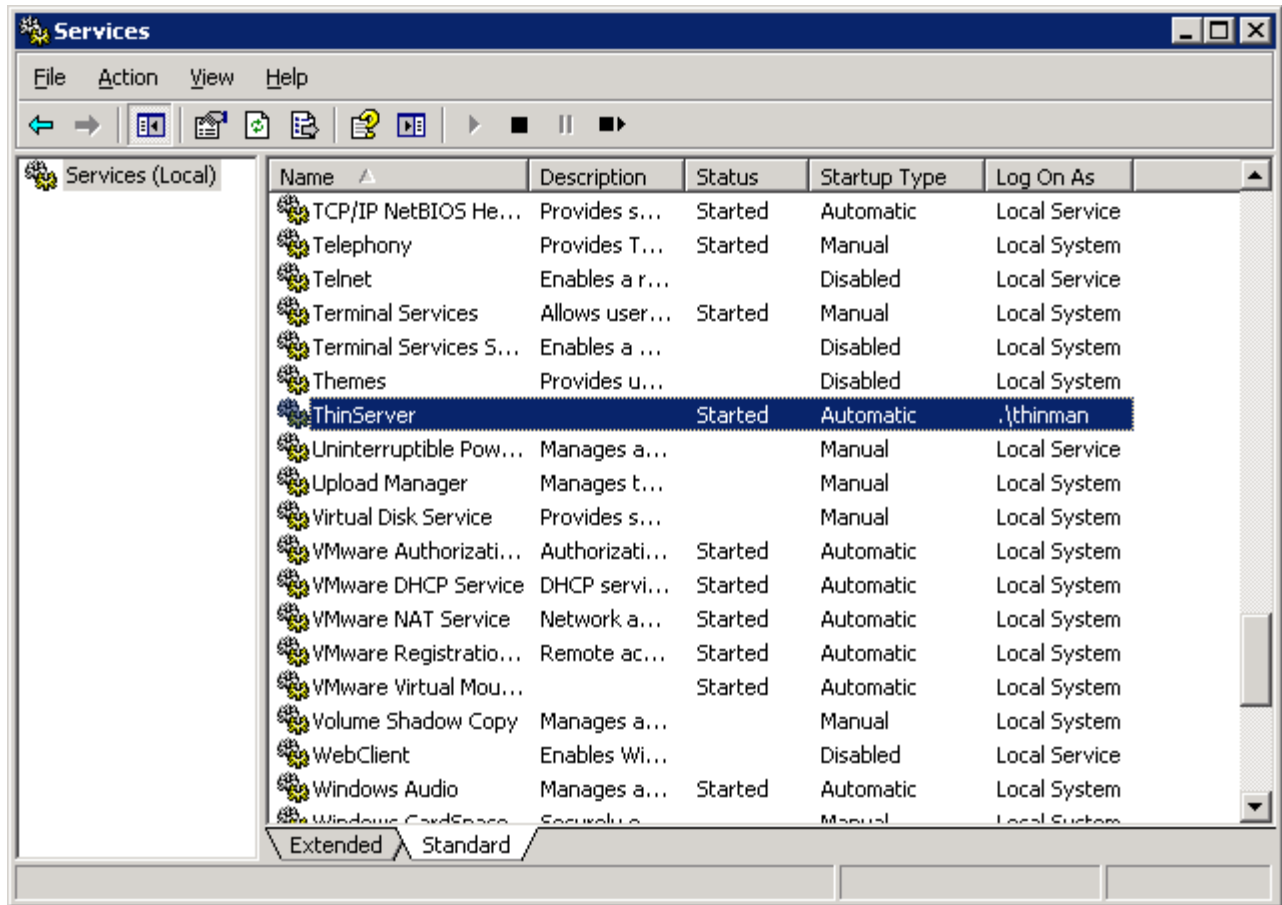
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**Note:** “ThinMan” is used as an example in this document.

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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**  
Enter the Terminal Server Name and Log In information.

Terminal Server Name:

Terminal Server IP:

Log In Information

Domain:

User Name:

Password:

Verify Password:

< Back   Next >   **Finish**   Cancel   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.

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

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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.