



WinTMC Connection 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.

There are several issues that can influence the connection of a WinTMC fat client PC to the terminal server.

1. WinTMC on ThinManager Server

WinTMC v.2.0 cannot be installed on a ThinManager Server. The WinTMC client will want to use port 2031 to the ActiveX client but the ThinManager Server will already be using port 2031 to communicate with thin clients.

Solution: Use the **Connect** tab on ThinManager instead of the WinTMC client to connect to a terminal server on a ThinManager Server.

Highlight the Terminal Server in the ThinManager tree and select the **Connect** tab in the Details pane. This will open an RDP connection to the server. You can use **CTL+ALT+BREAK** to switch in and out of full screen mode.

2. WinTMC Can't Connect to a Terminal Server

WinTMC v.2.0 is designed to use Application Groups (former Terminal Server Groups) instead of individual terminal servers.

Solution: Check the Terminal Server Specification page of the Terminal Configuration Wizard to make sure that Application Groups are used.

3. Administrators can Login but Users Can't Login

Normally when a terminal starts and receives its configuration from ThinManager the terminal will send an ICMP packet to the terminal server. When the terminal server responds, the client will connect.

Something on the network is configured so that the administrators have permission to send an ICMP echo packet or ping but the regular users are denied. When an administrator attempts to connect it can communicate with the terminal server using the ICMP and it connects. The user is blocked so it never gets the message that the terminal server is ready so it doesn't try to connect. This problem occurs with WinTMC v1.0.

Solution: Upgrade to WinTMC v2.0 or open the Terminal Configuration Wizard for that WinTMC client and navigate to the **Monitoring Configuration** page. Set the **Monitor Interval** to **Custom**. Set the **Monitoring Interval** to "0".

Setting the Monitoring Interval to "0" will eliminate the ICMP packet exchange, allowing the user to try the terminal server as soon as it has its configuration.