# ThinManager 4.1

# Help Manual

Copyright ©1999-2011 Automation Control Products. Atlanta, Georgia, USA

Revision 2 – May 6, 2011

# Contents


**Introduction** 1

Documentation Contents ....1
ACP ThinManager 4.1 ....2
What is New in ThinManager 4.1? ....2
Evolution of ThinManager Terminology ....3
Essential ThinManager Functionality ....3
The Client/Server Relationship in Terminal Services ....3
Hardware Configuration Tool ....4
Wizards ....5
Terminal Server Groups ....6
Application Groups ....7
Display Servers and Display Clients ....8

**System Overview** 11

Quick Start Checklist ....11
Required Components ....12
Windows Terminal Server Operating System ....12
Client Communication Protocol ....12
ThinManager Administrative Software ....12
ThinManager Ready Thin Client Hardware ....13
Connection Overview ....14
Failover Overview ....14
MultiSession Overview ....16
MultiMonitor Overview ....17
TermSecure Overview ....17

**Installation of ThinManager** 19

Standard ThinManager Installation in Windows 2003 ....19
WinTMC Installation ....27

**Licensing ThinManager** 35

ThinManager Licensing ....35
Master License Advantages ....36
License Activation ....36
Adding a Master License to ThinManager ....53
Delete License ....55
License Details ....55
Install Demo Code ....56
Show Old Licenses ....56
WinTMC Licenses ....57
TermSecure Licenses ....57
Upgrading to ThinManager 4 from Older ThinManager versions ....57

**Redundant ThinManager Servers** **59**

Redundancy Overview....59
Redundancy Differences....60
Creating a Redundant Pair of ThinManager Servers....61
Creating Mirrored Redundancy....61

**ThinManager Interface** **63**

Opening ThinManager....63
ThinManager Graphic User Interface....64
Tree Pane....65
Icons....66
Tree Icons....66
Details Pane....74
ThinManager Server Detail Tabs....74
Terminal Group Detail Tabs....75
Terminal Detail Tabs....76
Terminal Server Detail Tabs....77
Modifying a Terminal....80
Deleting a Terminal....80
Restarting a Terminal....80
Rebooting a Terminal....80
Renaming a Terminal....81

**Menu Items** **83**

Edit....83
Add Terminal....83
Add Terminal Group....83
Add ThinManager Server....83
Remove ThinManager Server....85
Delete....85
Modify....86
Rename....86
Lock....86
Unlock....86
Find....87
Find Next....87
Manage....88
ThinManager Server List....88
TermSecure Access Groups....88
DNS Configuration....89
Configure Default Terminal....89
Restore Configuration....89
Backup Configuration....90
Synchronize Configuration....90
Reconnect....91
Disconnect....91
Install....91
Licenses....91
Modules....92
Reports (Installation)....93
Firmware....96
TermCap Database....96
Tools....97
Restart Terminals....97

Reboot Terminals....98
Reboot Terminal Server....98
Disable Terminals....98
Enable Terminals....99
Disable Terminal Server....100
Enable Terminal Server....100
Calibrate Touch Screen....100
Send Message....101
Clear Event Log....102
View....102
Status Bar....102
Show Connected Only....102
Reports (Selection)....102
Print....103
Options....104
RemoteView....105
Interactive Shadow....105
Scaled to Window....105
Go FullScreen....106
Connect Options....106
Send Key....107
Help....107
Help Topics....107
About ThinManager....107
Right Click Menus in the Tree Pane....108
Right Click on the ThinManager Server Icon....108
Right Click on the Terminals Branch Icon....108
Right Click on a Terminal Group Icon....108
Right Click on a Terminal Icon....109
Right Click on the Display Servers Terminal Servers Branch Icon....109
Right Click on a Terminal Server Icon....109
Right Click on the VCenter Servers Branch Icon....110
Right Click on the Display Client Branch Icon....110
Right Click on a Display Client Member Icon....110
Right Click on the TermSecure Users Branch....112
Right Click on a TermSecure Users Group Icon....112
Right Click on a TermSecure Users Icon....112

**Adding Thin Client Hardware 113**

The Boot Process....113
IP Address Assignment....114
DHCP....114
Static IP....116
Hybrid IP Addressing....118
Configuring New Hardware....119
Create New Terminal Mode....119
Replace or Create New Terminal Mode....120
Auto-Creation of Terminals....120
Enabling AutoCreate....121
Configuring Default Terminal....122

**Configuration Wizards 125**

Introduction to Wizards....125
List Wizards....126

Configuration Wizards....126
ThinManager Server List....129
Automatic Synchronization....130
Defining ThinManager Servers for Manual Synchronization....134
Manual Synchronization....136
ThinManager Server Configuration Wizard....141
DNS Configuration....161

**Terminal Configuration 165**

Terminal Configuration Wizard....165
Terminals Using Individual Terminal Servers....174
Terminals Using Display Clients....178
Display Client Selection....179
Continuation of the Terminal Configuration....187
Terminal Group Configuration Wizard....203
Changing a Terminal's Group....207
Unique Group Configurations....211

**Display Servers 215**

Terminal Services Display Servers....215
Camera Configuration Wizard....224
IP Camera Group Configuration....228
IP Camera Administration....230

**Display Clients 231**

Display Client List....231
Terminal Services Display Clients....234
Camera Display Clients....244
Adding a Camera Overlay to a Display Client....256
Camera Overlays and TermMon ActiveX Control....259
Terminal Shadow Display Clients....260

**Failover and Instant Failover 267**

Failover Introduction....267
Failover....267
Failover Setup For a Terminal Using Terminal Services Display Clients....269
Instant Failover....272
Instant Failover Configuration....275
Instant Failover Setup using Terminal Services Display Clients....275
Switching Between Instant Failover Sessions....277
Switching Between Sessions with Display Clients....278
Instant Failover Tree Icons....279

**Modules 281**

Module Overview....281
Module List....281
Installing a Module....284
Adding a Module to a Group or Terminal....287
Changing Module Parameters....290
Individual Module Details....293
ICA Modules....293
Citrix ICA UseAlternateAddress Module....293

Citrix ICA wfclient.ini Extension Module ....294
Keyboard Modules ....294
Key Block Module ....294
Key Block Single Key Module ....294
Keyboard Configuration Module ....295
Local Storage Modules ....296
USB Flash Drive Module ....296
USB Memory Card Reader Module ....297
Miscellaneous Modules ....297
Add Serial Port ....297
Firmware Update (Disk On Chip / Compact Flash) Update Module ....297
Local Print Module ....299
MultiMonitor Module ....302
Redundant Ethernet Module ....303
Second Network Module ....303
Terminal Shadow Module ....304
TermMon ActiveX Configuration Module ....304
Terminal Shadow Module ....304
Time Zone Redirection Module ....304
User Override Module ....305
Mouse Modules ....306
Mouse Configuration Module ....306
PS/2 Mouse Module ....307
Serial Mouse Driver ....307
Share Keyboard and Mouse Modules ....307
RDP Modules ....311
RDP Experience Module ....311
RDP Module for ThinManager v2.4 and Older ....312
RDP Port Module ....312
RDP Serial Port Redirection Module ....313
RDP Session IP Module ....316
Screen Saver Modules ....317
MultiSession Screen Saver Module ....317
Screen Saver Module ....318
Sound Modules ....319
TermSecure Modules ....321
RF Ideas pcProx Module ....321
RF Ideas pcProx USB Module ....322
TermMon ActiveX Configuration ....322
USB Flash Drive Module ....323
Wavetrend Tag Reader ....323
Touch Screen Modules ....324
USB Touch Screen Driver Module ....326
Video Driver Modules ....327
Advanced Modules ....327
ICA Client Version 6.0/ ICA Client Version 8.0 ....328
Instant Failover Module ....328

**Citrix ICA** **331**

Terminals Using Display Clients with ICA ....331
Display Client Configuration Wizard ....332
Terminal Using Citrix and Individual Terminal Servers ....334

**Hotkeys** **339**

Terminal Configuration Wizard Hotkeys Display Clients ....339

**Multiple Monitors 349**

Introduction to Multiple Monitors ....349
Share Keyboard and Mouse Modules ....349
MultiMonitor ....353

**Virtualization in ThinManager 367**

Virtualization Overview ....367
VCenter Servers ....367
VCenter Server Right-Click Menus ....372
Virtual Terminal Servers ....375
Virtual Workstations ....379
Workstation Display Clients ....379
Terminals and Virtual Workstations ....383

**Scheduling 389**

Terminal Schedule ....389
Terminal Server Schedule ....393
ThinManager Server Schedule ....396
TermSecure User Schedule ....400

**Reports 405**

Reports ....405
Report Template Installation ....405
Selecting Reports ....407
Report Tab ....408
Print Report ....409
Scheduling Reports ....410
Changing the Report Logo ....415

**WinTMC Fat Client 417**

WinTMC Overview ....417
Local WinTMC Configuration ....417
WinTMC Configuration in ThinManager ....420
MultiMonitor WinTMC ....424
WinTMC Modules ....425
WinTMC Licensing ....425

**Shadowing 427**

ThinManager Shadow ....427
Shadow Access ....428
Configure Shadowing ....429
Shadow Keystrokes ....430
Terminal-to-Terminal Shadowing ....431

**ThinManager Security 437**

ThinManager Security Groups ....437
ThinManager Server Security ....441
Windows Security ....443

## TermSecure 445

TermSecure Overview ....445
Users Types ....446
Windows Users ....446
TermSecure Users ....446
ThinManager Security Group Users ....446
Deploying TermSecure ....446

## Permissions 447

Creating Permissions Groups ....447
Permission Groups for Terminals ....450
Permission Groups for Display Clients ....452
Permission Groups for TermSecure Users ....454
Shortcut Method of Adding TermSecure Access Groups ....461
TermSecure User Configuration Wizard ....465
TermSecure Users Group Configuration Wizard ....480
Adding a TermSecure User to the TermSecure User Group ....483
TermSecure Login ....488
Logging Out ....490
TermSecure Menu ....491
Card and Badge Configuration for a TermSecure User ....497
Automatic Card/Badge ID Number Entry ....498
Manual Card/Badge ID Number Entry ....502

## TermMon ActiveX Control 509

Registering the Control ....509
Using the Control ....509
TermMon ActiveX Configuration Module ....509
Read-Only Properties ....509
Read-Write Properties ....510
Events ....510
Methods ....511
Control Constants ....515
TermMon ActiveX Demo Application ....516

## Non-ThinManager Components 519

Server 2003 ....519
Installing Terminal Services ....519
Creating Microsoft User Profiles ....522
Software Installation On Windows 2003 ....524
Terminal Services Configuration ....527
Terminal Services Connections ....528
Terminal Services Connections ....533
Licensing Mode ....534
Permission Compatibility ....535
Restrict Each User to a Single Session ....536
License Server Discovery Mode ....536
Windows 2008 Server ....538
Adding Terminal Server Role ....538
Adding Applications in Windows 2008 ....543
Create Users ....543
Allowing Application Access ....544
Installing ThinManager ....547

Allow Inbound Traffic to Firewall ..... 549
Local Security Policy – User Access Controls ..... 557
Command Prompt ..... 558
Alternative Terminal Keystrokes ..... 559
DHCP Server Setup ..... 560
Group Policy ..... 562
Microsoft Licenses ..... 563
Microsoft Client Access Licenses (CALs) ..... 563
Microsoft Terminal Server Licenses ..... 563
Microsoft Terminal Server Licensing Activation ..... 563

**ThinManager Troubleshooting Guide** **565**

Section 1 - From Power on to Terminal Server Login ..... 565
Section 2 - Thin Client is Booted, Connected, and Running a Session on the Terminal Server ..... 568

**Glossary of Terms** **571**

**Index** **579**