

# User Guide

## Terminal Service Plus

**Terminal Service Plus** product range is the greatest offering of the world market today! It is a powerful and the easiest way to publish any of your Windows application on a LAN or a WAN.

	Features	Benefits
✓	5, 10, 20 or Unlimited concurrent users	Adding “server technology” to an existing XP, VISTA, 2003 SBS system
✓	Universal Printer	Enable to print document wherever you are
✓	USB stick access client	The easiest and secure solution for remote access to your applications
✓	Application Publishing	Without the Microsoft Remote Desktop background
✓	Application control	Per user or per group of users, using a amazing Drag & Drop wizard
✓	Load balancing and failover	Up to 10 servers for a wide deployment scalability
✓	TSplus user remote Task Bar	A nice looking alternative shell to Microsoft Remote Desktop

**TSplus for XP:** after installation of TSplus for XP onto Windows XP, you will get a fully featured and powerful “server” with unbelievable freedom to remotely access and control your application publishing requirements.

**TSplus for VISTA:** delivering the same capabilities for VISTA (Professional and Ultimate), this solution is less powerful as XP because VISTA is a resource crunchy system.

**TSplus for 2003 SBS servers:** If you already own a Microsoft 2003 SBS server, no more need to purchase an other server to run 5 remote accesses or more. Just install TSplus.

## 1. Pre-requisites

### **Hardware**

Terminal Service Plus could work on your PC and here is the minimal recommended hardware.

Number of users	Equipment for XP	2003 SBS	Equipment for VISTA
3 - 5	512 MB, DDR 2 ONE CPU	1 GB, DDR 2 ONE CPU	Dual core 2 GB, DDR 3 One CPU 2 GHZ
10	1 GB, DDR3 One CPU 2 GHZ Dual core	2 GB, DDR3 One CPU 2.5 GHZ Dual Core	Quad core 4 GB, DDR3 One CPU 2 GHZ
20	2 GB, DDR3 One CPU 2.5 GHZ Dual Core or Quad Core	4 Go, DDR 3 Two CPUs 2.5 GHZ Dual Core/ Quad Core	Quad Core 4 Go, DDR 3 Two CPUs 2.5 to 2.9 GHZ
50	4 Go, DDR 3 Two CPUs 2.5 to 2.9 GHZ Dual Core or Quad Core	Farm of 2 servers <b>With 25 users each</b>	Farm of 2 servers <b>With 25 users each</b>
100	4 Go, DDR 3 Two CPUs 2.5 to 2.9 GHZ Quad Core	Farm of 4 servers <b>With 25 users each</b>	Farm of 4 servers <b>With 25 users each</b>
Over 100	Farm of servers	Farm of servers	Farm of servers



Your system must be installed on C:\

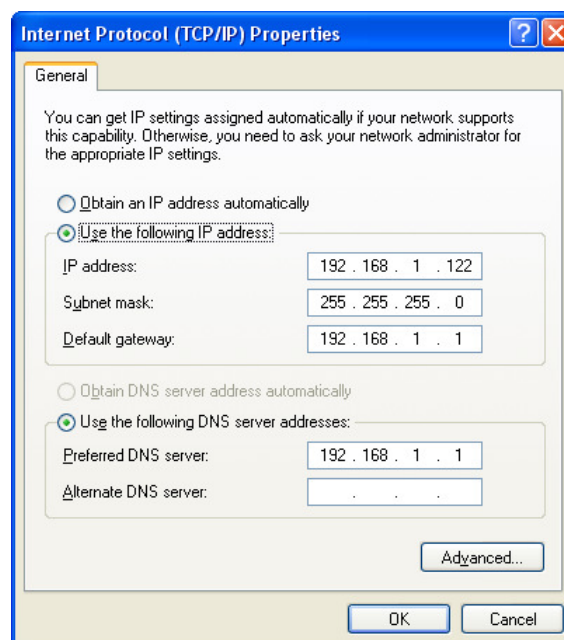
## ***Operating system***

**Your hardware must use one of the operating systems below:**

- **TSplus for XP:** Windows XP Professional or Windows XP Home.
- **TSplus for VISTA:** Windows Vista Professional, Corporate or Ultimate Edition
- **TSplus for SBS:** Windows 2003 SBS

## ***Network parameters***

The Terminal Service Plus “server” must have a fixed IP address

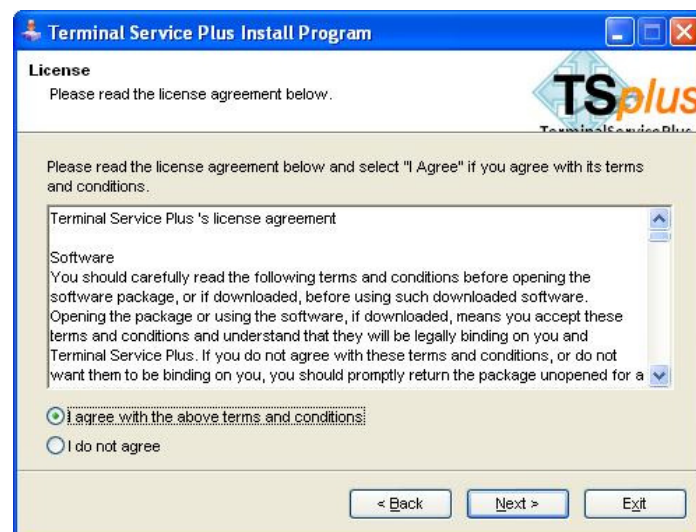
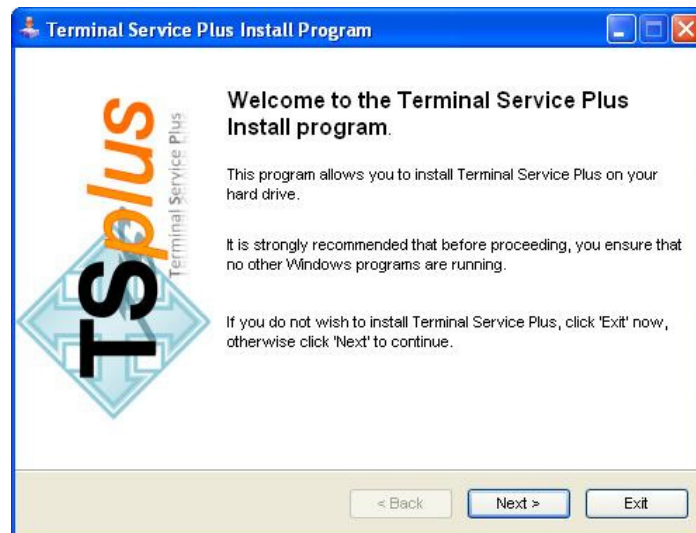


Remote access (from Wide Area Network – WAN)

- A DSL connection is recommended as well as a public fixed address. Without fix IP address, you should install a dynamic DNS service like DynDNS.org.
- The TCP RDP port (by default 3389) must be opened both ways on your firewall.

## 2. Installation of Terminal Service Plus

1. **Run Setup-TSplus-XP-2003-VISTA.exe and then follow the installation steps.**

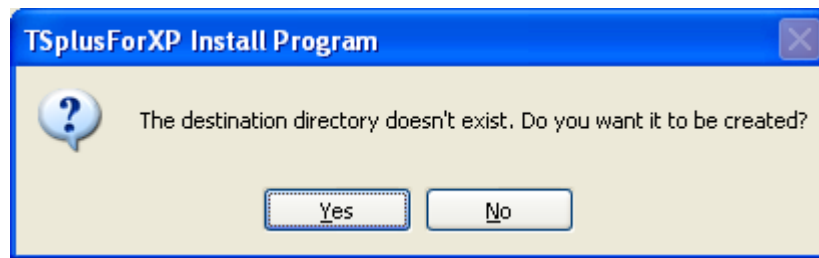


2. **Click on I agree to the license.**

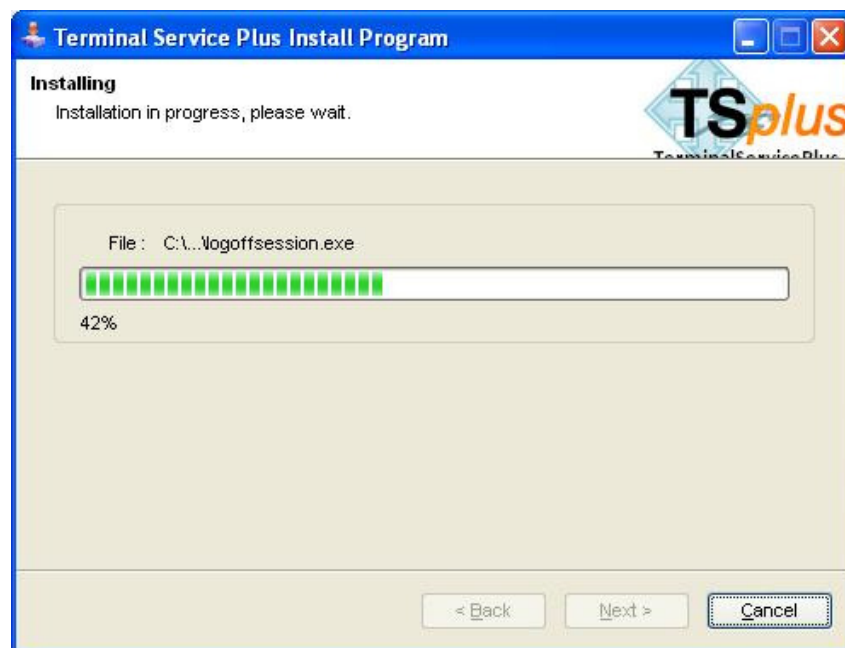
A message appears then to ask you to confirm the Terminal Service Plus files creation on C:

The installation path is mandatory :

**C:\PROGRAM FILES\Terminal Service Plus**

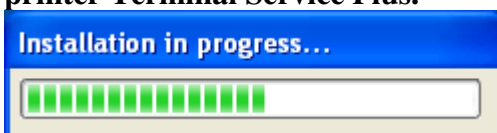


The progress bar appears then and allows you to follow the progress of process.



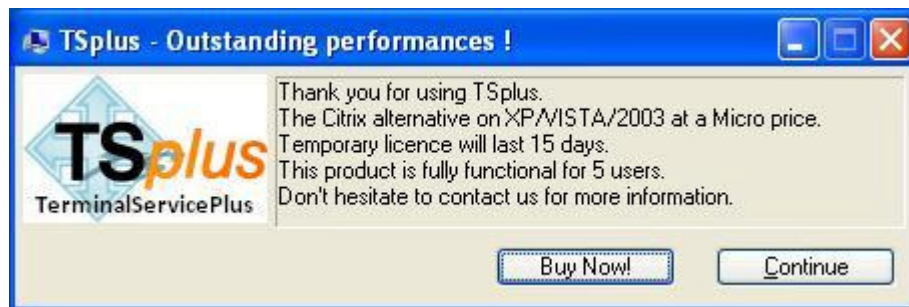
**Once this first file copy installation step ended, the following window asks you to confirm the starting of the next step.**

**A progress bar is displayed to point out the progress of the installation of the universal printer Terminal Service Plus.**



Once the installation terminated, a window informs you about it.  
To use Terminal Service Plus, you must start again your PC.

After the reboot, you will see the following pop-up



The trial periods delivers a full product for 15 days and 5 concurrent users.

**If you wish to extend the number of users, or for any question, please send us a mail using our web site: <http://terminalserviceplus.com>**

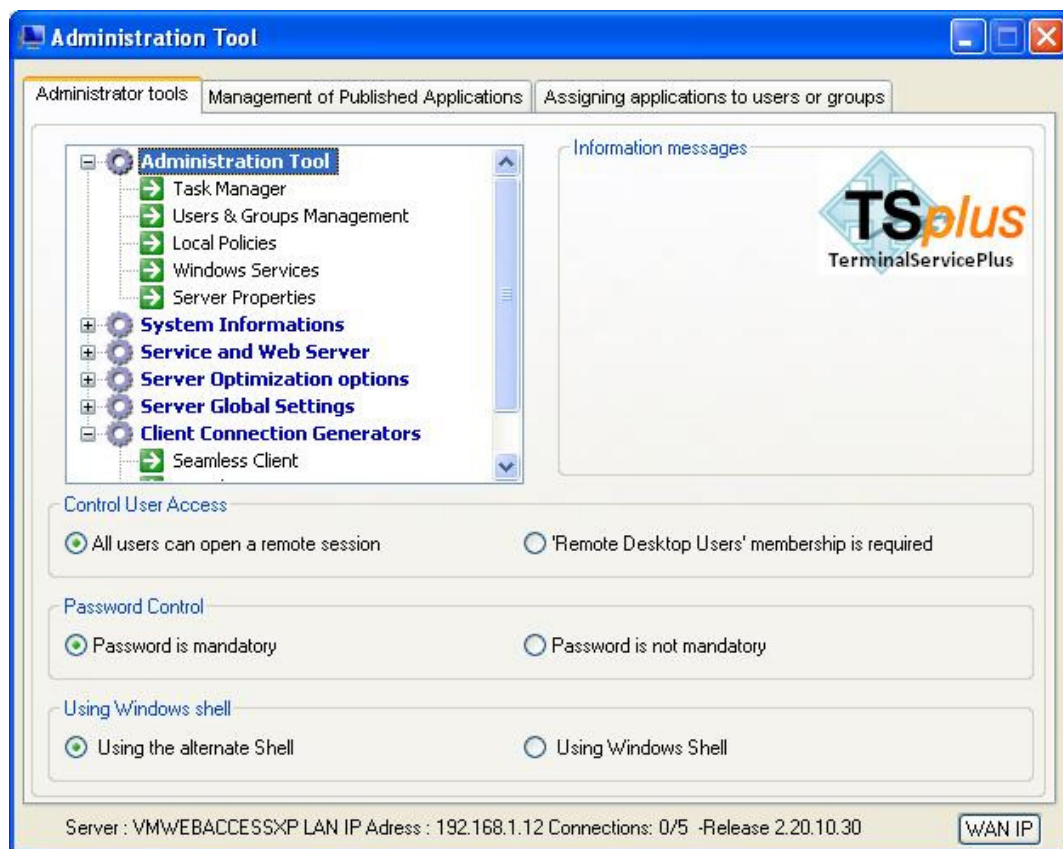
### 3. Custimization and parameters settings

The Terminal Service Plus server is now ready to go.

However, you can customize all of the system parameters with a powerful administrator tool.



1. Click on the icon of AdminTool created on your Desktop.



#### **All users can open a remote session**

Specify if users must be members of the Remote Desktop Users group or not. By default, everyone can open a session.

#### **Password Control**

Specify if users must have a password or not.

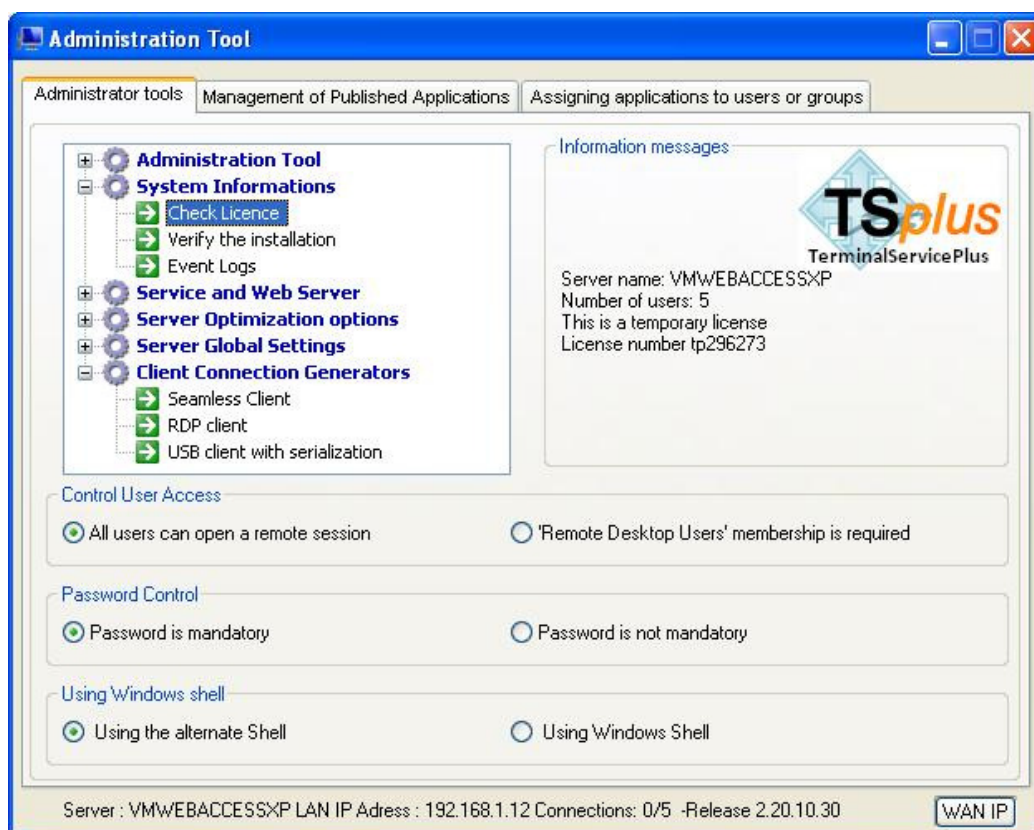
#### **Using Windows Shell**

Select an alternate shell (recommended) or restaure Windows default one.



## Administration tools

- **Task Manager:** to monitor process and user sessions
- **Users & Groups Management:** to create new users and new groups
- **Local policies:** to modify the server policies
- **Windows services:** to check the server services
- **Server properties:** to enter the server in a domain



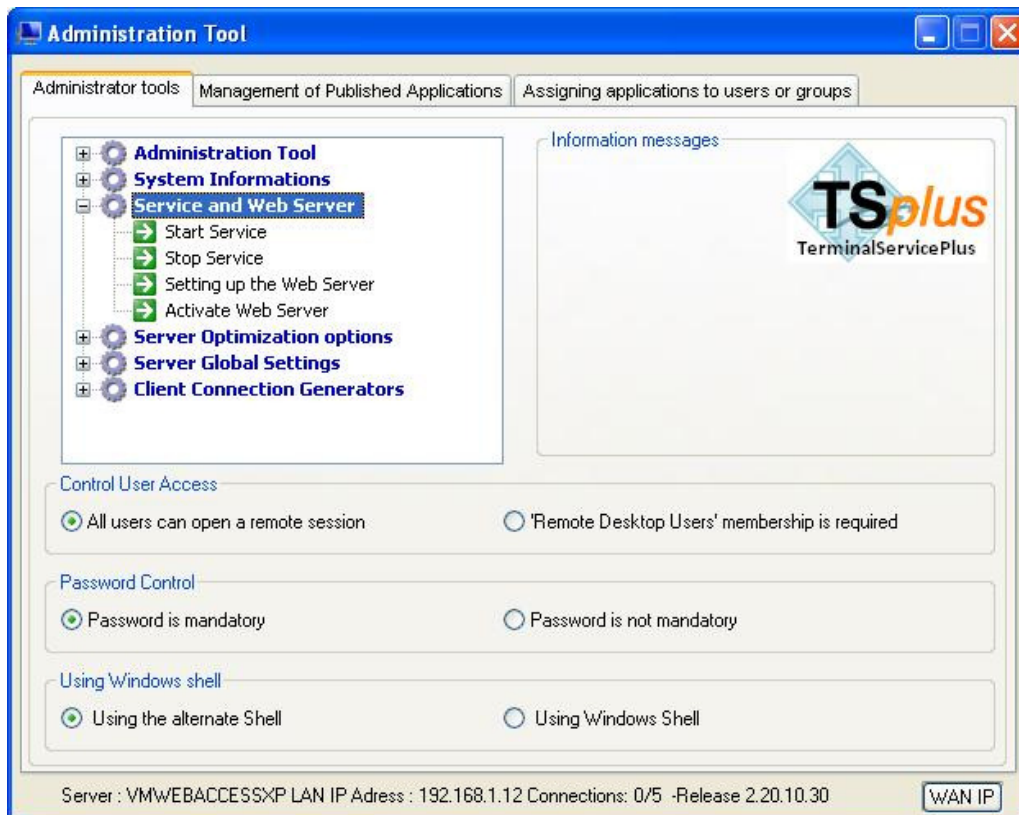
## System information

- **Check license:** to verify the current license settings
- **Verify the installation:** to check the system settings
- **Event log:** to review the system logs



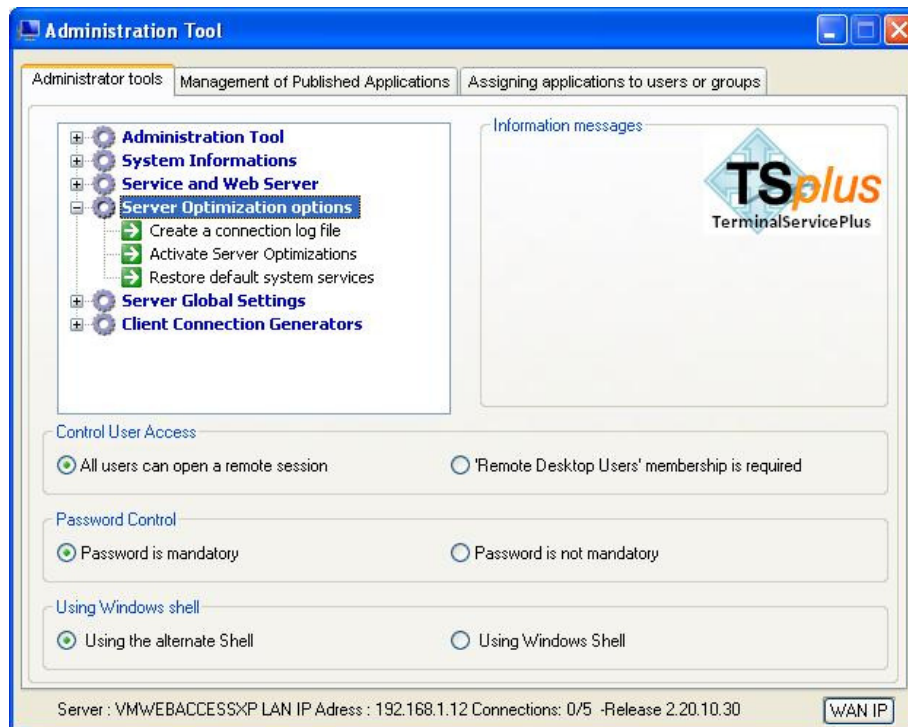
Changing the server name will disable the license and it is will required asking for a new one.





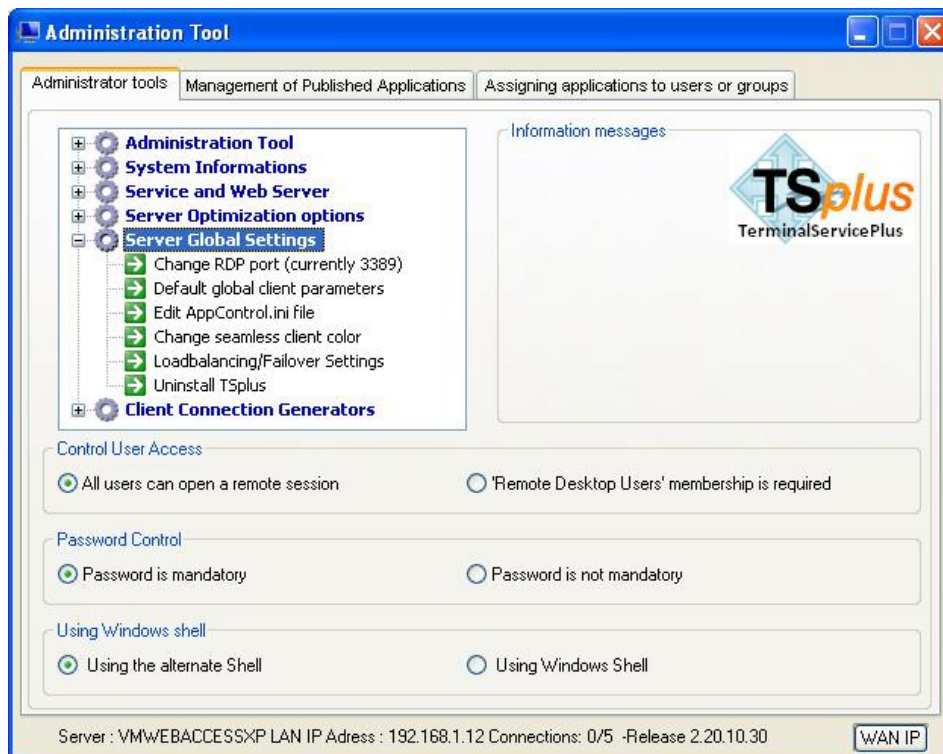
### Service and Web server

- **Start service:** to start or re-start the Terminal Service for XP service
- **Stop Service:** to stop the Terminal Service for XP service
- **Setting up the Web Server:** to specify the web server parameters
- **Activate the Web server:** to start the Web Server



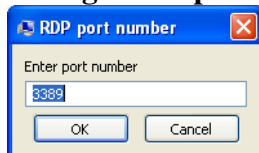
### *Server Optimization options*

- **Create a connection log file:** to create/review a detailed connection log file
- **Activate Server Optimizations:** to automatically improve your server performances
- **Restore default system services:** to roll-back optimization settings

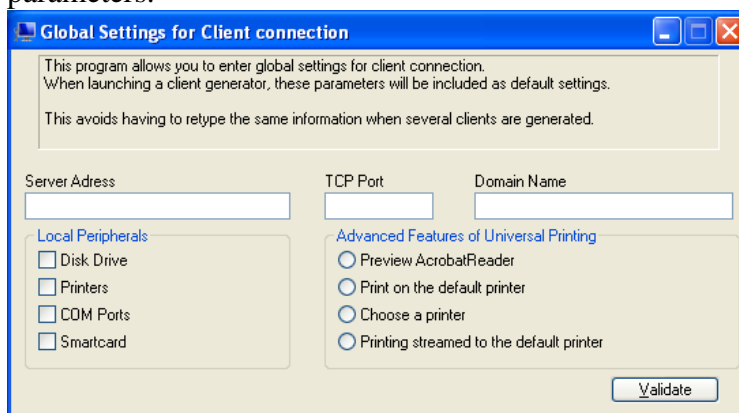


## Server Global settings

- **Change RDP port:** Default number is 3389 and you can choose a different one



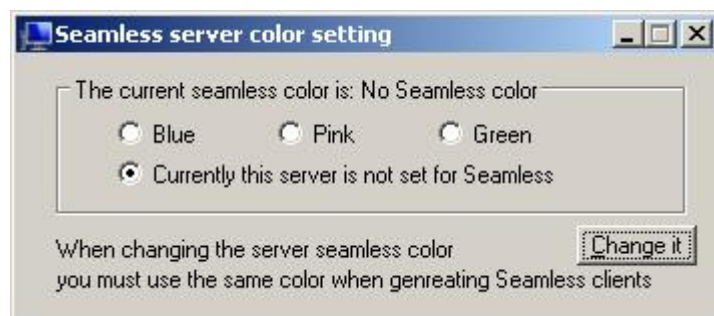
- **Default global client parameters:** to specify once the connection client programs parameters.



- **Edit AppControl.ini:** to review/change any of the server application control settings

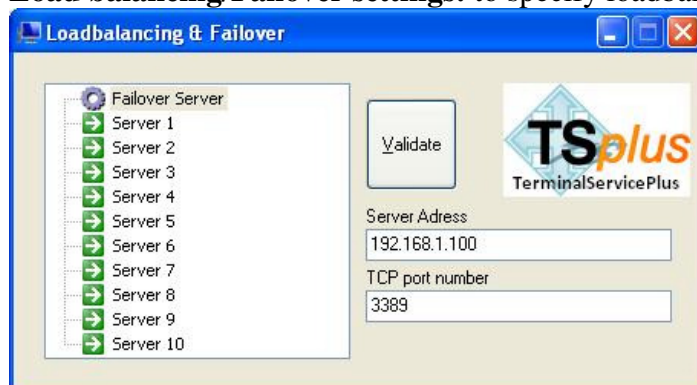
- **Change seamless client color:** to change the color used for seamless application publishing

The Seamless Client is based one transparency color selected by the Administrator. As the Remote Desktop background color is paint with the selected transparent color, the Microsoft Remote Desktop is not displayed anymore and the user will just see his published applications.

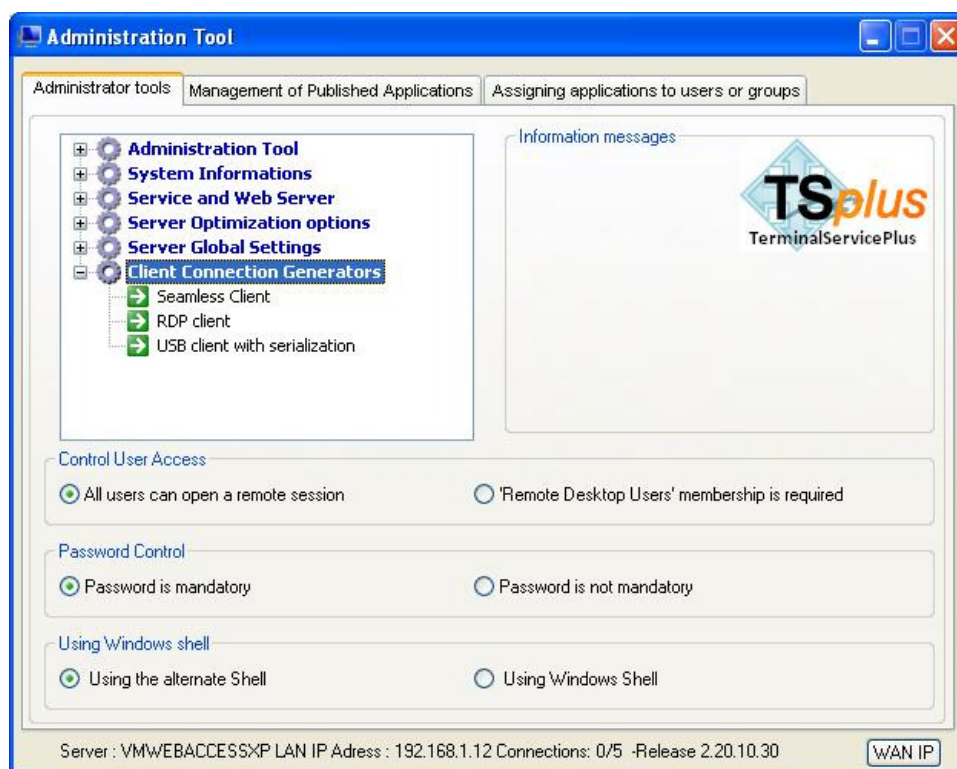
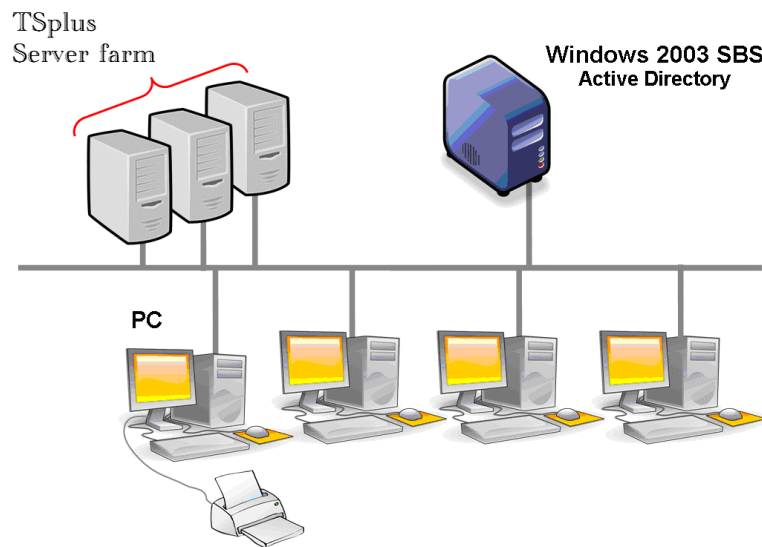


Installation default is NO TRANSPARANCY. You must choose one color to be able to use a Seamless Client. Also, if you publish a full Destop, the transparency will not be used to avoid a situation where a transparent Remote Desktop is displayed over le local Desktop. To avoid display issues we recommend to select a color which is not used by your application fonts. We offer you the choice between 3 transparency colors: Pink, Green and Blue. Warning: Off course, the server and the connection clients must use the same color.

- **Load balancing/Failover settings:** to specify loadbalancing/Failover parameters



The system enables to use up to 10 servers with load balancing and the have one backup server to be used as failover equipment. This a very powerful and advanced capability to be used when a large number of users will be deployed.



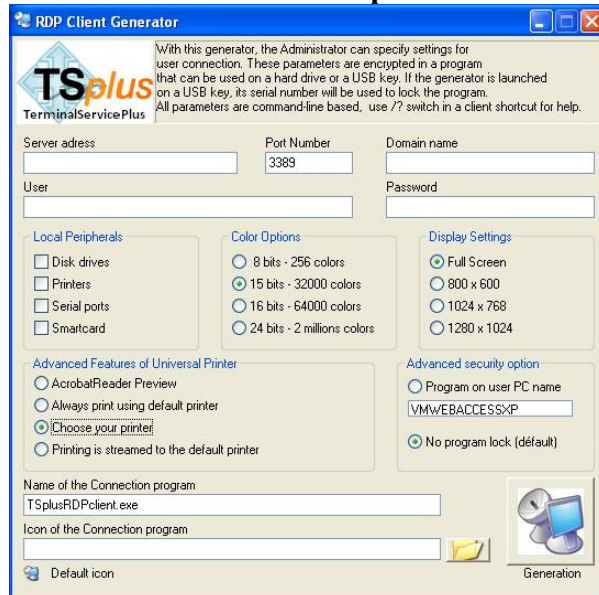
## Client connection Generators

- **Seamless Client:** to seamlessly run applications (no Remote Desktop background)
- **RDP client:** to run application within a Remote Desktop background
- **USB client with serialization:** to run application from a USB key



## Connection client generators

### Remote Desktop Client



**RDP Client Generator**

With this generator, the Administrator can specify settings for user connection. These parameters are encrypted in a program that can be used on a hard drive or a USB key. If the generator is launched on a USB key, its serial number will be used to lock the program. All parameters are command-line based, use `/?` switch in a client shortcut for help.

Server address:  Port Number:  Domain name:

User:  Password:

**Local Peripherals**

☐ Disk drives  
☐ Printers  
☐ Serial ports  
☐ Smartcard

**Color Options**

☐ 8 bits - 256 colors  
☒ 15 bits - 32000 colors  
☐ 16 bits - 64000 colors  
☐ 24 bits - 2 millions colors

**Display Settings**

☒ Full Screen  
☐ 800 x 600  
☐ 1024 x 768  
☐ 1280 x 1024


**Advanced Features of Universal Printer**



☐ AcrobatReader Preview  
☐ Always print using default printer  
☒ Choose your printer  
☐ Printing is streamed to the default printer

**Advanced security option**

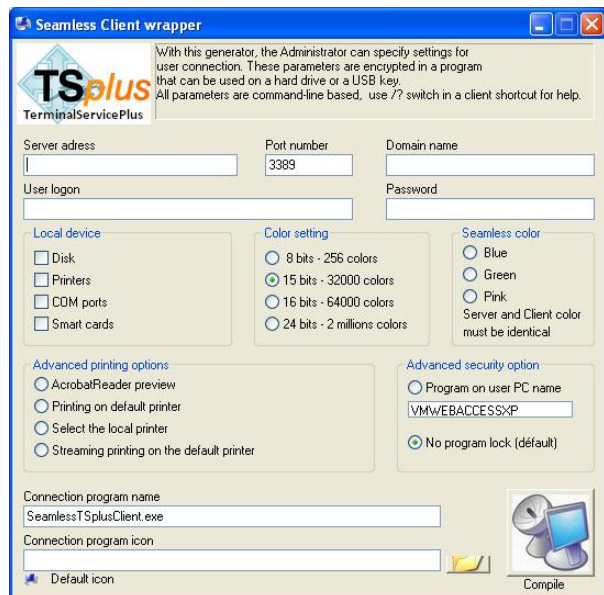
☐ Program on user PC name  
  
☒ No program lock (default)

Name of the Connection program:

Icon of the Connection program:  

 Default icon  Generation

### Seamless Client



**Seamless Client wrapper**

With this generator, the Administrator can specify settings for user connection. These parameters are encrypted in a program that can be used on a hard drive or a USB key. All parameters are command-line based, use `/?` switch in a client shortcut for help.

Server address:  Port number:  Domain name:

User logon:  Password:

**Local device**

☐ Disk  
☐ Printers  
☐ COM ports  
☐ Smart cards

**Color setting**

☐ 8 bits - 256 colors  
☒ 15 bits - 32000 colors  
☐ 16 bits - 64000 colors  
☐ 24 bits - 2 millions colors

**Seamless color**

☐ Blue  
☐ Green  
☐ Pink  
 Server and Client color must be identical

**Advanced printing options**



☐ AcrobatReader preview  
☐ Printing on default printer  
☐ Select the local printer  
☐ Streaming printing on the default printer

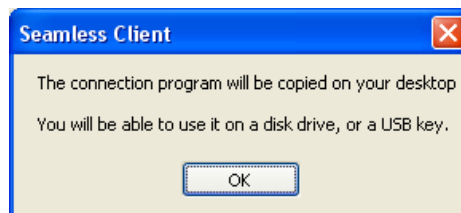
**Advanced security option**

☐ Program on user PC name  
  
☒ No program lock (default)

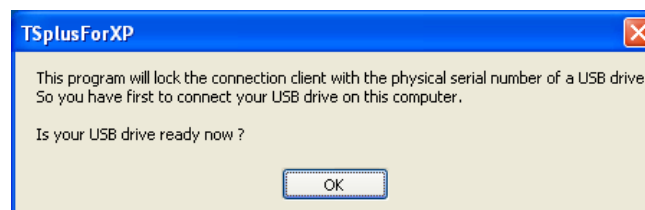
Connection program name:

Connection program icon:  

 Default icon  Compile



When using the USB drive generator, the connection program is adding a check of the serial number of the USB drive.



The program allows changing the icon and the connection client program name.

**Server Address:** Enter the IP address of the server to which the client must be connected.

**Port Number:** Enter the server port number

**Domain name:** Enter a domain name if any

**User and Password:** If you enter a user/password, the client program will not ask to retype it at each session. If you type `*SSO` as user name, the client program will just ask once the logon/password and will save this information on the user's workstation. To reset this logon/password saving, you must create a shortcut and add `-reset on` switch at the end of the target field.

### **Advanced printing option: Universal Printer**

The Terminal Service Plus Universal Printer offers you a great capability: to print documents from any PCs. When selecting this printer, the document to print is automatically converted into a PDF format file. This PDF file is automatically pushed to the local Acrobat Reader of the user workstation.

You can choose from 4 printing options:

- **Acrobat Reader preview:** the document will be pushed and the local Acrobat Reader will be open with the generated PDF file. The user can print it, or save a copy on his local disk drive
- **Print on the user default printer:** the document will be automatically pushed to the default user printer.
- **Select a local printer:** The Acrobat Reader printer select dialog will be displayed when the PDF file transfer is completed.
- **Streaming mode on the default printer:** for large documents, the PDF file is spited into 2 pages per 2 pages transfer / print process.



If Acrobat Reader is not installed but another PDF Reader exists (FoxIT for example) the document will always open by this other reader with a local preview.

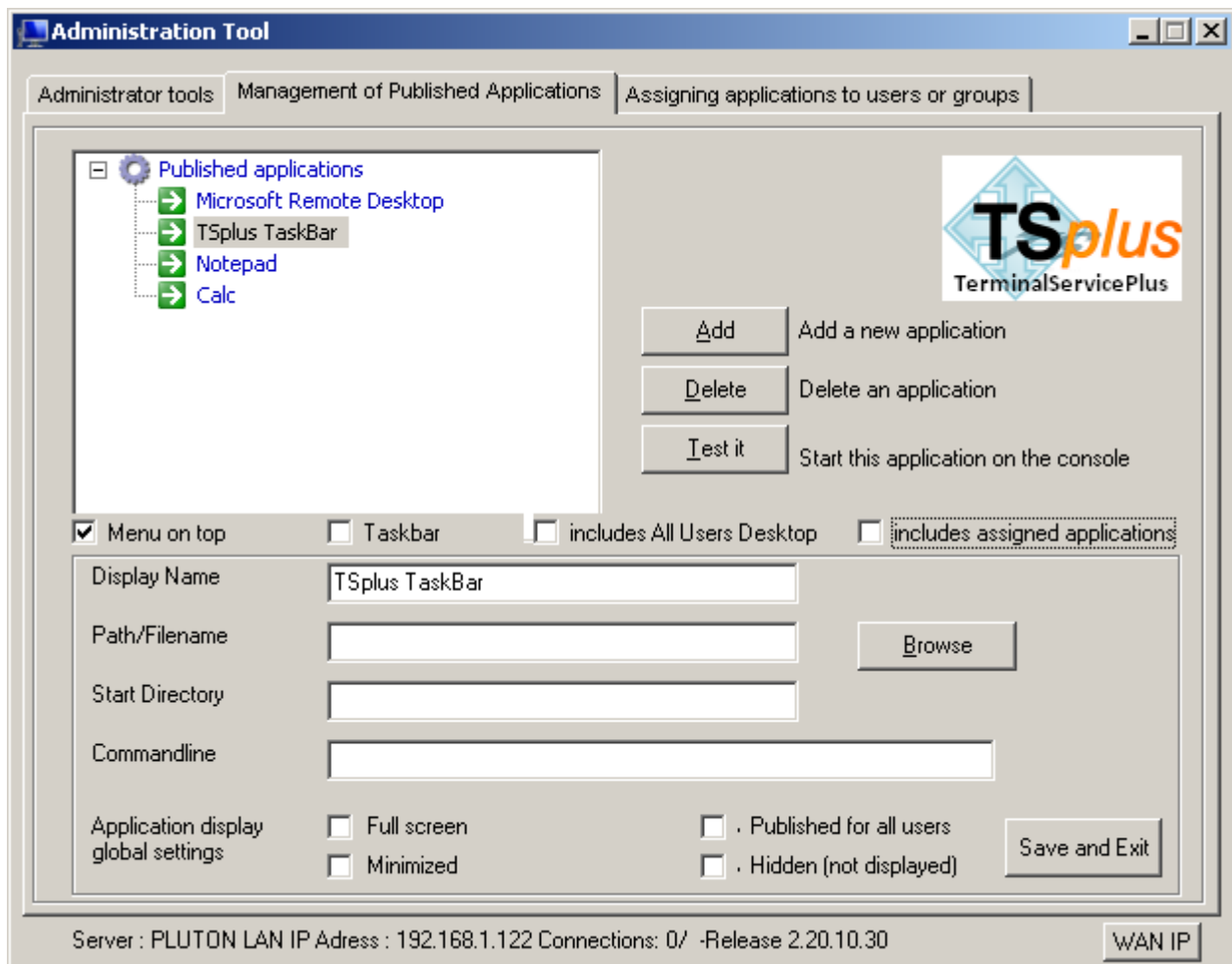
The Seamless client is compatible with any PC with XP, 2003 or Vista and **Windows 95/98, NT and 2000 are not supported.**

The RDP and USB is compatible with any Windows platform. It is why it must be used in any deployment where old PC could be used to open a session.





## 4. Application publishing

You will add / modify / delete applications using the AdminTool.



1. Notepad and Calc are published as examples.
2. After declaring a new application, we recommend to use the Test it button to check that the application is correctly started.
3. For each new application, you can specify if this application must start maximized, minimized or hidden. You can also tell the system to apply this application to all users.
4. You must click on the button Save and Exit to store any modification.

 At installation, the default settings is : Any user will see the complete Microsoft Remote Desktop

 The TSplus TaskBar publishes all shortcuts copied in the Desktop folder of the user. When selecting *TSplus TaskBar*, you can request to automatically copy any of the shortcuts available in the All Users Desktop folder and/or, to automatically create shortcuts from applications assigned to the users with Application Control.

## 5. Application control

Application control is one other great and amazing capability of Terminal Service Plus. Assigning applications to users or groups of users is just a matter of **Drag & Drop (option 1)**:

Select one application and drop it to the user, or to the group, that will have a remote access to this application.



To remove an application from one user or from one group, just select it and press DELETE key.

1. If one user has *Microsoft Remote Desktop*, then he always will see a standard Desktop.
2. If one user has *TSplus TaskBar* and do not have the *Microsoft Remote Desktop* application enabled, then he always will see the Longhorn or the Menu-on-Top taskbar.
3. If one user has neither *Microsoft Remote Desktop*, neither *TSplus TaskBar* but one or several applications manually declared, then this user will have access to these applications only, and these applications will be started when he opens his session.
4. You must click on the button Save and Exit to store any modification.

**Option 2:** You can also use a classical wizard to assign applications 'per USER'

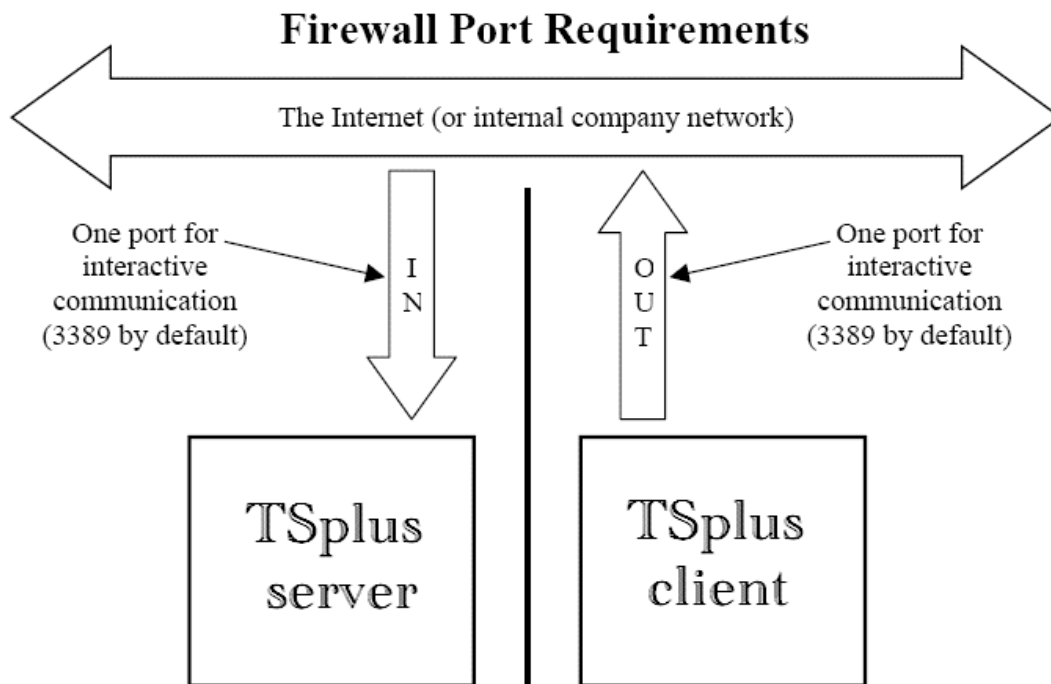
**Option 3:** You can also use a classical wizard to assign applications 'per GROUPS'

These 2 options are very useful when a large number of users, or groups, are displayed on the server. It can be maximized and in such case, it display nearly 100 users/groups within the screen.

***Other comments:***

- If no application is assigned to one user, he will see the *Microsoft Remote Desktop* which will display the shortcuts of the Desktop folder.
- If one user has several allocations plus the *Microsoft Remote Desktop*, he will see a remote desktop.
- If a user has several applications plus the *TSplus TaskBar*, he will see the TaskBar which displays the shortcuts of his Desktop folder.
- It is also possible to assign one specific application to one specific user of a Domain. To do so, just edit the AppControl.ini file and type the user name (JohnD for example) in the "users=" field of the application paragraph.
- Finally, if you want to start a script when the session opens, you must name it LOGON.BAT or LOGON.CMD and copy this script:
  - In the Application Data folder of All Users if this script applies to all users,
  - In the Application Data of the user if this script applies to this user.

**Firewalls:** Please remember that in most cases connection trouble are due to a firewall rule on the server side, on the network, or on the client side.



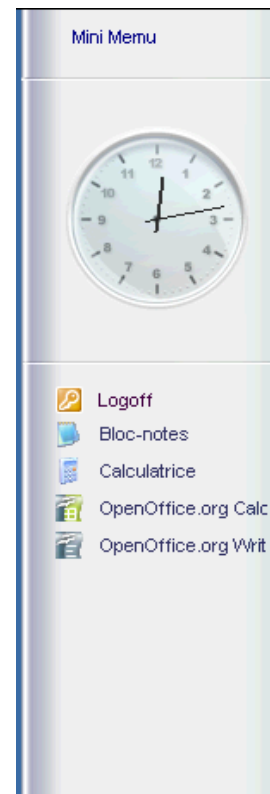
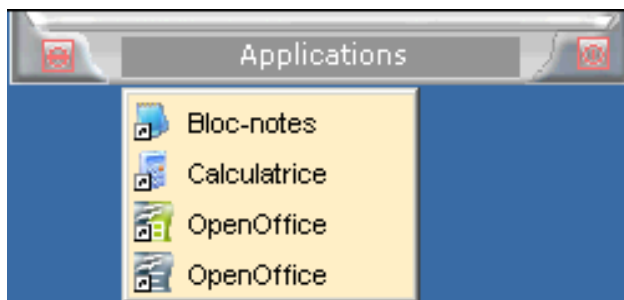
## 6. Deploying the client connection programs

To deploy the client connection program:

1. Send by mail the generated .exe connection client and ask your user to copy it on their user desktop. This program can also be used from USB keys.
2. Double-click the icon of the program.

In the following example, the «LongHorn» taskbar is seamlessly displayed on the right part of local user screen; all shortcuts icons of the user desktop folder are displayed in the user taskbar.

To change the style of the taskbar, click on [Mini Menu](#) above the clock. Then the Taskbar will appears in the top middle place of the screen.



Depending on the parameters used when generating the client connection program, the user will have access to local printers, local disk drives, COM ports and Universal Printer.

## 7. **ANNEXE: Frequently asked questions**

*Everything is installed but some users do not succeed to open a session.*

You probably have a firewall on the user session that block the RDP port (default is 3389). Disable the firewall to check this point.

*It work on my LAN but not from a remote site.*

The WAN connection must be redirected to the TSplus server (NAT –Network Address Translation) or you are using a DSL line with a dynamic Internet address which changes every two days. If you are not familiar with such issues, we recommend you to contact the technician in charge of your router equipment to fix it for you. The NAT is done using the router administrator tool and if you do not have a fix WAN IP address you should setup a DynDns.org like service provider.

*Performances from one site are not as good as other ones.*

For a remote connections, the PING delay counts as much than the network bandwidth. It is possible that some of your connections have to pass several relays before joining the remote DSL equipment. Every transit postpones the transmission by some milliseconds.

*What are the default settings when I install TSplus?*

- The default settings are : No transparency color selected for the Seamless Client: The Administrator must select one color (blue, green or pink) before getting a nice Application Seamless access.
- The full Remote Desktop is display by default to any user that have nothing assigned by the administrator. If you want a user (or a group) to start one application when opening a session, you must assign this application to this user or to this group.
- Any user printing on the Universal Printer, if nothing was specified in the Client Access generation, it will automatically open the generated PDF print with the local PDF Reader.
- The Trial license is set for 5 users and includes a trial Universal Printer (15 days)

*I have a Windows 2003 Server with existing TSE licenses?*

In that case, TSplus works also! You will add Seamless application display, Application Control, Universal Printer and load balancing on your TSE server at a much lower price than Citrix!

*Should I have to uninstall before running a TSplus Update patch?*

No, do not uninstall TSplus. The patch are made to protect your existing parameters and settings. Just run it but make sure that no one is connected when you will install any TSplus Update program.