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ABOUT THIS DOCUMENT

This guide assumes that the PowerTerm WebConnect administrator will be familiar with:

- Microsoft® Terminal Server or Citrix® XenApp management
- Intermediate networking knowledge
- Basic web server administration knowledge

Some features documented in this guide may not be available in the edition of PowerTerm WebConnect that you are using, for example, the DeskView line does not include seamless applications. There is no index provided in this document. The most effective method to find specific content is to use the find or search feature of the viewer that is being used to browse this document. Enter relevant keyword(s) into the search function and browse through the results.

Certain chapters will have pertinent configuration information for 64-bit (x64) operating systems. If an x64 platform will be used, be sure to search through this document using the keyword x64 to find all relevant information.

All titles, labels, and names (such as product names, features, and functions) will be displayed using italics.

Useful descriptions, hints, and warnings will be bordered with a box.

Important terminology used in this document:

- Terminal Server (or Remote Desktop Server) – an operating system that can receive RDP requests from multiple users. This is usually Windows 2003, 2008, 2008 R2, or 2012
- Host (or RDP Host) – a remote system performing the computing. This can be a Microsoft Terminal Server or a workstation OS such as Windows 7
- VDI – Virtual Desktop Infrastructure
- RDP – Remote Desktop Protocol
- PTWC – PowerTerm WebConnect
- RemoteView – Component used to access Windows based applications and desktops
- AccessNow – HTML5 based component used to view published applications and/or desktops
1. **INTRODUCTION**

**What is PowerTerm® WebConnect?**

Ericom’s PowerTerm WebConnect is a powerful Connection Broker for managing access for various types of hosting platforms. Such platforms include Remote Desktop Session Hosts (Terminal Services), Virtual Desktop Infrastructure (VDI) and Legacy Systems. PowerTerm WebConnect enables IT administrators to get the most out of their Terminal Servers and VDI environments with minimal effort, while reducing complexity in managing access to applications, desktops and documents. Users can utilize PowerTerm WebConnect to connect to applications, desktops and documents from a wide range of client devices including Windows®, Linux, and Mac OS X, and various thin-client devices. In addition, PowerTerm WebConnect provides secure, encrypted connections for both internal and external access.

**Application Publishing**

PowerTerm WebConnect enables remote access to applications and content by any authorized user. These are viewed as seamless windows, where the remote applications are fully integrated into the local desktop; thus local and remote applications look and behave similarly. PowerTerm WebConnect supports both Microsoft RemoteApp and Ericom True Seamless Windows™ seamless windows mechanisms.

The Administrator configures the published application’s set of owners, the published application's location (locally on the client’s machine or remotely on the Terminal server), and the location of the published application’s icon (Desktop, Application Zone, and/or Start menu).

**End-User Client Components**

One major benefit of PowerTerm WebConnect is that end-users do not need to manually download and install different client software to access various types of resources. Instead, users utilize a single interface that provides that appropriate view of resources based on their type and the host they are located on.

PowerTerm WebConnect includes several clients that are used with various back-end systems:

- *RemoteView* is a native client used for accessing Windows based applications and desktops. This is also used for Blaze enabled sessions.
- **AccessNow** is used for accessing Windows based applications and desktops using HTML5 browsers
- **HostView** is used for accessing character-based applications running on legacy systems such as IBM Mainframe, Linux, etc.
- **SupportView** is for remote desktop support.
- **QuickVNC** is for remote desktop connectivity.
- **PowerTerm WebConnect for Thin Clients**

In general, a basic workstation or thin client is the sufficient to run the native client or AccessNow HTML5 components. By using a repurposed PC or thin client device, additional cost savings can be achieved with a PowerTerm WebConnect solution.

**Centralized management**

PowerTerm WebConnect includes an administration console that can be used to tailor application usage for different types of end-users. All settings are saved onto a central and redundant platform for robust application and desktop delivery.

**AccessNow HTML5 Zero Download Client**

Ericom AccessNow is supported with the web-based Application Portal. This can provide access to Chromebooks and devices that have an HTML5 browser with WebSockets enabled. Printing support and file transfer is included.

**Ericom Blaze RDP WAN Acceleration**

Ericom Blaze provides end-users with an enhanced remote computing experience on most networks: WAN, LAN, Broadband, and air cards. This is achieved by significantly accelerating and compressing Microsoft Remote Desktop Protocol (RDP). The results are higher frame rates, improved response times, and smoother screen updates.

**Enhanced Connection Broker for VDI**

PowerTerm WebConnect DeskView Connection Broker is enhanced to provide additional functionality:

- **Linked Cloning** reduces virtual desktop storage requirements.
- **Auto-sizing Pools** ensures that an optimal amount of virtual desktops are running. New virtual desktops are created based on user demand. Extra virtual machines are deleted automatically making better use of server resources.
\begin{itemize}
  \item \textit{Availability Restriction Control} limits access to virtual desktops on pre-determined times of the day.
  \item \textit{Desktop Image Templates} expedites the creation of new desktops by using existing configuration templates.
  \item \textit{PCoIP Desktop Selection from Pool} allows the end-user to select a specific PCoIP hardware host from a pool.
  \item \textit{PCoIP Radius Support} provides two-factor authentication from PCoIP clients.
\end{itemize}

\section*{What’s New for 5.8}

Windows 2012 Support

Windows 8 Client support

Latest Ericom AccessNow 2.2.3

Latest version of Blaze 2.5

Support for all versions of Ericom AccessToGo

\textbf{AccessPad for Mac and Linux clients}

AccessPad is the name for the new and improved native clients for Mac and Linux operating systems. Now includes universal printing too.

\section*{High Capacity Load Balancer for Terminal Servers}

The PowerTerm WebConnect Load Balancer has been updated and load tested for higher user capacities.

\section*{High Capacity Secure Gateway 2.5}

The Secure Gateway runs on a separate server to improve workload efficiency of the PowerTerm WebConnect system.

\section*{Updated DeskView Server Connection Broker}
2. **GETTING STARTED**

This manual covers many different features included with PowerTerm WebConnect. To help you get started, the sections in this chapter will cover prerequisites, basic instructions, and direct you where to go for further instructions. You may find yourself coming back to a different section in this chapter for help on getting started with a different feature.

The following features of PowerTerm WebConnect have their own dedicated manuals for those looking for more in depth documentation. Each of these features are available as a Standalone version as well – fully functional without the PowerTerm WebConnect connection broker.

- Ericom AccessNow
- Ericom AccessToGo
- Ericom Blaze
- Ericom Secure Gateway

**Prepare Windows for PowerTerm WebConnect**

This section will cover pre-requisites and help you get started with installing PowerTerm WebConnect on a Windows 2008R2 Server.

Enable the following Server roles: **Application Server** and **Remote Desktop Services**

While adding the Application Server Role, check **Web Server (IIS Support)** and then click **Add Required Role Services**.
When prompted to select IIS features, check ASP.

Continue through the wizard and complete the installation.

At the end of the installation, if a reboot prompt appears, reboot the server.

Next, install .Net 4 Full on the server. The installer may be downloaded for free from Microsoft. Ericom support can also direct you to the appropriate link.
Once .Net 4 is installed, configure IIS for HTTPS (this may also be performed after the PowerTerm WebConnect application is installed).

Go to IIS and enable HTTPS on port 443. This is required for AccessToGo support.

Go to the “Web Site” where AccessToGo will be installed (usually Default Web Site) and click on Bindings.

Click Add and change the type to https. Choose an SSL certificate from the drop down list (one must be selected).

Click OK to complete the configuration and now IIS will be enabled with HTTPS as well.

Configure the Windows firewall with the appropriate Ericom ports. Create a new Inbound Rule for ports 4000, 4001, 4020, 4030, 3399, 8080. If the DeskView VDI broker will be used, add the VDI Ericom Tools agent port 4045.

Name the new rule Ericom Ports. The RDP port (3389) should already be configured) on the Firewall. Configure any network firewalls to allow the Ericom ports through to the server.
Continue to **Chapter 3** for instructions on how to install and activate PowerTerm WebConnect. The installation usually takes 15-30 minutes.

Return to this Getting Started Chapter to learn about using the Ericom Secure Gateway, Preparing the Terminal Server, and publishing applications and desktops.

## Installing the Ericom Secure Gateway

PowerTerm WebConnect includes a Secure Gateway to manage and proxy access between internal Ericom servers and remote end-users. The Secure Gateway is typically installed in the DMZ and acts as a single port relay proxy for all PowerTerm WebConnect related communication. This means that only one port needs to be opened on the external firewall. The Secure Gateway will securely tunnel all related communication through its port: PowerTerm WebConnect (4000), RDP (3389), Blaze (3399), AccessNow (8080), HTTP (80), HTTPS (443), emulation (80), SSH (22), and more.

The Secure Gateway server is typically installed in the DMZ, whereas the PowerTerm WebConnect server is installed on the LAN.

Each Secure Gateway can only be configured for one PowerTerm WebConnect broker server. In a clustered environment with multiple broker servers, add additional Secure Gateway servers to provide redundancy.

The following diagram illustrates the communication flow from users at remote connections to the PowerTerm WebConnect environment using the Ericom Secure Gateway.
Installation and Configuration

Install *.Net 4 Full* on the server that will run the Secure Gateway.

Once .Net 4 is installed, download and install the Ericom Secure Gateway using the MSI installer. The MSI installer is included with the PowerTerm WebConnect install under the *AddOns* folder: `C:\Program Files (x86)\Ericom Software\WebConnect 5.8\AddOns\SecureGatewayEricomSecureGateway.exe`

When prompted for the *Setup Type*, select *Custom*. When PowerTerm WebConnect is in use, the Secure Gateway's *Authentication Server* is not required. This is only required if standalone clients (such as the Blaze client) will be used in the environment as well).
If only PowerTerm WebConnect will be used, select the Authentication Server and change the setting to *This feature will not be available*.

Next, select the port that the Secure Gateway will listen over. In most cases use the default value of 443.
The Secure Gateway includes a built-in web server to host various Ericom client pages, such as AccessNow Standalone). The web server will always operate over the Secure Gateway port. The Secure Gateway will automatically redirect HTTP requests (over port 80) to HTTPS when the Enable HTTPS auto-redirect setting is checked.

To use a trusted certificate with the Secure Gateway, click Select Certificate. All available certificates in the Local Computer | Personal store will be displayed. Select the desired certificate for use with the Secure Gateway.

At the Connection broker selection dialog, check PowerTerm WebConnect.

The Secure Gateway has a security feature to only allow requests using a connection broker and to deny all requests from standalone clients. To enable this, check: Only allow connections from a connection broker.
At the PowerTerm WebConnect Configuration dialog, enter the address of the PowerTerm WebConnect server that will be accessible from the Secure Gateway.

Once the Secure Gateway has been installed and configured, continue to Chapter 18 for instructions on how to configure PowerTerm WebConnect to use the Secure Gateway. The additional steps that are required to complete the configuration consist of:

1. Configure three environment variables in the PowerTerm WebConnect Administration console to enable the Secure Gateway.

2. Configure Application Zone, Application Portal and AccessToGo clients that will be used externally to point to the Secure Gateway for the PowerTerm WebConnect address. The Secure Gateway is acting as a proxy to the broker server. A set of files to be
configured for external use is present in the web folder and all start with “sg”.

**Single Server Pilot Implementation**

To install PowerTerm WebConnect as a pilot, only one server is required. This server will serve as the Terminal Server/Remote Desktop Server as well as the PowerTerm WebConnect Server.

The optional Secure Gateway may also be installed on the same machine, but must not use its default port 443. Port 443 will be assigned to IIS, as this is a requirement for AccessToGo. Configure the Secure Gateway to use an alternate port value, such as 4343. Also disable the auto HTTP redirect feature so there is not a conflict on port 80.

For production implementations where AccessToGo and the Secure Gateway will be used, the Secure Gateway is installed on a dedicated system in the network’s DMZ.

**Terminal Server Preparation**

Perform the following steps to enabled Remote Desktop Services and prepare the server for use with PowerTerm WebConnect.

Go to the Server Manager and add the Remote Desktop Services role.

Select Remote Desktop Session Host:
When prompted to configure Network Level Authentication in the role wizard, select Do not require network Level Authentication.

Continue through the rest of the wizard and reboot the server when prompted.

Configure the Terminal Server Windows firewall with the appropriate Ericom ports. Create a new Inbound Rule for ports 8080, 3399, 4020, 4030.

Name the new rule Ericom TS Ports. The RDP port (3389) should already be configured) on the Firewall. Configure any network firewalls to allow the Ericom ports through to the Terminal Server(s).

Install Ericom Terminal Server Agent, AccessNow Server, and/or Blaze Server services on Terminal Servers

All Ericom Terminal Server components can be found in the AddOns folder.
- Terminal Server Agent (TSAgent) – this must be installed on all Terminal Servers that will be used with PowerTerm WebConnect
- AccessNow Server – this must be installed on all Terminal Servers that will accept connections from clients using an HTML5 web browser
- Blaze Server – this must be installed on all Terminal Servers that will accept connections from clients who have Blaze enabled connections.

When publishing an application or desktop with RDP Compression and Acceleration enabled, AccessNow Server or Blaze Server must be installed.

AccessNow sessions from an HTML5 browser will connect to the AccessNow Server service while Blaze sessions will connect using the Blaze Server.

Next, install third-party applications that will be published through PowerTerm WebConnect.

Remember to configure Remote Settings on Terminal Servers to allow users to be able to RDP into the Terminal Server.
Terminal Server Full Desktop or Application Deployment

PowerTerm WebConnect can serve as a connection broker for applications and desktops session on Windows Terminal Servers and Remote Desktop Servers (TS/RDS). All connections between end users and the RDP hosts are fully managed and secured by PowerTerm WebConnect. Protocols that are available for TS/RDS deployments are AccessNow, RDP, and Blaze.

Once the Terminal Servers are prepared and the PowerTerm WebConnect broker is installed, publish desired applications and desktops and assign them to the Active Directory users and groups.

To deploy a TS/RDS connection broker, focus on these chapters:

- 9 – Administration Console – explains in detail how to use the Server Administration Console.
• 12 – Deploying Applications and Desktops – covers the steps required to publish applications and desktops. If Blaze will be used for RDP acceleration, remember to install Blaze Server on each Terminal Server.

• 13 – Load Balancer Configuration – explains how to configure and administer the Load Balancer for efficient Terminal Server usage.

• 16 – Enhancement features – covers enhancement features in more detail (i.e., Ericom Blaze).

• 17 – Printing – covers Universal Printing options and tips for standard RDP printing

• 4, 5 – PowerTerm WebConnect Clients – covers how to connect to applications and desktops using PowerTerm WebConnect.

Virtual Desktop (VDI) Connection Broker Deployment

PowerTerm WebConnect can serve as a connection broker for virtual desktops. All connections between end users and the virtual desktop environment are fully managed and secured by PowerTerm WebConnect. Protocols that are available for VDI deployments are AccessNow, RDP, and Blaze. To deploy a VDI connection broker, focus on these chapters:

NOTE It is recommended to read all the chapters covering Terminal Server deployment even for VDI deployments.

• 9 – Administration Console – explains in detail how to use the Server Administration Console.

• 14 – Deploying Desktops with VDI – instructions on how to configure the connection broker to manage access to VDI desktops.

• 16 – Enhancement features – covers enhancement features in more detail (i.e., Ericom Blaze).

• 17 – Printing – covers Universal Printing options and tips for standard RDP printing.

• 4, 5 – PowerTerm WebConnect Clients – covers how to connect to applications and desktops using PowerTerm WebConnect.

Hardware-based PCoIP Connection Broker Deployment

PowerTerm WebConnect can serve as a connection broker for hardware-based PCoIP devices. All connections between end users and the PCoIP host...
hardware are fully managed and secured by PowerTerm WebConnect. When an end-user connects from a PCoIP client (also known as a puck or portal), the PCoIP protocol will be used. When the end-user connects from any device that does not support PCoIP, RDP or Blaze protocol will be used. To deploy a PCoIP connection broker, focus on these chapters:

- **14 – Deploying Desktops with VDI** – explains how to deploy virtual desktops from hosts such as VMware ESX and Microsoft Hyper-V.
- **15 – Creating a PCoIP Connection Broker** – this chapter focuses on the using PowerTerm WebConnect as a connection broker for PCoIP hardware devices. Note that software based PCoIP is not supported.
- **4, 5 – PowerTerm WebConnect Clients** – covers how to connect to applications and desktops using PowerTerm WebConnect.
3. **POWERTERM WEBCONNECT SERVER**

**Installing PowerTerm WebConnect Server**

PowerTerm WebConnect and its components are installed under C:\Program Files\Ericom Software\WebConnect X.x (where X.x is the version number) by default. The installation path can be specified during the installation process. Double-click on the installation file to begin.

**NOTE**

PowerTerm WebConnect can be installed on the following platforms: Windows 2003 (all versions), Windows 2008 (all versions), Windows 2008R2, Windows 8, and Windows 2012.

**Server Prerequisites**

Before installing PowerTerm WebConnect, the following resources should be available on the target server:

- Two CPU cores
- 1 GB of available hard disk space
- .NET Framework 4 Full installation. This can be downloaded freely from the Microsoft website.
- Application Server Role
  - Enable ASP.NET and ASP
  - IIS web server role (may also be installed on a separate system)
  - HTTPS enabled in IIS (required for AccessToGo)

**HINT**

PowerShell script to enable requirements on a Windows 2008 R2 server:

```powershell
# Run the following command first to allow you to run scripts:
# Set-ExecutionPolicy RemoteSigned
# Import the Server Manager Powershell modules
Import-Module servermanager
# Install ".Net Framework 3.5" Feature and "IIS" Role with "ASP.NET"and "IIS 6 Scripting Tools"
```
Step 1 - Specify local folder for installation files

When prompted, specify the local directory to extract the installation files to.

Step 2 – Evaluation Mode

When prompted, enter the serial number or click Evaluate to install PowerTerm as a 30-day trial. Entering the serial number does not activate the product; go to the Activation section for more information.

NOTE The evaluation package of PowerTerm WebConnect runs in Enterprise mode. Once activated, the purchased PowerTerm WebConnect edition will be enabled.

Step 3 - Select the Setup Type

At the Setup Type selection screen choose one of the following options:
NOTE If PowerTerm WebConnect is already installed on the server, selecting a different Setup type will overwrite the existing type - resulting in unselected components being removed from the server.

The Full Installation is used for most installations.

NOTE A Full Installation will not install AccessNow or Blaze Server on the Terminal Server. If AccessNow or Blaze is planned for use, install the respective server MSI located under the WebConnect AddOns directory after the Full installation has completed.

Step 4 – Local Directory for PowerTerm WebConnect

Specify the local directory for the installation of PowerTerm WebConnect.

Step 5 – Start Menu location for PowerTerm WebConnect

Step 6 – Web server ASP configuration

If prompted, enable ASP. The PowerTerm WebConnect’s web based components (i.e., Application Portal and on-demand installations) requires IIS with ASP and HTTPS enabled.
Step 7 – Upgrade Message

If this is an upgrade install, the previous configuration will be imported at the end of the installation. See chapter on Upgrade Instructions for more details.

Step 8 – Set the WebConnect Cluster Name

The Cluster Name is a custom identifier for the PowerTerm WebConnect environment. This is something that is set by the administrator. If previous settings will be imported, the cluster name from the imported settings will be used.

When using more than one PowerTerm WebConnect server within the same environment (i.e., for redundancy purposes) a cluster name is used to identify all the servers of a common group. A PowerTerm WebConnect server can only be a member of one cluster.

Step 9 – Terminal Server Agent

If PowerTerm WebConnect is being installed on one of the Terminal Servers, click Yes to install the Ericom Terminal Server agent. The TSAgent is required on all Terminal Servers that will be used with PowerTerm WebConnect.
Step 10 – Complete Installation

After the parameters are set, the PowerTerm WebConnect installation will begin. The process may take up to 10 minutes.

Configuring setup components... Please wait!

At the end of the installation, click Exit and Run to launch the Administration Tool. The PowerTerm WebConnect Server service will start automatically.

Step 11 – Install Optional Enhancements

In order to use the built-in Ericom RDP enhancements (AccessNow HTML5 access and Blaze RDP acceleration) the respective server components must be installed on the RDP hosts (Terminal Server/Remote Desktop Server).

The AccessNow HTML5 Server is located under the AddOns/AccessNow folder:

The Blaze Server MSI is located under the AddOns/Blaze folder:

Activating the Server

When PowerTerm WebConnect is first installed it will be started in Evaluation mode (30-day period). The server can be extended to continue an evaluation or activated once the product is purchased.
To extend or activate go to Start | Programs | Ericom Software | PowerTerm WebConnect | PowerTerm WebConnect Server License Update.

To activate PowerTerm WebConnect once it is purchased:

- Contact Ericom Support and send the serial number and "Key to send".
- An activation key will be returned, enter this under “Key received from Ericom”.
- The “Number of Licenses” will be updated.

To extend PowerTerm WebConnect to continue an evaluation:

- Contact Ericom Sales and send the “Key to send” with the number of additional days to needed to continue evaluation.
- An extension key will be returned, enter this under “Key received from Ericom”.
- The duration will be updated.

To apply the license, either restart the PowerTerm WebConnect Server service or reload the license using the Administration Console (Server menu).

**NOTE** License errors may appear when hardware components are changed in the server running PowerTerm WebConnect Server. Changing the system time or copying the license file from one server to another will result in a license error as well. Please contact Ericom Technical Support to obtain a new license key in the event of an error.
Subscription Licensing Expiration Notice

PowerTerm WebConnect servers that are activated with a subscription license will display a warning notification to end-users 10 days prior to the term expiration. The administrator may change the amount of days prior to displaying the notification by adding and configuring this value in ptserver.ini:

```
SubscriptionWarnBeforeExpirationDays
```

AccessNow and Blaze Activation with WebConnect

Certain editions of PowerTerm WebConnect include the AccessNow HTML5 access and Blaze RDP acceleration. Both components having built-in licensing mechanisms, however, these are **ignored** when used with PowerTerm WebConnect.

The individual AccessNow and Blaze licenses only need to be activated when the *standalone* AccessNow and Blaze clients will be used in addition to PowerTerm WebConnect.

Starting and Stopping the PowerTerm WebConnect Windows Server

PowerTerm WebConnect is installed as a series of Microsoft Windows services. The Server must be running in order for clients to connect to it and establish connections to the host systems. A web server must be installed/available and running in order for end users to download the client components. By default, the PowerTerm WebConnect Windows server is installed as a server service, with the Automatic startup type. This means that during system startup, the service control manager automatically starts *PowerTerm WebConnect Server*.

Starting and Stopping the PowerTerm WebConnect service

To start/stop the server service (most common)

1. Open Start | Settings | Control Panel | Services

   ![Services](image)

2. PowerTerm WebConnect Desktop Server
3. PowerTerm WebConnect Server 4.6
4. PowerTerm WebConnect Server 5.x
5. PowerTerm WebConnect Server Starter 3.x
6. PowerTerm WebConnect Server Starter 4.x
7. PowerTerm WebConnect Server Starter 5.x

3. Right click on *PowerTerm WebConnect Server*
4. Click *Start* or *Stop*.

Starting the PowerTerm WebConnect service from command line

Run the *PtServer.exe* with the /start parameter.
Starting the PowerTerm WebConnect service as a program

Run PtServer.exe with the parameter /run.

**PowerTerm WebConnect Ports**

Most PowerTerm WebConnect components (server, starter, Administration Tool, and clients) use port 4000 (by default). This port value can be changed to avoid conflicts with other applications, as well as with firewalls or proxies.

**NOTE** When using a port other than the default (4000), it must be explicitly specified as a parameter to the server address in the client parameters. See the chapter on customizing client parameters for more information.

**Modifying the PowerTerm WebConnect Ports**

1. In the Administration Console, go to File | Configuration | Main.
2. Set the entry [ConnectionPoint=<name>] PortNo=new-port-number
3. Update all HTML files with the custom port. (<webconnect server>:<port number>). When no port number is defined, the default 4000 is used.
4. Update the comportal.ini with the new port number (Address and CustomAddress) settings.

**Adding additional PowerTerm WebConnect Ports**

PowerTerm WebConnect can listen on more than one port. To add additional ports, create new connection points and specify the port that it will use.

1. Open the Administration Console and go to File | Configuration | Main.
2. Create a new entry [ConnectionPoint=<name>] PortNo=new-port-number
3. Update desired HTML files with the custom port. (<webconnect server>:<port number>). When no port number is defined, the default 4000 is used.
4. Update the comportal.ini with the new port number (Address and CustomAddress) settings. See the section on the portal for detailed instructions.
Confirming the availability of a port

The availability of port can be verified by using the `telnet.exe` command-line utility. At a command prompt, `telnet` the server’s address and specify the port to be verified (i.e. `telnet.exe server.ericom.com 4000`). If any response is received, then the port is reachable from the system running the `telnet` command. Note that some operating systems do not include `telnet.exe`. 
Ports commonly used by PowerTerm WebConnect

<table>
<thead>
<tr>
<th>Port #</th>
<th>Used by</th>
</tr>
</thead>
<tbody>
<tr>
<td>4000</td>
<td>Default PowerTerm WebConnect components</td>
</tr>
<tr>
<td>4001</td>
<td>PowerTerm WebConnect Administration Tool</td>
</tr>
<tr>
<td>4020</td>
<td>PowerTerm Load Balancer</td>
</tr>
<tr>
<td>4030</td>
<td>Remote Browser for application publishing</td>
</tr>
<tr>
<td>4045</td>
<td>Ericom Tools (DeskView VDI users)</td>
</tr>
<tr>
<td>4080</td>
<td>Broadcast port for Automatic Server Discovery</td>
</tr>
<tr>
<td>3389</td>
<td>Microsoft RDP</td>
</tr>
<tr>
<td>3399</td>
<td>Ericom Blaze Accelerated RDP</td>
</tr>
<tr>
<td>8080</td>
<td>Ericom AccessNow HTML5 client</td>
</tr>
<tr>
<td>80</td>
<td>Web services</td>
</tr>
<tr>
<td>21</td>
<td>FTP</td>
</tr>
<tr>
<td>22</td>
<td>SSH (Emulation)</td>
</tr>
<tr>
<td>23</td>
<td>Telnet (Emulation)</td>
</tr>
<tr>
<td>389/636</td>
<td>LDAP/S-LDAP</td>
</tr>
<tr>
<td>443</td>
<td>HTTPS/SSL</td>
</tr>
<tr>
<td>443</td>
<td>Ericom Secure Gateway (default port, modifiable)</td>
</tr>
<tr>
<td>515</td>
<td>LPD/LPR (Legacy)</td>
</tr>
<tr>
<td>1812</td>
<td>RSA SecurID or Radius two-factor-authentication protocol</td>
</tr>
<tr>
<td>5900</td>
<td>VNC (default value)</td>
</tr>
</tbody>
</table>

High Availability

To maintain high availability of the PowerTerm WebConnect services, multiple servers can be configured to provide redundancy. There are two modes to provide high availability: Cluster and Failover. In both Cluster and Failover mode there is one Primary server and one or more Monitoring servers; and all servers must be members of the same cluster (use the same cluster name). Any WebConnect server in the cluster group can become the Primary server. The first server that is started is assigned the Primary role. In Cluster mode,
the Monitoring servers are active and can process user’s requests. In Failover mode, there is only one Monitoring server and it is in passive mode (does not accept user requests). A passive server becomes active when the primary server becomes unavailable. Both Cluster and Failover modes require access to a network directory that will host the shared cluster database.

NOTE The PowerTerm WebConnect DeskView VDI connection broker only supports Failover mode.

Shared Cluster Database

A cluster group is comprised of multiple PowerTerm WebConnect servers, sharing one database. The central database must be stored on a secure and robust network location (i.e., a storage area network). To maintain database integrity, only the Primary server can update the central database.

NOTE The database is in binary format. (In non-cluster mode, the database may be store in ASCII format as well)

To secure access to the database, create a service account that will have Full Control to the shared database directory.

In order for PowerTerm WebConnect to access the shared database using the service account, go to the Properties of each Ericom service and set the service account in the Log On dialog.

In this example, the user ericom2k3\visitor is the service account:

In this example, all four Ericom services are configured to use the service account:

NOTE The service account must have local Administrator access on the server running PowerTerm WebConnect. Make sure the service account is added to the local Administrators group.
Selecting Cluster or Failover

In both modes, a *PtServer.ptr* file is placed in the bin directory with the UNC path to the *PtServer.ini* file in shared Database directory.

Cluster mode is enabled when the full network path is defined in the *PtServer.ptr* file, and the license file exists in the local \bin folder.

Failover mode is enabled when the full network path is defined in the *PtServer.ptr* file and the license file exists in the location of the share path.

**NOTE** When changing the location of the central database, remember to update the UNC path to the new location in all associated .ptr files.

Configuration

1. Create a folder on a robust network share and give it a name.

5. Define the newly created folder as a hidden share; this share must be secured such that only PowerTerm WebConnect servers and a backup account may access it.

6. Stop the PowerTerm WebConnect Server service.

7. Copy the *DataBase* and *Downloads* folders from the Primary WebConnect Server to the shared folder
   
   a. For DeskView users, copy the DeskViewServer | *Database.XML* file to the shared *Database* directory.

8. *For Failover mode only:* Copy *PTS.LF* (and *PTS.LFD* if it exists) from the Primary WebConnect server’s *bin* directory to the *DataBase* folder contained within the shared folder.

9. *For HostView client only:* Open PtServer_Connections.ini file on the cluster database and modify the entries *login-command-file* and *terminal-setup-file* to designate their new location on the file server. By default, the specified directory is ...\DataBase\Connections\ and should be replaced by
   \\FileServerIP-addressOrName\WebConnect$.

10. Verify that the server is using Failover or Cluster mode by going to the *PtStarter.log* and confirm that the central database files are being loaded by the server.

Configure the Primary Server

1. Create a file named *PtServer.ptr* in the \bin folder of the Primary WebConnect Server.

**NOTE** Make sure there is not a hidden .txt extension if the ptr file was created with a text editor, such as Notepad.
11. Edit the *PtServer.ptr* with a text editor and enter the full UNC path to the Main Configuration file (*PtServer.ini*) located on the central share (i.e., `\FileServer\WebConnect$\DataBase\PtServer.ini`). Do not use a local path (i.e., C:\).

12. Restart the PowerTerm WebConnect Primary server.

**Configure additional servers**

1. Copy *PtServer.ptr* from the `\bin` folder on the Primary server to the same folder on the Monitoring server(s). It is also possible to just create a new *PtServer.ptr* file in the `\bin` folder and point it to the shared *PtServer.ini* file.

13. Restart the PowerTerm WebConnect Monitoring server(s).

**NOTE** Since the *PtServer.ptr* file is stored in the `bin` folder, upgrading a WebConnect server will not automatically put it into cluster/failover mode.

**Client Configuration**

Once the PowerTerm WebConnect servers are configured for either high availability modes, the user access parameters must be updated as well.

When using *Failover* mode, the *Server* parameter must contain the list of WebConnect servers separated by semi-colons. Please refer the *Custom Client Parameters* (*Failover Configuration*) chapter for detailed instructions.

In *Cluster* Mode, a third-party load balancer (i.e., Microsoft NLB) will be required to load balance between the clustered WebConnect Servers. The client server parameter is then configured with the clustered address (of the load balancer), which will redirect the request to the least loaded PowerTerm WebConnect Server in the cluster.

**Client Usage**

**NOTE** Active Application Zones do not failover automatically. Since only one Application Zone may run on a single machine, the inactive Application Zone must be closed manually.

After the failover process is complete, instruct the users to run Application Zone again. The failover mechanism in the client will timeout on the primary server and connect to the failover server.
Using Failover Mode

In the event that the Primary server goes down, the Failover server becomes the new Primary server.

**NOTE** When the primary server goes down, the transition to the failover server will take a few minutes. During this time, users will not be able to login.

The new Primary server maintains all functionality of the original Primary server. The only difference is that the clients will take longer to connect since each client tries to connect to the original primary server first. The client must wait for the first server to timeout before it attempts to connect to the second server.

Restoring the original Primary server only puts it into failover mode (the roles are now reversed). Clients cannot connect directly failover servers, so the longer connection time will persist. If a user tried to connect directly to a failover server, an error message will be displayed:

![Image](The%20PowerTerm%20WebConnect%20Server%20is%20shut%20down.%20(#10061))

In order to restore the original configuration:

1. Stop the new Primary server
2. Wait for the original Primary server to become the primary again
3. Restart the original Failover server, and it will now revert back to its original failover role.

**NOTE** When using DeskView for VDI brokering, a failover server will not be recognized by a new desktop running Ericom Tools. Only desktops that had Ericom Tools connected to the Primary server, will have their Ericom Tools automatically connected to the Failover server. When using DeskView, it is important to restore the Primary Server as quickly as possible.

Using Cluster Mode

In the event that the Primary server goes down, any of the Monitoring servers can become the new primary server. Only the Primary server can update the database. However, all servers have equal functionality and can accept user requests. The user can connect to any active PowerTerm WebConnect server in the cluster to access published resources.

PowerTerm WebConnect servers in a Cluster Mode environment can also be load balanced using a third-party load balancer. The PowerTerm WebConnect
Server service supports ping based load balancers that monitor an address or port for service presence.

Cluster Administration

In the example below, there are three PowerTerm WebConnect Servers in the cluster: Servers 1, 2, and 3. All servers are connected to the central database. In this configuration, if Server 1 is able to update the database, then both Administrators A and B will have write permission.

Users connecting to Monitoring servers (Administrator C) will only be able to see the current configuration and will not be allowed to make changes. When an Administrator connects to a Monitoring server a message is displayed:

If the Administrator clicks No, the Administration Console will connect to the selected PowerTerm WebConnect server, but will only have read access.

- The title bar of the Administration Console will indicate that it is in Monitor Mode only.
- A small, solid blue circle will appear in the lower left hand corner of the Administration Tool.

Clicking on Yes will redirect the Administrator to the Primary server.
PtServer.ini Parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ShadowDbSyncFrequencyMinutes</td>
<td>Sets the synchronization interval of the shadow database. Default: 60</td>
</tr>
<tr>
<td>CashDbSyncFrequencySeconds</td>
<td>Updates interval in seconds for copying the database to memory. Default: 60</td>
</tr>
<tr>
<td>CashDbSyncToleranceSeconds</td>
<td>Updates the wait interval in seconds if the database cannot be updated immediately. Default: 5</td>
</tr>
<tr>
<td>CashDbSyncMaxToleranceSeconds</td>
<td>The maximum number of repeats of CashDbSyncToleranceSeconds to wait before updating the database in memory. Default: 60</td>
</tr>
</tbody>
</table>

High Availability Limitations

- Monitoring of active sessions is not clustered – active sessions are monitored by each individual PowerTerm WebConnect server.
- **SupportView** sessions are not clustered – users and support agents must be connect to the same PowerTerm WebConnect server in order to initiate a SupportView session.
- Users that are auto-created are always in non-persistent mode.
- Do not switch the database to a different network location when any PowerTerm WebConnect servers are connected to it.
- The DeskView Connection Broker database does not support Cluster mode, therefore Failover mode must be used.
- The Load Balancer clustering is handled separately. See chapter on the PowerTerm WebConnect Load Balancer.
- There is no indicator in the Administration Console to notify the Administrator if the cluster database is being used (only Monitoring mode notification is available).
- Client (**View | Client Sessions**) functions are disabled on Monitoring servers. Right-clicking on a user in the Sessions list will present an action menu. However, all functions of this menu are disabled.
Remote Attach is not available from any Monitoring server.

Local Server Mode and the Shadow Database

In the event that the central database is not available (network failure, lack of permissions, etc.), the Administration Console that has write access (Primary server) will automatically switch to Monitoring mode. The switch will occur the next time the server tries to access the database (i.e., a configuration change needs to be applied). Monitoring mode does not allow updates to the central database.

A local copy of the main database (shadow database) is stored in each PowerTerm WebConnect Server and is updated periodically from the central store. This database is non-persistent and is lost if the server is shut down.

The shadow database is used when the primary database is not available. This allows the servers to start and provide service, but not with the central database. When the central database becomes available again, the Monitoring servers will update their information from the central store.

In a Cluster environment, the first PowerTerm WebConnect server to connect to the central store becomes the Primary server.

NOTE The shadow database may be outdated if it has not been updated recently.

In a Failover environment, there must be a very robust connection to the shared database. If the central database becomes unavailable, all active users will no longer be able to access published resources. This error message will appear:
When a user tries to launch a resource, if the central Downloads folder is unavailable, an error message will be returned:

![Error message]

**PowerTerm WebConnect Application Zone**

The download file '<downloads>/ptdp.cab' not found.
4. **End-User Access Clients**

PowerTerm WebConnect supports access from a wide variety of operating systems and devices.

- Any HTML5 web browser (using the AccessNow client)
- Linux workstations and thin clients
- Apple Mac OSX 10.5 and higher (Intel only)
- Apple iOS (iPad, iPhone, and iTouch)
- Android
- Windows CE and XPe thin clients
- Google Chromebook/Chromebox

End users may use any one of three interfaces to login and view their assigned applications and desktops:

- **Application Portal** – Web based interface that launches applications and desktops that will use the RDP, Blaze, or AccessNow protocol.
- **Application Zone** – Native application that launches applications and desktops that will use either the RDP or Blaze protocol.
- **AccessToGo** – Native mobile client for iOS or Android that that launches applications and desktops that will use either the RDP or Blaze protocol.

There are two types of clients that maybe used to display an application or desktop:

- **Native client** – this is an application that is native to the end-user’s operating system. A native client will usually provide better performance and has the option to use the Blaze acceleration protocol.
- **HTML5 Web browser** – may be used as a client when the AccessNow HTML5 protocol is enabled. Applications and desktops that are launched will appear inside the web browser and does not require anything to be downloaded onto the end-user’s device.

**NOTE** There is no Java-based client for PowerTerm WebConnect

When a native client is requested via URL, it will use one of two downloader methods:
• ActiveX – this downloader is only available on Windows operating systems when using Internet Explorer (IE). IE may display a warning to the end user request permissions to install an Add-on:

A confirmation to install the downloader may appear:

• Java – this downloader is available on Windows, Mac, and Linux. It will be used with any non-IE browser. It will be used with IE when ActiveX is not available. Java is required on the workstation in order to use the Java downloader. The following warning message may appear when the Java downloader install is initiated:

• If the machine that the user is working on does not allow Java or ActiveX – use the MSI installer or AccessNow.

Application Portal Interface

PowerTerm WebConnect provides an ASP-based web interface for accessing published applications – the Application Portal. The Application Portal may be launched using most web browsers. There are two modes for the Application Portal, which is configured by editing the Config.inc file (located under ..\Ericom Software\WebConnect 5.8\web\AppPortal).

The Administrator can decide to use AccessNow over the ActiveX downloader and/or the Java downloader for the native clients.

NOTE When using the Java method, Java needs to be installed for each web browser that will be used to launch the native client.
Native Mode (Default)

When a user selects an application or desktop from the Portal, the resource will open using the native client (also known as a new PtAgent session.)

Const AccessNow_over_ActiveX = 0
Const AccessNow_over_Java = 0

NOTE This reference to Java is for the Java-based downloader. There is no Java-based client in PowerTerm WebConnect.

PtAgent uses an agent (ptagent.exe) to acquire the necessary client components from the PowerTerm WebConnect server.

AccessNow HTML5 Mode

When a user selects an application or desktop from the Portal, the resource will open as a new browser tab or window. To enable AccessNow mode, edit the config.inc file and change the desired settings to the value 1:

Const AccessNow_over_ActiveX = 1
Const AccessNow_over_Java = 1

Launching Application Portal from a web browser

1) Using a web browser open the following link:
2) At the login dialog, enter the user’s credentials (if a domain is not specified as part of the username, the default domain that is configured on
PowerTerm WebConnect will be used).

3) Once authenticated, the user will be presented with Application Portal.

4) To launch any published application or desktop, click on the desired icon. If AccessNow is configured, and the user is connecting from an HTML5 browser, the selected application or desktop will appear within a new browser tab or window. If AccessNow is not available or disabled, the application or desktop will run using the native client (i.e. RemoteView).

5) To close the Application Portal session click on Logout to the left of the application and desktop icons.

NOTE AccessNow and AccessToGo do not support the SmartInternal feature. By default, SmartInternal connections use Direct mode with these clients. To force all connections set to SmartInternal to use Gateway mode, set this environment variable:

SmartInternalIsGateway set to 1

Form Post SSO to the Application Portal
If a third-party interface is used in front of PowerTerm WebConnect (e.g. an SSL VPN) to capture user credentials, the user’s credentials may be passed into the Portal using the Form POST method to enable single sign-on. To configure the POST operation:

- POST the following values to the PowerTerm WebConnect Portal URL: http://<server>/webconnect/AppPortal/LoggedIn.asp
  - username / <USERNAME>
  - password / <PASSWORD>
  - domain / <enter your domain>

**Application Zone for Windows**

The PowerTerm WebConnect Application Zone provides a rich client interface for accessing published applications and desktops. The Application Zone also provides local desktop integration by placing icons for published resources on the local desktop and in the local Start menu. The Application Zone uses an agent (ptagent.exe on Windows systems) to acquire the latest configuration and client components from the PowerTerm WebConnect server. Application Zone is also available for Mac and Linux systems, but some functionality will be missing (i.e., desktop shortcut icons).

Windows Application Zone will automatically update the resource list whenever a change has been applied to the Connection’s properties. For example, if the HR group is removed from a connection’s Owner list, all users that are members of the HR group who are currently logged into Application Zone will see the connection disappear from their list of resources.

**NOTE** When Users are added or removed from Groups that are an Owner of a connection, the change is not reflected in Application Zone until the user logs off and back on. This is normal Windows operation. Only direct changes to the Connection’s Properties will be automatically updated in Application Zone.

**Launching Application Zone from a web browser**

1) Using a web browser open: [http://server-address/WebConnect/ApplicationZone.html](http://server-address/WebConnect/ApplicationZone.html)

2) At the login dialog, enter the user’s credentials (if a domain is not specified as part of the username, the default domain that is configured on
PowerTerm WebConnect will be used).

3) Click Login

4) Once authenticated, the user will be presented with Application Zone.

5) All published resources may also be accessed from the Systray agent.

6) To launch any published application or desktop, double-click on the desired icon. This launches the RemoteView client on the local device to connect to the appropriate Terminal Server or virtual desktop.

NOTE  Only one user can be logged into Application Zone from any system. However, the same user can be logged into multiple systems if Allow Concurrent Machines is enabled.
Expired Passwords

The Application Zone will properly handle expired passwords.

For example, if the user's account is set to “must change password”:

When the user logs in to Application Zone, it will be prompted with an expired password message and allowed to change its password.

NOTE  This feature is currently not available with Application Portal or AccessPad.

Disconnecting a Session

A user may disconnect an active session so that it can be used at a later time. There are two ways to disconnect a session:

1) Press the ‘X’ button for the RDP or Blaze session window.

2) Select Disconnect from Start menu.

Upon successful disconnect, the Application Zone’s Reconnect button will turn active. Click on the active Reconnect button to reconnect to the existing session.
In order to use the Session Reconnect feature, verify that these two settings are disabled:

1) The PowerTerm WebConnect RDP_LogoffDisconnected variable is set to 0 (false). This setting will force all Disconnection sessions to automatically logoff.

2) In the Terminal Server (RDS) configuration, allocate enough time for disconnected sessions to remain active before ending them. This will ensure that users can move from one location to another and have enough time to reconnect into their disconnected sessions.

Logging Off

There are two methods to logout of Application Zone.

1) From the Application Zone File menu, select Logout.
2) Right-click on the Application Zone systray icon and select Logout.
The Application Zone shortcut format is `<OrganizationName>` PowerTerm Application Zone by Ericom. If there are more than one Application Zone running with the same organization name, there will be only one desktop shortcut for them. The organization name configuration is done from the Main Configuration (PtServer.ini) `OrganizationName` setting.

Windows 2000 Clients

In order to connect from Windows 2000 clients, the 5.6.1 version of RemoteView must be used. This may be downloaded from this FTP link:


After installing the MSI go to the Clients directory and create a shortcut to PtAgent.exe. Add the WebConnect server as the first parameter (required) and add any optional parameters as desired. Launch the shortcut to connect.

AccessPad for Mac OSX and Linux

The Mac and Linux Application Zone has been replaced with AccessPad. AccessPad will automatically download (using the Java downloader) and launch
when using ApplicationZone.html, or when the Application Portal is configured to use the native client.

AccessPad for Mac and Linux include a universal printer for RDP and Blaze connections. See chapter on printing for more details.

The following features are not supported by AccessPad: Session Disconnect/Reconnect, Server failover, HostView, SupportView, QuickVNC, Desktop/Start-menu shortcut icons, and Messaging. Look out for additional features in future versions.

Usage

1) Browse to the Application Zone URL (or the Application Portal with native mode enabled):
   [http://<WC_server address>/webconnect/applicationzone.html](http://<WC_server address>/webconnect/applicationzone.html)

2) A login prompt will appear. Verify that the Server address is correct and enter the user’s credentials.

3) Once logged in, the AccessPad will appear with available connections.

4) The user simply clicks or taps the desired connection to launch it.

5) When exiting Mac AccessPad, all active connections will be closed.
NOTE In order to view changes to the application set, the user must logoff AccessPad and back in to refresh the application list. This behavior may change in future versions.

AccessPad Menu bar

The AccessPad menu bar contains four useful functions:

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td>Returns to the main list</td>
</tr>
<tr>
<td>Parent folder</td>
<td>Return to the parent folder list</td>
</tr>
<tr>
<td>About</td>
<td>Displays version number, installation folder, PowerTerm WebConnect server address, and username that is currently logged in.</td>
</tr>
<tr>
<td>Exit</td>
<td>Logoff</td>
</tr>
</tbody>
</table>

NOTE If changes are made to the user’s application set, the user must logoff and log back into AccessPad to see the changes.
5. **ACCESSToGO MOBILE CLIENT**

NOTE  This chapter is taken from the AccessToGo manual. Refer to the AccessToGo manual for full documentation.

This diagram illustrates how the components of AccessToGo interact with each other and the PowerTerm WebConnect broker. The orange arrows indicate remote connections and the blue arrows represent internal connections.

Prerequisites

In order to connect to PowerTerm WebConnect resources, the AccessToGo server-side component must be enabled on the PowerTerm WebConnect server. This is installed by default.

The AccessToGo component requires ASP.Net 4 and IIS with HTTPS enabled.

NOTE  Since HTTPS requires port 443, be careful not to run the Ericom Secure Gateway on the same machine using 443. The Secure Gateway is typically installed on a different system, that is in the DMZ, to act as a proxy.
The Application Pool must be configured to use ASP.Net version 4.0

Usage

AccessToGo may be used to connect to an application or desktop hosted through a PowerTerm WebConnect connection broker. Here are the steps to use AccessToGo with PowerTerm WebConnect:

1) Install AccessToGo on the end-user device (i.e. iPad).
   a. On iOS, AccessToGo may be downloaded from iTunes. AccessToGo version 1.3.2 is required for PowerTerm WebConnect compatibility.
   b. On Android, AccessToGo is downloaded from Google Play or the device’s application market. AccessToGo version 1.3.2 is required for PowerTerm WebConnect compatibility.

2) Configure AccessToGo to connect to the address of the PowerTerm WebConnect server. Explicitly specify the port if it is not 4000 or 443 (i.e. 192.168.1.1:4343)
   a. If the connection is being made remotely, point to the external address and port of the firewall/router that has been configured with the rule to port forward incoming connections to the PowerTerm WebConnect server.
   b. If the optional Ericom Secure Gateway is used for remote connections, specify its external address and port (rather than the PowerTerm WebConnect internal address). The Secure Gateway will act as a reverse proxy to the PowerTerm WebConnect server.
The Secure Gateway port value can be changed (default is 443). See the Ericom Secure Gateway documentation for more information.

3) Once the user is logged in, all assigned resources will be displayed.

4) Tap on the desired resource to start the connection.

NOTE AccessNow and AccessToGo do not support the SmartInternal feature. By default, SmartInternal connections use Direct mode with these clients. To force all connections set to SmartInternal to use Gateway mode, set this environment variable:

SmartInternalIsGateway set to 1

Troubleshooting

Connectivity Problems

If users are experiencing connectivity or data errors when connecting to PowerTerm WebConnect with AccessToGo, verify that the API is active and available. On the PowerTerm WebConnect server, open a browser and go to https://localhost. If the API is active, a message will be displayed: “This is the PowerTerm WebConnect API address.”
If this message does not appear, first verify that port 443 is assigned to IIS. IIS and HTTPS is required to run the AccessToGo component.

**Internal Server Error**

If ASP.Net is not properly registered on the server, this message will appear:

To resolve this error, open the command prompt as an Administrator and run the following command:

```
%windir%\Microsoft.NET\Framework\v4.0.30319\aspnet_regiis.exe -i
```

**AccessToGo Session Disconnected Error**

If the AccessToGo app can display the list of connections, but cannot launch any applications or desktops, verify that the version is 1.3.2 under the **Settings** button. Earlier versions of AccessToGo are not compatible with PowerTerm WebConnect and will display a message “Session Disconnected” when the user tries to launch an application or desktop.
6. **NATIVE CLIENT DEPLOYMENT**

A key feature of PowerTerm WebConnect is its ability to remotely install and update the native client components. Two mechanisms are available to launch PowerTerm WebConnect resources from a web browser:

- Windows (ActiveX) Downloader
- Java Downloader

The downloader can be modified in the following ways:

- Place an Application Zone shortcut icon on the user’s desktop
- The installation folder of the client download can be modified.
- Enable auto-update to ensure that all clients are using the latest version.
- Create a custom access page (i.e., use generic users to login).

When using the Application Zone and Application Portal, both ActiveX and Java downloaders do not directly launch the requested client. The Application Zone/Application portal (ptagent.exe) is launched and then instructed on which client to launch based on the user’s selection. The Application Zone/Application portal will then initiate the installation of the requested client component (i.e., RemoteView/ptrdp.exe).

### Steps

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Browse to a PowerTerm WebConnect URL. The web browser installs the PowerTerm Downloader. The downloader.js configuration is loaded.</td>
</tr>
<tr>
<td>2</td>
<td>PowerTerm Downloader validates and/or updates the PowerTerm Agent (ptagent.exe) on the end-user's system with the version on the web server.</td>
</tr>
<tr>
<td>3</td>
<td>PowerTerm Agent receives parameters from the Downloader, and then the web page, and displays published resources to the user.</td>
</tr>
<tr>
<td>4</td>
<td>When the user selects a resource, PowerTerm Agent validates/updates the client component on the end-user’s system with the version in the Downloads folder.</td>
</tr>
<tr>
<td>5</td>
<td>Once the client component has been installed/validated, it will be launched and connected to the requested resource. The Agent parameters will be passed to the client component.</td>
</tr>
</tbody>
</table>
The Downloader

PowerTerm WebConnect Downloader’s role is to download, install and launch pre-configured client components through a web browser. There are two such Downloader types:

- Windows ActiveX control
  - Available for Windows workstations only
  - ActiveX compatible browser required (Internet Explorer)
  - Permissions to run signed ActiveX components required
  - Does not support x64 Internet Explorer

- Java applet
  - Cross platform, compatible with Windows, Mac, and Linux
  - Java/JVM is required on the end-user system
  - Permissions to run Java applications required
  - Supports x64 Internet Explorer if Java 64-bit is installed (http://www.java.com/en/download/faq/java_win64bit.xml #Java for 64-bit)

**NOTE** The Java Downloader is not compatible with IE on Windows 7 or Vista when UAC is enabled (which is the default)

If neither Downloader components can be used (i.e., the user’s browser does not support ActiveX and is not Java enabled) the user will be notified and the MSI should be used.

Configuring downloader.js Parameters

The *downloader.js* automatically launches the appropriate Downloader type based on client’s properties. Since downloader.js is executed on the client side, it does not require any special changes on the server-side.

**NOTE** The only requirement to use *downloader.js* is to enable JavaScript on the client side.

Custom parameters can be passed to downloader.js in order to modify the behavior of the Downloader components. The downloader.js passes the appropriate values to the Downloader component being used in the proper format. This downloader.js is compatible with most web browsers, including the latest versions of Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, Apple Safari and Opera.

Parameters for downloader.js are specified by assigning values to global script variables. The script assigning the values must be executed before
downloader.js. For this reason it is a good idea to place the script inside the <head> section. Do not set the values in the page’s onload event handler as that will execute after downloader.js.

The variables that specify values for downloader.js start with PT_ prefix. Here is an example of a script block that specifies the settings:

```html
<head>
...

<script type="text/javascript" language="javascript1.2">
// Parameters for downloader.js
var PT_windowsDownloaderURL = "windows/ptdownloader.cab";
var PT_ns6DownloaderURL = "Downloader_NS6WS_Signed.jar";
var PT_identifyJVM = "windows/IdentifyJVM.class";
var PT_javaDownloaderImagesURL = "images";
var PT_windowsAgentURL = "./windows/ptagent.cab";
var PT_linuxAgentURL = "./linux/ix86/qterm-wc.zip";
var PT_server = location.hostname;
var PT_agentParameters = "-wc-client " + PT_server + " /SHORTCUT=BOTH /AUTOLOGIN=NO"
  var PT_clientDst = "";
  var PT_downloaderLog = "";
  var PT_selectedConnection = "";
  var PT_shortcut = true;
  var PT_useJavaOnIE = true;
</script>
...
</head>
```

NOTE The use of the prefix PT_ make it unlikely that there will be a conflict with global variables of any framework that might be used in the web page.

Embedding downloader.js

To use downloader.js in a web page, use the <script> HTML tag to embed a reference to it in the page. This reference must be inside the <body> section of the page. This <script> section will not generate any visible output to the user, other than launching a Downloader component.

```html
<html>
<head>
...
</head>
<body>
...
<script type="text/javascript" language="javascript1.2" src="AppPortal/downloader.js"></script>
...
</body>
</html>
```

The src attribute of the <script> tag must specify a valid URL where the downloader.js file is located. This URL can be either relative, as in the example above, or absolute.
While it is possible to embed the Downloader components directly into web pages, the preferred method is to use the `downloader.js`.

### downloader.js Settings

Settings that specify locations, such as `PT_windowsDownloaderURL` and `PT_identifyJVM`, are assigned a URL.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>PT_windowsDownloaderURL</code></td>
<td>Location of ActiveX Downloader</td>
</tr>
<tr>
<td><code>PT_ns6DownloaderURL</code></td>
<td>Location of Java Downloader – signed Java Applet</td>
</tr>
<tr>
<td><code>PT_identifyJVM</code></td>
<td>Location of Java applet that determines JVM type and version</td>
</tr>
<tr>
<td><code>PT_javaDownloaderImagesURL</code></td>
<td>Location of folder containing images used by Java Downloader</td>
</tr>
</tbody>
</table>
| `PT_windowsAgentURL`        | Location of cab containing the PowerTerm WebConnect agent for Windows – PtAgent.exe  
The .ver.txt file must be located in the same location as the cab file |
| `PT_linuxAgentURL`          | Location of zip file containing the PowerTerm WebConnect agent for Linux  
The .ver.txt file must be located in the same location as the cab file |
| `PT_server`                 | Address of the PowerTerm WebConnect server                                  |
| `PT_agentParameters`        | Parameters (PARAMS) passed to the agent when it is launched                |
| `PT_clientDst`              | Installation destination on end-point device                                |
| `PT_downloaderLog`          | Path to log file on end-point device. If empty then no log file will be generated |
| `PT_selectedConnection`     | Specify connection, e.g. id of published application, to launch. 
If empty then no connection is launched – instead a list of connections will be displayed by the agent. |
| `PTShortcut`                | A Boolean value indicating whether a desktop shortcut to the agent should be created on the end-point device |
| `PT_useJavaOnIE`            | Use Java on Internet Explorer if ActiveX fails to start                     |
Windows Downloader

The advantages of using ActiveX for downloading and installing PowerTerm WebConnect clients are:

- The HTML file is easy to configure.
- Small download size.
- Does not require any external components beyond the browser itself (such as the JVM).
- Best control over the download destination.

The Windows Downloader can only be activated by a browser that is compatible with ActiveX technology, such as Microsoft Internet Explorer.

The Windows Downloader is a stand-alone executable, PtDownloader.exe, and has the following COM attributes:

GUID – {7EC816D4-6FC3-4C58-A7DA-A770EE461602}

ProgID - PowerTerm.Downloader

It can also be activated by COM compatible applications other than the browser, as well as a command prompt.

The Windows Downloader has been digitally signed by Ericom Software, and the signature has been verified by VeriSign. When the browser downloads the Windows Downloader it will display the certificate and ask the user to accept the component’s installation.

**HINT** To avoid the certificate message, place the Web hosting the Windows Downloader in the browser’s “Trusted sites” security zone. Alternatively, the user can select always trust content from Ericom Software. Once trusted, the certificate will not be displayed again, even if it is updated.

Features of the Windows Downloader

- During installation a progress bar is displayed showing: component’s total size, percent downloaded, and an estimate of the remaining download time.
- Cancel button to terminate the download.
- Configurable download destination.
- Continues to download and install even if the browser is closed.
- Security notice is presented only once – the same Windows Downloader can download multiple client types.
- Once installed, it can download components to locked systems.
- Optional log file to troubleshoot failed installations.
Java Downloader

The advantages of using the Java downloader are:

- Cross-platform
- Cross-browser
- Works when security settings do not allow ActiveX.

The Java Downloader is a signed Java applet that is compatible with JVM 1.4.0 or higher. The Java Downloader should be used when ActiveX is not supported by the browser or operating system.

Ericom Software has digitally signed the Java Downloader, and VeriSign has verified the signature. When the browser downloads and launches the Java Downloader it will display the certificate and ask the user to accept the component’s installation. To bypass this message, place the Web server address (where the Java Downloader is hosted) in the browser’s “Trusted sites” security zone. Once selected, the certificate will not be shown again, even if updates are downloaded.

Features of the Java Downloader

- HTTPS protocol support
- Download progress indicator, showing the name and version of the component being downloaded
- Configurable download destination
- The ability to download components to locked systems (requires write access to download destination)
- Support for side-by-side installation of multiple client versions
- Error messages and log file to troubleshoot failed installations.

The Java Downloader does not connect to PowerTerm WebConnect Server, and thus does not require the user to login. It connects and downloads components from a standard Web server.

Using the Java Downloader involves complex JavaScript functions to support the user’s operating system as well as the browser-enabled Java Virtual Machine version. All modifiable parameters are located in the Java Script configuration file PtAgentSettings.js. The Java Script functions located in PtAgent.js should not be changed.

NOTE The Java Downloader uses JavaScript to modify its behavior based on the user’s operating system and browser type. Browser scripting must be enabled in order to use the Java Downloader.
Using Java Downloader with Internet Explorer

On Internet Explorer downloader.js will always try the ActiveX Downloader first. The ActiveX Downloader may fail to launch in the following scenarios:

- ActiveX is disabled by security settings
- User does not accept initial ActiveX installation
  - The user has 10 seconds to approve the use of ActiveX
- User does not have permissions to install ActiveX
- User does not notice browser notification for ActiveX installation or denies the installation.

When the ActiveX method fails and if PT_useJavaOnIE is set to true, then downloader.js will try to use the Java downloader.

**NOTE** if the ActiveX Downloader is launched, but fails in its operation (i.e., the URL to the agent is incorrect) the Java Downloader will not be used.

The Downloader process when ActiveX is denied on Internet Explorer:

1. ActiveX Downloader fails to start.
   a. Verify PT_useJavaOnIE. If it is ‘false’ then stop.
   b. Check Java support in the browser. If the browser does not support Java then stop.

2. Display message asking user to allow Java Downloader.
   a. If user does not allow Java Downloader use then stop.

3. Launch Java Downloader

MSI Installation

PowerTerm WebConnect provides Microsoft Windows Installer packages (MSI files) for all its clients. These packages are located on the PowerTerm WebConnect server in the AddOns folder. MSI is supported by network configuration management services such as Microsoft Systems Management Server (SMS).

Each PowerTerm WebConnect client is packaged in a separate MSI to support both manual and automated installation. Various settings, such as the installation location, can be specified manually via the user interface, or using standard command-line parameters.

Installing PowerTerm WebConnect clients using MSI is useful when:

- Security settings prohibit web-based installation of client software.
- Bandwidth constraints or support requirements dictate a staggered distribution of the client software to the users' workstations.
- Performing silent installs using the /quiet or /passive parameter.

**NOTE** PowerTerm WebConnect clients installed using the MSI can only be manually upgraded using the MSI. MSI clients will not automatically update from PowerTerm WebConnect, even if a newer version of the client exists on the server.

**PtStart Downloader**

PtStart is an application that will download, install, and launch PowerTerm WebConnect Application Zone, primarily for thin client devices.

Each time PtStart runs, it checks the version of the PowerTerm WebConnect components on the server and compares it with the version of components previously downloaded to the device. If the versions are the same, then PtStart will run the PowerTerm WebConnect Application Zone. If PtStart finds that the PowerTerm WebConnect components on the server are of a newer version, then it will first download and install the newer version, prior to running the PowerTerm WebConnect Application Zone.

The first time PtStart runs it creates a configuration file, `PtStart.ini`, in the same folder as the downloader. This file contains the paths to the Install folder and the Working folder. The final path to these folders may vary depending on the thin client type.

It is also possible to define all `PtStart.ini` values in a parameter file located on the web server where PowerTerm WebConnect Application Zone is downloaded from. This parameter file will take precedence over `PtStart.ini`.

The parameter file names are:

- `WebConnect-Client-CE.ini.txt` for Windows CE Thin Client
- `WebConnect-Windows.ini.txt` for XPe Thin Client
- `WebConnect-LINUX.ini.txt` for Linux Thin Client

**PtStart for XPe Thin Client**

**NOTE** Some thin client device are pre-installed with the “Ericom PowerTerm WebConnect Client” shortcut to start the PtStart Client.

The default Install and Working folders are:

- **Install folder:** `C:\Documents and Settings\<user>\Application Data\Ericom\Clients\<WebConnect Host name>`
- **Working folder:** `C:\WebConnectClient\<WebConnect Host name>`
It is possible to modify the path:

- Create a text file on the PowerTerm WebConnect server machine:
  
  `<WebConnect Server installation folder>\web\windows\PtStart\WebConnect-Clien-
  t-Windows.ini.txt`

The file syntax is:

```
[General]
Install-Folder=<desired path – where the WebConnect-
Client-Windows.cab and WebConnect-Client-Windows.ver.txt are downloaded>
Working-Folder=<desired path – where the WebConnect-
Client-Windows.cab is extracted>
```

PtStart.ini Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address = &lt;IP&gt;</td>
<td>&lt;Full path of the zip file&gt;</td>
</tr>
<tr>
<td>Install-Folder = xxx</td>
<td>The folder where to download the zip and version files.</td>
</tr>
<tr>
<td>Working-Folder = xxx</td>
<td>The folder where to unzip the client components.</td>
</tr>
</tbody>
</table>

PtStart for Linux Thin Client

When PtStart for Linux is launched without any parameters, a dialog will appear requesting the PowerTerm WebConnect Server address.

Once connected to the PowerTerm WebConnect server, all necessary client components will be downloaded and the user login prompt will appear.

PtStart can be configured to start with command line parameters to automate the connection and login process.
NOTE To launch PtStart on HP Thinconnect Linux devices, request the *PtStart*.deb package from Ericom support

The default Install and Working folders are:

- $HOME/Ericom

To modify the path:

- Create a text file on the PowerTerm WebConnect server machine:
  
  ```
  <WebConnect Server installation folder>/web/linux/PtStart/WebConnect-Client-Linux.ini.txt
  ```

  The file syntax is:

  ```
  Install-Folder=<desired path – where the WebConnect-Client-Linux.zip and WebConnect-Client-Linux.ver.txt are downloaded>
  Working-Folder=<desired path – where the WebConnect-Client-Linux.zip is extracted>
  ```

**PtStart command line options**

(All options start with a double minus “—”)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>--thin-client</td>
<td>The thin client command, needed to use with font, pre, and post command-line option parameters (see below).</td>
</tr>
<tr>
<td>--install-folder=xxx</td>
<td>The folder where to download the zip and version files.</td>
</tr>
<tr>
<td>--working-folder=xxx</td>
<td>The folder where to unzip all the client components.</td>
</tr>
<tr>
<td>--config-file=xxx</td>
<td>Specifies the full path and name to the PtStart.ini.</td>
</tr>
<tr>
<td>--parameters=xxx</td>
<td>qterm-wc parameters.</td>
</tr>
<tr>
<td></td>
<td>Default: none</td>
</tr>
<tr>
<td>--locked</td>
<td>Does not save any changes to the PtStart.ini.</td>
</tr>
<tr>
<td></td>
<td>Default: off</td>
</tr>
<tr>
<td>--log=xxx</td>
<td>Full path and filename to the log file.</td>
</tr>
<tr>
<td></td>
<td>Default: no logging</td>
</tr>
<tr>
<td>--pre-font-install=xxx</td>
<td>Runs before installing the fonts.</td>
</tr>
<tr>
<td>--font-install-command=xxx</td>
<td>To install the fonts into the system.</td>
</tr>
<tr>
<td></td>
<td>Runs in the fonts-folder directory and after the fonts are unpacked there.</td>
</tr>
<tr>
<td>--fonts-folder=xxx</td>
<td>Full path to the location where the fonts should be.</td>
</tr>
</tbody>
</table>
unzipped.
Default: WORKING-FOLDER/fonts

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>--post-font-install=xxx</td>
<td>Runs after installing the fonts.</td>
</tr>
<tr>
<td>--pre-install-command=xxx</td>
<td>Runs before downloading a component.</td>
</tr>
<tr>
<td>--post-install-command=xxx</td>
<td>Runs after downloading a component.</td>
</tr>
<tr>
<td>--version</td>
<td>Returns the version of the PtStart application.</td>
</tr>
<tr>
<td>--help</td>
<td>Shows these command line options in a Terminal window.</td>
</tr>
</tbody>
</table>

**Parameters limited with the --thin-client command-line option**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Install-Command = xxx</td>
<td>Runs before downloading a component.</td>
</tr>
<tr>
<td>Post-Install-Command = xxx</td>
<td>Runs after downloading a component.</td>
</tr>
<tr>
<td>Pre-Font-Install = xxx</td>
<td>Runs before installing the fonts.</td>
</tr>
<tr>
<td>Post-Font-Install = xxx</td>
<td>Runs after installing the fonts.</td>
</tr>
<tr>
<td>Font-Install-Command</td>
<td>To install the fonts into the system.</td>
</tr>
<tr>
<td></td>
<td>Runs in the fonts-folder directory and after the fonts are unpacked there.</td>
</tr>
<tr>
<td>Fonts-Folder = xxx</td>
<td>Full path to the location where the fonts should be unzipped.</td>
</tr>
<tr>
<td></td>
<td>Default: WORKING-FOLDER/fonts</td>
</tr>
</tbody>
</table>

**PtStart.ini options**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address = &lt;IP&gt;</td>
<td>&lt;Full path of the zip file&gt;</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Install-Folder = xxx</td>
<td>The folder where to download the zip and version files.</td>
</tr>
<tr>
<td>Working-Folder = xxx</td>
<td>The folder where to unzip all the client components.</td>
</tr>
<tr>
<td></td>
<td>It is recommended to set the value of /tmp/Ericom for thin clients if the space in the home directory is limited.</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Parameters</strong> = ***</td>
<td>qterm-wc parameters.</td>
</tr>
<tr>
<td>Default: none</td>
<td></td>
</tr>
<tr>
<td><strong>Log</strong> = ***</td>
<td>Full path and filename to the log file.</td>
</tr>
<tr>
<td>Default: no logging</td>
<td></td>
</tr>
<tr>
<td><strong>Locked</strong></td>
<td>Does not save any changes to the PtStart.ini.</td>
</tr>
<tr>
<td>Default: off</td>
<td></td>
</tr>
<tr>
<td><strong>Override-Command-Line</strong></td>
<td>Overrides all command line options.</td>
</tr>
</tbody>
</table>

**PtStart for Windows CE Client**

Select *Add* in the *Connection Manager* and then enter *Ericom WebConnect Client* to start the Ericom PowerTerm WebConnect Client.

The Install and Working folders are by default located:

- Install folder: `...\[persistent folder name]\WebConnect\<WebConnect Host name>`
- Working folder: `...\WebConnect\<WebConnect Host name>`

The Install folder must be in a persistent location so that the files will remain after turning the thin client off.

It is possible to modify the path:

Create a text file on the PowerTerm WebConnect server machine:

```
<WebConnect Server installation folder>\web\Windows\PtStart\WebConnect-Client-CE.ini.txt
```

The file syntax should be:

```
[General]
Install-Folder=<desired path – where the WebConnect-Client-CE.zip and WebConnect-Client-wbt.ver.txt are downloaded>
Working-Folder=<desired path – where the WebConnect-Client-CE.zip is extracted>
```

**PtStart.ini options**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong> = &lt;IP&gt;</td>
<td>&lt;Full path of the zip file&gt;</td>
</tr>
<tr>
<td></td>
<td>If not specified, the user will be prompted for it.</td>
</tr>
<tr>
<td>Install-Folder = xxx</td>
<td>The folder where to download the zip and version files.</td>
</tr>
<tr>
<td>----------------------</td>
<td>--------------------------------------------------------</td>
</tr>
<tr>
<td>Working-Folder = xxx</td>
<td>The client components cache folder.</td>
</tr>
</tbody>
</table>
7. **CUSTOM CLIENT PARAMETERS**

Command line parameters provide a powerful method to control the behavior of the PowerTerm WebConnect clients. Parameter values are not case-sensitive. These parameters are used by `PT_agentParameters (downloader.js)`.

( * ) denotes the default value.

[ * ] if the designated file is not found, then it will be created.

Server’s address and port number are in the following format:

<address>:port or address:port

**EXAMPLE:** <webserver>:4001, 192.168.0.100:4001

If the port number is omitted, the default (4000) is used.

NOTE Certain parameters listed in this section may not apply to Application Portal, AccessNow, AccessPad, and AccessToGo components. Certain command-line parameters, such as /COORD_DLG, are designed to work with the native components: ptagent.exe, ptrdp.exe and ptermx.exe.

To see the possible parameter values for a component, launch the component with the “/help” parameter.

**Example**

Connects to the PowerTerm WebConnect server 192.168.1.111 and auto-launches the RemoteView connection named “server”. The parameters are not case sensitive.

**ptagent** 192.168.1.111 /run=remoteview extra_params=/connection=server

The “Connection Name” may be found using the Administration Tool. Drag the vertical subject bars from the left to right to reveal the field if it is hidden.
PtAgent.exe /help shows all available parameters:

```
PtAgent.exe <WebConnect-Server-Host>[:<WebConnect-Server-Port>]
[/USER=<user-name>] [/PASS=<password>] [/SID=<session-id>]
[/ssl-usage] [/WEB_SOCKET] [/show-login-dialog-mode]
[/use-coordinator-dialog-mode] [/VAR="<var-name>=<var-value>" ...]
[/reconnect-mode] [/SHORTCUT=[shortcut-location]]
[/RUN=run-component-id] [/EXTRA_PARAMS=[extra-params]]
[/SYSTRAY=[REGULAR / HOLDUP / HIDE]] [/AUTOLOGIN=[YES / NO]]
[/INSTALL=install-component-id] [/VERSION=<version>]
[/CALL_ADMIN] [/CALL_SUPPORT]
```

NOTE that the regular, /RUN, /INSTALL, /CALL_ADMIN and
/CALL_SUPPORT execution modes are mutual exclusive.

Where:

- **ssl-usage**
  - NOSSL
  - SSL (*)
  - SSLCERTFILE=[*]<files-list>
  - SSLCERTPATH=[*]<paths-list>
- **show-login-dialog-mode**
  - C2S_DLG (*) or NO_C2S_DLG
- **use-coordinator-dialog-mode**
  - COORD_DLG (*) or NO_COORD_DLG
- **reconnect-mode**
  - RM_NONE (*), RM_ON_DEMAND, RM_WIRELESS or RM_INTERACTIVE
- **shortcut-location**
  - DESKTOP (*), STARTUP, BOTH or DISABLED
- **run-component-id**
  - HostView, PrintView, RemoteView, QuickVNC, QuickFTP,
  - ADMIN, FTP, DFT
- **extra-params**
  - additional command line parameters to be passed to the component
- **SYSTRAY**
  - HOLDUP - after run put the Agent client on the system tray
  - HIDE - hide the system tray icon
- **AUTOLOGIN**
  - login using the last saved credentials. YES is the default
- **install-component-id**
  - HostView, PrintView, tWebView
- **version**
  - the component version number
- **CALL_ADMIN**
  - Requests the WebConnect administrator’s assistance
- **CALL_SUPPORT**
  - Requests the WebConnect tech-support’s assistance
# Commonly Used PtAgent.exe Parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
</table>
| **SSL Encryption** (ssl-usage) | /NOSSL - disables SSL.  
/SSL - (*) enables SSL.  
/SSLCERTFILE[=[*]] - explicitly specifies the SSL certificate filename.  
/SSLCERTPATH[=[*]] - specifies the path for the SSL certificate. |
| **Login Dialog Display** (show-login-dialog-mode) | /C2S_DLG(*) - displays the Connection-to-Server dialog.  
/NO_C2S_DLG - does not display the Connection-to-Server dialog. |
| **Coordinator Dialog** (use-coordinator-dialog-mode) | /COORD_DLG(*) – displays the coordinator pop-up dialog to show event information.  
/NO_COORD_DLG – hide the dialog |
| **Reconnect Mode** (reconnect-mode) | /RM_NONE (*) - will not reconnect an interrupted session.  
/RM_ON DEMAND - will reconnect only sessions connected through the PowerTerm WebConnect server’s gateway.  
/RM_WIRELESS - will reconnect any session automatically. All wireless sessions use the PowerTerm WebConnect server’s gateway.  
/RM_INTERACTIVE - enables the client to select the mode during login. |
| /NOSELFUPDATE                  | when specified in the command line, the client does not verify whether a newer version is available on the WebConnect server. This command is not passed from the Application Zone params to the client params when the client is launched. |
| /USER=                         | specifies a fixed value for the User Name field. Placing an asterisk in front of the user name will bypass the login dialog and use the defined credentials  
Enter ## to use the optionally installed SSO component |
<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>/PASS=</td>
<td>specifies a fixed value for the user’s Password</td>
</tr>
<tr>
<td>/RUN=</td>
<td>instructs the ptagent to directly launch a specific component</td>
</tr>
<tr>
<td></td>
<td>RemoteView – Terminal Server and VDI access</td>
</tr>
<tr>
<td></td>
<td>HostView - Terminal emulation</td>
</tr>
<tr>
<td></td>
<td>QuickVNC – Connection using the VNC protocol</td>
</tr>
<tr>
<td></td>
<td>QuickFTP – Secure FTP client</td>
</tr>
<tr>
<td></td>
<td>FTP - Secure FTP client stand-alone tool</td>
</tr>
<tr>
<td></td>
<td>DFT - AS/400 (iSeries) Data File Transfer stand-alone tool</td>
</tr>
<tr>
<td>/EXTRA_PARAMS=</td>
<td>requires /RUN to be configured. This parameters specifies additional parameters that can be accepted by the client component, such as /CONNECTION</td>
</tr>
<tr>
<td>/SHORTCUT=DESKTOP=</td>
<td>places a shortcut to the Application Zone executable on the user’s desktop. If the shortcut is configured for a specific user, it will not be valid when copied to another user’s profile (check the Properties of the shortcut for a valid path to the cached client component).</td>
</tr>
<tr>
<td>/SHORTCUT=STARTUP=</td>
<td>places a shortcut to the connection in the Windows Startup menu</td>
</tr>
<tr>
<td>/SHORTCUT=BOTH=</td>
<td>places a shortcut to the connection in both the desktop and the Windows Startup menu</td>
</tr>
<tr>
<td>/SYSTRAY=</td>
<td>REGULAR(*) – displays the systrap icon</td>
</tr>
<tr>
<td></td>
<td>HIDE – hides the systrap icon</td>
</tr>
<tr>
<td>/WINDOWSIZE=</td>
<td>HIDE – hides the Application Zone window</td>
</tr>
<tr>
<td>/AUTOLOGIN=</td>
<td>Allows the user to save credentials to a local encrypted file on the system</td>
</tr>
</tbody>
</table>

**NOTE** The FTP and DFT client do not support command-line parameters because they connect directly to the host.
Client Self Update

PowerTerm WebConnect clients are downloaded and installed on demand the first time they are invoked. During the download and installation, a progress indicator will be displayed. Client components are not downloaded until they are used by the end-user.

PowerTerm WebConnect clients can also update themselves by downloading newer versions that have been placed on the PowerTerm WebConnect server. When a client starts up, it compares a checksum of its own CAB file with a checksum of the CAB file in the server’s Downloads directory. If the two checksums are different, the client downloads the newer version and restarts itself. If the downloader attempts to update a client while it is active, the user will be prompted to close the application before the update will take place.

To place a new client on the server, copy the updated CAB files over to the server’s Downloads directory. This mechanism can also be used to revert to old clients. Just copy the older CABs on top of the new ones.

Client Failover Configuration

When there are multiple PowerTerm WebConnect servers, the clients can be configured to connect to a list of available servers.

To configure the client HTML file (i.e. ApplicationZone.html) change the parameter value of the PowerTerm WebConnect server (default: <WebServer>) to a list of PowerTerm WebConnect server. Separate the server names using a semi-colon.

This is also configurable in the downloader.js using the PT_server parameter.

EXAMPLE:  
<PARAM NAME="Parameters" VALUE="192.168.0.100; 192.168.0.101; 192.168.0.102 /RUN=RemoteView">

Admin Console Failover Configuration

1. Launch the Administration Tool. The Connect dialog appears.
2. Type the WebConnect server names in Host Name.
3. Enter other parameters.
4. Click Connect.

NOTE  Separate the list of servers with semi-colons ‘;’
Using /AUTOLOGIN=

This allows the user to save credentials to a local encrypted file on the system. The credentials file will be created in the user’s application folder (C:\Documents and Settings\<user>\Local settings\Application Data\Ericom\). The credentials are saved in an encrypted format that is user and machine specific. Exiting the Application Zone will erase the credentials based on the setting AGENT_ExitCleanMode. If the credentials are incorrect, the login dialog will be displayed with the current values pre-entered into the fields, and the Save Credentials box checked. When the user clicks Connect and the logs on to PowerTerm WebConnect successfully, the new values will be saved to the credentials file, overwriting the exiting one. In this scenario, if the user clears the checkbox, the credentials file is deleted.

To clear saved credentials right-click on the Agent icon in the system tray and select Clear Credentials. The possible values for /AUTOLOGIN are:

- YES – If the credential file exists, the login dialog will not be displayed. Otherwise, the login dialog will be displayed.
- NO - disabled
- INTERACTIVE - If the credentials file exists, and the user changed the credentials when the check box is still ON, the user will be asked to save the updated credential information.
- FIRST INTERACTIVE – (Default setting) If the credential file exists, the login dialog will not be displayed. Otherwise, the login dialog will be displayed and the Save Credentials check box will be displayed.
- Empty, missing or invalid value - use FIRST INTERACTIVE

Using /EXTRA_PARAMS=

This is a list of additional command line parameters that will be passed to the native client via the Application Zone (ptagent.exe). Any valid parameters for ptrdp.exe and ptermx.exe are passed using this setting when the component is launched using ptagent.exe.

NOTE When defining a parameter string with both the /RUN and /CONNECTION parameters - ensure that the connection is supported by the client. If /USER is also defined, make sure that it has access to the specified connection.

Available RemoteView (PtRDP.exe) Parameters

RemoteView may be launched directly by using one of the RemoteView HTML files:
For Windows clients edit the file `web/windows/RemoteView_J.html` and `RemoteView_X.html`.

For Linux clients edit file `web/linux/ix86/Agent_J.html`.

PtRDP.exe /help shows all available parameters:

![Parameters Diagram]

**Example**

Auto-login with username and password “example”. Auto-launches the RemoteView connection named “MyTerminalServer”

```plaintext
PT.agentParameters = " -wc-client " + PT.server + " /SHORTCUT=BOTH
/AUTOLOGIN=NO  /USER="example" /PASS=example /RUN=RemoteView
/EXTRA_PARAMS="/CONNECTION=MyTerminalServer"
```

**Launching one Application with AccessNow**

PowerTerm WebConnect’s Application Portal may be configured to launch just one application using AccessNow. AccessNow does not support the client parameters, so the desired application must be hard-coded into the `main.js` file (under the AppPortal folder). Back up the original file before making any changes. The sg* pages may also be used to test this functionality.
Multiple sets of the Application Portal pages may be created manually to create access pages for multiple applications.

To configure the Application Portal to always launch a single application, perform the following:

1) Open the main.js file
2) Find this line in the Loaded() function:
   `document.getElementById("ericom").focus();`
3) (Optional) To open the AccessNow session in the same browser window as the Application Portal, add this line right below the line from step 2:
   ```
   AccessNow_Same_Tab = true;
   ```
4) To specify the application to be launched automatically upon Application Portal login, add this line below that of step 2 or step 3 (case sensitive):
   ```
   Run(null, 15, "Calculator #1", "Calculator Application");
   ```
   - **Calculator #1** represents the unique PowerTerm WebConnect Connection name of the desired application
   - **Calculator Application** represent the browser tab title that the user will see when the application is launched using AccessNow.

Available HostView (Ptermx.exe) Parameters

HostView may be launched directly by using one of the HostView HTML files: `web/windows/HostView_J.html` and `HostView_X.html`.

For Linux clients edit file `web/linux/ix86/Agent_J.html`.

**NOTE** When starting PowerTerm WebConnect HostView with a specified `Connection` parameter, the **New Terminal Session** icon and menu item are removed from the GUI and there is no **Connection List** displayed.

Ptermx.exe /help shows all available parameters:
NOTE When calling HostView via ptagent.exe, insert desired HostView parameters as EXTRA_PARAMS values

**Example**

Auto-login with username and password “example”. Auto-launches the HostView connection named “Example_VT”

```
PT.agentParameters = " -wc-client " + PT.server + " /SHORTCUT=BOTH
/AUTOLOGIN=NO /USER=*example /PASS=example /RUN=HostView
/EXTRA_PARAMS=/CONNECTION=Example_VT"
```
Available QuickVNC (PtvVnc.exe) Command Line Parameters

```

Where:

ssl-usage
   NOSSL
   SSL (*)
   SSLCERTFILE=[*]<files-list>
   SSLCERTPATH=[*]<paths-list>
show-login-dialog-mode
   C2S_DLG (*) or NO_C2S_DLG
use-coordinator-dialog-mode
   COORD_DLG (*) or NO_COORD_DLG
reconnect-mode
   RM_NONE (*), RM_ON_DEMAND, RM_WIRELESS or RM_INTERACTIVE
connection
   a valid WebConnect QuickVNC connection name
```
8. **POWERTERM WEBCONNECT APPLICATION PORTAL**

The Web Application Portal provides a web based interface to access published applications. Popular web browsers are supported: Google Chrome, Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, etc. The purpose of the Application Portal is to give users one easy to use interface to access published resources. Certain Application Zone features are not available, such as Desktop icons, Start menu icons, and the systray agent.

Published applications are launched directly from the browser by means of an ActiveX control or Java applet (the best method is automatically selected based on the client operating system and browser type.) The Application Portal is designed to run on Microsoft’s Internet Information Server (IIS) version 5 or higher.

The Application Portal can be deployed on the same system running the PowerTerm WebConnect Server or on a separate server.

**NOTE** With the introduction of the Ericom Secure Gateway, the need to install Application Portal on a dedicated web server (i.e. in the DMZ) will be reduced or eliminated. In most cases, the Application Portal can simply run in the same server as PowerTerm WebConnect.

### Application Portal Configuration

During the Application Portal installation process, a COM (ActiveX) object named *ComPortal* is installed on the Web Server. This COM object is
responsible for communication between the Web Server and the PowerTerm WebConnect Server. The ComPortal is also used by AccessToGo. The ComPortal files are installed in the \ComPortal directory on the Web Server.

**NOTE**  
ASP processing may be disabled by default on Microsoft IIS. The PowerTerm WebConnect installation checks for ASP, and attempts to enable it if it is disabled. If the Application Portal does not work properly, verify that ASP is enabled.

### The ComPortal.ini

The PowerTerm WebConnect Application Portal loads the configuration parameters from ComPortal.ini file. The ComPortal.ini can be edited using a text editor. However, any changes made to the parameters will not take effect until the ComPortal object is reloaded by the Web Server. To reload ComPortal.ini - reset IIS Server by running IISReset using the command prompt.

![ComPortal ini example](image)

### ComPortal Parameters

*Server=*... denotes the properties of a connection to a PowerTerm WebConnect server. Multiple PowerTerm WebConnect Server records can be defined in the Comportal.ini file. This will allow one web server to host multiple Web Application Portals for different PowerTerm WebConnect servers.
A Server record is referenced by the portal’s `LoggedIn.asp` page in the `PtUser.Authenticate` function. This allows multiple Portals to reside on the same server and reference a common Comportal.ini. Here is an example of how a server record is configured in a portal’s `LoggedIn.asp` page:

```vbscript
On Error Resume Next
Set PtUser = server.createobject("COMPortal.user")
If Err.Number <> 0 Or (Not IsObject(PtUser)) Then
    HandleError "Index.asp", "Failed to create WebConnect object. On x64 web server"
    Exit Sub
End If
Set Session("PtUser") = PtUser
Result = PtUser.Authenticate("WebConnect", Username, Password, Domain)
If Result = 0 Then
    Exit Sub

For each PowerTerm WebConnect Server, a pool of special portal sessions is maintained by the ComPortal component. Sessions from this pool are used to obtain information from the PowerTerm WebConnect server. These Portal sessions are not associated with any specific user; instead they can retrieve information for any user connected to the Application Portal.

The Portal sessions are stateless and each session that is processing a service is busy until the service is completed. The availability of the Portal services depends on the number of Web sessions that require Portal services as well as the size of the session pool. Increasing the number of sessions in the pool will improve availability, but will also increase the load on the PowerTerm WebConnect Server and the web server.

**Address** – is the address and port of the PowerTerm WebConnect Server to which ComPortal (web server) will connect to. Default is localhost:4000.

**CustomAddress** - address and port of the PowerTerm WebConnect Server in relation to the end-user device (client). If not specified, then the default IP address of the PowerTerm WebConnect Server will be used.

If there are external clients connecting to an internal PowerTerm WebConnect server via Application Portal, add the PowerTerm WebConnect Server external IP to this list.

If the `CustomAddress=71.86.93.111`, 71.86.93.111 represents the external IP of the PowerTerm WebConnect server

Multiple addresses are separated by semicolons with no spaces. Add the port number to the end of the string as shown below:

- `CustomAddress=66.252.166.135;demo.ericom.com;172.0.1.1:443`
- `CustomAddress=66.252.166.135;demo.ericom.com;172.0.1.1:4000`

In this example, there are multiple `CustomAddress` definitions for multiple ports. Note that the port number is added once, only to the end of the string. After changing the settings run `IISRESET` from the command prompt.

**SSL-Certificate** – the location of the PowerTerm WebConnect Server’s SSL certificate, if available. This certificate will be used to authenticate communication between the web server and the PowerTerm WebConnect.
Server. The default is empty which indicates that there is no SSL certificate and server authentication will not take place.

*Initial-Instances* – the number of sessions that will be connected to the PowerTerm WebConnect Server at the initial start. Default is 0.

*Min-Instances* - minimum number of sessions that will be generated and connected to the PowerTerm WebConnect Server. Cannot be less than Initial-Instances. If it is set to a value less than Initial-Instances, then Initial-Instances will be set to Min-Instances. Default is 0.

*Max-Instances* - the maximum number of sessions that can concurrently be connected to the PowerTerm WebConnect Server. Default is 10.

The last three parameters specify the size limits of the pool of sessions connected to a specific PowerTerm WebConnect Server and the pool’s initial size.

*Watch-Frequency-Seconds* - at the end of this period of time, the pool will check that there are at least Min-Instances number of sessions connected to the WebConnect server. If the number of sessions in the pool is less than Min-Instances, the pool manager will create additional pool sessions. There may be more than one [Server=...] record section in order to define more than one PowerTerm WebConnect Servers. Each record corresponds to a session pool. Default is 15.

**Logging Parameters**

ComPortal can generate a log file to assist in identifying problems. The *ComPortal.LOG* log file resides in the same folder as the *ComPortal.dll* file.

[General] section - this contains the common configuration attributes.

*MaxLogFileSizeK*—maximum size of the LOG file, in kilobytes.

- <Default> is 1 MB (1024KB).

*MaxLogBackups*—maximum number of log file backups saved, in kilobytes.

- <Default> is 10.

**LogFlags**

- *Run* - general software workflow flags.
- All of the following are services provided by the WebConnect Portal client:
  - Authenticate.
  - GetConnectionsList.
  - GetLoginTicket.
  - AddLoginVariable.
  - GetServerAddress.
• GetPreferenceValue.
• SetPreferenceValue.
• GetConnectionIcon.
• All—log all the above services and is equivalent to specifying Authenticate GetConnectionsList GetLoginTicket.

The “< Portal >” Special User

For portal connections PowerTerm WebConnect Server uses a special user named < Portal >. This user is used for the communication between the Web Server and the PowerTerm WebConnect Server, regardless of the user actually logged into the Application Portal. < Portal > has special attributes and should not be used to manually log in to PowerTerm WebConnect.

To disable Portal access open the Main Configuration file (PtServer.ini) and set [Server]UsePortalUser to False.

NOTE < Portal > user must not be modified or deleted. If this user is deleted - all PowerTerm WebConnect portal clients that are connected will be shut down. Until the <Portal> user is recreated, Portal clients will not be able to log on. In order to recreate the <Portal> user, the parameter [Server] UsePortalUser must be set to True.

Installing Application Portal on PowerTerm WebConnect Server

The default WebConnect Server installation installs the Application Portal on the same system as the PowerTerm WebConnect server.

In this installation scenario there is no need to modify any ComPortal.ini parameters. The default parameters of the ComPortal.ini point to localhost, which is the PowerTerm WebConnect server.

Installing Application Portal on a separate web server

The Application Portal can be installed on a separate web server from the Ericom PowerTerm WebConnect server. To install, simply run the Ericom installer on the desired web server (Windows only). At the Setup type dialog, select Web server Components only.
The Portal can only be used on Windows based web servers because the ComPortal.dll is required and needs to be registered on the web server.

Once the installation is completed, go to the **PowerTerm WebConnect Server** and edit the following parameter in the Main Configuration (PtServer.ini) [Portal] section:

- **Machines** - enter the IP address(es) and the name(s) of the web (IIS) server(s). By default this is set to localhost. To specify multiple Web servers separate each address with a semi-colon ‘;’.

Next, edit the Comportal.ini on the web server and update the following:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address=</td>
<td>the address of the target PowerTerm WebConnect server (respective of the web server)</td>
</tr>
<tr>
<td>CustomAddress=</td>
<td>the address of the target PowerTerm WebConnect server (respective of the client devices)</td>
</tr>
</tbody>
</table>

**Modifying the Portal’s Look**

To manually modify the portal settings, navigate to its source folder.

**NOTE** Before making any changes, backup the current files for easy recovery in case an error is made during editing.
Certain images can be replaced (in the *Images* directory) to modify or brand the Portal. Portal text can be modified under the index.asp and main.asp files.

Allow Multiple Instances of Application

By default, each time a user clicks on a connection in the Application Portal, only one instance of the application will be launched. If the user clicks on the application again, any active instance of the application appear in the foreground.

To allow multiple instances of the same application, add this configuration:

- Set the Terminal Server to not restrict users to one session
- Modify the Main.js file and change:
  
  ```javascript
  connections[name] = window.open(url);
  ```

  to...

  ```javascript
  var randomnumber=Math.floor(Math.random()*100000001)
  connections[name + randomnumber] = window.open(url);
  ```

Configuring the Session Timeout

To set the Application Portal idle timeout setting:

- Open the Comportal.INI file (..\WebConnect 5.8\ComPortal)
- Enter the desire value for Inactivity-Timeout-Seconds
- The value is set in seconds, the default is 60
Troubleshooting

- Examine the ComPortal.ini file found in the \ComPortal directory for correct settings, in particular the Server name and IP address.
- Verify that the Comportal.dll and OpenSSL.dll files are present under the Comportal directory. If they are not present, launch the batch file FixComPortal32.bat (or FixComPortal64.bat on x64 servers). After running the batch file, run iisreset.exe and then try to login to the Application Portal again.

**NOTE** On systems with UAC enabled - the batch file must be run as an Administrator

- Try restarting the IIS Server by running the IISreset command.
- Try to enable 32 bit applications on x64 web servers
  - cscript.exe adsutil.vbs set W3SVC/AppPools/Enable32BitAppOnWin64 "true"
- If users are receiving a "Service Unavailable" message, re-register ASP.NET using the command prompt:
  - C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe -i
- Examine the ComPortal.LOG file found in the \ComPortal directory for an indication of where the attempted communication might have failed. Communication failures are indicated by rows starting with *** ERROR *** or *** WARNING ***. Any services showing long elapsed times should be investigated.

**LOG file samples**

**Cannot find WebConnect Server:** This error is caused by the ComPortal.ini parameters pointing to an incorrect WebConnect Server address. An sample of the LOG file showing this error displayed below.

```
| Version: 0.9.7.10
| Built : 06/01/15 14:49:48
06/09/25 09:21:25.949 | f28 | Connecting to server 'demo20031', port 4000...
06/09/25 09:21:28.409 | f28 | *** ERROR *** [1095]
| Cannot connect to server:
| NO_DATA error encountered calling 'gethostbyname' (#11004)
| The requested name is valid, but no data of the
```

**Web server is not in Machines list:** This error occurs when the Web Server address is not defined in the PtServer.ini file. There will also be an entry in the Intruder Record showing “Unknown user <Portal>”.

***************

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User <Portal> does not exist: This error is caused when the UsePortalUsers in the PtServer.ini file is False. There will be an entry under Intruders showing “Unknown user <Portal>”.

Cannot Login to Portal – No Errors
If the index.asp page does not allow any logins and the logs do not reveal any information, something may be corrupted and a reinstall will be required. The Comportal log will appear like the following:

13/04/26 16:31:42.494 | 1472 | Attaching to C:/Program Files (x86)/Ericom Software/WebConnect 5.8/ComPortal/ComPortal.dll
| Version: 5.8.0.101
| Built: 12/05/20 16:10:50
13/04/26 16:31:42.498 | 1472 | Loaded by 'C:/Windows/SysWOW64/regsvr32.exe'.
13/04/26 16:31:42.502 | 1472 | [Run] Loading client pools.
| INI file: C:/Program Files (x86)/Ericom Software/WebConnect 5.8/ComPortal/ComPortal.ini
13/04/26 16:31:42.505 | 1472 | [Run] Loading the 'WebConnect' pool.
13/04/26 16:31:42.509 | 1472 | [Run] Client pools loaded.
13/04/26 16:31:44.352 | 1472 | _DllMain( DLL_PROCESS_DETACH )
13/04/26 16:31:44.408 | 1472 | Detaching from C:/Program Files (x86)/Ericom Software/WebConnect 5.8/ComPortal/ComPortal.dll
| Version: 5.8.0.101
| Built: 12/05/20 16:10:50
13/04/26 16:31:49.414 | 1472 | _DllMain( DLL_PROCESS_DETACH ) done
# 9. Administration Tool

The PowerTerm WebConnect Administration Console manages published resources, user sessions, and server configuration.

## Launching the Administration Tool

There are several methods to launch the Administration Tool:

- From PowerTerm WebConnect Server’s Start menu select **Programs | Ericom Software | PowerTerm WebConnect x.x | PowerTerm WebConnect Administration Tool**
- Run the Administration Console using ActiveX (IE required): [http://10.10.1.1/webconnect/windows/administrationtool_x.html](http://10.10.1.1/webconnect/windows/administrationtool_x.html)
- Run the Administration Console using Java installer (Java required): [http://10.10.1.1/webconnect/windows/administrationtool_j.html](http://10.10.1.1/webconnect/windows/administrationtool_j.html)
- Double-click **PtAdmin.exe**, located in the *bin* directory of the PowerTerm WebConnect application folder.

**NOTE** You can pass the port number to the Administration Console as a command line parameter, using the following syntax: `-port=port-number`

**HINT** "C:\Program Files\Ericom Software\PowerTerm WebConnect\bin\PtAdmin.exe" –port=778

When launching the Administration Console for the first time the Connection dialog appears with the user “Administrator” entered as the username. There is no initial password, just click Connect to login.

In the Connection dialog, the Host Name appears as localhost. This is correct only if the Administration Console is being launched from the PowerTerm WebConnect server. If the PowerTerm WebConnect server is running from a different machine, enter its IP address/host name.

**NOTE** If multiple administrators are connecting to the Administration Tool from multiple RDP sessions on the same Terminal Server, make sure to go the Administrator user’s Properties and enable Allow Concurrent Machines. Each RDP session is counted as a unique session.
Quick Access Screen

- **Publish Multiple Applications**, opens the Publish Multiple Applications wizard.
- **Configure Load Balancer**, opens PowerTerm WebConnect Load Balancer Administration Tool.
- **Create a Host Connection**, opens the Add Connection dialog.
- **Configure Directory Services**, opens the Directory Services dialog.

Administration Console Interface

The Administrator Console is comprised of the following components:

Menu bar: used to modify and refresh the information tables, launch wizards to publish applications and desktops, manage objects, etc.

Toolbar: icons to launch commonly used functions.

Information panes: shows properties and real-time information for users, groups, connections, sessions and intruders.

Properties dialogs: used to modify existing object and server settings.

Viewing Users, Groups, and Connections

To display the Users pane select View | Users or click its icon from the toolbar.

To display the Groups pane select View | Groups or click its icon from the toolbar.
To display the Connections pane select View | Connections or click its icon from the toolbar.

**Modifying the View Pane**

Most information panes uses a table structure to display relevant information. Useful information panes include:

- Client Sessions
- Administrative Sessions
- Intruders
- Users
- Groups
- Connections

Each table row represents an object, queue, or session, while each column represents a property or a piece of runtime information about the object. Additional rows are added when new objects are created. In some views, new rows are added when new queues are generated or sessions established.

**Changing Column Width and Order**

The width of columns can be changed manually, or automatically expanded to show the entire contents of the column.

Column divider on the column title bar:

![Column divider](image)

**NOTE** To see the contents of a column without resizing it, position the mouse over a column title, or a certain line, to see a tool-tip with the full text.

**Manually change column width**

Mouse-click the column divider and move (drag-and-drop) it right or left to adjust.

**Automatically expand a column**

Right-click on the column title.
NOTE If the column is empty, the right-click will have the opposite effect: the column will be narrowed to the smallest width

Change the position of a column

Click the column’s title and drag and drop it to the desired position.

Hide a column

Certain columns may be hidden so the table only shows desired property settings or status information. Mouse-click the column divider and move (drag-and-drop) it left until the column is hidden. A hidden column may be revealed by clicking the same divider and moving to the right.

NOTE Columns that are not visible are actually set to a width of 0 (zero).

Sorting Tables

Tables can be sorted by clicking the column’s title. The column that is clicked will become the primary sorting field. When clicking another column, that field will become the primary sorting field and the previously selected column will become the secondary field. When several objects have the same value for the primary field, those objects are sorted by the secondary field.

The Administrator User

The Administrator user is a local PowerTerm WebConnect account. This is not the local system or domain administrator account. The password is initially empty and should be changed immediately. Change the Administrator’s password by opening its property page and clicking Password>>>. Initially, the Administrator user can only login to the Administration Console from the PowerTerm WebConnect server. To change this, go to the Administrator’s property page and change the Access Limit Mode to Unlimited.

HINT It is recommended to launch the Administration Console from a workstation so it does not consume resources from the PowerTerm WebConnect server. Only do this after the Access Limit Mode has been set to Unlimited. To allow multiple administrators to login, check Allow Concurrent Machines.

Closing the Administration Tool

To close the Administration Console select Action | Exit. A confirmation dialog will appear. Click Yes to close the application.

NOTE Closing the Administration Console does not stop the PowerTerm WebConnect Server service.
Useful Functions

Environment Variables

PowerTerm WebConnect provides environment variables to configure advanced features of the server. Environment variables can be defined on for a user, group, connection, or the PowerTerm WebConnect Server.

The Environment Variables window shows all defined variables for PowerTerm WebConnect, whether they are defined for users, groups, or the server object. See the Appendix for a full list of available environment variables.

Creating a new Environment Variable

1. Double-click or right-click on the desired User or Group and select Properties. The Properties dialog appears. Define server values using Server | Configuration.

14. Click . The Define Environment Variable dialog appears.

15. Type the new environment variable’s name and set its value.

16. Set the encryption type.

17. Click OK and the new environment variable will appear in the list.

NOTE Environment variables can be copied and pasted between different user and group properties. However, only one dialog can be open at a time.
Modifying Existing Environment Variables

Open the Environment Variables Window by selecting View | Environment Variables. Double-click on the variable to be modified. Make any modifications and click OK to apply.

NOTE Non-persistent LDAP user objects cannot have Environment Variables added to them.

Load License (Server menu)

Use this function to load newly entered activation keys.

Refreshing the Information Tables

Information view data can be set to refresh at a fixed interval or manually.

Refresh all information tables manually

Select View | Refresh I/O Information or press F5.

Set the automatic refresh interval

Select Server | Configuration. Set the refresh time interval under Administrator | Auto Refresh Freq.

NOTE For servers that contain many objects, enabling automatic refresh may result in additional network traffic and reduce the performance of both the server and the Administration Tool. In such cases, increase the automatic refresh interval, or disable the automatic refresh function.

Update WebConnect with Active Directory data

Select Server | Refresh ActiveDirectory Information.
Sending/Receiving Files from PowerTerm WebConnect Server

This feature provides file transfer between the WebConnect server and the Administrator’s computer (the computer on which the Administration Console is running).

To receive a file from the server select Files | Get File. The Get File dialog appears. Browse the Folders for the desired file. Check Open to open the local copy using its associated application when received. Click OK.

Copied files are placed into a temporary folder under the user’s Application Data folder in the Ericom/ptadmin subdirectory.

To send files to the server select Files | Put Files. The Select Files to Put on Server dialog appears. Select one or more files and click Open. The Put Files dialog appears. Select the target folder on the server for the file(s) destination. Click OK and the files will be transferred to the server.

Administration Console Parameters

The administrator can configure shortcuts to the Administration Console using command line parameters. The parameters are optional.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>-user=user-name</td>
<td>User’s account name on the PowerTerm WebConnect Server. Enter question mark (?) to sign in with the user currently logged into the system (the account must exist in the Administration Tool). Enter an asterisk (*) to bypass the login dialog.</td>
</tr>
<tr>
<td>-pass=password</td>
<td>User’s password on the PowerTerm WebConnect Server.</td>
</tr>
<tr>
<td>-host=hostname</td>
<td>PowerTerm WebConnect Server’s host name.</td>
</tr>
<tr>
<td>-port=port=number</td>
<td>PowerTerm WebConnect Server’s port number.</td>
</tr>
</tbody>
</table>

PATH "D:\Ericom\PtAdmin.exe" –host=117.18.75.89 –port=778 –user=“Lee”
10. **DIRECTORY SERVICES**

PowerTerm WebConnect integrates with LDAP based Directory Services (DS) such as Microsoft’s Active Directory and Novell’s eDirectory. Please consult with Ericom if other LDAP sources will be used.

PowerTerm WebConnect authenticates users by identifying the DS User object and then applying the standard DS User authentication.

The syntax for Active Directory users is `user@domain`.

The syntax for eDirectory users is `user.path.domain`.

When a user logs in to PowerTerm WebConnect:

- The domain specified by the user is used.
- If no domain is specified, the default is used.
- If there is no default, the authentication will fail.

**NOTE** PowerTerm WebConnect supports both two-way and one-way domain trusts. Untrusted domains are also supported.

**Local PowerTerm WebConnect Database**

PowerTerm WebConnect provides a built-in directory framework in case a third-party directory service is not available. The Administrator user is a built-in user.

**Administration Console Connection Process**

PowerTerm WebConnect requires *read* access to the Directory Service. To enable the ability to change user’s password, *modify* access is required. The PowerTerm WebConnect Server can connect to the Directory Service by one of the following:

- Directly to the Domain Controller/Server where the DS is stored.
- Available when the computer running the Administration Console is running on the same trusted network as the host of the DS.
- Via the WebConnect server SSL gateway.
- Used when the computer running the Administration Console is connecting from outside the trusted network.

The use of SSL provides enhanced security, but does so at the expense of increased traffic overhead and degradation of the connection response time.
Once the connection to the DS database has been established, the PowerTerm WebConnect Server is able to authenticate Users using the DS.

**Connecting to Directory Services**

**Connect PowerTerm WebConnect to an existing Directory Services:**

1. Launch the Administration Tool.
   - If there is already a default DS identity defined, this will be discovered and displayed in the list automatically.
3. Clicking New creates a new DS entry. Highlighting one of the existing DS's will allow the administrator to view and modify properties, delete the DS from the list, or test the connection.
4. Select one of the Domains from the Default Domain drop-down list which will be used as the default Domain for PowerTerm WebConnect Users to log in. Click Close.

![Directory Services Window]

Defining a *default domain* enables users to log in without having to specify the domain name as part of their login user name. PowerTerm WebConnect will automatically use the default domain when no domain is specified as part of the login.

**Adding a new Directory Services instance:**

1. Launch the Administration Tool.
When creating a new DS with the same name as an existing DS, a warning message will be displayed. If the warning is ignored, PowerTerm WebConnect will create a new DS with the existing name with the addition of "_1" as a suffix. To create a new instance of the DS click "Yes", to edit the existing DS click No. The name of the domain is reflected in the name of the User, for example, if the domain name is ericom.local_1, Users will to log in to this domain using a name of the form john@ericom.local_1.

23. Enter the address using the server name or IP address, and the TCP port to be used. If SSL is used to connect, this address must be a name and cannot be an IP address.

24. Select the connection type from the drop-down list. Selecting Specify credentials requires a valid User name and Password that can query the Directory Service. Selecting Windows authentication (Kerberos) will log in to the DS using the current Windows credentials.

25. Click Connect.
When PowerTerm WebConnect is properly connected to the DS, the Name, Vendor and Base DN (root tree Distinguished Name) of the DS will be displayed.

**NOTE** Connecting to an eDirectory DS anonymously will allow the Administration Console to read the user and group objects. When connecting anonymously to a Microsoft Active Directory DS, the Administration Console will not be allowed to browse the DS objects.

Adding Base DN’s for use with PowerTerm WebConnect

1. Click on the Details of the Base DN button to display the resources stored within the DS.

![Resource Display](image)

Select desired organizational units (OU) for use with PowerTerm WebConnect. This enables the search for specific users to be faster and also allows PowerTerm WebConnect to reject users that are not a part of the selected OU’s.

**NOTE** The default is to search the entire tree, which may be slow with larger directories

26. Highlight desired OU’s and click Add to add the OU’s to the **Selected Base DNs** list. Multiple OU’s may be added. Double click on an OU to display the child branches and objects.

27. When all required resources have been added to the **Selected Base DNs** list, change the order in which they should be searched by using the Up and Down buttons. The best practice is to place the most commonly used OU’s at the top of the order.
Parameter combinations

The following connection options are available.

<table>
<thead>
<tr>
<th>Type</th>
<th>Use SSL (Port)</th>
<th>Server Gateway (Port)</th>
<th>Default Port</th>
<th>Use SSL and Gateway</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anonymous</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>X</td>
</tr>
<tr>
<td>Specify credentials</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>X</td>
</tr>
<tr>
<td>Windows authentication (Kerberos)</td>
<td>X</td>
<td>X</td>
<td>✓</td>
<td>X</td>
</tr>
</tbody>
</table>

**HINT** The default port for LDAP is 389 and the default port for SSL LDAP is 636

Certain Active Directory configurations require that Specify credentials be used. If your user logins are taking longer than expected (i.e. more than 30 seconds) configure the following:

1. Use **Specify Credentials** and enter a user account that can query the directory server.
2. Open the **Main Configuration** and set **Filter=use_server_cred** under the [LdapDomain=1] section.
3. Restart the PowerTerm WebConnect Server service

Using Novell eDirectory

**Client Configuration**

When there is an Active Directory server and an eDirectory server configured in PowerTerm WebConnect, the Application Zone (ptagent) must run with the parameter `/nodomain`.

**NOTE** `/domain` is not required when Novell eDirectory is the only directory services being used.

**Defining the Novell eDirectory domain base name**

For a user with the following DN:

- `cn=user1`
- `ou=Users`
- `ou=SaleDepartment`
- `ou=NDSOrg`
If only the root of the tree is referenced (NDSOrg) in the base DN, the user will need to enter `user1.Users.SaleDepartment.NDSOrg` to log in.

If Users.SaleDepartment.NDSOrg is added to the base DN, the user has to enter `user1.NDSOrg` to log in.

If NDSOrg is defined as the default domain name, the user has to enter `user1` to log in.

**Integration with Terminal Server**

An add-on component is available through Ericom Support to automatically create local Microsoft user accounts on the Terminal Server based on the users’ Novell login. Each of these local accounts will be named based on the Novell account and have the same password with the prefix of `#ptwc#` (for example: `#ptwc#P@ssw0rd`).
# 11. Understanding Users, Groups, and Connections

PowerTerm WebConnect User Object

The user object represents one person (or entity) in the PowerTerm WebConnect database. There are three types of user objects.

<table>
<thead>
<tr>
<th>User Object</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>PowerTerm WebConnect User</td>
<td>Defined within the PowerTerm WebConnect database. All credentials and rights are stored in the database.</td>
</tr>
<tr>
<td>Non-persistent DS User</td>
<td>Defined from a Directory Services. Only listed in PowerTerm WebConnect while the user is active. All credentials and rights are stored in the directory service.</td>
</tr>
<tr>
<td>Persistent DS User</td>
<td>Defined within the PowerTerm WebConnect database by import from a directory service. All credentials and rights are stored in the directory service. Users are periodically synched with the directory service information.</td>
</tr>
</tbody>
</table>

Built-in User Objects

Several built-in PowerTerm WebConnect user objects are supplied with the Administration Tool.

<Generic Customer>

Used by SupportView for support requests. The attributes of this user cannot be modified.

<Portal>

Used by the PowerTerm WebConnect portal component. The attributes of this user cannot be modified.

<Software Installer>

Used by the Agent to install the PowerTerm WebConnect components. The attributes of this user cannot be modified.
Administrator

Default PowerTerm WebConnect Administrator user. This account is used to login to the Administration Tool. By default there is no password, it is recommended to change the Administrator's password, and not leave empty.

NOTE  To allow Administrators to login from machines other than the console, add the IP address of the desired machine to the Allow Access list. Changing the Access Limit Mode to Unlimited will allow access from any machine.

Default AutoCreated User Template

This user serves as the template for all users that are automatically created from a Directory Service (i.e., Microsoft Active Directory). The attributes of this user can be modified.

Example

A sample user. This user’s password is example.

Guest

Used to allow temporary access. This is a restricted user that cannot request Tech-support or Administrator support. By default there is no password.

Auto-Created users

PowerTerm WebConnect has the ability to generate user objects on the fly when using a directory service such as Microsoft Active Directory. This feature is enabled by default.

Creating Users

To create a user:
Select Actions | New | User. The Add User dialog is displayed.

To modify user properties:

1. Double-click the desired user or right-click on the desired user and select Properties.

28. Modify the necessary properties.

29. Click OK.

To delete a user:

1. Select the desired user and right-click Delete or select Action | Delete. A confirmation message is displayed.
30. Click OK.

To disable a user:

1. Select the desired user and right-click Properties or select Action | Properties.
31. Clear the Enabled checkbox.
32. Click OK.

**NOTE** If the user’s default group is disabled, the user will be disabled as well, even if the user object is set as enabled. However, if the user is disabled, it remains disabled even if the group is enabled.

To enable a user again after disabling it:

1. Select the desired user and right-click Properties or select Action | Properties.
33. Select the Enabled checkbox.
34. Click OK.
35. The User’s default group must be enabled.

Using the Add User / User Properties Dialog

The User Properties dialog (called the Add User dialog when you are creating a new user) consists of the following:

- User properties fields
- Environment variables table
- Settings button
- Memo button: Opens a text to type notes about the object.
- Sessions button: Shows existing sessions of the user.
- Up and down arrows: Clicking these arrows switches to the previous (up) or next (down) user, as sorted in the Users pane.

**NOTE** The arrows are not displayed in the Add User dialog, when creating a new user.

- OK and Cancel buttons: Save or discard your changes (respectively), and close the dialog.
Changing User’s Settings

To change the user’s client settings:

1. Select the desired user and right-click Properties or select Action | Properties.

36. Click the Settings button. The Settings dialog is displayed.

37. Make the necessary modifications.

38. Click OK to close the Settings dialog.

39. Click OK. The new modifications take effect.

NOTE Client settings that are not configured at the user level are inherited from the user’s default group and server settings.

PowerTerm User Object Properties

The user object contains values to define credentials, linked connections, group membership, system permissions, and allowed access methods. Certain user properties can be defined explicitly using the Properties dialog, or they can be inherited from groups or the server group.

NOTE Although these properties apply to directory services users, most do not require configuration. Default values can be used with directory services.

There are four types of User properties:

Standalone properties

These are properties that can only be defined at the user level. They cannot be inherited from the group or server. An example is the User Name property.

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name</td>
<td>The unique name of the object</td>
</tr>
<tr>
<td>Alias</td>
<td>An alternative name or ID for the user for informational purposes</td>
</tr>
<tr>
<td>Active Directory Path</td>
<td>Active Directory Path for the user if it exists</td>
</tr>
<tr>
<td>Use Network Password</td>
<td>When checked, the directory services password is enabled. When cleared, the Password button is enabled. Click it to enter the PowerTerm WebConnect password.</td>
</tr>
<tr>
<td>Password</td>
<td>The user’s password. Ignored if Network Password is used.</td>
</tr>
</tbody>
</table>
Free User  (Emulation only) Enables the user to specify the connection properties.

Allow Concurrent Machines Determines if the user is allowed to log on simultaneously from multiple computers.

Rights Sets the user type

Access Limit Mode Unlimited: specifies that the user can access the server from any computer.
User: specifies that the user can access the server from a computer specified in Allow Access From.
Group: specifies that the user can access the server from a computer specified in User’s Group.
Both: both the User and Group rules are applied.

Memo Opens an editor to type notes about the object

Shared properties
These are properties that are referenced in more than one object. For example, the User’s Connections property defines which connections are attached to the user object. When a connection is added, the Owner property in the connection object and user object are changed.

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
<th>Property shared with</th>
</tr>
</thead>
<tbody>
<tr>
<td>User’s Groups (PowerTerm WebConnect Groups Only)</td>
<td>Select a group from the Available Groups box and click the right-arrow to make the user a member of the group. Double click a group in the User’s Groups box to make it the user’s Default group.</td>
<td>Groups. Once a Group is assigned, the user will appear in the Group’s User list.</td>
</tr>
<tr>
<td>User’s Connections</td>
<td>Select a connection from the Available Connections box and click the right-arrow to make the user the owner of the connection.</td>
<td>Connection. Once a Connection is assigned, the user will appear in the Connection’s User list.</td>
</tr>
</tbody>
</table>

Inherited properties
These are properties that can be defined at the user level, but also defined at the group or server level. If they are not explicitly defined at the user level,
these properties are inherited from the user’s default group. If they are also
not defined at the group level, they are inherited directly from the Server.

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Settings</strong></td>
<td>This button opens a dialog to modify emulation settings</td>
</tr>
<tr>
<td>Max. Concurrent Sessions</td>
<td>Specifies the maximum number of concurrent sessions. The value ‘0’ will use</td>
</tr>
<tr>
<td></td>
<td>the value in the group’s entry. If the group value is also ‘0’, then the</td>
</tr>
<tr>
<td></td>
<td>program uses the default value in the MaxUserQuota field located in the [</td>
</tr>
<tr>
<td></td>
<td>Server] section of the Main Configuration (PtServer.ini).</td>
</tr>
<tr>
<td>Max. LPD Queues</td>
<td>Specifies the maximum number of LPD queues. The value ‘0’ will use the</td>
</tr>
<tr>
<td></td>
<td>value in the group’s entry. If the group value is also ‘0’, then the</td>
</tr>
<tr>
<td></td>
<td>program uses the default value of the server object’s Default LPD Queues</td>
</tr>
<tr>
<td>Highest Reconnect Mode</td>
<td>Specifies the rule according to which the user is allowed to reconnect</td>
</tr>
<tr>
<td></td>
<td>to the PowerTerm WebConnect server:</td>
</tr>
<tr>
<td></td>
<td>None: Reconnect disabled</td>
</tr>
<tr>
<td></td>
<td>Default: Use the default group setting</td>
</tr>
<tr>
<td></td>
<td>OnDemand: reconnect is only performed via the Gateway</td>
</tr>
<tr>
<td></td>
<td>Wireless: reconnect is performed via the Gateway</td>
</tr>
<tr>
<td>Environment Variables</td>
<td>Advanced PowerTerm WebConnect settings</td>
</tr>
</tbody>
</table>

**General properties**

These are always inherited from the user’s group and/or from the server,
regardless of what is defined in the user object. The user-level setting does
not override the properties explicitly set at the group/server level.

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
<th>Inheritance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>User’s Connections</strong></td>
<td>In addition to the connections that are explicitly defined for the user,</td>
<td>Connections</td>
</tr>
<tr>
<td></td>
<td>Group connections are permitted to the user as well.</td>
<td></td>
</tr>
<tr>
<td><strong>Enabled</strong></td>
<td>If the default group is disabled (the Enable checkbox in the Group</td>
<td>Group</td>
</tr>
<tr>
<td></td>
<td>Properties dialog is not selected), the user object inherits this setting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>and becomes disabled as well.</td>
<td></td>
</tr>
<tr>
<td><strong>Allow Access From</strong></td>
<td>In addition to the connection sources explicitly define here, the</td>
<td>Group</td>
</tr>
<tr>
<td>Property</td>
<td>Description</td>
<td>Source</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-------------------------</td>
</tr>
<tr>
<td>Environment Variables</td>
<td>Environment variables that are not explicitly defined for the user are inherited from the groups and server.</td>
<td>Group and Server</td>
</tr>
<tr>
<td>Client Inactivity Timeout* (server object)</td>
<td>Specifies the inactivity timeout for all clients.</td>
<td>Server</td>
</tr>
<tr>
<td>Max. Sessions* (server object)</td>
<td>Specifies the maximum number of PowerTerm sessions that can be opened simultaneously.</td>
<td>Server: the user’s Max. Concurrent Session parameter must be lower than the Max. Sessions defined on the server.</td>
</tr>
<tr>
<td>Max. LPD Queues* (server object)</td>
<td>The maximum number of LPD queues that this user will be allowed to have.</td>
<td>Server: the user’s Max. LPD Queues parameter must always be lower than the Max. LPD Queues defined on the server.</td>
</tr>
<tr>
<td>Max Intrusion Attempts* (server object)</td>
<td>Maximum number of unsuccessful login attempts before the user is locked out.</td>
<td>Always inherited from Server</td>
</tr>
<tr>
<td>Intruders Disable Timeout* (server object)</td>
<td>The amount of time the PowerTerm WebConnect Server will refuse a login after detecting an intruder.</td>
<td>Server</td>
</tr>
<tr>
<td>Background Bitmap File</td>
<td>(Emulation only) Sets background image of HostView.</td>
<td>Server: if the user runs the HostView client, this image will be displayed as the background.</td>
</tr>
</tbody>
</table>

* Does not appear in the User Properties/Add User dialog, as it cannot be defined per-user. This property is defined using the Server Configuration dialog.
Adding a User to a Group and Setting its Default Group

Every user must belong to at least one group. Users inherit general properties from the groups to which they belong. Users optionally inherit properties from their default group, unless they have these properties explicitly defined.

NOTE The server object’s Default Group parameter defines a default group for users who do not have one selected. If you do not explicitly select a default group for a user, it will acquire the Default Group defined at the server level (see chapter 0).

Assign Users to Groups

In the User Properties dialog

1. Select the desired user and right-click Properties or select Action | Properties. The User Properties dialog appears.

40. Select the desired group that the user will be affiliated with and click the right-arrow.

41. Click OK.

In the Group Properties dialog

1. Select the desired group and right-click Properties or select Action | Properties. The Group Properties dialog appears.

42. Select the members to be included in this group from the Available Users list: Highlight the desired member and click the right-arrow or click the multiple right-arrows to select all the members.

43. The desired member(s) appear in the Group User’s list.

44. Click OK.

Remove Users from Groups

In the User Properties dialog

1. Select the desired user and right-click Properties or select Action | Properties.

45. Select the desired group from which the user will be disaffiliated, and click the left-arrow.

46. Click OK.

In the Group Properties dialog

1. Select the desired member to be excluded from this group from the Group’s Users list.

47. Click the left-arrow. The desired member appears in the Available Users list.
48. Click OK.

**Set a default group for a user**

1. Select the desired user and right-click Properties or select Action | Properties. The User Properties dialog appears.

49. Double-click on the group that you want to be the default group. An red arrow appears adjacent to the selected group signifying default group.

**NOTE** Double-click to clear the default designation.

**PowerTerm WebConnect User Rights**

A PowerTerm WebConnect user object will be one of three types: Client, Supervisor, and Administrator.

<table>
<thead>
<tr>
<th>Components/User Rights</th>
<th>Client</th>
<th>Supervisor</th>
<th>Administrator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access PowerTerm WebConnect clients: HostView, RemoteView, QuickVNC, etc.</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Request support from other Administrators or Supervisors logged on to PowerTerm WebConnect</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Provide support to other PowerTerm WebConnect users</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Add/Modify/Delete user profiles via the Administration Tool</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Support Active Directory/LDAP</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

**Testing a User**

The Administration Console allows you to connect as a user, and test the access options, client settings, and available connections. The user's password is required to test a connection. While you can view the user's settings using the Properties dialogs and the information panes, it is sometimes useful to test the user experience for yourself, either directly after
creating a user object, after making changes to a user object, or in response to a user’s request or complaint.

1. Select the desired user and right-click Test. The Login dialog appears.

50. Type in the Password, if required.
51. Select Reconnect Mode, if required.
52. Click Login. The PowerTerm emulation appears and connects to the desired host.

### Connection Object

The connection defines a resource on a host server. A connection object contains information on the host type, protocol used, target application, etc. PowerTerm WebConnect supports three distinct areas of hosts: Terminal Services, VDI and legacy access.

To access a connection, it must be assigned to a user or group object. This object becomes the connection’s owner. A connection can only be owned by one object at a time, so a connection intended for multiple users should be assigned to a group, which contains the desired users.

**NOTE**

A connection can be assigned to the Server which will give any user access to it.

A connection can also be owned by another connection (which becomes its parent connection). When the parent connection is executed, the child connection is launched automatically. Child connections do not inherit settings from the parent connection.

### Group Objects

The group object contains a group of users with similar permissions (for example, members of the same department). This makes it easier to classify and find similar users. When a user object belongs to a group, it will inherit some or all of its properties from the group. Any property not explicitly defined in the user object is taken from the user’s group. Settings defined at the user level will override the settings at the group level.

**EXAMPLE – Configuration Inheritance**

Group A is defined to allowed concurrent sessions. If parameter was not defined explicitly for each user, all group members will inherit this setting. If User A of Group A is defined to not allow concurrent sessions, the user-level setting overrides the group setting. User A is not allowed concurrent sessions.
Similar to the User object, the Group object contains values to define: credentials, linked connections, group membership, system permissions, and allowed access methods. Certain group properties can be defined explicitly using the Properties dialog, or they can be inherited from the server group.

**Standalone properties**

These are properties that can only be defined at the group level. They cannot be inherited from the server. An example is the Group Name property.

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Name</td>
<td>Unique identifier for the object</td>
</tr>
<tr>
<td>Alias</td>
<td>An alternative name or ID for the user for informational purposes</td>
</tr>
<tr>
<td>Enabled</td>
<td>Specifies whether the group is active</td>
</tr>
<tr>
<td>Highest Reconnect Mode</td>
<td>Specifies which Reconnect mode to use</td>
</tr>
<tr>
<td>Allow Access From</td>
<td>Specifies the machines from which the user is allowed to access to PowerTerm WebConnect. Format – IP address, IP Scope, User Name, all entries are separated by semi-colons.</td>
</tr>
<tr>
<td>Access Limit Mode</td>
<td>Unlimited: specifies that the user can access the server from any computer.</td>
</tr>
<tr>
<td></td>
<td>User: specifies that the user can access the server from a computer specified in Allow Access From.</td>
</tr>
<tr>
<td></td>
<td>Group: specifies that the user can access the server from a computer specified in User’s Group.</td>
</tr>
<tr>
<td></td>
<td>Both: both the User and Group rules are applied.</td>
</tr>
<tr>
<td>Memo</td>
<td>Opens a text editor to type notes about the object</td>
</tr>
</tbody>
</table>

**Shared Properties**

Shared properties are reference by more than one object at a time.

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
<th>Property shared with</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group’s Users</td>
<td>Select a user from the Available Users box and click the right-arrow to make the user a member of the group. Use the multiple right-arrows to add all the</td>
<td>Users</td>
</tr>
</tbody>
</table>
users.

Group’s Connections
Select a connection from the Available Connections box and click the right-arrow to make the group the owner of the connection. Use the multiple right-arrows to associate all the unaffiliated connections to this group. The group’s members can select one of the connections shown here (or one of the connections inherited from other groups and the server) when logging in.

Optionally-Inherited Properties
Optionally-inherited properties can be defined at the group level, but also at the server level. If they are not explicitly defined at the group level (using the Add Group or Group Properties dialog), these properties are inherited from the “master group” – the server object.

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
<th>Inheritance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settings</td>
<td>This button opens a dialog to modify settings for the group’s users</td>
<td>If settings are not defined here then all settings will be inherited from the server.</td>
</tr>
<tr>
<td>Max. Concurrent Sessions</td>
<td>Specifies the maximum number of concurrent sessions that this has. The value ‘0’ instructs the program to use the value specified (maximum number of concurrent connections) in the User’s default group. If this value is also ‘0’, then the program uses the default value in the MaxUserQuota field located in the [Server] section of the PtServer.ini file. Other values will override the default value.</td>
<td>Enter ‘0’ to inherit this property value from the server object’s Default Sessions property.</td>
</tr>
<tr>
<td>Max. LPD Queues</td>
<td>Stipulates maximum number of LPD queues that this user will be allowed to have at any particular time. Enter ‘0’ to revert to the default group’s setting (or the server’s setting).</td>
<td>Enter ‘0’ to inherit this property’s value from the server’s object’s Default LPD Queues property.</td>
</tr>
</tbody>
</table>
Environment Variables

This table allows you to create and edit free-text variables that have numerous uses. Environment variables added here are defined on the group level.

Environment variables that are defined both here and in the user’s default group (or on the server) are optionally inherited. If you do not define them explicitly here, they are inherited from the group.

Groups and Connections

A group, like a user, can own a connection object. When a connection is affiliated to a group, all of the group’s members can use that connection object to connect to the host.

Every connection is owned by a specific user, a group of users or by the server object (see below). When a connection is owned by a specific user, only that user is allowed to use that connection. When a connection is owned by a group only users belonging to that group can use that connection. In other words, you define how a user communicates with a host, and which remote applications that user can access, by affiliating the user object to a connection object. Another way to do this is to affiliate a connection to a group of users to which the specific user belongs.

Using Built-in Group Objects

Several default group objects are predefined in the PowerTerm WebConnect server. These groups may be modified based on the administrator’s needs.

- Novice Users (Default) – least permissions
- Advanced Users
- Expert Users
- Super Users – most permissions

Disabling a Group

When disabling or deleting a group object, all the users of the group will be blocked from accessing PowerTerm WebConnect. In order to re-enable users from a deleted group, a new default group must be assigned to them.

**NOTE** If a group is disabled, all its users are inherently disabled. However, disabling a user does not affect anything on its groups.
Right-click the desired group and select Properties. The Group Properties dialog appears.

Check the Enable checkbox to enable, clear the checkbox to disable. Click OK.

The Server Object – the "Master Group"

The server object has a dual function: to define PowerTerm WebConnect server-related settings, and to set the defaults for all objects. Groups settings that are not explicitly defined are inherited from the Server Configuration. The server object can be set as the owner for specific connections. Such connections become available to all the users.

NOTE  If a setting is not explicitly defined at the group level, the group's users inherit the default settings from the server object. Settings defined at the connection object level override the settings at the server levels. However, if the setting is explicitly defined at the user level, the user's setting overrides all the other settings.

General Properties at the Server Level

Certain properties are defined at the server object and are automatically inherited by all users.

For example: the Max. Intrusion Attempts parameter defines the number of times a user can enter a wrong password before being blocked, is defined at the server level and is automatically inherited by all users in the system. You cannot modify this parameter for specific users or groups.

The Server Object as a Fallback Option

The server object is a “master group” to which all groups and users belong. By default, the server’s properties effect the entire system and all the users. However, this is often not the case. Groups do not inherit server options if they have these options explicitly defined, and users can also have explicitly defined properties that override the server defined properties.

Essentially, this means that the server object is a fallback option. Any “optionally inherited” properties you neglect to define in a group or user – either intentionally or by mistake – will be taken from the server.

The consensus is that server properties should be as widely applicable as possible. Try to define settings that will be the most appropriate for most users because most users are likely to inherit at least some of them during their system lifetime.
Server Object Properties

The server object has properties that define linked connections and allowed access methods for users. These properties can be divided into two types:

- Optionally-inherited properties: Groups and users inherit these properties unless you specify otherwise. Settings explicitly defined in a group or user object override these server-level settings.

- General properties: Groups and users always inherit these. These properties cannot be defined per-group or per-user (i.e. they can only be defined in the server object, using the Server Configuration dialog).

The following table lists and explains the server object’s properties. The “Type” column details how each property is inherited by groups and users.

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Inactivity</td>
<td>Specifies the time limit for any client’s inactivity after which the server closes the connection.</td>
<td>General</td>
</tr>
<tr>
<td>Timeout</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Max. Sessions</td>
<td>Specifies the maximum number of</td>
<td>General</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>concurrent sessions that a user can open</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
</tbody>
</table>
| **Max LPD Queues** | Specifies the maximum number of registered LPD queues that a user can define.  
**General** |
| **Administrator**  
**Auto Refresh**  
**Freq.** | Specifies the interval in which the Administration Tool’s *AutoRefresh* will refresh the screen.  
- |
| **Intruders: Max. Attempts** | Specifies the maximum number of login attempts the user can perform to the PowerTerm WebConnect server before being regarded as an intruder and be locked out for a set time duration.  
**General** |
| **Intruders: Disable Timeout** | Specifies the amount of time (in minutes) that the PowerTerm WebConnect server refuses to login a valid user after detecting an intruder.  
**General** |
| **Default Group** | **Initial Default Group**  
Users who do not have a default group defined will use this value.  
**General** |
| **Background Bitmap File** | Sets a background bitmap for clients that support this feature.  
**General** |
| **Server’s Connections** | Connections available to the server.  
**General. All users can access the server’s connections.** |
| **Environmental Variables** | Server related Environment Variables. These Environment Variables can be accessed from the login scripts.  
Environmental variables that are not defined in any group or user object act like general properties, and are inherited by all users.  
**Environmental** |

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Object Hierarchy

Server (Master Group) settings are applied first upon login.
Group settings are applied next
Connection settings are applied next
User settings are applied last and these will overwrite any previous settings that were configured.

**Example: Object relationships and hierarchy**

In the example above there are two users belonging to the *Sales* group, three belonging to the *Accounts* group, and one user, Bob, belonging to both. All users belong to the *Master Group* – the server. There are five connections with different owners (indicated by dotted lines). Connection A belongs to the “Sales” group, B belongs to the user Ned, C and D belong to the “Accounts” group, and E belongs to the server. In this scenario:

- **John** has access to the following:
  - connection A, because he belongs to the “Sales” group
  - connection E because he belongs to the “Master Group” (the server)
  - John inherits his default settings from the “Sales” group and “Master Group”.

- **Ned** has access to the following:
  - connection B because he owns it.
  - connections A as a member of the “Sales” group
o connection E because he belongs to the “Master Group” (the server).

o Ned inherits default settings from the “Sales” group and “Master Group”.

- Bob belongs to two groups and to the server and has access to the following:
  o all connections shown (except B, which ONLY Ned owns).
  o Bob inherits default settings from his default group, which can be either “Accounts” or “Sales”.

Implementing Access Policy

When designing the PowerTerm WebConnect infrastructure consider these questions:

- Which users should have access to PowerTerm WebConnect resources?
- Do all the users have similar needs, or are there groups of users with distinct access needs?
- How will changes in personnel and their groups affect the access policy?
- What type of applications will be published?

Initial Configuration

The following procedure is a general guideline that explains how to define users and groups at the initial configuration

1. Define administrator’s attributes and privileges. Create any additional administrator users.

53. Determine if PowerTerm WebConnect built-in groups will be used. Modify them if needed.
   a. Create additional groups as needed.

54. Assign built-in users to desired groups

55. Determine if Directory Services will be used.
   b. Directory Services users will always be assigned to the PowerTerm WebConnect Default Group (Server | Configuration| Default Group).

56. Assign any PowerTerm WebConnect users to desired groups

57. Create connections and applications
Generic Users

In some cases authentication into PowerTerm WebConnect is not required. For example, the published application has its own authentication system, and an additional login is not desired. By using generic users, all users will connect to the PowerTerm WebConnect environment with the same “generic” account. Any applications and desktops published to the generic user will be accessible without a login. The generic user credentials are configured in the client HTML parameter line as /USER and /PASS.

HINT When using generic users, to ensure single sign-on between WebConnect and the Terminal Server, ensure that the generic user also has an account on all Terminal Servers (same username and password).

User Object Properties: To Define or Not?

When to Define User Settings

Specific users who need different settings from the others in their group must have user-defined settings. When user groups are fairly heterogeneous, and users need unique configuration, define settings in the PowerTerm User account and create notes using the Memo function. User defined settings have the highest precedence and will follow the user regardless of its group assignments.

When to Inherit Properties from Groups/Server

If users have no properties explicitly defined, simply add them to a group and they assume the properties of the group. Defining settings at the Group level will reduce administrative overhead and settings only need to be defined for a few groups rather than many users.

HINT Directory Services users should be configured inherit settings from its Default Group and the Server.
12. DEPLOYING APPLICATIONS AND DESKTOPS WITH TERMINAL SERVICES

Overview

The RemoteView component of PowerTerm WebConnect enables access to sessions running on Windows Terminal Servers or any desktop accepting RDP connections. Use RemoteView to connect to Microsoft Terminal Servers (2003 or later) and Windows based workstations accepting RDP connections. Three protocols are available for RemoteView connections: RDP, Blaze (accelerated RDP), and AccessNow (HTML5 access). Two modes of access are available:

- **Full Desktop** – the user connects to the entire remote desktop of the host. This mode is useful for these scenarios:
  - End users connecting from a thin client to a remote desktop to do all work.
  - End users connecting to a remote desktop that is locked down and regulated by the corporate IT department.
  - Administrators connecting to a server to manage it.

- **Seamless applications** – the user only sees the application that is selected, without the entire desktop. Seamless applications are useful when:
  - End users only need access to a specific application
  - Administrators want to hide the remote desktop and restrict access to certain OS functions on the host (i.e., restarting the server).

  *PowerTerm Terminal Server Agent* must be installed on any Terminal Servers that will be used with PowerTerm WebConnect Seamless windows.

  **NOTE** Seamless windows are not available for 16 bit applications.

On each RDP Host (i.e., Terminal Server), install the following components to get the most out of PowerTerm WebConnect:

- Ericom Terminal Server Agent (also known as the TSAgent) is required
- Ericom AccessNow Server is required for HTML5 access
- Ericom Blaze Server is required for accelerated Blaze RDP connections
- Net2Printer/triCerat Server is required when using one of these universal printing enhancement options (see chapter on Printing for more information on this offering)

**Ericom Blaze Server**

The Ericom Blaze Server is required to enable Blaze RDP Acceleration. The Blaze Server installer is found under the AddOns directory. Install this on each Terminal Server that is planning to host Blaze sessions.

Default path to Server installer: `<drive>:\Program Files (x86)\Ericom Software\WebConnect 5.8\AddOns\Blaze`

**Ericom AccessNow Server**

The Ericom AccessNow Server is required to enable HTML5 access. The AccessNow Server installer is found under the AddOns directory. Install this on each Terminal Server that is planning to host AccessNow sessions.

Default path to Server installer: `<drive>:\Program Files (x86)\Ericom Software\WebConnect 5.8\AddOns\AccessNow`

**Ericom Terminal Server Agent**

The Terminal Server Agent (TSAgent) must be installed on every Terminal Server that will be managed by PowerTerm WebConnect.

Default path to Server installer: `<drive>:\Program Files (x86)\Ericom Software\WebConnect 5.8\AddOns\TerminalServerAgent`

The behavior of the TSAgent can be modified using settings in the registry or via PowerTerm WebConnect environment variables. Some values can be defined only using the registry, some only using environment variables, and some using both. The order of precedence is:

- Registry under HKEY_CURRENT_USER\SOFTWARE\Ericom Software\PtTSAgent (highest)
- Registry under HKEY_LOCAL_MACHINE\SOFTWARE\Ericom Software\PtTSAgent
- PTWC environment variable at user level
- PTWC environment variable at group level
- PTWC environment variable at connection level
- PTWC environment variable at server level (lowest)

**NOTE** On x64 servers, the Ericom PtTSAgent key is under HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Ericom Software\PtTSAgent
<table>
<thead>
<tr>
<th>Env Var Name</th>
<th>Reg Name</th>
<th>Reg Type</th>
<th>Default Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LogFolder</td>
<td>String</td>
<td>%USERPROFILE%</td>
<td>Location where log is written. Log is always PtTSAgent.log</td>
<td></td>
</tr>
<tr>
<td>LogUser</td>
<td>String</td>
<td>&quot;&quot;</td>
<td>Logging only for set user</td>
<td></td>
</tr>
<tr>
<td>RDP_RedirectSchemes</td>
<td>RedirectSchemes</td>
<td>&quot;&quot;</td>
<td>A delimited list of protocols to redirect</td>
<td></td>
</tr>
<tr>
<td>RDP_RedirectExclude</td>
<td>-</td>
<td>&quot;&quot;</td>
<td>Domains and IP ranges to exclude from redirection</td>
<td></td>
</tr>
<tr>
<td>RDP_ScriptFolder</td>
<td>-</td>
<td>.\Scripts</td>
<td>Folder of event scripts</td>
<td></td>
</tr>
<tr>
<td>RDP_SkipStartup</td>
<td>SkipStartup</td>
<td>DWORD</td>
<td>0</td>
<td>Set to 1 to skip Windows startups in True Seamless</td>
</tr>
<tr>
<td>RDP_LogoffDisconnected</td>
<td>LogoffDisconnected</td>
<td>DWORD</td>
<td>0</td>
<td>Set to 1 to logoff disconnected sessions</td>
</tr>
<tr>
<td>RDP_LogoffDelaySeconds</td>
<td>LogoffDelaySeconds</td>
<td>DWORD</td>
<td>300 (5 * 60)</td>
<td>Timeout interval to end a session (min value = 30)</td>
</tr>
<tr>
<td>NoLoadBalancerAgent</td>
<td>DWORD</td>
<td>0</td>
<td>Set to 1 to not connect to local LB Agent</td>
<td></td>
</tr>
<tr>
<td>LoadBalancerAgentPort</td>
<td>DWORD</td>
<td>4040</td>
<td>Port to connect to local LB Agent</td>
<td></td>
</tr>
<tr>
<td>RDP_PerformanceFlags</td>
<td>PerformanceFlags</td>
<td>DWORD</td>
<td>0</td>
<td>Performance flags bitmask:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1 – higher priority for foreground app</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2 – make see-through windows opaque</td>
</tr>
</tbody>
</table>
### RDP_BehaviorFlags

<table>
<thead>
<tr>
<th>BehaviorFlags</th>
<th>DWORD</th>
<th>0</th>
</tr>
</thead>
</table>

**Behavior flags bitmask:**

1 – Don’t disable screen-saver
2 – Change bring window to foreground behavior

### RDP_MacFlags

<table>
<thead>
<tr>
<th>MacFlags</th>
<th>DWORD</th>
<th>0</th>
</tr>
</thead>
</table>

**Mac client flags bitmask:**

1 – No window shadow
0x10000 – hide background owned windows

### LogLevel

<table>
<thead>
<tr>
<th>LogLevel</th>
<th>DWORD</th>
<th>0</th>
</tr>
</thead>
</table>

**Logging flags bitmask:**

1 – events
2 – msgs sent
4 – msgs received
8 – debug

---

**Troubleshooting the TSAgent**

In the event of problems related to the TS Agent (i.e., seamless windows are not appearing properly) a debug log is required for Ericom Support to diagnose the issue.

To create the debug log, the following Registry keys must be updated:

- **LogLevel** – set to ‘F’
- **LogFolder** – by default this key is not present in the Registry and is set to %USERPROFILE%.

**NOTE** To make the log files easier to find, set the LogFolder to C:\Temp\%USERPROFILE%. Make sure that all users being logged have write access to C:\Temp or the configured directory.
At the point where the problem appears, copy/paste the log and send it to Ericom. Ending the log at the point where the problem occurs will expedite the troubleshooting process. Send the log and a description (i.e., screenshot) of the problem to tech.support@ericom.com.

Ericom Remote Browser

This feature is installed as part of the TSAgent installer. The Application Publishing wizard requires Ericom Remote Browser to be installed on at least one Terminal Server. The Remote Browser is a service that passes information on browsed files, display names, icons, and link parameters to the PowerTerm WebConnect server. The Remote Browser is included with the PowerTerm TS Agent installer.

Session Sharing

To streamline Terminal Server license and resource usage, multiple seamless applications can share the same RDP session. When sessions are shared, a user does not have to login multiple times to run multiple seamless applications. The login process is one of the most resource consuming operations of Terminal Services and should be reduced where possible, so session sharing is enabled by default.

Session Sharing is enabled when these settings are the same between launched connections: Server setting, User credentials, and Domain setting. The Connection Type setting of connection is not taken into account. Therefore, if a connection using Direct connection is launched, and then another connection defined as Gateway is launched, session sharing is performed using the Direct mode (the Connection type of the second connection is ignored during Session Sharing).

To improve the use of Session Sharing:

- All Terminal Servers should have the same applications installed. This ensures that the Terminal Server that is already active will have additional applications that will be launched.
- The Load Balancer will track which Terminal Servers host which applications. If the user selects an application that is not available on the active Terminal Server, it will be launched using the Load Balancer’s selection.
- The address of the Terminal Server has to be specified in exactly the same format for all the published applications. This will happen automatically if the Load Balancer is used.
- The user has to login to the Terminal Server with the same credentials (username and domain), specified in the same format.
This will happen automatically for published applications that are configured to use the PowerTerm WebConnect credentials.

- The published applications need to have the same Direct/Gateway setting.
- A difference in the Drive Mapping setting does not disable Session Sharing, but this setting is not shared between applications.

To disable Session Sharing set the environment variable `RDP_DisableSessionSharing` to 1.

### Session Following

Terminal Server sessions can be configured to "follow" users when they move to different workstation. This feature is useful for users that need to access their applications and data while roaming to different locations (i.e., doctors moving from one patient room to another.) When Following Sessions is enabled, sessions will follow users based on their WebConnect user name.

**NOTE** If the connection is not configured to use WebConnect credentials, and the user has manually logged on the TS's with different credentials, Session Following will not work, and a new session will be opened instead.

The feature is configured globally by modifying `RDPTerminalSessionFollowMe` in the Main Configuration file (PtServer.ini). To enable the feature, set the value to `True` (on).

The Terminal Server(s) should be configured to **Restrict each user for one session only** (this is the Windows default). This is configured in the `RDP Configuration` settings.

### Using LogOffDelaySeconds

Remote desktop sessions are explicitly logged off using the logoff option in the remote desktop’s **Start Menu**. When this option is selected, the sessions are logged off immediately. Remote seamless application sessions – sessions in which only specific applications are run – cannot be logged off in this way. Instead, these sessions are automatically logged off when they no longer contain any visible windows, for example when all application windows are closed.

In some cases, applications may not display anything on the screen for short periods during normal operation, for example while loading. To prevent such sessions from logging off prematurely, the automatic logoff is delayed. If during this delay new windows are created or existing windows become visible then the logoff is canceled and the session remains active. The default delay duration is 300 seconds for RemoteView and Blaze and 3 seconds for
AccessNow and AccessToGo. In addition, sessions will not be terminated during the first 30 seconds from their creation.

The 300/3 second delay period can be adjusted using the PowerTerm WebConnect `RDP_LogoffDelaySeconds` environment variable. The value specified in this setting will be used for all client types. Note that the 30 seconds delay from session creation cannot be adjusted.

The reason that RemoteView and Blaze use a much longer delay by default is that the client can reuse existing sessions for additional applications (Session Sharing feature). This means that if a new application is launched during the logoff delay, this application can reuse the existing session instead of creating a new one. Session Sharing is not available for AccessNow and AccessToGo.

Audio Recording (supported operating systems required)

Modern Windows operating systems (such as Windows 7, 2008 R2, and 2012) support audio recording in RDP. This feature is supported through PowerTerm WebConnect. To enable audio recording redirection, perform the following:

1. Publish a connection with *Blaze disabled*. The session must use RDP.

2. Add the environment variable `RDP_RemoteAudioRecording` to the connection’s Properties, or to the Server Configuration. Set the value for this parameter to 1 to enable audio recording.

3. When the connection is launched, the user will be able to record audio into the RDP session.

**NOTE** If the user is having difficulty recording audio into the RDP session, verify that the functionality is working with mstsc.exe first. The operating systems on both sides must support audio recording; Windows XP and 2003 do not support this feature.
Publishing

There are three types of publishing modes. All follow similar steps through the publishing wizard; however, some will have more configuration options than others. This chapter will explain how to publish a single application and then explain which steps to follow for Multiple Application Publishing and Full Desktop Publishing.

Publish a single Windows application

From the Administration Tool, select Action | New | Windows Application. This wizard will publish one application at a time.

Publishing Wizard Steps

Step 1: Determine the application publishing target

What to Publish

- **Application** – publish an application
- **Document** – publish a document, the default application (on the host) will be used to launch the document.
- **URL** – publish a URL, the default web browser (on the host) will be used to launch the document.

Application Installation Type

- Preinstalled Application
- Streamed Application

Publish from

- Terminal Server
- Virtual Desktop / Remote PC
- Local Desktop

What to Publish
Installation Type

- **Preinstalled** – an application that is already installed on a host.
- **Streamed** – an application that will be delivered to the host from a Microsoft App-V streaming server

Publish from

- **Terminal Server** – the host is a Terminal Server (select this)
- **Virtual Desktop** – the host is a Virtual Desktop
- **Local Desktop** – the host is the end-user’s workstation (Microsoft Windows XP and higher only)
  - Prefer Local Desktop – the selected application will be launched from the end-user’s local desktop. If the application is not available on the local desktop, then it will be launched from the Terminal Server as a seamless application.

Step 2: Configure the Application properties

- **Application** - Enter the path of the application to be published (i.e., C:\Windows\notepad.exe.)
- If necessary, configure the **Working Directory** and **Parameters** settings. **Parameters** are command line values that can be passed to the configured application.
To assign this application to a sub-folder, enter the Place Icon in Folder name. Sub-folders are separated with a ‘\’
  
  EXAMPLE: If the administrator enters "Accessories\System", the published application will be placed in a folder named Accessories and a subfolder under Accessories named System.

To select an application using a graphical interface click the browse button . This will launch a dialog to connect to a server running the PowerTerm Remote Browser.

  The Remote Browser will display applications available via the Terminal Server's Start Menu. After selecting the browse button enter the Terminal Server's IP address and Port number of the system running the Remote Browser.

  At the application selection dialog, either navigate to the application by clicking on a drive letter or select the application from the Programs menu.

  After selecting an application, all relevant files will be automatically completed.

  EXAMPLE: Resulting screen after selecting Microsoft Windows Media Player:
Step 3: Set Extensions redirection for the application

When a user launches a local file with an associated published extension, the published application will be used to open the file. To configure extension redirection, select all desired extension formats and check **Overwrite Local Definitions**. This feature is only available from Windows-based clients.

**NOTE** Checking *Overwrite Local Definitions* will overwrite the definitions for that file extension if it exists on the local system. This behavior may not always be desired when publishing applications (such as Microsoft Word). For example, users working from a home system may not want to overwrite the local definitions if they cannot save files from the published application back to their local hard drive.
Step 4: Set User Access

Shortcut icons for the published application will be placed in the locations that are checked.

- **Desktop** – Places published shortcut icon on the end-user’s desktop.
- **Start Menu** - Places published shortcut icon on the end-user’s Start Menu, under a folder named **PowerTerm Application Zone**.
- **Start Menu/Programs** - Places published shortcut icon on the end-user’s Start Menu, under the Programs folder.
- To use a custom icon, click **Choose Icon** and select the desired icon. Select **Browse** to display icons from a different file.

Step 5: Set Appearance Properties

The dialog sets appearance characteristics of the published application.
• **Color Quality** – sets the desired color depth of the published application.

**NOTE** When *Session Sharing* is enabled, the color depth of the first application launched is used. Subsequent applications will use the first application’s color quality regardless of its own setting. To ensure that a certain color quality is always used, disable *Session Sharing*.

• Seamless type
  
  o **Prefer Microsoft Seamless** – where possible, use Microsoft’s seamless engine. If not available, Ericom’s seamless engine will be used. Microsoft’s seamless requires Windows XP SP3 or higher on the client end and Windows Server 2008 or higher on the Terminal Server.

  o **Always Use True Seamless** – uses Ericom’s seamless engine.

**NOTE** Ericom Seamless does not support systray icon redirection for published applications (i.e., Communicator systray will not appear in the local systray). Ericom Seamless is generally more stable than Microsoft Seamless.

  o When running applications that require administrative privileges on Windows Vista / 7 / 8 / 2008 / 2008 R2 / 2012 – an elevation screen is displayed. Microsoft seamless will display the elevation screen for the first application in the session if it is required. However, it will not display the elevation screen for other applications in the same session (where session sharing is enabled. Ericom *True Seamless* will properly display the elevation screen for any application launched during the session. For this reason it is recommended to use Ericom True Seamless when publishing applications that require elevation.

• **Run mode** determines the state of the window when the application is first launched. Available settings are: *Normal*, *Maximized*, *Minimized*. 
Step 6: Performance

- **Connection speed** - choose the value that matches the slowest connection on the network. This will automatically determine the optimization settings. Preset settings can be manually adjusted.

- **Windows Drag Behavior** - Select *Show outline only* for better performance (since window content is not displayed during dragging, there is less network overhead.)

**NOTE** If *Show window content* is selected, it will also need to be enabled on the RDP host. The configuration varies based on the operating system, search the Internet for "Show window content" to find instructions.

- **Enable Ericom Blaze** – Check this setting to enable Ericom Blaze RDP WAN acceleration (see chapter on Ericom Blaze). Select the desired Blaze setting from the drop down menu.

**STOP** When enabling Blaze for a connection, verify that the destination host (Terminal Server or VDI desktop) has Blaze Server running. Blaze Server must be manually installed on the host operating system. The Blaze Server installer is found in the *WebConnect 5.X | AddOns | Blaze* directory (i.e., `\Program Files\Ericom Software\WebConnect 5.X\AddOns\Blaze\EricomBlazeServer.msi`)

Step 7: Requirements

This dialog sets redirection settings of local resources. Resources available for redirection are sound, printers, serial ports, Smart Cards, and disk drives.

**NOTE** Ericom Blaze 1.4 does not support Serial Port and Smart Card redirection

Step 8: Set the Connection Types

The most commonly used connections types are explained on the dialog box.
The Advanced setting presents a list of built-in and custom Connection Points that can be used as the connection type for the published resource.

The SmartExternal setting is not commonly used. When this setting is enabled, clients on the internal network (same subnet as the PowerTerm WebConnect server) will use Gateway mode, while clients connecting from external locations will use Direct mode.

Step 9: Set the Server source

- **Use all Servers** (default) – the published application will be launched from any Terminal Server managed by the Load Balancer. Ensure that the application is installed properly on each Terminal Server configured under the Load Balancer.

- **Specify Servers** - select from a list of servers available in the Load Balancer. Only selected servers will be included as part of the load balancing process.
Selecting *Show only servers with this application* will show the servers where the application is installed.

- To bypass the Load Balancer, select *Specify* and enter the address and port number of the desired Terminal Server to launched the application from.

**Step 10: Select Owner(s) for the published application.**

The *Owners* dialog assigns the connection to users or groups. The user and group may be a PowerTerm WebConnect object or Directory Service object.

- To assign the connection to a Directory Service object, click the *Add/Remove Objects* button.

**NOTE** Ensure that the Directory Service is properly configured or an error message will be returned:

- The *Add/Remove Objects* dialog will appear. Navigate through the domain and select the desired objects to add. Click the *Show users* setting to display users under a selected OU. Click the *Add* button to add selected objects. Click *Close* when complete.

- Once Directory Services objects are selected, the *PowerTerm Owner* will automatically change to *Directory Services Access Only*.

- Applications may be published to OUs, Groups or Users.

- Groups may be members of one or more Groups, whereas OUs may belong to only one OU.
To assign the connection to a WebConnect Owner, click the Change button. Select the desired WebConnect object to assign as the owner (only one per connection).

**Step 11: Set the Execution Rules**

Execution Rules limits how many instances of the published application can be run (also known as application limiting or metering). This is useful in preventing more than allotted licenses of a certain application from being launched.

- **Click Edit Rules to create or modify rules.**

- **Click Add to add a new rule**

- **Configure the rule**
  - **Executable:** enter the executable to be managed
  - **Mode:** enter the criteria used for counting
  - **Limit:** enter the limit of running processes/users

- **To apply the rule, select it from the drop down list and click Next/Finish to continue.**
Step 12: Information

The Information screen displays a summary of the configuration. Click the Advanced button to configure advanced functions for the connection. By default, the user’s credentials and password are passed from ptagent to the remote host (i.e., Terminal Server). Passing of credentials can be modified under the Advanced dialog.

- To disable credentials pass-thru from ptagent, uncheck User WebConnect User Credentials.
  - To pass predefined credentials, enter the desired username/password.
- To disable the passing of the Domain information, uncheck User Default Domain.
  - To pass a predefined domain, enter the desired domain name.

- To disable the connection uncheck Enable

- Enter any environment variables that will be specific for this connection.

- Click Finish and the published application will automatically appear in the Connection list and in the Application Zone for any active user that has access to the published resource.

Publish Multiple Windows applications

This wizard will publish multiple applications at the same time. Use this feature to save time when publishing similar applications (i.e., applications part of the Microsoft Office suite).
Step 1: Select the Browsing Source

- Preinstalled – applications that are already installed on a host.
- Streamed – applications that will be delivered to the host from a Microsoft App-V streaming server

Upon selecting Preinstalled Application, an application selection list will be displayed. Select the applications to be published and click Next to continue.

The wizard will display these steps from the Publishing a Single Application section: 4, 5, 6, 7, 8, 9, 10, and 12.

Publish a Full Desktop

This wizard will publish a Full Desktop session. To begin publishing select Action | New | Remote Windows Desktop.
Step 1: Enter the Target and Description

- **Name Displayed** – this is the name for the desktop connection that will be displayed to the user.
- **Place Icon in Folder** - To assign this application to a sub-folder, enter the **Place Icon in Folder** name. Sub-folders are separated with a ‘\’.
- **Terminal Server** – select this to publish a desktop session from a Terminal Server
- **Virtual Desktop** – select this to publish a desktop session from a Virtual Desktop

The Remote Desktop wizard will display these steps from the *Publishing a Single Application* section: 4, 5, 6, 7, 8, 9, 10, and 12.

URL Redirection

URL redirection is a feature that intercepts URL requests on the Terminal Server, and redirects that request to the client device running RemoteView and ptagent.

**NOTE** When a user clicks a URL in a document running on a Terminal Server, by default the browser would be launched from the Terminal Server. With URL redirection enabled, the browser will open on the client device instead.
Use URL redirection to:

- Reduce server load - running the browser on the client offloads the resource usage from the server. This is especially useful for web pages that contain streaming video or audio.
- Improve performance - Data streams flow directly between the client and URL source. RDP (which is not ideal for streaming content) is bypassed.
- Allow access - The Terminal Servers may not have access to the desired content. Some types of content downloads may be more appropriate for the client rather than the server (i.e., downloaded music files).
- Better security – Prevent malicious web content from being downloaded onto the Terminal Servers.

**Configuration**

Any URL type may be redirected. A URL is a standard method to denote resource locations, and has the format: `host/resource-path`

URL Redirection supports the following schemes:

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>http</td>
<td>Hyper Text Transfer Protocol (web content)</td>
</tr>
<tr>
<td>https</td>
<td>Hyper Text Transfer Protocol Secured (via SSL)</td>
</tr>
<tr>
<td>ftp</td>
<td>File Transfer Protocol</td>
</tr>
<tr>
<td>telnet</td>
<td>Open an interactive terminal window with a telnet server</td>
</tr>
<tr>
<td>gopher</td>
<td>File transfer with gopher server.</td>
</tr>
<tr>
<td>news</td>
<td>Usenet newsgroups</td>
</tr>
<tr>
<td>nntp</td>
<td>USENET news using NNTP</td>
</tr>
<tr>
<td>mms</td>
<td>Microsoft Multimedia Messaging Service</td>
</tr>
</tbody>
</table>
rtsp | Real Time Streaming Protocol
itm | iTunes Music Store (Apple Music downloads)

By default, URLs are not redirected. In order to enable redirection, the `RDP_RedirectSchemes` Environment Variable must be defined on the PowerTerm WebConnect server. This Environment Variable contains a delimited list of the schemes to redirect. Only URLs that uses schemes specified in RDP_RedirectSchemes will be redirected. RDP_RedirectSchemes can be defined for a specific user, a group of users, a connection, or the entire server. To redirect all types of URLs enter `all` for RDP_RedirectSchemes.

**Excluding a URL from redirection**

In some cases certain URL’s should not be redirected (i.e., an intranet site). Add an Environment Variable `RDP_RedirectExclude` to specify which URLs should be excluded. RDP_RedirectExclude is a delimited list of the host addresses to exclude.

Host names specified in RDP_RedirectExclude are compared to the URL addresses from right to left (i.e., if "ericom.com" is specified in RDP_RedirectExclude it will match http://ericom.com, but also http://www.ericom.com and ftp://ftp.ericom.com).

IP addresses are compared left to right so 126.0.1 will match http://126.0.1.10 and also http://126.0.1.20.

**NOTE** Exclusion based on IP address is performed only if the IP address is explicitly specified in the URL. IP Exclusion is not performed if the host name is used in the URL instead of the corresponding IP.

**Restrictions and Limitations**

URL Redirection is only available with RemoteView. Redirection has been verified to work with Microsoft Internet Explorer on both the Terminal Server and the client.

Installing a web browser or mail client on the Terminal Server after the Terminal Server Agent has been installed may disrupt the redirection mechanism. In such a case, uninstall both the Terminal Server Agent and the new browser or mail client and reinstall the new browser or mail client before the Terminal Server Agent.

Restricting the user from making any changes in the registry on the Terminal Server, even in HKEY_CURRENT_USER, may cause the redirection mechanism to redirect every URL, regardless of the values in RDP_RedirectSchemes and RDP_RedirectExclude. (For standard Windows configurations, even restricted users have permissions to modify certain sections of the registry).
Exclusion based on IP address is performed only if the IP address is explicitly specified in the URL. Exclusion based on IP address is not performed if a host name is used in the URL, even if the host name maps to the configured IP address.

The redirection mechanism does not verify that the client supports a particular URL type or has Internet connection. Before redirecting a URL ensure that users will have access to it from their local devices.

URLs that are opened inside an application’s browser control or using Internet Explorer's COM interface will not be redirected.

Viewing Application Publishing Properties

To view the properties and status of a published resource on PowerTerm WebConnect - double-click the desired connection (published application or desktop) from the Connections view. The Application Properties dialog will be displayed. The Application Properties dialog will display all settings that were configured during the publishing wizard (i.e., Display Name, type of connection, the host source, etc.)

Microsoft App-V Integration

PowerTerm WebConnect supports application streaming and application virtualization through tight integration with Microsoft App-V. PowerTerm WebConnect enables easy publishing of App-V packages and supports streaming to end-point devices, Terminal Servers, virtual desktops and Blade PCs. The packaged applications can be launched from a web interface (Application Portal), a rich client interface (Application Zone), and from Desktop and Start Menu shortcuts.

PowerTerm WebConnect enhances App-V with features such as two-factor authentication, desktop integration with remote clients, centralized management, usage reporting and remote support.

PowerTerm WebConnect supports Microsoft App-V 4.5. For more information about Microsoft App-V visit:

http://www.microsoft.com/systemcenter/appv/infrastructure.mspx

Requirements

- The App-V Client must be pre-installed on the Terminal Server or end-user system running the streamed application. PowerTerm WebConnect does not deploy or update the App-V client.
- Configure the App-V client with Add Applications permission for all machines (Properties | Permissions tab of the App-V client).
• Verify that App-V is working properly by itself before integrating with PowerTerm WebConnect. This will make it easier to identify and resolve App-V specific issues.

App-V Client Configuration on Terminal Servers

Perform the following when planning to stream applications from App-V to Terminal Servers. Streaming applications to Terminal Servers expedites deployment and standardization of applications.

Once the App-V client is installed, define the publishing servers.

Applications that appear in the Applications list of the App-V client will be streamed to the Terminal Server ready for publishing and usage.

Associations are published in one of two ways:
1. Defining a Publishing Server and configuring App-V client to poll the configuration (upon user login / auto-refresh interval)

2. Defining a Publishing Server and configuring App-V server to push the configuration (upon user login / auto-refresh interval)

File associations that were created during the App-V sequencing process will be automatically updated on the Terminal Server.

<table>
<thead>
<tr>
<th>Application Virtualization (Local)</th>
<th>Extension</th>
<th>Description</th>
<th>Application</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications</td>
<td>acrocats...</td>
<td>Adobe Acrobat Security Document</td>
<td>Acrobat Reader 9 9.1.0.163</td>
</tr>
<tr>
<td></td>
<td>doc</td>
<td>Microsoft Word Document</td>
<td>Microsoft Office Word 2003</td>
</tr>
<tr>
<td>File Type Associations</td>
<td>doctml</td>
<td>Microsoft Word HTML Document</td>
<td>Microsoft Office Word 2003</td>
</tr>
<tr>
<td></td>
<td>pdf</td>
<td>Adobe Acrobat Document</td>
<td>Acrobat Reader 9 9.1.0.163</td>
</tr>
<tr>
<td></td>
<td>pddhtml</td>
<td>Adobe Acrobat PDF/PS Document</td>
<td>Acrobat Reader 9 9.1.0.163</td>
</tr>
<tr>
<td></td>
<td>pdfx</td>
<td>Acrobat Catalog Index</td>
<td>Acrobat Reader 9 9.1.0.163</td>
</tr>
</tbody>
</table>

On the client-side machine, it is also possible to update the clients file associations to launch the published application when a user double-clicks on a local file. This is achieved by setting the required file associations during the publishing wizard.

App-V Client Configuration on End User Systems

Streaming applications to the end-user’s device expedites standardization of applications and may result in better performance.

When working in this manner, the App-V client MMC GUI will be in read-only mode: no shortcuts are created and file associations are managed by the App-V client. This ensures that there will be no conflicts with PowerTerm WebConnect. Publishing servers do not have to be defined.
Configuring the App-V Server in PowerTerm WebConnect

Open the Administration tool and go to Server | Streaming. There are three options:

- **Configure App-V Database Connection**: opens Windows ODBC wizard for configuring the connection string to the App-V database. This setting will be saved into the PowerTerm WebConnect server environment variable `AppV_DatabaseConnectionString`.

- **Refresh App-V Package List**: forces an immediate refresh with the App-V database

- **Auto Connect to Database**: If enabled, the connection (and the retrieval of the package list) will be performed automatically each time the application publishing wizard is opened.

**NOTE** PowerTerm WebConnect Administration Tool must have network access to App-V database in order to view the available packages and publish App-V applications.

Select **Configure App-V Database Connection** and enter the parameters for the App-V server. Expand the options section and select the name of your App-V database (the default is “APPVIRT”). Once the server is configured, the `AppV_DatabaseConnectionString` will be automatically populated.
Publishing an App-V application

Use the Administration Console’s publishing wizard to publish an App-V application.

At Step 1, select Streamed Application and select Microsoft App-V. Next, set the publish source:

- Terminal Server: the App-V application is streamed to a Terminal Server, which can then be published to the end user.
- Virtual Desktop: the App-V application is streamed to a virtual desktop, which can then be published to the end user.
- Local Desktop: the App-V application is streamed to the end user’s system directly. The streamed application can run in off-line mode, however, PowerTerm WebConnect is required to launch the streamed application.
At Step 2, specify the App-V application to be published by selecting from the drop down list. Click the Refresh button to obtain the current application list. The name for the application will be automatically populated from the App-V database, what the user will see on the shortcut can be changed by changing the display name. Enter a subfolder name if desired.

If the drop down list is empty, click the refresh button, if this fails check your App-V connection settings.

At Step 3 a list of extensions will be displayed. The extension list is obtained from the App-V server. This list will only be visible for App-V applications that are streamed to a Terminal Server or virtual desktop.

NOTE App-V applications that are streamed to the Local Desktop have their extensions managed by the App-V client.

Publishing App-V applications require Session Sharing so complete the remaining of the steps of the wizard similarly for all App-V applications.

Launching App-V published applications

Launching published App-V applications are just like launching Terminal Server based applications. The user simply has to point and double-click the desired application.

Streaming applications to the end-user’s device

App-V applications may be streamed directly to the end-user’s device using any of the Ericom user interfaces, such as Application Zone. For users who are working on the internal LAN, applications may be streamed using the RTSP protocol.
For users connecting over the Internet, configure App-V streaming to use HTTP or HTTPS. If packages were created using RTSP, use the WebConnect variable `RDP_AppV_DefContentPath` to override the setting in the App-V database. The OSD files will need to be manually changed to HTTP/HTTPS. The process of streaming applications from the App-V server to the client is performed solely by App-V, the PowerTerm WebConnect Gateway is not used.

Related Environment Variables

`AppV_DatabaseConnectionString` – contains the connection string to the AppV Database. This value is automatically populated by configuring Server | Streaming | Configure App-V Database Connection.

`RDP_AppV_DefContentPath` (optional) - This allows an administrator to override the path specified in the App-V database for OSD files (ignore what is specified in the App-V database.) This value defines the path to App-V content folder and gives the Administrator the flexibility to override the path contained in the existing packages without the need to change them.

The variable can be defined using a UNC path, this is the default setting for App-V known as RTSP (applicable if all users are within the organization) or an HTTP path (applicable for users located outside the organization).

For example, setting this to: `RTSP://AppV:554/content/` will override the location specified in the App-V database and look in the above location instead.

`RDP_AppV_SFT_SOFTGRIDSERVER` – When the App-V client is installed, it creates a variable named `AppV_SFT_SOFTGRIDSERVER`. This value contains the name of the App-V server. Once set, this variable is automatically passed to the client when the user logs into Application Zone. By default, App-V Package Sequencer uses the "SFT_SOFTGRIDSERVER" Windows variable inside the package which represents the address of the streaming server or load balancing device. App-V requires that this variable will be configured on all App-V client machines. This WebConnect variable is the equivalent of the Windows environment variable. RemoteView will set the SFT_SOFTGRIDSERVER variable on all App-V enabled machines for internal and external users. Setting this environment variable requires administrator privileges.

NOTE After this variable is set, the user’s machine must be restarted.

Copy a connection based on an existing one:

- Select a Connection to be copied and right-click it; then select Copy. The Copy Connection dialog will appear.
- Type in a new Connection Name. This will be a unique identifier for the connection. Once it has been set, it cannot be changed
later on. If you wish to change the ConnectionName, simply copy the existing Connection, enter the desired name, and delete the one that will no longer be used.

- Click OK. The new connection will be created and the Connection Properties dialog will appear.
- Make necessary modifications. Verify that the Display Name is unique and then enable the connection.
- Click OK. The new connection appears with its own unique properties in the Connection pane.

**NOTE** A copied connection is initially disabled. It must be manually enabled for users access it. Go to the Connection’s Properties | Information | Advanced button to enable the application.
13. **CONFIGURING POWERTERM LOAD BALANCER**

The PowerTerm WebConnect Load Balancer is designed to distribute user requests evenly in an Ericom Terminal Server farm and avoid resource bottlenecks. The Load Balancer is comprised of three components:

- PowerTerm WebConnect Load Balancer Server gathers real-time information from the Terminal servers and routes incoming user requests to the least loaded server.
- PowerTerm WebConnect Load Balancer Agent provides the Load Balancer with resource usage information of the server it is running on.
- PowerTerm WebConnect Load Balancer Administration Console manages settings associated with the Load Balancer. All settings are stored in an XML formatted configuration file (LoadBalancer.xml).
Load Balancing Process Overview

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>End-user logs in to <em>PowerTerm WebConnect Server</em> and is authenticated.</td>
</tr>
<tr>
<td>2</td>
<td>Once validated, the user is presented with a list of available applications and desktops available from the Terminal Servers.</td>
</tr>
<tr>
<td>3</td>
<td>When the user selects an application or desktop, <em>PowerTerm Load Balancer</em> will find the least loaded Terminal server based on information provided by the <em>Load Balancer Agent on each Terminal Server</em>.</td>
</tr>
<tr>
<td>4</td>
<td><em>PowerTerm Load Balancer</em> will provide the connection details of the target machine. <em>PowerTerm WebConnect Server</em> will provide the session attributes.</td>
</tr>
<tr>
<td>5</td>
<td>The user is connected to the assigned application or desktop using <em>RemoteView</em>.</td>
</tr>
</tbody>
</table>

Installation

*PowerTerm WebConnect Load Balancer* is automatically installed with the *Full Installation* option of the installer.

To install *PowerTerm WebConnect Load Balancer Administration Console* after *PowerTerm WebConnect Server* has already been installed, go to `<PowerTerm WebConnect Installation Folder>\WebConnect 5.X\AddOns\LoadBalancerAdmin\LoadBalancerAdmin.msi`.

The Load Balancer Server may also be installed independently by running *PTLBServer.exe* that is included with the original installation media (same location as the installer for PowerTerm WebConnect).

**PowerTerm Load Balancer Server**

The *PowerTerm WebConnect Load Balancer* server runs as a Windows service. By default, *PowerTerm WebConnect Load Balancer* server listens over TCP port 4010. This can be modified using the command line or XML and cannot be changed via the *PowerTerm WebConnect Load Balancer Administration Tool*.

The *PowerTerm WebConnect Load Balancer Agent* is regularly collecting information about the server it is loaded on and reports the gathered data to the Load Balancer server at a pre-determined interval. If no information is
received from a Terminal server within a five minute interval, the Terminal Server is classified unavailable in the PowerTerm WebConnect Load Balancer.

Starting/Stopping the Load Balancer service

The PowerTerm WebConnect Load Balancer runs as a service and can be started and stopped using the Services MMC plug-in (services.msc).

Starting and Stopping the Load Balancer

From the server running the PowerTerm WebConnect Load Balancer Server run services.msc. Next, right-click on the PowerTerm WebConnect Load Balancer Server, and select the desired operation.

Modifying PowerTerm WebConnect Load Balancer's Port

The Load Balancer’s port can be modified under the service’s properties.

Changing the Load Balancer port

From the server running the PowerTerm WebConnect Load Balancer Server run services.msc. Right-click on the PowerTerm WebConnect Load Balancer Server, and select Properties. Modify the Load Balancer's port by entering the desired port number in Start parameters.

Backing up the Load Balancer configuration

All settings are saved into the LoadBalancer.xml file. To back up the configuration, simply copy this file to an alternate location. To restore/import saved load balancer settings, simply copy this file back to the Load Balancer folder and restart the service.
Clustering the Load Balancer

For the Load Balancer to operate in Cluster mode, use the Load Balancer Administration Console to specify the path of the cluster (shared) database. All servers that will use the shared database need Full permissions to access the Configuration file path.

**Configuring the Cluster Path**

1. Open PowerTerm Load Balancer Administration Tool.
2. Go to Configuration | File Location. Under the Actions pane, select Change File Location.
3. Select Specify Path and enter the location of the centrally shared directory of the database (XML file).
4. Click OK.
NOTE  Cluster mode can only be enabled if the full network path is defined in the PtServer.ptr file; and the PtServer.ini file is defined with the local path to the license file.

If the full network path is defined in the PtServer.ptr file, but the PtServer.ini file is defined with the network path to the license file, the PowerTerm® WebConnect Server will operate in Failover mode.

PowerTerm Load Balancer Agent

*PowerTerm WebConnect Load Balancer Agent* (PtLoadBalancerAgent.exe) is installed along with the *PowerTerm Terminal Server Agent*. *PowerTerm WebConnect Load Balancer Agent* runs as a Windows service and must be installed on every Terminal Server that will be part of the Ericom PowerTerm WebConnect farm.

PowerTerm WebConnect Load Balancer Agent sends resource information to the Load Balancer Server at least once every 5 minutes, or when there is a 5% or greater change in any of the Load Balancing Criteria. All related activity is tracked in the log file (*PtLoadBalancerAgent.log*). The ten most recent logs are saved (named as PtLoadBalancerAgent.bck-XX.log).

NOTE  A new log is created each time the service is started, or when the log size exceeds 1MB.

PowerTerm WebConnect Load Balancer listens over TCP port 4020, but the port can be changed either via the command line or via the registry.

Support

To diagnose problems related to the Load balancer Agent, a log is required. Perform the following to enable logging for the Load Balancer Agent (this is different than the TSAgent log).

- Open *Regedit.exe* and go to HKLM | SOFTWARE | WOW6432NODE | ERICOM SOFTWARE | PTLOADBALANCERAGENT
- Change the value of CREATELOGFILELEVEL to F
- Restart the *Load Balancer Agent* service
- A log file will be created under C:\Program Files (x86)\Ericom Software\PtTsAgent named *PtLoadBalancerAgent.log*

Please send this log to Ericom Support once the issue with the Load Balancer Agent is observed.
PowerTerm Load Balancer Administration Tool

PowerTerm WebConnect Load Balancer Administration Console (PtLoadBalancerAdmin.exe) is used to view and set all of the Load Balancer’s parameters and attributes. The Load Balancer Administration Console is an MMC snap-in module.

Using the PowerTerm WebConnect Load Balancer Administration Tool, the administrator determines the how the balancing criteria is applied across the Terminal Server farm. The Load Balancer Admin Console may be launched from the Start | Programs | Ericom Software | PowerTerm WebConnect | Load Balancer folder or by click its icon from the Administration Tool.

NOTE When launching the Load Balancer Admin console from the PowerTerm WebConnect Admin tool, it will use gateway mode, if a gateway is configured. This is so the admin console may be launched securely from a remote location using the Ericom Secure Gateway.

Connecting to Load Balancer

To connect to a Load Balancer Server launch the Load Balancer Tool Administration Console and right-click Load Balancer and select Connect.

A Connect dialog will appear.

Enter the address and port of the Load Balancer Server and click OK to connect.
Adding Terminal Servers

Automatic Discovery

PowerTerm WebConnect Load Balancer Server sends broadcast messages to all Terminal servers. If a Load Balancer Agent is running on a server, it will be detected and added to the PowerTerm WebConnect Load Balancer server list if the Automatic search is enabled under Server Search.

NOTE

Clearing the setting will remove any active server from the load balancer list that was added with the discovery feature

Terminal servers that have been found via automatic search will be displayed in blue text, as shown here:

NOTE

PowerTerm WebConnect Load Balancer broadcasts do not work across subnets

Permanent Mode

A server added via automatic discovery can be converted to permanent mode. A permanent server is one that is not managed by automatic discovery. If automatic discovery is disabled, permanent servers will not be removed. If a server is permanent, but not connected, PowerTerm Load Balancer will try to reconnect every 30 seconds.
**NOTE**  Automatically discovered servers cannot be removed manually from the list unless it has been set to *Permanent*.

**Manually Adding Servers**

Additional servers can be manually added to the PowerTerm WebConnect Load Balancer list by selecting *Add*. Enter the server address when prompted to add a new server. All manually added servers are *permanent* mode.

![Add Server Window](image)

If any added server does not have the Load Balancer Agent running, it will be displayed as *Not Connected*.

**Viewing Server Properties**

Double click on any Terminal Server in the load balancer list to view its properties:

![Server Properties Window](image)

**Disable Logins**

To prevent logins to any server in the list, highlight the desired server and select *Disable Logins*.

![Disable Logins Temporarily](image)

A Terminal Server that is disabled will be set to Busy and displayed in gray.

![Busy Server](image)

To enable logins in a disabled Terminal Server, click *Enable Logins*. 

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Removing Manually Added Servers

To remove a server from the load balancer list - highlight the desired server and select *Remove*.

The administrator will be prompted to confirm removal of the server. Select *Yes* to remove the server. The server can be added back in the future.

![Alert dialog box](image)

**NOTE** When a server is removed from the Load Balancer, it will also be removed from ALL connections that explicitly use it.

Logging

There are two different types of Load Balancer log files:

*Standard* - traces how the different servers connect and disconnect to PowerTerm WebConnect Load Balancer.

*Verbose* - traces all activity on PowerTerm WebConnect Load Balancer, such as connection history, packet sizes, etc.

To enable logging, Launch the PTLB Administration Console and select Configuration | *Log file*. The current log file will be displayed. To change the logging setting, select *Change Log Level*. 
PowerTerm WebConnect Load Balancer server generates a log file in the current directory (PtLoadBalancerServer.log). The last ten log files are saved and named PtLoadBalancerServer.bck-01.log, PtLoadBalancerServer.bck-02.log etc.

NOTE Every time the service is started or the log size of 1MB is reached, a new log is created.

**Optimizing the Load Balancer**

**Onrush Blocking**

When a fresh server is brought online into a load balanced environment, the tendency is to send all user logins to the new server as it is the least loaded. The onrush of logins will overwhelm the new server and cause a "black-hole" effect. An onrush situation is where users will be unable to connect to the Terminal Server, and the server may even crash.

To avoid onrushing, PowerTerm WebConnect Load Balancer can be configured to only allow a specific number of clients to connect during a set interval. This will balance the amount of logins directed toward any specific server and eliminate access problems associated with onrush activity.

**Configuring Onrush Blocking**

Select *Criteria* from the Configuration menu and select *Change Onrush Blocking*. Enter the values for the total amount of users that can connect during any given interval.
Setting the Balancing Criteria

The Balancing Criteria is a set of parameters that defines the most eligible Terminal Server for user access. To change the criteria calculation go to Configuration | Criteria | Change Calculation Definitions.

Built-In Load Balancing Options

<table>
<thead>
<tr>
<th>Value</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memory Driven (default)</td>
<td>Memory is given the most emphasis among the criteria</td>
</tr>
<tr>
<td>CPU Only</td>
<td>CPU is the sole emphasis among the criteria</td>
</tr>
<tr>
<td>Memory Only</td>
<td>Memory is the sole emphasis among the criteria</td>
</tr>
<tr>
<td>Sessions Only</td>
<td>The number of sessions is the sole emphasis among the criteria</td>
</tr>
</tbody>
</table>

Custom Balancing Configuration

The administrator can decide (by adjusting the two bars) what percentage of the Memory, CPU and Sessions will be used to set the load balancing criteria.

The Memory Limit for Calculation balances the memory calculation between all Terminal Servers. If one server has a much more memory than others in the list, this setting does not give it an advantage over the other servers. This value is substituted for the machine's memory size when calculating the server's rank. The result is better user distribution between all listed servers.
Server Exclusion Criteria

A server is disqualified from user access if it exceeds any of the specified values in CPU usage or Sessions, or does not reach the required Available Memory level. This is in contrast to the Balancing Criteria which determines the eligibility of a server to accept requests.

Configuring Server Exclusion Criteria

Select Configuration | Criteria | Change Exclusion Criteria.

Specify the CPU usage (in percentage) that when exceeded will disqualify the server from receiving user connections.

Specify the minimum Available Memory (in MB) that when reached will disqualify the server from receiving user connections.

Specify the Concurrent Session count that when exceeded will disqualify the server from receiving user connections.
Agent Sampling Settings

The Load Balancer Agent on each Terminal Server collects sampling data (CPU, Memory, or Number of Sessions) for transmission to the Load Balancer Server. An average of these samplings is calculated for the specified duration of the Sampling Period.

Configuring the Sampling Settings

Select Configuration | Criteria | Change Agents Settings. Specify the amount of time (in seconds) in for sampling period on which the average will be based on.

Notification Threshold

This is the percentage in the server's criteria that must change (between the previous and current sampling) before a notification is sent to the Load Balancer server. If there is a significant change in the Threshold percentage since the last sampling period, a notification is sent to the Load Balancer.

NOTE If no notification is sent within five minutes from a Terminal Server, the Load Balancer Server will classify it as unavailable.
14. **DEPLOYING DESKTOPS WITH VDI**

*PowerTerm WebConnect DeskView* is the built-in VDI connection broker for users to access remote desktops over PowerTerm WebConnect. With Presentation Virtualization, all users have access to applications and desktops on a multi-user operating system provided by a Microsoft Terminal Server. Desktop Virtualization is the concept of delivering applications and desktops from a dedicated (private) operating system hosted on virtual machines and physical machines. The connection broker grants each user access to his or her own desktop session. Each session is an isolated environment, so, if a failure should occur on one machine (physical or virtual) it will not affect any of the other machines. DeskView also provides the ability to create custom pools of desktops for flexible deployment possibilities.

PowerTerm WebConnect DeskView consists of the following components:

- *PowerTerm WebConnect DeskView Server* is the connection broker service that interfaces between *PowerTerm WebConnect Server* and the servers hosting the desktops.
- *PowerTerm Connection Broker Administration Console* is the administrative interface for configuring PowerTerm WebConnect DeskView Server.
- *PowerTerm WebConnect Server* provide necessary functions for DeskView related to licensing, authentication, and publishing characteristics.

### Definitions

<table>
<thead>
<tr>
<th>Pool</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A collection of desktops with similar traits (i.e., similar applications installed on each, same OS, etc.).</td>
<td></td>
</tr>
<tr>
<td>DeskView</td>
<td>PowerTerm WebConnect's built-in connection broker</td>
</tr>
<tr>
<td>Virtual Desktop</td>
<td>Any instance of a user workstation. This can be a VMWare virtual machine, Hyper-V virtual machine, Parallels Virtuozzo container, PCoIP desktop, etc.</td>
</tr>
<tr>
<td>Ericom Tools</td>
<td>An agent that is installed on each virtual or physical machine. It communicates with the DeskView server.</td>
</tr>
<tr>
<td>PCoIP</td>
<td>PC over IP protocol by Teradici</td>
</tr>
</tbody>
</table>
The VDI Connection Process

End user connects from end-point device: thin client, workstation, mobile device, etc.

Connection Broker authenticates user and assigns appropriate resources. Monitors active sessions

End user connects to virtual desktop to do work

Virtual desktop is hosted on a virtualization host in the datacenter

Getting Started with PowerTerm WebConnect

Step 1
- Verify that Requirements are met
- Install PowerTerm WebConnect Full Option

Step 2
- Launch the Connection Broker Admin Tool
- Configure the DeskView settings (i.e., directory service)

Step 3
- Add Hosts
- Create or prep are a virtual desktop for cloning

Step 4
- Create Machine Configuration templates for cloned desktops
- Add and configure Pools or Auto-sizing Pools

Step 5
- Test and validate connections
- Instruct users on how to login from a workstation, thin client, or PCoIP client

Step 6
- When the user selects a pool, DeskView will connect the user to an assigned desktop

Step 7
- Connection Broker Admin Tool: make changes to pool and entitlement settings
- PowerTerm WebConnect Admin Tool: make changes to publishing and Blaze settings
PowerTerm Connection Broker Administration Tool, is used to configure settings related to VDI and managed systems (including PCoIP devices). This console manages the PowerTerm WebConnect DeskView service. Use this console to manage functions related to user entitlements, virtual desktop configuration, and PCoIP device administration.

PowerTerm WebConnect Administration Tool, manages publishing of applications and desktops. Manual deployment of VDI pools may be performed using this tool.

Installation

Requirements

The server hosting DeskView and PowerTerm WebConnect must be running Windows 2003 or higher. 800 MB of free hard-disk space must be allocated to PowerTerm WebConnect Server and 256 KB of RAM for each active session

- Microsoft .NET Framework 4 Full edition must be installed on the PowerTerm WebConnect server.
- For Web Portal Access: Enable IIS role on the server
- The server’s Computer Browser service must be running.
- For VDI: Connection and login information for desired hypervisors

Installation

PowerTerm WebConnect DeskView is automatically installed with the Full Installation option of the PowerTerm WebConnect installer.

To install DeskView manually after PowerTerm WebConnect Server has already been installed, go to <PowerTerm WebConnect Installation Folder>\WebConnect 5.X\AddOns\DeskView VDI and run DeskViewServerSetup.msi and DeskViewAdminSetup.msi.

NOTE The connection broker cannot be installed on an operating system acting as the hypervisor. For example, DeskView cannot be installed on the Windows 2008/2012 operating system running the Hyper-V role.

Preparing Virtual Desktops

Gold Image

When starting off, create or prepare an existing desktop for use as the gold image template. This desktop will be used as the base for all future desktops (child desktops) and cannot be accessed by an end-user. Once a desktop is
set as the gold template it cannot be modified as this would risk corruption in all child desktops that are generated from it. The Gold image should be configured with all the necessary applications and settings that go into creating a standard workstation desktop in the organization. Here is a checklist of actions to consider when preparing the Gold Image:

- Install, configure, and update the operating system
- Install any desktop agents used by third-party software (i.e., Ericom Blaze Server, Ericom Tools, etc).
- Install any applications that go into the standard workstation image (i.e., anti-virus, software deployment tools, PowerTerm WebConnect RemoteView client, etc.)
- Configure firewalls to allow ports that will be used by the agents and installed applications. FTP port 21 is required for DeskView’s Sysprep operation. Ensure that this is configured. Blaze port is 3399 by default and Ericom Tools uses 4045.
- Ensure that only one (virtual) network adapter is used in the virtual desktops. Having multiple adapters (i.e., a VPN adapter) may confuse virtual desktop agents that need to reference a local IP address.

**Ericom Blaze Server**

The Ericom Blaze Server is required to enable Blaze RDP Acceleration. The Blaze Server installer is found under the AddOns directory. Install this on each virtual desktop that is planning to host Blaze sessions.

**Ericom Tools for Windows**

*Ericom Tools* (VmAgent) is an agent that is installed on each virtual or physical machine. It communicates with the DeskView server and relays important information about the machine’s status. When using Free seating (user name authentication), Ericom Tools will pass the authenticated credentials to the target virtual desktop for provide single-sign on.

**NOTE** On Windows 7 desktops, in order for the SSO to operate properly, the desktop’s UAC (User Account Control) cannot be set to *Never Notify*. Use any of the other three settings.
Once Ericom Tools is configured and running, use the Connection Broker Administration Console to verify that the Ericom Tools status is *Connected*. Once *Connected* the virtual machine will be available for user access.

**NOTE** Virtual machines must be added to a pool in the Connection Broker before it can be accessed by end-users.

**Requirements**

Operating Systems Supported: Windows XP and higher

*Ericom Tools Installer Package Files:* The latest Ericom Tools for Windows packages can be downloaded from the AddOns folder: `<drive>\Program Files\Ericom Software\WebConnect 5.X\AddOns\DeskView VDI`

- **32 bit** operating systems: EricomTools.MSI
- **64 bit** operating systems: EricomTools_64.MSI

**NOTE** Install the appropriate version of Ericom Tools based on your operating system. The x64 version of Ericom Tools must be used on x64 operating systems.

**Installation Instructions**

Run the Ericom Tools MSI on the virtual desktop. Enter the address of the PowerTerm WebConnect DeskView server. Ericom Tools for Windows can also be deployed centrally from the Administration Console if the following conditions exist:

- The IP address of the virtual desktop is detected by DeskView
- The Domain administrator account configured under DeskView has access to install applications on the virtual desktop

**Centralized Deployment**

Ericom Tools can be deployed to any virtual desktop using the Connection Broker Administration Console. Right-click the desired virtual desktop and select *Install Ericom Tools*. Ericom Tools can only be deployed centrally if the IP address of the virtual desktop is recognized by the broker and the domain administrator (configured under *Options* | *Network* tab) has rights to install applications on the local desktop.

**HINT** If the virtual desktop is not part of a Domain, the domain administrator may not have access to install applications.

**Broker Discovery**

When Ericom Tools is first started, it initiates a discovery action for DeskView. The desktop running Ericom Tools must be using DHCP to use this feature.
Ericom Tools performs the following discovery steps to determine the address of the Ericom broker:

- IP address if the RegistryFirst key is enabled (1) in the Registry
- DNS value: ericom-broker
- DNS-SRV value: _ericom-broker
- DNS value: ws-broker (only when PCoIP environment is verified)
- DNS-SRV value: _pcoip-broker (only when PCoIP environment is verified)
- IP address if the RegistryFirst key is disabled (0) in the Registry

**Ericom Tools for Linux**

**Requirements**

**Operating Systems Supported:**

- Ubuntu Desktop 8.04 and higher
- RedHat Enterprise 5 and higher
- Fedora 10 and higher
- CentOS 5 and higher

*Gnome or KDE Window Manager* – One is required on the Linux Desktop.

PCoIP or XRDP connectivity to the Linux desktop is required.

- **PCoIP** is a proprietary protocol created by Teradici. It allows graphics-rich desktop connectivity from Teradici clients to the Linux Desktop. PCoIP requires proper hardware support on both the host and client.

- **XRDP** is an Open Source RDP server implementation created by the xrdp project at SourceForge. For more information visit: [http://xrdp.sourceforge.net/](http://xrdp.sourceforge.net/). Please see “Installation Instructions” in the next section for instructions on how to install XRDP.

*scrot or import* – Either scrot or import is required. These applications are used by *Ericom Tools for Linux* to take screenshots of the Linux desktop session and then send them to the Connection Broker for remote monitoring purposes.

**Ericom Tools Installer Package Files**: actual names may differ in version and release numbers. The latest Ericom Tools for Linux packages can be downloaded from the AddOns folder: \Program Files (x86)\Ericom Software\WebConnect 5.X\AddOns\DeskView VDI

- Ubuntu Ericom Tools Installer - etl0.2.3-1ubuntu1_i386.deb
- RedHat Enterprise, Fedora, or CentOS - etl-0.2.3-1.i386.rpm
XRDP Installation Instructions

Ubuntu (9.04 and above):
$ sudo apt-get install tightvncserver xrdp
$ sudo update-rc.d xrdp defaults
$ sudo /etc/init.d/xrdp start

Ubuntu (versions under 9.04):
$ cd /tmp
$ sudo apt-get install tightvncserver
$ wget ftp://linuxvmagent:linuxvmagent@ftp.ericom.com/xrdp_0.4.0-deb.tar.gz $ tar xvzf xrdp_0.4.0-deb.tar.gz

NOTE Use of XRDP is governed by GPLv2+, which can be found at http://xrdp.sourceforge.net

$ sudo dpkg -i xrdp_0.4.0~dfsg-3_i386.deb
$ sudo update-rc.d xrdp defaults
$ sudo /etc/init.d/xrdp start

Fedora:
$ cd /tmp
$ sudo yum install vnc-server xrdp
$ sudo chkconfig xrdp on
$ sudo service xrdp start

RedHat Enterprise/CentOS:
$ cd /tmp
$ wget ftp://linuxvmagent:linuxvmagent@ftp.ericom.com/vnc-server-4.1.2-rpm.tar.gz
$ tar xvzf vnc-server-4.1.2-rpm.tar.gz

NOTE Use of vnc-server is governed by GPL, which can be found at http://www.realvnc.com

$ wget ftp://linuxvmagent:linuxvmagent@ftp.ericom.com/xrdp-0.5.0-rpm.tar.gz
$ tar xvzf xrdp-0.5.0-rpm.tar.gz
$ sudo rpm -ivh vnc-server-4.1.2-14.el5.i386.rpm
$ sudo rpm -ivh xrdp-0.5.0-0.el5.i386.rpm
$ sudo chkconfig xrdp on
$ sudo service xrdp start

**Installing Ericom Tools**

**Ubuntu:**

$ sudo dpkg -i etl0.2.3-1ubuntu1_i386.deb

**RedHat Enterprise, Fedora, CentOS:**

$ sudo rpm -ivh etl-0.2.3-1.i386.rpm

Please run /etc/etl/postinst

$ sudo /etc/etl/postinst

**Ericom Tools Initial Configuration (Gnome Example)**

After the installation of Ericom Tools, the administrator will be prompted for initial configuration. The questions below will be displayed, sample answers are in **bold**.

This will install Ericom Tools for GNU/Linux

Press 'Enter' to continue and Ctrl+C to cancel

Original Gnome Display Manager Configuration backed up to /etc/gdm/gdm.conf-custom-backup.etl

What Display Manager do you use? On Ubuntu the default is GDM, but you may be running KDM as well.

Hit 'g' + 'Enter' for GDM, 'k' + 'Enter' for KDM

```
g  <Enter>
```

Registering with GDM...

Enter Server's IP address:

```
10.0.0.1
```

Enter Server's Port (just hit 'Enter' to use the default 4045):

```
<Enter>
```

This program runs as daemon - you need to reboot this machine in order to start it.

Do you want to reboot now? Hit 'y' + 'Enter' for yes, anything else to cancel:

```
y  <Enter>
```

**Ericom Tools for Linux Settings**

The table below describes the configuration options for Ericom Tools for Linux. This file is located in the path /etc/etl/etl_config.cfg. If the file is not available, it can be generated by running the script /etc/postinst. The executable is located under /user/sbin/etld.
<table>
<thead>
<tr>
<th>Parameter Name</th>
<th>Description</th>
<th>Default Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>ConnectCommand</td>
<td>Command used by the Ericom Tools to detect remote user connections.</td>
<td>netstat -antp</td>
</tr>
<tr>
<td>DebugLevel</td>
<td>Display information about the program. Values range from least information to the most information. Range: 0..2</td>
<td>0</td>
</tr>
<tr>
<td>Keepalive</td>
<td>Amount of time in seconds to send the DeskView Server keepalive packet.</td>
<td>15</td>
</tr>
<tr>
<td>ListenerIP</td>
<td>The IP address where Ericom Tools is installed. Do not modify.</td>
<td>127.0.0.1</td>
</tr>
<tr>
<td>ListenerPort</td>
<td>The port used to communicate with the DeskView server</td>
<td>4045</td>
</tr>
<tr>
<td>ServerIP</td>
<td>The IP address of the DeskView server</td>
<td>Determined Upon Installation</td>
</tr>
<tr>
<td>ServerIPSecond</td>
<td>The IP address of an alternate Deskview server. This is used for failover.</td>
<td>Determined Upon Installation</td>
</tr>
<tr>
<td>ServerPort</td>
<td>The port used to communicate with the DeskView server</td>
<td>4045</td>
</tr>
<tr>
<td>UseScrot</td>
<td>Enable the use of the scrot program to send screen shots of the desktop to the DeskView server. If the value is 0, the application will use Image Magick's display command. One of these applications must be installed separately for the screen shot feature to be supported. Range: 0..1</td>
<td>0</td>
</tr>
<tr>
<td>UseSysEvents</td>
<td>Set to 1 if user console and ssh remote logins should count as occupying the Linux Desktop. Range: 0..1</td>
<td>0</td>
</tr>
<tr>
<td>UserTimeOut</td>
<td>The length time in seconds to allow a user to be idle before automatically terminating the user's session. A value of 0 disables this feature.</td>
<td>0</td>
</tr>
<tr>
<td>VNCCcommand</td>
<td>The command to run for VNC support. (Not yet supported.)</td>
<td>x11vnc -q -bg -passwd</td>
</tr>
<tr>
<td>xdmstart</td>
<td>The command to run to start the Window Manager upon logging into the Linux Desktop.</td>
<td>Determined Upon Installation</td>
</tr>
<tr>
<td>xdmstop</td>
<td>The command to run to stop the Window Manager upon logging off the Linux Desktop.</td>
<td>Determined Upon Installation</td>
</tr>
</tbody>
</table>
Connection Broker Administration Tool

The DeskView Connect Broker Administration Console is an MMC snap-in module used to manage the connection broker settings.

Connection Broker Admin Console Panes

NOTE All objects under Managed Hosts and Pools will be listed alphabetically.

<table>
<thead>
<tr>
<th>Pane</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toolbar</td>
<td>Window pane functions</td>
</tr>
<tr>
<td>Hosts/Pools</td>
<td>Tree view of available hosts and pools</td>
</tr>
<tr>
<td>Hosts/Desktops</td>
<td>Detailed view of configured hosts and virtual desktops</td>
</tr>
<tr>
<td>Action</td>
<td>List of available actions for selected object</td>
</tr>
<tr>
<td>Properties</td>
<td>Displays Properties associated to the selected object</td>
</tr>
</tbody>
</table>

Hosts/Desktops Pane

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The desktop’s name</td>
</tr>
<tr>
<td>Unique Identifier</td>
<td>A unique ID assigned to the desktop</td>
</tr>
<tr>
<td>Power State</td>
<td>The status of the desktop’s power state</td>
</tr>
</tbody>
</table>

Right click on the Status bar to select settings to display
### Running, desktop is active

### Stopped, desktop is currently in a stopped state

### Paused, desktop is currently in a suspended state

### Missing, desktop is not found on the host.

<table>
<thead>
<tr>
<th>Ericom Tools</th>
<th>Displays status of Ericom Tools agent.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Running</strong></td>
<td>Tools are active</td>
</tr>
<tr>
<td><strong>Disconnected</strong></td>
<td>Tools were previously connected, but is currently disconnected.</td>
</tr>
<tr>
<td><strong>Unknown</strong></td>
<td>Tools never connected.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>User</th>
<th>Active user of the desktop</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>IP Address</th>
<th>The desktop’s IP address</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>DNS Name</th>
<th>The desktop’s DNS address</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Operating System</th>
<th>The desktop’s operating system type</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unknown</strong></td>
<td>the information is not found</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Login Status</th>
<th>Displays the desktop’s user status.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Logout</strong></td>
<td>the user is logged out.</td>
</tr>
<tr>
<td><strong>Connect/Disconnect</strong></td>
<td>the user is logged in and connected/disconnected.</td>
</tr>
</tbody>
</table>

Only available when Ericom Tools is installed.

<table>
<thead>
<tr>
<th>Login User</th>
<th>Last logged in user</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Only available when Ericom Tools are installed.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Host</th>
<th>Displays the name given to the host.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Host Type</th>
<th>Displays the virtualization host type.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>State</th>
<th>Displays status of the desktop on the virtualization host</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Connected</strong></td>
<td>the desktop is found</td>
</tr>
<tr>
<td><strong>Disconnected</strong></td>
<td>the desktop is not found (may be deleted)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MAC Address</th>
<th>MAC address of the desktop</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Owners</th>
<th>Displays current owners of the desktop</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Current Action</th>
<th>Displays any current actions that are applied on the desktop by DeskView</th>
</tr>
</thead>
</table>

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More...  Show dialog to configure the columns

**Properties Pane**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>Displays the desktop’s details</td>
</tr>
<tr>
<td>Entitlements</td>
<td>Displays the users/MACs/computers that have been assigned to this desktop.</td>
</tr>
<tr>
<td>System Information</td>
<td>Displays the system details</td>
</tr>
<tr>
<td>Machine Resources</td>
<td>Displays the memory and CPU resources</td>
</tr>
<tr>
<td>Recent Tasks</td>
<td>Displays tasks applied to the selected object by DeskView</td>
</tr>
</tbody>
</table>

**DeskView Server Options**

To configure settings associated with DeskView Server, right click on *PowerTerm WebConnect DeskView* and select *Options*.

<table>
<thead>
<tr>
<th>Tab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>Failover and Refresh Interval Settings.</td>
</tr>
<tr>
<td>Network</td>
<td>Configure domain administrators. Specify the network search range. Enable FTP server.</td>
</tr>
<tr>
<td>Log Files</td>
<td>Configure server logging criteria.</td>
</tr>
<tr>
<td>PCoIP</td>
<td>Configure PCoIP configuration for PCoIP enabled hosts.</td>
</tr>
<tr>
<td>WYSE Plugin</td>
<td>Enable and configure WYSE Plugin settings.</td>
</tr>
<tr>
<td>Administrators</td>
<td>Configure Administrators for DeskView</td>
</tr>
</tbody>
</table>

**Configuring Directory Services in DeskView**

Directory Services must be configured in DeskView to assign user and group objects to DeskView-managed desktops and pools. This is also required for PCoIP user/group assignments. Add desired directory services (domains) using the PTWC DeskView *Options | Network | General* dialog.
NOTE All VDI assignments are managed using the PTWC Connection Broker Administration Console, not the PTWC Administration Console

Ericom PowerTerm WebConnect DeskView uses Microsoft Negotiate to peek the security support provider.


When PowerTerm WebConnect is running on the same domain that the LDAP server is running on, Microsoft Kerberos is used. In Kerberos (version 5) the password is not sent over network the network at all. See http://msdn.microsoft.com/en-us/library/aa378157(v=VS.85).aspx – this is the best security protocol on a Windows OS.

If the VDI server is not running on a system that belongs to the domain, NTLM or simple binding is used.

Managed Hosts

To add a VDI host for management by DeskView, right click on Managed Hosts and select Add Host.

This will start a wizard to configure a new VDI host.
**Supported Platforms** | **Configuration parameters**
--- | ---
VMware ESX/ESXi | Web service address ([https://<server>/sdk](https://<server>/sdk))
Username/Password

VMware vCenter | Web service address ([https://<server>/sdk](https://<server>/sdk))
Username/Password

Parallels | [https://<IP>:4646](https://<IP>:4646)
Domain Username/Password
Domain
*Host-routed configuration is not supported*

Microsoft Hyper-V R2 | DNS/IP of the Hyper-V machine
Domain account that can access the host

Microsoft SCVMM | Server name or IP
| XenServer | Server name or IP  
|           | Root username/password |
|           | Oracle VM Oracle Agent username/password |
| Xen based hypervisors | Driver  
| | Transports  
| | Server Address  
| | Username/Password  
| | Port  
| | Path  
| | Extra Parameters (if any) |
| | Username/Password |

**Host Menu**

Right-clicking on a Host will display a menu.

![Host menu](image)

**NOTE** The Host menu may vary based on the type of host selected.

<table>
<thead>
<tr>
<th><strong>Menu item</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Properties</td>
<td>Opens the Host Properties</td>
</tr>
<tr>
<td>Reconnect</td>
<td>Reconnects to selected host</td>
</tr>
<tr>
<td>Add Folder</td>
<td>Creates a subfolder for the host - makes it easier to arrange virtual desktops with similar traits</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes the selected host</td>
</tr>
<tr>
<td>Refresh</td>
<td>Refreshes the selected host</td>
</tr>
</tbody>
</table>
Machine Properties

Virtual Machine/Desktop specific settings can be set from its Properties page. To access the Properties page, right click on the desired machine/desktop and select Properties.

General tab
Displays status information of the selected machine/desktop. Use this page to perform the following functions: change the assigned Pool of the machine, Start, Stop, Suspend, Resume, edit Memo, and Enable.

Entitlements
Displays ownership information of the selected machine/desktop. Use this page to perform the following functions: Remove current user assignment, Add Users, Add Computer, Add PCoIP client, Add MAC Address objects.

The Alternative Machine setting assigns an alternate virtual machine/desktop to be the failover desktop. If the primary machine/desktop is unavailable, users will be automatically redirected to the Alternative Machine. The machine/desktop specified as the Alternative Machine must be contained in a Pool, although the user requiring access does not need to be explicitly assigned to the Alternative Machine’s pool. The feature is useful for PCoIP users who need a backup desktop in case of mechanical failure of their primary PCoIP host desktop.

When the primary host is down upon user connection, DeskView will try to start it with a wake-on-lan (magic) packet. If the machine is not active after 30 seconds, the Alternative Machine will be launched as the failover desktop.

System Information and Recent Tasks
Displays detailed information on the machines characteristics and past events.

Machine Configuration

A Machine Configuration defines the parameters that will be used in the Sysprep process when a virtual desktop is cloned. This enables cloned desktops to be created with necessary characteristics and settings and start on the network without causing conflicts with existing desktops. Multiple Machine Configurations may be created to serve different purposes.

NOTE Ensure that Machine Configurations are only applied on desktops that are properly licensed and activated. Applying a Machine Configuration on an expired operating system will cause the Sysprep operation to fail.

Step 1: Starting the Machine Configuration Creation Process
Right click on Machine Configuration and select Add.
To create a new configuration, select *Create configuration from scratch*. A new configuration can also be created using the settings from an existing configuration.

**Step 2: Set the identification parameters**

Enter the Configuration Name and select the Windows operating system that will be used. Three operating systems are available: Windows XP, Windows 7, and Parallels Virtuozzo Container.
Step 3: Set the default name and organization

Step 4: Enter the Windows product key to be used for the clones

NOTE Double check that a valid key is entered here

Step 5: Enter the password for the Administrator account

Enter the current local Administrator password used by the template desktop. This is used to login to the desktop to apply the Sysprep operation.

Step 6: Join the desktop to a workgroup or domain
Step 7: Set the desktops computer name

Two options are available. Either use the hypervisor’s name as part of the computer name or enter a custom string. The custom string can only be nine characters. The suffix of the computer name will consist of a dash and five digits. The Computer Name has a maximum of 15 characters.

Step 8: Set the time zone for the desktop

Step 9: Set the Run Once command

This is useful where additional commands need to be launched the first time Windows starts.
Step 10: Set the Machine Configuration process timeout

The Machine Configuration process will stop after the specified amount of time has elapsed.

![Machine Configuration Template]

Please specify process time out

Time for the Machine Configuration to be done, if the process will not end at the specified time an error will occur.

Time out (minutes): 30

Editing or Deleting a Machine Configuration

Right click on a Machine Configuration to edit its Properties or delete it.

![Machine Configurations]

NOTE A Machine must be a Stopped state before it can be deleted

Applying a Machine Configuration to an existing Desktop

To apply a Machine Configuration to an existing Desktop, right click on the desired desktop and select Machine Configuration.

![Run Machine Configuration]

NOTE When applying a Machine Configuration, a Sysprep is performed to the desktop and certain characteristics are changed (i.e. Computer name). The local Administrator account password is also changed.

Select the desired Machine Configuration and continue. Monitor the progress under the Desktop’s Recent Tasks.

![Recent Tasks]

During the Machine Configuration process, the desktop will reboot. The entire process may take 3-10 minutes for each machine.

NOTE The preparation and Sysprep process can be monitored in more detail by using to the hypervisor’s management tool and connecting to the console of the target desktop. The configuration process may have halted if an error was encountered (i.e. invalid Product Key is entered by the Machine Configuration).
Virtual Desktop Cloning

PowerTerm WebConnect DeskView provides a simple interface to clone existing virtual machines. Standard cloning and linked cloning are supported.

**NOTE** Hardware based virtual desktops (i.e., PCoIP hosts) cannot be cloned

---

**Step 1**
- Select an existing virtual desktop to be used as the template
- Once a machine is set as a template, it cannot be turned on in the future

**Step 2**
- Install Ericom Tools on the template if it is not present

**Step 3**
- Verify that the virtual desktop is ready for cloning
- Right click on the virtual Desktop and select **Clone**

---

**Linked Cloning**

Linked cloning is only supported with: VMware vCenter, VMware ESX, Microsoft SCVMM, Microsoft Hyper-V, and Parallels. All clones with Parallels and ESX are linked.

Cloning for Parallels does not execute sysprep on the container images. Ericom Tools (VmAgent) will receive a command to add the container to the domain. When selecting a sysprep configuration – DeskView will only take the domain information and the name of OS information from the sysprep configuration.

**NOTE:** When using linked clones with VMware vCenter it is not possible to use a vCenter template as the source image for cloning. Only standard cloning can use vCenter templates as the source image.

---

**Step 1: Starting the Cloning process**

Select the desktop that will be used as the template and make sure it is in the **Stopped** state. Right-click on the selected desktop and click on **Clone**.
Step 2: Set the parameters for the Clone

- Set the *Base Name*; this will be the prefix in the name for every cloned desktop.
- Set whether this clone operation will be to create a single clone or multiple clones.
- Set whether linked cloning will be used. This is on by default. Diff-Disks are used with Microsoft Hyper-V in this example.

Step 3: Select the *datastore* where the clone will be saved to.
Step 4: Select the Machine Configuration (optional)

Click *Finish* to begin the cloning process. Look under the *Recent Tasks* to monitor the progress of the clone creation.

Once the Clone creation is completed, the status will change to *Success*.

The application of the Machine Configuration may take a few minutes to complete. The preparation duration will depend on the amount of resources available to the new desktop.

**NOTE** The preparation and Sysprep process can be monitored in more detail by using the hypervisor’s management tool and connecting to the console of the target desktop. The configuration process may have halted if an error was encountered (i.e. invalid Product Key is entered by the Machine Configuration).

**Remote Sharing**

Any active machine running Ericom Tools is eligible for *Remote Sharing* support. *Remote Sharing* enables an administrator to connect and shadow a desktop being managed by the Connection Broker Administration Console. To start a Remote Sharing session, right click on the desired desktop and select *Remote Sharing*. 
Only desktops that are *Powered On* and have Ericom Tools *Connected* are available for Remote Sharing.

**NOTE** Remote Sharing is based on the VNC protocol. Desktops must have the incoming VNC port (5900) enabled in order to accept Remote Sharing sessions.

### Logging

All DeskView Administration console functions are logged in the file named `DeskViewAdmin.log`. The DeskViewAdmin.log file is created under the *Ericom* folder in the user profile.

On Windows 7, 8, 2008, 2012, and higher the path will be:

```
<drive letter>:\Users\<user name>\AppData\Local\Ericom\DeskViewAdmin
```

On Windows XP and 2003 the path will be:

```
<drive letter>:\Documents and Settings\<user name>\Local Settings\Application Data\Ericom\DeskViewAdmin
```

All DeskView Server service operations are logged in the file named `DeskViewServer.log`. The DeskViewServer.log is created under the `DeskViewServer` folder where PowerTerm WebConnect is installed.

### PowerTerm WebConnect Administration Console and VDI

PowerTerm WebConnect Administration Console manages a few important functions for VDI sessions.

**NOTE** When PowerTerm WebConnect Administration Console is launched for the first time, the *Connection* dialog is displayed with the user "Administrator". No password is required to login, but this should be changed immediately.

**NOTE** By default, the Administration Console will deny connection attempts from any system other than the local machine. This is set by the *Access Limit Mode*. 
Change publishing configuration for RDP sessions

Virtual desktops can be accessed via the Application Zone and Application Portal. To change the desktop characteristics (i.e., color depth) modify the Properties of the desktop pool under the Connections list. All published properties are configured here (i.e., sub-folders, icons, redirection settings, etc.)

Enable Directory Services

In order for PowerTerm WebConnect to work with Active Directory or LDAP based users and groups, use the Administration Console to link to the Directory Server. Go to Server | Directory Services and verify that desired domains are on the list. Click New to add additional domains.

Using Pools

Pools provide a method to arrange devices into logical groups for assignment to users. For example, virtual desktops hosting a sensitive HR application can be added to the HR Pool. The HR Pool is then assigned only to an “HR” group in the Active Directory. Only users part of the “HR” group will have access to the HR specific desktops when logging into PowerTerm WebConnect.

Creating a Pool

**Step 1: Creating a Pool**

To create a pool, right-click *Pools* and select *Create Pool*. The *Create Pool* wizard will start. Enter a *Pool name* (this is displayed to end-users) and a description (optional).

STOP The name of Pool is restricted by length (max 9) and by valid characters (no spaces, no underscores...).
Auto-sizing pool names must not be longer than 15 characters and must not contain any special characters. For example, if a pool is named SCVMMPool, new virtual machines will be named SCVMMPool_00001, SCVMMPool_00002. Since a Windows computer name is limited to 15 characters, nine characters are allocated for the name and six are allocated to the counter value.

Step 2: Specify the Assignment Type and Duration

- **Static**, resources in this pool are manually mapped to users, computers, or PCoIP clients. Each device in the pool must be allocated to a user or device in order for it to be accessed.
- **Dynamic**, a free resource in the pool will be assigned to the user when the pool is launched. This enables a fixed group of virtual desktops to be shared among users. Enable **Auto-sizing Pools** if desired (see section on Auto-sizing Pools)
- **Persistent**, once the user receives an available resource, it will be mapped permanently to the user until the Administrator resets the assignment.
- **Non-Persistent**, the assigned resource is locked during use, but will be available to the next user once the current user logs off.
- Users can be allowed to connect to more than one virtual desktop within a pool.

Step 3: Configure Entitlements

Click **Add** to browse your directory service for desired users and groups that will have access to this pool. Click **Add PCoIP Client** to assign a specific PCoIP Client to have access to the pool.

Step 4: User Privileges

This setting will assign configured owners (from Entitlements) to the virtual machine’s local **Power Users or Administrators** group. Select **Do not add** to bypass this setting.

Step 5: Availability

Hours marked in blue are times where virtual desktops in the pool may be accessed. To deny access, select the desired hour(s) and click the white box next to **Deny**. Selected boxes will turn white.

To allow access, select the desired hour(s) and click the blue box next to **Grant**. Selected boxes will turn blue.
Step 6: Not in use state

DeskView can stop or suspend machines that are not in use to make better use of server resources. This feature is not available for all host platforms (i.e., managed machines).

NOTE The time it takes to connect a user to a stopped or suspended machine will be longer as the user will have to wait for the virtual machine to power on. Enter a value greater than 0 for Machines in Started state to ensure that an active machine is always available.

Step 7: Logoff/Disconnect Event

Similar to the Not in use state, a Logoff event will stop or suspend a virtual machine when the user logs off. DeskView can also logoff the user from a virtual desktop if the user has been idle for a set period of time. To set the idle timeout check The guest account will log off box and set the Idle Time.

Perform the following action when user session is idle
- The guest user account will log off
- Idle Time (in minutes) 15

Check the Suspend the machine on disconnect checkbox to suspend the virtual machine when a user disconnects from the virtual desktop (RDP disconnect is different than a log off – the session remains active for a period of time).

Step 8: Add Machines

Finally, assign which virtual machines will be a member of the pool. To add virtual machines, select (highlight) desired machines from the lower list and press the Add button.

To remove machines from the pool, select (highlight) desired machines from the upper list and press the Remove button.

Click Finish to complete the pool creation process.
NOTE All machines of the same pool should have very similar characteristics, or be identical, to maintain a consistent user experience.

Auto Resizing Pools

Auto Resizing pools will ensure that enough machines are running at any given time. Virtual machines that are generated using an auto-sizing pool will be linked clones if the hypervisor supports it.

NOTE Hardware based virtual desktops (e.g., PCoIP hosts) cannot be members of an Auto Resizing Pool. Certain virtualization platforms (e.g. VMware ESX) may also not support auto-sizing pools.

Configuring an Auto Resizing Pool

During the Pool creation process, the Auto Sizing option can be enabled by selecting the checkbox.
If there are insufficient resources on the virtualization host to clone additional desktops, an error similar to the following will be displayed:

```
Auto-sizing Pool Process

Failed to create partition: Insufficient system resources exist to complete the requested service.
```

Additional resources may be freed up by stopping running virtual desktops or deleting files that are no longer needed on the virtualization host (i.e., unused desktops).

When an auto-resizing pool process fails, the pool will be disabled. Once enough resources are available on the virtualization host, go to the pool’s Properties to enable it. Click on the General tab and uncheck Disable and click Retry to restart the auto-resizing process. Click OK to Continue. Monitor the desktop creation status under the Host’s Machines pane.

**Virtual Desktop Assignment Options**

A virtual desktop may be assigned to one or more owners. Only owners in the Entitlements list can access the machine. There are two layers of security.
for virtual desktops: pool level and object level (higher precedence). If there are no entitled owners listed under the object, the desktop is accessible by the owners of the pool.

Fixed Seating: Assign a MAC address as Owner

The MAC address of selected computers/devices may be assigned directly to a virtual desktop. This allows a “fixed seating” association where the virtual desktop may be accessed only from predetermined locations. More than one client device may be assigned to any virtual desktop.

1. Right click the desktop and select Properties.
2. Select the Entitlements tab.
3. Click Add MAC Address and enter the MAC address of the client machine to assign.

Fixed Seating: Assign a DNS Name as Owner

The DNS Name of selected computers/devices may be assigned directly to a virtual desktop. This allows a “fixed seating” association where the virtual desktop may be accessed only from predetermined locations. More than one client device may be assigned to any virtual desktop.

1. Right click the desktop and select Properties.
2. Select the Entitlements tab.
3. Click Add DNS Name and enter the DNS name of the client machine to assign.

Free Seating: Assign a Directory Service object as Owner

Selected users and groups based on a directory service may be assigned directly to the virtual desktop. This allows a “free seating” association where the desktop may be accessed only by assigned users from any location. More than one user or group may be assigned to any virtual desktop.

1. Right click the desktop and select Properties.
2. Select the Entitlements tab.
3. Click Add Users and enter the name of the directory service object to assign.

Creating a Simple VDI Implementation

DeskView is designed to help administrators implement a VDI environment easily without high costs or complexity. This section explains how to implement a VDI environment with basic components.
Requirements

- VDI Server(s) running a desktop hosting platform: VMware ESXi, Microsoft Hyper-V R2, or Parallels Virtuozzo
- Server to run PowerTerm WebConnect
- Virtual Desktops configured for deployment and ready for cloning. Ericom Tools must be installed on the desktop to be used as the template.

VDI in 5 Steps

1. **Step 1**
   - Add a new host to DeskView
   - All desktops running on the host will be displayed

2. **Step 2**
   - Create a Machine Configuration to be used for all newly deployed desktops
   - Sysprep is used to apply a Machine Configuration to a newly created desktop

3. **Step 3**
   - Create an Auto-sizing Pool to hold the desktops
   - Select the desired Machine Configuration for new machines

4. **Step 4**
   - Add and configure Directory Services in DeskView
   - Assign users and groups to the Pool

5. **Step 5**
   - Users connect using the Application Portal or Application Zone
   - User selects desired Pool and a desktop will be provided

In this sample implementation, DeskView is the only management platform required to configure a fully functional VDI environment,

- No additional costly management tools are required
- Virtual desktops are centrally brokered. DeskView provides the following functions:
  - Automatically create new machines when needed
  - Assign desktops on a temporary or permanent basis
  - Suspend or power off machines when not in use
  - Restrict access to Pools to only certain hours of the day
- Additional hosts can be easily added in DeskView to increase scalability of virtual desktops.
Creating a Remote PC Access Solution

Use DeskView to build a secure remote PC access solution. Physical PC’s can be represented as virtual desktops in DeskView. As users connect to PowerTerm WebConnect, only allowed desktop pools will be displayed. As the user selects a desired pool, DeskView will connect to user to the destination PC for secured remote access.

**Step 1 – Add a Physical Machine Environment**

- Add a *Managed Physical* host to DeskView using the *Add Host* wizard
- Add physical desktops and clients to the host

**Step 2 – Create Pools to hold the desktops.**

- Add and configure Directory Services in DeskView
- Assign devices, users, and/or groups to the Pool

**Step 4 – Install Ericom Tools**

**Step 5 – Users can also connect using Application Portal or Application Zone**

**Step 1 – Add a Physical Machine Environment**

![Managed Machine Environment](image)

**Step 2 – Create a Pool to hold the physical workstations**

All physical desktops that will be assigned must be in a pool.
Step 3 – Assign the desired owner(s) to the desktop or pool

Step 4 – Install Ericom Tools

Install Ericom Tools for provide tighter integration between the broker server and the desktop.

Step 5 – Ready for access

Once the desktop is configured and available in the broker, it is ready for access from the Application Zone, Application Portal, or AccessToGo clients.

Creating an Enomaly Cloud

Use DeskView to build a secure cloud computing solution. Virtual desktops can be deployed in the cloud using Enomaly and DeskView. As users connect to PowerTerm WebConnect, only allowed desktop pools from the Enomaly cloud will be displayed.

When adding Enomaly to DeskView, do not use the Admin Enomaly user to add the managed host. Use the “customer” user (or member of the
"customers" group only). Add a managed host for every Enomaly user (customer) that will be used in DeskView.

**CASE** If there are five Enomaly users of the type "customers" on one Enomaly host, add a managed host in DeskView for each one of the five (each managed host must contain the username/password of its Enomaly user).

Once the host is added and configured, DeskView will have access to all the virtual desktops of the respective Enomaly "customer" account, and will be able to publish them to Active Directory users and groups.

**NOTE** When setting the entitlements of a pool or a virtual desktop using DeskView, the administrator should use the Active Directory users and groups; not Enomaly user accounts.

When creating a new virtual desktop on the Enomaly host, the administrator must ensure that it is assigned to only one Enomaly user account.

Enomaly ECP 3.5 and 3.5.1 are supported. If 3.5 is being used, contact Ericom for a required patch to support Auto-sizing Pools.

## Connecting from WYSE ThinOS

DeskView supports connections from WYSE ThinOS devices (models S10, R10L, V10LE, etc). This enables ThinOS thin client to connect to VDI and Terminal Servers using PowerTerm WebConnect.

### Enable WYSE Plugin Support

Open the Connection Broker Administration Console and right click on DeskView. Go to Properties | Options | WYSE Plugin configuration.

Check the Enable WYSE Plugin box

Set the parameters that will be passed to the WYSE ThinOS device:

- Language
- Display resolution on the ThinOS device
- Background color
- Domains that will be available on the ThinOS device
Configuring Full Desktop Terminal Server Sessions

Ericom DeskView and the Load Balancer can be used in conjunction to serve Terminal Server sessions to WYSE ThinOS devices. Seamless applications are not supported. To add a Terminal Server Connection, perform the following:

1) Add a new host and select Terminal Servers

2) At the Display Name, enter a name for the connection. This is displayed to the end-users.

3) At the Connection URL, enter the address of the Ericom Load Balancer

4) At the Default Pool dialog, create a new default pool for the host. This will also be added to the Server Administrator Console. Configure publishing related settings (i.e., color depth) using the Server Admin Console.

5) Right click on the newly created pool and go to Properties | Entitlements to assign desired users and groups. Assigned users will now be able to access this connection.
DeskView Failover

Failover is a feature where if one PowerTerm WebConnect Server fails, another will take its place. This configuration ensures that there is high availability to the resources being managed by PowerTerm WebConnect DeskView. Two servers will be required: one will be assigned as the Primary and one as the Failover.

1) To begin, configure the Primary WebConnect Server Connection Broker settings:
   - Login to the Connection Broker Admin Console
   - Navigate to the Server’s Options
   - Enter the address for the Failover Server

   ![Failover Server Configuration]

1) Add a Managed Host. This will be used to verify that the failover mode is working

   ![Managed Hosts]

2) Stop the PowerTerm WebConnect Server Service. The PowerTerm DeskView (VDI) service is managed by the Server Service, do not manage it independently.

3) Configure the PowerTerm WebConnect server in a failover configuration.
   - Create a network share that will be accessible from the Ericom server (it is recommended to place the share folder on highly available storage with redundant network connections).
   - Copy the Primary server’s Database and Downloads folder to the share
   - Copy the PTS.LF file from the Primary server’s bin directory to the shared Database directory (default: \Program Files\Ericom Software\WebConnect 5.x\bin)
   - Copy the Database.XML file from the Primary server’s DeskViewServer directory to the shared Database directory (default: \Program Files\Ericom Software\WebConnect
4) The PowerTerm WebConnect services must be able to reach the share. This may require that the PowerTerm services run with elevated privileges.

- To configure this, go to each service’s properties and enter the necessary credentials

- Perform this for the following services:
  - PowerTerm WebConnect DeskView Server
  - PowerTerm WebConnect Server
  - PowerTerm WebConnect Server Starter

6) In the Primary’s server’s bin directory, create a text file named `PtServer.ptr`

- In this file, enter the path to the PtServer.ini file
  \<servername>\<share_path>\database\ptserver.ini

- Backup the existing Database.XML file on the Primary server and remove it from the DeskViewServer directory

- Restart the Primary Ericom PowerTerm WebConnect server

- Login to the Connection Broker Admin Tool
• If the previously configured host is visible, the broker is operating with the shared configuration file
• Failover configuration can also be verified in the DeskViewServer.log file, search for an entry that appears similar to:

6) On the Failover server’s bin directory create the a PtServer.ptr file with the path to the shared PtServer.ini (the PTR file will be the same as the Primary server’s file)

• Repeat Step #5 if necessary
• Restart the Failover Ericom PowerTerm WebConnect server
  o To verify that the Failover server is ready search for the following lines in the Failover server’s PtServer.log:

  09/05/21 11:18:02.322 | 6e0 | FAILOVER: Failover synchronization initiated.
  09/05/21 11:18:12.664 | 6e0 | FAILOVER: The current active server is US-VDIDEMO.1368, activated at 09/05/21 11:03:28
  09/05/21 11:18:12.711 | 6e0 | FAILOVER: Waiting to get the control on FAILOVER

• Administrators will be unable to login to the failover Connection Broker Admin console while the Failover server is in standby mode.
• When the Primary server becomes unavailable, the failover server will come online and update all listed desktop devices with its address
  o To test this, disconnect the network to the Primary server
  o Note: Stopping the PowerTerm WebConnect Server service on the primary server will force the failover server to become the Primary Server
The Failover transition takes approximately 2-4 minutes
  o During this time the broker services will not be available

Once the Failover server is active, the administrator will be able to log in to the Connection Broker Admin Console
  o To verify that the Connection Broker is in failover mode, open DeskViewServer.log file and verify the database source. It will appear as:

```
5/21/2009 4:23:28 PM: Thread #:5    LoadDataBase(): Checking
Database version: \\<server-name>/<share-path>/database/Database.xml
```

Under the Failover server’s Options, verify that the Failover machine value is the Primary server’s address

When the Primary server is re-enabled, it will regain control of the managed desktops and Ericom Tools. The DeskView service will be stopped on the Failover server as it returns to Standby mode.

Using the Built-In FTP Server

The DeskView Server includes an FTP server. This is used to push updates to managed desktops, such as PCoIP firmware, Sysprep configuration, and Ericom Tools. For PCoIP firmware deployment, place the desired firmware files in the FTP root folder.

The FTP Server uses the following path as its root directory:

```
<drive letter>:\Program Files (x86)\Ericom Software\WebConnect 5.8\DeskViewServer\ftp
```

By default, the FTP server uses port 21.

**NOTE** If PowerTerm WebConnect is installed on a server already running an FTP server on port 21, there will be a port conflict.

To disable the FTP server, or change the port value that it is using, go to the DeskView Admin console and open Options menu. Click on the FTP server to adjust the settings. To check if a certain port value is available, enter it and
click on the *Test Port* button. If a dialog message appears confirming that the port is available, then this value may be used to host the FTP server.

**Troubleshooting**

**Desktops showing Power State as Missing**

If all machines under the host start showing *Power State as Missing*, the connection to the host could be timing out. To prevent timeouts try extending the *Timeout* period.

Resolution: go to the Host’s *Properties* and increase the *Timeout* setting from 30 seconds to **60** and reconnect DeskView to the host.

**Machine Configuration Failing – VM keeps rebooting**

If the virtual machine keeps restarting after applying a Machine Configuration, it is likely that the product key is invalid. Please verify that the Windows product key is valid.
# Machine Configuration

<table>
<thead>
<tr>
<th>Identification</th>
<th>Product Key</th>
<th>Please specify Product Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name and Organization</td>
<td>Administrator Password</td>
<td>Type the Product Key for the destination computers. You need a separate license for each copy of Microsoft Windows that you install.</td>
</tr>
<tr>
<td>Workgroup or Domain</td>
<td>Computer Name</td>
<td>The Product Key you specify must match the Product Key provided to you by Microsoft Licensing, Inc.</td>
</tr>
<tr>
<td>Time Zone and Regional Settings</td>
<td>Run Once</td>
<td>If an invalid Product Key is specified the configuration process will fail.</td>
</tr>
<tr>
<td>Time Out</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

```
aaaaa  ·  bbbbb  ·  ccccc  ·  ddddd  ·  eeee
```
15. **Creating a PC-over-IP Broker**

PowerTerm WebConnect DeskView is a connection broker to manage access between PCoIP Portals (clients) and hosts.

**Step 1:** Adding PCoIP clients and hosts

Right-click *Managed Hosts* and select *Add Host*, the *Add a New Host* wizard will appear. Specify *PCo-IP Managed Machines* as the *Host Provider* and click *Next*.

Enter a *Display Name* and a description (optional). Click *Next*. The Display Name is a reference label used in the Connection Broker Administration Console and will not be displayed to end-users.

Specify a *Default Pool* if desired (optional). A Default Pool allocates all devices of the host into one pool. Devices within a host linked to a Default Pool cannot be assigned to any other pools. This can be changed later under the host’s *Properties*. Click *Finished* and the new *Host* will be added.

The PCoIP host will initially be empty. To populate devices in the host list, use the built-in SLP Discovery feature. Right-click the *PCoIP* host and select *Discovery | Find PCoIP Hosts/Clients*. The *PCoIP Devices* dialog appears.

**NOTE** PCoIP devices can only be managed by one connection broker (also known as a CMS). If you have multiple PCoIP brokers running on the network, make sure that a PCoIP device does not appear in more than one broker.
Select the hosts/clients to be added and click OK. The devices will appear under the PCoIP Host/Client list.

**NOTE** SLP-based discovery is not designed for multi-subnet environments. For multi-subnet support use DNS-SRV based Discovery. Information on this may be found in the Teradici user guide. When DNS-SRV based discovery is used, devices will automatically appear in the PCoIP host list. Manual configuration is not required in the Ericom Connection Broker.

**Step 2: Using Pools to deploy desktops**

Pools are used to arrange PCoIP devices into logical groups. To access resources, end-users simply connect from a PCoIP client or login to PowerTerm WebConnect from a workstation. The dynamic assignment feature of DeskView allows a group of users to share a common group of devices. For example, if there are 100 agents in a call center, but only 10 users are active at any time, assign the 100 users to a pool of 10 devices. This feature eliminates the need to manage mappings for every user.

**Static assignment of PCoIP clients to hosts**

PCoIP clients may be statically assigned to hosts. Static assignment maps PCoIP clients directly to PCoIP hosts. More than one client can be assigned to a host. Perform the following to create static assignments.

1. Right-click the desired machine (host) and select *Properties*.
2. Select the *Entitlements* tab.
3. Click *Add PCoIP Client* to select a client to assign to the host.
4. Select the desired client and press *Select*.
5. Click *OK*. The Owner will be assigned.

When a user connects from an assigned PCoIP client, it will connect to the host as mapped in the Connection Broker.

**NOTE** The PCoIP host must be allocated in a static pool in order to accept static connections from PCoIP clients.

**Username access without using Ericom Tools**

For scenarios where Ericom Tools cannot be installed on the PCoIP host, username access (free seating) is still supported. Go to the DeskView Options | PCoIP | General. *Check PCoIP hosts do not contain Ericom Tools.*

**NOTE** When Ericom Tools is not running on the PCoIP host, the host will not be available for RDP access via PowerTerm WebConnect.

**Selecting a PCoIP desktops in a Pool**

A PCoIP pool can be configured such that the user can select a specific PCoIP host within the pool. To configure this, use the pool’s *Assignment Type* property page and check the feature to enable machine selection (*User is allowed to select a specific machine*). When the user selects the Pool, a list of PCoIP hosts contained in the pool will be displayed for user selection.

---

**Step 3: Assign hosts and pools to users and groups**

Assign desktops and pools to users and devices. Determine if *Fixed* or *Free* seating should be used.
Fixed seating connections (PCoIP client is mapped directly to a PCoIP host) will mirror the PCoIP host exactly. System POST and BIOS information is accessible when using Fixed seating assignments. This method can also be useful for troubleshooting.

Free seating connections (users/groups are mapped to PCoIP hosts and pools) will only connect users to PCoIP hosts where the operating system is ready. In most cases, this method is more secure and reliable because the end user will not have access to POST/BIOS information and will only connect to a PCoIP desktop that is ready for use.

Step 4: Ericom Tools

Ericom Tools relay important information about the machine back to the PowerTerm WebConnect server. It is recommended to install Ericom Tools (but not required) in each virtual or physical machine that will be managed by PowerTerm WebConnect. The Ericom Tools installer (vmagent.msi) is located on the PowerTerm WebConnect server in <PowerTerm WebConnect installation folder>\AddOns\DeskView VDI folder (default installation folder is C:\Program Files\Ericom Software\WebConnect 5.x).

Step 5: Connecting to the PCoIP Host Desktop

Once PowerTerm DeskView has been configured, users can connect using their PCoIP clients (also known as portals).

Static Mapped PCoIP Clients

If the PCoIP client is configured for Static mapping, only a Connect button will appear. When the user clicks Connect, the PCoIP client will be connected to the PCoIP host as assigned in DeskView.

Dynamic Mapped PCoIP Clients

If the PCoIP client does not have a static mapping assigned, a username login dialog will appear:

A user must enter a username/password/domain to login. The username must be located within one of Domains configured under PowerTerm WebConnect "Directory Services". When the user is authenticated, one of the following will happen:
- If the entered credentials are invalid, the login will be denied and the prompt will reappear.
- If the user only has access to one desktop, the PCoIP client will be connected automatically to the PCoIP host desktop.
- If the user has access to more than one pool, a list of pools will be displayed. Once the user selects the desired Pool, a connection will be made to a machine within the selected pool.

**HINT**
If you see a "No Machines are available" error check the following:
- Verify that PCoIP Host operating system is not logged in by another user.
- Verify that Ericom Tools is installed on the PCoIP Host.
- Verify that `CurrentOwner` is empty, or is assigned correctly

**Application Zone and Application Portal**

PCoIP desktops may also be accessed via Application Zone or Application Portal. When a user logs into Application Zone or Application Portal and has access to a PCoIP device, an icon will be displayed. Double click a desired resource to launch it. Application Zone and Application Portal provides the user access to PCoIP hosts from non-PCoIP devices. The following protocols are supported: RDP, Blaze Accelerated RDP, and AccessNow HTML5 RDP.

**NOTE**
When selecting a PCoIP pool from the Application Zone or Portal – RDP/Blaze/AccessNow will be used as the protocol. PCoIP is only available when both the client and host device supports PCoIP.
Administering PCoIP Devices

PowerTerm WebConnect DeskView provides management functions for PCoIP devices. To access the PCoIP management features, right-click on PowerTerm WebConnect DeskView and select Options and then click PCoIP. PCoIP devices communicate to PowerTerm WebConnect DeskView (also known as the PCoIP CMS) over port 50000.

General

SLP Discovery
Check Enable SLP Auto-Discovery to use SLP to find all available PCoIP devices on the network (subnet). SLP cannot traverse subnets.

To perform a manual SLP search, click Find all PCoIP Hosts or PCoIP Clients.

NOTE Only PCoIP devices that are not registered with DeskView will be listed in the search results.

Security
PowerTerm WebConnect DeskView can force all PCoIP devices to use a predetermined password for firmware access. Enter a value for Browser Password to set the password for all devices. Pushing one firmware password secures all managed devices with a consistent password and saves time in setting the password manually at each device.

Additional Functions
Ericom Tools is not required for PCoIP connections, although certain functionality will be lost. To ignore the presence of Ericom Tools, check PCoIP hosts do not have to contain Ericom Tools.

The client can be configured to automatically connect to an assigned host and bypass the Connect button. This is useful for kiosk stations where the client device should always be displaying the desktop of the host.
Allow Connections to host only via broker will block any PCoIP portal from connecting to a PCoIP host without using the broker. This is for enhanced security by ensuring that all PCoIP connections are managed.

Amulet Hotkey Quad Monitor Support

Quad monitor configuration is supported with Amulet Hotkey PCoIP clients. To add a PCoIP client supporting Quad monitor:

1. Add the desired PCoIP client to DeskView. Only the Primary PCoIP device will be displayed. Verify the MAC address by going to the Properties of the device.

2. Manually add the IP address of the secondary PCoIP device.

3. The second PCoIP device of the client will not be displayed in the DeskView Administration Console. It will automatically be mapped to existing entry of the primary PCoIP device. Once both PCoIP devices are added for the PCoIP client, Quad monitor support will be enabled.

Firmware

When the DeskView connection broker is used to deploy firmware, all PCoIP devices will use the same firmware version. Firmware is deployed using the FTP protocol. The FTP server containing the firmware file is defined under FTP Settings.
NOTE  PowerTerm WebConnect includes a built-in FTP server. The default FTP folder is located at <drive>:\Program Files\Ericom Software\WebConnect 5.X\DeskViewServer\ftproot. To view the contents use a browser and navigate to ftp://<WebConnect_server_address>.

To use DeskView to deploy firmware, enter the File name of the firmware file (as hosted on the FTP server). Click Test Download to verify that DeskView can access the firmware file. Leave the File name empty to disable firmware deployment.

NOTE  DeskView does not notify the users when the firmware is updated, there may be unexpected reboots when new firmware is applied.

DeskView can be configured to deploy firmware only on predefined times of the day. Configuring firmware deployment for off-hours will reduce or eliminate user disruption from reboots. Click Specify update times to configure this feature.

![Authentication Tab](image)

**Authentication**

The Authentication tab sets the client verification type.

- Regular – use directory services based credentials
- Radius – use Radius server based credentials. See the section on Radius authentication for more details.
16. **ENHANCEMENTS FOR TS AND VDI**

**Ericom Blaze**

**Introduction**

Ericom Blaze provides end-users with an enhanced remote computing experience over slower networks: WAN, broadband, and air-cards. This is achieved by significantly accelerating and compressing Microsoft Remote Desktop Protocol (RDP). The results are higher frame rates, improved response times, and smoother screen updates. Ericom Blaze works with any x86 or x64 based host system that supports RDP, including Windows Terminal Servers, remote physical desktops and VDI based desktops.

**Ericom Blaze Configuration**

Ericom Blaze is enabled for each published Windows application and desktop. During the publishing wizard, the administrator will be prompted to set the Blaze settings under the *Performance* dialog box. For an existing connection, this screen is accessed by right clicking on the Connection, selecting *Properties*, and going to the *Performance* view.

By default, Blaze is disabled. To enable Blaze, check the *Enable* checkbox and select the desired performance/quality setting.
Ericom Blaze Acceleration / Quality Settings

- **Moderate/Highest** – Perfect quality (lossless compression). Appropriate when exact image rendering is required.
- **Good/Very High** – Minimal image quality loss.
- **Fast/High** – Slightly less quality, slightly greater acceleration than Best.
- **Very Fast/Good** – Balanced quality and performance, ideal for most cases.
- **Fastest/Fair** – Lower quality but better performance. Appropriate when bandwidth is limited, especially when using graphic intensive applications.

Blaze Target Configuration

When manually defining an address for the server under the Servers view, verify that the Port number is set to 3399 (the Blaze port).

**NOTE** The Blaze port must be set to 3399, this cannot be modified.

Required Blaze Server Installation

Once Blaze is enabled, the connection will connect using the default Blaze port of 3399. The target server/desktop must have the Blaze Server installed and the firewall configured to allow incoming connections over the Blaze port. The Blaze Server installation is located in the AddOns\Blaze folder and named EricomBlazeServer.msi. This is installed once on a Terminal Server, or on each virtual desktop.

**NOTE** When Blaze Server is installed on a system where TS Agent is running, uninstalling Blaze Server may disable the TS Agent (and its functions such as seamless applications). Reinstalling the TS Agent may be necessary.
Blaze Configuration Summary

- Create a connection and enable Blaze under the *Performance* tab
- Set the Blaze *Acceleration/Quality* setting under the *Performance* tab
- Install *Blaze Server* on all target Terminal Servers and VDI desktops (MSI is located in the *AddOns* | *Blaze directory*)
- Configure firewalls to allow communication over the Blaze port (default: 3399)
- Read the Blaze User's Guide that is installed along with the Blaze Server for more information

Additional Blaze Configuration

Additional Blaze related settings may be configured in the PowerTerm WebConnect server as an environment variable. Add the variable `BLAZE_SETUP_PARAMS` and enter the desired parameters into the Value field. Refer to a .blaze file for possible values (download the Blaze client from the Ericom website to create a .blaze file).

In this example, the setting `convert unicode to scancode` is set to 1 to enable scan code support (required for certain applications and any Linux session).

To specify multiple values, separate each one with a semi-colon ‘;’.

NOTE Settings defined in `BLAZE_SETUP_PARAMS` will override any similar PowerTerm WebConnect setting. For example, if `audiomode:i:2` is set (disables audio), this will take precedence over the audio setting in the connection’s *Properties.*
Single Sign-on from Workstation

PowerTerm WebConnect supports single sign-on (SSO) using the same user name and password credentials as those used when logging into the end user’s desktop. The SSO feature streamlines the users’ access process by reusing credentials that are already accepted and reduces the number of times they must sign on.

Client Configuration

The SSO feature is enabled by installing an MSI on each user’s workstation. The MSI can be found under the AddOns\SSO folder:

- PtSSOLogon32.msi – use this for 32 bit operating systems
- PtSSOLogon64.msi – use this for x64 operating systems

After installing the SSO component, the user must logoff and back on for the SSO component to capture the local credentials.

Web server Configuration

In order to use SSO, the client parameters must include /USER=##. This parameter will force the ptagent component to use the credentials provided by the SSO component.

```plaintext
 transcripts://mystreaming = LOCATION,hostname, user PT_agentParameters = "-wc-client " + PT_server + "/USER=##/SHORT"
```

NOTE Users without the SSO component installed can still sign on normally with the /USER=## parameter

Unified Desktop

Unified Desktop is a feature that displays the remote Start bar on the local desktop. The end-user will see two Start bars: one for local and one for remote. This allows the end user to access both local and remote applications at the same time from the local desktop. Unified Desktop saves time toggling back and forth between desktops (as experienced when using a Full Desktop). On non-Windows clients, the Unified Desktop presents a Windows interface (Start bar) alongside a Linux or Mac interface.

Publishing a Unified Desktop connection

Start the Remote Windows Desktop wizard from the Administration Tool.
At Step 3 of the wizard select *Unified Desktop* for the Screen size.

Users selecting a *Unified Desktop* connection will see just the Start bar of the remote session rather than the entire desktop.

---

**True Multimedia Experience/Reverse Seamless**

Ericom True Multimedia Experience (TME) is a new paradigm for desktop and application publishing. TME is also known as reverse seamless applications. With TME, certain applications that are launched from the remote TS/VDI desktop will be launched locally. The local application will appear in the remote session as a seamless window, hence, the term “reverse seamless”. All windowing functions are maintained: z-order of overlapping windows, windows taskbar, and ATL+TAB dialog. TME works with Terminal Services and VDI sessions.

The benefit of using TME is that for certain resource intensive applications (i.e., multimedia), the execution is offloaded to the local device. For streaming media, TME also reduces network traffic between the local device and the TS/VDI environment.

**CASE Problem:** A new point of sale application has been deployed in a VDI environment and a series of training videos are available from Web. When users login to their VDI based desktops in the morning, they all play the videos about the same time to learn how to use the new software.
There will be extreme network congestion and CPU overload when video is played in each VM instance and video performance will be very poor.

**Solution:** The Ericom PowerTerm WebConnect administrator will publish the links to the videos as *Reverse Seamless Applications*. When users login, they will click the video links on their VDI desktop: videos will be launched in a local media player or browser.

*Video processing is performed locally and network traffic is directly between the local system and web server. Network and server overload is avoided!*

---

**Configuring Reverse Seamless Sessions**

Start the *Remote Windows Desktop* wizard from the Administration Tool.

<table>
<thead>
<tr>
<th>Action</th>
<th>Server</th>
<th>View</th>
<th>Files</th>
<th>Tools</th>
<th>Options</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quick Access Dialog</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

At Step 3 of the wizard select *Reverse Seamless* for the Screen size.

Users launching a *Reverse Seamless* connection will see a standard Full Desktop session. However, these sessions support the function to redirect application execution to the local device (reverse seamless applications.)

**Adding a Reverse Seamless Application**

Reverse seamless configuration requires some careful planning. The TSAgent provides an API to scripts and executables. This API includes a method to instruct the TSAgent to execute a command locally. Each application that
needs to be redirected needs to be configured as a VB script. The script file must end with a .vbs extension.

Sample VB Script to launch notepad using reverse seamless:

```vb
Dim tsagent
Set tsagent = WScript.CreateObject("PowerTerm.TSAgent")
tsagent.Redirect "notepad.exe"
```

**NOTE** On x64 servers, create a link to explicitly use the 32-bit scripting engine. Launch `wscript.exe` with the .vbs file as the parameter (this can be configured as a shortcut). Here is a sample command line:

```
c:\windows\syswow64\wscript.exe C:\IS.vbs
```

If the client cannot perform the stated command (i.e., `notepad`), an error message will appear:

![Error Message](image)

**NOTE** Verify that a command is valid by entering it into the Terminal Server’s Run dialog. If the application launches successfully, then the command (and its path) can be used as the `tsagent.Redirect` value.

The scripts must be placed on each user’s (host) desktop (i.e., VDI desktop). The files must be placed in a folder where the user has Execute permissions.

On the user’s desktop, create a shortcut link for each script file and in the Create Shortcut dialog browse to the script file to select it as the shortcut target. To change the icon of the shortcut: right-click on the shortcut and select Properties and Change Icon. Select the desired icon for the application shortcut.

On Terminal Servers, place the shortcuts in the All Users\Desktop folder and make sure that the script directory is accessible by all required users. For VDI, the shortcuts and scripts must be manually copied on to each desktop.

**Redirecting links to the local device**

Certain protocols can be redirected from the virtual desktop to the local desktop. For example, if “http” is redirected, when a user clicks on a http hyperlink in the virtual desktop, Ericom Reverse Seamless will launch the URL using a web browser on the local desktop.

To configure which protocol schemes can be redirected, configure the `RDP_RedirectSchemes` variable. The value assigned to this variable is a comma or semicolon delimited list of protocols (schemes) to redirect - case is not sensitive.
For example to redirect only web traffic use the value: http,https

Other protocols are also supported including: ftp mailto,mms,telnet

<table>
<thead>
<tr>
<th>RDP_RedirectSchemes</th>
<th>Default: empty</th>
<th>Specifies what protocols to redirect, like http, https, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Upgrade: empty</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RDP_RedirectExclude</th>
<th>Default: empty</th>
<th>Specifies what URLs not to redirect.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Upgrade: empty</td>
<td></td>
</tr>
</tbody>
</table>

It is also possible to exclude certain addresses from being redirected.

The TSAgent automatically excludes localhost and any IP address starting with 127.0. from redirection

Specify additional exclusions using the RDP_RedirectExcludes variable.

The value assigned to this variable is a comma or semicolon delimited list of addresses to exclude. Named addresses are matched from the right, IPs are matched from the left.

For example, ericom.com will match www.ericom.com and also rdpdemo.ericom.com, but not ericom.com.au

127.0. will match 127.0.0.1 and 127.0.2.0 but not 1.127.0.1

When checking exclusions - host names are not converted to IPs or vice versa. The client does not indicate back to the server whether it succeeded or failed in opening the URL.

**Login Scripts**

The PowerTerm TSagent supports the ability to launch a .vbs script during session login. This adds an additional layer of functionality to run certain commands when an application is launched or when a session is established.

**Login script for all sessions**

Create a file named _login.vbs and place this in the scripts folder where the TSagent is installed. If this folder does not exist, create it.

**Login Script for a connection**

Create a file named <connection-name>.vbs and place this in the scripts folder where TSagent is installed. If this folder does not exist, create it.

For example, if a connection with the connection name WordPad exists. Each time this connection is launched, the file wordpad.vbs will be launched as well if it exists in the scripts folder.
17. **Universal Printing**

**Introduction**

Remote printing with a Terminal Server environment can sometimes become problematic for the following reasons:

- Network traffic overhead of large print jobs transmitted from the Terminal Server’s Print Manager to the local printer causes printing to be very slow.
- The need to install each user’s printer drivers on every Terminal Servers is cumbersome. If a required printer driver is not installed on a Terminal Server, the user may not be able to print locally from that server.
- Each time a printer driver needs to be updated, the administrator must perform the update on each Terminal Server; the user has no control.

Universal Printing is a type of redirected printing where a single (universal) printer component is installed on each Terminal server and end user client device. On the Terminal Servers, a server component receives the user’s print request and redirects it to the user’s printer agent (connected to the local printer). This form of printing simplifies printer driver management and improves the performance associated with locally redirected print jobs.

PowerTerm WebConnect is compatible with *five types of* universal printing solutions:

<table>
<thead>
<tr>
<th>Print solution</th>
<th>Platform(s) supported</th>
<th>Protocol(s) supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blaze Universal Printer</td>
<td>Windows, Mac, Linux</td>
<td>Blaze (All platforms) RDP (Mac and Linux)</td>
</tr>
<tr>
<td>AccessNow Universal Printer</td>
<td>Any device with an HTML5 compatible browser that can print to a local printer</td>
<td>AccessNow</td>
</tr>
<tr>
<td>Net2Printer</td>
<td>Windows</td>
<td>Blaze, RDP</td>
</tr>
<tr>
<td>triCerat</td>
<td>Windows</td>
<td>Blaze, RDP</td>
</tr>
<tr>
<td>Microsoft Easy Print</td>
<td>Windows</td>
<td>RDP</td>
</tr>
</tbody>
</table>
Supported universal print solutions will work with both *Direct* and *Gateway* modes. Most printer connection types are supported: USB, LPT, serial, and network (TCP/IP) connected printers.

**Printer Availability**

When the triCerat/Net2Printer add-on is enabled, it will always be available regardless of the *Local Printer* setting in the connection’s *Properties*.

This table explains which printers will be available when triCerat or Net2Printer is enabled in conjunction with the Local Printer setting.

<table>
<thead>
<tr>
<th>Windows (triCerat/Net2Printer enabled)</th>
<th>Printer Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blaze enabled, Printer setting disabled</td>
<td>triCerat/Net2Printer Printer</td>
</tr>
<tr>
<td>Blaze enabled, Printer setting enabled</td>
<td>triCerat/Net2Printer Printer, Blaze Universal Printer</td>
</tr>
<tr>
<td>RDP, Printer setting disabled</td>
<td>triCerat/Net2printer Printer</td>
</tr>
<tr>
<td>RDP, Printer setting enabled</td>
<td>triCerat/Net2printer Printer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mac/Linux/Windows (triCerat/Net2Printer disabled)</th>
<th>Printer Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blaze enabled, Printer setting disabled</td>
<td>None</td>
</tr>
<tr>
<td>Blaze enabled, Printer setting enabled</td>
<td>Blaze Universal Printer</td>
</tr>
<tr>
<td>RDP, Printer setting disabled</td>
<td>None</td>
</tr>
<tr>
<td>RDP, Printer setting enabled</td>
<td>RDP Redirected Printer *</td>
</tr>
</tbody>
</table>

* On Mac/Linux, RDP sessions will use the built-in Blaze Universal Printer instead of the standard RDP redirected printer.

**Using Ericom Blaze Printing on Windows**

Ericom Blaze includes support for universal printing. The built in universal printer is based on Postscript and will redirect remotely executed print jobs to...
local printers. All local printers will appear in the remote session as available printers. To enable universal printing, check the *Printers (universal)* setting:

In this example, the Windows 7 system running the Blaze has two local printers available:

In the Blaze RDP session, the redirected printers will appear alongside any printers configured on the remote desktop. Redirected printers will have the symbol “[PS]” along with the computer name in its label.

**NOTE** A generic HP Postscript driver is used to process the print jobs. Users will be able to print to most types of printers, however, certain printer specific functions may not be available (i.e. duplex printing, special trays, etc). To support advanced features, consider using a third-party print solution or standard RDP printing (by loading the printer driver(s) on the RDP host).

To print to a redirected printer, simply select the desired printer when the application’s *Print* dialog appears.
Using Ericom Printing on Mac/Linux

Ericom Printing on Mac and Linux is very similar to Windows, with the following differences:

- Printing over the RDP protocol is available on Mac and Linux, whereas Windows requires Blaze to be enabled.
- The redirected printers in the RDP session do not include the “[PS]” string.

In this example, the “Xerox” printer is configured on the local Linux operating system (green square). When the user logs in to the Blaze/RDP session, the redirected local printer will be present in the remote session’s printer list (orange square). Note that there is no “[PS]” label in the name.
Using Ericom AccessNow Printing

ERICOM This chapter is taken from the Ericom AccessNow manual. Refer to the Ericom AccessNow manual for additional instructions.

Ericom AccessNow includes a built-in universal printer for redirecting remote print jobs to the local web browser. Once the print job is received by the web browser, it can be saved or printed.

Requirements.

In order for the AccessNow Printer to be added to the remote sessions, the AccessNow Service must have rights to add a printer to the session. In most cases the Local System account has sufficient rights. If it does not, go the AccessNow Server Properties and enter a user account that has the rights.

Usage

The Ericom AccessNow printer is added to the remote RDP session upon connection. The AccessNow printer will appear as an available printer while the session is active.

To print to the AccessNow printer, the user simply selects the desired printer when prompted at the Print dialog window.
Once the print operation is executed, AccessNow will send the print output to the local web browser. A ready status dialog will appear when the print output is ready for viewing and printing with the web browser.

When the user presses the View button to see the print output, the contents will be displayed in a new browser tab using a one-time use URL. This URL should not be bookmarked for future use.

Sample printout URL:
`http://accessnow/ericom/Transfer/Print/PI/678901DDCA-A91F-4A7E-8988-EE23655321%7D?address=192.168.35.199&port=8180&secured=true`

Once the print output is displayed, it can be sent to the device’s local printer or saved as a local PDF file using the web browser.

**Using Net2Printer with PowerTerm WebConnect**

Net2Printer installers are bundled with the PowerTerm WebConnect Server installation. The installers for the Net2Printer components are located in the AddOns\Net2Printer folder in the PowerTerm WebConnect application folder. These include the installers for both the Terminal Servers and clients. When Net2Printer is enabled, PowerTerm WebConnect will install the Net2Printer client automatically on each user’s system when RemoteView is launched. The printers will be mapped by Net2Printer during the logon process to the Terminal Server.

**Terminal Server Installation**

To use Net2Printer Universal Printing, install `NPSetupRDPserver.exe` on each Terminal Server that will be managed by PowerTerm WebConnect. During the installation, the default selections can be used.
Enabling Net2Printer

To configure Environment Variables for Net2Printer Universal Printing:

1. Launch PowerTerm WebConnect Administration Tool.
2. Select Server | Configuration. The Server Configuration dialog opens.
4. Set PRIV_UniversalPrinting to 1.
5. Set RDP_DisableUniversalPrinting to 0.
6. Click OK.

If Net2Printer is properly installed, the user will see a yellow Net2Printer systray icon when the Net2Printer client is properly connected to the Net2Printer server.

NOTE: if the icon is white, the client was unable to connect to the server.

Once Net2Printer is active, additional configuration of the client can be performed by right clicking the yellow Net2Printer icon and selecting Configuration.

Standalone Client Installation

If RemoteView is installed using the MSI installer, then the appropriate Net2Printer client MSI must also be used. The URL based automatic downloader does not work on systems where the MSI client is installed.
Usage

When launching any RemoteView session with Net2Printer enabled, the Net2Printer Systray icon will appear on the user’s local system.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Net2Printer is running, but not connected – not ready to print</td>
</tr>
<tr>
<td>🔄 🟠</td>
<td>Net2Printer is running and connected – ready to print</td>
</tr>
</tbody>
</table>

When the icon is yellow (active), right click on it to open an action menu.

![Action Menu]

<table>
<thead>
<tr>
<th>Menu Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuration</td>
<td>Select which local printer to redirect to the RemoteView session. Set the default printer to be redirected. Access Advanced Options page.</td>
</tr>
<tr>
<td>Status</td>
<td>Displays the status of the Net2Printer connection</td>
</tr>
<tr>
<td>Statistics</td>
<td>Displays how many jobs have been processed by Net2Printer</td>
</tr>
</tbody>
</table>
| Support    | Displays the log activity. Set the logging level to Debug to capture additional information for technical support.  

*Clear Log* = Clears the current log contents  
*Save Log* = Saves the log contents into a file |
| About      | Displays the version number of Net2Printer being used |

**NOTE** The Net2Printer icon will remain active even after all RemoteView sessions are closed. RemoteView sessions will remain open based on the setting `RDP_LogOffDelaySeconds`. Net2Printer will deactivate once the RDP session is closed.
Server Configuration

To configure the Net2Printer RDP Server component, open Net2Printer RDP Admin from the Start Menu.

Under the License Server tab enter the address of the Net2Printer RDP licensing server, or activate a license on the current server.

On the second tab configure the printer settings, such as the naming convention of the printers that will appear into RDP sessions. As the Printer Prefix is updated, the Example window will change to reflect how it would appear to the end user.

It is recommended to configure Net2Printer to hide any printers that it creates from other users on the same Terminal Server. This will prevent users from
printing to someone else’s printer. It is also recommended to disable the Terminal Server’s internal Printer Redirection feature from this dialog box.

The SMTP Server tab enables users to email PDF printouts. By printing to the Net2Printer object named “Email”, users can email the PDF output of the print job. Enter the network’s SMTP server IP/DNS name, port, and if required, a valid SMTP username and password.

Licensing and Activation

Net2Printer licenses are not included with PowerTerm WebConnect. In order to purchase Net2Printer licenses please contact Ericom Software.

To activate a license, launch the Net2Printer Admin and go to the License Server tab. Click on: View License and then on the Activate Net2Printer RDP button.

On the Activate screen enter the Net2Printer Signup Email Address with: net2printer@ericom.com

Enter the Order number that has been provided. Click Activate to complete the online activation.
Disabling Scanning in Net2Printer

Net2Printer includes a built-in scanning redirection technology. This may be disabled so that end-users will not have access to scanning redirection. To disable the Net2Printer scanning, remove the Net2Printer TWAIN file. Simply search the C: drive and remove all instances of NPScan.ds. This file may be located under one of these paths:

- C:\Program Files\Net2Printer RDP\TWAIN\n- C:\Users\<username>\Windows\TWAIN

Troubleshooting

If there are technical issues with Net2Printer functionality, send Ericom the debug log(s).

On the affected Terminal Server running Net2Printer - using the user account that installed Net2Printer (i.e., local Administrator) do the following.

- Enable debugging on the printer service by going to Start | Programs | Net2Printer RDP | Services | Configure Service. Alternatively, launch FireDaemonUI.exe and click on the banner.

- Double click on the Net2Printer RDP Printer Service and change the Parameters value to:
  -remove_orphan_printers -run_as_service
  -set_logging_level=Debug

- Press Update or OK and then restart the service. Existing sessions will lose their printing functionality temporarily, so it is recommended to perform this when users are not printing (off-hours).

- Next, go to the batch file for the server located under the system32 directory of the server. Open the file NPserverRDP.cmd and add the following parameter to the end: -disable_process_monitoring -set_logging_level=Debug
  - The value entered will look similar to:
    start /d"C:\Program Files (x86)\Net2Printer RDP" npserverrdp.exe -disable_process_monitoring -set_logging_level=Debug

On Windows 2003 systems running the Net2Printer Server, debug log files related to the server services are found under the N2P_SERVICE\Application Data folder.
On Windows 2008/2012 systems running the Net2Printer Server, debug logs are found here:  
C:\Windows\SysWOW64\systemprofile\AppData\Roaming\Net2Printer  
RDP Printer Service  

Server logs are under the Net2Printer RDP License Service subfolder  

Licensing logs are under the Net2Printer RDP License Service subfolder  

Each user will also have its own Net2Printer debug log file located under:  
Windows 2003: <drive letter>:\Documents and Settings\<username>\Application Data\Net2Printer RDP Server  
Windows 2008/2012: C:\Users\<username>\AppData\Roaming\Net2Printer RDP Server  

In addition to sending Ericom the necessary log files, verify if there are any Event Viewer entries on the Terminal Server. Net2Printer related entries will have the source name of NPPrinterService or NPLicenseService.  

Using triCerat ScrewDrivers with PowerTerm WebConnect  

The triCerat ScrewDrivers installers are included with PowerTerm WebConnect. The installers for the ScrewDriver components will be located in the AddOns\triCerat folder in the PowerTerm WebConnect server folder. The server component needs to be installed on each Terminal Server. The client component is used for manual installations on client systems. When triCerat is enabled, its client components are automatically downloaded along with the PowerTerm WebConnect client components.  

NOTE triCerat ScrewDrivers may be installed and used independently of PowerTerm WebConnect as well.
Terminal Server Installation

To enable universal printing on a Terminal Server, the appropriate ScrewDriver server component must be installed. For x64 servers, the x64 installer must be used (ScrewDriversServer_v4.5.02.44_x64.msi).

The ScrewDriver server installation includes a Control Panel Applet that can be used to configure its functionality. Each Terminal Server installation needs to be managed independently. Please refer to the triCerat ScrewDriver documentation and online help for further details.

Enabling ScrewDrivers

Configure the following Environment Variables to enable triCerat printing:

1. Launch PowerTerm WebConnect Administration Tool.
2. Select Server | Configuration - the Server Configuration appears.
3. Set PRIV_UniversalPrinting to 1.
4. Set RDP_DisableUniversalPrinting to 0.
5. Set TriceratUniversalPrintingVersion to 1 and click OK.

If triCerat ScrewDrivers is properly installed, the user will see a red screwdriver systray icon when the RemoteView session is established.

Standalone Installation

If RemoteView is installed using the MSI installer, then the appropriate ScrewDriver Client MSI must also be used. If a ScrewDriver plugin has already been installed on the client device prior to the RemoteView installation, RemoteView will detect and use the existing plugin.

If RemoteView succeeds in loading the plugin, it will disable the RDP control “Redirect Printers” property in order to avoid using duplicate printers on the Terminal Server.

triCerat Printers Configuration Tool

If the triCerat client is installed using the MSI, the triCerat Client Configuration Tool will be available from the user’s Windows Control Panel.

1. Open the Windows Control Panel.
2. Click triCerat Client Configuration.

If the triCerat client is installed using the PowerTerm WebConnect URL, the Configuration Tool is accessed using the published application’s Start bar icon:

1. Right-click on the Start bar icon and select Ericom Software from the menu list.
2. Select *Printers Configuration Tool*.

When working with a Full Desktop window, the Printers Configuration Tool is accessed by clicking Options | *Printers Configuration Tool*.

The Printers Configuration Tool is also accessible from the Application Zone.

**Usage**

When launching a RemoteView session with triCerat enabled, the redirected printers will appear in the application’s *Print* dialog:

Only the primary redirected printer will be viewable in the Print Manager. By right clicking on the primary triCerat printer in the Print Manager, settings for all redirected printers can be accessed.
Additional settings can be configured in the Screwdrivers Control Panel Utility on the client’s device.

Server Configuration

To configure the triCerat Server component, use the ScrewDrivers Admin console from the Terminal Server’s Control Panel.

These settings should be configured the same across all Terminal Servers to maintain consistent printing behavior.

To allow redirection of all local printers, select *Add all client printers* under the *General* tab. End-users can hide specific redirected printers by denying them by using the client-side Control Panel *ScrewDrivers* utility.
Configure any remaining settings as desired.

Licensing and Activation

triCerat licenses are not included with PowerTerm WebConnect. In order to purchase triCerat licenses please contact Ericom Software.

**Using Microsoft Easy Print with PowerTerm WebConnect (RDP Only)**

PowerTerm WebConnect supports Easy Print in most scenarios where Microsoft RDP (mstsc.exe) will support it. On the client end, MS Windows XP SP3 or higher is required. On the server end, MS Windows 2008/2012 or higher is required. Once the RDP session is established, the redirected local printers will appear in the remote session’s printer list and ready to accept requests.

Ericom’s RemoteView client (PTRDP.exe) uses a 32-bit Microsoft RDP control to support Easy Print. RemoteView currently does not support Easy Print from Windows x64 operating systems.
Selecting the Default Printer

This section explains how to publish the Printer manager so users can select a default server printer (printer that is installed on the Terminal Server).

When using seamless applications, the Print Manager of the Terminal Server is not accessible to the user. To make the printer list accessible, publish the Printer user interface. This will allow users to select their own default printer.

Publish a new connection and enter these parameters:

Application: Explorer.exe
Parameters: ::{2227A280-3AEA-1069-A2DE-08002B30309D}

When the user selects this connection, the printer list will appear. The user can right click on the desired printer and select Set as Default Printer.

This was tested with a Windows 2008 R2 Server.
18. **ERICOM SECURE GATEWAY (ESG)**

MORE Portions of this chapter are taken from the Secure Gateway manual. Refer to the Secure Gateway manual for full installation instructions.

During the ESG installation, the Connection Brokers configuration page will appear.

Use this page to enter the address and port settings of the PowerTerm WebConnect that will be used with the ESG.

![Connection Brokers Page](image)

Select the *Deny connections from Standalone clients* setting to only allow connections through a connection broker. Connection attempts via the standalone Blaze and AccessNow clients will be denied, requiring all users to authenticate through a managed broker.

The PowerTerm WebConnect address must be configured with an address that is reachable from the ESG server. Use the ping and telnet utility to verify connectivity between the ESG and connection broker server.

**PowerTerm WebConnect 5.8 Configuration**

PowerTerm WebConnect 5.8 client components support the Ericom Secure Gateway. The Secure Gateway is typically installed in the DMZ and acts as a single port relay proxy for all PowerTerm WebConnect related communication. This means that only one port needs to be opened on the external firewall. The Secure Gateway will securely tunnel all related communication through its port: PowerTerm WebConnect (4000), RDP (3389), Blaze (3399), AccessNow (8080), HTTP (80), HTTPS (443), emulation (80), SSH (22), and more.

In order to configure PowerTerm WebConnect for use with the Secure Gateway, there are two steps to complete:
1) Configure three environment variables in the PowerTerm WebConnect Administration console to enable the Secure Gateway.

2) (Optional) Configure Secure Gateway “sg” specific Application Zone, Application Portal and AccessToGo clients that will be used externally to point to the Secure Gateway for the PowerTerm WebConnect address. The Secure Gateway is acting as a proxy to the broker server.

3) (Optional) If the Secure Gateway will be used for both brokered and non-brokered access (i.e. Blaze Client) then the Authentication Server will be required in order to provide security for standalone clients.

Configure the Three Broker ESG Variables

Open the PowerTerm WebConnect Administration Tool and go to Server | Configuration. Scroll down the list of Environment Variables and go to the Secure Gateway related settings:

| SecureGatewayEnabled | 1 – Enabled  
0 – Disabled (will an alternate service gateway built into the broker when Gateway mode is specified) |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>SecureGatewayExternalAddress</td>
<td>The address and port of the Secure Gateway server that will be reachable by the Ericom clients. This address and port must be reachable by end-users who will be connecting over the ESG.</td>
</tr>
<tr>
<td>SmartInternalIsGateway</td>
<td>AccessNow and AccessToGo do not support SmartInternal automatic detection. All settings that are set to SmartInternal will automatically use Direct by default with these clients. To force all SmartInternal connections to use Gateway, set this value to 1</td>
</tr>
</tbody>
</table>

In this example, all Ericom clients will connect to the Secure Gateway at the address: securegateway.ericom.com over port 4343.

<table>
<thead>
<tr>
<th>Environment Variables</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Value</td>
</tr>
<tr>
<td>SecureGatewayEnabled</td>
<td>1</td>
</tr>
<tr>
<td>SecureGatewayExternalAddress</td>
<td>securegateway.ericom.com:4343</td>
</tr>
</tbody>
</table>

NOTE If the Secure Gateway is using a trusted certificate, enter the DNS address of the Secure Gateway rather than the IP address here. A trusted certificate will need to recognize the domain name of the address.
If `SmartInternalIsGateway` is set to 1, all “Access” components (AccessNow, AccessPad, and AccessToGo) will use Gateway mode when the connection’s Gateway setting is set to `SmartInternal`.

### NOTE

“Access” components currently do not support the `SmartInternal` feature (this will be available in a future release).

#### Configure the Client files

When WebConnect is set as the Default ESG Web Server folder, the default page will be pointed to `sgstart.html`.

```
<add folder_name="WebConnect" default_page="sgstart.html"
     allow_access="true" />
```

This may be changed in the .config file under `folder_name="WebConnect"`:

```
<add folder_name="WebConnect" default_page="sgstart.html"
     allow_access="true" />
```

The “sg” versions of the Application Zone and Web Portal page files on the PowerTerm WebConnect broker may need to be configured to point to the Secure Gateway for the PowerTerm WebConnect Service.

#### STOP

When using the same address (e.g. sg.acme.com) for internal and external users make sure that the external DNS for sg.acme.com will reference the external IP/address of the Secure Gateway (such as the address of the firewall that is forwarding port 443), and that the internal DNS will reference the internal IP/address of the Secure Gateway.

#### Optional /websocket parameter

When the Secure Gateway is using port 443, certain traffic may be filtered by the firewall. To prevent connectivity issues, configure the external facing firewall to allow all TCP traffic over the Secure Gateway port.

On firewalls where HTTP/HTTPS filtering cannot be disabled, configure PowerTerm WebConnect traffic to use WebSockets by adding the parameter `/websocket`.

#### Application Zone Configuration

By default, the `sgapplicationzone.html` will use the address and port in the URL. In most cases, not customization is required in this page.

However, hardcoded values can be set for the “server:” and “port” variable.

In this example, the sgapplicationzone.html is pointed to the external Secure Gateway address on port 4545 (securegateway.ericom.com:4545) in order to access the PowerTerm WebConnect Service.
To enable WebSockets mode, add the parameter /websocket:

```
+ "/websocket SHORTCUT=both /AUTOLOGIN=NO"
```

**Web Portal - sgLaunch.asp Configuration**

By default, the `sgLaunch.asp` will use the address and port in the URL. In most cases, not customization is required in this page.

Similar to `sgapplicationzone.html`, hardcoded values can be set for the “server:” and “port” variable.

```javascript
// Parameters for downloader.js
var PT = {
  windowsDownloaderURL: ".../Windows/ptdownloader.cab",
  javaDownloaderURL: ".../Downloader_Signed.jar",
  identifyVM: ".../identifyVM.class",
  javaDownloaderImageURL: ".../Images",
  windowsAgentURL: ".../Windows/ptagent.cab",
  macAgentURL: ".../ptagent.zip",
  server: "securegateway.ericom.com",
  port: "4545",
  shortLocation: ".../shortLocation"
};
```

To enable WebSockets mode, add the parameter /websocket:

```
+ "/websocket SHORTCUT=both /AUTOLOGIN=NO"
```

**Web Portal - Comportal.INI Configuration**

If the PowerTerm WebConnect Server and the IIS are running on separate machines, then configure `ComPortal.INI` to point to the Secure Gateway address and port. In this configuration there is no need to modify the `Launch.asp` or `sgLaunch.asp` file.

In the following example, the Comportal.INI is configured to point to the Secure Gateway in order to reach the PowerTerm WebConnect service.

---

243
To enable WebSockets mode, add the parameter /websocket to the Launch.asp or sgLaunch.asp file:

```access
to go client configuration
```

AccessToGo Client Configuration

Once PowerTerm WebConnect is configured for remote access with the Secure Gateway, it will support AccessToGo connections. Perform the following to connect to PowerTerm WebConnect using AccessToGo:

1) Download the AccessToGo app
2) Create a new PowerTerm WebConnect connection
3) For the Server field, enter the server address and port (e.g. securegateway.test.com:443)
4) Click OK and tap on the connection to launch it.

Connecting using the Secure Gateway

When using the Secure Gateway with PowerTerm WebConnect, direct the users to the URL of the Secure Gateway. The user simply has to enter https://securegateway.test.com (or http):

And the page will automatically redirect to https://securegateway.test.com/WebConnect/sgstart.html
Since the Secure Gateway is acting as a proxy to the Web server, all subfolders and filenames will be intact (i.e. /webconnect/sgstart.html).

If a port other than 443 is used as the Secure Gateway port, it must be explicitly specified in the URL (i.e. ":4343"): 

```
https://securegateway.test.com:4343/webconnect/start.html
```

**NOTE** All SmartInternal connections will automatically use Gateway mode when the user connects to PowerTerm WebConnect using the Secure Gateway. Direct connections will not be affected.

**Configure the Authentication Server**

The Authentication Server is not required when PowerTerm WebConnect is used by itself. To configure this, see the section on *Disabling Authentication Server with Brokers*.

However, if standalone clients will be used in the environment as well, PowerTerm WebConnect and the Secure Gateway must work with the same Authentication Server. To configure PowerTerm WebConnect to use a specific Authentication Server, perform the following:

1) Go to the PowerTerm WebConnect Administration Tool

2) Files | Configuration | Main
3) Go to the end of the file and search for the "Authentication Server" section. If you imported an earlier ptserver.ini file, the section may not be available and will have to be created.

4) Set the Address to be that where the Authentication Server is running at. In the example below, the Authentication Server is running on 192.168.0.2

   [Authentication Server]
   Address=192.168.0.2
   Port=444
   CertificateDnsIdentity=
   MaxClockSkewMinutes=180

5) In the Secure Gateway configuration file (EricomSecureGateway.exe.config) go to <externalServersSettings> | AuthenticationServer and set the value of Address to be the same value that is set in step 4.

   <externalServersSettings>
   <AuthenticationServer>
     <add key="Address" value="192.168.0.2"/>
     <add key="Port" value="444"/>
   </AuthenticationServer>
   </externalServersSettings>

**Manual Configuration of ESG**

In addition to using the Configuration GUI, settings that were previously configured during the installation process may be changed by manually editing the Config file. This is a sample configuration where the Secure Gateway is configured to work with a PowerTerm WebConnect Server (PTWC) at address 192.168.35.134:

   <WebConnectServer>
     <add key="Address" value="192.168.1.134"/>
     <add key="Port" value="4000"/>
   </WebConnectServer>

   <WebServer>
     <add key="Address" value="192.168.1.134"/>
     <add key="Port" value="80"/>
     <add key="SecuredConnection" value="false"/>
   </WebServer>
Disabling HTTP/HTTPS filtering

Port 443 on most firewalls are initially reserved for HTTP (and HTTPS) based communication. Most firewalls will have a rule in place to filter out any non-HTTP traffic. Depending on what the Secure Gateway will be routing, HTTP filtering may need to be disabled on the firewall. On firewalls where HTTP filtering cannot be disabled, choose a different port value other than 443 for the Secure Gateway.

The Ericom Secure Gateway can proxy various types of traffic. Some are HTTP based and some are not. The only configuration where HTTP filtering does not need to be disabled is if the Web Application Portal and AccessNow are used together.

This table denotes the protocol used by each connection method:

<table>
<thead>
<tr>
<th>Communication type</th>
<th>Protocol used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Application Portal login</td>
<td>HTTP/HTTPS</td>
</tr>
<tr>
<td>AccessToGo login</td>
<td>HTTPS</td>
</tr>
<tr>
<td>Application Zone login</td>
<td>TCP</td>
</tr>
<tr>
<td>AccessNow RDP session</td>
<td>HTTPS (Secure Gateway required)</td>
</tr>
<tr>
<td>AccessToGo RDP or Blaze session</td>
<td>TCP</td>
</tr>
<tr>
<td>RemoteView RDP or Blaze session</td>
<td>TCP</td>
</tr>
</tbody>
</table>

On firewalls that have filtering enabled, but also support WebSockets, configure PowerTerm WebConnect traffic to use WebSockets by adding the client parameter `/websocket`. 
19. **Terminal Emulation with HostView**

**Introduction**

PowerTerm WebConnect HostView provides Terminal Emulation for legacy servers (i.e., IBM AS/400, UNIX, AIX, etc.) The following features of the terminal emulator can be modified centrally using the Administration Tool:

- Menus and menu options: Entire menus or specific menu commands can be hidden from specific users.
- Screen attributes such as display colors, number of rows and lines, cursor shape, and tab stops can be configured differently for each user and group type.
- Function buttons: There are two types of function buttons. Power Pad is a floating panel of buttons that the user can position manually on the screen. Soft Buttons are functions Buttons (Soft Keys) that are fixed to the bottom of the emulation screen.
- Keyboard mapping: Traditional terminal keys can be mapped to the physical system keyboard. Keyboard mapping also maps automated functions (also known as macros).

**Configuring Legacy Connections**

Legacy host connections are configured using the Administration Tool.

**Creating a Legacy Host Connection**

- Select Action | New | Host Connection. The New Connection dialog appears.
• Configure the legacy host’s Connection properties:

![Add Connection dialog]

• Click OK and the new connection will be created and added to the list of connections. Any user that has been assigned to the connection will also see it in their Application Zone automatically.

Copy a connection based on an existing one:

• Select a Connection to be copied and right-click it; then select Copy. The Copy Connection dialog will appear.

• Type in a new Connection Name.

• Click OK. The new connection will be created and the Connection Properties dialog will appear.

• Make necessary modifications. Verify that the Display Name is unique and then enable the connection.

• Click OK. The new connection appears with its own unique properties in the Connection pane.

NOTE A copied connection is initially disabled. It must be manually enabled for users access it. Go to the Connection’s Properties | Information | Advanced button to enable the application.
Testing a connection:

- Right-click on the connection in the Connections pane and select Test. The Login dialog appears.
- Provide a valid password and click OK. The desired host connection will be launched.

NOTE Testing the connection helps ensure that it is working properly before deployment to end-users.

Modifying connection settings:

- Select the desired connection and right-click it; then select Properties. Or, select Action | Properties. The Connection Properties dialog is displayed.
- Make any modifications.
- Click OK. The new modifications will take effect.

Legacy Connection Properties

- Connection Name: Unique identifier used by PowerTerm WebConnect
- Display Name: Title of the connection displayed to the end-user. This value does not have to be unique, although it is recommended to avoid end-user confusion.
- Settings button: Displays the Settings dialog which configures the emulation window’s appearance and behavior.
- Key Mapping button: Drag and drop keyboard mapping feature.
- Power Pad button: Programmable buttons to map commands and scripts.
- Login Script: Opens a text window to add scripts to be run after communication is established by the emulation client.
- Memo button: Opens a text file to track information for the connection.
- Publishing button: Determines where to place shortcut icons on the user’s desktop.
- Up and down arrows: Clicking these arrows switches to the previous (up) or next (down) object.

NOTE The arrows are not displayed in the Add Connection dialog when you create a new connection.
NOTE If the next connection is a RemoteView connection, the Properties page will be displayed.

- OK and Cancel buttons: Save or discard your changes (respectively), and close the dialog box.

Deleting a connection
- Select a Connection to be deleted and right-click it; then select Delete. A confirmation message appears.
- Click Yes to delete the connection permanently.

Disabling a connection
- Select a Connection to be disabled and right-click it; then select Properties. The Connection Properties dialog appears.
- Clear the Enabled checkbox.
- Click OK. The connection is now disabled.

Enabling a disabled connection
- Select a Connection to be enabled and right-click it; then select Properties. The Connection Properties dialog appears.
- Select the Enabled checkbox.
- Click OK. The connection is enabled.

- NOTE When a connection is deleted or disabled the user will no longer be able to access it. If the connection will be used at a later point, disable the connection rather than delete it. A disabled connection can be re-enabled.

- NOTE If a parent connection is disabled, its child connection will also be implicitly disabled. (A child connection is a connection that has another connection as its owner.)

PowerTerm WebConnect HostView Settings

To configure settings at the user level:

1. Double-click the desired User. The Properties dialog is displayed.
2. Click the Settings button. The Terminal Setup dialog is displayed.
3. Configure desired settings.

To configure settings at the group level:

1. Double-click the desired Group. The Properties dialog is displayed.
2. Click the Settings button. The Terminal Setup dialog is displayed.
3. Configure desired settings.

To configure settings at the connection level:

1. Double-click the desired Connection. The Properties dialog is displayed.
62. Click the Settings button. The Terminal Setup dialog is displayed.
63. Configure desired settings.

To configure settings at the server level:

1. Select Server | Default Settings. The Terminal Setup dialog is displayed.
2. Configure desired settings.

Keyboard Mapping

It may be necessary to map host terminal keys to the PC keyboard to properly emulate the original terminal. Any keyboard key may be configured to emulate a key, macro, or script. The keyboard mapping definitions are stored in a file with the same name as the current terminal setup file, but with the extension .ptk. For example, the default keyboard mapping definitions are stored in a file named ptdef.ptk. The setup files are stored on the PowerTerm WebConnect server. End-users can load their own settings if they have the proper permissions (i.e., member of Super Users group).

To view key mapping configuration:

1. Right click on the connection to be configured and select Properties. The Connection Properties dialog will appear.
2. Click the Key Mapping button.
3. Move the mouse over the different keys. The bottom line of the dialog shows the corresponding PC and terminal keys.

HINT Point to the “t” key of the VT keyboard and the corresponding PC key “T” will be displayed. Use this to track existing key mappings.

To map a PC key with a host key:

Using the Key Mapping window, drag a key from the upper Terminal Keyboard to the desired key on the lower PC Keyboard.

Click the <Control> key on the terminal keyboard to display additional key options.
**To map combinations of Alt, Ctrl, and Shift keys**

Using the Key Mapping window, click any combination of `<Alt>`, `<Ctrl>`, or `<Shift>` key on the **PC Keyboard**.

Drag the desired key from the **Terminal Keyboard** to the desired key combination on the **PC Keyboard**.

**To copy a PC key to another PC key**

Using the Key Mapping window, hold the `<Ctrl>` key while dragging the desired PC key to the PC key to be mapped. Both keys now have the same functionality.

**To replace a PC key with another PC key**

Using the Key Mapping window, drag the desired PC key onto the PC key that will be replaced (mapped).

**To restore a PC key to the default value**

Using the Key Mapping window, drag the desired PC key to the wastebasket icon. This restores the default function of the PC key.

**To restore the default keyboard mapping of all mapped keys**

Using the Key Mapping window, click the **Clear All** button.

**To assign a script command (macro) to a PC key**

1. Using the Key Mapping window, right-click a key on the PC keyboard to be assigned, and select Enter Script Commands. The PC Button dialog appears.

2. Enter the script (PSL) command and click OK. The PC key has now been assigned a script command.

**Power Pad**

The Power Pad is a floating keypad with programmable buttons. The buttons are by default named F1, F2, F3, etc., with a few default functions, such as Clear, Enter, and Insert. The number of displayed buttons and their names can be modified.

The Power Pad can be defined at the server's level or at the connection level.
To open the Power Pad & Function Buttons at Server’s Level
Select Server | Default Power Pad. Configure as needed.

To open the Power Pad & Function Buttons at Connection Level
1. Select the HostView connection to be configured.
2. Right-click the connection and select Properties. The Connection Properties dialog appears.
3. Click the Power Pad button. The Power Pad & Function Buttons dialog will appear.

To program the Power Pad
1. Double-click the row/column line for the button to be programmed. The Power Pad Button dialog appears.
2. Enter its Description and Script Command.

HINT To hide the PSL command, add an asterisk to the beginning of the command.

4. Click OK.

To reset the Power Pad
1. Click the Clean Power Pad button.
2. Click Yes at the confirmation prompt to restore the default values.

To adjust the number of buttons in the Power Pad
Enter the desired number of Rows and Columns to appear in the Power Pad.

NOTE There is a maximum of 10 rows and 10 columns in the Power Pad. The default is 9 rows and 4 columns.
Function Buttons

Along the bottom of the PowerTerm emulation window are Function buttons. By default, these are configured for F1, F2, F3, etc. These can be renamed and programmed to execute custom scripts. The Function buttons can be defined at the server's level or at the connection level.

To open the Power Pad & Function Buttons at Server’s Level

To open the Power Pad & Function Buttons at Connection Level
1. Select the HostView connection to be configured.
2. Right-click the connection and select Properties. The Connection Properties dialog appears.
3. Click the Power Pad button. The Power Pad & Function Buttons dialog will appear.

To program the Function buttons
1. Double-click the row/column line for the button to be programmed. The Function Button dialog appears.
2. Enter its Description and Script Command.

HINT To hide the PSL command, add an asterisk to the beginning of the command.

65. Click OK.

To reset the Function buttons
1. Click the Clean Functions button.
2. Click Yes at the confirmation prompt to restore the default values.

To adjust the number of Function buttons
Enter the desired number of Columns to appear for the Function Buttons.

NOTE There is a maximum 24 columns in the Function Button bar. The default is 12 columns.

Custom Background Bitmap for HostView

Add a custom background image in HostView
1. Select Files | Put Background Bitmap. The Select Background Bitmap File dialog will appear.
2. Find and select the desired bitmap file.
3. Select the desired file and click Open. The custom bitmap is now configured as the Server default.

To change the background image:

1. Go to Server | *Configuration*
2. Set the *Background Bitmap File Name*

   Background Bitmap File Name:
   ![ActiveXOriginal.cab](attachment)
20. Secure FTP and QuickFTP

Secure FTP and QuickFTP are two FTP clients included with PowerTerm WebConnect. Both use the same FTP engine and user interface, but are launched differently by the user. QuickVNC is centrally managed by the PowerTerm WebConnect server, so some settings are not configurable by the end-user.

**NOTE** Both FTP clients only support Windows operating systems

Launching QuickFTP

Published QuickFTP connections will appear in the user’s Application Zone or Application Portal once assigned.

QuickFTP connections are configured and published by the PowerTerm WebConnect Administration Console. The publishing steps are very similar to publishing a HostView connection.

To begin, in the Administration Console go to Action | New | Host Connection.

Select Remote Desktop Access and FTP as the Communication type. Configure the settings as desired and click OK to create the new FTP connection.

**STOP** All QuickVNC connections MUST have a username and password predefined. This cannot be entered manually by the end-user.
Launching Secure FTP

The Secure FTP Client can be launched using one of three methods:

1) Select Secure FTP from the Application Portal

   **Actions**
   - Request Support
   - PrintView
   - Secure FTP
   - AS/400 data file transfer
   - Logout

2) Select Secure FTP from the Application Zone Options | Run Component menu:

3) Select Secure FTP from the Application Zone systray Options menu:
Using Secure FTP and QuickFTP

Step 1: Start PowerTerm FTP Client

Step 2: Enter the session parameters using the Settings menu (SecureFTP ONLY).

Step 3: Enter the Connection Parameters (SecureFTP ONLY).

Click the Connect button to set connection parameters. Define the connection parameters for a session, or select a previously defined connection profile from the connection list.

To save a connection profile for future use, type a profile name in the Description field and click Add. Once saved, the connection profile is displayed in the Connection List. To select a connection profile, click on a profile name in Connection List.

Step 4: Connect to an FTP Site (SecureFTP ONLY)

Click the Connect button to connect to the desired FTP site.

Step 5: Transfer files

Start by selecting Copy or Append (Default is Copy).

Next, set the transfer type to Ascii or Binary by clicking the Transfer Type button (Default is Ascii). This can also be set under Settings | Transfer Type.
Navigate to the desired source and destination folders for the file transfer.

To download files, select the desired files to be transferred from the file list under Remote and click the left arrow button.

To upload files, select the desired files to be transferred from the file list under Local and click the right arrow button.

**HINT**  Depress the control (CTRL) key while clicking files with the mouse to select more than one file for transfer.

**NOTE**  The directory and file panes do not support drag and drop. Select desired files by navigating to the appropriate directories.

**Step 6: Disconnect from the FTP Site and exit**

Click the Disconnect button to disconnect from the FTP site. From the File menu, select Exit to exit the application.

**Menu Items**

<table>
<thead>
<tr>
<th>File</th>
<th>Create, open and save a configuration. Exit FTP client</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settings</td>
<td>Select preferences for file transfer data translation mode</td>
</tr>
<tr>
<td>Services</td>
<td>Display the FTP log; refresh the file list in both the local and remote directory; open the Connect dialog.</td>
</tr>
</tbody>
</table>

**Toolbar**

<p>| New                       | Create a new configuration file |</p>
<table>
<thead>
<tr>
<th><strong>Open</strong></th>
<th>Open an existing configuration file</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Services</strong></td>
<td>Display the FTP log; refresh the file list in both the local and remote directory; open the <em>Connect</em> dialog.</td>
</tr>
<tr>
<td><strong>Save</strong></td>
<td>Saves a configuration file</td>
</tr>
<tr>
<td><strong>Preferences</strong></td>
<td>Displays current session preferences</td>
</tr>
<tr>
<td><strong>File Transfer Setup</strong></td>
<td>Select options for data conversion.</td>
</tr>
<tr>
<td><strong>Connect</strong></td>
<td>Enter connection parameters for file transfer</td>
</tr>
<tr>
<td><strong>Log Window</strong></td>
<td>Displays FTP session details</td>
</tr>
<tr>
<td><strong>Close</strong></td>
<td>Exit the FTP client</td>
</tr>
</tbody>
</table>
21. **REMOTE SHADOWING WITH QUICKVNC**

PowerTerm WebConnect's **QuickVNC** allows users to securely connect to the desktop of any remote system running a VNC server (listener). Platforms that support VNC server include: Microsoft Windows, Mac OS X, and Linux. Multiple QuickVNC sessions may be established to the same server. QuickVNC can be useful in the following scenarios:

- Remote server administration and maintenance
- Online Training. Multiple users can connect to the same machine running the VNC listener.
- Collaboration Tool
- Remote technical support

PowerTerm WebConnect QuickVNC provides the viewer side component of a VNC connection. The VNC server is installed independent from PowerTerm WebConnect and can be downloaded from the Internet.

**NOTE** QuickVNC client only works from Windows-based systems

Configuring a QuickVNC client connection

5. Select Action | New | Host Connection

![Configuration Screen]

- **Connection Name**
- **Display Name**
- **Host Name**
- **Port Number**
- **Full Screen**
- **View Only**

Environment Variables:
- **Name**
- **Value**
6. To configure an existing connection, right-click on the connection and select Properties. The Add Connection dialog appears.

7. Enter the Connection Name. Names are not case-sensitive, however they must be unique.

8. Enter the Display Name. This will be displayed to end-users.


10. For Communication Type select VNC.

11. Set the Owner of the connection. Click the AD Groups button to assign the connection to a directory service object if desired.

12. Enter the Host name or IP address of VNC Host (listener).

13. Enter the Password for the VNC connection (optional). If a password is not specified, the user will be prompted for a password when the connection is established. This password must match that of the VNC server and has a maximum of eight (8) characters. Type the Port Number for the VNC server; the default is 5900.

14. Specify the Display Number for the VNC connection. Default is 0.

15. Check Full Screen for the session to display in full screen rather than in a window.

16. Check View Only to prevent the user from interacting with the host. This is useful for remote monitoring and training.

Connecting to a QuickVNC Session

1. Use Application Zone or the Application Portal to access published QuickVNC sessions.

2. When a QuickVNC connection is launched, the user may be prompted for a password (this appears when the password is not preset in the connection’s properties).

3. Once the session is established, the end-user will be able to view the remote desktop running the VNC server.

4. A QuickVNC Toolbar will appear at the top of the screen. This toolbar provides useful functions (i.e., file transfer) that can be applied to the active session.
Running a VNC server

UltraVNC is compatible with QuickVNC. Running the server is as simple running the executable `winvnc.exe` on a Windows host. More information can be found on the uVNC website: [http://www.uvnc.com/](http://www.uvnc.com/)

**NOTE** A password must be set for the VNC server and it must not exceed eight characters.

Ending a QuickVNC Session

1. The host can end the QuickVNC session by clicking on the VNC systray icon and selecting *Kill* or *Close*.

   ![VNC systray options](image)

2. The user can end the QuickVNC session by clicking the close button.

Creating a Training Session with QuickVNC

- **Step 1**
  - Install and run a VNC server on trainer's system
  - Set a password (up to 8 characters)

- **Step 2**
  - Publish a connection to the trainer's system
  - Assign the connection to desired users/groups

- **Step 3**
  - Instruct trainees to login to PowerTerm WebConnect to access the published connection
22. **REMOTE ASSISTANCE WITH SUPPORTVIEW**

PowerTerm WebConnect SupportView is a built-in component that enables end-users to request technical assistance from an Administrator or Supervisor level user. When a SupportView session is established, the administrator/supervisor can "shadow" the desktop of a PowerTerm WebConnect end-user. Once connected, the administrator has access to remotely control the mouse and keyboard along with the user. The user can disconnect the administrator at any time. SupportView can be very useful in the following scenarios:

- Remote Support: End-users can request support for any application on their desktop.
- One-to-one Collaboration Tool: End-users can request support from colleagues to work on a project together on the same desktop.
- Remote Training: End-users can request support from a trainer to receive training on their applications.

**NOTE** SupportView only works from Windows-based client systems

**Support Request Overview**

- **Step 1**: End-user requests SupportView assistance through PowerTerm WebConnect or a web page.
- **Step 2**: PowerTerm WebConnect processes the end-user’s request and presents a list of available administrators/supervisors that can provide support.
- **Step 3**: The user selects a desired administrator/supervisor and waits for acknowledgement.
- **Step 4**: Once the administrator/supervisor accepts the request, a SupportView session is established.
- **Step 5**: Once the session is established, the administrator/supervisor will be able to operate on the desktop along with the end-user.
SupportView uses VNC as the remote display protocol, but adds enhancements and security to the session.

Communication between the end-user and administrator/supervisor is accomplished using TCP/IP sockets over port 5900. If that port is unavailable, PowerTerm WebConnect Server is able to use its built-in SSL gateway to route the traffic between the end-user and supervisor.

Security

SupportView is designed to work over many different types of environments. The following features ensure that communication between end-users and administrators/supervisors are secured:

- SSL Gateway provides strong encryption of the communication
- The SupportView agent on the end-users system only runs for the duration of the session and can be shut down at any time.
- SupportView sessions are established by using one-time proprietary credentials fully handled by PowerTerm WebConnect. Malicious users cannot use SupportView components to infiltrate a system.
- When an administrator connects to the user’s desktop, the user receives a visible notification. SupportView cannot be used for spying on a user.

NOTE The SupportView agent that runs on the end-user’s system stores its credentials in the registry. The credentials change for every SupportView session, so, the end-user must have write-access to the registry. Restricted users may not be able to use SupportView.
Requesting a SupportView Session

End users can request support through one of the following features:

<table>
<thead>
<tr>
<th>Application Zone</th>
<th>SysTray Agent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Application Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="SupportView" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Application Portal</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="PowerTerm WebConnect" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SupportView website</th>
<th>http://&lt;server&gt;/webconnect/windows/supportview_x.html</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>ptagent command-line parameter:</th>
<th>/CALL_SUPPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests remote desktop shadow assistance from a PowerTerm WebConnect supervisor that is logged in.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ptagent command-line parameter:</th>
<th>/CALL_ADMIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests remote desktop shadow assistance from a PowerTerm WebConnect administrator that is logged in.</td>
<td></td>
</tr>
</tbody>
</table>

Once the administrator accepts the SupportView session, the connection is negotiated and established between the two systems. When the SupportView Agent appears, the Administrator/Supervisor will be able to view and control the end-user’s desktop.

The user will also be notified that the support session is accepted.
When the end-user requests a SupportView session from a webpage, the session will be established with the <Generic Customer> user. The user can end the SupportView session anytime, by closing the SupportView Systray icon.

Accepting a SupportView Session

A SupportView request prompt will appear on an Administrator’s/Supervisor’s desktop when a user has requested support.

Click OK to accept the user’s request. Once accepted, SupportView will detect whether Gateway mode should be used.

If Gateway mode is enabled, the Administrator/Supervisor will be notified.

When the SupportView session is established, the end-user’s desktop will appear along with the SupportView function toolbar.

To end the session, simply close the SupportView Window.
Remote Attach using Administration Tool

PowerTerm WebConnect Administrators have the ability to remotely shadow any Windows based desktop where a PowerTerm WebConnect component is running.

Attaching to a remote system

- Login to the Administration Tool
- Select View | Client Sessions. The Session dialog appears.
- Right-click on the desired user and select Attach.
- At the Verify Permissions prompt, enter the Administrator’s Password.
- Click Verify. The user will see a notification message and have 30 seconds to reject the remote session.

- If the end-user clicks OK, or after 30 seconds have passed, the Administrator will start shadowing the user’s desktop.
- At the conclusion of the session, a notification message will appear on the user’s desktop displaying duration information.
23. **MESSAGING**

The PowerTerm WebConnect administrator can send a message to specific or all users logged into PowerTerm WebConnect.

<table>
<thead>
<tr>
<th>Send Message</th>
<th>Field Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>To</td>
<td>Specifies the recipient of the message</td>
</tr>
<tr>
<td>Message</td>
<td>Specifies the text of the message</td>
</tr>
<tr>
<td>Distribution Mode</td>
<td>Single per machine: a user will receive the message only once on a machine, even if there are multiple sessions. All clients: the message is broadcast to every session (i.e. if the user has 5 sessions open, 5 messages will be displayed).</td>
</tr>
<tr>
<td>Reply Mode</td>
<td>Specifies what action the recipient(s) can take. Reply, the recipient is expected to reply. Optional reply, the recipient has the option to reply. No reply, the recipient does not have the option to reply.</td>
</tr>
</tbody>
</table>

**Sending a message to a user**

1. Highlight the user(s) that will receive the message using the Administration Tool’s user’s window.

2. Select Action | *Send Message*. Alternatively right-click *Send Message*. The *Send Message* dialog appears with the designated Message recipient.

**NOTE** You can add additional recipients by typing their names in the To text box.

66. Type the text of your message in the *Message* box.

67. Specify the Distribution and Reply Mode.

68. Click *Send*. The message is sent to the designated recipient(s).
OR

1. Right-click and select All Sessions.

2. Select the user/group and right-click Send Message. The Send Message dialog box appears with the designated Message recipient.

3. Type the text of your message in the Message box.

4. Specify the Distribution mode.

5. Click Send. The message is sent to the designated recipient(s).

Sending a message to a group

1. Select the group to receive the message.

2. Select Action | Send Message. Alternatively, right-click and select Send Message. The Send Message dialog appears with the designated Message recipient.

   NOTE You can add additional recipients by typing their names in the To text box.

   69. Type the text of your message in the Message box.

   70. Specify the Distribution and Reply Mode.

   71. Click Send. The message is sent to the designated group recipients.

Send a message to all users

1. Select Server | Send Message to All Users. The Send Message dialog appears with the designated message recipient.

   72. Type the text of your message in the Message box.

   73. Specify the Distribution and Reply Mode.

   74. Click Send. The message is sent to all the users.
24. Improving Performance

This chapter provides best practice recommendations for optimizing PowerTerm WebConnect and Terminal Server performance.

Using a Dedicated Server

For optimal performance, install PowerTerm WebConnect on a dedicated server. Installing PowerTerm WebConnect on a server with heavy load will adversely affect performance of the server. PowerTerm WebConnect should not be installed on a server running any of the following:

- Microsoft Active Directory or any other directory service
- Microsoft Exchange or any other mail server
- Microsoft Terminal Server or Citrix Presentation Server
- Corporate Web server
- Any server under constant heavy load

NOTE  For prototypes and small to medium sized deployments, installing PowerTerm WebConnect on a Terminal Server is most practical.

Running PowerTerm WebConnect separate from the Web Server

The PowerTerm WebConnect installer assumes that there is a web server on the same system. It is possible to host the web folder on a web server external to the PowerTerm WebConnect server.

Memory Resources

For optimal performance ensure that the PowerTerm WebConnect has sufficient resources. It is important to allocate sufficient memory for the PowerTerm WebConnect server, and to ensure that the server does not need to use the virtual memory swap file.

Use the server’s Performance Monitor to monitor the system’s performance and resource usage over time. Inspect memory related statistics such as Memory\Pages/sec and Memory\Page Faults/sec. High values indicate that more RAM is needed as memory is constantly swapped to and from the disk.
Alternate Connection Points

The default installation assigns the main connection point to the first known IP address of the computer and port 4000. These values are specified in the Address and PortNo entries of the [ConnectionPoint=] section in the server’s Main Configuration (PtServer.ini).

Additional connection points can be added by simply copying an existing connection point and modifying the values. Connection points allow connections to the PowerTerm WebConnect server through additional ports.

EXAMPLE – in this connection point the server address is configured as 126.1.1.177 and the port of 443 will be used to accept connections to PowerTerm WebConnect. Only SSL connections will be accepted via this port.

- [ConnectionPoint=Secured]
- Address=126.1.1.177
- PortNo=443
- SSL-Required=True
- LoginRequestTimeoutSeconds=10
- EchoTestFrequencySeconds=60
- EchoTestTimeoutSeconds=30
- KeepAlive=False
- UseConnectingMachineName=True

HINT When adding a new connection point, ensure that the server firewall allows traffic though the new port. Also verify that there is not another service on the server already using the port.

After configuring Connection Points, restart the PowerTerm WebConnect Server service.

PowerTerm WebConnect Server's Process Priority

A process’ priority determines how much CPU resources the operating system allocates to the process, relative to other processes running on the computer. Processes with a higher priority are allocated more CPU time and therefore often execute more quickly than processes with a lower priority.

Set the server’s process priority

Set the entry [Server]ProcessPriority=priority-name in the server’s Main configuration file (PtServer.ini).
The supported priority-name values are:

- Normal
- High
- Realtime
- <Default> When PowerTerm WebConnect is run as a service (default), the process priority is High. When run as a regular program, the process priority will be Normal.

Under normal conditions, do not change the server’s process priority.

**Best Practices for a Healthy Environment**

**Do not use vendor-supplied defaults for system passwords and other security parameters**

Ericom recommends changing the password for the PowerTerm WebConnect Administration Console immediately after installation. The default password is <blank>.

**Uninstall unused applications from Terminal Servers**

Keep Terminal Servers optimized by not installing extraneous applications. Uninstall applications that are no longer used. Terminal Servers are accessed by many users each day and should be optimized to run applications that are needed the most.

**Use and regularly update anti-virus software or programs**

An Ericom PowerTerm WebConnect Terminal Server environment stores all data within the datacenter. Anti-virus applications and signatures only need to be updated on easily accessible Terminal Servers rather than on many hard-to-reach (and manage) end-user workstations.

**Virtualize servers to ease the backup and rollback process**

Before making significant changes to any server (i.e. upgrading WebConnect) take a snapshot of the server. This will create an image of a “working” server and provide a simple method of rolling back the server.

**Develop and maintain secure systems and applications**

An Ericom PowerTerm WebConnect Terminal Server environment stores all data within the datacenter (minimizes impact of critical data loss due to equipment theft). Centralized data sources are easier to maintain and secure. Manage redirection features to meet security standards; such as disabling file upload and download to the Terminal Server.
25. IMPLEMENTING ACCESS SECURITY

An effective server access solution must ensure that critical computing systems are not compromised. This is especially important when access to these systems is extended beyond the local network to areas not managed by the IT department. PowerTerm WebConnect provides features to secure access to published applications and desktops.

Encrypting with SSL

PowerTerm WebConnect uses Secure Socket Layer (SSL) for establishing secure communication between the PowerTerm WebConnect server and the clients.

PowerTerm WebConnect supports three levels of communication security:

- **Unsecured** (No SSL): Communication between the server and the client is not secured by PowerTerm WebConnect. For example, Telnet communication is transmitted as clear text, including user names and passwords.

- **Encryption without Authentication** (Anonymous SSL): SSL is used for encryption only. The client will not verify the PowerTerm WebConnect server's identity. This is the default security level used by PowerTerm WebConnect.

- **Fully Secured** (SSL with Server Certificate): SSL is used to both authenticate the server when communication is established, and to encrypt the communication data stream. In order to use this level of security, a certificate and primary key, must be placed on the server. The client will access a copy of the certificate from a source (file system, a Web server, or an FTP server) and will use it to verify the server's certificate. The certificate can also be downloaded from the PowerTerm WebConnect server and saved on the client's machine upon receiving confirmation from the end-user.

NOTE The security level of the communication between the PowerTerm WebConnect server and clients, does not affect the security of direct connections between clients and hosts. Direct connections are independent of PowerTerm WebConnect security and handled by its protocol (i.e., RDP).

Configuring No SSL Security Level

**Client side configuration**

Add the following parameter to the command line (i.e., ApplicationZone.html): `/NOSSL`

**Server side configuration**

Using the Administration Tool, go to File | Configuration | *Main* (PtServer.ini).
Set $SSL\_Required$= to False. This will allow the server to accept unsecured client connections.

To verify that no SSL is used, go to the About dialog on the client side (i.e., Application Zone) and there will be no lock icon 🗝.

**NOTE** To disable compression set $UseCompression$=False

### Configuring Anonymous SSL Security Level

**Client side configuration**

Add the following parameter to the command line (i.e., ApplicationZone.html): `/SSL`

**Server side configuration**

Verify that the pair of security files (`PTS.crt` and `PTS.key`) are not in the same folder as `PtServer.exe`. If they are located in the same folder, the server will use them for authentication. If they are not in the folder, the server will use anonymous SSL.

Using the Administration Tool, go to File | Configuration | Main (PtServer.ini). Set $SSL\_Required$= to True. Now PowerTerm WebConnect will only accept SSL connections.

To verify that SSL is used, go to the About dialog on the client side (i.e., Application Zone) and verify the presence of the lock icon.

### Configuring SSL with Certificate Security Level

**Client side configuration**

Add the following parameter to the command line (i.e., ApplicationZone.html): `/SSLCERTFILE` or `/SSLCERTPATH`

/SSLCERTFILE is used to reference specific certificate files.

/SSLCERTPATH is used to reference a folder containing one or more certificate files.

The certificate filename or path is configured as follows:
/SSLCERTFILE=filename or /SSLCERTPATH=path

NOTE  The certificate path is not searched recursively

Using multiple certificates

Both command line parameters can reference multiple files or paths:

/SSLCERTFILE="file1;file2;file3"
/SSLCERTPATH="path1;path2;path3"

Server side

Verify that the pair of security files (PTS.crt and PTS.key) are placed in the same folder as PtServer.exe. If they are not in the folder, the server will use anonymous SSL.

Using the Administration Tool, go to File | Configuration | Main (PtServer.ini).

Set SSL_Required= to True. Now PowerTerm WebConnect will only accept SSL connections.

NOTE  The first time the certificate files are placed in the server's folder (and anytime they are replaced) the PowerTerm WebConnect Server service must be restarted.

If the server’s certificate does not match the certificate file referenced by /SSLCERTFILE, or is not located in a directory referenced by /SSLCERTPATH, the connection is rejected.

To override this operation place an asterisk (*) in front of the certificate file name, or directory path. In this case, if the file does not exist or does not match the server’s certificate, the server's certificate is presented to the user. If the user accepts the certificate, it is saved and the connection will be established. If a file name is provided without specifying a folder, the file will be saved to Ericom-folder/certificates.

NOTE  Distributing a certificate in this manner is less secure than manually placing them on the client computer (there is no way to verify the source of the certificate.)

If the SSLCERTFILE file name is not specified, a search in the default folder will be conducted for the following:

ServerName=ServerIP-ServerPort.crt

Example:     steven= 127.0.3.37-4000.crt

Ericom-folder is a private user folder. It is located under the user’s profile (i.e., C:/Documents and Settings /User-Account-Name/Application Data/Ericom)
For certificate authentication, place the CA certificate in the web side root folder and specify its path in the following manner:

https://webserver/WebConnectV.v/server.crt

Example: https://www.customer.com/WebConnect5.1/server.crt

To verify that SSL is used, go to the About dialog on the client side (i.e., Application Zone) and verify the presence of the lock icon.

SSL with Server Certificate (Administrative Access)

In the Connect dialog of the Administration Tool, the Administrator can connect to a server without a certificate. During a connection attempt, a dialog will appear stating the file name and path of the certificate that the Administration Console failed to find.

The administrator can choose one of the following options:

- Reject this certificate
- Accept this certificate
- Accept and Save this certificate to the specified server location

Enabling FIPS Compliancy in RDP

FIPS compliancy is supported by the RDP protocol. This is a vital feature when sensitive data (i.e., credit card information) is sent over public networks. FIPS is enabled using the Terminal Services (Remote Desktop) Host Configuration.

To enable FIPS Compliancy on Windows 2003 Terminal Servers:

- Open Terminal Services Configuration.
- Double click on RDP-Tcp and go to the General tab.
- Change the Encryption level to FIPS Compliant.
To enable FIPS Compliancy on Windows 2008/R2/2012 Terminal Servers:

- Open *Remote Desktop Session Host Configuration*.
- Double click on *RDP-Tcp* and go to the *General* tab.
- Change the *Encryption* level to *FIPS Compliant*.

**NOTE** Blaze connections do not support FIPS.
Secure Access Based on Subnet

PowerTerm WebConnect includes functionality to limit access to published resources based on the user’s subnet.

Use a dedicated ESG for the desired subnet of users

Create a dedicated ESG and give it an address that only the computers in the subnet can recognize (e.g. add the address to the local HOSTS file).

Create the resource and configure it to work in Gateway mode.

At the Information dialog, click on the Advanced button

Click on box icon to add new variables. Add the following two variables:

SecureGatewayEnabled = 1

SecureGatewayExternalAddress = 192.168.0.5:4343 (the target ESG address)

Click OK and then OK again to close out of the Properties (and save the new settings).

When a user tries to connect from a machine that does not recognize the target ESG, the following error will be returned.
Deny access outside of a specified subnet

Make sure that the Terminal server can be accessed directly from the desired users (e.g. a VPN tunnel is established).

Create the application and at the Information dialog, click on the Advanced button:

Click on box icon to add new variables. Add the following three variables:

SecureGatewayEnabled = 1

SecureGatewayExternalAddress = UNAUTHORIZED LOCATION (or the message of your choice)

SmartInternalIPRanges = the subnet that will have direct access to the TS (126.0.0 will include all addresses 126.0.0.*)

NOTE: This method is not strongly secured because if the user goes home and matches their subnet to the configured one, the user will be able to connect from an unintended location. Try to give the desired subnet something non-standard (such as 159.135.2)

Environment Variables:

<table>
<thead>
<tr>
<th>Name</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>SecureGatewayEnabled</td>
<td>1</td>
</tr>
<tr>
<td>SecureGatewayExternalAddress</td>
<td>UNAUTHORIZED LOCATION</td>
</tr>
<tr>
<td>SmartInternalIPRanges</td>
<td>126.0.0</td>
</tr>
</tbody>
</table>
Click *OK* and then *OK* again to close out of the *Properties* (and save the new settings).

When the user tries to connect from an IP outside of the range, one of the following messages will appear:

**Blaze session error:**

![Blaze session error message]

**RDP session error:**

![RDP session error message]
26. **RADIUS AND RSA® AUTHENTICATION**

PowerTerm WebConnect supports integration with RSA SecurID or Radius based security platforms to add two-factor authentication.

Two-factor authentication increases assurance that the user connecting to the system is properly sanctioned. By requiring two “factors” (usually a password and PIN), there is a lesser chance that an unsanctioned user can hack into the environment.

**PowerTerm WebConnect Server Configuration**

Go to the *Main Configuration* (PtServer.ini), and navigate to the *Connection Point* section. The parameter *AuthenticationMethod* can have one of three values:

<table>
<thead>
<tr>
<th>AuthenticationMethod</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular</td>
<td>Single-factor authentication based on the user’s credentials</td>
</tr>
<tr>
<td>RsaSecurID</td>
<td>Two-factor authentication using the RSA SecurID</td>
</tr>
<tr>
<td>Radius</td>
<td>Two-factor authentication using the Radius based system</td>
</tr>
</tbody>
</table>

To handle the user’s name between the two-factor authentication server and the user database, the parameter *Use_userPrincipalName* should be set to *True* or *False* (default). This parameter is set in the Main Configuration (PtServer.ini) under the *Misc* section.

```
CompressionServerLevel=0
CompressionClientLevel=9
Use_userPrincipalName=False
```

- *True* gives the user’s full name (i.e. user name including location).
- *False* gives just the user’s name (i.e., name@company.local will be authenticated with name.)

**RSA SecurID**

When using RSA SecurID, the user authenticates to the PowerTerm WebConnect server by entering a PIN and tokencode. The client communication is encrypted using SSL. PowerTerm WebConnect server then transmits the user’s PIN and tokencode to the RSA Authentication server for authentication. If the credentials are properly authenticated, the user will be logged in to PowerTerm WebConnect.
Agent Host Configuration

To enable communication between PowerTerm WebConnect and the RSA Authentication Manager / RSA SecurID appliance, an Agent Host record must be added to the RSA Authentication Manager database. The Agent Host record must include the PowerTerm WebConnect server in its database.

To create the Agent Host record, obtain the following information:

- Host name of PowerTerm WebConnect Server
- IP Addresses of PowerTerm WebConnect Server

When adding the Agent Host Record, configure the PowerTerm WebConnect as *Net OS*.

**NOTE** Hostnames within the RSA Authentication Manager / RSA SecurID appliance must resolve to a valid IP addresses on the local network.

Please refer to RSA Security documentation for additional information on creating, modifying and managing Agent Host records.
PowerTerm WebConnect Configuration for RSA

- Copy *sdconf.rec* that was generated by the RSA Authentication Manager to windows/system32 of the PowerTerm WebConnect server.

- Configure PowerTerm WebConnect to authenticate to RSA Authentication Manager.
  - Launch the PowerTerm WebConnect Administration Console and go to the *Files | Configuration | Main* to access the Main Configuration (PtServer.ini)
  - In the *[ConnectionPoint=Internet]* section set the option `AuthenticationMethod=RsaSecurID`. This setting specifies that connections to this Connection Point will be authenticated with RSA SecurID.

- Restart the PowerTerm WebConnect Server service.

- Go to applicable published application’s *Advanced* section (applicable applications are those that will be used by users authenticating with RSA/Radius). Uncheck the option *Use WebConnect User Credentials*. Place `%u` in the Username field, and `%X“Network Password”* in the Password field.

**NOTE** There is a space between “Network” and “Password”

---

**Resetting the NodeSecret**

If PowerTerm WebConnect is returning authentication errors, a new NodeSecret may need to be created. Authentication errors will appear as:

- RSA SecurID Authentication Communication with the RSA ACE/Server has failed.
- RSA SecurID Authentication User authentication failed.
To create a new NodeSecret:

- Delete the NodeSecret key held in the Registry of the PowerTerm WebConnect server: HKLM | SOFTWARE | SDTI | ACECLIENT
- Remove the old key from the RSA Server
- The RSA server should then create a new key and automatically assign it. This process can also be performed manually.

**Radius**

Radius configuration and usage is similar to RSA.

1. Launch the PowerTerm WebConnect Administration Console and go to the Main Configuration (PtServer.ini)
2. In the [ConnectionPoint=Internet] section set the option AuthenticationMethod=Radius. This setting specifies that connections to this Connection Point will be authenticated with Radius.

3. Configure settings for the Radius connection

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Radius_server</td>
<td>Address of the Radius server</td>
</tr>
<tr>
<td>Radius_port</td>
<td>(UDP) port that the Radius server is listening on. Default: 1812</td>
</tr>
<tr>
<td>Radius_sec_timeout</td>
<td>Timeout to wait for response from the Radius server. Default: 2</td>
</tr>
<tr>
<td>Radius_retries</td>
<td>Number of times to retry sending of the authentication request if a timeout occur. Default: 3</td>
</tr>
<tr>
<td>Radius_secret</td>
<td>Radius server’s secret password</td>
</tr>
</tbody>
</table>

4. Restart the PowerTerm WebConnect Server service.

**NOTE** PowerTerm WebConnect Server only supports one Radius server at a time

**User Access**

When users launch the Application Zone they should log in with the two-factor credentials (PIN and tokencode).
NOTE  RSA and Radius authentication is only available with the Application Zone. Neither are available with the Web Application Portal.

New users that do not have a PIN should login with just the tokencode and will be prompted to create a new PIN.

If no PIN is entered, another prompt will appear.

If the user does not enter a PIN, one can be created automatically. The user will see a message similar to this:
Press OK to acknowledge the creation of the PIN.

During the login, the tokencode may expire during the authentication. When this happens, the user will be prompted to re-enter the password (PIN and tokencode) with an updated tokencode.

RADIUS for PCoIP Devices

PowerTerm WebConnect DeskView supports RADIUS authentication from PCoIP clients. This section explains how to configure DeskView to use RADIUS for client authentication.

1. Open and login to the PowerTerm WebConnect Connection Broker Administration Tool.
2. Right click on PowerTerm WebConnect DeskView and select Options.
3. Click *Network* and add the Radius Domain if it is not already present.

4. Click *PCoIP* and select the *Authentication* button

5. Select *Radius* and enter the parameters for the desired RADIUS server

6. Certain RADIUS servers require that the user enter the domain prefix or UPN - check the appropriate box if needed

7. Click *OK* and use a configured PCoIP client to test the RADIUS login
27. **Juniper® SSL VPN Integration**

Juniper Network’s SSL VPN solution, in conjunction with Ericom’s PowerTerm WebConnect, provides secured remote access to mission critical applications, ensuring a cohesive and complete Server Based Computing environment. The configuration instructions in this chapter are based on Juniper version 6.0R6.

**General Portal Configuration**

**Add Profile in Juniper**

To display the PowerTerm WebConnect Portal inside the Juniper web interface, create a new Juniper Resource Policy, and select Web.

Click *New Profile* and define the settings to the URL of the PowerTerm WebConnect Application Portal.


PowerTerm WebConnect Configuration

Configure PowerTerm WebConnect to allow connections from the SSL VPN.

- Browse to the WebConnect *DataBase* folder. (Usually in “X:\Program Files\Ericom Software\WebConnect\DataBase”, where “X” is the drive letter in which PowerTerm WebConnect is installed.)
- Open *PtServer.ini* and search for *Machines=localhost;127.0.0.1*.
- Add the server address to this line (Example: *Machines=localhost;127.0.0.1;juniper.testdomain.com*)
- Search for the section beginning with: *[ConnectionPoint=Internet]*
- Add this line at the end of this section: *CheckIPMatch=False*
- Restart the PowerTerm WebConnect Server Server service.

**NOTE** If this is not configured, users may receive an error stating *Credential Token Error*. Behavior may vary based on the version of Ericom and Juniper that are in use.
Form POST Single Sign-On with Portal

NOTE: Juniper Advanced License is required for SSO Form POST in the IVE platform.

Configure the HTML Form POST to enable Single-Sign-on from the SSL VPN to the PowerTerm WebConnect portal.

- Click Users | Resource Policies | Web | SSO Form POST | New Policy

- Roles: Select desired roles that will have access to this policy.
- POST to URL: http://<server>/webconnect/AppPortal/LoggedIn.asp
- Login / Login / Not modifiable
- domain / widgets / Not modifiable
- username / <USERNAME> / Not modifiable
- password / <PASSWORD> / Not modifiable

Set ActiveX Rewriting Parameter

To configure ActiveX Parameter Rewriting (rewriting specific to Ericom’s WebConnect):

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From the Juniper IVE browse to Users | Resource Policies | Web | ActiveX Parameters

Add: Class Id: 7EC816D4-6FC3-4C58-A7DA-A770EE461602

Parameters: Src | Rewrite URL and response (Static and dynamic HTML)

Set Portal Page as the Default

To set the PowerTerm WebConnect Portal page as the default Juniper page, go to the desired User Role and configure its UI Options. Set the Custom page to the Portal URL. If a POST SSO policy has been set for this URL, it will auto-login the user directly into the Portal.

Network Connect Usage

No additional configuration is needed when using PowerTerm WebConnect with Network Connect. Just make sure to launch Network Connect before launching any PowerTerm WebConnect published applications and desktops.
WSAM Configuration

To configure WSAM to tunnel PowerTerm WebConnect’s application traffic and ensure that the proper users have access:

From the Juniper IVE, browse to: Users | User Roles | <role name> | SAM | Applications

1. Add Server: server.widgets.com (the WebConnect Server name )
2. PowerTerm Port(s): 4000 (or the custom port number)
3. From the IVE browse to Users | Resource Policies | SAM | Access Control | Resources: server.widgets.com:4000 (<servername>:<port>)
4. Configure the “Allowed Servers”

5. Set up Selective Rewriting policy, within the Juniper IVE, browse to Users | Resource Policies | Web | Selective Rewriting

6. Add the server to the Initial Rewrite Policy

7. Define the roles that the policy applies to.

8. Select Rewrite content (auto-detect content type).

9. Server gets added to Resources as: http://server.widgets.com:*/*

**JSAM Configuration**

To configure JSAM to tunnel PowerTerm WebConnect’s application traffic and ensure that the proper users have access:

1. From the Juniper IVE, browse to: Users | User Roles | <role name> | General | Overview

2. Scroll down to Access features section

3. Select Secure Access Manager | Java

4. From the Juniper IVE, browse to: Users | User Roles | <role name> | SAM | Options
5. Select Java SAM

6. Configure JSAM Port Forwarding
   
a. From the Juniper IVE, browse to: Users → Resource Profiles → SAM → Client Applications

b. Select New Profile
c. Set Type to JSAM
d. Set Application to Custom
e. Set name to something descriptive, such as “PowerTerm WebConnect Servers”
f. Add your PowerTerm WebConnect Server and Terminal Servers to the JSAM Port Forwarding section. The PowerTerm WebConnect Server port is 4000, and Terminal Server ports are 3389.
g. Select “Save and Continue”

<table>
<thead>
<tr>
<th>New Client Application Resource Profile</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type:</strong> JSAM</td>
</tr>
<tr>
<td><strong>Application:</strong> Custom</td>
</tr>
<tr>
<td><strong>Name:</strong> WebConnect Server</td>
</tr>
<tr>
<td><strong>Descriptions:</strong></td>
</tr>
</tbody>
</table>

### JSAM Port Forwarding

JSAM requires traffic destined for the following server(s). It listens for this traffic on a local loopback address, you can also specify (valid loopback addresses are 127.0.0.1 or 127.0.0.1 and higher). JSAM will automatically choose and configure the client loopback addresses if you leave them blank. If you leave the Client Port blank, JSAM will use the Server Port for that server.

<table>
<thead>
<tr>
<th>Servers:</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Server Name</strong></td>
<td><strong>Server Port</strong></td>
</tr>
<tr>
<td>wincomts1</td>
<td>4000</td>
</tr>
<tr>
<td>wincomts1</td>
<td>3389</td>
</tr>
<tr>
<td>wincomts2</td>
<td>3389</td>
</tr>
<tr>
<td>us-mal1</td>
<td>2208</td>
</tr>
</tbody>
</table>

h. Select the **Roles** for this Resource Profile to be applied to and **Add** them to the **Select Roles** area. **Click Save**
**Additional Policies Recommendations**

- If portal icons do not appear in Juniper, do not rewrite the getimage.asp page:
  
  o To configure a policy to NOT rewrite the *getimage.asp* page in Juniper, perform the following

  o Go to *Resource Policies* | *Web* | *Selective Rewriting* 

  o Enter the *getimage.asp* path for the Resource. Make sure to enter `'*'` at the end:
Add a new Policy with the Action: *Don’t rewrite to the target web server:*
28. **MONITORING AND AUDIT TRAILS**

**Monitoring Online Activity**

The Administration Console provides information about user status and activities. This information is presented in two ways:

1) By connection source: view status for computers, users, or groups.
2) By sessions: view information about active client sessions.

**Status Information for Computers, Users, and Groups**

Three views report by connection source: the *Users* pane, filtered by Runtime Information; the *Groups* pane, filtered by Runtime Information; and the *Machines* window.

**Identification Information Fields**

The Users pane, Groups pane, and Machines window, each show runtime information for different characteristics of a connection source. The following table lists and explains all the runtime information fields, and indicates which are shown in each window (a ✓ indicates that the window shows the field).

Fields displayed in the Users pane pertain to individual users; fields in the Groups pane pertain to all the users in a specific group; and fields in the Machines window pertain to all the users accessing the server from a specific computer.

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
<th>User</th>
<th>Group</th>
<th>Machines</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP Address</td>
<td>IP address of the remote client.</td>
<td>-</td>
<td>-</td>
<td>✓</td>
</tr>
<tr>
<td>Sessions Count</td>
<td>Total number of sessions that are currently used by the group.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>First Entrance</td>
<td>The date and time of the login of the user.</td>
<td>✓</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Last Entrance</td>
<td>The date and time of the last login of the user.</td>
<td>✓</td>
<td>✓</td>
<td>-</td>
</tr>
<tr>
<td>Logins History</td>
<td>The number of logins performed by the user.</td>
<td>✓</td>
<td>-</td>
<td>✓</td>
</tr>
</tbody>
</table>
### Show Preset Columns Types

Right-click an object (not the column title) and select Columns.

Select one of the following sets of information: Basic, Identification, I/O Information.

### Viewing Active Sessions

In the Client Sessions view, a new entry is created each time a user connects to PowerTerm WebConnect and opens a new session (i.e., RemoteView, HostView, etc.)

The fields in session information table are divided into two groups: static fields that identify the session and I/O Information fields that show realtime information about the session (until it ends).
**Viewing sessions for a user**

Right-click on the desired user and click *Sessions*.

OR

Right-click on the user object and select *Properties*. The User Properties dialog will be displayed. Click the *Sessions* button.

**View sessions opened by all users of a group**

Right-click the desired group and click *Sessions*.

OR

Right-click on the group object and select *Properties*. The Group Properties dialog will be displayed. Click the *Sessions* button.

**View sessions opened by all users**

Select View | *Client Sessions* or click the icon.

**Viewing administrative sessions**

The Administrative Sessions window displays the online activity of users that have administrator status. Every entry in the table represents one administrator session, so if an administrator logs on twice, two lines are added.

Select Views | *Administrative Sessions* or click the icon.

**Viewing intruders list**

The Intruders window shows suspected attempts at breaching PowerTerm WebConnect. Every entry in the table represents an instance where a user either:

3) Attempted to connect using HTTP, or through an incorrect port.

4) Entered a wrong password.

5) Entered an unknown username.

6) Entered a correct username and password, but connected from an IP or computer not specified in the user or group *Allowed List*.

7) Attempted to connect from two different computers, although the *Allow Concurrent Machines* is disabled.
After several intruder attempts, users are blocked temporarily. The number of attempts and the time period of blocking are defined in the Intruders fields of the Server Configuration dialog.

In addition to showing suspected intrusion attempts, the Intruders window allows the administrator to remove restrictions on users. The administrator can also prevent users from being detected as an intruder in the future.

To open the Intruders view select View | Intruders or click the icon.

HINT To remove a user restriction right-click the desired user entry in the intruders table and select Allow. The allowed user will now be able to login to PowerTerm WebConnect using correct credentials.

Viewing Current Server Statistics

The Deployment and Performance Statistics dialog, displays current information (i.e., license count) for the PowerTerm WebConnect server. To open the Deployment and Performance Statistics dialog in the Administration Tool, select Server | Deployment and Performance Statistics.

<table>
<thead>
<tr>
<th>Server Lifetime:</th>
<th>1 + 2:30:21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start-up</td>
<td></td>
</tr>
<tr>
<td>Begin:</td>
<td>06/08/10 15:21:23</td>
</tr>
<tr>
<td>End:</td>
<td>06/08/10 15:21:57</td>
</tr>
<tr>
<td>Elapsed:</td>
<td>00:34</td>
</tr>
<tr>
<td>Memory</td>
<td></td>
</tr>
<tr>
<td>Working Set:</td>
<td>43,116 K</td>
</tr>
<tr>
<td>Peak Working Set:</td>
<td>50,380 K</td>
</tr>
<tr>
<td>Page Faults Count:</td>
<td>524,546</td>
</tr>
<tr>
<td>Login:</td>
<td></td>
</tr>
<tr>
<td>First:</td>
<td>06/08/10 19:29:20</td>
</tr>
<tr>
<td>Last:</td>
<td>06/08/10 16:05:58</td>
</tr>
<tr>
<td>CPU</td>
<td></td>
</tr>
<tr>
<td>Kernel:</td>
<td>0.0003</td>
</tr>
<tr>
<td>User:</td>
<td>0.0004</td>
</tr>
</tbody>
</table>

NOTE To refresh the information under Deployment and Performance Statistics, close and reopen the dialog window.

Event Viewer Access

Information related to server’s operation will be tracked in the server’s Event Viewer. The Administration Console provides a shortcut to the Windows Management Console Event Viewer. Select Tools | Event Viewer.

System Logs

Each start of the PowerTerm WebConnect server or starter service generates two new (standard) log files, PtServer.LOG and PtStarter.LOG. PowerTerm WebConnect maintains backup versions of these log files. They are named in the format: exename.LOG.bck-00N.
8) `PtServer.LOG` represents the general log file of the PowerTerm WebConnect server.

9) `PtStarter.LOG` represents the log file of the PowerTerm WebConnect starter.

10) `Failover History` records the Failover state transition of PowerTerm WebConnect servers working in Failover mode.

11) `Error log`, is an Excel CSV document detailing errors from the PtServer log.

12) `System Information log`, tracks periodic system checks, gathering information about the server-starter processes.

13) `Communication Events` log, logs the LOGIN, LOGOUT, LOGIN-LOST, RECONNECT, etc. caused by client sessions (not administrative sessions).

The last log message contains the “~” character. If the maximum log file size is reached, then the last line contains the “^” character, indicating that any new log messages will be written at the start of the new log file.

**Viewing the PowerTerm WebConnect Server log**

Select Files | LOG files | Server | Standard Log.

**Viewing the Failover log**

Select Files | LOG files | FAILOVER History.LOG.

**Viewing Audit Trails**

The Audit Trail is a chronological record of the PowerTerm WebConnect user activities. This includes user login, application/desktop access, and other various actions. To view the audit trail using the Administration Tool: select Files | LOG files | Audit Trail. An editor supporting CSV is required to view the file (i.e., Microsoft Excel, Notepad, etc.)

**Audit Trail Options**

The Main Configuration (PtServer.ini) has a setting to define Audit Trail options. `AuditTrail_Options` can be configured with the following parameters:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*/LAYOUT=</td>
<td>Establishes the layout mode</td>
</tr>
<tr>
<td>MINIMAL (default)</td>
<td></td>
</tr>
<tr>
<td>FULL</td>
<td></td>
</tr>
<tr>
<td>* One of /TITLE, /NOTITLE or /TITLE=...</td>
<td>Enables/disables/specifies the usage of the column titles row.</td>
</tr>
<tr>
<td>/TITLE=...</td>
<td>/TITLE The default column titles will be used (default).</td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th><strong>Command</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><code>/NOTITLES</code></td>
<td>Column titles will not be used.</td>
</tr>
<tr>
<td><code>/TITLE=</code></td>
<td>The supplied list of column titles will be used. The very first character will be used as separator.</td>
</tr>
<tr>
<td>* One of <code>/READ_ONLY</code> or <code>/READ_WRITE</code></td>
<td>Establishes the write permission mode of the file when it will be closed at midnight. Default: <code>/READ_ONLY</code></td>
</tr>
<tr>
<td><code>/DIR=</code></td>
<td>Specifies the folder of the audit trail output. By default the Audit Trail (PtAT.dll) creates files in the folder <code>&lt;database&gt;/Audit Trail</code>. The value specified by <code>/DIR= &lt;option&gt;</code> may contain the logical folders <code>&lt;database&gt;</code> and <code>&lt;exe&gt;</code>.</td>
</tr>
<tr>
<td>* <code>/FILETITLE=</code></td>
<td>Specifies the file title format of the audit trail output, other than the default. By default the PtAT.dll creates file name PtAT-&lt;YEAR&gt; &lt;MONTH&gt; &lt;DAY&gt;. The following placeholders are available: <code>&lt;YEAR&gt;</code> Year with century, as decimal number. <code>&lt;YEAR2&gt;</code> Year without century, as decimal number (00-99). <code>&lt;MONTH&gt;</code> Month as decimal number (01-12). <code>&lt;MONTHNAME&gt;</code> Abbreviated month name. <code>&lt;MONTHNAMEFULL&gt;</code> Full month name. <code>&lt;WEEKDAY&gt;</code> Abbreviated weekday name. <code>&lt;WEEKDAYFULL&gt;</code> Full weekday name. <code>&lt;DAY&gt;</code> Day of month as decimal number (01-31). <code>&lt;COMPUTER&gt;</code> PowerTerm WebConnect server's computer name.</td>
</tr>
<tr>
<td>* <code>/EXT=</code></td>
<td>Specifies the file extension of the audit trail output, other than the default. By default the PtAT.dll creates files of CSV type.</td>
</tr>
<tr>
<td>* One of <code>/DAILY</code>, <code>/WEEKLY</code> or <code>/MONTHLY</code></td>
<td>Establishes the file replacement (renewal) mode. <code>/DAILY</code> The file will be replaced at midnight.</td>
</tr>
</tbody>
</table>
(default).

/WEEKLY The file will be replaced on Mondays at midnight.

/MONTHLY The file will be replaced at midnight on the 1st of the month.
29. **Reconnect Features**

PowerTerm WebConnect includes four types of Reconnect features to ensure that end users have high availability to the PowerTerm WebConnect resources.

<table>
<thead>
<tr>
<th>Type</th>
<th>Clients supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Zone Reconnect</td>
<td>Application Zone</td>
</tr>
<tr>
<td>Session Reconnect</td>
<td>RDP RemoteView sessions</td>
</tr>
<tr>
<td>Blaze Reconnect</td>
<td>Blaze RemoteView sessions</td>
</tr>
<tr>
<td>Network Reconnect</td>
<td>HostView, QuickVNC sessions</td>
</tr>
</tbody>
</table>

**Application Zone Reconnect**

When an active Application Zone loses connectivity to its PowerTerm WebConnect server, it will automatically try to reconnect to the server. The Application Zone systray icon will start blinking when it attempts to reconnect.

Right-clicking on the systray Agent gives the user options to force a *Retry* or to *Quit* the Application Zone.

Once the network connection is re-established and the Application Zone properly reconnects to the PowerTerm WebConnect server, the Systray Agent will stop blinking and remain solid.

Two common cases where the Application Zone loses connectivity:

- The PowerTerm WebConnect server is shut down
- The client system loses network connectivity to the PowerTerm WebConnect server.
Session Reconnect

What is a Disconnected Session?

Disconnected Terminal Server sessions are user sessions on the Terminal Server that contain active applications, but not currently connected to by a client. Sessions may become disconnected for various reasons, such as:

- A network fault or any loss of communication.
- The Administrator disconnects the session.
- The user disconnects the session or closes the RDP client without logging out of the session.

Disconnected sessions have a finite lifespan as defined by a timeout period set on the Terminal Server (configured by the administrator). At the end of this timeout period, the session will automatically be reset. A user can reconnect to disconnected Terminal Server sessions as long as it is active.

NOTE  PowerTerm WebConnect Session Reconnect does not require or use the Microsoft Session Directory service. As a result, Enterprise versions of Windows server is are required.

Client Usage

Disconnected Sessions are reconnected by just launching a new application. When a user is logged in to the Application Zone and has a disconnected session assigned, the following icon may also appear in the Application Zone and the systray agent:

A balloon message will also appear displaying "Power Term WebConnect Application Zone. You have disconnected sessions. Right click the icon in order to resolve them."

Right clicking on the disconnected icon will provide three options to the user:

<table>
<thead>
<tr>
<th>Reconnect all</th>
<th>Reconnect to all disconnect sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close all</td>
<td>Close all disconnected sessions</td>
</tr>
<tr>
<td>Hide notification</td>
<td>Hide the disconnect icon and do nothing</td>
</tr>
</tbody>
</table>

NOTE  The user can only reconnect to disconnected sessions belonging to it.

Double-clicking the icon will reconnect the user to an active session. The icon will no longer be displayed if the user hides it or if there are no longer any disconnect sessions.
Logging off a user using the Administration Console

To close a disconnected session:

1. Launch the Administration Tool.
2. Click on the Terminal Server Sessions button. A list of all active Terminal Server sessions will be displayed, including the disconnected ones.
3. Select the disconnected session(s) to be closed. Use the Ctrl key for multiple selections.
4. Right-click on the selected session(s) and select Log Off Disconnected Sessions (or Log Off All Disconnected Sessions).
5. Click on Yes to confirm.

### NOTE
Disconnected Session Reconnect is only available for sessions created through PowerTerm WebConnect and the Load Balancer.

Disconnected Session Reconnect Network Reconnect is only available from Windows clients. This feature is not available for users connecting from Mac or Linux systems.

Blaze Reconnect

Ericom Blaze sessions use a different reconnect mechanism built into the client component. During a network interruption, the Blaze session will attempt to reconnect to the active session. During the reconnect process the user will be presented with a dialog box with the number of connection attempts. The user may stop the connection attempts by clicking the Cancel button.

Network Reconnect

Network Reconnect will automatically resume sessions that have been interrupted by a network disruption.
There are three available modes:

<table>
<thead>
<tr>
<th>Mode</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Will not reconnect an interrupted session.</td>
</tr>
<tr>
<td>OnDemand</td>
<td>Will reconnect only sessions connected through the PowerTerm WebConnect server's gateway.</td>
</tr>
<tr>
<td>Wireless</td>
<td>Will reconnect any session automatically. All wireless sessions use the PowerTerm WebConnect server’s gateway.</td>
</tr>
</tbody>
</table>

The Network Reconnect configuration process consists of the following:

- Configure the PowerTerm WebConnect Server to use Network Reconnect (Network Reconnect is disabled by default).
- Specify which PowerTerm WebConnect objects have permissions to use Network Reconnect.
- Configure the client parameters to use Network Reconnect.
- When the user launches a PowerTerm WebConnect component, the reconnect mode is activated for the session.

Enabling the Network Reconnect

Network Reconnect is disabled by default. Configuration to the server and client components are necessary to enable Network Reconnect.

**Server Configuration for Reconnect Mode**

To begin, set the Default Reconnect Mode. This will be the default value when Network Reconnect mode is not configured in objects that have higher precedence.

1. Select Server | Configuration.
2. Select the desired Default Reconnect Mode.

When the *Highest Reconnect Mode* is set as <Default>, the Server’s value will be used.

**To set the Reconnect mode for a group:**

1. Right-click on the desired group and select Properties. The *Group Properties* will appear.

**HINT**

- The default group of the server is *Novice Users* and its *Reconnect Mode* is *None* by default. This must be changed to enable Network Reconnect.
- Non-persistent users do not belong to a group by default. Assign a Default group to the *Default AutoCreated User* to set the *Reconnect Mode*. 
2. Select the *Highest Reconnect Mode*.

**To set the Reconnect mode for a user:**

1. Right-click on the desired user and select Properties. The *Group Properties* will appear.

   **NOTE** For Non-persistent users, the *Reconnect Mode* must be set at the group level

2. Select the *Highest Reconnect Mode*.

   **NOTE** The user setting has the highest precedence.

**Main Configuration Settings (PtServer.ini)**

*LastSentMessagesMaxCount*

When Network Reconnect is used in *Wireless* mode, PowerTerm WebConnect tracks the packets for every connection and saves them so any lost data can be restored after a reconnection.

If the value of *LastSentMessagesMaxCount* is too low the server may fail to reconnect because there is not enough data stored. However, if the value is too high, Network Reconnect may consume too much memory from the PowerTerm WebConnect server.

The default value (64 packets per connection point) should not be modified. Every time the server fails to reconnect, it automatically increases the *LastSentMessagesMaxCount* value. After a few failed connections, *LastSentMessagesMaxCount* will be automatically adjusted to an optimal value.

**Client Configuration for Reconnect Mode**

To enable Network Reconnect in a PowerTerm WebConnect component, add one of the parameters listed below to the command line, or in the corresponding HTML file (i.e., ApplicationZone.html).

Client Parameters for Reconnect Mode:

/\RM\_NONE (*)

/\RM\_ON\_DEMAND

/\RM\_WIRELESS

/\RM\\_INTERACTIVE - enables the user to select the mode during login

(HostView clients only).

Once a component is connected to the server, the activated *Reconnect* mode appears in the bottom right of the *About* dialog:
If the Reconnect mode is not displayed, Network Reconnect is disabled.

If the network connection is interrupted during a session enabled with Network Reconnect, a connection dialog will appear while the client attempts to reconnect to the server.

[Image of a connection dialog]

Server Address: 
Server Build: 
Organization: 
User Name: 
Session ID: 96
License ID: db
Reconnect: (OnDemand)
30. **Upgrade Instructions**

An existing configuration of PowerTerm WebConnect can be imported into the new version by using the *Upgrade* utility. The PowerTerm WebConnect installation and upgrade requires administrative access to the server.

**NOTE** If the web server components are installed on separate machines, the Ericom web components will also need to be updated on the web server.

Areas covered by the upgrade

The following list of files and features that have been modified in an earlier version will be imported into the new environment as part of the upgrade utility:

- The main *Ptserver.ini* database file along with all supporting database related files
- Load Balancer XML configuration file
- DeskView Connection Broker XML configuration file

Areas not covered by upgrade

The following list of files and features may have been modified in an earlier version, but will not be imported into the new environment as part of the upgrade utility:

- All web pages: *applicationzone.html*, *launch.asp*, etc.
- All ComPortal files: *comportal.ini*
- AccessNow config file(s): *config.inc*
- Ericom Secure Gateway configuration file
- Any updated files that were placed in the *Downloads* directory
- Custom logos and banners

Any changes that were applied to these areas must be manually configured back into the new environment. **Do not** copy configuration files from old versions to newer versions as certain settings may not apply in the new version.

**STOP** Backup the entire *WebConnect* directory before uninstalling the application, so the modifications are not lost. When reapplying the modifications to the new version, refer back to the previous configuration files to verify accuracy.
Uninstall the Current Installation

Before installing the new version, first *uninstall* the existing version. The licensing will be maintained on the server and the configuration files will be backed up as part of the uninstallation process. Stop the *PowerTerm WebConnect Server* service before running the uninstaller. To uninstall PowerTerm WebConnect, remove the application using the Control Panel | *Add/Remove Programs* (or *Uninstall Programs* link). At the first installer prompt select *Remove*.

Backup the Previous Installation

**Manual Backup** *(Recommended)*: simply copy the application folder to a backup drive.

- The default path is `<Drive>`\Program Files\Ericom Software\WebConnect X.X

**Automatic Backup** *(Not required if Manual Backup has been performed)*: During the uninstallation of the current version, the administrator will be prompted to back up the current configuration. Simply specify a path for the backup files.

Four configuration folders will be backed up: *Database, DeskViewAdmin, DeskViewServer*, and *Load Balancer*.

**NOTE**  The PowerTerm Terminal Server agent and companion services do not need to be uninstalled before the upgrade.

Install the new version

Start with a fresh installation of the new version. Once the installation is completed, import the previously backed up configuration.
1. Go to Start | Programs | Ericom Software | PowerTerm WebConnect | PowerTerm WebConnect Upgrade Utility

2. Click Yes to the warning message. All existing configuration will be overwritten during this procedure.

3. Click Yes to stop the Server service. All active users will be disconnected.

4. Click Yes when prompted to use previous settings, and select the desired PtServer.ini file to import. Click OK to continue.

After the settings are imported, restart the PowerTerm WebConnect Server service for the settings to take effect.

Verifying the LoadBalancer.xml file

- Open the XML file and verify that the XML path is correct (update the version number in the path if needed):
  
  XMLFilePath="C:\Program Files (x86)\Ericom Software\WebConnect 5.x\Load Balancer">

Applying Windows Updates/Patches

When applying server updates (i.e., Windows update) the Ericom environment should be updated off hours during a period with little impact to the end-users. Update the Terminal Servers first, and begin with servers that have no users logged in. Once the initial set of Terminal Servers is updated, update the Terminal Servers that have users logged on them, but send a broadcast message warning of possible server reboot. Once Terminal Servers are updated, apply the updates to the PowerTerm WebConnect servers.

Updating Terminal Servers

1) Ensure that there are no users on the system before applying updates

2) If there are idle users present, inform them that the server will be restarted for maintenance (send a message using Terminal Server Manager or call the user). Use the Terminal Server Manager to
logoff any active users.

<table>
<thead>
<tr>
<th>User</th>
<th>Session</th>
<th>ID</th>
<th>State</th>
<th>Idle Time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Active</td>
<td></td>
</tr>
<tr>
<td></td>
<td>328</td>
<td>1</td>
<td>Active</td>
<td></td>
</tr>
<tr>
<td></td>
<td>327</td>
<td>2</td>
<td>Active</td>
<td>44</td>
</tr>
</tbody>
</table>

3) Stop the Load Balancer agent service so new users will not logon.

4) Apply necessary updates

5) Reboot the server if required, or restart the Load Balancer Agent service once the updates are completed

6) RDP to the server to ensure that it still accepts connections. Test PowerTerm WebConnect access.

**Updating PowerTerm WebConnect**

1) Ensure that there are no users logged into PowerTerm WebConnect before applying updates.

2) If there are idle users present, inform them that the server will be restarted for maintenance (send a message using the Admin Tool or call the user). Use the Admin Tool to logoff any active users.

3) Apply necessary updates.
4) Reboot the server if required. Reboot the Database server first and then the WebConnect servers immediately afterwards.

5) After the reboot, login to PowerTerm WebConnect Admin Tool on a server to ensure that everything is operating properly.

6) If PowerTerm WebConnect is using Cluster mode, login to the Admin Tool on the second WebConnect server and verify that the Monitor-mode message appears (this means that the servers are running in cluster mode). If the Monitor-mode message does not appear, verify that the Database server has rebooted properly.
31. Customizations

PowerTerm WebConnect’s interfaces can be configured to incorporate the owner’s logo and images to provide a private-label look and feel.

Use a custom logo in the Blaze Banner

Create a file named splash.png in the PtDefaults directory. This image must be in .PNG format and must have the exact size of 700x120.

Use a custom logo in the Ericom web pages

There are three web pages where users usually navigate to in order to login to PowerTerm WebConnect. The logos at each of the pages are located in the following paths:

<table>
<thead>
<tr>
<th>Logo</th>
<th>Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>App Portal Logo</td>
<td>C:\Program Files (x86)\Ericom Software\WebConnect 5.8\web\AppPortal\Images\ericomlogo.gif</td>
</tr>
<tr>
<td>Application Zone logo</td>
<td>C:\Program Files (x86)\Ericom Software\WebConnect 5.8\web\images\BackgroundUp.jpg</td>
</tr>
<tr>
<td>Start page logo</td>
<td>C:\Program Files (x86)\Ericom Software\WebConnect 5.8\web\images\left_column.jpg</td>
</tr>
</tbody>
</table>

Create a custom Application Zone title

1. From the Administration Tool, go to Files | Configuration | Main.
2. Find the ClusterName setting and enter the custom name (i.e., My WebConnect).
3. Close and save the file.
4. Restart the PowerTerm WebConnect Server service.
5. After the restart, all Application Zones will use the new title.

Use a custom external PowerTerm WebConnect Server address

The PowerTerm WebConnect server can be given a custom name for external users. This protects the identity of the Ericom server.

To configure the external name, open the `PtServerInfo.INI` file under the bin directory. Edit the `PublicServerIdentification` field and enter the desired name. In this sample `PtServerInfo` entry, `Ericom Server` is used as the label displayed to end-users.

The custom label will be used in any dialog boxes referencing the PowerTerm WebConnect server.

Changing this value requires a PowerTerm WebConnect Server service restart.

Closing the web browser automatically after Ericom is launched

Add the following code to the HEAD of the desired web page to closed the browser automatically after the PowerTerm WebConnect components are downloaded and installed (user will be prompted for confirmation).

```html
<html>
<head>
<title>PowerTerm WebConnect</title>
<script language="JavaScript">
setTimeout("window.opener=window;window.close()",300000);
</script>
</head>
...
In this example, the window is closed after 300000 milliseconds, or 5 minutes. Leave enough time for the Ericom components to fully download before closing the browser. The user will be prompted to close the browser:

The webpage you are viewing is trying to close the window.
Do you want to close this window?
Appendix A – Environment Variables

This chapter covers all available environment variables that can be configured with PowerTerm WebConnect. Environment variables may be configured for users, groups, connections, and the server.

**NOTE** An empty value indicates that there is no initial value

<table>
<thead>
<tr>
<th>Variable name</th>
<th>Values</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGENT_AllowMultiple</td>
<td>1 = on</td>
<td>Privilege to run multiple agents for the same user (from different IPs).</td>
</tr>
<tr>
<td></td>
<td>Default: 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Upgrade: empty</td>
<td></td>
</tr>
<tr>
<td>AGENT_ExitCleanMode</td>
<td>DoNothing (Leave icons)</td>
<td>Specifies which Application Zone components to remove upon exit.</td>
</tr>
<tr>
<td></td>
<td>CleanCredentials</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CleanApplications</td>
<td></td>
</tr>
<tr>
<td></td>
<td>CleanAll</td>
<td>Removes credentials and all the created shortcuts.</td>
</tr>
<tr>
<td></td>
<td>Disable</td>
<td>The user cannot exit the agent.</td>
</tr>
<tr>
<td></td>
<td>Default: empty = CleanAll</td>
<td></td>
</tr>
<tr>
<td>AGENT_SysTray</td>
<td>Regular</td>
<td>The state of the Application Zone systray agent.</td>
</tr>
<tr>
<td></td>
<td>HoldUp</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hide</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Default: empty = The command line value will be used.</td>
<td></td>
</tr>
<tr>
<td>AGENT_UserViewMode</td>
<td>UserDefined (or empty)</td>
<td>This is the default value for the variable. The Application Zone will use the user’s current view (“Classic” by default).</td>
</tr>
<tr>
<td></td>
<td>Classic</td>
<td>Classic - The user is forced to work with the &quot;Classic&quot; view only. This environment variable has higher precedence over the /SNE flag which sets the mode in pagent.</td>
</tr>
<tr>
<td><strong>AN_DefaultPort</strong></td>
<td>Sets the default port used by AccessNow</td>
<td>Default value is 8080</td>
</tr>
<tr>
<td>----------------------------</td>
<td>----------------------------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td><strong>BLAZE_SETUP_PARAMS</strong></td>
<td>Sets additional parameters for Blaze enabled connections</td>
<td>Any Blaze parameter, refer to a .blaze file for possible options. Separate multiple values using a semi-colon ';'.</td>
</tr>
<tr>
<td><strong>ClientIdleTimeoutMinutes</strong></td>
<td>Sets the timeout value for Application Zone</td>
<td>Default is 0 (disabled) Any value greater than 0 will enable the timeout for the specified amount of minutes</td>
</tr>
<tr>
<td><strong>DOWNLOADS_Disable</strong></td>
<td>Updates = Only the updates are disabled (missing files are downloaded). NewFiles = Only the missing files are disabled (updates are allowed). All = The download functionality is fully disabled. Any other value = Download fully enabled.</td>
<td>Client download permissions.</td>
</tr>
<tr>
<td><strong>MODE_SessionOverlap</strong></td>
<td>Default: empty</td>
<td>Sets the session overlap mode for the very first session.</td>
</tr>
<tr>
<td><strong>PRIV_ChangePassword</strong></td>
<td>1 = On Default: empty</td>
<td>Enables the user to modify his/her password.</td>
</tr>
<tr>
<td><strong>PRIV_CopyToFile</strong></td>
<td>1 Default: empty</td>
<td>Enables the user to copy the screen contents to a file.</td>
</tr>
<tr>
<td><strong>PRIV_CreateShortcut</strong></td>
<td>Default: empty</td>
<td>Enables the user to create a shortcut.</td>
</tr>
<tr>
<td><strong>PRIV_FileTransfer</strong></td>
<td>Default: empty</td>
<td>Enables the user to use the File Transfer of the HostView clients.</td>
</tr>
<tr>
<td><strong>PRIV_Keyboard</strong></td>
<td>1 Default: empty</td>
<td>Enables the user to open and/or save the keyboard mapping of the emulator clients.</td>
</tr>
<tr>
<td><strong>PRIV_KeyboardMap</strong></td>
<td>1</td>
<td>Enables the user to view</td>
</tr>
<tr>
<td>PRIV</td>
<td>Default</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>---------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>PRIV_OptionLine</td>
<td>1</td>
<td>Enables the user to switch the emulator client off/on line.</td>
</tr>
<tr>
<td>PRIV_PowerPad</td>
<td>1</td>
<td>Enables the user to modify, open and/or save the Power pad and Function buttons of the emulator clients.</td>
</tr>
<tr>
<td>PRIV_RunDFT</td>
<td></td>
<td>Enables the user to run Ericom’s DFT utility.</td>
</tr>
<tr>
<td>PRIV_RunFTP</td>
<td></td>
<td>Enables the user to run Ericom’s FTP utility.</td>
</tr>
<tr>
<td>PRIV_RunQuicFTP</td>
<td>1</td>
<td>Enables the user to run PowerTerm WebConnect QuickFTP client.</td>
</tr>
<tr>
<td>PRIV_RunRDP</td>
<td>1</td>
<td>Enables the user to run PowerTerm WebConnect RemoteView client.</td>
</tr>
<tr>
<td>PRIV_RunSupport</td>
<td></td>
<td>Enables the user to run PowerTerm WebConnect SupportView client.</td>
</tr>
<tr>
<td>PRIV_RunVNC</td>
<td>1</td>
<td>Enables the user to run PowerTerm WebConnect QuickVNC client.</td>
</tr>
<tr>
<td>PRIV_Script</td>
<td></td>
<td>Enables the user to run PSL commands and scripts, to edit and to record them.</td>
</tr>
<tr>
<td>PRIV_SendImage_BitsPerPixel</td>
<td>0, 4, 8, and 16</td>
<td>The maximum resolution of the Desktop bitmap image to be attached to a message. 0 (zero) means than no image can be attached.</td>
</tr>
<tr>
<td>PRIV_SendImage_MaxSizeK</td>
<td>32</td>
<td>The maximum size (in kB) of the compressed Desktop bitmap image. 0 (zero) means than no size limitation is applied.</td>
</tr>
<tr>
<td>PRIV_SendMessage</td>
<td>0 = off</td>
<td>Enables the user to use the</td>
</tr>
<tr>
<td>Variable</td>
<td>Default</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-----------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>1 = single messaging target</td>
<td></td>
<td>messaging facility of PowerTerm WebConnect.</td>
</tr>
<tr>
<td>2 = multiple messaging targets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Default: empty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PRIV_Setup</td>
<td>Default: empty</td>
<td>Enables the user to modify and/or save the setup of the emulator clients.</td>
</tr>
<tr>
<td>PRIV_TerminalCanCreateShortcut</td>
<td>Default: empty</td>
<td>For sessions running on a Terminal Server. Only evaluated if PRIV_CreateShortcut is enabled.</td>
</tr>
<tr>
<td>PRIV_Trace</td>
<td>(empty)</td>
<td>Enables the user to use the trace facility of the emulator clients.</td>
</tr>
<tr>
<td>PRIV_UniversalPrinting</td>
<td>Default: empty</td>
<td>Enables the user to use the Universal Printing feature of the RDP client.</td>
</tr>
<tr>
<td></td>
<td>Upgrade: empty</td>
<td></td>
</tr>
<tr>
<td>PRIV_NewTerminalWindow</td>
<td>1</td>
<td>Enables the user to open a new emulator client.</td>
</tr>
<tr>
<td>RDP_AuthenticationLevel</td>
<td>Default: 0</td>
<td>Specifies Terminal Server authentication level (see Microsoft documentation)</td>
</tr>
<tr>
<td>RDP_CutFullUserName</td>
<td>1 = on</td>
<td>Remove “@...” from user name leaving only the unqualified name.</td>
</tr>
<tr>
<td></td>
<td>Default: 0</td>
<td></td>
</tr>
<tr>
<td>RDP_DisableCompression</td>
<td>1 = on</td>
<td>Disable RDP bulk compressor</td>
</tr>
<tr>
<td></td>
<td>Default: 0</td>
<td></td>
</tr>
<tr>
<td>RDP_DisablePrintScreenKey</td>
<td>1 = on</td>
<td>Disables the PrintScreen function in RemoteView sessions.</td>
</tr>
<tr>
<td></td>
<td>Default: 0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Upgrade: empty</td>
<td></td>
</tr>
<tr>
<td>RDP_DisableSessionSharing</td>
<td>1 = on</td>
<td>Disables the Session Sharing of RemoteView sessions.</td>
</tr>
<tr>
<td></td>
<td>Default: 0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Upgrade: empty</td>
<td></td>
</tr>
<tr>
<td>RDP_DisableUniversalPrinting</td>
<td>Default: 1</td>
<td>Disables the Universal Printing feature of RDP client.</td>
</tr>
<tr>
<td></td>
<td>Upgrade: 1</td>
<td></td>
</tr>
<tr>
<td>Variable</td>
<td>Default</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>---------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>RDP_LogoffDisconnected</td>
<td>Default: 1</td>
<td>The TSAgent logs off the session immediately when it receives notification from the session that it has become disconnected.</td>
</tr>
<tr>
<td>RDP_ForceSeamless</td>
<td>MS-Seamless</td>
<td>Force MS Seamless (RemoteApp) or Ericom True Seamless regardless of connection settings and host type.</td>
</tr>
<tr>
<td></td>
<td>Ericom-Seamless</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Default: empty</td>
<td></td>
</tr>
<tr>
<td>RDP_FullScreenMonitor</td>
<td>Default: 0</td>
<td>Determines if a Full Desktop session will run in multi-monitor or open in a preset monitor.</td>
</tr>
<tr>
<td></td>
<td>Primary Monitor: 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Secondary Monitor: 2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>...</td>
<td></td>
</tr>
<tr>
<td>RDP_LogOffDelaySeconds</td>
<td>Default: 900 (seconds)</td>
<td>Sets the RDP logoff timeout from the point where the user closes the last seamless application. Also sets the AccessNow idle timeout logoff.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RDP_PreTsAgentExe</td>
<td>Default: empty</td>
<td>Name of file to run before running the TSAgent.</td>
</tr>
<tr>
<td></td>
<td>Upgrade: empty</td>
<td></td>
</tr>
<tr>
<td>RDP_RedirectSchemes</td>
<td>Default: empty</td>
<td>Specifies what protocols to redirect, like http, https, etc.</td>
</tr>
<tr>
<td></td>
<td>Upgrade: empty</td>
<td></td>
</tr>
<tr>
<td>RDP_RedirectExclude</td>
<td>Default: empty</td>
<td>Specifies what URLs not to redirect.</td>
</tr>
<tr>
<td></td>
<td>Upgrade: empty</td>
<td></td>
</tr>
<tr>
<td>RDP_ScriptFolder</td>
<td>Path to scripts folder (i.e., \fileserver\scripts)</td>
<td>Sets an alternate location for the script folder</td>
</tr>
<tr>
<td>RDP_Suppress_Service_Stopped_Message</td>
<td>1 = on</td>
<td>Suppress error message if connection to server is lost</td>
</tr>
<tr>
<td></td>
<td>Default: 0</td>
<td></td>
</tr>
<tr>
<td>RDP_WithExplorer</td>
<td>1 = on</td>
<td>Run with hidden Windows Explorer in seamless session.</td>
</tr>
<tr>
<td></td>
<td>Default: 0</td>
<td>Useful for: Publishing folders and apps that don’t work without Explorer</td>
</tr>
<tr>
<td>RDP_WaitCursor</td>
<td>1 = on</td>
<td>Turns local cursor to an</td>
</tr>
<tr>
<td>Setting</td>
<td>Default</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-----------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Default: 0</td>
<td></td>
<td>hourglass whenever mouse button is pressed. Improves perceived response time for slow connections. Not supported by Blaze.</td>
</tr>
<tr>
<td>SmartInternalIPRanges</td>
<td>empty</td>
<td>Enter the desired octets separated by semi colons. A range may also be specified. For example: 10.3.2;10.4;11 includes: 10.3.2.x and 10.4.x.x and 11.x.x.x Range: 131.100.2.1-131.100.2.120;192.168.1.3-192.168.1.199</td>
</tr>
<tr>
<td>Support_ERICOM</td>
<td><a href="mailto:tech.support@ericom.com">tech.support@ericom.com</a></td>
<td>Specifies the To e-mail parameter to be used by the SendEmailToSupport facility of the Administration Tool.</td>
</tr>
<tr>
<td>Support_MailBcc</td>
<td>empty</td>
<td>Specifies the Bcc e-mail parameter to be used by the SendEmailToSupport facility of the Administration Tool.</td>
</tr>
<tr>
<td>Support_MailBody</td>
<td>The attached file contains material required by Ericom to reconstruct the situation for which the user is requesting assistance.</td>
<td>Specifies the Body e-mail parameter to be used by the SendEmailToSupport facility of the Administration Tool.</td>
</tr>
<tr>
<td>Support_MailCc</td>
<td>empty</td>
<td>Specifies the Cc e-mail parameter to be used by the SendEmailToSupport facility of the Administration Tool.</td>
</tr>
<tr>
<td>Support_MailSubject</td>
<td>empty</td>
<td>Specifies the Subject e-mail parameter to be used by the SendEmailToSupport facility of the Administration Tool.</td>
</tr>
<tr>
<td>Support_MailTo</td>
<td><a href="mailto:tech.support@ericom.com">tech.support@ericom.com</a></td>
<td>Specifies the e-mail address of Ericom Support</td>
</tr>
<tr>
<td>TerminalLanguage</td>
<td>R, REGIONAL or REGIONALS = Evaluates the current user’s regional</td>
<td>Specifies the terminal language (code page set) for HostView.</td>
</tr>
</tbody>
</table>
settings.
E or ENGLISH = English terminal
H = RTL languages terminal
?, I or INTERACTIVE = Asks the user for his preference.
Default: empty

| TriceratUniversalPrinting Version | Default: empty | Enables the user to use the version of triCerat plug-in client. Used for multiple triCerat plug-in clients support. |
| USE_CLIENT_HostView | Replaces USE_CLIENTactivex and USE_CLIENT_exe |
| W2H_LoginDisabledReason | Default: empty | If not empty, any new emulator client will be logged off immediately, displaying the specified text. |
| W2H_SupportAccepted | The text sent to the client requesting support when the request is accepted. |
| W2H_SupportRejectedBy User | The text sent to the client requesting support when the request is rejected explicitly by the support. |
| W2H_SupportRejectedOn Timeout | The text sent to the client requesting support when the request is rejected due to the timeout being exceeded. |

**Useful Blaze_Setup_Params Values**

**NOTE** These variables will have the highest precedence and override any previously configured settings. Separate multiple entries using a semi-colon ‘;’.

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>use HP Universal PS Printer Driver:i:</td>
<td>1 – enables Blaze universal printing - required for Windows 8 and 2012</td>
</tr>
<tr>
<td>disable menu anims:i:</td>
<td>1 – disables menu and window</td>
</tr>
<tr>
<td><strong>animations for better performance</strong></td>
<td></td>
</tr>
<tr>
<td>--------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>convert unicode to scancode:</strong> i</td>
<td><code>1</code> – uses scancodes for typing. Required for certain applications such as VMware vSphere client and Blaze client. Also required when connecting to Linux desktops over RDP</td>
</tr>
</tbody>
</table>
33. Appendix B – Administration Console

Action Menu

<table>
<thead>
<tr>
<th>Command/Submenu</th>
<th>Toolbar Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>![icon]</td>
<td>Opens the Publish Application and the Remote Desktop wizards, as well as the Add User/Group/Host Connection dialogs.</td>
</tr>
<tr>
<td>Quick Access Dialog</td>
<td>![icon]</td>
<td>Launches the Quick Access dialog.</td>
</tr>
<tr>
<td>Copy</td>
<td>-</td>
<td>Copies the object’s property definition resulting in a mirror copy except for the name, which must be unique.</td>
</tr>
<tr>
<td>Delete</td>
<td>-</td>
<td>Deletes the selected object.</td>
</tr>
<tr>
<td>Shut Down</td>
<td>-</td>
<td>Shuts the selected object down.</td>
</tr>
<tr>
<td>Send Message</td>
<td>-</td>
<td>Enables you to write an instant message and send it to the selected object’s members.</td>
</tr>
<tr>
<td>Properties</td>
<td>-</td>
<td>Opens the object’s properties dialog.</td>
</tr>
<tr>
<td>Sessions</td>
<td>-</td>
<td>Displays the active sessions that are related to the selected object.</td>
</tr>
<tr>
<td>Exit</td>
<td>-</td>
<td>Exits the Administration Tool.</td>
</tr>
</tbody>
</table>

Server Menu

<table>
<thead>
<tr>
<th>Command/Submenu</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connect/Disconnect</td>
<td>Connects/Disconnects the Administration Console from the server.</td>
</tr>
<tr>
<td>Configuration</td>
<td>Opens the server’s configuration dialog.</td>
</tr>
<tr>
<td>Default Settings</td>
<td>Opens the Property pages where you can define the</td>
</tr>
<tr>
<td>Command/Submenu</td>
<td>Toolbar Button</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>Connections</td>
<td>![image]</td>
</tr>
<tr>
<td>Users</td>
<td>![image]</td>
</tr>
<tr>
<td>Groups</td>
<td>![image]</td>
</tr>
<tr>
<td>All Views</td>
<td>-</td>
</tr>
<tr>
<td>Environment Variables</td>
<td>-</td>
</tr>
</tbody>
</table>

View Menu
Client Sessions - Displays real-time information for current Client sessions.

Administrative Sessions - Displays real-time information for current Administrative sessions.

Terminal Server Sessions - Displays real-time information for current Terminal Server sessions.

Machines - Displays real-time information for machines currently in session.

Intruders - Displays all Intruder attempts.

Refresh I/O Information - Refreshes runtime information in all the Administration Tool’s tables.

Auto Refresh I/O Information - Activates automatic refresh, defined in the Server properties.

Files Menu

<table>
<thead>
<tr>
<th>Command/Submenu</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configuration</td>
<td>Five configuration files (PtServer*.ini) that are located in the \DataBase directory:</td>
</tr>
<tr>
<td></td>
<td>Main, contains the definitions of all the entities used by PowerTerm WebConnect Server, except for the host connecter that are contained in the</td>
</tr>
<tr>
<td></td>
<td>PtServer_Connections.ini file.</td>
</tr>
<tr>
<td></td>
<td>Users, contains the definitions of all the user entities used by PowerTerm WebConnect Server.</td>
</tr>
<tr>
<td></td>
<td>Groups, contains the definitions of all the group entities used by PowerTerm WebConnect Server.</td>
</tr>
<tr>
<td></td>
<td>User/Group links, contains the definitions of all the user-to-group links used by PowerTerm WebConnect Server.</td>
</tr>
<tr>
<td></td>
<td>Connections, contains the definitions of all the connection entities used by PowerTerm WebConnect Server.</td>
</tr>
<tr>
<td>LOG files</td>
<td>The log files are circular text files. Each execution of the server or starter opens a new log file. PowerTerm WebConnect maintains backup versions of these log files.</td>
</tr>
</tbody>
</table>
files: Server, Starter, FAILOVER History.LOG, Audit Trail

<table>
<thead>
<tr>
<th>Command/Submenu</th>
<th>Toolbar Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Put Background Bitmap</td>
<td>-</td>
<td>Takes the specified file and creates a special file that can be associated as an emulation session’s background.</td>
</tr>
<tr>
<td>Get File</td>
<td>-</td>
<td>Imports files from the server to the local workstation.</td>
</tr>
<tr>
<td>Put File</td>
<td>-</td>
<td>Exports files from the local workstation to the server.</td>
</tr>
</tbody>
</table>

Tools Menu

<table>
<thead>
<tr>
<th>Command/Submenu</th>
<th>Toolbar Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Run Event Viewer</td>
<td>-</td>
<td>This Microsoft utility will display the pertinent log information for the server’s machine to which you are logged on.</td>
</tr>
<tr>
<td>Run FTP Client</td>
<td>-</td>
<td>Launches the FTP client, which provides a convenient way to transfer files.</td>
</tr>
<tr>
<td>Run HostView</td>
<td>-</td>
<td>Allows you to emulate the user’s session and connection and thereby conduct a test on it.</td>
</tr>
<tr>
<td>Run RemoteView</td>
<td>-</td>
<td>Runs the selected RDP connection and allows you to test it.</td>
</tr>
<tr>
<td>Run QuickVNC</td>
<td>-</td>
<td>Runs the selected VNC connection and allows you to test it.</td>
</tr>
<tr>
<td>Open Application Zone</td>
<td>![Application Zone icon]</td>
<td>Runs the Application Zone.</td>
</tr>
<tr>
<td>Run Load Balancer</td>
<td>![Load Balancer icon]</td>
<td>Launches PowerTerm WebConnect Load Balancer Administration Tool.</td>
</tr>
<tr>
<td>Administration Tool</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open File</td>
<td>-</td>
<td>Enables you to open files.</td>
</tr>
</tbody>
</table>

Options Menu

<table>
<thead>
<tr>
<th>Command/Submenu</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toolbar</td>
<td>Displays the toolbar providing easy accessibility for the frequently used features of the Administration Tool.</td>
</tr>
<tr>
<td>Status Bar</td>
<td>Displays the status bar at the bottom of the</td>
</tr>
</tbody>
</table>
Administration Console main screen in which status messages and prompts can be shown.

<table>
<thead>
<tr>
<th>Command/Submenu</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help Topics</td>
<td>Launches the Administration Console online help.</td>
</tr>
<tr>
<td>Charts</td>
<td>Displays the HostView and SupportView client data flow diagrams.</td>
</tr>
<tr>
<td>Send Mail to Support</td>
<td>Launches your local email application and starts a new message addressed to Ericom Support</td>
</tr>
<tr>
<td>About the Administration Tool</td>
<td>Displays the current version of Administration Tool, and Ericom contact information.</td>
</tr>
</tbody>
</table>
Information Panes

The following sections detail the fields of the various Information panes. You can view different types of information by right-clicking the pane.

Connections Pane

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Connection Name</strong></td>
<td>The connection’s unique name. The Connection Name can only be modified at creation time. Once it has been set for the connection it cannot be changed. To redo a connection, just create a new copy and change the Connection Name, and delete any old ones that will no longer be used.</td>
</tr>
<tr>
<td><strong>Display Name</strong></td>
<td>A display name for the connection that is not necessary unique.</td>
</tr>
<tr>
<td><strong>Alternate Connection</strong></td>
<td>Specifies another connection to be used if this connection fails to connect to the host.</td>
</tr>
<tr>
<td><strong>Created</strong></td>
<td>Date and time the connection was created.</td>
</tr>
<tr>
<td><strong>Modified</strong></td>
<td>Date and time the connection was last modified.</td>
</tr>
<tr>
<td><strong>Owner</strong></td>
<td>Specifies the connection’s owner.</td>
</tr>
<tr>
<td><strong>Enabled</strong></td>
<td>Specifies if the connection is activated or not.</td>
</tr>
<tr>
<td><strong>Usage Type</strong></td>
<td>Specifies how the connection will be used:</td>
</tr>
<tr>
<td></td>
<td><em>Hidden</em>, can only be activated from a login script.</td>
</tr>
<tr>
<td></td>
<td><em>Child</em>, owned by another connection.</td>
</tr>
<tr>
<td></td>
<td><em>Regular</em>, a regular connection.</td>
</tr>
<tr>
<td></td>
<td><em>Owner</em>, a regular connection which, when closed, will automatically shut down all associated connections (child connections, connections opened by the login script, etc.).</td>
</tr>
<tr>
<td><strong>Target</strong></td>
<td>Specifies the connection’s target.</td>
</tr>
<tr>
<td><strong>Network</strong></td>
<td>Specifies the connection point type.</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Terminal Type</td>
<td>Specifies the terminal type.</td>
</tr>
<tr>
<td>Terminal Model</td>
<td>Specifies the terminal model.</td>
</tr>
<tr>
<td>Comm-Type</td>
<td>Specifies the communication protocol used by the host. (Different protocols will display different parameters required.)</td>
</tr>
<tr>
<td>Security</td>
<td>Specifies the security protocol used by the host.</td>
</tr>
</tbody>
</table>

**Users Pane**

<table>
<thead>
<tr>
<th>User Name</th>
<th>Alias Name</th>
<th>Path</th>
<th>Auth.</th>
<th>Created</th>
<th>Rights</th>
<th>Default G.</th>
<th>Free</th>
<th>Access Limit Mode</th>
<th>Access From</th>
<th>Concurrent Machines</th>
<th>Enabled</th>
<th>Max. Concurrent</th>
</tr>
</thead>
<tbody>
<tr>
<td>User 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>User 2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>User 3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>User 4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Field**

**Description**

- **User Name**: The user’s unique name.
- **Alias Name**: An alternative name or ID for the user that is not necessarily unique.
- **Path**: Specifies the AD path that identifies users for PowerTerm WebConnect.
- **Authentication**: Specifies authentication type.
- **Created**: Date and time the user was created.
- **Modified**: Date and time the user was last modified.
- **Rights**: Specifies the user’s administrative rights.
- **Default Group**: The user’s default group.
- **Free**: Specifies the user’s connection accessibility.
- **Access Limit Mode**: Specifies the access level.
- **Access From**: Specifies the machines or IP addresses from which the user is allowed to access PowerTerm WebConnect.
- **Concurrent Machines**: Specifies that the user is allowed to log on simultaneously from multiple computers.
- **Enabled**: Specifies if the user is active.
- **Max. Concurrent**: The maximum number of concurrent sessions that the user is allowed to have.
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Name</td>
<td>The group’s unique name.</td>
</tr>
<tr>
<td>Created</td>
<td>Date and time the group was created.</td>
</tr>
<tr>
<td>Modified</td>
<td>Date and time the group was last modified.</td>
</tr>
<tr>
<td>Enabled</td>
<td>Specifies if the group is activated.</td>
</tr>
<tr>
<td>Max. Concurrent Sessions</td>
<td>Specifies the maximum number of concurrent</td>
</tr>
</tbody>
</table>
sessions that the members of the group may have.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highest Reconnect Mode</td>
<td>Specifies the reconnect level.</td>
</tr>
<tr>
<td>Allow Access From</td>
<td>Specifies the machines or IP addresses from which the user is allowed to access PowerTerm WebConnect.</td>
</tr>
<tr>
<td>Active Users Count</td>
<td>The total number of group members that are currently active.</td>
</tr>
<tr>
<td>Sessions Count</td>
<td>The total number of session that are currently being used by the entire group.</td>
</tr>
<tr>
<td>First Entrance</td>
<td>The date and time of the first login of any group member, since the server was activated.</td>
</tr>
<tr>
<td>Last Entrance</td>
<td>The date and time of the last login of any group member, since the server was activated.</td>
</tr>
</tbody>
</table>

Client Sessions Window

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SID</td>
<td>Session identification as specified by the remote client.</td>
</tr>
<tr>
<td>ID</td>
<td>Unique internal identification.</td>
</tr>
<tr>
<td>User</td>
<td>The session user’s unique name.</td>
</tr>
<tr>
<td>User’s Alias Name</td>
<td>An alternative name or id for the session user that is not necessarily unique.</td>
</tr>
<tr>
<td>Group</td>
<td>The group currently associated with the session.</td>
</tr>
<tr>
<td>IP Address</td>
<td>The remote client’s IP address.</td>
</tr>
<tr>
<td>Machine/Account</td>
<td>The remote machine’s name and the user’s account name in the remote operating system.</td>
</tr>
<tr>
<td>Domain</td>
<td>Specifies the client’s domain.</td>
</tr>
<tr>
<td>Seat GUID</td>
<td>Specifies the client’s workplace ID.</td>
</tr>
<tr>
<td>Operating System</td>
<td>The operating system used by the client.</td>
</tr>
<tr>
<td>Version</td>
<td>Specifies the PowerTerm WebConnect client’s current version.</td>
</tr>
<tr>
<td><strong>License</strong></td>
<td>Specifies the license number.</td>
</tr>
<tr>
<td>-----------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td><strong>Via</strong></td>
<td>The connection point through which the remote client has connected to the server.</td>
</tr>
<tr>
<td><strong>Type</strong></td>
<td>An asterisk (*) after ‘ActiveX’ indicates that the server is used as a gateway between the host and the remote client.</td>
</tr>
<tr>
<td><strong>Authentication Mode</strong></td>
<td>Specifies authentication type.</td>
</tr>
<tr>
<td><strong>Security</strong></td>
<td>The security type used between the remote client and the host.</td>
</tr>
<tr>
<td><strong>Acting</strong></td>
<td>The text name that reveals the target to which the client is connected.</td>
</tr>
<tr>
<td><strong>Connection Target</strong></td>
<td>Specifies where the client is connected to.</td>
</tr>
<tr>
<td><strong>Started at</strong></td>
<td>Date and time of when the client started the connection.</td>
</tr>
<tr>
<td><strong>Reconnect Mode</strong></td>
<td>The user’s reconnect level.</td>
</tr>
<tr>
<td><strong>Reconnect Up-To</strong></td>
<td>The maximum times the client can try to reconnect.</td>
</tr>
<tr>
<td><strong>Reconnects Count</strong></td>
<td>The amount of times the client tried to reconnect.</td>
</tr>
<tr>
<td><strong>Last Output</strong></td>
<td>Date and time of last transmission output.</td>
</tr>
<tr>
<td><strong>Last Input</strong></td>
<td>Date and time of last transmission input.</td>
</tr>
<tr>
<td><strong>Output Bytes</strong></td>
<td>The total bytes of application traffic that were sent to the session.</td>
</tr>
<tr>
<td><strong>Input Bytes</strong></td>
<td>The total bytes of application traffic that were received from the session.</td>
</tr>
<tr>
<td><strong>Output Messages</strong></td>
<td>The total of application packets that were sent to the session.</td>
</tr>
<tr>
<td><strong>Input Messages</strong></td>
<td>The total of application packets that were received from the session.</td>
</tr>
<tr>
<td><strong>Output Packet Max. Size</strong></td>
<td>The maximum size of an output packet.</td>
</tr>
<tr>
<td><strong>Input Packet Max. Size</strong></td>
<td>The maximum size of an input packet.</td>
</tr>
<tr>
<td><strong>Channel Input Max. Size</strong></td>
<td>The maximum packet size that has passed through the channel.</td>
</tr>
<tr>
<td><strong>Gateway Input Max. Size</strong></td>
<td>The maximum packet size that has passed through the gateway.</td>
</tr>
<tr>
<td><strong>Buffered I/O Count</strong></td>
<td>The number of bottlenecks that resulted from sending</td>
</tr>
</tbody>
</table>
Administrative Sessions Window

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>The session user’s unique name.</td>
</tr>
<tr>
<td>User’s Alias Name</td>
<td>An alternative name or id for the session user that is not necessarily unique.</td>
</tr>
<tr>
<td>ID</td>
<td>The user’s ID.</td>
</tr>
<tr>
<td>IP Address</td>
<td>The user’s IP address.</td>
</tr>
<tr>
<td>Machine/Account</td>
<td>The remote machine name and the user’s account name in the remote operating system.</td>
</tr>
<tr>
<td>Domain</td>
<td>Specifies the administrator’s domain.</td>
</tr>
<tr>
<td>Seat GUID</td>
<td>Specifies the administrator’s workplace ID.</td>
</tr>
<tr>
<td>Operating System</td>
<td>The operating system used by the administrator.</td>
</tr>
<tr>
<td>Via</td>
<td>The connection point through which the remote client has connected to the server.</td>
</tr>
<tr>
<td>Authentication Mode</td>
<td>Specifies authentication type.</td>
</tr>
<tr>
<td>Acting</td>
<td>The text name that reveals the target to which the client is connected.</td>
</tr>
<tr>
<td>Started at</td>
<td>The date and time of client’s login to the server.</td>
</tr>
<tr>
<td>Reconnect Mode</td>
<td>The user’s reconnect level.</td>
</tr>
<tr>
<td>Last Output</td>
<td>Date and time of last transmission output.</td>
</tr>
<tr>
<td>Last Input</td>
<td>Date and time of last transmission input.</td>
</tr>
<tr>
<td>Output Bytes</td>
<td>The total bytes of application traffic that were sent to the session.</td>
</tr>
<tr>
<td>Input Bytes</td>
<td>The total bytes of application traffic that were received from the session.</td>
</tr>
<tr>
<td>Output Messages</td>
<td>The total of application packets that were sent to the session.</td>
</tr>
<tr>
<td>Input Messages</td>
<td>The total of application packets that were received.</td>
</tr>
</tbody>
</table>
Output Packet Max. Size
The maximum size of an output packet.

Input Packet Max. Size
The maximum size of an input packet.

Channel Input Max. Size
The maximum packet size that has passed through the channel.

Gateway Input Max. Size
The maximum packet size that has passed through the gateway.

Buffered I/O Count
The number of bottlenecks that resulted from sending data to the session.

Reconnect Up-To
The maximum times the administrator can try to reconnect.

Reconnects Count
The amount of times the administrator tried to reconnect.

Terminal Server Sessions

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name</td>
<td>The session user’s unique name.</td>
</tr>
<tr>
<td>User’s Alias Name</td>
<td>An alternative name or id for the session user that is not necessarily unique.</td>
</tr>
<tr>
<td>Terminal Server</td>
<td>Specifies the connected terminal server.</td>
</tr>
<tr>
<td>Session ID</td>
<td>The terminal server unique id number.</td>
</tr>
<tr>
<td>Status</td>
<td>Specifies if the connection is active or disconnected.</td>
</tr>
<tr>
<td>TS Domain</td>
<td>The terminal server’s domain name.</td>
</tr>
<tr>
<td>TS User</td>
<td>The terminal server’s user name.</td>
</tr>
<tr>
<td>Command Line</td>
<td>Specifies RemoteView’s command line.</td>
</tr>
<tr>
<td>First Connection Name</td>
<td>The name of the application that first started the session.</td>
</tr>
<tr>
<td>WebConnect Server</td>
<td>Specifies through which PowerTerm WebConnect is connected.</td>
</tr>
</tbody>
</table>
Machines Window

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP Address</td>
<td>The remote client’s IP address.</td>
</tr>
<tr>
<td>Name</td>
<td>The machine name.</td>
</tr>
<tr>
<td>OS Account</td>
<td>The user’s account name in the remote operating system.</td>
</tr>
<tr>
<td>Seat GUID</td>
<td>Specifies the machine’s workplace ID.</td>
</tr>
<tr>
<td>Intruders Count</td>
<td>The number of intruders currently detected.</td>
</tr>
<tr>
<td>Sessions Count</td>
<td>The total number of sessions that are currently being loged in from this machine.</td>
</tr>
<tr>
<td>First Login</td>
<td>Date and time of the first login from this machine.</td>
</tr>
<tr>
<td>Last Login</td>
<td>Date and time of the last login from this machine.</td>
</tr>
<tr>
<td>Login History Count</td>
<td>The number of logins.</td>
</tr>
<tr>
<td>Lost Logins Count</td>
<td>The number of unintentionally disconnected logins.</td>
</tr>
</tbody>
</table>

Intruders Window

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name</td>
<td>The intruder’s user name.</td>
</tr>
<tr>
<td>Machine</td>
<td>The intruder’s machine name.</td>
</tr>
<tr>
<td>Reason</td>
<td>The reason the intruder was detected.</td>
</tr>
<tr>
<td>Attempts Count</td>
<td>The number of times an intruder attempted to login to PowerTerm WebConnect Server.</td>
</tr>
<tr>
<td>Intrusions Count</td>
<td>The number of times the intruder was punished for</td>
</tr>
</tbody>
</table>
attempting to enter the system.

First Attempt  The date and time of first try to enter the system.

Last Attempt  The date and time of last try to enter the system.

Properties Dialogs

User Properties Dialog

<table>
<thead>
<tr>
<th><strong>Field</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>User Name</td>
<td>The user's unique name.</td>
</tr>
<tr>
<td>Alias Name</td>
<td>An alternative name or id for the user that is not necessarily unique.</td>
</tr>
<tr>
<td>Active Directory Path</td>
<td>Identifies users for PowerTerm WebConnect.</td>
</tr>
<tr>
<td>Use Network Password</td>
<td>Specifies that PowerTerm WebConnect Server authenticates the user with the network.</td>
</tr>
<tr>
<td>Password</td>
<td>Specifies a user password, unique for PowerTerm WebConnect Server.</td>
</tr>
<tr>
<td>Available Groups/Unlinked</td>
<td>Lists all the groups and free connections that the user can be a member of.</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>User's Groups/User's Connections</td>
<td>Lists all the groups and connections affiliated with the user.</td>
</tr>
<tr>
<td>Enabled</td>
<td>Activates the user. (Only active users can connect to the server.)</td>
</tr>
<tr>
<td>Free User</td>
<td>Allows the user to connect to any accessible host and to specify connection properties.</td>
</tr>
<tr>
<td>Allow Concurrent Machines</td>
<td>Allows the user to log on simultaneously from multiple machines.</td>
</tr>
<tr>
<td>Max. Concurrent Sessions</td>
<td>Specifies the maximum number of concurrent sessions the user may have.</td>
</tr>
<tr>
<td>Rights</td>
<td>Specifies the user's administrative rights, if at all.</td>
</tr>
<tr>
<td>Highest Reconnect Mode</td>
<td>Specifies the reconnect level.</td>
</tr>
<tr>
<td>Access Limit Mode</td>
<td>Specifies the access level.</td>
</tr>
<tr>
<td>Allow Access From</td>
<td>Specifies the machines or IP addresses from which the user is allowed to access PowerTerm WebConnect.</td>
</tr>
<tr>
<td>Environment Variables</td>
<td>Specifies variable names and associated values for the specific user.</td>
</tr>
<tr>
<td>Settings</td>
<td>Opens the Terminal Setup dialog to modify client settings for the user.</td>
</tr>
<tr>
<td>Memo</td>
<td>Opens a text file to enter free-form information about the user.</td>
</tr>
<tr>
<td>Sessions</td>
<td>Opens the Sessions information pane for the user.</td>
</tr>
<tr>
<td>Help</td>
<td>Opens PowerTerm WebConnect Administration Console online help.</td>
</tr>
</tbody>
</table>

**Group Properties Dialog**

For a more detailed description of the features, see chapter Error! Reference source not found..
<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Name</td>
<td>The group’s unique name.</td>
</tr>
<tr>
<td>Internal ID</td>
<td>An alternative name or id for the user that is not necessarily unique.</td>
</tr>
<tr>
<td>Available Users/Unlinked</td>
<td>Lists all the users and free connections that can belong to the group.</td>
</tr>
<tr>
<td>Connections</td>
<td></td>
</tr>
<tr>
<td>Group’s Users/Group’s Connections</td>
<td>Lists all the users and connections affiliated with the group.</td>
</tr>
<tr>
<td>Enabled</td>
<td>Activates the group.</td>
</tr>
<tr>
<td>Max. Concurrent Sessions</td>
<td>Specifies the maximum number of concurrent sessions the members of the group may have.</td>
</tr>
<tr>
<td>Highest Reconnect Mode</td>
<td>Specifies the reconnect level.</td>
</tr>
<tr>
<td>Allow Access From</td>
<td>Specifies the machines or IP addresses from which the user is allowed to access PowerTerm WebConnect.</td>
</tr>
<tr>
<td>Environment Variables</td>
<td>Specifies variable names and associated values for the group members.</td>
</tr>
</tbody>
</table>
Settings
Opens the Terminal Setup dialog to modify client settings for the group members.

Memo
Opens a text file to enter free-form information about the group.

Sessions
Opens the Sessions information pane for the group.

Help
Opens PowerTerm WebConnect Administration Console online help.

Connection Properties Dialog

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connection Name</td>
<td>The connection’s unique name.</td>
</tr>
<tr>
<td>Display Name</td>
<td>A display name for the connection that is not necessary unique.</td>
</tr>
<tr>
<td><strong>Enabled</strong></td>
<td>Activates the connection.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
</tbody>
</table>
| **Usage Type** | Specifies how the connection will be used:  
*Hidden*, can only be activated from a login script.  
*Child*, owned by another connection.  
*Regular*, a regular connection.  
*Owner*, a regular connection which, when closed, will automatically shut down all associated connections (child connections, connections opened by the login script, etc.). |
| **Owner** | Specifies the connection’s owner. |
| **Alternate Connection** | Specifies another connection to be used if this connection fails to connect to the host. |
| **LD Groups** | Opens the Add/Remove Objects for New Connection dialog. |
| **Category** | Specifies whether the connection belongs to a legacy host or to an SBC resource using RDP or VNC protocols. |
| **Terminal Type** | Specifies terminal emulation type. |
| **Terminal Model** | Specifies terminal emulation model. |
| **Communication Type** | Specifies the communication protocol used by the host. (Different protocols will display different parameters required.) |
| **Network Name** | Specifies the connection point type. Network names are defined in the PtServer_Connections.ini file. The three predefined modes are:  
*Gateway*, connections accesses the host via Gateway mode.  
*No Gateway*, connections accesses the host via Direct mode.  
*Public*, connections accesses the host via Gateway mode if Reconnect is used. Otherwise connections will access the host via Direct mode. |
| **Environmental Variables** | Specifies variable names and associated values for the connection. |
| **Settings** | Opens the Terminal Setup dialog to modify client settings for the connection. |
| **Key Mapping** | Opens the Keyboard Mapping dialog to enable mapping |
keys with desired character or script.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client Inactivity Timeout</td>
<td>Specifies the inactivity timeout for all clients.</td>
</tr>
<tr>
<td>Default Reconnect Mode</td>
<td>Specifies the default reconnect level.</td>
</tr>
<tr>
<td>Sessions: Max</td>
<td>Specifies the maximum session limit for all clients.</td>
</tr>
<tr>
<td>Sessions: Default</td>
<td>Specifies the default session limit for all clients.</td>
</tr>
</tbody>
</table>

Server Configuration Dialog

![Server Configuration Dialog](image_url)

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power Pad</td>
<td>Opens the Power Pad &amp; Function Buttons dialog to define Power Pad and Function buttons.</td>
</tr>
<tr>
<td>Login Script</td>
<td>Opens the Login Script.psl in Notepad to be edited as a text file.</td>
</tr>
<tr>
<td>Memo</td>
<td>Opens a text file to enter free-form information about the connection.</td>
</tr>
<tr>
<td>Help</td>
<td>Opens PowerTerm WebConnect Administration Console online help.</td>
</tr>
<tr>
<td><strong>Administrative Tools</strong></td>
<td><strong>Descriptions</strong></td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Administrator Auto Refresh Freq.</td>
<td>Specifies the time interval for the Administration Tools auto refresh feature.</td>
</tr>
<tr>
<td>Intruders: Max. Attempts</td>
<td>The number of times a user can try to login before it is considered to be an intruder.</td>
</tr>
<tr>
<td>Intruders: Disable Timeout</td>
<td>Specifies the amount of time in minutes that PowerTerm WebConnect Server refuses to login a valid user after detecting an intruder.</td>
</tr>
<tr>
<td>Default Group</td>
<td>Specifies the default group for users that have no specified default group on user level.</td>
</tr>
<tr>
<td>Background Bitmap File Name</td>
<td>Sets a background bitmap for clients that support this feature.</td>
</tr>
<tr>
<td>Unlinked Connections</td>
<td>Lists all the free connections that can belong to the server.</td>
</tr>
<tr>
<td>Server’s Connections</td>
<td>Lists all the connections affiliated with the server.</td>
</tr>
<tr>
<td>Environment Variables</td>
<td>Specifies variable names and associated values for the server.</td>
</tr>
</tbody>
</table>
Settings Dialog (for Emulation Clients)

- **Emulation**, displays supported terminal emulations and enables you to select a terminal type.
- **General**, defines parameters for the terminal emulation type.
- **Display**, (non-IBM emulations only) defines display settings for the emulation window.
- **Keyboard**, defines keyboard setup parameters.
- **Printer**, defines printer parameters.
- **Tabs**, (VT emulations only) defines tab stops in the work area.
- **Colors**, defines color settings for the emulation window.

**NOTE** The Emulation type that you select changes the tabs (property pages) displayed in the Terminal Setup dialog.

### General tab

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NRC Set</td>
<td>Determines the communication and keyboard character set for 7-bit data only.</td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
</tr>
<tr>
<td>---------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>UPS Set</td>
<td>Determines the communication and keyboard character set for 8-bit data only.</td>
</tr>
</tbody>
</table>
| 8 bit Controls            | This option is only enabled when UPS Set is specifies as Code Page 437 and up.  
  *Disable*, determines if 0x80 to 0xAF are displayed characters.  
  *Enable*, determines if 0x80 to 0xAD are control characters.  
  0x9B, all characters are displayed character except 0x9B, which is a control character. |
| Online                    | Equivalent to Terminal | On Line (Off Line).                                                                                                                        |
| New Line                  | Determines whether the <Enter> key generates only a carriage return or a carriage return/line fee combination.                               |
| CR->CRLF                  | Adds a line feed after each single carriage return (one that has no line feed following it) when in slave printing mode.                  |
| Use 8 Bit Data Characters | Select this parameter if the communication data is in 8-bit character format. Clear it for 7-bit characters. When cleared, the 8th bit is truncated.  
  If you receive 7-bit data, you can convert it to 8-bit data for printing on the slave printer. |
| User Defined Keys Locked  | Determines whether applications on the host system can override your user-defined keys (UDKs) when you have defined a function key that conflicts with how the host wants to use this key.  
  UDKs let you use a single key for multiple keystrokes. 256 bytes are available to program the 15 UDKs. The key definitions are loaded sequentially (from F6 to F20) so that if you reach the 256-byte limit, more definitions cannot be loaded.  
  *Locked*, prevents UDKs from being overridden.  
  *Unlocked*, allows UDKs to be overridden.                                                                 |
| Cursor Keys               | Determines the behavior of the four arrow keys.  
  *Normal*, generates ANSI-standard control sequences for moving the cursor.  
  *Application*, generates modify application program functions. |

| Keypad                          | Determines the effects of the numeric keypad on your keyboard.  
|                               | *Numeric*, keypad keys insert number.  
|                               | *Application*, keypad keys generate control sequences that can be used by some applications.  
|                               | *NumLock*, enables or disables the NumLock keyboard function in respect to the above Numeric and Application modes.  
| Cursor coupling                | *Vertical*, determines whether the user window pans with the cursor when the cursor moves past the top or bottom border of the user windows.  
|                               | *Page*, determines if a new page appears in the display when the cursor moves to a new page.  
| Status Line                    | *None*, displays an emulation screen without the status line.  
|                               | *Indicator*, displays the status line.  
|                               | *Host Writable*, displays the status line sent by the host.  
| Label Line                     | Displays a status line on the top and bottom line of the emulation screen.  
| Show Response Time             | Displays the number of seconds that elapsed between the time data was sent to the host and the host response time.  
| ID                             | Determines the ID returned by the emulation program to the host. Make sure the ID is understood by the host application.  
| $=5B                           | Determines whether the character 5B represents a ‘$’ or a cents sign.  
|                               | For RTL languages only.  
| Cursor Ruler                   | Select *Visible* to display full-screen, vertical or horizontal lines as a cursor ruler (cross hair guide).  
|                               | *Cross Hair*, displays the cursor ruler as a horizontal and vertical line.  
|                               | *Horizontal*, displays the cursor ruler as a horizontal line only.  
|                               | *Vertical*, displays the cursor ruler as a vertical line only.  

Cursor | Controls the cursor appearance and functionality: *Block/Underline/Visible/Blink*, controls the cursor appearance.

*Ins Change*, when selected it enables toggling the cursor between underline and block appearance, by clicking the Ins (insert) button.

Appearance | *Power GUI*, displays data in a window with 3D look & feel. Use system fonts larger than 10 pt for better results.

*Show Frame*, places a frame around the text area of the emulation.

HLLAPI Names | Specifies the name of an HLLAPI session.

*Short/Long*, enables you to specify the short and the long HLLAPI name.

Code Page | Specifies the host and PC/Terminal (keyboard) terminal character sets.

Alternate Size | *Enable*, select to override the terminal alternate size with a specific size.

*Rows/Columns*, type the required number.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reverse Display Colors</td>
<td>Reverses the text and background colors in the work area.</td>
</tr>
<tr>
<td>Auto-wrap Characters</td>
<td>Wraps words at the end of a line and the cursor moves to the next line.</td>
</tr>
<tr>
<td>History Scroll Bar</td>
<td>Displays the vertical history scroll bar along the right edge of the emulation screen, which enables you to scroll through the data displayed previously on the screen. Selecting <em>Clear History</em> from the <em>Edit</em> menu can erase the History buffer.</td>
</tr>
<tr>
<td>Cursor Ruler</td>
<td>Select <em>Visible</em> to display full-screen, vertical or horizontal lines a as cursor ruler (cross hair guide). <em>Cross Hair</em>, displays the cursor ruler as a horizontal and vertical line. <em>Horizontal</em>, displays the cursor ruler as a horizontal line only.</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------</td>
<td>------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Vertical</td>
<td>displays the cursor ruler as a vertical line only.</td>
</tr>
<tr>
<td>Cursor</td>
<td>Controls the cursor appearance and functionality:</td>
</tr>
<tr>
<td></td>
<td><em>Block/Underline/Visible/Blink</em>, controls the cursor appearance.</td>
</tr>
<tr>
<td></td>
<td><em>Ins Change</em>, when selected it enables toggling the cursor between underline and block appearance, by clicking the <em>Ins</em> (insert) button.</td>
</tr>
<tr>
<td>Ctrl Characters</td>
<td><em>Display</em>, displays the control characters.</td>
</tr>
<tr>
<td></td>
<td><em>Interpret</em>, performs the regular terminal behavior as affected by control characters.</td>
</tr>
<tr>
<td>Power GUI</td>
<td>Displays data in a window with 3D look &amp; feel. Use system fonts larger than 10 pt for better results.</td>
</tr>
<tr>
<td>Show Frame</td>
<td>Places a frame around the text area of the emulation.</td>
</tr>
<tr>
<td>Dimensions</td>
<td>Determines the number of characters (columns) per displayed line, and the number of lines to be displayed in the work area. Characters are scaled according to the selected values. Type a different value in the Other box instead of choosing one of the standard options (80 and 13).</td>
</tr>
<tr>
<td></td>
<td><em>Limit Font Size</em>, allows PowerTerm fonts to use only the optimal font size, especially for frames.</td>
</tr>
<tr>
<td></td>
<td>Not recommended for normal text on large screens.</td>
</tr>
<tr>
<td>Scrolling</td>
<td>Determines the pace at which data is displayed in the work area as it arrives. If you select Jump, you should also determine the Jump Scroll Speed that is measured in number of line units where the higher the value, the faster the scrolling.</td>
</tr>
<tr>
<td></td>
<td><em>Unlimited</em>, displays data without delaying communication.</td>
</tr>
<tr>
<td></td>
<td><em>Page</em>, scrolls data by full screens.</td>
</tr>
<tr>
<td></td>
<td><em>Smooth</em>, is equivalent to a Jump Scroll Speed of 1.</td>
</tr>
<tr>
<td>Enabling Soft Fonts</td>
<td>Enables you to work with VT soft fonts. The fonts will be loaded from the host application.</td>
</tr>
</tbody>
</table>

**Keyboard tab**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capslock Mode</td>
<td>Determines the behavior of the Caps Lock key.</td>
</tr>
<tr>
<td>Caps (Unix)</td>
<td>Locks alphabet keys on main keypad in uppercase.</td>
</tr>
<tr>
<td>Shift</td>
<td>Locks alphabet and numeric keys on main keypad in shift setting. Pressing</td>
</tr>
<tr>
<td></td>
<td>the shift button on your keyboard will release shift-lock mode.</td>
</tr>
<tr>
<td>Reverse (Win)</td>
<td>Has the same behavior as Caps Lock, however pressing the shift button on</td>
</tr>
<tr>
<td></td>
<td>your keyboard reverses the caps operation.</td>
</tr>
<tr>
<td>Always On</td>
<td>Enables you to toggle to a different application and turn Caps Lock mode</td>
</tr>
<tr>
<td></td>
<td>off. On return to the emulation client it will automatically revert to</td>
</tr>
<tr>
<td></td>
<td>Caps Lock on.</td>
</tr>
<tr>
<td>Backspace Key Sends</td>
<td>Determines whether the &lt;Backspace&gt; key sends 'Delete' or an actual</td>
</tr>
<tr>
<td>Delete</td>
<td>backspace.</td>
</tr>
<tr>
<td>Backspace Deletes</td>
<td>Select to delete characters by pressing the &lt;Backspace&gt; key on the keyboard.</td>
</tr>
<tr>
<td>Auto Repeat</td>
<td>Repeatedly displays the character which key is being continuously pressed</td>
</tr>
<tr>
<td></td>
<td>down.</td>
</tr>
<tr>
<td>Key Click</td>
<td>Gives off a click sound when you press a key on the keyboard.</td>
</tr>
<tr>
<td>Warning Bell</td>
<td>Determines whether the terminal sounds a bell tone when receiving the</td>
</tr>
<tr>
<td></td>
<td>“bell” (ASCII 7) character. (For operating errors, mail messages, etc.)</td>
</tr>
<tr>
<td>Margin Bell</td>
<td>Determines whether the terminal sounds a bell tone when the cursor reaches</td>
</tr>
<tr>
<td></td>
<td>the right margin.</td>
</tr>
<tr>
<td>Lock Numeric Fields</td>
<td>Determines whether the keyboard is locked when you try to enter non-numeric</td>
</tr>
<tr>
<td></td>
<td>data.</td>
</tr>
<tr>
<td>Typeahead</td>
<td>Types data ahead, before the host responds.</td>
</tr>
<tr>
<td>Automatic Reset Key</td>
<td>If the keyboard is locked, a reset key sequence is generated prior to</td>
</tr>
<tr>
<td></td>
<td>when you click on the tab key to advance to the next field.</td>
</tr>
<tr>
<td>Numpad Decimal Sends</td>
<td>Specifies that the Numeric Pad’s decimal key sends a comma instead of a</td>
</tr>
<tr>
<td>Comma</td>
<td>decimal.</td>
</tr>
<tr>
<td>Use Emulator Alt Keys</td>
<td>Select to make an &lt;Alt&gt; key perform the terminal operation even if Windows</td>
</tr>
<tr>
<td></td>
<td>OS has an operation mapped to the same key.</td>
</tr>
<tr>
<td>Local Echo</td>
<td>Determines whether keyboard input is displayed</td>
</tr>
</tbody>
</table>
(echoed) on your screen.

Select, to display the keyboard input even if the host system does not echo your input.

Clear, to send the keyboard input to the host system without being displayed on the screen (unless, invariably, the host system automatically echoes the characters).

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use VT Keyboard Mode</td>
<td>Changes your keyboard into a Digital VT keyboard mode. In this mode, the PC keyboard operates as close to a VT keyboard as possible, and takes full advantage of LK450 Digital keyboards.</td>
</tr>
<tr>
<td>Non SNA System Wait</td>
<td>Determines whether the System Wait in the IBM 3270 emulation will act as a System Wait in a non-SNA terminal.</td>
</tr>
</tbody>
</table>

**Printer tab**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
</table>
| Print Device          | Allows you to select a printing output channel. None, no destination was assigned. The Device Name is disabled. Printer data is received by the terminal, but discarded (not printed).
<p>|                       | Device, senses printing to the device you designate in the Device name text box. This can be a device such as COM1, COM2, COM3, etc. in the Device Name text box, you can also specify communication parameters, for example: COM 1:9600,8 File, sends printing to the file specified in the File Name text field. AUX, sends printing to the auxiliary port. |
| Append Form Feed      | Adds a form feed (page eject) after each printing job.                      |
| LF -&gt; CRLF            | Adds a line feed after each single carriage return (one that has no line feed following it) when in slave printing mode. |</p>
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print Line Graphics as Text</td>
<td>Converts line graphics to text. This speeds up printing on a slow dot-matrix printer.</td>
</tr>
<tr>
<td>Device Name</td>
<td>Specifies the printing device. Enabled when you select Device in Print Device.</td>
</tr>
<tr>
<td></td>
<td>Default: LPT1</td>
</tr>
<tr>
<td>File Name</td>
<td>Specifies the file name. Enabled when you select File in Print Device. File Creation, determines whether you want Append or Overwrite mode.</td>
</tr>
<tr>
<td>Print Screen Data Conversion</td>
<td>Converts data to Host or UTF-8 character sets or prints in Graphics mode. None, does not convert data. Text mode is designated by selecting Host, UTF-8 character sets or None.</td>
</tr>
<tr>
<td>Slave Printer Data Conversion</td>
<td>Converts data to Host or UTF-8 character sets or prints in Graphics mode. None, does not convert data. Text mode is designated by selecting Host, UTF-8 character sets or None.</td>
</tr>
<tr>
<td>Slave Printer Job Delimiter</td>
<td>Specifies the job delimiter character that will divide the data into print jobs, thus disabling the escape sequences arriving from the host application.</td>
</tr>
<tr>
<td>Delay for Print Closing (Seconds)</td>
<td>The command to close the printer queue is delayed by the number of seconds that you determine. This command only takes effect if no open command is issued in the meantime. Important for printing to cut sheet printer (for example, inkjets/lasers) and network printers.</td>
</tr>
</tbody>
</table>

### Tabs tab

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tabs Stops</td>
<td>Click anywhere within the Tab Stops area to set tab stops manually.</td>
</tr>
<tr>
<td>Set Every</td>
<td>Sets the tab stops at even intervals according to the number specified in the adjacent field.</td>
</tr>
<tr>
<td>Clear All</td>
<td>Clears all tab stops.</td>
</tr>
</tbody>
</table>
**Colors tab**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preview box</td>
<td>Shows the result of your selections.</td>
</tr>
<tr>
<td>Enable Underline</td>
<td>Enables underlined characters. For data transmitted from the host with the Underline attribute, clear to disable displaying data with the underline.</td>
</tr>
<tr>
<td>Enable Blink</td>
<td>Enables blinking. For data transmitted from the host with the Blink attribute, clear to disable blinking data.</td>
</tr>
</tbody>
</table>
| Coloring method dropdown list        | *Default*, uses the default color type for each emulation type:  
  - VT and Siemens – Attribute & ANSI colors  
  - ANSI and HP – ANSI colors  
  - All others – Attribute colors (i.e. not affected by setting to a different value).  
  *Attribute*, colors based on the attributes. For example, you can select different colors for bold, for underline, and for bold/underline.  
  *ANSI*, colors based on host-defined colors. For example, the host sends “red foreground on blue background” however you can select the default ANSI color. Different attribute do not affect colors.  
  *Attribute & ANSI*, uses both Attribute and ANSI colors as explained above. |
| Column Separator                     | Displays a period as a column separator in fields with the column separator attribute.                                                                                                                                 |
| ANSI 8 Color Mode                    | A regular terminal has 16 colors (8 colors with the Bold attribute applied to them and 8 colors without). The *Background* color never has the bold attribute (therefore it is “dark”) while the *Text* (foreground) is always mapped to the color with the Bold (bright, light) attribute.  
  *Selected*, each entity (text, background) can have any of the 8 colors mapped to them.  
  *Cleared*, each entity (text, background) can have any of the 16 colors mapped to them.  |
| Color Frame                          | Select to draw a frame on the screen.                                                                                                                                                                       |
Select Attribute  Select the attribute for which you want to define foreground and background colors. Attributes change according to the emulation type you selected in the Connection properties dialog. Generally, the attribute of the entire screen is Normal. The color for the Normal attribute determines the color of the entire work area.

Text  Select the color that will apply to the text (foreground) of the display.

Background  Select the color that will apply to the background of the text.

Bitmap Filename  Specify a bitmap file as the screen background.
# Appendix C – Technical Support

## Error Troubleshooting Guide

<table>
<thead>
<tr>
<th>Error Message</th>
<th>Reason</th>
</tr>
</thead>
</table>
| **Credential token unknown** | 1) The address of the application shortcut does not match that of the Application Zone or Portal. Check that the Comportal.ini Address= field contains the correct PTWC address.  
2) There is secondary ticket login attempt performed by Application Portal (although the user is already logged in).  
3) The network socket has changed (i.e., a VPN is established to the same network) - restore the original connection or log off Ericom and rellog. |
| **Server is shut down 10061** | 1) The WebConnect Server is down  
2) The WebConnect Server is not reachable  
3) The WebConnect server is now in Failover mode |
| **Unexpected error occurred** | The VDI desktop that is being accessed is not in a Pool. Add the desktop to a new or existing pool |
| **User is already logged** | Only one user can be logged into Application Zone on a system. In this message, the user “Example” is trying to logon from a system where an Application Zone is already running for another user. |
| **File server cannot be reached** | The user is connected to a WebConnect server in Failover mode and the shared database is no longer available. Restore the shared database to resolve. |
ESG Failover Log Verification

If multiple ESG’s are used under the variable SecureGateway, the failover function may be verified by looking in the ESG log. Look for the failed entry and then the successful one. For example:

Unable to connect to Ericom PowerTerm WebConnect Server.

Info : Failed Resolving host name / IP address "esg1.acme.com:443"

Reason: The requested name is valid, but no data of the requested type was found

Requesting to connect to WebConnect Server on esg2.acme.com:4343 (Resolved to 127.0.0.1)

Created new session from [::ffff:192.168.1.3] to 127.0.0.1:4000

Terminal Server Tips

Forcing Disconnected Sessions to Logoff (Windows 2008 R2)

- First set this under the Windows 2008 RDS configuration (RDS Configuration | RDP Properties | Sessions tab):

  - Override user settings
    - When session limit is reached or connection is broken
      - Disconnect from session
      - End session
- Launch Regedit.exe and navigate to:
  `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Terminal Server\WinStations\RDP-Tcp`
- Set `fInheritMaxDisconnectionTime` to 0
- Set `MaxDisconnectionTime` (this value is in milliseconds) to 1, so after 1ms of disconnecting - the session is terminated

A reboot is not necessary, but test the change to ensure that it is operating properly.

### Hiding/Preventing Access to Drives

**NOTE** This content is copied from:

Use Group Policy settings to hide and restrict access to drives on the RD Session Host server. By enabling these settings you can ensure that users do not inadvertently access data stored on other drives, or delete or damage programs or other critical system files on drive C.

The following settings are located in the Group Policy Management Console under **User Configuration\Policies\Administrative Templates\Windows Components\Windows Explorer**:

**Hide these specified drives in My Computer.** You can remove the icons for specified drives from a user’s My Computer folder by enabling this setting and using the drop-down list to select the drives you would like to hide. However, this setting does not restrict access to these drives.

**Prevent access to drives from My Computer.** Enable this setting to prevent users from accessing the chosen combination of drives. Use this setting to lock down the RD Session Host server for users accessing it for their primary desktop.

**Applies to:**
Windows Server 2008 R2
Windows Server 2008
Windows Server 2003

Hiding Favorites from Windows Explorer

The following instructions are derived from this Internet link, please visit this link for detailed instructions:
http://www.askvg.com/how-to-remove-favorites-from-windows-7-explorers-navigation-pane/

1. Click **Start**, click **Run**, type **regedit**, and then click **OK**.
2. Locate: `HKEY_CLASSES_ROOT\CLSID\{323CA680-C24D-4099-B94D-446DD2D7249E}\ShellFolder`
3. After you select the subkey that is specified in step 2, right-click **Attributes**, and then click **Modify**.
4. Change the **Attributes** value to **a9400100**

Removing Recent documents list from Excel

The following instructions are derived from this Internet link:
http://support.microsoft.com/kb/983006/en-us
These instructions are similar across all Microsoft Office products. To get started, use Excel and save any file so the proper Registry keys will be generated.

5. Exit all Office programs.
6. Click **Start**, click **Run**, type **regedit**, and then click **OK**.
7. Locate: 
   - `HKEY_CURRENT_USER\Software\Microsoft\Office\14.0\Excel\Place MRU`
8. After you select the subkey that is specified in step 3, right-click **Max Display**, and then click **Modify**.
9. Click **Decimal**, and in the **Value data** box, type 0 to represent the number of places that you want to list in Recent Places, and then click **OK**. By default, **Max Display** is set to 25.
10. Locate: 
    - `HKEY_CURRENT_USER\Software\Microsoft\Office\14.0\Excel\File MRU`
11. After you select the subkey that is specified in step 6, right-click **Max Display**, and then click **Modify**.
12. Click **Decimal**, and in the **Value data** box, type 0 to represent the number of places that you want to list in Recent Files, and then click **OK**. By default, **Max Display** is set to 25.
13. Repeat steps 3 through 8 for each Office program for which you want to change the number of places that you want to list in Recent Places.
14. On the **File** menu, click **Exit** to exit Registry Editor.

Windows 2003 sessions are in 8-bit colors

Applications and desktops sessions to Windows 2003 sessions unexpectedly display using 8-bit colors. This is a known Microsoft issue and is covered in this article: [http://support.microsoft.com/kb/942610](http://support.microsoft.com/kb/942610)
Requesting Technical Assistance

1) Send an email to support@ericom.com
2) Include images of any error messages
3) Include steps on how to reproduce an observed problem
4) Specify how many users are affected: one, some, or all
5) Specify how many users would be using PowerTerm WebConnect if it becomes an accepted solution
6) Specify the Operating System of the end-user’s device (i.e., Android tablet)
7) Specify the Operating System of the PowerTerm WebConnect server (i.e., Windows 2008)
8) Specify the Operating System of the Terminal Server (i.e., Windows 2008)

Technical Support Debug Logs

**HINT** Ending the log at the point where the problem occurs will expedite the troubleshooting process. If Ericom Support cannot identify the occurrence of the problem, new logs will be requested.

**PowerTerm WebConnect Server**

In the event of problems related to the PowerTerm WebConnect Server (i.e., connections are lost) the PtServer.log debug log is required for Ericom Support to diagnose the issue.

To create the debug log, open the Main Configuration (PtServer.ini) and modify the LogFlags parameter; all values are separated by a space.

Values used to track user activity: Run, Load, Clients, Connect

Values used for debugging purposes: DbgLoadConn, DbgLoadGroup, DbgLoadUser, DbgLogin.

**PowerTerm WebConnect Client**

In the event of problems related to the PowerTerm WebConnect client (i.e., applications are not being launched) the ptagent.log and ptrdp.log is required for Ericom Support to diagnose the issue.

To create the debug log, add the parameter /LOG to the ptagent command line or HTML. The ptagent.log will be created upon login, and the ptrdp.log will be generated upon launching of a published application or desktop. On Windows 7, the logs are located at C:\Users\userid\AppData\Local\Ericom
PowerTerm Terminal Server Agent

In the event of problems related to the TS Agent (i.e., seamless windows are not appearing properly) a debug log is required for Ericom Support to diagnose the issue.

To create the debug log, the following Registry keys must be updated:

- **LogLevel** – set to 'F'
- **LogFolder** – by default this key is not present in the Registry and is set to %USERPROFILE%.

**NOTE** To make the log files easier to find, set the LogFolder to C:\Temp\%USERPROFILE%. Make sure that all users being logged have write access to C:\Temp or the configured directory.

PowerTerm Load Balancer

In the event of problems related to the Load Balancer (i.e., one TS server is not receiving connections), send the PtLoadBalancerServer.log and the LoadBalancer.XML file to Ericom Support for review. Specify the names of the affected servers. The logging level of the Load Balancer Agent is configured in the Registry if more data is needed (HKLM\Ericom\PtLoadBalancerAgent).

<table>
<thead>
<tr>
<th>Error message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The connection to the Load Balancer has been lost.</td>
<td>The Load Balancer Server service may have stopped. Restart the service.</td>
</tr>
<tr>
<td>Failed to add the server.</td>
<td>A server with the same address exists.</td>
</tr>
<tr>
<td>Host is not found.</td>
<td>The server that was specified does not exist.</td>
</tr>
</tbody>
</table>

**Error message**

**Explanation**

**Reporting issues to Ericom Technical Support**

To expedite handling of technical support requests, send the following information in the initial request correspondence.

1. Send relevant logs based on the nature of the problem (i.e., ptrdp log for client related problems or tsagent.log for seamless window appearance issues).
2. Send the Main Configuration file (ptserver.ini). For VDI users, send the Database.XML file.
3. Provide the steps to reproduce the problem. If the problem is affecting only a certain application, provide a download link to an
evaluation version of the application so Ericom Support may load it for testing and verification.

4. Provide a recording of the problem if possible.

5. Provide bitmaps of any error messages or the problem itself.

6. Inform Ericom Support if the problem is widespread to all users, or only affecting certain users. If just certain users, is there a common characteristic among the users (i.e., part of the same Active Directory OU).

7. Email all pertinent information requested above to tech.support@ericom.com and a support ticket will be generated. Any missing information will result in a delay in handling of the ticket as more information may be requested.
ABOUT ERICOM

Ericom Software is a leading global provider of Application Access, Virtualization and RDP Acceleration Solutions. Since 1993, Ericom has been helping users access enterprise mission-critical applications running on a broad range of Microsoft Windows Terminal Servers, Virtual Desktops, legacy hosts and other systems. Ericom has offices in the United States, United Kingdom and EMEA. Ericom also has an extensive network of distributors and partners throughout North America, Europe, Asia and the Far East. Our expanding customer base is more than 30 thousand strong, with over 7 million users. For more information about Ericom and its products, please visit http://www.ericom.com

For more information on our products and services, contact us at the location nearest to you.

And visit our web site: http://www.ericom.com

North America
Ericom Software Inc.
231 Herbert Avenue, Bldg. #4
Closter, NJ 07624 USA
Tel +1 (201) 767 2210
Fax +1 (201) 767 2205
Toll-free 1 (888) 769 7876
Email info@ericom.com

Western Europe
Ericom Software (UK) Ltd.
11a Victoria Square
Droitwich, Worcestershire
WR9 8DE United Kingdom
Tel +44 (0) 845 644 3597
Fax +44 (0) 845 644 3598
Email info@ericom.co.uk

International
Ericom Software Ltd.
8 Hamarpeh Street
Har Hotzvim Technology Park
Jerusalem 91450 Israel
Tel +972 (2) 591 1700
Fax +972 (2) 571 4737
Email info@ericom.com