



NCD ThinPATH Desktop Mirror  
Startup Guide  
version 1.10.5

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# NCD ThinPATH Desktop Mirror

NCD ThinPATH Desktop Mirror enables you to:

- Provide help-desk support remotely and without hands-on visits.
- Maintain and configure kiosks from remote locations.
- Create and review documents with team members at their own desks.
- Use a centralized training environment that shares a common desktop with all participants.
- Give presentations without using a meeting room.

NCD ThinPATH Desktop Mirror is supported on Legacy ThinSTAR terminals, many Neoware Thin Clients and on PCs. This guide describes the product capabilities and explains how to use them.

ThinPATH Desktop Mirror supports the following NCD devices:

## Supported PCs

- Includes software for stand-alone PCs and PCs running NCD ThinPATH PC software

## Supported Terminals

### Legacy Terminals

- ThinSTAR 532.NET
- ThinSTAR 564.NET
- ThinSTAR 500
- ThinSTAR 400 / 450
- ThinSTAR 300 / 332/ 332 Web
- ThinSTAR 200 / 232

### Neoware Terminals

- Neoware E100
- Neoware E300
- Neoware Capio One

## **Maintaining Security**

NCD addresses security issues at the desktop and network levels.

### **Access Security**

Users are protected from unauthorized access to their desktop as follows:

Unless a desktop has been set up as an unattended desktop that allows password access, a user is notified that someone wants to view the desktop. The user has the opportunity to grant or deny permission.

A user specifies whether remote input (keyboard or mouse) is allowed.

### **Networking Security**

Some network tools capture data flowing over a network. NCD ensures that these tools cannot easily view the keyboard traffic between a viewer and a desktop display.

## **Documentation**

This start-up guide and the latest release notes can be downloaded from the NCD website: [http://www.ncd.com/support/docs\\_thinpath.html](http://www.ncd.com/support/docs_thinpath.html)

## **Software Installation**

This section explains how to install NCD ThinPATH Desktop Mirror software on Windows servers running Terminals Services, on NCD ThinSTAR terminals, PCs and PCs running NCD's ThinPATH PC. Subsequent sections explain how to implement desktop mirroring.

### **License Keys**

The license key, required for installation, is provided with the Certificate of Purchase. If you have an evaluation version, contact NCD for an evaluation license key.

## Platforms and Requirements

Software for Desktop Mirror includes two parts:

- **Viewer:**  
The viewer allows you to see the contents of a remote desktop.
- **Mirror:**  
The mirror enables a PC or ThinSTAR to presents itself for others to see.

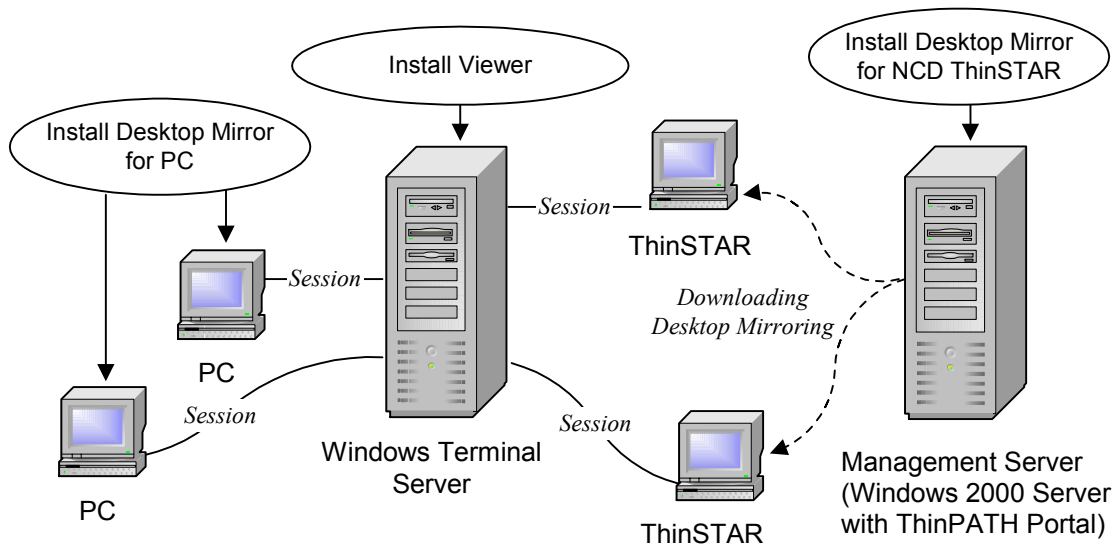
This software is supported on the following platforms.

<b>Platform</b>	<b>Software</b>	<b>Requirements</b>
Windows 2003, 2000 Professional, Server, or Advanced Server  Windows NT v4.0 Workstation, Server, or Terminal Server Edition	Viewer	A license key.  Administrative rights to install the software.
Legacy ThinSTAR terminals running NCD ThinSTAR Operating Software v2.20 or greater.  ThinSTAR 5xx.NET terminals running the latest version of CE.Net.  PCs running NCD ThinPATH PC Software version 1.14 or greater.	Mirror	ThinSTAR terminals with a minimum of 16 MB RAM.  NCD ThinPATH Portal version 3.1 or greater installed on a Windows 2000 server.  For more information about NCD ThinPATH Portal, see the NCD ThinPATH Portal Administration Guide.
PCs running Windows 95, Windows 98, Windows NT 4.0 Workstation, Windows ME , Windows XP, or Windows 2000 Professional.	Mirror	TCP/IP network protocol.

## Installing Software

To install Desktop Mirror software first download the software from the NCD website as described in the document included in the product package. Install the software on the appropriate devices and complete the setup process.

The viewer and mirror components are installed as appropriate for each platform, shown in the following diagram.



**Note** For some sites, the Management Server may also be the Windows Terminal Server.

**The installation steps are as follows:**

1. Download the software from the NCD website as described in the document included with the product package.
2. Run **pmirrorsetup.exe**.
3. Select a destination, then click **Next**.  
The default is **C:\Program Files\NCDMirror**.
4. Select components, then click **Next**.
5. If you are installing the viewer, enter the license key provided either with a Certificate of Purchase or received on downloading the evaluation software, then click **Next**. Type the 22-character license key, including the dashes (-), in the **License installation** screen. The existing license key is displayed. If you are updating the previous version of the software, use the existing license key.
6. Select a program folder. The default is **NCD Software**.
7. Review your selections and go back, if necessary, to make changes.
8. For NCD ThinSTARs, restart the terminals to upgrade the software.



## Reinstalling Software

Stop any mirror sessions before reinstalling the NCD ThinPATH Desktop Mirror software.

To reinstall the NCD ThinPATH Desktop Mirror software:

1. Select **Start | Settings | Control Panel**.
2. Select **Add/Remove Programs**.
3. Select **NCD ThinPATH Desktop Mirror Setup** and click **Change/Remove**. The NCD ThinPATH Desktop Mirror dialog displays.
4. Select **Repair**. Click **Next**.

## Uninstalling Software

To uninstall NCD ThinPATH Desktop Mirror from a Windows NT Server or PC, go to the Control Panel and use **Add/Remove Programs**.

## Implementation Options and Procedures

After Desktop Mirror has been installed, the mirroring process is as follows:

- The user enables viewing capability on the user's desktop, so that viewing requests can come to the desktop.
- By default, mirroring is enabled on an NCD ThinSTAR desktop; it is disabled on a PC desktop.
- You ask to view the user's desktop.
- The user grants your request, specifying whether you can enter mouse or keyboard input.
- You view the user's desktop.
- You end the viewing session. The user could end the session, but is less likely to do so.

**Note** This, as all examples in this book, assumes that two desktops are involved. Desktop Mirror is not intended to let a desktop mirror itself.

This section describes the basic considerations that are involved in preparing for mirroring and describes procedures for typical implementations.

### Basic Considerations

To work with Desktop Mirror successfully, take into account differences in networks, keyboards, mice, monitor resolutions, and power states.

### Desktop Identity in a Network

To view a desktop, a user needs either its client name or IP address.

## Mice and Keyboard Layouts

Desktop Mirror does not change how your mouse works.

Desktop Mirror automatically matches keyboard information in environments that have different keyboard layouts.

The alphanumeric keys usually map one-to-one for the different keyboards. Keys such as punctuation keys may not map correctly. The differences are apparent if you press these keys while viewing a desktop with a different keyboard layout.

If mapping is impossible (between Japanese and US English, for example), Desktop Mirror may prevent remote keyboard input.

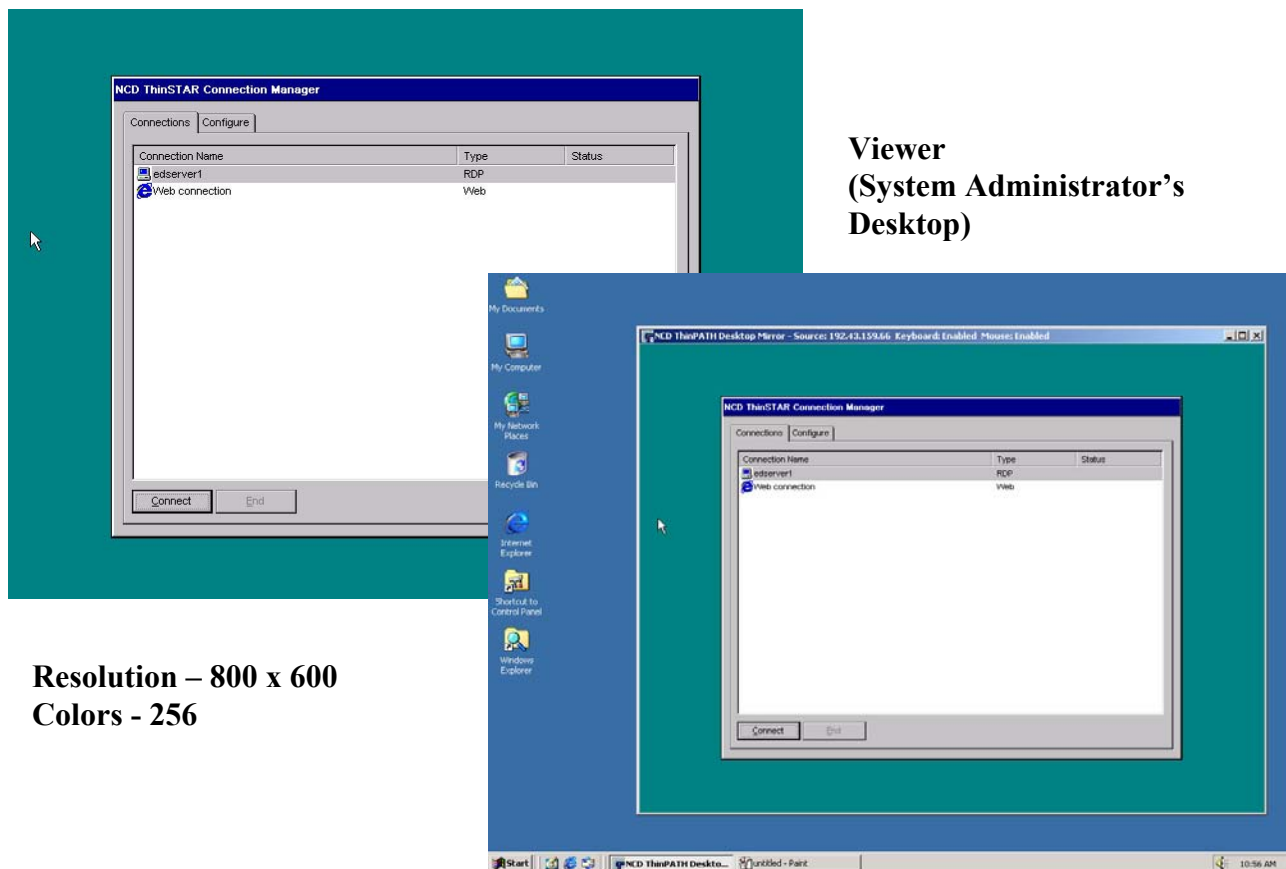
As a practical matter, if the display desktop and the viewer have different keyboard layouts, it is best to disable keyboard input.

## Monitor Resolution and Color Depth

Monitors may run at different resolutions and color depths.

For best results, the desktop to be viewed should have the same number of colors (or fewer colors) and lower resolution than the viewing desktops. For example:

### Mirrored Desktop



**Viewer  
(System Administrator's  
Desktop)**

**Resolution – 800 x 600  
Colors - 256**

**Resolution – 1024 x 768  
Colors – High Color (16 bits)**

If the desktop to be viewed has more colors than the desktop doing the viewing, the viewer sees limited colors.

If the desktop to be viewed has higher resolution than the desktop doing the viewing, the viewer must use scroll bars to see an entire image.

## Screen Savers and Power States

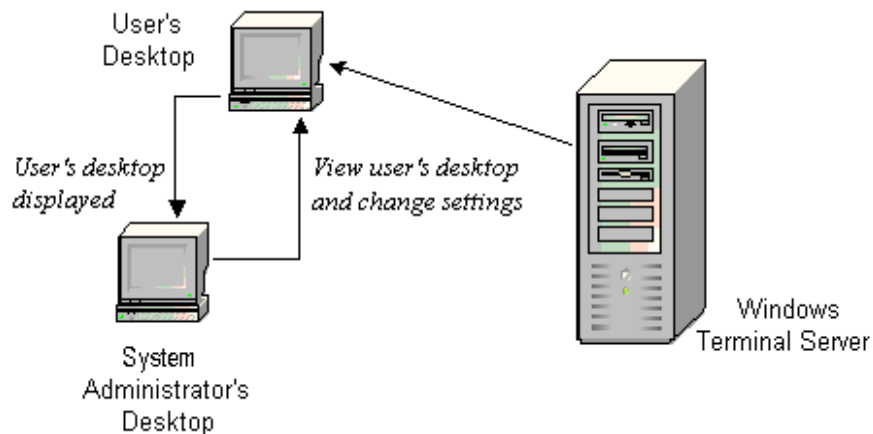
Monitors may go into screen saver mode or into states of reduced power.

The desktop you are viewing may display a screen saver or go blank because it is in a power saving mode. If mouse input is enabled, you can restore the display by moving the cursor at your desktop.

## Administering Remote Desktops

Like the optional NCD ThinPATH Manager product, NCD ThinPATH Desktop Mirror offers a means of administering desktops—PCs and NCD ThinSTARs—remotely.

Administrators at a central location—or anywhere onsite—can view desktops on the network. An administrator can change information, if necessary, or show a user how to perform a task.



## Setup

Before you can view a desktop:

- The desktop must be active on the network and mirroring must be started on the desktop.

By default, both legacy and ThinSTAR 500.NET terminals are set to enable mirroring at startup and to allow keyboard and mouse input. By default, mirroring is disabled on a PC. For a ThinPATH PC device, mirroring can be enabled to start automatically upon reboot.

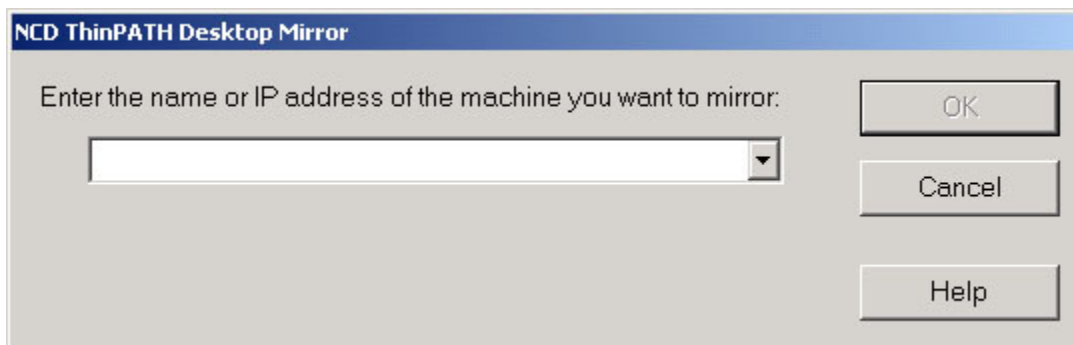
- You will also need the IP address of the desktop.

Tips for locating the IP address for a ThinSTAR or a PC can be found in the next two sections: **Viewing a ThinSTAR terminal**, and **Setting up a PC to be viewed**.

## Viewing a ThinSTAR Terminal

To view and administer a ThinSTAR terminal:

1. Let users know that you are ready to view their desktops and that they must allow keyboard and mouse input when the request arrives at their desktops.
2. Select **Start | Programs | NCD Software | NCD ThinPATH Desktop Mirror**.
3. Enter the IP address or name of the terminals you want to view and click **OK**.



If the network uses DHCP to assign dynamic IP addresses and viewing Terminal Properties is enabled, a user at an NCD ThinSTAR terminal can get the address from Terminal Properties.

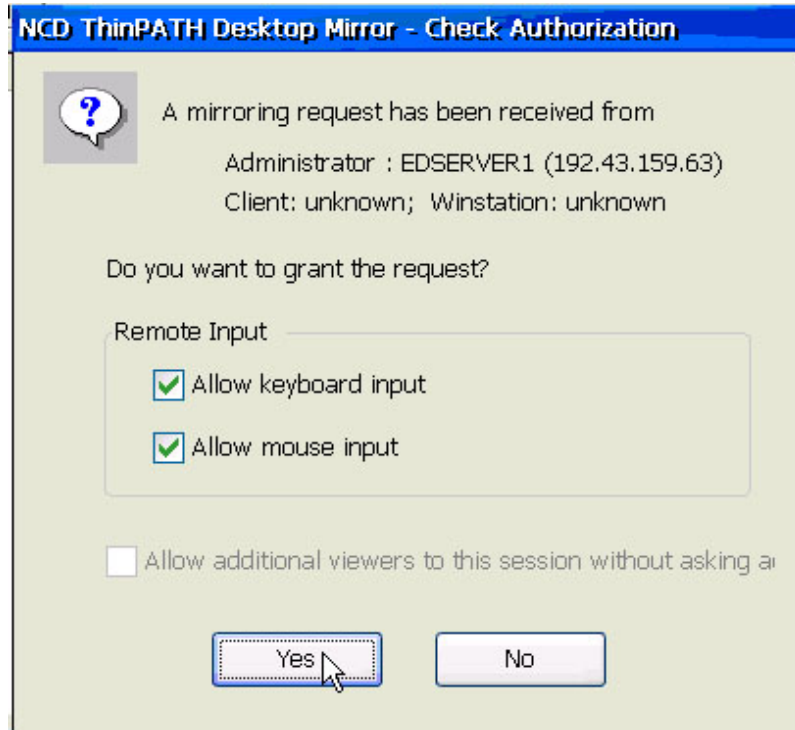
To determine the IP address on a Legacy ThinSTAR terminal, have the user press **Ctrl+Alt+End** to return to the Connection Manager. Press **F2** to access Terminal

Properties, then go to the **Inventory** tab. The path is **Terminal Properties | Inventory | Network Settings**.

To determine the IP address on a ThinSTAR 500.NET terminal, have the user press **Ctrl+Alt+End** to return to the Connection Manager. Press **F2** to access Appliance Properties, then go to the **Inventory** tab. The path is **Appliance Properties | Inventory**.

**Note** On a legacy ThinSTAR, if the F2 properties are disabled, start an RDP session. At a CMD prompt, type “set | more” to see the **CLIENTNAME** variable. This variable is the IP address or the name of the terminal. This does not apply to the ThinSTAR 500.NET terminal.

Users at their desktop specify keyboard and mouse input when the request arrives, then click **Yes** to allow viewing.



4. View the desktop and make changes as needed.

Notice that the title bar on the desktop you are viewing gives the name or IP address of that desktop and indicates whether input is allowed.

5. To end the mirroring session, click on the close icon in the upper right corner of the mirror window.

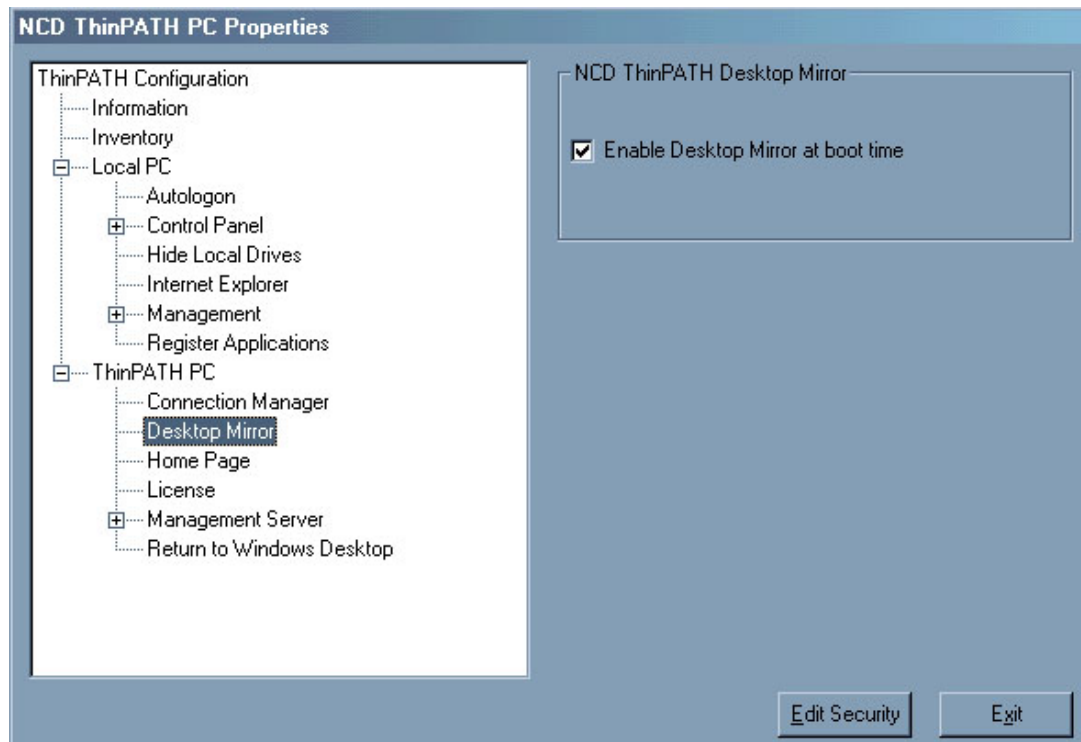
The terminal being viewed can also end the session. For a Legacy ThinSTAR terminal, go to **Terminal Properties** and select **Management | Clients**. Select **NCD ThinPATH Desktop Mirror** as the client and click **Configure Client** to display configuration settings. Select the current mirror session and click **Disconnect**.

For a ThinSTAR 500.NET terminal, go to **Appliance Properties | Control Panel** and select **NCD ThinPATH Desktop Mirror**. Highlight the current mirror session and click **Disconnect**.

## Viewing a ThinPATH PC Desktop

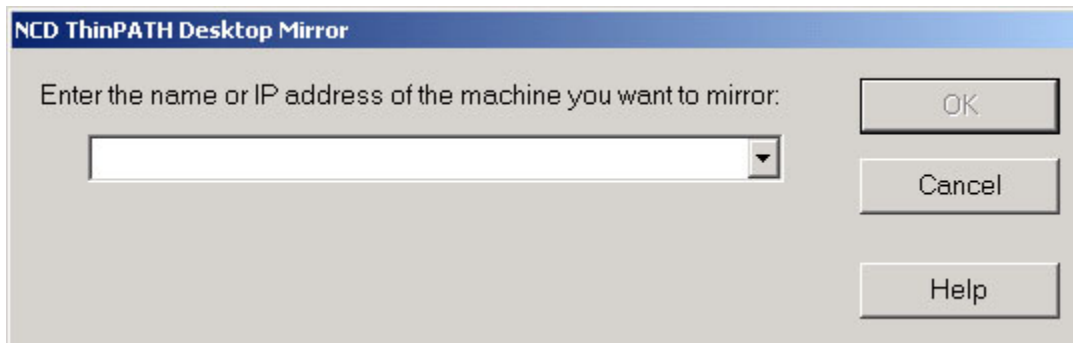
By default, the mirror service on ThinPATH PC does not automatically start up. You can have the service start up automatically by:

1. Pressing **F2** NCD ThinPATH PC Properties.
2. Click on **ThinPATH PC | Desktop Mirror**.
3. Check the box **Enable Desktop Mirror at boot time**.
4. Click **Exit** to exit out of NCD ThinPATH PC Properties. You will need to reboot the PC for this fix to take effect.
5. At the **NCD ThinPATH PC Connection Manager**, click on **Shutdown | Reboot** to reboot the PC.



To view and administer a ThinPATH PC desktop:

1. Let users know that you are ready to view their desktops and that they must allow keyboard and mouse input when the request arrives at their desktops.
2. Select **Start | Programs | NCD Software | NCD ThinPATH Desktop Mirror**.
3. Enter the IP address or name of the ThinPATH PC you want to view and click **OK**.



If the network uses DHCP to assign dynamic IP addresses and viewing ThinPATH PC Properties is enabled, a user at a ThinPATH PC device can get the address from ThinPATH PC.

To determine the IP address on a ThinPATH PC, have the user press **Ctrl+Alt+End** to return to the Connection Manager. Press **F2** to access NCD ThinPATH PC Properties, then click open **Information**. The path is **NCD ThinPATH PC Properties | Information**.

Users at their desktop specify keyboard and mouse input when the request arrives, then click **Yes** to allow viewing.

4. View the desktop and make changes as needed.

Notice that the title bar on the desktop you are viewing gives the name or IP address of that desktop and indicates whether input is allowed.

5. To end the mirroring session, click on the close icon in the upper right corner of the mirror window.

The desktop being viewed can also end the session. Go to **F2 NCD ThinPATH PC Properties** and select| **Local PC| Control Panel | NCD ThinPATH Desktop Mirror**. Select the current mirror session and click **Disconnect**.

## Setting up a PC to be Viewed

1. Ask the user of the PC to be viewed to:
  - go to the Windows **Control Panel** and start NCD ThinPATH Desktop Mirror.

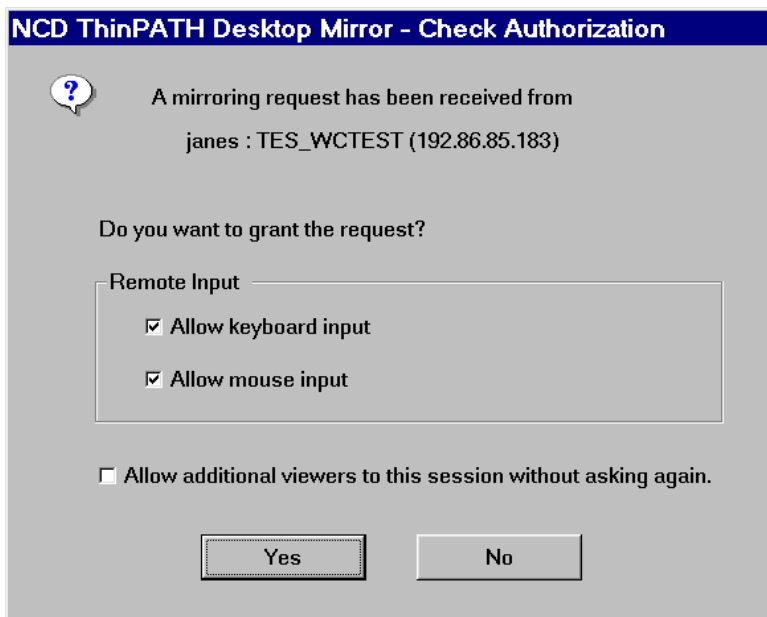


- double click the **NCD ThinPATH Desktop Mirror** icon.
- set the default mirroring options.
- click **Start** to allow viewing.
- click **OK**.

2. Select **Start | Programs | NCD Software | NCD ThinPATH Desktop Mirror**.
3. Enter the name or IP address of the desktop you want to view (here named pc\_anna) and click **OK**.

**Note** To determine the IP address on a PC, have the user go to the DOS prompt on the PC, enter the **IPCONFIG** command, press **Enter**, and then check the IP address.

Your request to view the PC appears on the user's desktop. The user allows you to make entries with the mouse and keyboard and clicks **Yes** to start the session.

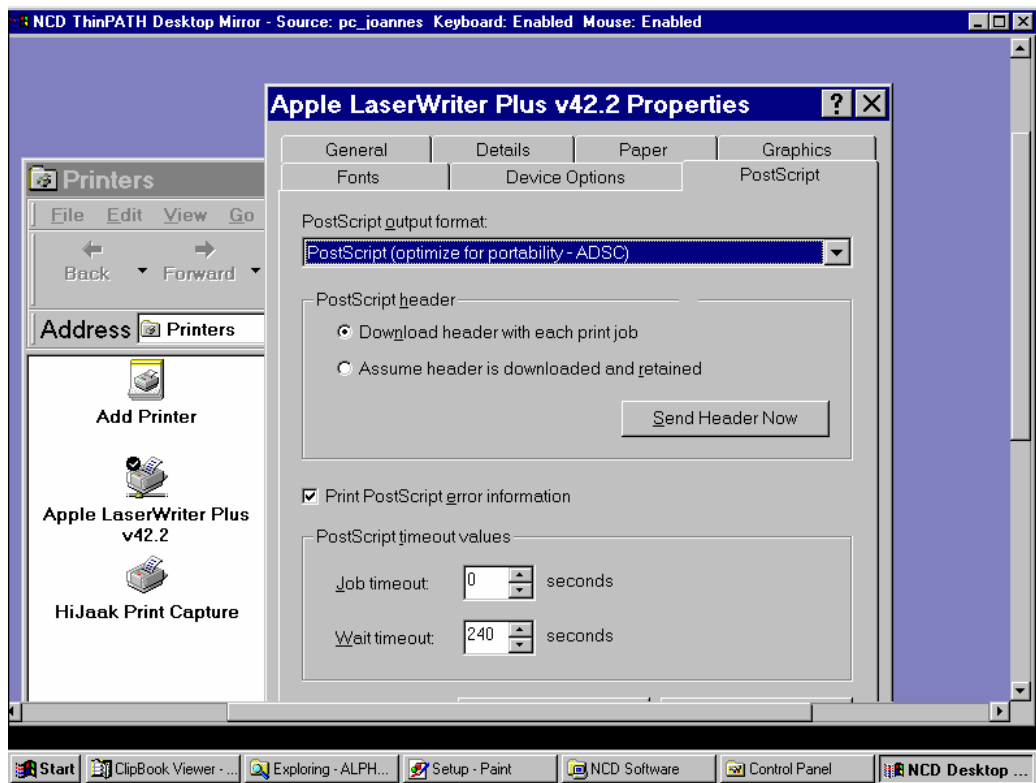




- View the desktop and make changes as needed.

For example, suppose that printer properties need to be adjusted. In the following example, the PostScript output setting was changed to optimize output for portability.

The title bar shows which desktop is being viewed. There are scroll bars because the desktop being viewed has higher resolution than the viewer's desktop.



- To pass special key sequences such as **Ctrl+Alt+End**, right click the title bar and select **Send Special Key**. Then select menu item, **Ctrl+Alt+End**.



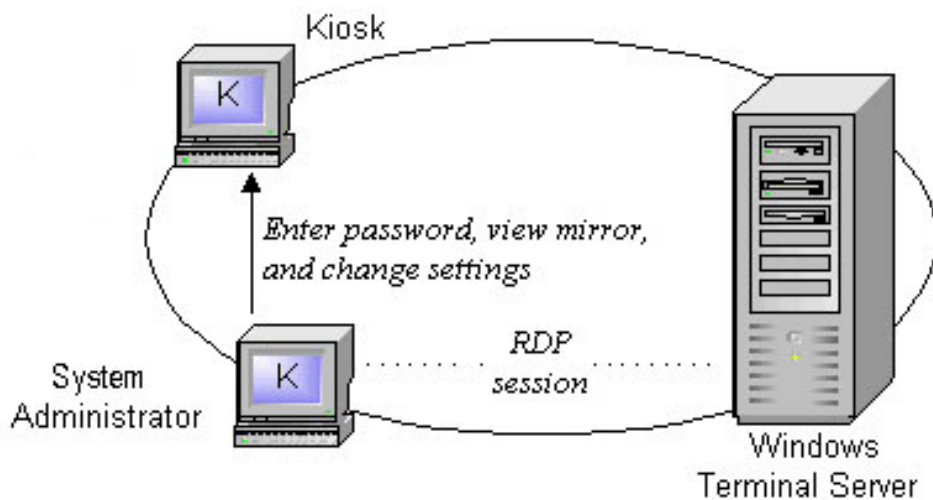
6. To end the viewing, click the close icon in the upper right corner of the mirror window.

It is also possible to stop the viewing from the PC. Go to the Windows Control Panel and double click **NCD ThinPATH Desktop Mirror** to display configuration settings, then select the current mirror session and click **Disconnect**.

## Administering Unattended Desktops (Kiosks)

You can configure NCD ThinPATH Desktop Mirror so that you can manage unattended ThinSTAR terminals, such as those in information kiosks.

You configure the unattended desktop with a mirror password. Later, when you want to view the desktop, you start a mirroring session and give the correct password. The desktop does not receive a request to allow viewing or a notice that it is being viewed. The following illustrates the configuration and process for using a kiosk.

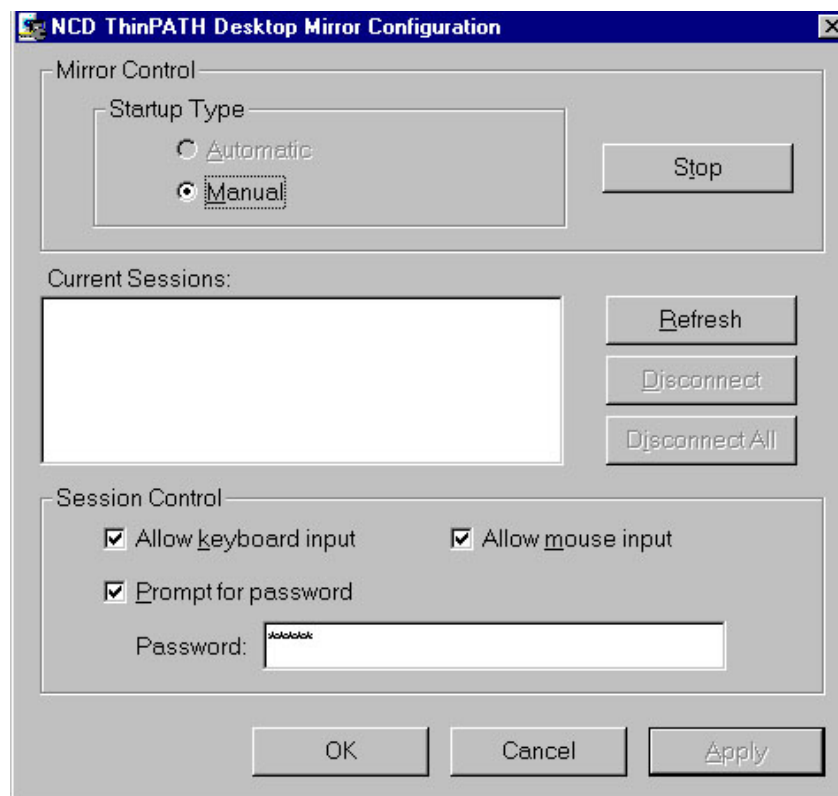


## Setting up an Unattended Desktop on a Legacy ThinSTAR

To set up an unattended desktop (kiosk):

1. Go to **Terminal Properties** on the desktop.
2. To restrict unauthorized changes to terminal properties, select **Security | Create Password** and enter a Terminal Properties password.

3. To protect access to client properties, select **Security | Terminal Properties Access**, then protect access to **Management | Clients** and click **Apply**.
4. To disable the Connection Manager's Configure tab, select **Management | Clients**, deselect **Display NCD ThinSTAR Connection Manager's Configure tab** and click **Apply**.
5. Go to client configuration properties.
6. Select **NCD ThinPATH Desktop Mirror** as the client, then click **Configure Client**.
7. Make the following settings to enable input and allow password access, then click **OK**.



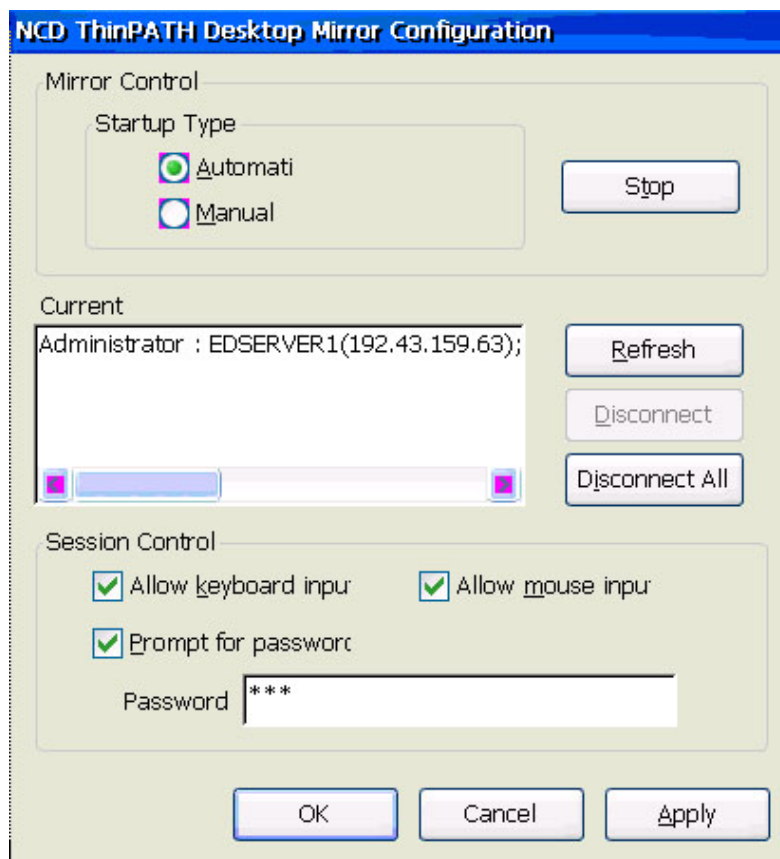
Note that you are enabling a prompt for the password. When you ask to view a desktop, you are prompted for the password. No request or notification goes to the kiosk.

8. Click **OK** in Terminal Properties.

## Setting up an Unattended Desktop on a ThinSTAR 500.NET

To set up an unattended desktop (kiosk):

1. Go to **Appliance Properties | Control Panel** on the desktop.
2. To restrict unauthorized changes to terminal properties, select the **Security** icon and click **Open**.
3. Create and retype a new password, then click **OK**.
4. To disable the Connection Manager's Configure tab, double click the **Connection Manager** icon (still under Control Panel) and deselect **Allow connections to be created or modified** and click **OK**. Click **OK** a second time to leave **Appliance Properties**. This will also prompt you to restart the appliance. Restart the ThinSTAR.
5. Go back to **Appliance Properties | Control Panel**
6. Select **NCD ThinPATH Desktop Mirror** icon and click **Open**.
7. Make the following changes to keyboard and mouse input and allow password access, then click **OK**

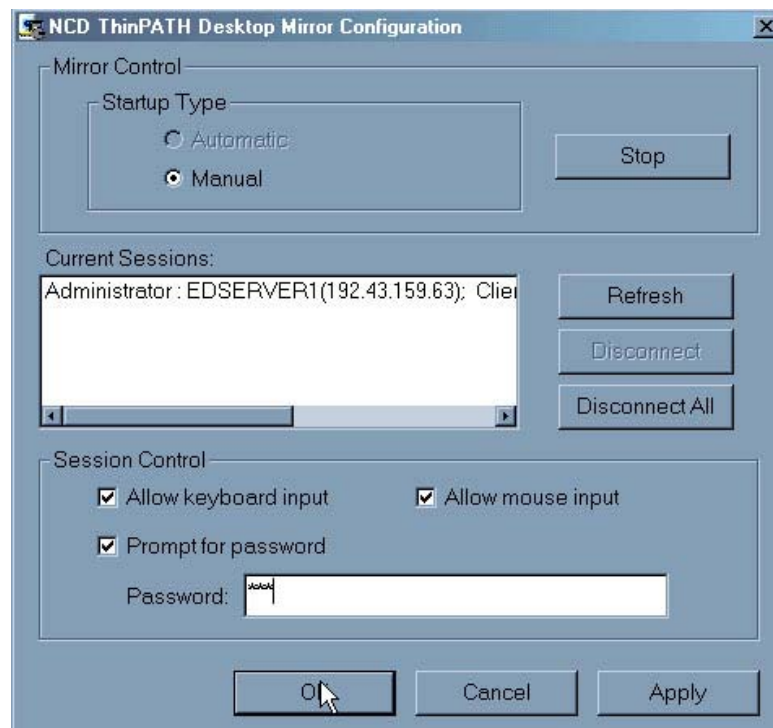


8. Click **OK** to exit Appliance Properties.

## Setting up an Unattended Desktop on ThinPATH PC

To set up an unattended desktop (kiosk):

1. Go to **NCD ThinPATH PC Properties** on the desktop.
2. To restrict unauthorized changes to ThinPATH PC properties, select **Edit Security** and create/verify a new password.
3. In the **Edit Security** screen, enable check boxes to hide any features from the Properties page. Click **Exit Security** when finished.
4. To disable the Connection Manager's Configure tab, select **ThinPATH PC | Connection Manager**, select **Remove the Configure Tab from the ThinPATH PC Connection Manager**.
5. Go to **Local PC | Control Panel**.
6. Double click **NCD ThinPATH Desktop Mirror**.
7. Make the following changes for keyboard and mouse input and prompt for password, then click **OK**.



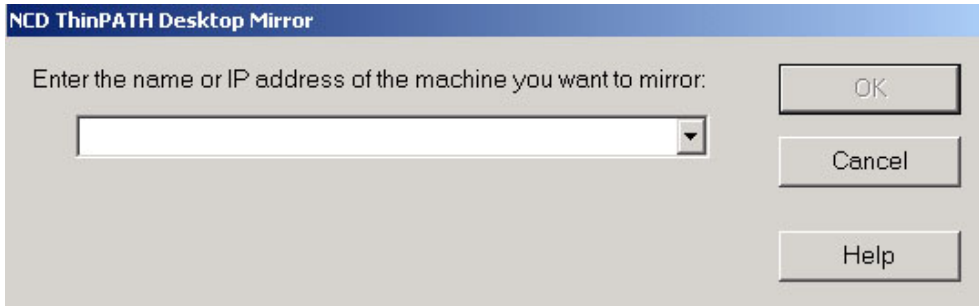
8. Click **Exit** when finished.

## Viewing an Unattended Desktop (Kiosk)

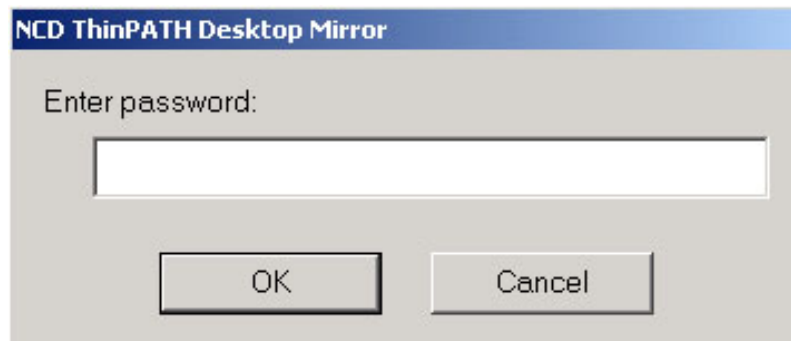
To view an unattended desktop (kiosk):

1. Log on to the Windows NT computer where the viewer is installed.

2. Select **Start | Programs | NCD Software | NCD ThinPATH Desktop Mirror**.
3. Enter the name or IP address of the device you want to view and click **OK**.



4. Enter the mirror password for the unattended desktop (kiosk) and click **OK**.

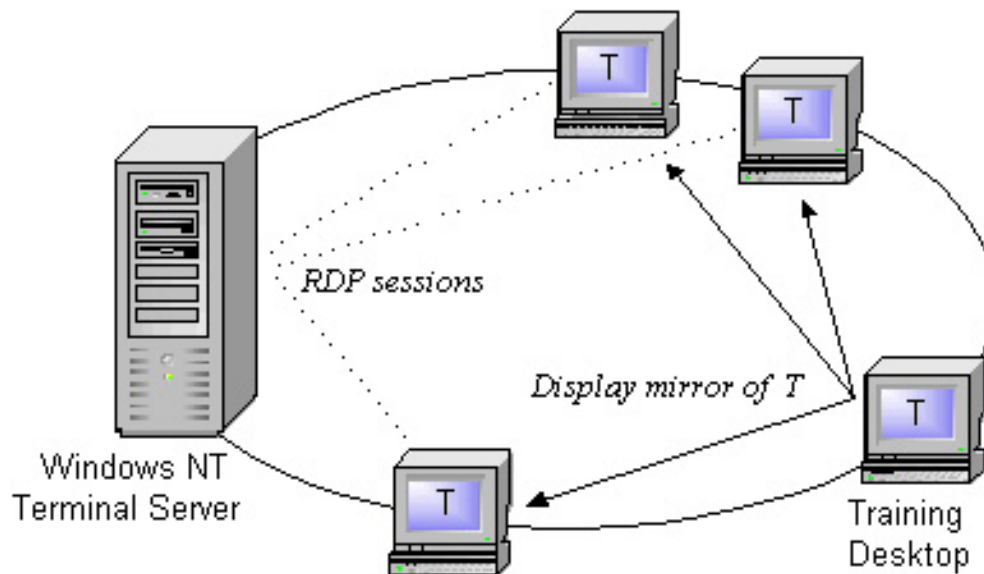


5. View the desktop and make changes as needed.
6. To end the mirror session, click on the close-icon in the upper right corner of the mirror window.

## Giving Desktop Presentations and Training Sessions

Multiple users can view one desktop during an online training session. For example, support staff may watch as a system administrator demonstrates changes in a system.

In online presentations, the trainer's desktop functions as a white board that multiple users can view. Each member of the audience sees the trainer's desktop.



### Setup

To configure the training desktop for a presentation:

1. Go to the NCD ThinPATH Desktop Mirror configuration settings.

For a Legacy ThinSTAR terminal, go to **Terminal Properties**.

- Select **Management | Clients**.
- Select **NCD ThinPATH Desktop Mirror** as the client, then **Configure Client**.

For a ThinSTAR 500.NET terminal, go to **Appliance Properties**.

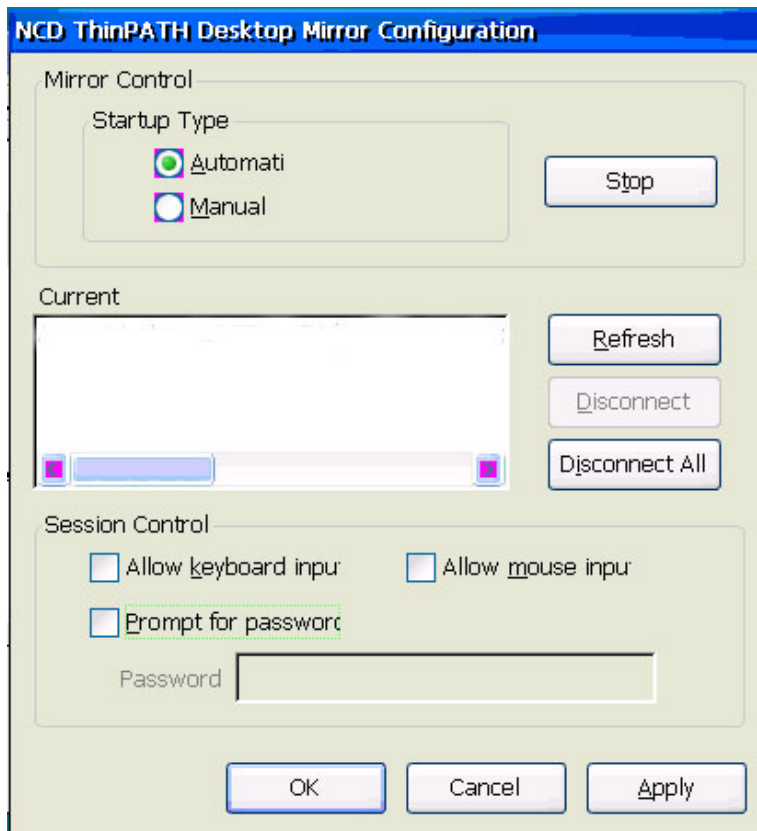
- Select **Control Panel | NCD ThinPATH Desktop Mirror**.

For a ThinPATH PC desktop, go to **NCD ThinPATH PC Properties**.

- Select **Local PC | Control Panel**.
- Select **NCD ThinPATH Desktop Mirror** and click **Open**.

For a PC, go to the **Control Panel** and double click the **NCD ThinPATH Desktop Mirror** icon.

2. Disable keyboard and mouse inputs and click **OK**.



3. Click **OK** again to save the new properties.

## Making a Presentation

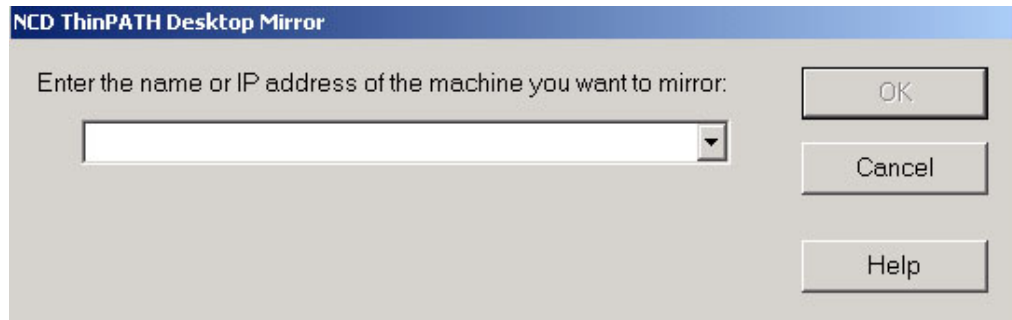
To setup a presentation or training session to be viewed on multiple desktops:

1. Let users know when the training session starts, how long the training session will last, and give them your desktop name or IP address.

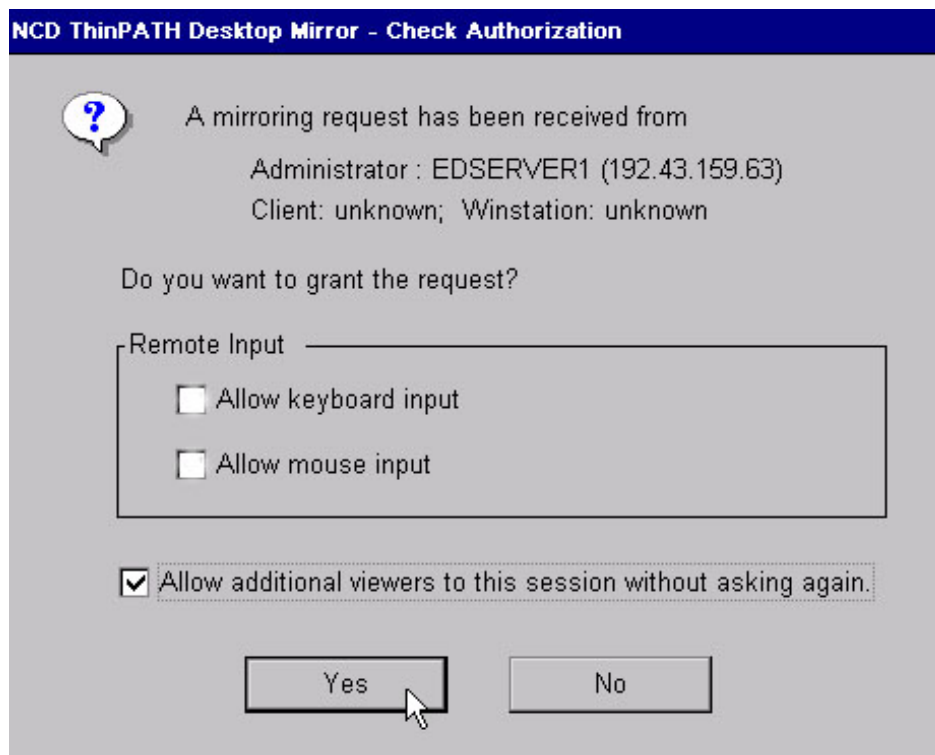
At the scheduled time, viewers start Desktop Mirror by logging onto the Windows 2000 server with the viewer installed.

Viewers select **Start | Programs | NCD Software | NCD ThinPATH Desktop Mirror**. When prompted, they enter the name or IP address of the training terminal or PC and click **OK**.





2. When the first viewer asks to view the training desktop, select **Allow additional viewers to this session without asking again** and click **Yes**.

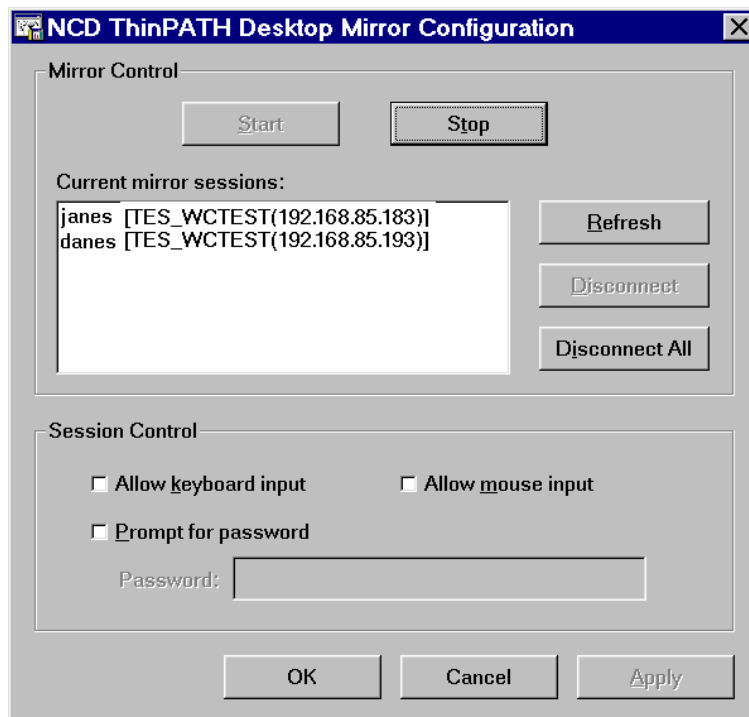


Other viewers who ask to join the presentation get permission automatically. You do not need to accept them one by one.

3. Make your presentation.
4. When you are finished with the presentation, return to the NCD ThinPATH Desktop Mirror configuration settings as described below.

- For a Legacy ThinSTAR terminal, go to **Terminal Properties**. Select **Management | Clients**, then select **NCD ThinPATH Desktop Mirror** as the client and click **Configure Client**.
- For a ThinSTAR 500.NET terminal, go to **Appliance Properties**. Select **Control Panel** and double click the **NCD ThinPATH Desktop Mirror** icon.
- For a ThinPATH PC desktop, go to **NCD ThinPATH PC Properties**. Select **Local PC | Control Panel** and double click the **NCD ThinPATH Desktop Mirror** icon.
- For a **PC**, go to the **Control Panel** and double click the **NCD ThinPATH Desktop Mirror** icon

5. Disconnect specific viewers or all viewers.



Click **Disconnect All** to disconnect all viewers, or select specific sessions and click **Disconnect**.

Viewers can end their sessions by clicking on the close icon in the upper right corner of the mirror window.

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