NCD ThinPATH Portal

Installation Guide and Release Notes

Version 4.0

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Revision History

July 23, 2004.   v4.0
April 29, 2004.   v3.3.3
October 15, 2003.   v3.3-2
April 11, 2003.   v3.3

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Overview

NCD is proud to announce the release of version 4.0 ThinPATH Portal and ThinPATH PC. ThinPATH PC v4.0 includes a new Graphical User Interface (GUI), shown in Figure 1, that contains the Windows look alike "Start" button Menu and task bar. Both the current Windows-based Terminal style GUI and the new Windows style (Start button) GUI are available in this new software product. Users may select their desired GUI from the ThinPATH PC Property Window, which is part of ThinPATH PC.

Figure 1

Additions to ThinPATH Portal v4.0 include support for Wake-on-Lan (Wake remote device) for Neoware and NCD Thin Clients and the ability to set arbitrary delay times for Wake-on-Lan and Remote Reboot

ThinPATH Licensing Requirements

ThinPATH PC License Enforcement

Before discussing how the new product is licensed, it is important to first understand how the current product is licensed and enforced. The NCD Portal is used to download a license to a PC running ThinPATH PC. If a customer does not have a valid license with ThinPATH PC V3.3 or earlier, the product will display a window on the screen notifying the user that a valid license must be installed in order to legally run the product. However, the product still runs without a license. The new ThinPATH PC version 4.0 uses the same license enforcement technique. Customers, who do not have a valid license, will be able to run the new ThinPATH PC product; however, an invalid license notification window will be displayed.

Current ThinPATH PC Customers Licensing Requirements

Current ThinPATH PC customers who have purchased ThinPATH PC licenses and an equivalent number of Subscription Plus licenses will be able to run the new ThinPATH PC (v4.0) software at no additional

charge. However, there must be one Subscription Plus license for every ThinPATH PC license; otherwise, the Portal will notify the administrator that additional licenses are required to legally run all ThinPATH PC clients found on the network.

If customers have ThinPATH PC licenses, but do not have Subscription Plus licenses, they may purchase the Subscription Plus licenses so as to legally run the new version 4.0, ThinPATH PC client.

The Subscription Plus license is priced at approximately one-fourth the price of a ThinPATH PC license. Hence, current ThinPATH PC customers, who do not have Subscription Plus, will have a low cost upgrade path for updating their licenses. This upgrade path will allow current ThinPATH PC customers to legally run the new product without having to purchase all new ThinPATH PC v4.0 licenses.

New ThinPATH PC Customer Licensing Requirements

Each ThinPATH license key that is issued by NCD has a seven digit serial number encapsulated within it. Since June 17, 2004, all ThinPATH PC licenses generated include a serial number that begins with a "7" as opposed to a "6", used in earlier license keys. These new license keys allow the new version of ThinPATH PC to run without the need to have Subscription Plus licenses installed. These keys are compatible with both the old ThinPATH PC (v3.3 and earlier) software and the new ThinPATH PC (v4.0) software. The examples licenses below demonstrate the difference between the older and the newer serial numbers (Note: serial number portion of the licenses are in red.)

	Example License Key
Older license key for 30 seats that uses a serial number beginning with "6"	0906-6001010-000030-74560
New license key for 30 seats that uses a serial number beginning with "7"	0906-7001012-000030-20218

Table 1

Portal Licenses

There are no changes to the Portal licensing. Older Portal licenses will work on the new Portal (v4.0).

Subscription Plus Licenses

Since June 24, 2004, all Subscription Plus licenses distributed from NCD contain a date that is used by the Portal to identify when the Subscription Plus license expires. Portal (v4.0) will detect when the Subscription Plus licenses have expired and notify the administrator when the Portal Explorer program is started.

Table 2 lists the individual fields of a sample Subscription Plus license that includes a date field.

Sample Subscription Plus license	0456-7001042-000055-6167D4-365-10413
License Field	**Function**
0456	Product code
7001042	Serial number
000055	Seat count = 55
6167D4	Date issued plus one day, listed in hex : June 22, 2004
365	Duration in days
10413	Encryption number

Table 2

ThinPATH Portal Installation

ThinPATH Portal v4.0 fully upgrades earlier version of the Portal. When installing it as an upgrade, the installation program will first uninstall the previous version then install the new version. All settings and groups created in the previous version are retained during the upgrade.

Installation Requirements

- Microsoft Windows 2000 Server, service pack 2 or higher.

- Internet Information Services version 5.0 or higher. ThinPATH Portal can be installed on an existing web server.

Installation Procedures

Note   For installation on **Microsoft Windows 2003**, consult the section "Installing ThinPATH Portal on Windows 2003" below.

Security Note To secure access to the Portal, the software should be installed on an NTFS file system. Set the NTFS permissions on the folder **\Program Files\NCD\ThinPATH Management** for only those accounts that will administer the Portal.

1. Download and run the installation program **portalsetup.exe** (approx. 41MB) from the ThinPATH Portal "Download Page" link on the NCD web site at **http://www.ncd.com/downloads**.

2. Choose the default location for software installation, **\Program Files\NCD\ThinPATH Management**, or select another location.

3. Enter ThinPATH license keys. The Portal can be installed without license keys and they can be added later. Two-seat evaluation license keys are provided for both ThinPATH Portal access and ThinPATH PC when downloading from the NCD evaluation

software web page, http://www.ncd.com/downloads. License keys are provided on Certificates of Purchase when the product is purchased.

4. Select the ThinPATH Management Server URL. For most installations, accept the default value and press **Next.**

    On a new install, the first IP address found for the Portal server, will display, followed by "TMS". Where ThinPATH Portal is being reinstalled, the previous setting will be used. If no IP address can be found, the Computer Name will be displayed. And if that isn't found, "NCDPortal" will be used. Choosing any other hostname will cause client desktops that contact this Portal to be redirected to the new server set under Management Server on their next connection attempt.

5. The program completes the installation and the user is prompted to select **Finish**.

    Note: The installation program was created with InstallShield Dev Studio v9.

Installing ThinPATH Portal on Windows 2003

The current version of NCD ThinPATH Portal can be installed under Microsoft Windows 2003 Server or Enterprise Server which includes Internet Information Services (IIS) Version 6.0.

IIS 6.0 is not installed on the Windows Server 2003 family by default, and when installed, the service is installed in a highly secure and "locked" mode. By default, IIS serves only static Web content. Features like Active Server Pages, ISAPI Extensions, and Web Distributed Authoring and Versioning (WebDAV) do not work unless enabled. Without enabling this functionality after installing IIS, NCD ThinPATH Portal will not correctly function.

NCD ThinPATH Portal requires the IIS 6.0 administrator to enable (Allow) the following minimum Web Service Extensions:

1. Active Server Pages – ThinPATH Portal uses .asp pages

2. ISAPI Extensions – Support for MS Soap, required, and

3. WebDAV – Allows uploading of configuration files to the Portal.

Enabling Web service extensions in IIS 6

These steps can be done either before installing NCD ThinPATH Portal or after.

1. As administrator, select Start |Administrative Tools | Internet Information Services (IIS) Manager.

2. In IIS Manager, expand the local computer, and then click "Web Service Extensions."

3. In the details pane, right-click on and select the "Allow" entry for each of the three Web Service Extensions: Active Server Pages, ISAPI Extensions, and WebDAV.
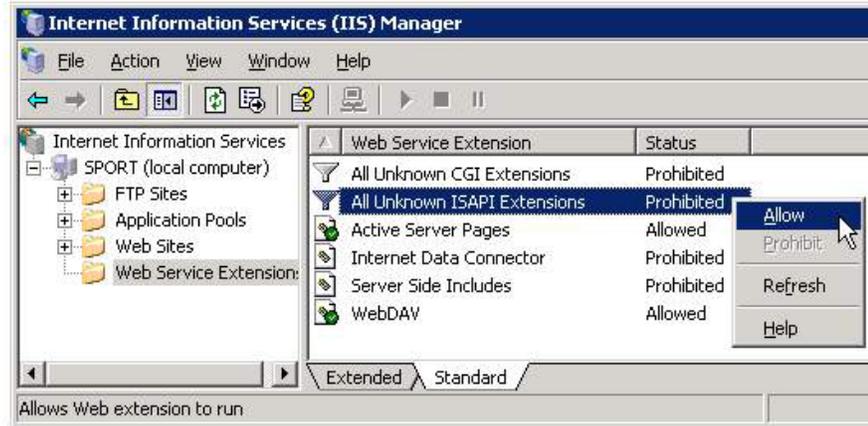
Figure 2

Setting ThinPATH Portal File Permissions

During installation of ThinPATH Portal on Windows 2003, the file permissions may not be correctly set. For the directory "%Program Files%\NCD\ThinPATH Management\Groups", the "Everyone" group must provide "Create Files/Write Data" permissions for all directories and subdirectories, allowing for the upload of device configuration information.
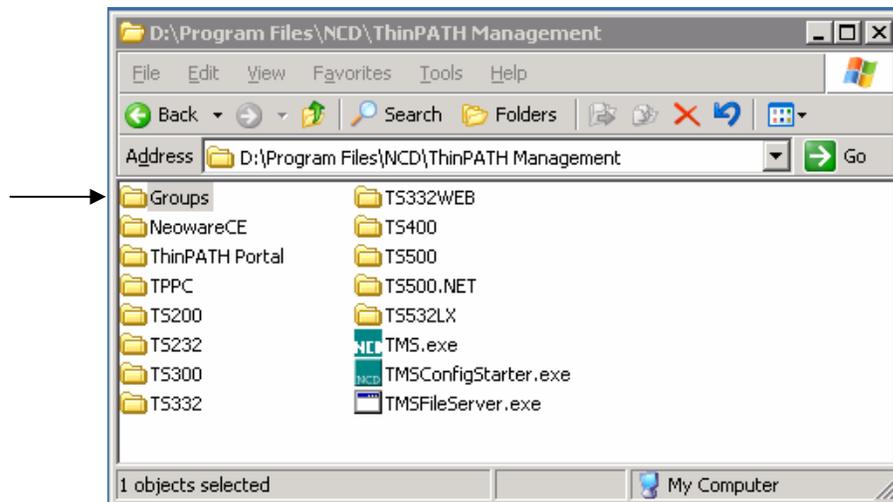
Figure 3

To correctly set the file permissions:

1. Right click on the "Groups" directory, shown above, and select "Sharing and Security". Next select the Security tab.

2. Click on the "Advanced" button to open the "Advanced Security Settings for Groups" window.
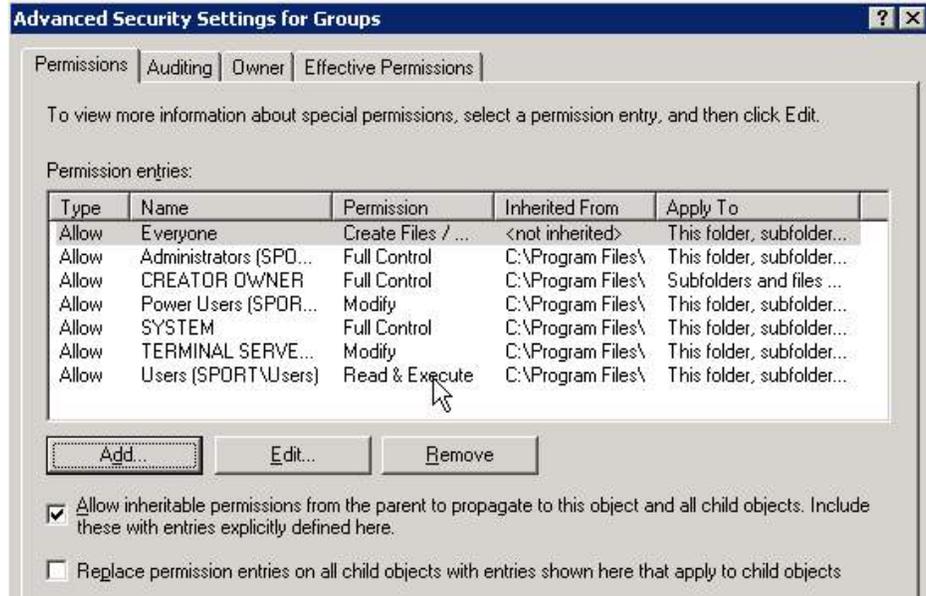
Figure 4

3. Click "Add…" and under the "Enter the object name to select" text box, type the following: Everyone
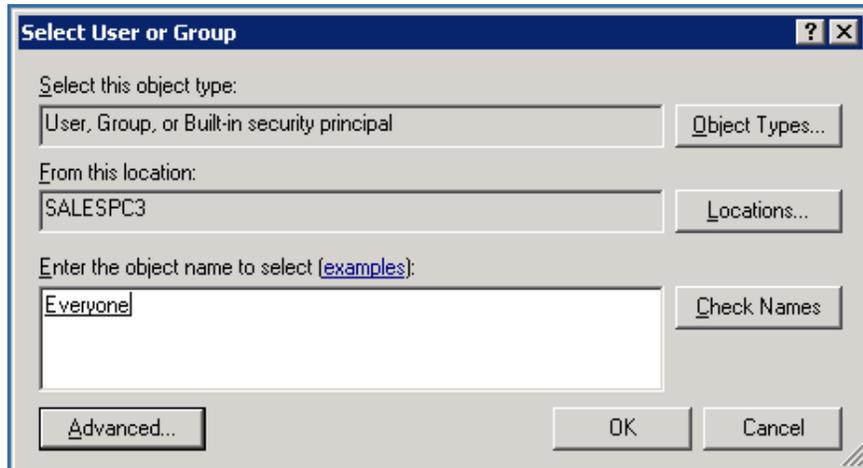
Figure 5

4. Select OK. The "Permission Entry for Groups" window appears.
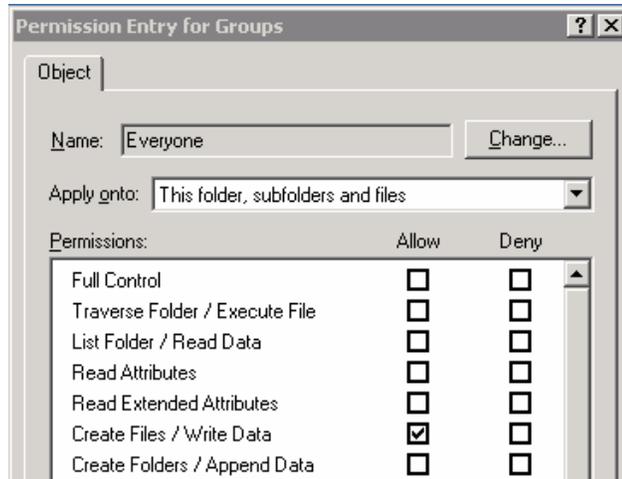
Figure 6

5. Check the "Allow" box for "Create Files/Write Data" and select OK.

6. Now, back in the "Advance Security Settings for Groups" window, check the box "Replace permissions entries on all child objects…" and press the "Apply" button to set permissions on all files and directories below Groups. ThinPATH Portal will now work as expected.

Installing ThinSTAR Terminal Software on ThinPATH Portal

Once the Portal is installed, operating software components for ThinSTAR terminals can be installed onto the Portal. No ThinSTAR terminal operating system or local client components are supplied with ThinPATH Portal. Install the appropriate components only if the ThinPATH Portal will be used to update any or all ThinSTAR terminal models. To select and install these, click:

Start | Programs | NCD Tools | NCD ThinSTAR OS Downloads

A Microsoft Internet Explorer (IE) browser launches and connects to NCD's download site, http://www.ncd.com/access/ts_osLanding.html. Select the desired components, one at a time, and they will download and install on the Portal. A reboot is not required after installation of these packages.

Using other network ports for ThinPATH Portal

ThinPATH Portal currently installs on a PC and uses port **80** to communicate with and manage remote devices. It is possible to change the port number used to work with the clients as long as they are configured to also use the new port number.

To change the port number on the Portal, use Add/Remove Programs in the Control Panel, select Change/Remove on NCD ThinPATH Portal and do a "Repair". The first InstallShield Wizard window will present the Management Server information, typically the IP address of the Portal followed by "/TMS". Add the new port number after the IP address and separated by a colon. In changing the port number from the default (80) to 888, for example, a new Management Server entry might look like this: 156.44.28.100**:888**/TMS

Click "Next", IIS will be restarted and the repair will complete.

Using the Internet Information Services (IIS) administration utility, change the port number on the "Default Web Site" to port 888. All PCs that subsequently use the Portal to download ThinPATH PC using the "one-click install" will automatically be assigned the Portal contact value, for example 156.44.28:100:888/TMS. Any existing ThinPATH PC's will need to have the Portal Server value manually changed under the ThinPATH PC's Properties Window.

Doing a subsequent Repair or reinstallation on the Portal requires the port number for the "Default Web Site" be temporally set back to 80. This should be done through the IIS utility.

Release Notes

- Pressing the Windows key when using the new Windows Style user interface (UI) displays the Task Bar and the Start menu, which is useful when they are obscured by a connection or an application. However when using the Alt-Tab or Alt Escape key sequence to return to the desktop, the icons in the Task Bar may be left in an incorrect state requiring the task icon to be selected (clicked on) twice before the active window is restored. As a workaround use the Windows key to bring the desktop view back and the select icons in the taskbar to immediately restore the window.

- Uninstalling ThinPATH PC erases the system PATH variable on the PC. If you plan to upgrade to ThinPATH PC v4.0, it is best to let ThinPATH Portal v4.0 automatically upgrade all PCs running ThinPATH PC. If you plan on removing ThinPATH PC entirely, record the contents of the system PATH variable before uninstalling the software, and then manually add the PATH variable contents back on completion of the removal.

- NCD ThinPATH Portal release V3.3.3 includes an updated digital certificate which is used during the ThinPATH PC Client one-click install.

- NCD ThinPATH Portal release V3.3.3 does not force an update of the Portal Client for Legacy ThinSTAR WBT products, TS200,

TS300, TS232, TS400, TS450, and TS500. The Portal Client is left unchanged at V 1.2.10.0.

Additional Documentation

Additional technical information concerning ThinPATH Portal and other ThinPATH products may be found http://www.ncd.com/support/docs_thinpath.html.

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