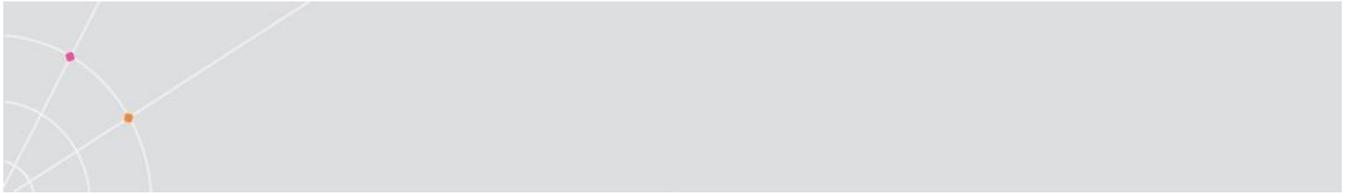# PowerTerm® WebConnect Getting Started

Version 5.6.1

Application and Desktop Publishing from Microsoft Windows Terminal Services

Legal Notice

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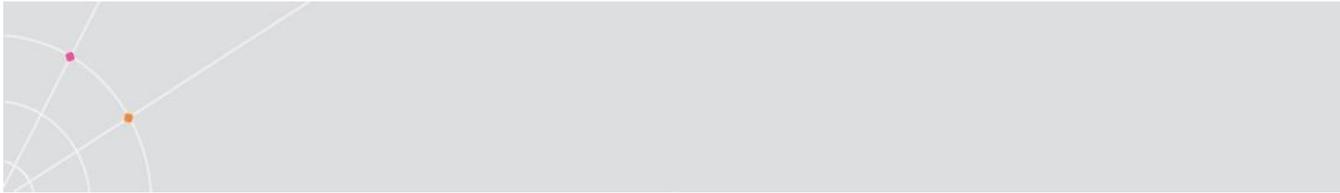
Table of Contents

About this Document

This guide will instruct you on how to quickly and easily setup and start using PowerTerm WebConnect to publish applications and desktops from Microsoft Windows Terminal Services. By following the instructions in this document you will be able to achieve this within a few hours or less. (*Publishing* is the common industry term used to describe the process of making desktop┐ and applications that are located on a server available for remote access from a client device, such as a local PC or Thin Client.)

This guide includes the following:

- Overview of PowerTerm WebConnect

- Preparation and installation procedures

- Introduction to the PowerTerm WebConnect Administration Tool

- How to publish desktops and applications from Microsoft Terminal Servers

- Launching PowerTerm WebConnect clients to access published resources

- Troubleshooting

For complete details on the features and capabilities of PowerTerm WebConnect, please refer to the "PowerTerm WebConnect Administrator's Manual", which is included in the installation.

NOTE   This guide assumes basic familiarity with Windows Servers and Windows Terminal Services.

For more information about this product and other Ericom products, please visit the Ericom website.

If you have any questions or require assistance please contact support@ericom.com or call Ericom Tech Support (contact information is available at the end of this document).
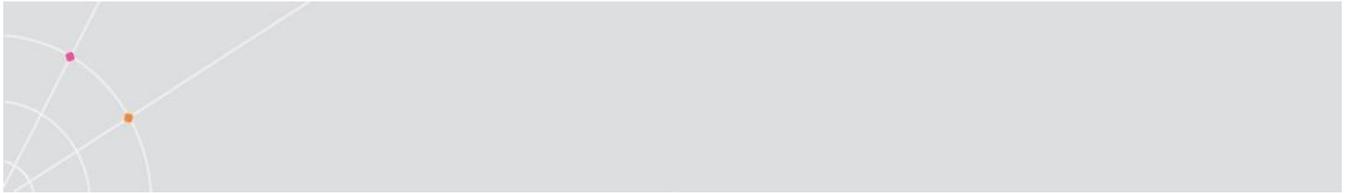
1. Product Overview

PowerTerm WebConnect is an Enterprise-Wide Application Access solution that enables organizations to provide local and remote access to desktops and applications running on Windows Terminal Servers, Virtual Desktops (on top of hypervisors such as VMware, Microsoft, Xen, and Virtual Iron), Blade PCs, and legacy hosts. Published applications and desktops can be accessed and used by end-users in a secure and managed fashion.

The major components of PowerTerm WebConnect are:

- **PowerTerm WebConnect Server**
  Performs user authentication, application publishing, desktop delivery, and license management.

- **PowerTerm Load Balancer**
  Provides enterprise-level System and Application Load Balancing for Terminal Services. Usually this component is installed on the same machine as the PowerTerm WebConnect server.

- **PowerTerm WebConnect Web Components**
  Provide end-users with a browser-based interface for accessing published applications and desktops. In addition, they enable automatic deployment of PowerTerm WebConnect clients to the local devices through a web browser.

- **PowerTerm WebConnect Administration Tool**
  Serves as the central management console for the entire PowerTerm WebConnect product. Using this tool, you can view and modify all the configuration settings for the PowerTerm WebConnect Server. You can run the PowerTerm WebConnect Administration Tool directly on the server, or on a separate administration workstation.

- **Client-side components**
  These clients, installed on the local devices, provide end-users with access to PowerTerm WebConnect's services. The clients can be installed explicitly (using msi for Windows or rpm for Linux) or automatically deployed using a web browser. The client side components include the RemoteView client for access to published applications and desktops running on Windows Terminal Servers and Virtual Desktops.

- **PowerTerm Terminal Server Agent**
  This component must be installed on every Terminal Server managed by PowerTerm WebConnect. It enables True Seamless Windows for published applications, remote application browsing and publishing and Application Load Balancing.
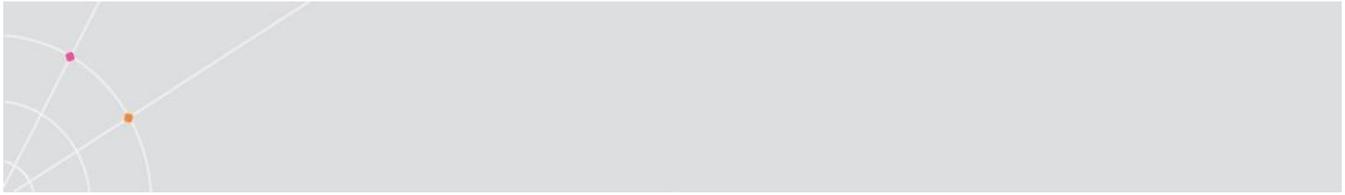
2. Installing PowerTerm WebConnect

To use PowerTerm WebConnect you must first install the PowerTerm WebConnect server. For most evaluation sites as well as many production sites it is sufficient to install a single instance of the PowerTerm WebConnect server, which can support thousands of concurrent users and hundreds of Terminal Servers. If you require high availability or greater scalability the PowerTerm WebConnect Administrator's Manual provides instructions on configuring the server for clustering and failover.

2.1. Installation Prerequisites

Verify that you have the appropriate hardware and system software for the computer on which you will install the PowerTerm WebConnect Server:

- **Windows 2003 or higher (either x32 or x64)**
- **150 MB of free Hard-Disk space**
- **2 GB of RAM for evaluation environments. 4 GB of RAM for production environments**

The machine on which you install the PowerTerm WebConnect Server need not be a Terminal Server itself. It can be a Virtual Machine.

In addition you need one or more Microsoft Windows Terminal Servers, which will be managed by the PowerTerm WebConnect server. PowerTerm WebConnect supports Windows Terminal Servers 2000/2003/2008, both x32 and x64. Make sure that you have the appropriate licenses for using these servers, such as Microsoft Terminal Server Client Access Licenses (TS CALs).

On the client side PowerTerm WebConnect supports the following systems: Windows 98 / ME / 2000 / XP / 2003 / Vista / 2008, Windows CE, Windows XPe and Linux (including Linux Thin Clients). Note that thin client devices may require a PowerTerm WebConnect client to be pre-installed. Please contact Ericom for more information.

For up-to-date information about PowerTerm WebConnect system requirements see: http://www.ericom.com/systemreq.asp
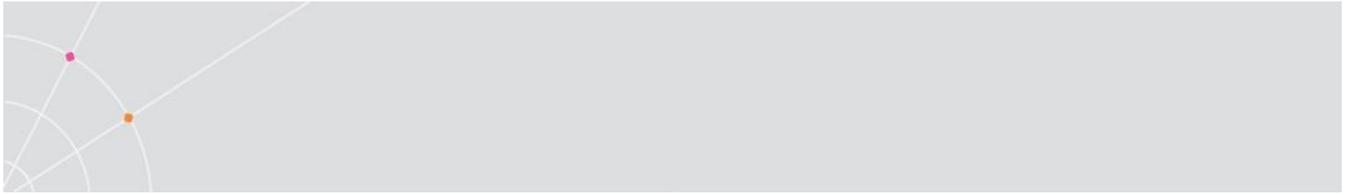
2.2. Installation on Windows Server 2008

Before installing PowerTerm WebConnect on Windows Server 2008, several preparatory steps must be taken:

2.2.1. Infrastructure Prerequisites

1. Install Terminal Services Licensing Server in your domain.
2. Configure Terminal Servers to use the license server.
3. Add either NT_AUTHORITY\Authenticated Users or Domain Users to the Remote Desktop Users group.

2.2.2. PowerTerm WebConnect Prerequisites

1. On the Windows 2008 Server, install the IIS role and the Application Server role.
2. When installing IIS role, add the ASP role service and server scripting to the installation.

2.3. Installation Process

To install PowerTerm WebConnect perform the following steps:

1. Launch the installation file: **PowerTermWebConnect.exe** from the installation CD, or download it from the Ericom Website (www.ericom.com).
2. Click **Install** and then enter your **Serial Number**. If you don't yet have a serial number click **Evaluate** when prompted. The Setup Type dialog appears.
3. Select the appropriate installation type:
- To install all the server side components on the same machine, select the **Full Installation – All PowerTerm WebConnect components** setup type. This is the recommended setting when installing in an evaluation environment.
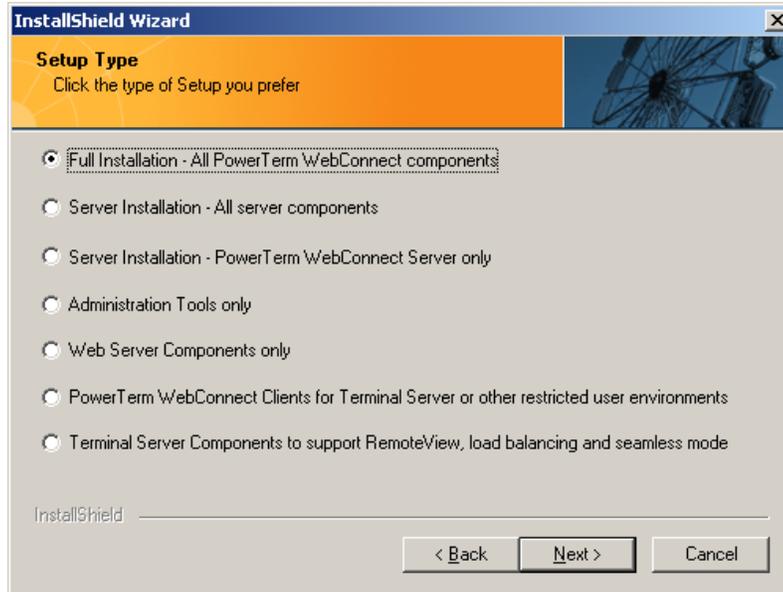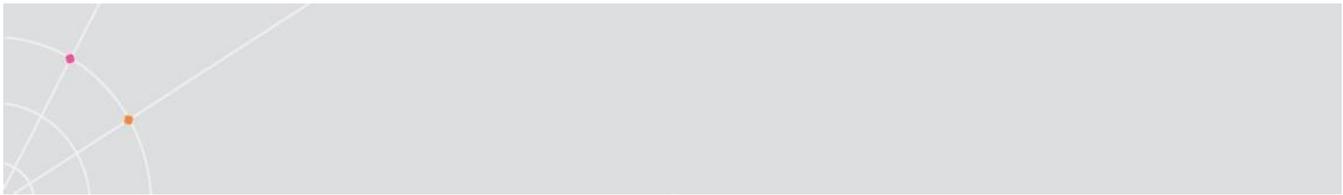
> **NOTE** When installing on Windows Server 2008: Click on "No" when asked if this machine will be used as a Terminal Server even if you intend to use it in that role. Instead, you must install the PowerTerm WebConnect Terminal Server agent separately – see the next bullet.

- The PowerTerm WebConnect Terminal Server Agent must be installed on every Terminal Server managed by PowerTerm WebConnect. To install the agent on a Terminal Server, select **Terminal Sever Components to support RemoteView, load balancing and seamless mode** setup type.
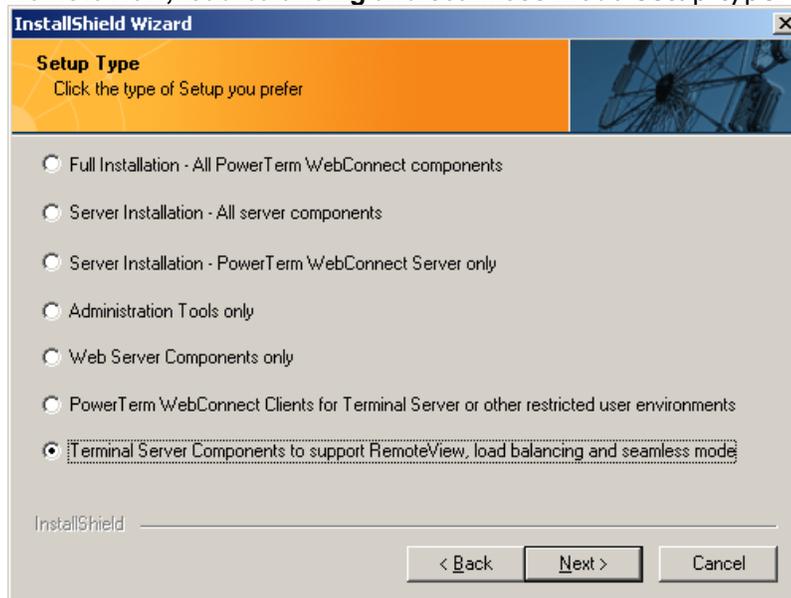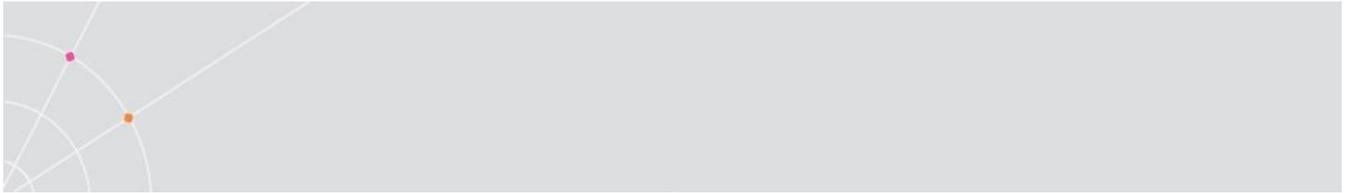
This component can also be installed later on additional Terminal Servers using a dedicated installer, located in the **AddOns\TerminalServerAgent** folder, under the PowerTerm WebConnect server installation (by default C:\Program files\Ericom Software\WebConnect 5.x). This dedicated installer can also be used for automated, unattended installations.

NOTE   To install the Terminal Server agent on Windows Server 2008 you must use the dedicated installer, located in the AddOns folder. On the Terminal Server run this installer with the command-line flag /VNODRIVER=1

4. Complete the installation and click **Exit and Run PowerTerm WebConnect** in the last dialog of the installation. Depending on your system speed this may take a few minutes.

NOTE   The first time PowerTerm WebConnect Server is started generates a Diffie-Hellman key for SSL encryption. This process may last several minutes, depending on the speed of the computer. During this process the PowerTerm WebConnect Administration Tool and clients cannot connect to the server, and the CPU usage on the server will be very high.

5. To complete the installation procedure, run the PowerTerm WebConnect Administration Tool and perform basic configuration of the Server. *See next chapter for details.*

3. Initial Configuration

At the end of the installation you need to configure PowerTerm WebConnect to properly interact with the other services on the network, in particular with:

- Directory Services (Microsoft Active Directory or any supported LDAP)
- Terminal Services
- Firewalls

To perform these configurations you will need to use the PowerTerm WebConnect Administration Tool.

3.1. Launching the Administration Tool

Assuming you have selected **Full Installation** (see previous chapter), the PowerTerm WebConnect Administration Tool will be installed on the same machine as the PowerTerm WebConnect server. You can also install and run the Administration Tool from a separate administration workstation – see the PowerTerm WebConnect Administrator's Manual for details.

1. From Windows **Start** menu, select **Programs | Ericom Software | PowerTerm WebConnect 5.x | PowerTerm WebConnect Administration Tool**:
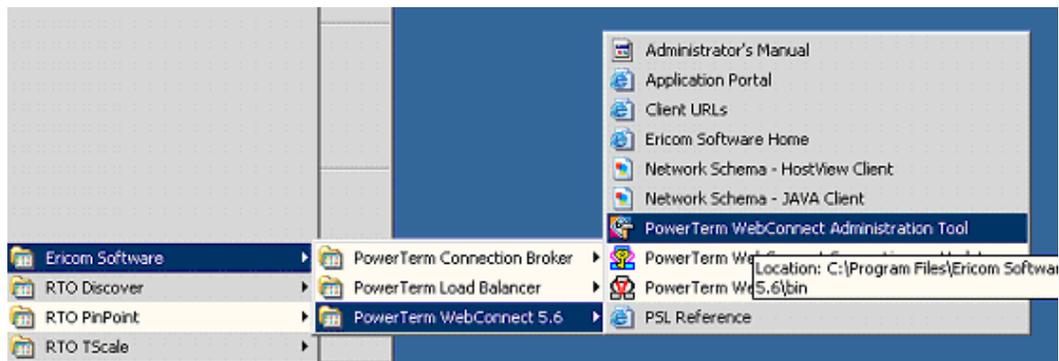
2. A logon dialog is displayed:
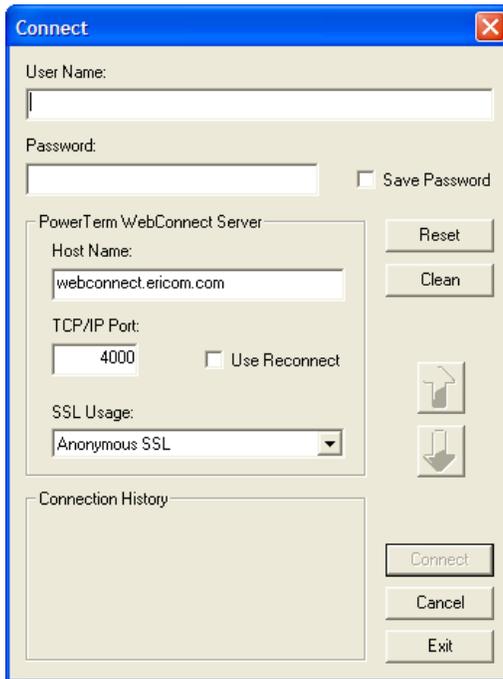
The initial credentials after installation are **Administrator** with an empty password. It is highly recommended that you change the password to a none-empty value.

NOTE   In the logon dialog the initial value of **Host Name** is "localhost". This value is appropriate only if the Administration Tool is run on the same machine as the PowerTerm WebConnect server. If the Administration Tool is run on a different machine, change the **Host Name** to the IP address/host name of the PowerTerm WebConnect Server.

NOTE   In the PowerTerm WebConnect Windows edition, by default, the server will deny any connection attempts from any computer other than the local machine. You can change this setting from the Administration Tool – see the PowerTerm WebConnect Administrator's Manual for details.

NOTE   By default the Administration Tool connects to the server using port 4001. Alternatively you can connect using port 4000. If connecting from a computer other than the local machine, make sure the port is accessible. See the PowerTerm WebConnect Administrator's Manual for instructions on how to change the port numbers.

3. After successfully logging in the PowerTerm WebConnect Administration Tool the Quick Access dialog appears:
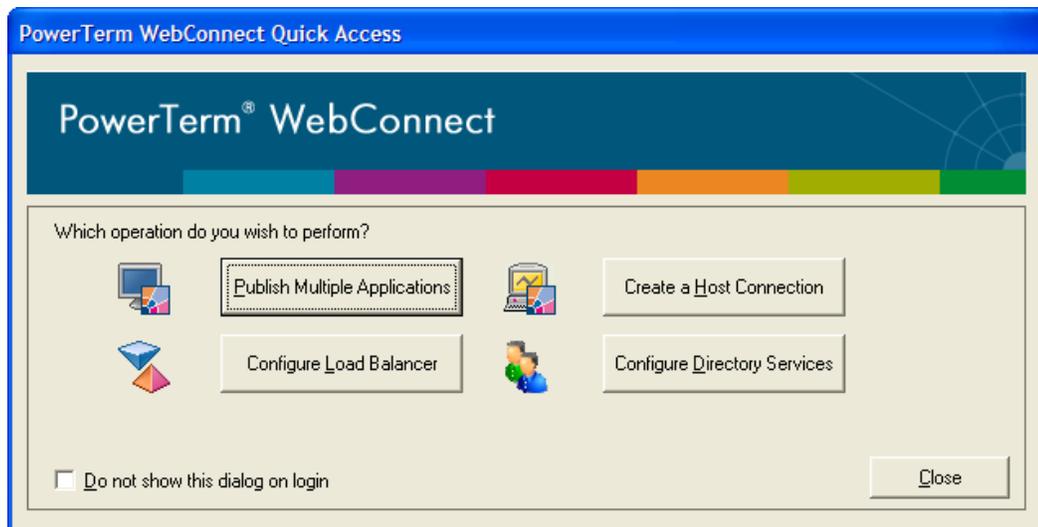

You can use this dialog to directly access common administrative operations and quickly configure PowerTerm WebConnect. After you close this dialog you can access it again from **Action | New | Quick Access Dialog** or from the toolbar.

3.2. Directory Services

The PowerTerm WebConnect server connects to one or more Directory Servers for the following purposes:

1. User authentication – users must provide credentials in order to logon to PowerTerm WebConnect (these credentials may be cached or retrieved automatically from Windows so that the user need not explicitly provide them). These credentials are passed by PowerTerm WebConnect to the Directory Server for authentication.

2. Application and Desktop assignment – published desktops and applications are usually associated with specific groups or users in the directory server. Only these users, or users belonging to these groups, will have access to these resources.

If the PowerTerm WebConnect Server is not properly connected to the Directory Services then users may not be able to log on, or the directory tree may not be visible during application and desktop publishing.
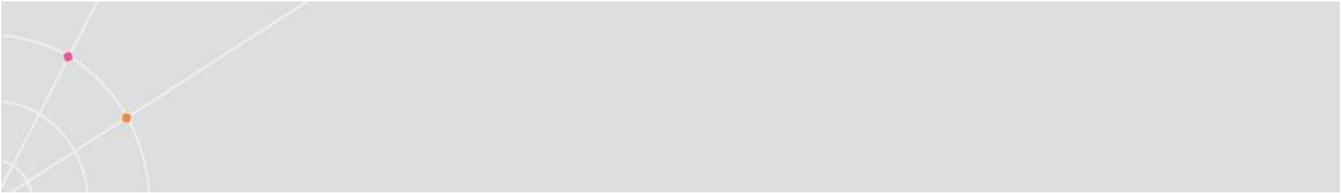
To connect to the Directory Services click the **Configure Directory Services** button in the Quick Access Dialog or select **Server | Directory Services** menu option. The Directory Services dialog will appear:
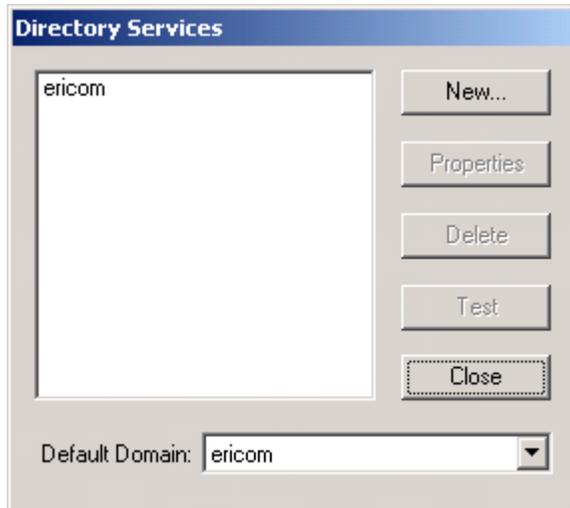
When using Microsoft Active Directory as the Directory Server, PowerTerm WebConnect will usually connect automatically to it. In multi-host environments or when using other types of Directory Servers, such as Novell eDirectory or IBM Tivoli Directory Server, you may be required to explicitly link to the Directory Servers.

By default PowerTerm WebConnect uses an anonymous account for accessing the Directory Service. In order to be able to browser the directory you may need to use an authenticated account:

1. Click **Properties** for an existing directory service or click **New** to specify an additional one
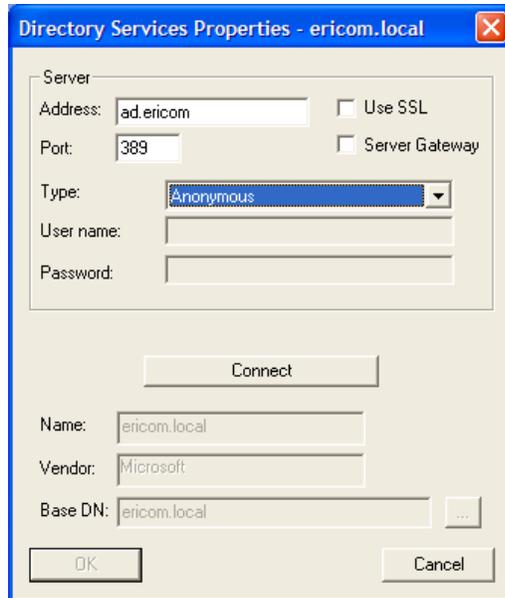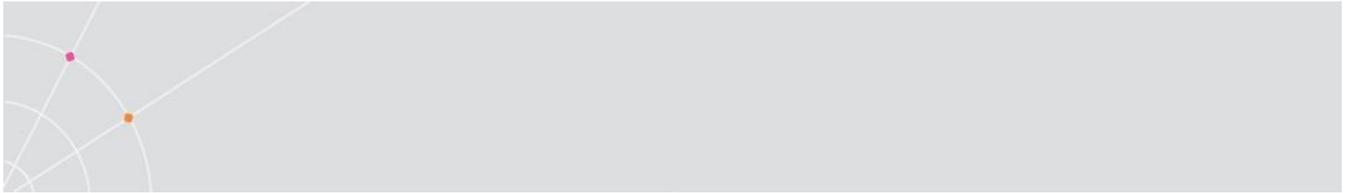
2. Select the appropriate authentication type (the **Type** field)

3. Click **Connect** to connect to the Directory Service

4. Click on **"..."** button to browser the directory

5. In the dialog that opens, verify that you see all the Organizational Unities (OUs) in the directory tree

6. Close the dialog and click **OK**

3.3. Terminal Services

In most cases PowerTerm WebConnect will be able to automatically locate and connect to the Terminal Servers on which the PowerTerm WebConnect Terminal Sever Agent has been installed. To verify that all these servers have been located and are being used perform the following steps:

1. Click the **Configure Load Balancer** button in the Quick Access Dialog

   Or

   Select **Tools | Open Load Balancer Administration** menu option.

2. The Load Balancer Administration Tool will appear:
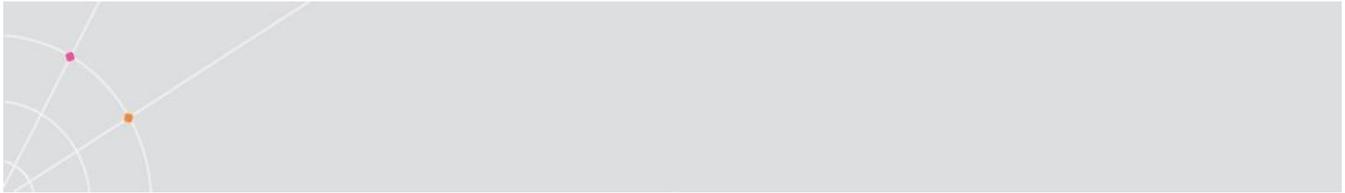
	Status	Rank	Address	IP	CPU Avai...	Memory ...	Sessions
	Active	1	AMON:3750	126.0.0.32	5,984	1,182	8
	Active	2	2003-FANNYM:2515	126.0.1.143	2,400	666	2
	Active	3	ERICOM-C2D4782C:2911	126.0.3.145	2,400	495	2
	Active	4	TS2003_IIS_OFFI:4092	126.0.1.181	2,992	231	2
	Active	5	QA2K3-DEV:3948	126.0.2.14	1,754	211	2
	Active	6	QA2K3-VS2005:4849	126.0.2.6	1,064	121	2
	Active	7	ERICOM-WIN2003:3289	126.0.1.119	2,992	90	6
	Busy	9999	QA2KSVRVM:1291	126.0.2.2	1,846	33	4
	Not Connected	N/A	ERICOM-UZUBQU3Q:4020				

Terminal Servers: 9 | Active Servers: 7 | Most available: AMON:3750 (126.0.0.32)

3. Verify that all the Terminal Servers appear in the list and have the "Active" status.

4. Manually add Terminal Servers that do not appear by selecting the **Servers | Add** menu option and providing their addresses.

NOTE   If a server does not appear in the list verify that you have installed the agent on it by re-running the agent installation on that server.

NOTE   A Terminal Server will be marked Busy (and will have a yellow warning sign next to it) if it is overloaded, due to very high memory or CPU usage. No new user sessions will be assigned to busy servers.

3.4. Firewalls

PowerTerm WebConnect components communicate with each other, and with other systems, using TCP/IP sockets over the network. If a firewall is installed between the components you must configure it to allow the PowerTerm WebConnect communication to pass through.

PowerTerm WebConnect uses the following communication ports by default:

- Port 4000 – the default communication port used by the PowerTerm WebConnect clients to connect to the PowerTerm WebConnect server.

- Port 4001 – the default communication port used by the Administration Tool to connect to the PowerTerm WebConnect server. The Administration Tool can also connect to the server using port 4000.

- Port 3389 – the default RDP port. The PowerTerm WebConnect RemoteView client can connect directly to the Terminal Servers using this port (Direct Mode). When connecting from a remote location RemoteView will only
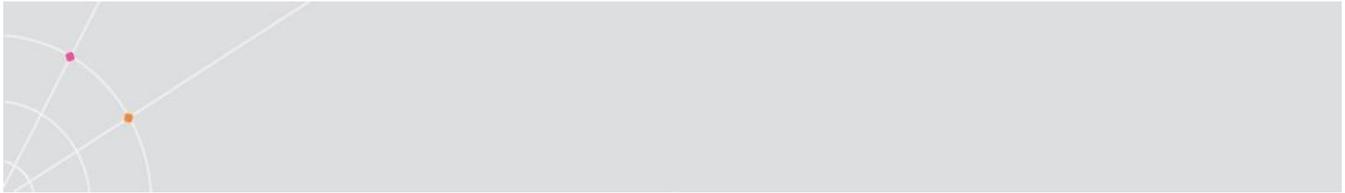
connect to the PowerTerm WebConnect server and tunnel its communication through it (Gateway Mode). In that mode of operation the PowerTerm WebConnect server itself will connect to the Terminal Server using port 3389. For more information about the various communication modes see the PowerTerm WebConnect Administrator's Manual.

- Port 4010 – the default port used by the PowerTerm Terminal Server Agent to connect to the PowerTerm WebConnect Load Balancer server.

- Port 4030 – the default port used by the Administration Tool to connect to a Terminal Server to browse for applications to publish.

All theses communication ports can be reconfigured to other values – see the PowerTerm WebConnect Administrator's Manual for details.

4. Publishing Applications and Desktops

A primary use of the PowerTerm WebConnect Administration Tool is publishing applications, documents and desktops hosted on Windows Terminal Servers. The publishing wizard provided by the Administration Tool makes this process fast and easy. Once applications and documents are configured and published, the RemoteView client is used by end-users to access them.

> NOTE   The **Multiple Application Publishing** wizard significantly reduces the time and effort required to publish multiple applications from the same Terminal Servers. PowerTerm WebConnect also offers a **Single Application Publishing** wizard – see the PowerTerm Administrator's Manual for details.

4.1. Publishing Windows Applications

1. Click **Publish Multiple Applications** in the Quick Access dialog. The **Choose Terminal Server for Browsing** dialog appears:
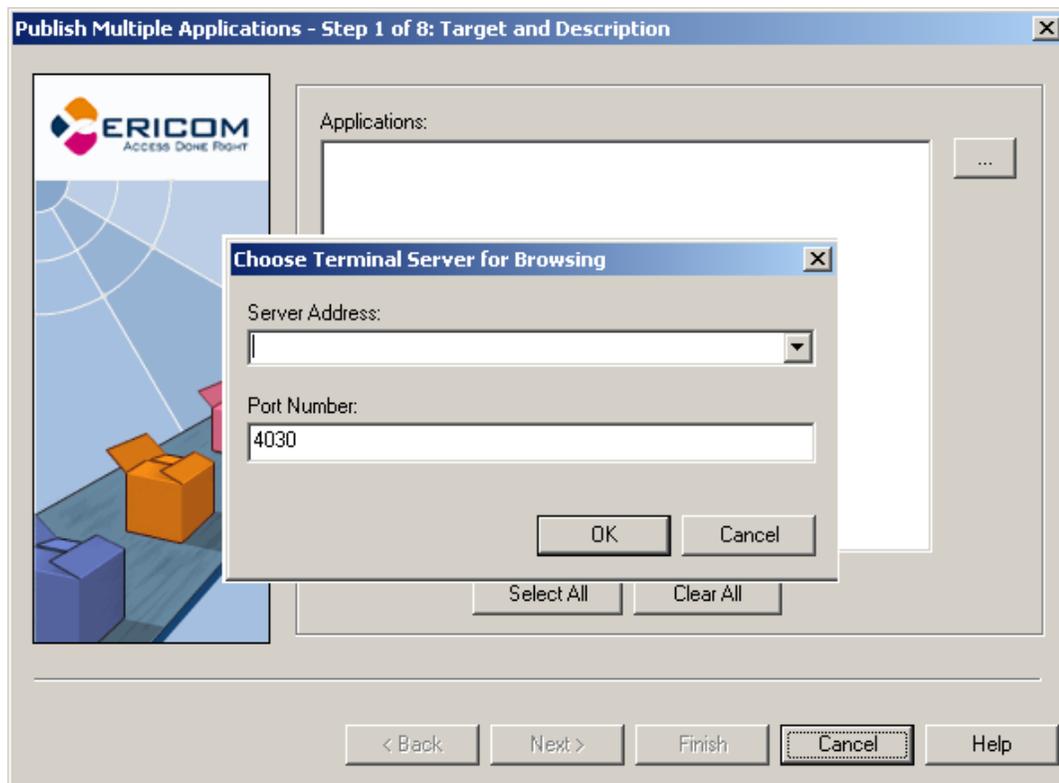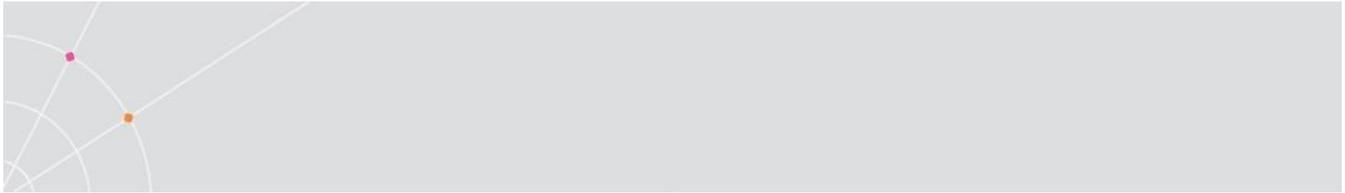
2. Provide the address of the Terminal Server which will be used for browsing and selecting the applications to publish and click **OK**. The **Publish Multiple Applications** wizard will display a list of all the applications available on that server (in its Start menu).

NOTE The PowerTerm WebConnect Administration Tool can only browse a Terminal Server on which the PowerTerm WebConnect Terminal Server Agent has been installed.

3. Select desired applications from the list that appears by checking them and click **Next**.

4. Determine the where the icons of the published applications will be displayed on the client (desktop, Start menu or both) and click **Next**.

5. Determine the display settings of the published applications, such as **Color Quality** and the **Seamless** type of your published application. PowerTerm WebConnect supports the Microsoft Seamless Windows functionality introduced with Windows Server 2008, and will automatically use it when possible. Alternatively you can instruct PowerTerm WebConnect to always use the Ericom Seamless implementation (True Seamless Windows).

6. Select the **connection speed** that matches your infrastructure. The connection speed setting determines the value of visual effects settings. You can also override these settings specifically. Click **Next**.

7. Set the **application windows dragging behavior**. By default PowerTerm WebConnect uses the same value for published applications as the local desktop uses for local applications. Click **Next**.

8. Specify where sounds are to be played – locally or remotely.

9. Determine which **local devices** the remote session will have access to (local drivers, printer, etc.) and click **Next**.

10. If the PowerTerm Load Balancer is installed:
Selecting **Use all Servers from Load Balancer pool** (default) allows the application to run on any Terminal Server in the cluster (farm). This setting is appropriate when the applications are installed on all the Terminal Servers. Alternatively, select specific Terminal Servers on which to run the applications.
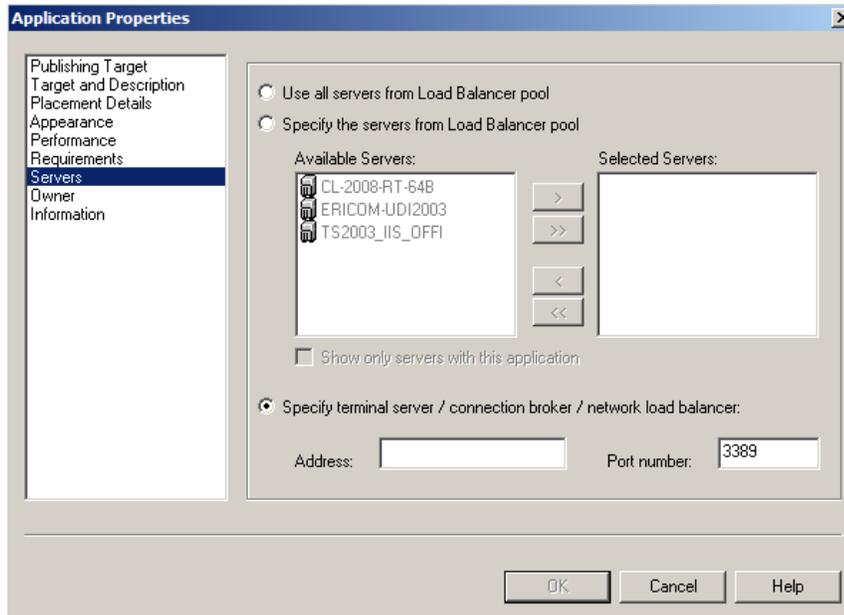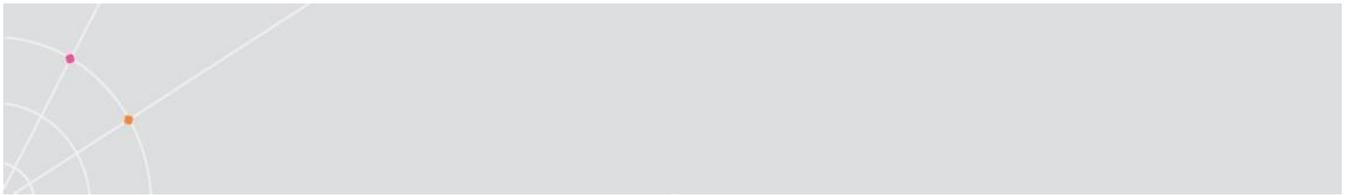
If the PowerTerm Load Balancer is not installed – explicitly specify the address of the Terminal Server on which the applications will be run. Click **Next**.

11. Select the users, groups, or OUs to which you wish to publish the applications by clicking the **Add/Remove Objects** button. By default the applications will be published to everybody. Click **Next**.
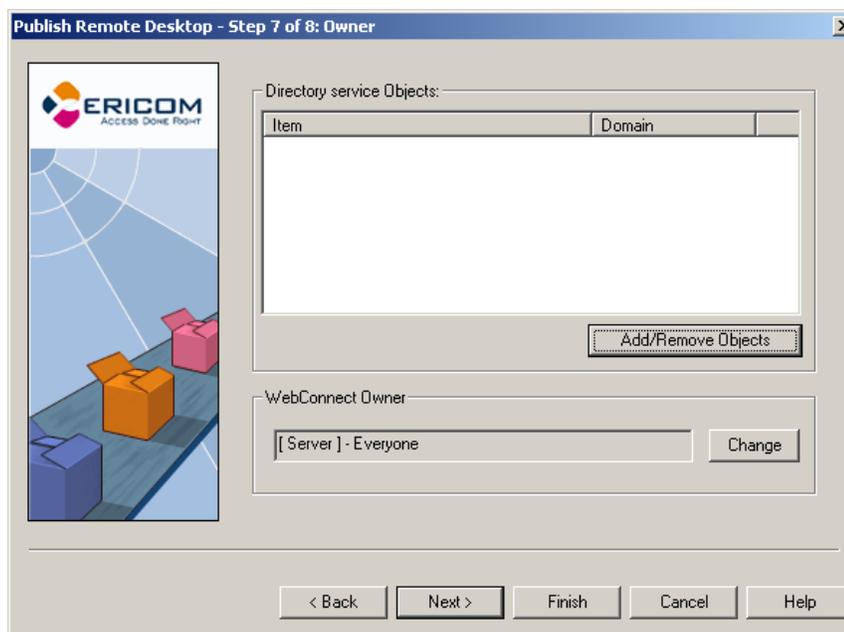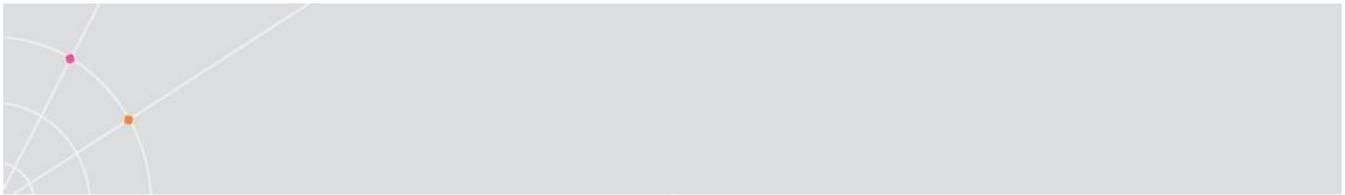
12. By default PowerTerm WebConnect will pass the user credentials provided to it to the Terminal Server, thus enabling Single Sign On (pass-through authentication). If required you can modify this behavior from the **Advanced Settings** dialog. Click the **"Advanced…"** button to access this dialog:
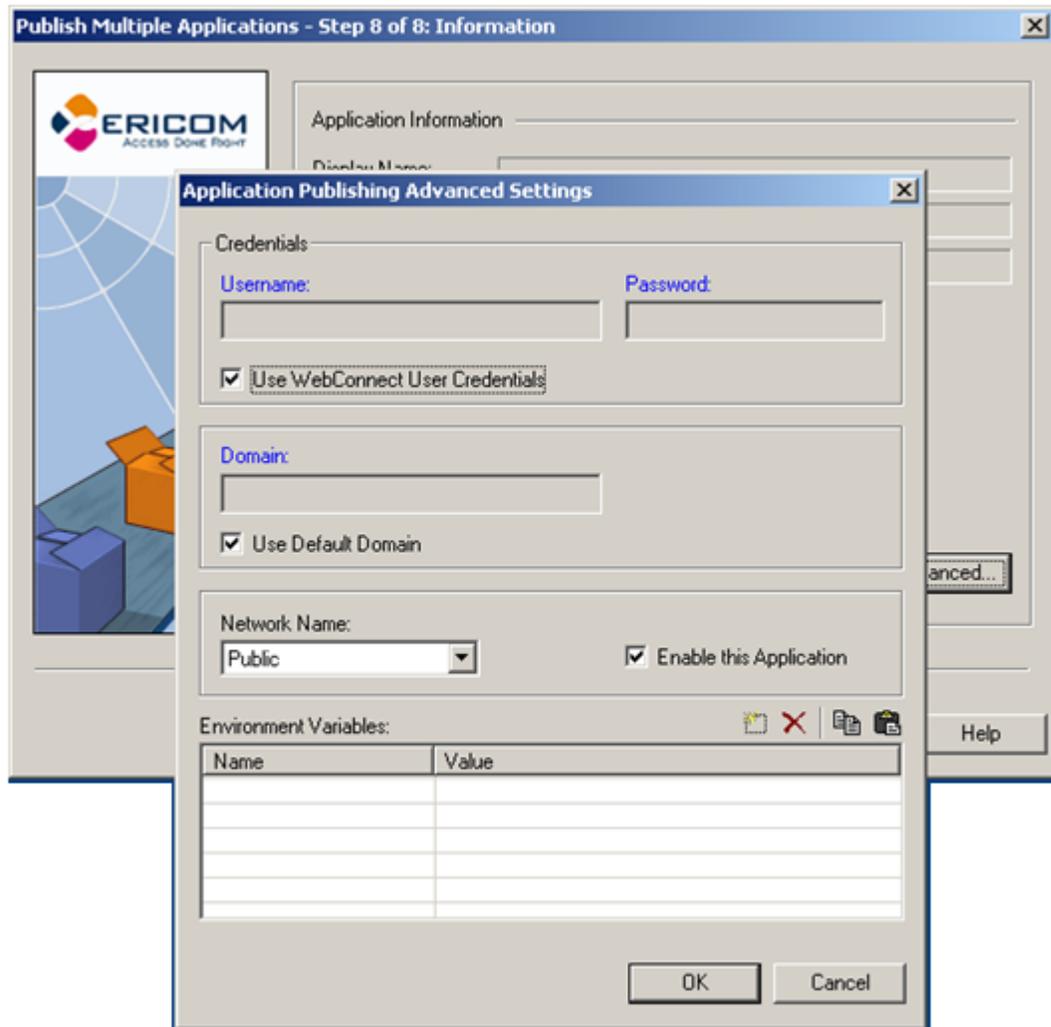
13. Click **Finish**. The published applications appear in the **Connection List** section of the administration tool.

> NOTE   Right-click and select **Properties** or double click on the published application in the **Connection List** to view and modify any of the settings which you previously specified.

4.2. Publishing a Remote Desktop

1. Close the Quick Access dialog (you can open it again later from the **Action | Quick Access Dialog** menu option or from the toolbar). You can now access the Administration Tool main window:
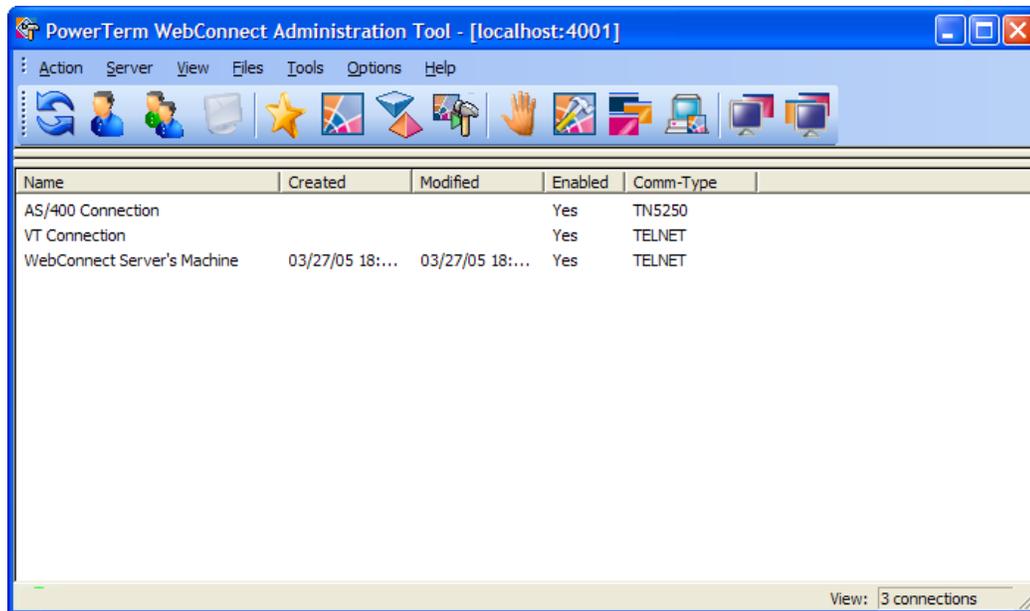
2. Select **Action | New | Remote Windows Desktop**. The **Publish Remote Desktop** wizard appears.

3. Type the **Display Name**, which is the name presented to the end-users.

4. Select **Terminal Server** and click **Next**.

5. Specify where icons for the published desktop are displayed to the end-user.

6. If desirable, click **Choose Icon** to replace the desktop's default icon. Select the desired icon from the list that appears. Click **Next**.

7. Determine **Screen Size** and the **Color Quality** of the published desktop.

8. If desirable, select **Show Connection Bar in Full Screen Mode** and click **Next**.

9. Select the connection speed that matches your infrastructure. The connection speed setting determines the value of visual effects settings. You can also specify visual effects settings individually. Click **Next**.

10. Specify where sounds are played – locally or remotely, **Where to Apply Window Key Combinations**, and which local devices you want to automatically connect to when logged on to the remote computer. Click **Next**.

11. If the PowerTerm Load Balancer is installed:
    Selecting all Servers (default) allows the desktop to run on any Terminal Server in the cluster (farm). Alternatively select specific Terminal Servers on which to run the desktop.
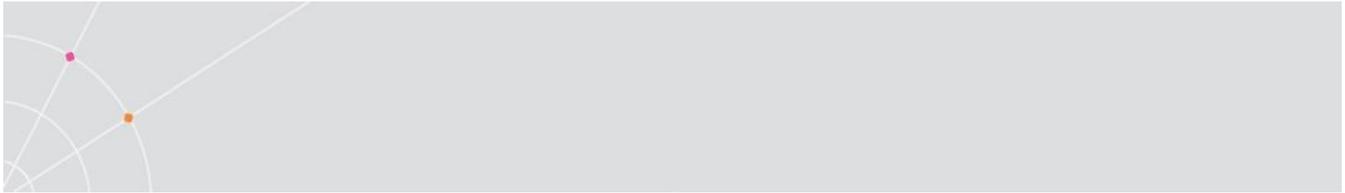   If the PowerTerm Load Balancer is not installed – explicitly specify the address of the Terminal Server on which the desktop will be run. Click **Next**.

12. Select the users, groups, or OUs to which you wish to publish the applications by clicking the **Add/Remove Objects** button. By default the applications are published to everybody. Click **Next**.

13. By default PowerTerm WebConnect passes the user credentials provided to it to the Terminal Server, thus enabling Single Sign On (pass-through authentication). If required, modify this behavior from the **Advanced Settings** dialog. Click the **"Advanced..."** button to access this dialog.

14. Click **Finish**. The published desktop appears in the **Connection List**.

> NOTE   Right-click **Properties** or double-click on the published desktop in the **Connection List** to modify any of the settings which you previously specified.
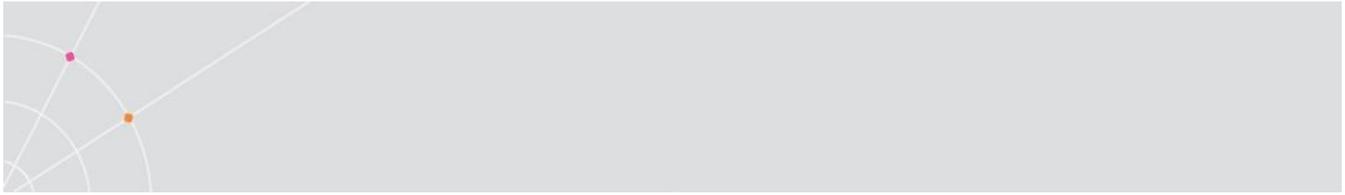
5. Accessing Published Applications and Desktops

Users access their published applications and desktops from the **Application Zone** rich client interface or from the **Application Portal** web interface. To access either of these interfaces:

- Go to **Start menu | Program | Ericom Software | PowerTerm WebConnect 5.x** and select **Start** to open the browser on the startup page.

  Or,

  Open a browser and type the following in the address bar:

  http://*server-address*/WebConnect/start.html

  Where *server-address* is the address of the web server on which the PowerTerm WebConnect Components have been installed. If you used Full Server Installation this is the same as the PowerTerm WebConnect server.

- Select the appropriate access method in the page that appears.

- You can send the link to other users to access PowerTerm WebConnect from other client devices. To open the Application Zone directly send the following link:

  http://*server-address*/WebConnect/ApplicationZone.html

  To open the Application Portal directly send the following link:

  http://*server-address*/WebConnect/portal/windows/index.asp

5.1. Using the Application Zone

The **PowerTerm WebConnect Application Zone** provides a rich client interface for accessing published applications and desktops from an interface that is similar to a folder view in Windows Explorer. The Application Zone also provides local desktop integration by placing icons for published applications and desktops on the local desktop and in the local Start menu.

1. Click the **Application Zone** link in start.html web page. The **Application Zone** client is automatically downloaded, installed and launched on the local device.

NOTE The browser may display one or more security dialogs during the download and installation process. Answer **Yes** to all these dialogs.

> NOTE PowerTerm WebConnect uses ActiveX or Java to automatically download and install the Application Zone. If your browser does not support these technologies or they have been disabled then it will not deploy the Application Zone. In such a case you may prefer to use the installation package located in the **AddOns\RemoteView** folder, under the PowerTerm WebConnect server installation (by default C:\Program files\Ericom Software\WebConnect 5.x).

2. If required, enter your **User** and **Password** in the **Login** dialog and click **Login**. If you have successfully connected PowerTerm WebConnect to your directory server (see section 3.2) then you will be able to use your network credentials. PowerTerm WebConnect includes a predefined user account that does not require directory service authentication: username **example** and password **example**.

3. After successful login the **Application Zone** window with published applications and desktops appears:
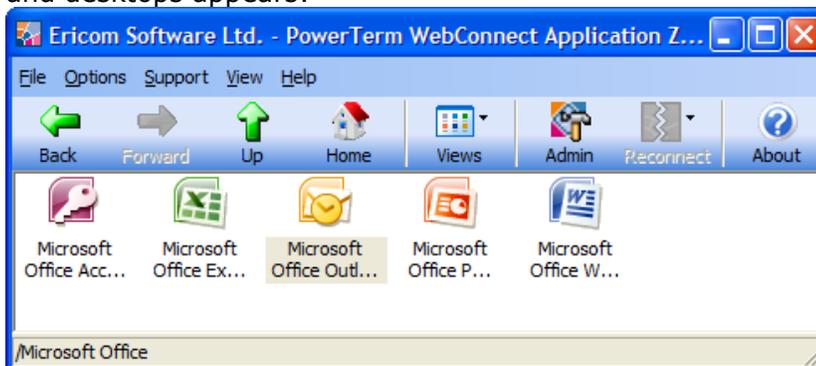
Sample Application Zone with published applications and desktops

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

> NOTE By default clients connects to the PowerTerm WebConnect Server using port 4000. You must make sure that the server is accessible from the clients using this port. See the PowerTerm WebConnect Administrator's Manual for instructions on how to change the port number.

> NOTE By default RemoteView clients running within the organization connect directly to the Terminal Servers using the standard RDP port 3389. If using this configuration, you must make sure that the servers are accessible from the clients using this port.

5.2. Using the Application Portal

The Application Portal is a web interface for accessing published applications and desktop. It provides a customized interface that can be integrated with an organizational web site or portal.

1. Click the **Application Portal** link in start.html web page. The **Application Portal Login** window will be displayed:
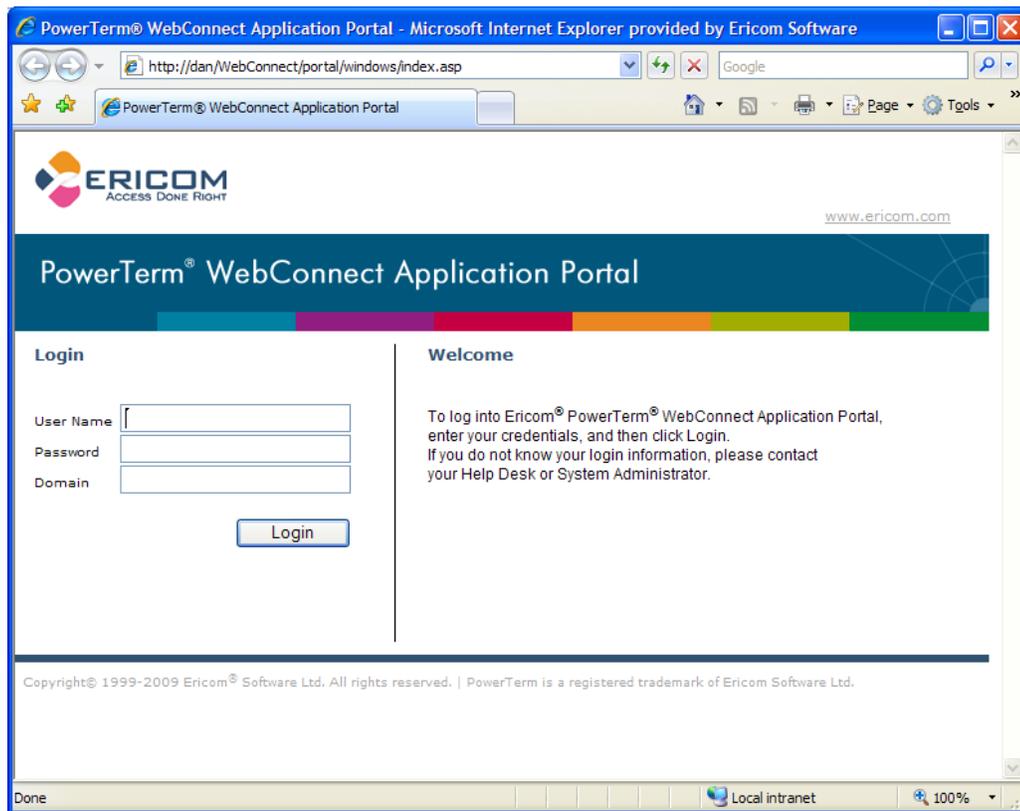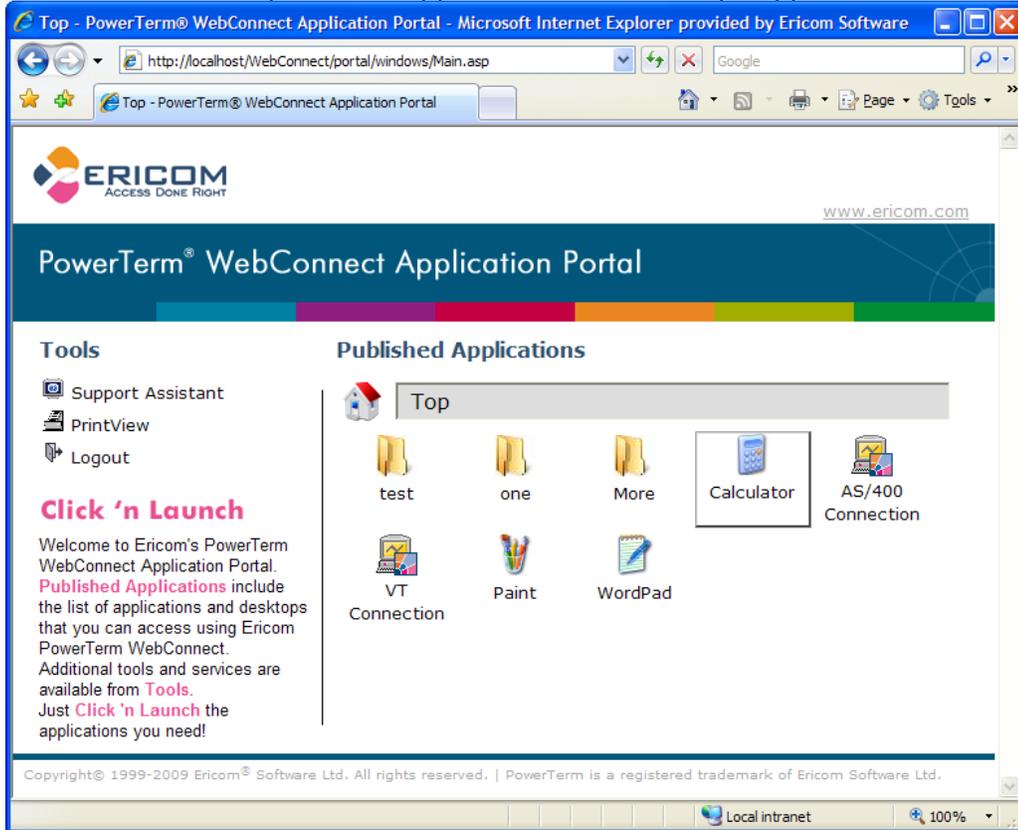
2. Enter your **User**, **Password** and **Domain** and click **Login**. The Application Portal window with published applications and desktops appears:

3. To launch any published application or desktop, click on the desired icon.

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

| NOTE | The first time that you launch applications or desktops from either the Application Portal or Application Zone, a progress dialog may appear as additional components are downloaded and installed on the client side. Once these components have been downloaded they will not be downloaded again until a newer version is placed on the server. |
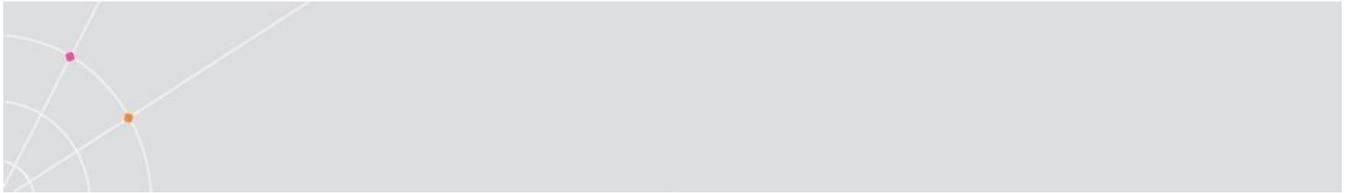
6. Additional Administrative Operations

As described in previous chapters, configuration of the PowerTerm WebConnect server is performed using the PowerTerm WebConnect Administration Tool. In addition to publishing desktops and applications, you can use it to perform operations such as:

- Starting and stopping the server
- Viewing and managing active sessions
- Sending messages and providing remote assistance to logged-on users

For more information about the capabilities of the PowerTerm WebConnect Administration Tool, and how to access them, see the PowerTerm WebConnect Administrator's Manual.

6.1. Administrative Views

The Administration Tool main screen has three views:

- **Connections**, lists all published applications and desktops as well as connections to legacy systems defined in the server
- **Users**, lists all local and Directory Services based users defined in the server
- **Group**, lists local PowerTerm WebConnect groups defined in the server

By default, only the **Connection** view is displayed when the Administration Tool is launched. You can toggle between the other views using buttons in the
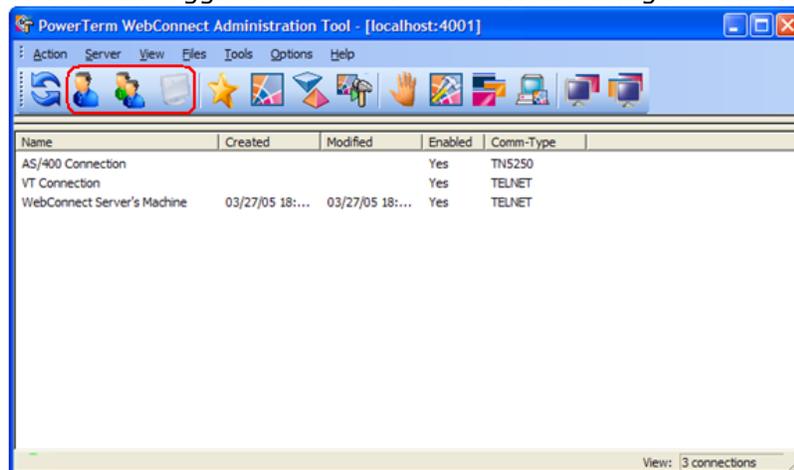
toolbar.

It is also possible to display multiple views at the – select the **View | All View** menu item.
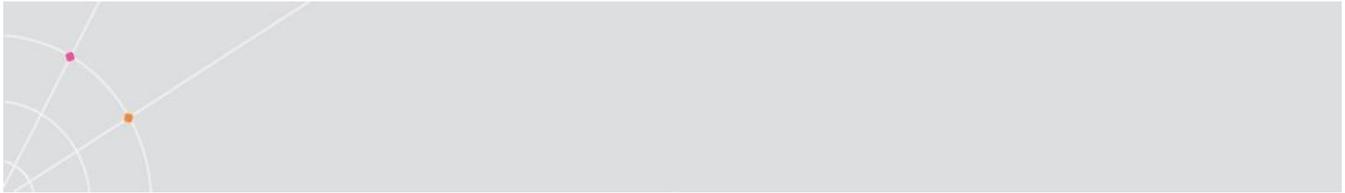
In the Users view you will see a light bulb to the left of users that are currently logged on. In the Groups view you will see a light bulb to the left of groups that includes any logged on users.

Additional **View** menu options include:

- Client sessions – information about all current client sessions

- Terminal Server sessions – information about all sessions on Terminal Servers

- Administrative sessions – all administrator currently logged on

- Intruders – all failed logon attempts

6.2. Testing Published Applications and Desktops

It is highly recommended to test published applications and desktops before making them available to end-users. To test a published application or desktop:

- Right-click on the appropriate item in the **Connections** view and select **Test**

Alternatively:

1. Select **Tools | Open Application Zone** menu item, or click the button in the toolbar.

2. In the login dialog that appears provide the credentials of a user who owns the connection that you want to test and click Login.

3. Launch the desired application or desktop.

6.3. Copying Published Applications and Desktops

When creating new published applications and desktops you may prefer to copy existing items rather than creating them from scratch. This approach both reduces publishing time and increases the likelihood of session sharing, because sessions can be shared when published applications have a common attributes (for information on session sharing and its benefits, refer to the PowerTerm WebConnect Administrator's Manual).

To copy published applications and desktops:

1. Right-click a desired item in the **Connections** view and select **Copy**.

2. In the dialog that appears provide a unique name for the new connection.

NOTE Copied items are disabled by default (disabled items are not displayed to end-users). This allows you to properly adjust their behavior before making them available to end-users. Open the Properties dialog of a copied item, and then go to the Advanced Settings dialog to enable it.

7. Troubleshooting

This section provides troubleshooting suggestions for common configuration problems. For more troubleshooting information please visit our FAQ page at http://www.ericom.com/faq.asp. You can also contact Ericom Tech Support at support@ericom.com. Additional contact information is available at the end of this document.

7.1. Start/Stop/Restart PowerTerm WebConnect Server

PowerTerm WebConnect server is installed as a Windows service. Therefore, you can start and stop it from the Windows Services console:

1. Launch the standard **Services** console from the Windows Control Panel. On some computers it may be located under the Administrative Tools group. You can also run the command **SERVICES.MSC**. The **Services** window appears:
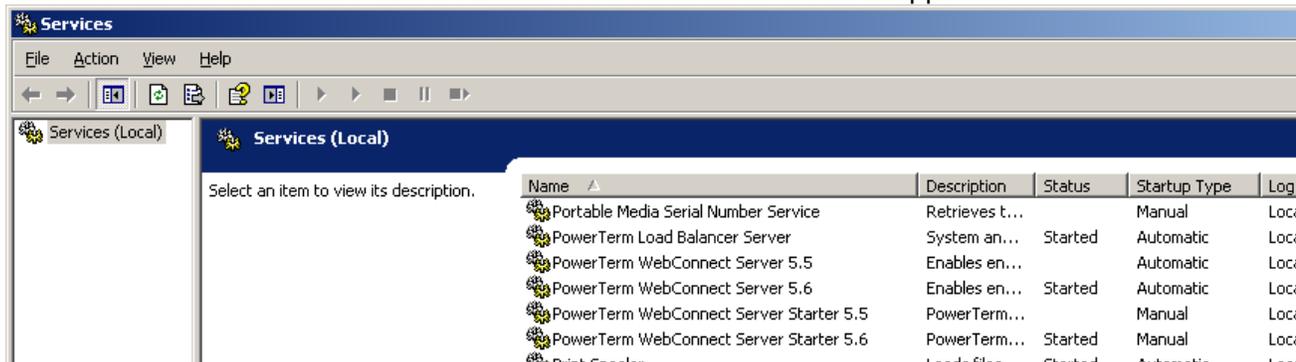
2. Select **PowerTerm WebConnect Server 5.x service** (the primary service of PowerTerm WebConnect), where x is the version number, and use standard **Start/Stop/Restart** options.

> NOTE The **PowerTerm WebConnect Server Starter 5.x** service (the secondary service of PowerTerm WebConnect) is designated for restarting the primary service in cases of failure or any unexpected problems. The secondary service is controlled by internal logic of PowerTerm WebConnect, and cannot be stopped from the Services console.
>
> NOTE If the **Program Folder** designation was modified during installation, the Start menu path may vary.
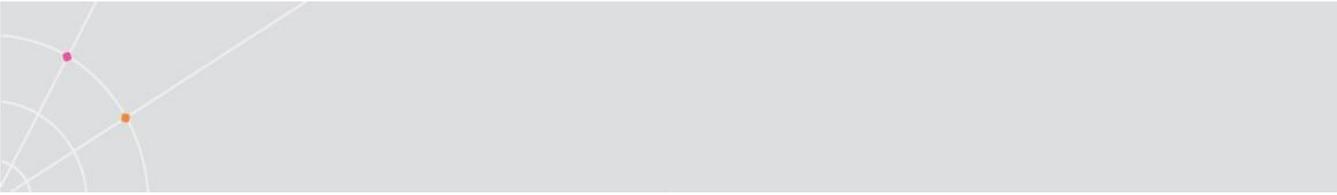
7.2. Using Application Portal with 64-bit IIS

PowerTerm WebConnect is compatible with Windows Server x64. The PowerTerm WebConnect Web Components that drive the Application Portal web interface use a 32-bit component (ComPortal.dll) to communicate with the PowerTerm WebConnect server. By default 64-bit IIS will not load 32-bit component. As a result, the Application Portal may fail if installed on a Windows Server 2003/2008 x64.

To enable the use of the Application Portal with 64-bit IIS, perform the following operations:

1. On Windows 2008 x64 only install the Admin Scripts for the IIS Role.

2. Click **Start menu | Run**. Type "CMD.EXE" and click OK.

3. At the command-line type: cd C:\INETPUB\ADMINSCRIPTS

4. At the command-line type: cscript.exe adsutil.vbs set W3SVC/AppPools/Enable32BitAppOnWin64 1

5. Restart IIS – at the command-line type: IISRESET

NOTE   Enabling support for 32-bit components in IIS disables support for 64-bit components.

7.3. Installing Web Server Components on a Separate Computer

In some scenarios it may be preferable to install the Web Server Components on a different computer from the PowerTerm WebConnect Server. Use option number **five** in the installer to install the Web Server Components only (see section 2.2). In addition you will need to modify certain files in order to point the Web Server Components at the computer hosting the PowerTerm WebConnect server.

7.3.1. Application Zone

The Application Zone receives the address of the PowerTerm WebConnect server from the web page that downloads and launches it. By default this page uses the same address for the PowerTerm WebConnect server as that of the web server. To change this behavior you must edit the file ApplicationZone.html located in the **web** folder under the installation folder. In line 13 change the text "<WebServer>" to the address of the PowerTerm WebConnect server.
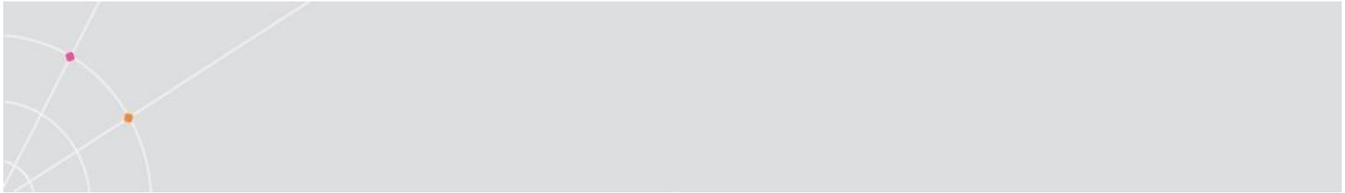
7.3.2. Application Portal

The Application Portal receives the address of the PowerTerm WebConnect server from the configuration file ComPortal.ini, which is located in **ComPortal** folder. Edit the file and change the following values:

Address – the address the Web Components need to use to access the PowerTerm WebConnect server. If both are installed on the same computer this will be LOCALHOST

CustomAddress – the address the client devices need to use to access the PowerTerm WebConnect server. If empty the value of Address is used. You may need to set the Address to a different value if clients connect from outside the organization.

7.4. Single Sign On for Windows 2000 Terminal Servers

PowerTerm WebConnect provides Single Sign On for Terminal Servers by passing the credentials provided to it on to the Terminal Servers (pass-through authentication). When using Windows Server 2000 Terminal Services you may need to explicitly instruct the Terminal Servers to accept credentials for this mechanism to work, otherwise users will always be prompted to login when starting a new Terminal Server session. To perform this change on every Terminal Server you need to:

1. Click **Start menu | Programs | Administrative Tools | Terminal Services Configuration**.

2. Right click on **RDP-TCP**.

3. Open **Log On** Settings.

4. Verify that the "**Always prompt for password**" option is unchecked.

7.5. Failed RDP connections to Windows 2008 Terminal Servers

During installation of the PowerTerm Terminal Server Agent on Windows 2008 Terminal Server, the agent itself is automatically added to the list of application to which remote access is allowed. In certain cases this operation may fail due to Windows security settings. In such cases the agent will not function properly and connections to the Terminal Server will fail. If this happens add 'Everyone' to the security Access Control List for registry key HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Terminal Server\TSAppAllowList\Applications, and reinstall the agent.
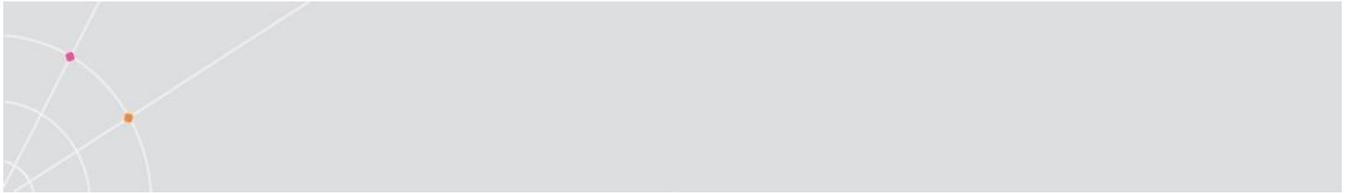
About Ericom

Ericom® Software is a leading global provider of Enterprise-Wide Application Access and Virtualization Solutions. Since 1993, Ericom has been helping users to access business-critical applications running on a broad range of Microsoft ® Windows® Terminal Servers, Virtual Desktops (VDI), Blade PCs, legacy hosts and other systems. Ericom provides concrete business value by helping organizations realize the benefits of their IT investments. With offices in the United States, United Kingdom, EMEA, India and China, 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 installations.

For more information on our products and services, contact us at the location nearest to you or visit our Web site: http://www.ericom.com

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