

# Microsoft Terminal Server Install Notes

## Citrix Metaframe Install Notes

CCH Small Firm Services does not support Client Accounting Suite (CAS) or Client Accounting Suite Premier (CASP) in a Terminal Services environment. If your firm uses Terminal Services (i.e. Microsoft Terminal Server, Citrix Metaframe), we have verified that CAS/CASP installs and that you are able to process your client data without any issues. We have provided the information in this document to assist you in installing CAS/CASP to your network.

### Installation Guidelines

When installing to one of these servers you must be at the system console and use the Add/Remove Programs icon in the Control Panel for the first install of our 32-bit products. This will register the components for the 32-bit installation routine.

You will not need to use the Add/Remove Programs icon for the continuing setup process, or for future updates.



Service Pack 5 for Microsoft Terminal Server 4.0 and Citrix Metaframe 1.8 is required to properly handle the ownership of Temp directories.

### Install drive

The product is configured for installation to any drive letter; however the install must be on a machine that has a C drive available.

### Installation Instructions

You may have your Microsoft Terminal Server or Citrix Metaframe server employed in one of two ways:

- Your ONLY server
- A communications server or as part of an internal LAN

If option #1 is the case, you must be logged into the terminal server as 'administrator.' Go to the Control Panel (Start/Settings/Control Panel) and click Add/Remove Programs to install the CD-ROM. Click Install, insert the CD-ROM, and click Next. Then follow the installation instructions included with your software.

If option #2 is the case, then the CD-ROM should already be installed to the main server prior to attempting workstation setup at the terminal server. You must use Add/Remove Programs on the Control Panel (Start/Settings/Control Panel/Add Remove Programs) to set up the application. This will properly register the install components on the terminal server.



If you have the Novell Client for NetWare installed on your terminal server, you may have to uninstall it in order to install our application. If this is the case, copy the contents of the UTS folder from the main server to your terminal server. Uninstall the NetWare Client and reboot, then reinstall the NetWare Client and remove the UTS folder copy.

### User Configuration

Each user must be provided with a user profile that gives them their own WINDOWS path. You may use the default profiles that place them under wtsrv\profiles or provide for them to be located elsewhere in the user profile configuration. They **must not** be grouped in a common area for a Windows path or working directory.

Users must also be provided with read and execute, **Create folders/Append Data, Create files/Write Data** rights to the system32 directory of all associated servers. If you have a terminal server as your only server, (option #1) then just the terminal server will need those rights applied. If you have a main server and a terminal server, (option #2) then both servers will need those rights applied.



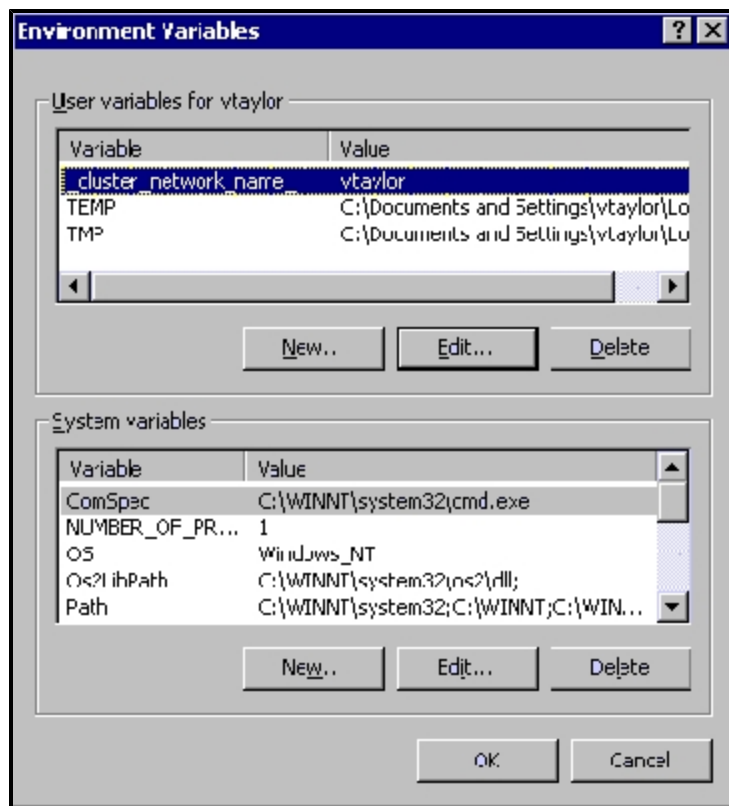
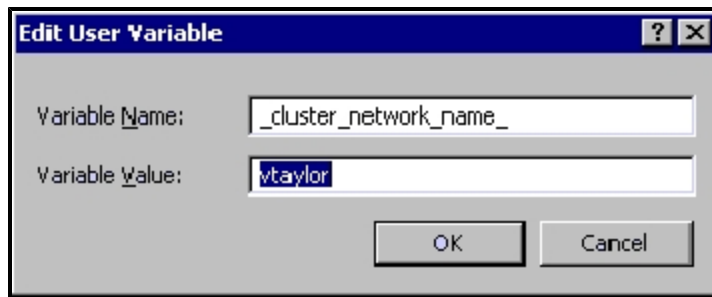
Be sure to disconnect or logoff to exit a terminal session. If you just click the 'X' to close the window, the session will remain active. This may produce some unexpected and/or undesirable results.

### Environment Variable

An environment variable called computername exists for each user. Set it to a unique value.

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- Initiate a full desktop session for each user.
- Go to Start, Settings, and Control Panel.
- Open the System icon.
- Select the Advanced tab for Windows 2000 or the Environment tab for Windows NT 4.
- Open the environment variables.
- Under user variables set **computername** to a value equal to the login name.



The product has been configured to create a user directory for each user based off their environment variable name. This sub directory will be created within their C:\CWUSuiteData directory.

Using the example above, for this user their user directory will be C:\CWUSuiteData\vtaylor. Within that directory their Logon.ini, USER\_LOC.mdb, CWUMessaging.mdb, along with any temporary files will be held.

Unlike in the past (for prior CPAS users), no additional edits are needed to create a unique userdir path for each user.

Reported issues and solutions:

## Windows Server 2008



### **Issue:**

After clicking on any of our program shortcut icons, the program does not open and the users receives "program not responding" message.

### **Solution:**

Data Execution Prevention needs to be turned off.

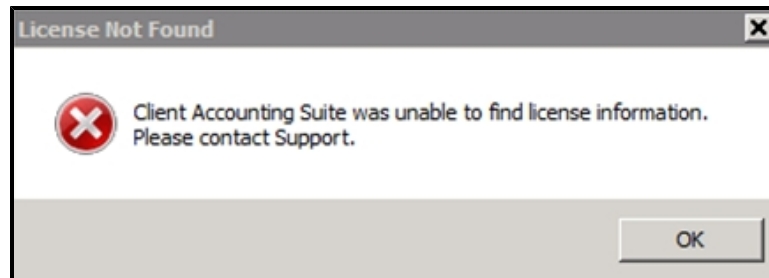
Data Execution Prevention (DEP) is a security feature that helps prevent damage from viruses and other security threats by monitoring your programs to make sure they use system memory safely.

- Open System by clicking the Start button , clicking Control Panel, clicking System and Maintenance, and then clicking System.
- Click Advanced System Settings . If you are prompted for an administrator password or confirmation, type the password or provide confirmation.
- Under Performance, click Settings.
- Click the Data Execution Prevention tab, and then click Turn on DEP for all programs and services except those I select.
- [To turn off DEP for an individual program](#)
  - Select the check box next to the program that you want to turn off DEP for, and then click OK.

If the program is not in the list, click Add. Browse to the Program Files folder, find the executable file for the program (it will have an .exe file extension), and then click Open.

### **Issue:**

After clicking on any of our program shortcut icons, the users receives the following error message.



### **Solution:**

This error is generated due to the user not having permission to the \ Documents and Settings\All Users\Application Data\UTS\CWUSuite\CWUSuite.ini file.