

Terminal  
Services  
Edition **6.5**

# Propalms Terminal Services Edition User Guide

A guide to using the Propalms  
Terminal Services Edition interface



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# *Propalms Terminal Services Edition User Guide*

## **Abstract**

*This book addresses an end user's interaction with Propalms Terminal Services Edition. It explains how to get started with the Propalms Terminal Services Edition Launch Pad. It also explains the concepts and provides help for using the Propalms Terminal Services Edition Launch Pad. In addition, it provides steps for troubleshooting.*

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# About This Book

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## What's in this book?

This book explains how to get started with the Propalms Terminal Services Edition Launch Pad. It explains the concepts and provides help for using the Propalms Terminal Services Edition Launch Pad. It also provides steps for troubleshooting.

## Intended audience

This book is primarily intended for users of the applications in a Propalms Terminal Services Edition team.

## Using this book

This book is organized as follows:

TABLE 1. Contents and description

Chapter/Appendix	Brief Description
<a href="#">"Getting Started"</a>	This chapter provides information on what is Propalms Terminal Services Edition and helps you get started with the Launch Pad.
<a href="#">"Propalms Terminal Services Edition Concepts"</a>	This chapter explains the terms and concepts you should be familiar with to be able to use Propalms Terminal Services Edition applications effectively.
<a href="#">"Launch Pad Help"</a>	This chapter provides an introduction to the Launch Pad and step-by-step procedures for installing the Propalms Connection Manager, logging on to the Launch Pad, and performing operations using the Launch Pad.
<a href="#">"Troubleshooting"</a>	This chapter explains the troubleshooting steps and answers your queries on some common issues.
<a href="#">"About Us"</a>	This chapter provides information about Propalms and Propalms Terminal Services Edition.
<a href="#">"Abbreviations"</a>	This appendix lists some common relevant abbreviations.

## Book conventions

Book conventions used throughout this book are as follows:

TABLE 2. Book Conventions

This...	Indicates...
Abbreviated menu command	Menu commands in text may be abbreviated rather than full. For example, the text may ask you to click <b>Download</b> , and the screen may show a <b>Download Now</b> button.
Successive menu choices	Successive menu choices may appear with a greater than sign (>) between the items that you will select consecutively.
<b>Bold</b> text	This shows the names of menu items, dialog boxes, dialog box elements, and commands.
<b>Courier</b> text	Code examples appear in courier text. It may represent text you type or data you read.
<variable name>	Variables that you must place in a text may appear between a greater-than and a lesser-than sign. When you type the command, replace this string with your own information. For example, for C:\Document and Settings\<<your name>\Start Menu, John Smith might type something like C:\Document and Settings\JohnSmith\Start Menu.
Text in <i>italics</i>	Reference to other documents.

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 **NOTE**

*Notes contain additional useful information. Pay special attention to information highlighted this way.*

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## Related resources

The following books make up the complete Propalms Terminal Services Edition documentation.

- Propalms Terminal Services Edition Installation Guide
- Propalms Terminal Services Edition Administrator Guide
- Propalms Terminal Services Edition User Guide

## Send us your comments

Send us your comments on the Propalms Terminal Services Edition™ User Guide, version 6.5.

Propalms Ltd. welcomes your comments and suggestions on the quality and usefulness of this publication. Your feedback is an important part of the information used for updating documentation. Please send us your input regarding any of the following:

- Did you find any errors?
- Is the information clear?
- Do you need more information? If so, where should it be?

- Are the examples correct? Do you want more examples?
- What features of this manual did you like?

If you find any errors or have any other suggestions to improve the quality of this publication, please indicate the chapter, section, and page number (if available).

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## Printing this book

This guide is optimized for printing on Letter page size (8.5 inches by 11 inches). If you would like to print on any other page size, select the **Fit to page** check box in the Print window before you print this guide.

# Getting Started

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## What's in this chapter?

This chapter provides information on what is Propalms Terminal Services Edition and helps you get started with the Launch Pad.

## What is Propalms Terminal Services Edition?

Propalms Terminal Services Edition™ from Propalms® enables system administrators to manage end users, application servers, and centrally hosted Windows applications in a way that is simple, intelligent, and cost effective.

## Propalms Terminal Services Edition and Terminal Services

Propalms Terminal Services Edition is an application-delivery management program that works within the network-centric, Server-based computing paradigm.

It is a server- and web-based computing solution that offers application provisioning and environment configuration from one familiar, easy-to-use Management Console.

With Propalms Terminal Services Edition you can use your application delivery resources more efficiently to achieve high-performance, cost-effective application delivery that is easy to deploy and manage.

Propalms Terminal Services Edition provides a cost-effective, intelligent, application-management solution for reducing the cost of deploying and maintaining application software.

## Propalms Terminal Services Edition and you

Propalms Terminal Services Edition enhances your computing experience and your productivity by allowing you to run applications from remote servers.

The Propalms Terminal Services Edition Applications Launch Pad provides the following benefits for users:

### **Web-based access**

Propalms Terminal Services Edition Application Launch Pad is a Web-based application portal that provides easy access to any remotely located provisioned application from your Web browser.

### **Fast setup**

Propalms Terminal Services Edition provides an installation process that makes it easy to download the client software to your computer with clear instructions and familiar functionality. It takes only minutes to download the Propalms Connection Manager client software and install it on your computer.

## Quick launch

You can create desktop shortcuts and file associations that permit you to launch of your favorite applications or open documents with file associations with just one click.

## Convenient and reliable printing

Propalms Terminal Services Edition provides printer driver support to ensure that your printing experience will be successful and uneventful. You can print to printers that are connected directly to your computer, or those located on the network.

## Convenient file manipulation

You can save files to your local drives or to local network drives.

## Expedited help

You can access the Propalms Terminal Services Edition online Help. You can also have your system administrator manage your remote session from anywhere on the network.

## Propalms Terminal Services Edition Clients

A Propalms Terminal Services Edition v6.5 installation creates a team whose applications can be launched from computers with the any of the following operating systems:

- CE 2.12 or CE 4.x (CE .NET)
- Windows XP, Windows Vista, Windows 7

The following table lists the availability of various Propalms Terminal Services Edition features on each of these operating systems:

TABLE 3. Propalms Terminal Services Edition Clients and Features

OS	File Associations	Client Groups	Connection Settings	Drive Sharing	Printer Redir	Shortcuts	SPR	HyperPrint
CE 2.12	No	Yes	Yes	No	No	No	Yes	No
CE 4.x	No	Yes	Yes	Yes	Yes	No	Yes	No
Win 95	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Win 98	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Win NT	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win XP	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win Me	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win 2K	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win 2K3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win Vista	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win 7	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win 2K8 / 2K8 R2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

The following table lists the availability of various connection settings on each operating system.

**TABLE 4. Connection Settings on different Operating Systems**

OS	Adjust Display	Bitmap Caching	Compression	Seamless Windows	Launch in existing connections	Reconnect	SPR	Logoff idle or disconnected connections	Drive and Printer sharing	Unidriver
CE 2.12	No	No	Yes	No	No	Yes	Yes	Yes	No	No
CE 4.x	No	No	Yes	No	No	Yes	Yes	Yes	Yes (Only on Windows 2003 server)*	No
Win 95	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win 98	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win NT	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win XP	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win Me	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win 2K	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win 2K3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win Vista	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win 7	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Win 2K8 / 2K8 R2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

\* To enable this setting on Windows 2003 servers select the Native option from the Connection Settings page.

**TABLE 5. Propalms TSE Client Based Feature Support Matrix for TSE v6.5**

Propalms Feature	Propalms Client			
	Propalms Connection Manager v6.5	Propalms Connection Manager v6.0	Propalms Connection Manager v5.1	Propalms Connection Manager v5.0
System Tray Seamless	Yes	No	No	No

**TABLE 5. Propalms TSE Client Based Feature Support Matrix for TSE v6.5**

HyperPrint setting on Client side	Yes	No	No	No
Windows 2008 Server Specific Feature Support	Yes	No	No	No
HyperPrint Server Side Setting	Yes	No	No	No
Web Server Redundancy	Yes	No	No	No
Browser Less Support For Applications launch	Yes	No	No	No
System Tray Application Launch	Yes	No	No	No

## Browsers

The Launch Pad can be accessed on Windows XP, Windows Vista, Windows 7, Windows 2003 using any of the following browser versions:

- Internet Explorer 5.5 or higher
- Netscape Navigator 4.74 or higher

If a user launches the Launch Pad using Netscape, the user should do the following after finishing work with the Launch Pad:

- Close the Launch Pad window
- Close all browser windows on the client computer.

If the user does not close the browser window, another user who logs on to the Launch Pad using Netscape on the same computer is logged on as the previous user.

If a browser window is left open, any other user who tries to logon to the Launch Pad is not taken to the Logon page of the Launch Pad, but is directly logged on as the previous user and the browser displays the Favorites page for the previous user.

For example, a user John logs on to the Launch Pad using Netscape Navigator and opens another browser window for surfing. John then closes the Launch Pad window and leaves the other window open. Now, another user Richard tries to logon to the Launch Pad by typing the URL of the Launch Pad in a new browser window on the same computer. Richard is directly logged on to the Launch Pad as John without authentication. Instead of the Logon page, the Favorites page is displayed giving Richard access to all the applications that are assigned to John.

## What's new

### New User Interface (UI)

The new Propalms has a new, eye catching User Interface.

## **TSE Web, TSE SPR and TSE DMZ-SPR redundancy using auto failover feature in Propalms Client**

A new feature in TSE 6.5, where Propalms Client will automatically switch over communication to other WEB, SPR or DMZ-SPR servers in the TSE team, in the event of a failure in communication with an existing Web, SPR or DMZ-SPR server. This will facilitate redundancy, fault tolerance and fall back mechanism of the WEB, SPR and DMZ-SPR server role.

## **Browser less access to applications using Propalms client**

In TSE 6.5, Configure Launchpad address and application launch settings from Propalms Client System Tray icon. A user need not visit the Propalms TSE Launchpad portal to retrieve the app list and launch applications. Hence eliminating use of Browser to get and launch TSE published app.

## **New HyperPrint client side print option**

In TSE 6.5, there are new options available on the Propalms Client side for HyperPrint. They are

- Print directly to default printer on client**
- Ability to select and set the pdf reader software to use with HyperPrint**
- Ability to save HyperPrint pdf files on client machine, for offline printing**

## **Linux Client Supports New Features**

In TSE 6.5, the new TSE client for linux support new features provided by Rdesktop-1.6.0, specially Seamless app launch and HyperPrint support.

## **Mac Client Supports New Features**

In TSE 6.5, the new TSE client for Mac support new features provided by Microsoft RDC client 2.1 for mac.

## **PDF Content Redirection**

The latest Propalms TSE v6.5 now supports Server to Client PDF content redirection; this makes it possible to redirect PDF file content to the client machine instead of opening these files on the server inside the Propalms TSE Session.

# **Propalms Terminal Services Edition user features**

The user experience pertains to a user's perception of Propalms Terminal Services Edition, and Propalms Terminal Services Edition offers:

- Reliable printer support at the local, server, and network levels
- Flexible and secure file saving at the local and network levels
- Seamless windows support to display a screen without the WTS frame
- Versatile application launch capabilities from a shortcut, browser, or Windows Start menu
- Ability to open documents directly in applications on Application Servers through file associations
- Efficient handling of public terminals through settings in the console
- Automatic log on and pass-through authentication
- Disconnect and reconnect options that can temporarily disconnect from and reconnect to an existing session
- Connection settings for varied user experience and bandwidth

---

# Using Propalms Terminal Services Edition Launch Pad for the first time

From this section, you learn how to:

"[View the Propalms Terminal Services Edition Launch Pad Web Site](#)"

"[Download and install client](#)"

"[Log on to Propalms Terminal Services Edition using Launch Pad](#)"

"[Launch applications for the first time](#)"

## View the Propalms Terminal Services Edition Launch Pad Web Site

### When to use this?

You must access the Propalms Terminal Services Edition Launch Pad Web site in order to download the Propalms Connection Manager.

### How this works

To view the Propalms Terminal Services Edition Launch Pad Web site:

1. Open your Web browser using either Microsoft Internet Explorer, version 5.5 or higher, or Netscape Navigator 4.74 or above.
2. Enter the URL that opens your Propalms Terminal Services Edition Application Launch Pad. For example:

`http://<webserver-name>/LaunchPad`

where webserver-name is the name of the computer where your Administrator has installed the Propalms Terminal Services Edition Web Server Role.

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#### NOTE

*If you do not have this information, contact your system administrator.*

---

## Download and install client

You can use this function to download and install the client software prior to logging on to the Launch Pad.

---

#### NOTE

*You will need local administrator rights to install the Propalms Connection Manager. If you do not have this right, please ask your system administrator to install it for you.*

---

From the Launch Pad:

1. From the navigation bar, click **Download Client**.
2. Click **Download Now**.
3. Select a download option.
  - It may be best to select **Run this program from its current location** from the **File Download** dialog box and click **OK**.

- You may choose the **Save this program to disk** option, download the file and then open the Propalms-TSE-Client650.exe file, from the location to which you downloaded it to install the client.
4. On the **Welcome** panel of the Propalms Connection Manager Installation Wizard, click **Next**.
  5. From the **Destination Folder** panel, click **Browse** to choose a destination directory or accept the default setting. Click **Next**.
  6. After installation, from the **Installation Complete** panel, click **Finish**.
  7. If you are prompted to reboot, reboot the computer and connect back to the Launch Pad.
  8. If you are not asked to reboot your client, click **Done** and the Launch Pad **Log On** page appears next.

## Log on to Propalms Terminal Services Edition using Launch Pad

The Propalms Terminal Services Edition Application Launch Pad is your interface to Propalms Terminal Services Edition and it contains a link to the **Log On** page.

1. If you are not on the Logon page, access the Propalms Terminal Services Edition Application Launch Pad and click **Log On**.
2. Enter information in the following fields:
  - **Logon Name:** Generally this is the logon name you use to logon to your domain. If you are having problems logging on, please contact your administrator.
  - **Password:** This password belongs to the user that you specified in the Logon Name
  - **Log on to:** This identifies the domain to which you belong. If you do not know your domain, ask your system administrator.
3. If your system administrator provides automatic logon privileges to you, you will see the **Automatically log on from this computer** check box on the **Log On** page. Select this option to log on from this PC in the future without typing your logon name and password.
4. Click **Log On**.

## Launch applications for the first time

You use the Propalms Terminal Services Edition Application Launch Pad page to initiate an application launch.

To launch one of the applications:

1. "[Log on to Propalms Terminal Services Edition using Launch Pad](#)" and from the navigation bar, click **Favorites** or **Applications**.
2. Click an application's name or its icon.

Propalms Connection Manager talks to the Load Balancer to find the Application Server that has the least load and your launch request is directed to an Application Server. The application you choose runs from that server and displays on your computer.

## Related Information

If you attempt to use an application before you download the client, Propalms Terminal Services Edition redirects you to the **Download Client** Page. For more information, refer to "[Download and install client](#)".

# *Propalms Terminal Services Edition Concepts*

---

## What's in this chapter?

This chapter explains the terms and concepts you should be familiar with to be able to use Propalms Terminal Services Edition applications effectively.

## Concepts

This section explains the following Propalms Terminal Services Edition concepts.

- "[Application Grouping](#)"
- "[Propalms Client download](#)"
- "[Client upgrade](#)"
- "[Accessing Propalms Terminal Services Edition](#)"
- "[Accessing remote applications](#)"
- "[Launch Pad and seamless operations](#)"
- "[Launch Pad URL switches](#)"
- "[File associations](#)"
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- "[Idle Time](#)"
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- "[Removing the Propalms Client](#)"
- "[Web Redundancy](#)"
- "[Web Redundancy](#)"[Web Redundancy](#)
- "[Browser less access to applications using Propalms client.](#)"
- "[HyperPrint client side print option](#)"

[“Linux Client Support”](#)

[“Mac Client Support”](#)

## Application Grouping

Administrator can group applications into folders. These folders will be displayed on LaunchPad web pages if the user has selected Icon view (which is the default view for favorites page).

The application shortcuts (Desktop/Start Menu) will be created inside the corresponding folder.

## Propalms Client download

### Why do I need a client?

You must install a Propalms Client on any device that you will use to launch remote applications.

### How big is the client?

The Propalms Terminal Services Edition Windows client is about 6.6 MB.

### Where do I get a Client?

You can download the client directly from a Propalms Terminal Services Edition Launch Pad Web site (ask your administrator for the URL) or you can ask your Propalms Terminal Services Edition administrator to push the Propalms Client to the client computers using a third-party tool. If you access the URL from your client computer, Propalms Terminal Services Edition determines if the correct version of the client is already present on your client computer. If it is absent, Propalms Terminal Services Edition prompts you to download new software.

### What do I need to know before I download a client?

You need administrator rights to download and install the client.

## Client upgrade

### Why do I need a client upgrade?

You need a Propalms Client upgrade on the Client computers, where the Propalms Terminal Services Edition users log on, to upgrade from Propalms Terminal Services Edition v6.0 (or later) to Propalms Terminal Services Edition v6.5. This upgrade allows the system to use all the features available in the Propalms Terminal Services Edition upgrade. The new client uninstalls the old client and then installs the new client.

You do not have to reboot the computer generally. When the administrator upgrades the team to Propalms Terminal Services Edition v6.5, if you have already upgraded to Propalms Connection

Manager v6.0, the Propalms Connection Manager v6.0 task bar icon appears (greenish) teal instead of the usual blue when there are no active connections. This is to indicate that a newer version of the client is available for download. After downloading the latest client, the Propalms Connection Manager Taskbar icon appears blue when there are no active connections. When there are active connections, the Propalms Connection Manager Taskbar icon always appears green.

## How can I download a new client?

You need to be an administrator on the local computer to install the client. You can download the new client from the Launch Pad. For more information, refer to "[Download and install client](#)". The shortcuts remain functional after the client install as before the Client upgrade.

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### NOTE

*An upgrade does not delete the user settings. That is, the user still connects to the same Web Server after the upgrade, and has the same shortcuts.*

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## Native Windows Client Connections

The Native RDP Client Connections feature in Propalms Terminal Services Edition TSE v6.5 enables you to run server-based applications without having to install any additional client software (besides the native Microsoft RDP client) on the client device. While there is no need to install any client software from Propalms, you still must have the Microsoft Terminal Services Advanced Client (TSAC) ActiveX control properly registered on your client machine. This ActiveX control resides in a DLL file named MSTSCAX.DLL. Windows XP has this ActiveX installed by default, however for other Windows operating systems it is not installed by default. If this ActiveX control is not already installed by default, it gets seamlessly installed on your machine as long as the security settings of your Internet Explorer are configured to allow download of ActiveX controls.

### NOTE

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### NOTE

*The TSAC ActiveX control and hence the Native RDP Client Connection feature for Windows will not work if the security settings on the Internet Explorer for Active X controls and plug-ins are not configured to enable "Run Active X controls and plug-ins" and "Initialize and script Activex controls not marked as safe for scripting".*

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## Native Client on Macintosh

The Native RDP Client Connections feature in Propalms Terminal Services Edition TSE v6.5 enables you to run server-based applications without having to install any additional client software (besides the native Microsoft RDP client) on the client device. Launching Propalms-TSE applications from a Macintosh client machine requires the Microsoft Remote Desktop Connection Client for Mac to be installed on the machine. More information can be obtained at this Microsoft Websites Mac section: <http://www.microsoft.com/mac/otherproducts/otherproducts.aspx?pid=remotedesktopclient>. In addition to this client, a Propalms-TSE plug-in from Propalms has to be downloaded and installed in order to use Macintosh machines. This plug-in is currently only tested on Safari 1.1 (v100) and higher browser running on OS X version 10.3.

## Accessing Propalms Terminal Services Edition

### Can I access Propalms Terminal Services Edition from a public network or public client?

Your Propalms Terminal Services Edition administrator can set up ports that permit you to access Propalms Terminal Services Edition through the firewalls. The ports you need opened are: TCP port 4660, 3389, and 80 outbound from your firewall or proxy. Once your administrator arranges for you to log on to Propalms Terminal Services Edition from outside, you need to decide how you will access Propalms Terminal Services Edition.

If you access Propalms Terminal Services Edition from your own home computer, you will access Propalms Terminal Services Edition from a relatively secure location.

If you access Propalms Terminal Services Edition from an Internet café or from another publicly located computer, then you need to be aware of some special security precautions. For optimal security, you must follow these rules:

1. You must choose not to save the password for applications that you launch. This means, when you view the Propalms Terminal Services Edition Application Launch Pad and you see the setting **Automatically log on from this computer**, you need to clear the check box.
2. You must close all applications and exit the browser application after you finish your work.
3. You must delete all shortcuts. To do this, right-click the Propalms Connection Manager tray icon, and choose **Delete all client settings**.

## Accessing remote applications

### Favorites

You can launch applications from the Propalms Terminal Services Edition Application Launch Pad Web site **Favorites** page. To do this, enter the URL of the Propalms Terminal Services Edition Application Launch Pad in the browser, click **Favorites** from the navigation bar on the left side of the Web page, and click on the required application's icon.

### Applications

You can launch applications from the Propalms Terminal Services Edition Application Launch Pad Web site **Applications** page. To do this, enter the URL of the Propalms Terminal Services Edition Application Launch Pad in the browser, click **Applications** from the navigation bar on the left side of the web page, and click on the required application's icon.

### Start menu

You can launch applications from the Windows Start menu if your administrator permits you to use this option. To launch an application from the Start menu, select **Start>Programs><Propalms Terminal Services Edition Team Name>**, and click on the required application's icon. If permitted, you can specify the applications that show up on your Start menu from the **Options** page of your Launch Pad.

## Desktop

You can launch applications from the Windows desktop of your client computer if your administrator permits you to use this option. You can specify the applications that appear on your desktop from the **Options** page of your Launch Pad.

## Browser Less Application from System Tray

You can launch applications from system tray application list if your administrator permits to show application list on system tray. Also application list can be bring to client using PCM option "**Launchpad Setting**". Here you can specify web server / DMZ-SPR server launchpad address along with secondary launchpad address.

## File Associations

If you have the v6.5 Propalms Connection Manager, and the administrator enables file associations, you can open a document in the associated application on the Application Server by simply double-clicking a document. Thus, from the **Options** page of your Launch Pad, configure the applications that you can use to open documents.

## Launch Pad and seamless operations

With Propalms Terminal Services Edition applications, the functions of the local and remote applications are almost identical, and your experience using the local and remote applications appears identical. You will not notice when applications are running from the server.

If your Propalms Terminal Services Edition administrator prohibits you from using this option, your application sessions will appear in a shell, which will look like a frame.

## When should I use the Launch Pad?

You do not need to use a browser to launch and use server-based applications via Propalms Terminal Services Edition, but you will need to use the browser under the circumstances listed below.

### When changing settings

You need access to a number of customizable settings from the browser; for example, connection settings, settings that indicate which applications will appear on the shortcuts, on the desktop, or in the favorites.

Initially, administrators configure default values for these settings. Later, you can customize these settings. You would change these settings from the Propalms Terminal Services Edition Application Launch Pad.

### When reconnecting to an application

Propalms Terminal Services Edition enables you to disconnect from an application session. When you disconnect from an application session, that session stops running on your client computer, but it continues to run on the server. To execute a disconnect operation, go to the Launch Pad and use the **Connections** page to select and disconnect the application, or go to the task bar on your desktop, right click the Propalms Connection Manager icon, and select **Disconnect all sessions**.

Propalms Terminal Services Edition enables you to reconnect to a disconnected application session. To execute a reconnect operation, go to the Launch Pad and use the **Connections** page to select and reconnect the application, or go to the **Options** page of the Launch Pad and select **Always** from the **Reconnect On Launch** list.

The **Reconnect On Launch** field can be set to:

- **Always**, creates a static connection preference. If you select **Always**, Propalms Terminal Services Edition will always reconnect your disconnected session when you select an application that has an associated disconnected instance. For example, if you have a disconnected Word session and you attempt to connect to Word, Propalms Terminal Services Edition will automatically reconnect your disconnected Word session.
- **Never**, creates a static connection preference. If you select **Never**, Propalms Terminal Services Edition will never reconnect your disconnected session when you select an application even if it has an associated disconnected instance.
- **Default**, permits your reconnect options to fluctuate with the property selection made by your Propalms Terminal Services Edition administrator. The Always and Never options create a static connection preference.

### When connecting to an application on another client computer

Propalms Terminal Services Edition enables you to connect to an application session that you left running on another client computer. This is useful, for example, if you leave a session running in the office, but forget to save, and then want to continue with the same session at home so that there is no loss of work.

## Launch Pad URL switches

Launch Pad URL switches are options you can specify to override all other settings. You can specify URL switches for the use of the following:

- Single Port Relay
- DMZ Single Port Relay
- Launch Pad Style

### Single Port Relay

The administrator can configure the Firewall or DNS to make a decision on the use of Single Port Relay. The administrator can route the appropriate clients based on the policies to a URL with Single Port Relay On or Off.

However, you may be a roaming user, trying to connect to your corporate applications. You are sure that the location you are connecting from has a locked down firewall, that is the required ports are closed. You can use the URL switch to get all sessions via the Single Port Relay irrespective of what other policies may say.

In this case, the Launch Pad URL you will use will be [http: OR https://<Propalms Terminal Services Edition Web Server Name>/LaunchPad/?relay=1](http://<Propalms Terminal Services Edition Web Server Name>/LaunchPad/?relay=1).

### DMZ Single Port Relay

Using this switch all sessions will be launched using DMZ-SPR irrespective of the connection settings.

To use this switch you need to suffix “?dmzrelay=1” to the launchpad url.

E.g. [http: OR https://<DMZ Server Name>/launchpad/?dmzrelay=1](http://<DMZ Server Name>/launchpad/?dmzrelay=1)

## Launch Pad Style

In general, the Propalms Terminal Services Edition Administrator sets the Launch Pad style for all members of a team. However, you can override the settings and change the appearance of the Launch Pad in terms of style when you access it. To do this, you can add `style=<style number>` in the query string and the query string must begin with a question mark (?).

The valid values for the style number are the digits 1, 2, and 3. The style associated with each follows:

- 1= full (with banner, side-bar action list, and highlighted page content)
- 2= no banner (with side-bar action list and highlighted page content)
- 3= minimal (with highlighted page content and neither side-bar actions nor banner)

The first example that follows shows a generic Launch Pad URL and the second example shows a URL that is qualified using the `style=` parameter. In this case, the second URL specifies a Launch Pad style that has no banner.

<http://<Propalms Terminal Services Edition Web Server Name>/LaunchPad/>

<http://<Propalms Terminal Services Edition Web Server Name>/LaunchPad/?style=2>

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### NOTE

*URL routing is a very powerful and flexible tool that is generic in nature and most applications such as firewalls, DNS, Web Server can make use of it.*

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## File associations

The File Association feature in Propalms Terminal Services Edition enables you to launch applications on the Propalms Terminal Services Edition Application Servers directly from the documents. You can open files by double-clicking the files that have file associations to remote applications. File Associations allow opening an existing file without first opening the application on remote Application Servers.

If you enable file associations, when you double-click a file that is associated with an application on an Application Server, the file automatically opens in the application on the remote Application Server.

### How can I enable file associations from the Launch Pad?

If the Administrator settings allow you to enable file associations, you can use the Launch Pad to select applications for file association. You can enable file associations for applications from the **Options>Update>Update Application Options** page by selecting the check box in the **File Associations** column for the relevant applications.

On the other hand, if the Administrator settings make the application settings binding on you, the file associations made by the Administrator will be created on your computer.

### When are file associations created on my computer?

If the file associations are enabled, they are created on your computer whenever you or any other user:

- Runs the Launch Pad and logs in
- Reboots the computer

- Logs on to a computer as a different windows user
- Clicks the **refresh applications list** link on the Launchpad
- Right-clicks the Propalms Connection Manager icon on the Task Manager and selects **Refresh shortcuts and file associations**
- Launches an application when the Propalms Connection Manager is not running

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**!** **NOTE**

*If multiple Propalms Terminal Services Edition users use the same computer as a single windows user, then the settings of the last user logged on govern the file associations created on the computer.*

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## How can I override the file associations

If you log on to a computer as a local administrator, you can override the Propalms Terminal Services Edition file associations on the computer by reverting to the local file associations by:

- Right clicking the Propalms Connection Manager in the task bar and selecting **Delete all client settings** from the shortcut menu.
- Editing the Registry to delete the relevant keys.
- From the **Options>Update>Update Application Options** page, by clearing the check box in the **File Associations** column for the appropriate application.
- Exiting the Connection Manager, by right clicking the **Propalms Connection Manager** in the task bar, and selecting **Exit** from the shortcut menu.
- Uninstalling Propalms Connection Manager from the computer.

## Editing the Registry

To edit the registry to revert to the local file associations:

1. Select **Start>Run**.
2. Enter `regedit` in the **Open** field and click **OK**.
3. In the Registry Editor, expand **HKEY\_CURRENT\_USER>Software>Classes** in the left pane.
4. Right-click the file association folder that you want to delete, and select **Delete** from the shortcut menu.
5. Repeat the previous step for each file association you want to delete.

## Shortcuts

### Who owns the shortcuts?

Propalms Terminal Services Edition creates shortcuts on a per user basis. Therefore, you own your shortcuts and you cannot access another user's shortcuts.

### Where do I create shortcuts?

You can create shortcuts in the Windows Start menu and/or on the client desktop.

 **NOTE**

*Propalms Terminal Services Edition creates only one shortcut for two or more applications that have the same name in the Windows menu and on the desktop. However, you can see all the applications on the Favorites and Applications pages of the Launch Pad.*

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## What happens when I log on to the domain?

You receive application access based on your domain affiliations. Because Propalms Terminal Services Edition leverages the domain for user information, Propalms Terminal Services Edition automatically creates your shortcuts based on your membership in different user groups or organizational units. In addition, if the computer belongs to a Client Group, the Client Group shortcuts are also available on your desktop. However, your shortcuts always override the Client Group shortcuts. You receive application access automatically when you log on to your client computers.

## Will applications from different servers exhibit different behaviors?

Yes, the applications exhibit different behaviors based on the operating system installed on the hosting server. Propalms Clients support shortcuts for these operating systems: Windows XP and above,.

When does Propalms Terminal Services Edition create shortcuts?

Propalms Terminal Services Edition has an ability to create shortcuts at the following times:

- When you log on to the Propalms Terminal Services Edition Application Launch Pad
- When you reboot the computer
- When you log on to your computer
- When you refresh your shortcuts from the Connection Manager
- After you change your Propalms Terminal Services Edition Application Launch Pad shortcut preferences from the **Options** page, when you click **refresh application list**.

 **NOTE**

*Condition 3 above will work correctly only if you have logged on to the Propalms Terminal Services Edition Application Launch Pad at least once before you attempt these actions.*

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## When do shortcuts refresh?

Propalms Terminal Services Edition has an ability to refresh shortcuts at the following times:

- When you right-click the Propalms Connection Manager tray icon and then click **Refresh shortcuts and file associations**.
- When you log on to a client computer, the logon event triggers a refresh. Shortcuts will refresh if you have previously logged on to the Propalms Terminal Services Edition Application Launch Pad or if the administrator has pushed the shortcuts
- When you click the **refresh application list** link that appears on the **Favorites** or **Applications** page of the Launch Pad.

## What happens with a refresh event?

Propalms Terminal Services Edition keeps track of all the shortcuts that it creates. However, if you copy a shortcut from its original location to some other location, then Propalms Terminal Services Edition becomes unaware of this instance; therefore, Propalms Terminal Services Edition will be unable to delete or refresh the shortcut instance that was the result of the copy event. Propalms Terminal Services Edition will delete and refresh the shortcut instance that was the source for the copy event.

## Multiple applications per session

### Why can I see multiple applications but only one session on Connections page?

The first application you launch, creates a connection with an Application Server. If the administrator has made the appropriate settings to enable multiple applications per session, depending on the settings made in the Propalms Terminal Services Edition team, your next session may launch in the same session to optimize performance. This is called session affinity.

In such a case, the Connection page displays one connection for all the sessions that are launched in the session. When you disconnect or log off a session, all the applications running in that session are disconnected or logged off. Similarly, when you reconnect a disconnected session, or connect to a session on another client computer, all the applications running in the session are reconnected.

## Client Groups

### What is a Client Group?

A Client Group is a group of client computers, sorted on the basis of certain criteria specified by the Propalms Terminal Services Edition administrator. The Client Group shortcuts are created on the computer that has a Propalms Connection Manager on it. However, these Client Group applications are not available to you on the Launch Pad if they are not assigned to you. The administrator can specify settings such that:

- All applications are launched with specific connection settings.
- You cannot save your password on the client computer.
- Your shortcuts are not created on the client computer.
- You cannot launch applications directly on an Application Server by double-clicking documents as file associations are disabled.
- You cannot see the Propalms Connection Manager tray icon.
- You have to use a specific printer for your printing tasks.

### Are Client Group shortcuts any different from User shortcuts?

The administrator normally pushes a suitable client to a computer that is a part of a Client Group to create Client Group shortcuts on the computer.

When you try to launch a Client Group application, you are prompted for your User Name, Domain, and Password. You can launch the application only if the administrator has assigned the application to you either directly or indirectly.

The administrator can disable user shortcuts for Client Groups.

## Client Groups and printers

The Administrator can add printers to a Client Group and the Client Group default printer overrides the client default printer.

The default printer is assigned to an application in the following order of priority:

1. Default printer in the Client Group
2. Default printer on the client
3. Any printer of Client Group
4. Any printer on the client
5. Default printer on the server

## Client drive access

### What is Internet File Sharing (IFS)?

Propalms Terminal Services Edition enables you to work with files from your local hard drive (to save or open the files) even though you are using these files with applications that reside on the servers. This Propalms Terminal Services Edition feature is called Internet File Sharing (IFS).

### How does IFS drive lettering work?

The applications you use are running on the Application Servers and the drives you use may be located on your client computer. With this situation, the Propalms Terminal Services Edition server needs to identify the client drives on your desktop. To identify the drives, the operating system on the server assigns a drive letter to the drive on your client. The server assigns drive letters based on decisions made by your Propalms Terminal Services Edition administrator who establishes a range of valid drive letters. When saving a file to your local drive, you will see an alias name assigned to your drive. For example, when saving to your C: drive, you will see the following label, C on Client. C on Client represents your local C drive.

### Why can there be an occasional delay or lag in saving and opening files?

Because your data files often reside on your client computer and the application runs from the server computer, you might notice a delay when you open a file. This delay might reflect the size of the file, the bandwidth used by the network connection, or some non-specific network latency. Nevertheless, in many instances you will experience no latency.

## Printing

### What printers does Propalms Terminal Services Edition support?

Propalms Terminal Services Edition allows you to print to any printer that is accessible from your client computer. Hence, if you can print to a printer from a local application, then you can print to that printer from a Propalms Terminal Services Edition server-based application.

### Why are the printer names different from the original printer's names?

At any given time, multiple users can connect to the same Application Server. In order to recognize individual user's printers, Propalms Terminal Services Edition creates unique printer identifiers. To do this, Propalms Terminal Services Edition adds information to each printer's name.

## Can jobs print with high quality color and high resolution?

Propalms Terminal Services Edition is unique in that it enables you to print images that have high quality color and high resolution to printers that support these capabilities. Propalms Terminal Services Edition does *not* limit the quality of your print jobs just because your applications are running from the server.

## Can there be other loss of printer functionality, like print preview?

When using server-based applications via Propalms Terminal Services Edition, it is possible that you will see some missing functionality while printing. Specifically, print preview may not be accurate, the duplex printing might not work, and the paper-tray selection feature may not work. These limitations can exist when an administrator chooses to use only the Propalms Terminal Services Edition Unidriver, which is a proxy for the actual client printer driver. When your required vendor-specific driver is on the server and the administrator permits its use, you will not lose printer functionality.

## Why are some print jobs different from their print previews?

When Propalms Terminal Services Edition does not have the actual client's vendor-specific printer driver on the server, Propalms Terminal Services Edition can still accommodate print preview requests. It does this by generating a print preview based on the Propalms Terminal Services Edition Universal printer driver. Later, when Propalms Terminal Services Edition executes the actual print job, it uses the client's actual vendor-specific printer driver. Because Propalms Terminal Services Edition displays and prints the jobs with different drivers, the actual print job may look different from the print preview. An administrator can eradicate this disparity by installing the client's vendor-specific printer driver on the server.

## Disconnect and reconnect

### What are the disconnect and reconnect features?

Propalms Terminal Services Edition enables you to disconnect from an application session without exiting the applications associated with that session. This feature keeps all of the applications associated with a session running on the server. It enables you to reconnect to the session and all the related applications later or from a different client computer. You can disconnect from an application session from the Launch Pad **Connections** page.

### How is the disconnect feature influenced by idle time?

If the administrator sets an idle time property for disconnected sessions, then it can log off a disconnected session that remains idle for too long. For this reason, it is a good idea to perform a save on all application sessions before you place a terminal session in a disconnected state.

### What is the remote connect feature?

The remote connect feature allows you to connect to your active sessions on other client computers without first disconnecting the sessions from the other computers. This is useful when you need to continue work from the previous session, but are not physically able to access the other client computer. You can remote connect to an application session from the Launch Pad **Connections** page.

## Why can multiple applications exist in a single session?

Propalms Terminal Services Edition can run multiple applications in a single session to optimize performance. Moreover, Propalms Terminal Services Edition performs many functions at the session level rather than at the application level. For example, when you execute a session disconnect, all applications that are running in that session are disconnected. Conversely, when you reconnect to the session, all of that session's applications also become available.

Additionally, if you are running more than one session, you may notice that applications from one session remain available on your desktop after applications from a disconnected session disappear.

## Idle Time

### What is idle time?

Idle time, as used in Propalms Terminal Services Edition, is the time elapsed since the most recent transmission of a keystroke or mouse click from your computer to the server that is hosting your application session. Propalms Terminal Services Edition manages the duration of idle time to keep applications available for use and to ensure that applications are not considered busy when they are actually abandoned.

Your Propalms Terminal Services Edition administrator sets the idle time duration that defines an abandoned session. If you leave an application idle for that defined duration, then Propalms Terminal Services Edition terminates that application session. Before Propalms Terminal Services Edition terminates the session, it prompts you to save all of your work, and if you fail to save your work in response to this prompt, any unsaved data is lost.

In summary, an idle time property evaluates a period of inactivity between a Client and a WTS server. Idle time parameters exist, separately, for both active and disconnected sessions, and the idle time parameters can be of different durations. When a session is idle for a duration that exceeds the idle time, the WTS session terminates and all of a user's unsaved application data is lost.

### What is the time-out property?

A time-out property evaluates a period of inactivity between a user/administrator and a Web page. Time-out parameters exist, separately, for both Propalms Terminal Services Edition Application Launch Pad and Management Console Web pages, and time-out parameters can be different for both of these Web pages.

When a Web page times out, the user or administrator needs to restart a new browser, then visit Console or Launch Pad again, and then the user or administrator must re-enter his or her password in order to continue working with the Web page.

### How do I keep from losing work due to idle time restrictions?

Similar to working with desktop applications, you can save your work manually and regularly, or if the application supports it, you can configure an application to save your work regularly and automatically. If you establish a practice that saves your work regularly, you may lose little or no data in the event of an idle time-out.

## Shadowing

### What is shadowing?

Shadowing is the ability of an administrator to view and control your session. Administrators can view any user's application session and guide that user through any problem.

### Can you explain the shadowing prompt and its relevance?

A Shadowing prompt ensures that you are aware that your Propalms Terminal Services Edition administrator or a technical support representative wants to watch your session's behavior. Depending on the corporate privacy policy, this may or may not be of relevance.

## Application Behavior

### Do applications behave the same on different operating systems?

You may see some behavior that you do not understand and this may reflect the behavior of RDP in different Windows operating systems. If you always receive applications from the same Application Server or if all of the Application Servers run on the same operating system, you will see no difference in the way the application runs. However, if your site uses Application Servers that use different operating systems, you may notice differences in the way the application runs.

Attributes that may differ include:

- Icons
- The application's version
- Seamless windows
- Launch behavior and messages during launch
- Application Server not available message

The following explains why these differences appear.

For either a Propalms Terminal Services Edition or an RDP session, all the applications run on the server; only a picture (a bitmap) of the application, which is running on server, appears on the client. Hence, if the Application Servers have different operating systems, then there may be certain differences in the behavior (look and feel) of the application on the client.

Additionally, if different versions of applications exist on different servers, then you will see a difference in the look and feel of the applications.

In addition, the file associations may be different between different application servers. For example, you run Outlook from application server 'A' and this server may open BMP file attachments using Microsoft Paint; however, you may later run Outlook from application server 'B' and this server may open BMP file attachments using PaintShopPro or PhotoShop.

## Privacy

### How can shadowing affect privacy?

Shadowing capabilities enable administrators to monitor your activities. When an administrator or technical support representative uses the Propalms Terminal Services Edition shadowing feature and attempts to shadow your session, you will receive a prompt to allow or deny the shadow request. The administrator will be able to shadow your session only if you allow it.

## **What management information does Propalms Terminal Services Edition log that relates to me?**

Propalms Terminal Services Edition logs application usage information that it uses to generate business intelligence reports. It logs information like who used an application, at what time, for how long, and from which client computer. Administrators want this information so they can keep track of the number of application licenses that they require and they can avoid keeping too few or too many application licenses. Nonetheless, if you have questions about this, you can contact your Propalms Terminal Services Edition administrator.

## **Removing the Propalms Client**

### **Can I uninstall the Propalms Terminal Services Edition Client?**

You can remove the Propalms Terminal Services Edition Client software by using the Microsoft Add/Remove Programs utility to remove the Propalms Connection Manager program.

### **Can I delete any leftover shortcuts?**

When you uninstall the Propalms Client, the client removes application shortcuts that it created on the client computer. If you created some shortcuts for Propalms Terminal Services Edition applications and did not use the Propalms Terminal Services Edition utilities provided to do this, Propalms Terminal Services Edition will not remove these shortcuts. If you find some unwanted shortcuts after Propalms Terminal Services Edition deletes the Propalms Client, you can manually delete these shortcuts using the same standard windowing operations that you used to create them.

### **Can I delete the Propalms Terminal Services Edition browser cache?**

For security purposes, you might also want to delete any temporary files from your browser.

## **Web Redundancy**

### **TSE Web, TSE SPR and TSE DMZ-SPR redundancy using auto failover feature in Propalms client.**

A new feature in TSE , where Propalms Client will automatically switch over communication to other WEB, SPR or DMZ-SPR servers in the TSE team , in the event of a failure in communication with an existing Web, SPR or DMZ-SPR server. This will facilitate redundancy, fault tolerance and fall back mechanism of the WEB, SPR and DMZ-SPR server role .

### **Client failover to other WEB server:**

For Propalms client to failover communication to other WEB server, there is no special configuration or settings that are needed on the server side or in TSE Management Console. TSE admin, only needs to ensure, that there are more than one TSE servers running the TSE WEB role. Propalms client will be notified of the other online WEB servers, on the first successful handshake between Propalms Client and TSE Web server (Launchpad site). This information will be cached and saved by Propalms Client and will be used in the event of communication failure with the current TSE WEB server.

Alternatively, TSE User can also specify the primary and secondary TSE Web server to be explicitly used, in Propalms TSE Client configuration, right-click PCM sys tray icons “**Propalms TSE Launchpad Settings**”.



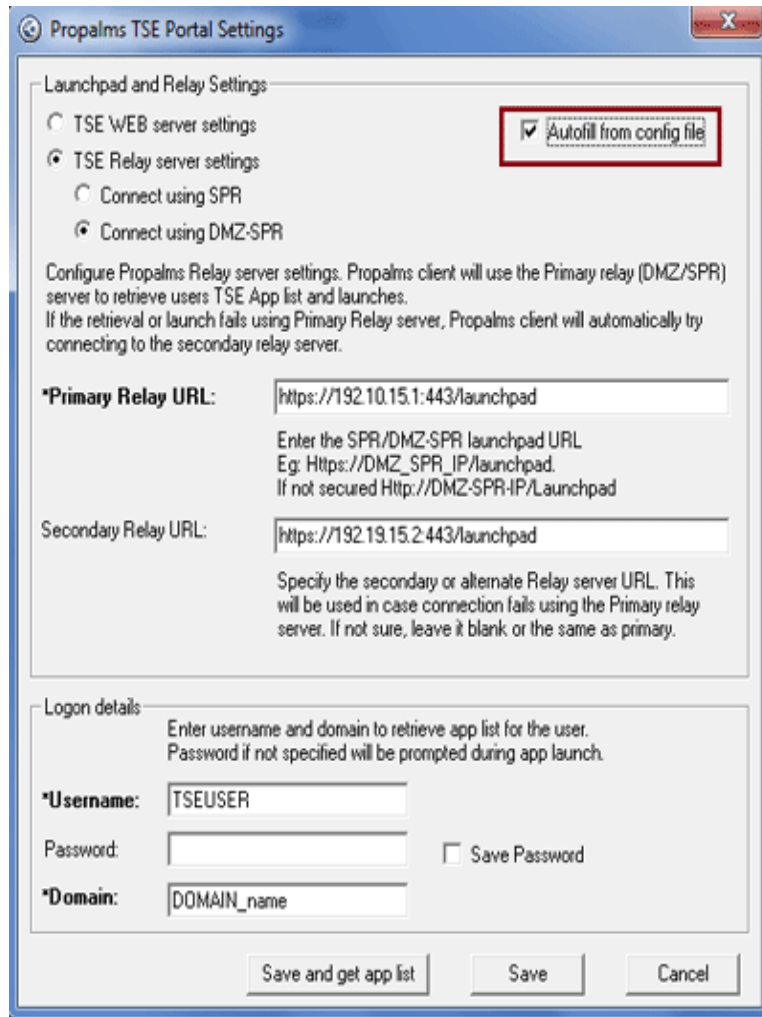
PCMConfig file may also be used to auto fill the Web server information. Refer next section for more information on PCMConfig file and its use.

### **Client failover to other SPR,DMZ-SPR server:**

Unlike the Client Web failover, for SPR or DMZ-SPR failover to happen, alternate or secondary SPR, DMZ-SPR information needs to be pre-configured in Propalms client, using “Propalms TSE Launchpad Settings” menu. TSE admin can provide user a PCMConfig file that has info for all the TSE WEB, SPR and DMZ-SPR servers running in their TSE team. A user should copy the config file in the \ Propalms Client directory and use the “Auto Fill from config file “check box to populate

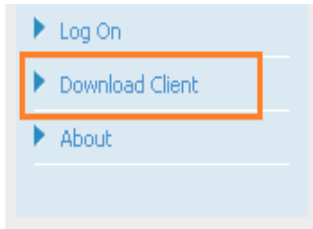
the settings.

The config file can also be made downloadable from TSE Launchpad web portal from the Download Client section. Alternatively, during PCM install, if the PCMConfig file is present in the same folder as PCM install files, the config file will be copied into the Propalms Client Folder on install.



The PCMConfig.xml file should always be copied to the '**Program files\Propalms Client**' install directory and should retain the same name i.e. '**PCMConfig.xml**'. If the location or file name is changed, '**Auto Fill form config file**' will not work. To make the PCM Config file downloadable from Propalms Launchpad-Download client page, zip the config as **PCMConfig.zip** and place it in **Inetpub\wwwroot\Depot** directory of all TSE WEB servers.

TSE users can then download the config file using the "**Download PCM Config file**" option on Download client, TSE Launchpad page.




## Download Client

Click on the link below to download the client software.


Download Now 

Propalms TSE client software is required to launch applications. For n


After downloading and installing the client software, click on the link

Done 

If you do not want to install the client software, you can click on the

Use Native Client 

Click on the link below to download the PCM configuration file. Please

Download PCM Config 

Sample PCMConfig.xml file:

```
- <LaunchpadSettings>
  <WebOrRelay>0</WebOrRelay>
  <!-- 0 = Web, 1 = Relay -->
  <UserName>usr3</UserName>
  <DomainName>tse</DomainName>
- <WebServer>
  <SSLAvailable>0</SSLAvailable>
  <PortNumber>80</PortNumber>
  <SERVER_1>192.168.92.1</SERVER_1>
  <SERVER_2>192.168.92.2</SERVER_2>
</WebServer>
- <RelayServer>
  <SPROrDMZ>1</SPROrDMZ>
  <!-- 0 = SPR, 1 = DMZ-SPR -->
  <SSLAvailable>1</SSLAvailable>
  <PortNumber>443</PortNumber>
  <SERVER_1>192.168.92.8</SERVER_1>
  <SERVER_2>192.168.92.15</SERVER_2>
</RelayServer>
</LaunchpadSettings>
```

The bold parameters are the configurable parameters in the config file.

A TSE admin may edit the sample config file available (PCMConfig.zip) in \Depot directory of TSE web server. Extract & edit the PCMConfig.xml using notepad to create a custom config file for one's TSE environment. Re-zip the edited version and put it back in the \Depot Web directory.

## Proxy Support

In Propalms Terminal Services Edition 6.5 users can make launches through proxy server. Currently HTTPS proxy and SOCKS-4 proxy are supported.

### SOCKS Proxy

SOCKS is Protocol for Proxy Servers and Clients. It's not tied up to any particular application layer protocol like HTTP, FTP, RDP. SOCKS Proxy Server can be used to forward data of any application protocol, provided that the client software is Proxy Aware.

Internet Explorer is an example of Proxy Aware HTTP client. IE can support a HTTP proxy or SOCK4 Proxy Server.

Actual Client that talks the RDP Protocol was not proxy aware up till now. It was a fundamental requirement that the NMTSACHost.exe should be able to directly open a socket with the Single Port Relay, DMZ Single Port Relay or the Application Server. This is possible;

- 1.if the client machine is in the same network as that of the Single Port Relay, DMZ Single Port Relay or Application Server. (LAN scenario)
- 2.if there is NAT through which client machine can access Single Port Relay, DMZ Single Port Relay or Application Server. (Usual corporate network setup)
- 3.if the client machine has a public IP address. (dial-up / broad band scenario, user accessing TSE Site from outside the office)

Now in Propalms Terminal Services Edition v6.5 client machines can communicate to remote TSE Installation, without requiring a public IP address or a NAT setup. They can access the remote TSE Installation through a SOCKS Proxy.

#### Scope

SOCKS has two major version and a minor variant. SOCKS4 and SOCKS5 and minor variant called SOCKS4a. SOCKS 4a is an extension to the SOCKS4 and is basically used when the client machine can not resolve the destination address from a given a domain name. SOCKS 5 is the latest and supports client authentication.

Propalms Terminal Services Edition v6.5 will support only SOCKS 4. SOCKS 5 and SOCKS 4a is not supported. Given that it only supports SOCKS 4, client machines must have capability to resolve the Single Port Relay, DMZ Single Port Relay or Application Server's domain name to the destination IP Address, in case Application Server name or Single Port Relay are accessed using domain name instead of IP Address.

This SOCKS Proxy Support will be available only when Relaying is enabled. (works with both Single Port Relay and DMZ Single Port Relay)

The Propalms Client picks up the SOCKS Proxy setting in Internet Explorer Connection Settings automatically. In case the SOCKS Proxy server is not running or the SOCKS Config is incorrect, Propalms Connection Manager puts a up an appropriate error message.

When Netscape is used as a client side browser, and even if the Netscape is properly configured for SOCKS Proxy, one must also configure the correct SOCKS 4 Proxy address and port in Control Panel \ Internet Options or in the IE's Tools\Internet Options, Connection Settings.

The “Native Launch” feature does not support SOCKS Proxy.

## HTTPS Proxy

This feature enables client to launch application from server through HTTPS proxy server even if the client machine does not have direct IP reach ability with the Application Servers.

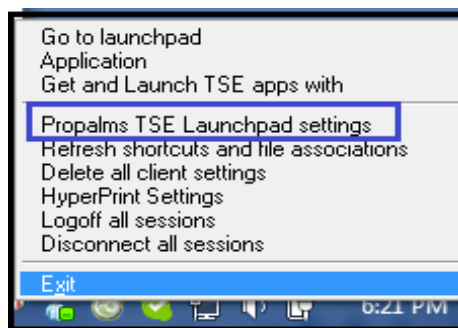
If client has configured HTTPS proxy in his browser and Single Port Relay or DMZ Single Port Relay is enabled then all the RDP and IFS traffic from client to server is routed through the HTTPS Proxy server.

SOCKS Proxy has higher priority over HTTPS proxy. If both SOCKS and HTTPS Proxies are configured, SOCKS proxy will be used.

## Browser less access to applications using Propalms client.

Configure Launchpad address and application launch settings from Propalms Client System Tray icon. A user need not visit the Propalms TSE Launchpad portal to retrieve the app list and launch applications. Hence eliminating use of Browser to get and launch TSE published app.

1. Once Propalms Client, also known as Propalms Connection Manager (PCM) is installed, a user can right click on the system tray icon and select “Propalms TSE Launchpad Settings”



2. Fill the Propalms Web server Launchpad portal info and user info OR use the AutoFill from config check box to read info from the PCMConfig file. Read the previous section for detailed information on PCM Config file.

Propalms TSE Portal Settings

Launchpad and Relay Settings

TSE WEB server settings  Autofill from config file

TSE Relay server settings

Connect using SPR

Connect using DMZ-SPR

Configure Propalms TSE Launchpad Web portal settings. Propalms client will use the primary TSE Launchpad URL to retrieve users TSE applications list. If the retrieval fails using primary URL, Propalms client will automatically try retrieving the app list using secondary Launchpad URL.

\*Primary Launchpad URL:

Eg. Http://TSEWebServ1/Launchpad or  
Http://1.x.x.x/Launchpad  
If secured use HTTPS instead of Http.

Secondary Launchpad URL:

Specify the secondary or alternate TSE WEB server URL  
this will be used incase Propalms client fails to connect using  
the primary Launchpad URL. If not sure, leave it blank or  
enter the same as primary.

Logon details

Enter username and domain to retrieve app list for the user.  
Password if not specified will be prompted during app launch.

\*Username:

Password:

Save Password

\*Domain:

Save and get app list Save Cancel

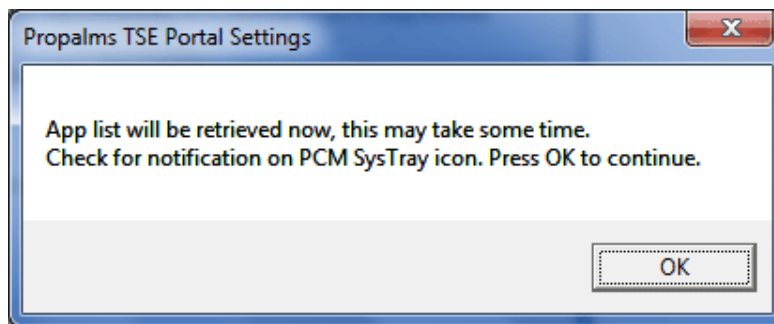
**Note:** if the PCMConfig file also has SPR or DMZ-SPR info included. This info will also be saved when configuring Web server details.

3. After entering the info, user may either want to just Save the Settings or Save & retrieve the TSE app list to start launching the published Apps. On clicking 'Save and Get App List' user will be given a confirmation message seeking time to retrieve the app list,

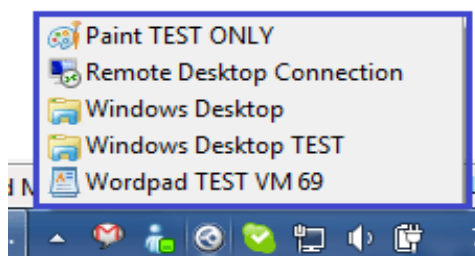
If the Primary Web server is not reachable the following error will be shown:



If the Primary web server info is correct and is reachable this confirmation message will be shown;



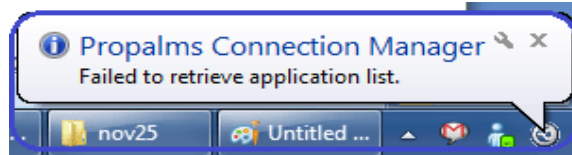
4. Click OK to Continue, if the provided Web server info and User info are correct, the app list will be retrieved and displayed in the System Tray area. User can click on it to start launching the apps.



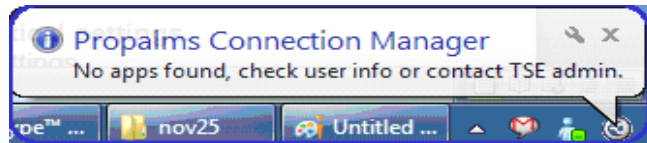
Once the app list is retrieved, user can access the app list any number of times using normal left mouse click on the PCM Sys tray icon.

5. If the User info or Web server info is incorrect an appropriate message will be displayed notifying the error to the user.

If Web server info is incorrect or Web servers are not reachable the following message will be shown:

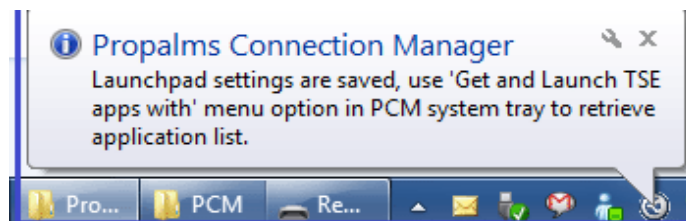
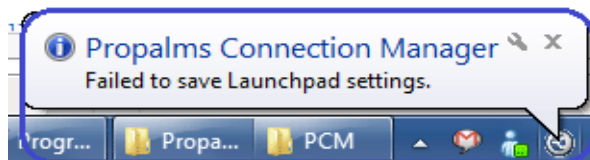


If user and domain info is incorrect the following message will be shown:

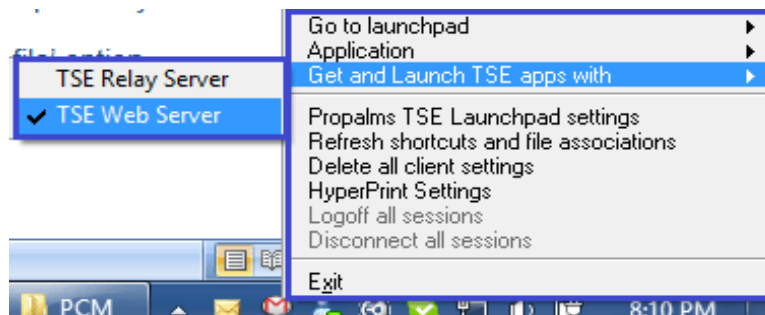


**Note:** If password is incorrect, the app list will still be retrieved but password will be prompted for during app launch.

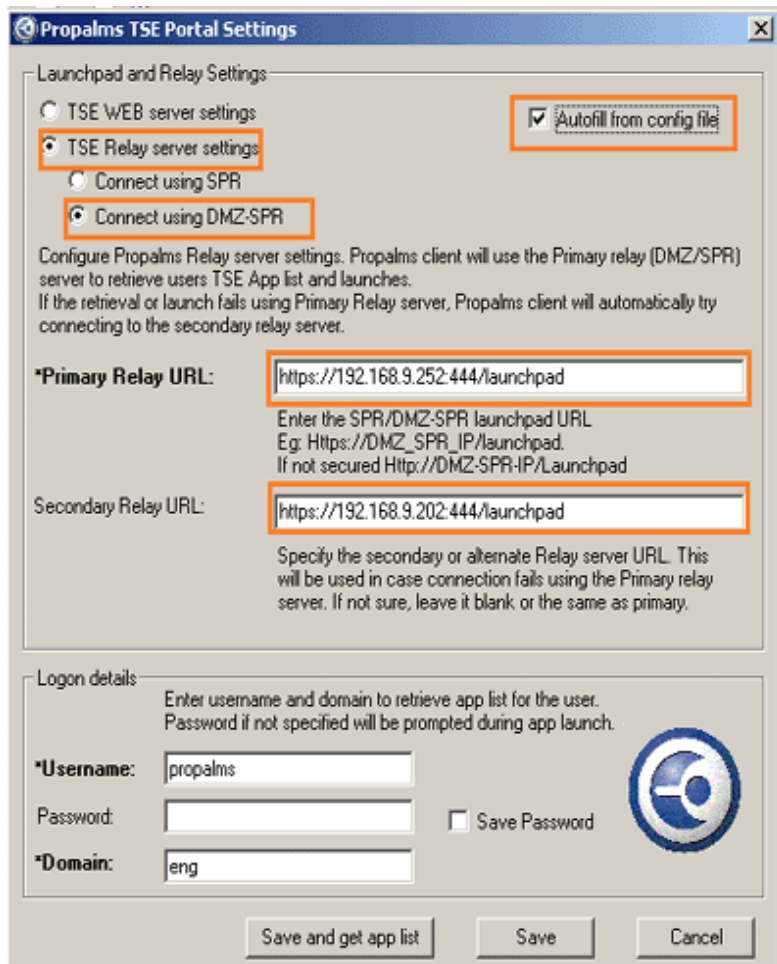
6. If the user selects on 'Save', the settings will be saved after confirming that the Web server info is correct, the following notification will be shown in case of incorrect Web server info or Web servers not reachable.



Use PCM right click "Get and Launch TSE Apps with" menu to get the app list.

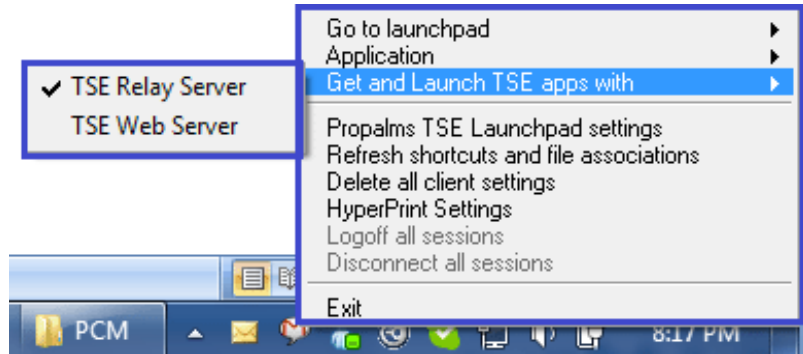


7. If SPR or DMZ-SPR is set up for accessing TSE apps for external users, TSE users may specify the SPR or DMZ-SPR info in “Propalms TSE Launchpad Settings” menu.  
Select the ‘TSE Relay Server Settings’ to configure the Relay server info.  
Check ‘Connect using SPR’ or ‘Connect using DMZ-SPR’ if using SPR or DMZ-SPR respectively.  
The settings can also be read from the PCMConfig file using the ‘Auto Fill from Config file’ option.



Other options remain the same for saving and launching Apps via Relay server as discussed for Web server. Once WEB and Relay server settings are configured, a TSE user who needs access to TSE apps from within and outside the office network can simply switch between using the Web server and Relay server settings for retrieving and launching apps.

Right click on PCM and mouse over to “Get and launch TSE Apps with” and select the access mode, depending on whether one wishes to connect via Web server or Relay server.



The check box shows the current setting selected.

**NOTE:** When Relay server is selected as mode of access, all app launches will be forced over SPR or DMZ-SPR, even if they are not turned ON in the respective TSE Connection setting for the app launched.

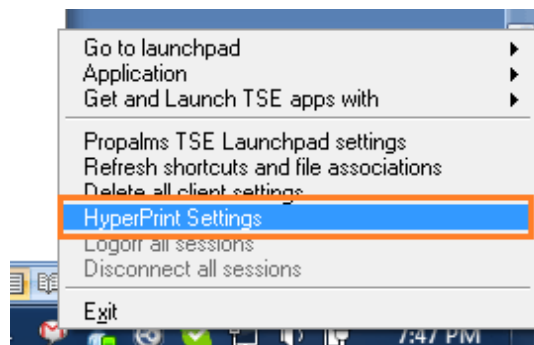
## HyperPrint client side print option

In TSE 6.5 there are also new options available on the Propalms Client side for HyperPrint.

They are

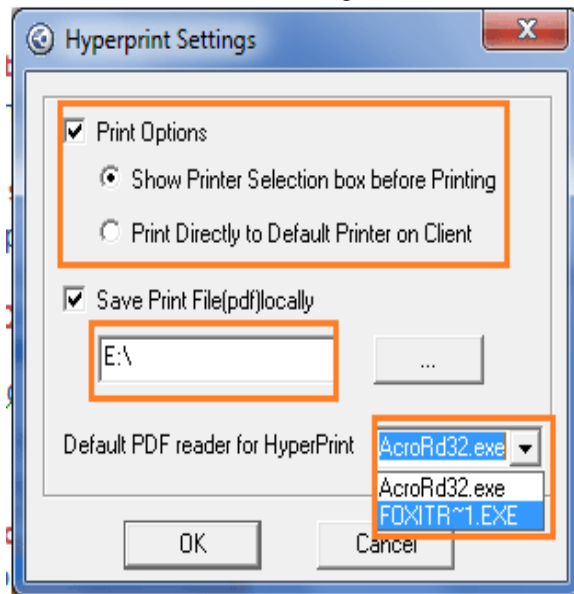
- **Print directly to default printer on client**
- **Ability to select and set the pdf reader software to use with HyperPrint**
- **Ability to save HyperPrint pdf files on client machine, for offline printing.**

In Propalms Client (Propalms Connection Manager ) PCM, system tray right click menu, a new menu is available called “**HyperPrint settings**”.



It will open the HyperPrint menu where TSE user can set his/her preference for HyperPrint.

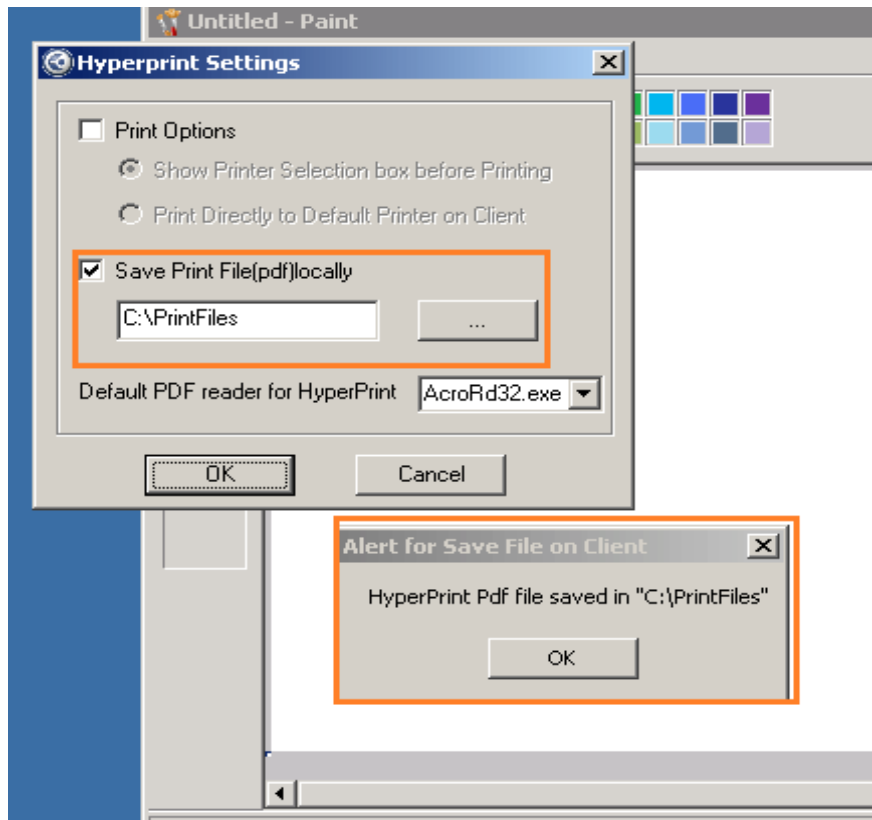
These settings are retained until TSE user changes it.



For Printing to happen, '**Print Options**' should be checked. User can choose between sending the print job directly to the default printer on client for printing or have printer selection box shown to select the printer. When choosing the "**Show Printer Selection Box before Printing**" the pdf reader selected in the "**Default PDF reader for HyperPrint**" will be used to open the PDF file and show printer selection box.

TSE users can also Save the HyperPrint pdf file on their client machine for offline printing, backup or compliance purposes. User can choose the location to save the files and a confirmation

message will be shown when HyperPrint pdf file is saved on the client machine at the chosen location.



In TSE 6.5 Propalms HyperPrint supports other PDF reader applications like NitroPDF and Foxit on the client machine. The installed PDF reader applications are programmatically enumerated in the HyperPrint client settings menu and TSE user can set the Default PDF reader for use with HyperPrint using the drop down menu.

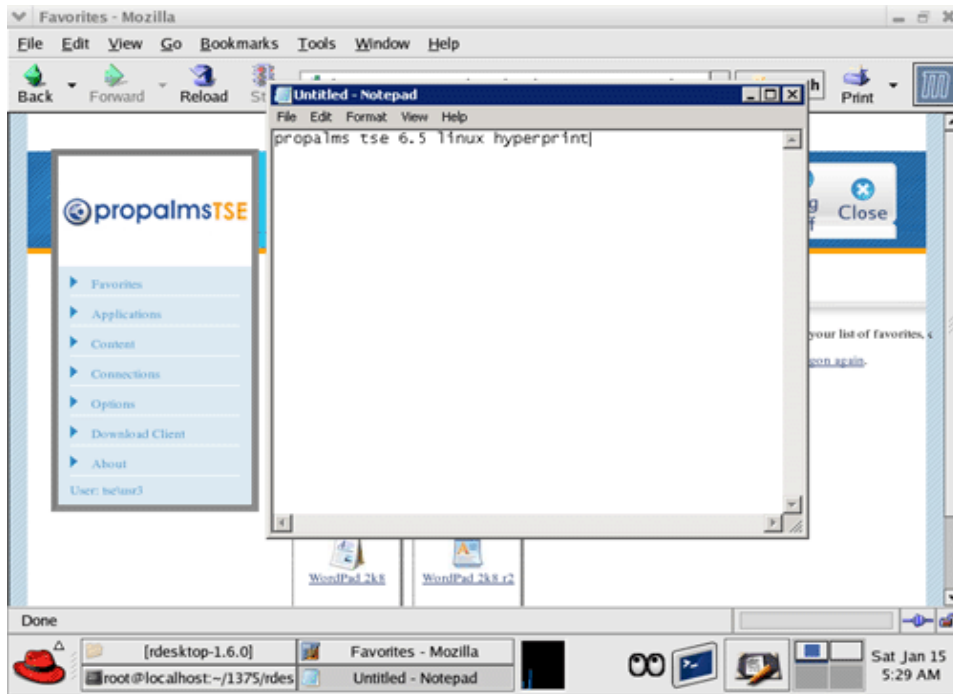
*Note: There are many PDF reader softwares available for use. All have not been tested but most of them should work with Propalms HyperPrint.*

## Linux Client Support

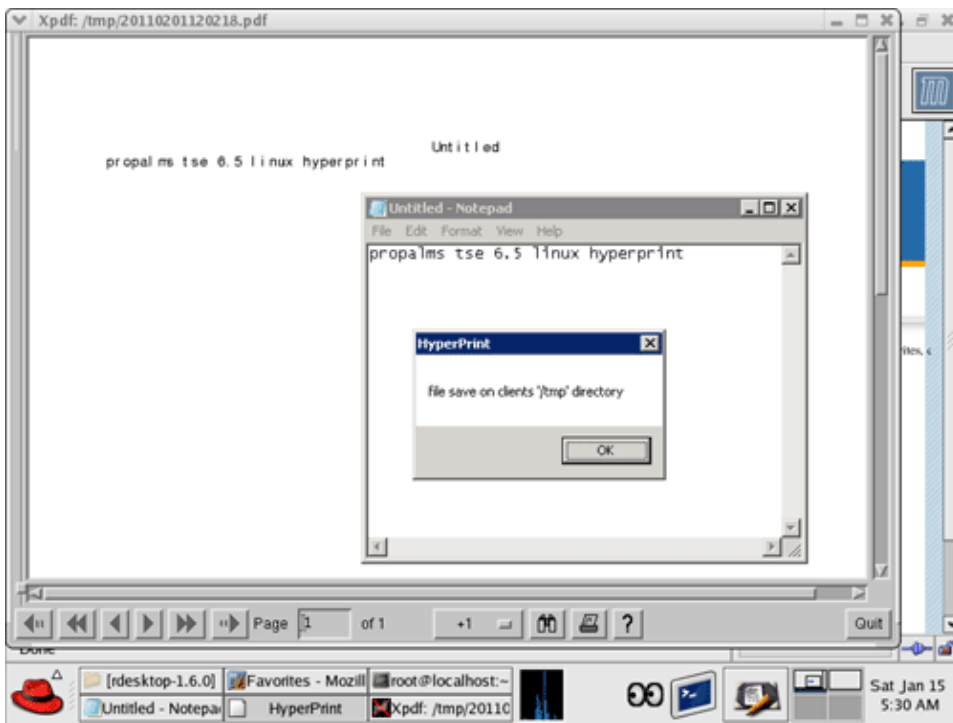
### New Features In Propalms TSE 6.5

In **TSE 6.5**, Propalms TSE client for Linux supports the following features:

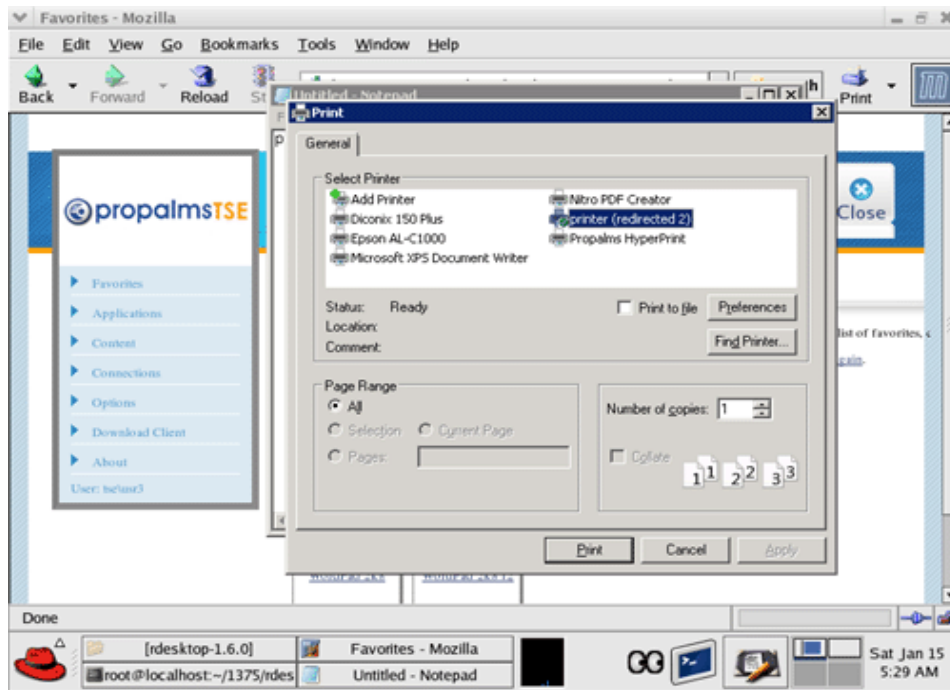
1. Seamless Application Launch.



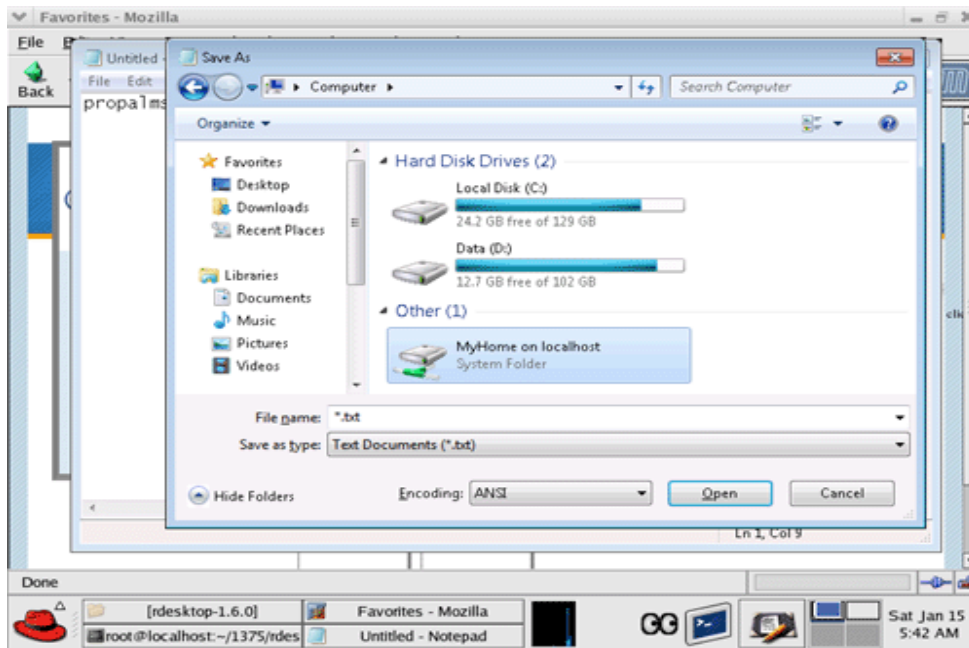
## 2. Propalms HyperPrint Support.



### 3. Client Printer Redirection.



### 4. Client Drive Sharing.



- 5. Enable Compression.
- 6. Bitmap Caching.
- 7. Enable Audio.
- 8. Color Depth.

## Prerequisites

Rdesktop should be installed on your Linux Box. You can get the rdesktop from <http://www.rdesktop.org>.

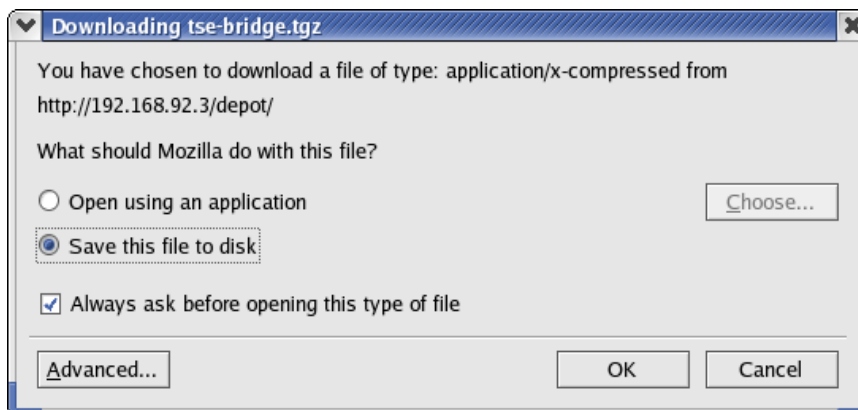
For Propalms HyperPrint support , use the custom Rdesktop included with the TSE Linux client module.

If Rdesktop already exists, you may rename and move it out to usr/bin directory. Copy the custom Rdesktop module to usr/bin directory.

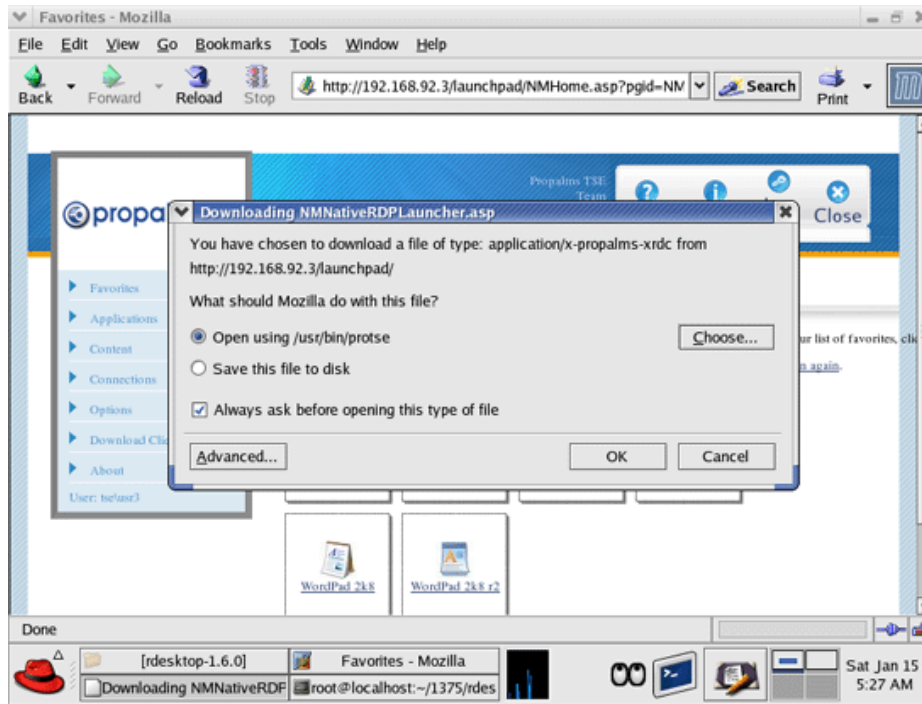
In case, trouble getting the custom Rdesktop to work, build the Rdesktop on the linux box using the 'rdesktop-1.6.0' setup files included. For instructions on how to build rdesktop using the set up files, please refer instructions in the later part of this document.

## How To Use

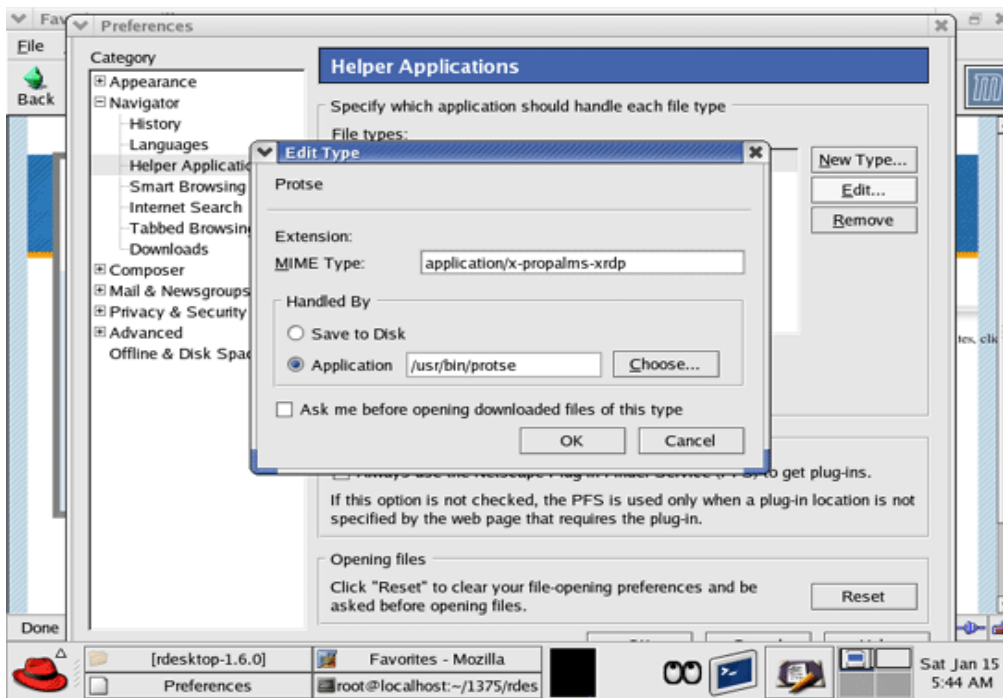
1. Unzip **linux-tse-bridge.tgz** file. It contains files **protse**, **Rdesktop** and **rdesktop-1.6.0**. Protse is a bridge application for launching Propalms TSE sessions.



2. Copy **protse** and **Rdesktop** in user's **'/usr/bin'** directory, this is guaranteed to be in PATH always and Must have execute permission. To use **HyperPrint**, **protse** must placed in **'/usr/bin'** directory.
3. Use **Mozilla** or **Konqueror** ( or any other browser that supports Helper Applications ) to open the Propalms TSE Launchpad WebPage.
4. After you sign in you will get a list of Application that are assigned to you. When you click on any app to launch, your browser will prompt you that a file called **NMNativeRDPLauncher.ASP** is being downloaded and browser does not know how to open it. So it will give you two options either **"Save it to disk"** or **"Open it with:"**. Select open with option and specify the helper app as **"protse"**.



This will automatically configure "**protse**" as a helper Application for the **MIME Type application/x-propalms-xrdp**. You will have to give the complete path for example **"/usr/bin/protse"**. Alternatively you can manually configure the Helper Application as protse for the MIME Type , "application/x-propalms-xrdc".



We have added support for HyperPrint in TSE 6.5 for TSE Linux client.

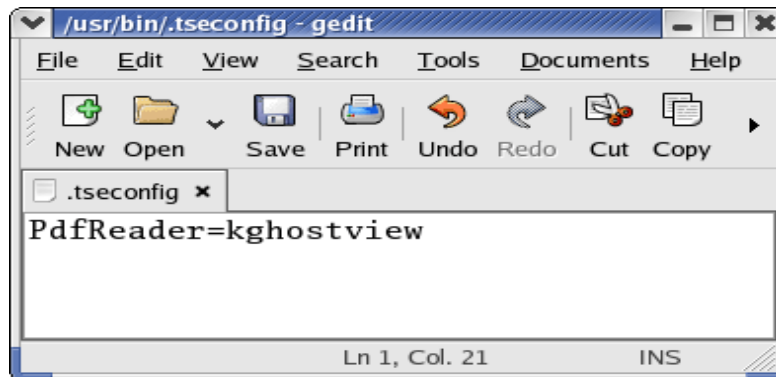
The default pdf reader to be used on Linux client machine for Propalms hyperprint can be set

through an external config file. By default **xpdf** is used to open the **HyperPrint pdf** file.  
If xpdf is not available , user must specify a pdf reader app using the external **.tseconfig** file.  
Write default PDF reader settings in this file with exact syntax given below.

for example;

`PdfReader=xpdf`

This line will make the =xpdf as a default PDF reader for hyperprint.



**Note:** If user does not define '**.tseconfig**' file, by default pdf file will be opened using '**xpdf**' if available.

Settings which can't be mentioned in ".tseconfig"

You can not specify the following parameters in ".tseconfig" file

- u: user name
- p: password (- to prompt)
- d: domain
- s: shell
- a: connection colour depth
- T: window title
- g: desktop geometry (WxH)
- r: <any client redirection device>

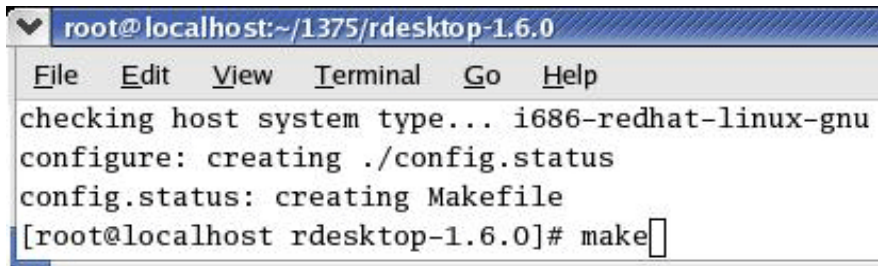
These Parameters are being governed by Propalms TSE connection settings.

## Building Custom Rdesktop-1.6.0

### 1. Configuring rdesktop



## 2. Make rdesktop



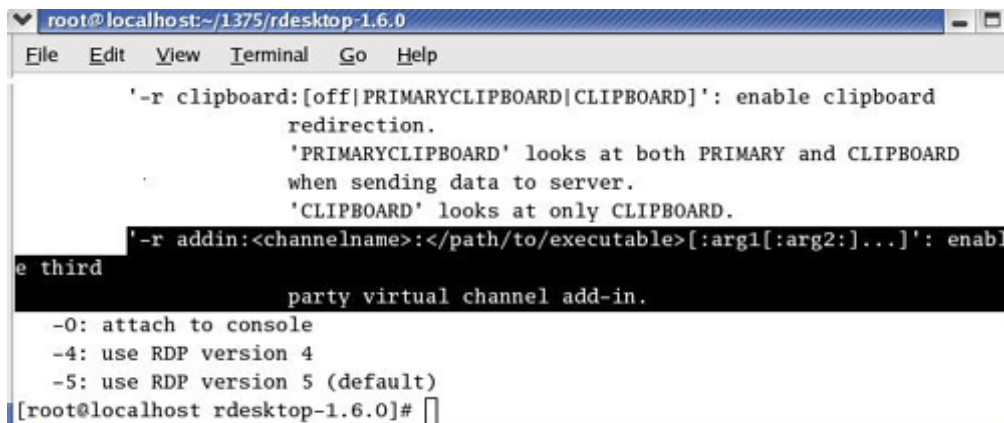
```
root@localhost:~/1375/rdesktop-1.6.0
File Edit View Terminal Go Help
checking host system type... i686-redhat-linux-gnu
configure: creating ./config.status
config.status: creating Makefile
[root@localhost rdesktop-1.6.0]# make
```

## 3. Make Install rdesktop



```
root@localhost:~/1375/rdesktop-1.6.0
File Edit View Terminal Go Help
op rdesktop.o xwin.o xkeymap.o ewmhints.o xclip.o
o rdpsnd_oss.o tcp.o iso.o mcs.o secure.o licence
e.o rdp5.o channels.o rdpdr.o serial.o printer.o
o mppc.o pstcache.o lspci.o seamless.o ssl.o -L/
6/lib -lX11
[root@localhost rdesktop-1.6.0]# make install
```

## 4. Verify Installed rdesktop



```
root@localhost:~/1375/rdesktop-1.6.0
File Edit View Terminal Go Help
'-r clipboard:[off|PRIMARYCLIPBOARD|CLIPBOARD]': enable clipboard
redirection.
'PRIMARYCLIPBOARD' looks at both PRIMARY and CLIPBOARD
when sending data to server.
'CLIPBOARD' looks at only CLIPBOARD.
'-r addin:<channelname>:</path/to/executable>[:arg1[:arg2:]...]' : enable third
party virtual channel add-in.
-0: attach to console
-4: use RDP version 4
-5: use RDP version 5 (default)
[root@localhost rdesktop-1.6.0]#
```

NOTE: TSE Features like SPR,DMZ\_SPR, Session Recording are not available when connecting from a Linux client.

## Mac Client Support

In TSE 6.5, Propalms TSE client for Mac OS supports the following features:

1. Auto Reconnect.
2. Logoff Disconnected Sessions.
3. Logoff Idle Sessions.
4. Enable Session Recording.
5. Color Depth.
6. Client Printer Redirection.
7. Client Drive Sharing.
8. Bitmap Caching.
9. Enable Audio.
10. Enable Desktop Background.
11. Show Window Content While Dragging.
12. Menu and Window Animation.
13. Font Smoothing.
14. Enable Themes.

### OverView

The Native RDP Client Connections feature in Propalms TSE enables you to run server-based applications without having to install any additional client software (besides the native Microsoft RDP client) on the client device.

Launching a server-based TSE application via a Native RDP Client Connection provides several key benefits:

1. Support for RDP for Mac OS feature set
2. Publishing of applications to web-based interface (TSE Launchpad)
3. Resource-based load-balancing for the native RDP session
4. No additional installation of a vendor-specific client component.

As there is no TSE client software piece running, with Native client some TSE centric features are not available:-

1. Seamless windows
2. SPR Support
3. File Associations
4. Desktop and Start menu Shortcuts

TSE MAC and Linux client are extensions of the Native client, so limitations of Native client also apply to MAC and Linux client.

## Native Client on Apple Macintosh

Launching Propalms Terminal Services Edition TSE applications from a Macintosh client machine requires the Microsoft Remote Desktop Connection Client for Mac to be installed on the machine.

More information can be obtained at this Microsoft Websites Mac section:

<http://www.microsoft.com/mac/remote-desktop-client>

Before Launching through Propalms Mac Client it is compulsory to check that one can launch a native RDP session on Propalms v6.5 server.

Also one must make sure that latest RDP client for Mac is installed and if not then check on below link.

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=68346e0d-44d3-4065-99bb-b664b27ee1f0>

The TSE Mac plug-in's install remains same for Propalms v6.5 as well as v6.0

Both PowerPC as well Intel Mac plug-in is available on Propalms Web site.

PowerPC Mac Download Link:

[http://www.propalms.com/download/clients/TSE\\_MAC\\_Client.zip](http://www.propalms.com/download/clients/TSE_MAC_Client.zip)

Intel Mac Download link:

[http://www.propalms.com/download/clients/Intel\\_Mac\\_plugin.zip](http://www.propalms.com/download/clients/Intel_Mac_plugin.zip)

Please follow below instructions and ensure that correct Propalms TSE Mac plug-in is installed on your Mac as there are two different Propalms TSE MAC plug-ins.

1) Propalms TSE MAC plug-in designed for Macintosh PowerPC processor:

Propalms Mac plug-in (PowerPC) zip file containing the Propalms TSE Mac Client with entire documentation on how to use the Mac Client only on Power Processor based Macs. This plug-in is currently only tested on Safari 1.1 (v10.0) and higher browser running on OS X version 10.3. So make sure latest plug-ins are installed for Safari browser on MAC PC running a Power Processor.

2) Propalms TSE Mac Plug-in for Intel processors based Macs:

Propalms Mac plug-in (Intel) attached zip file containing Mac Plug-in for Intel based Macs. Propalms Mac Client is Tested on Mac OS X 10.5.8, Safari version 2.0.4. This zip file contains a PKG file which is the Mac equivalent of an .MSI, so execute it only on Mac running Intel based processor.

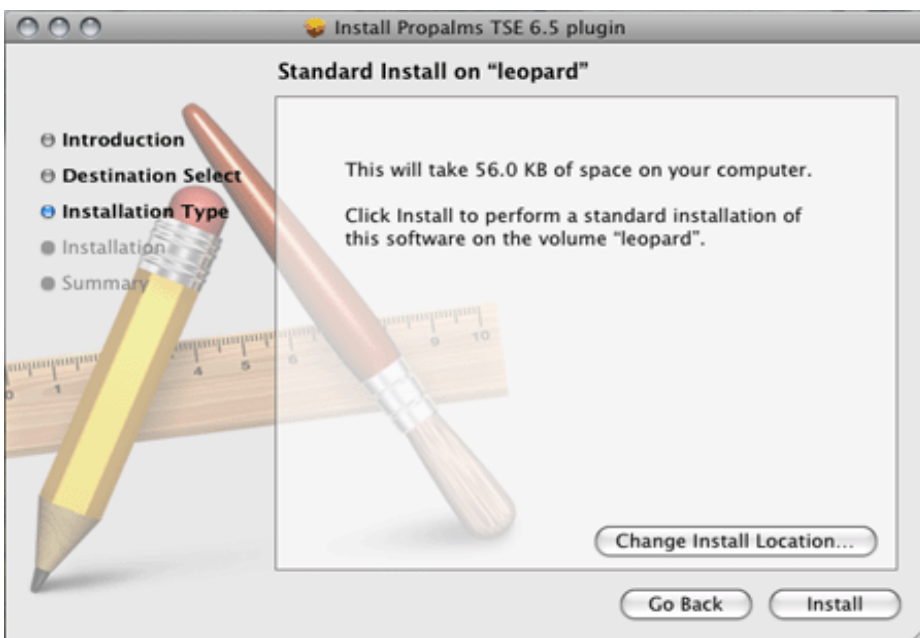
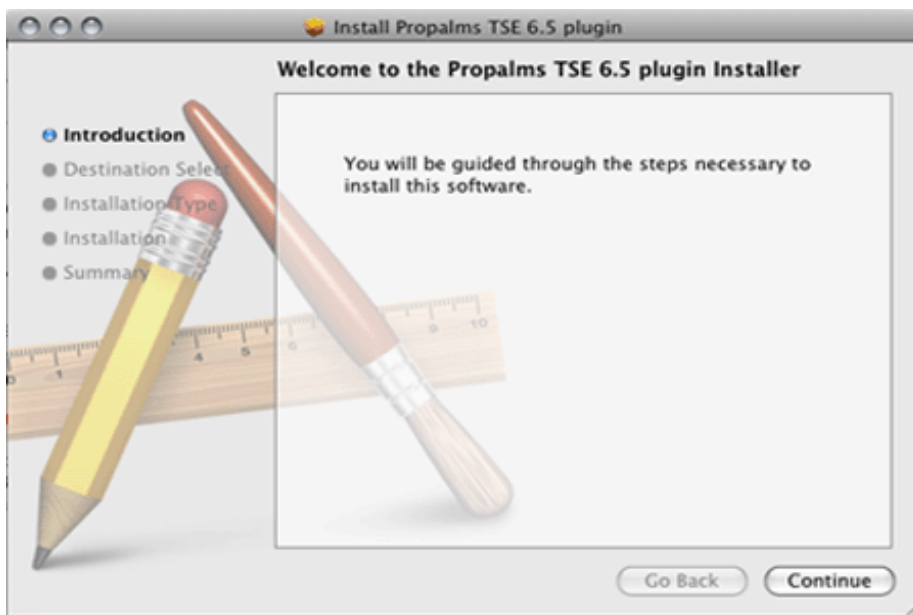
**NOTE:** This cannot be installed on the PowerPC based older Mac machines.

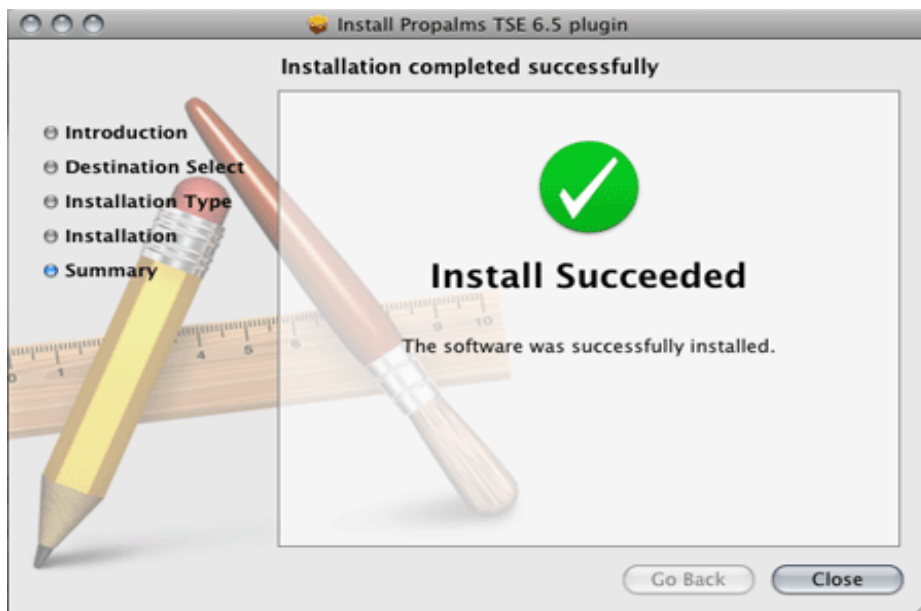
With the latest RDP client 2.1 for Mac OS, more than one App/RDP session can be run from simultaneously.

**NOTE:** While installing plug-in please make sure you remove earlier TSE plug-in from browser completely.

## Mac Client Installation Steps

1. Download and extract "mac-tse-plugin.zip" file from web server it contains "Propalms TSE 6.5 plugin.pkg", which is installer on mac.





2. After successful installation verify that plugin is installed.

### Installed Plug-ins

#### Propalms TSE Plug-In

Propalms TSE plug-in — from file “PropalmsTSEPlugin.plugin”.

MIME Type	Description	Extensions
application/x-tarantella-tse	Propalms TSE	rdp

# *Launch Pad Help*

---

## What's in this chapter?

This chapter provides an introduction to the Launch Pad and provides step-by-step procedures for installing the Propalms Connection Manager, logging on to the Launch Pad, and using the Launch Pad. In addition, it lists some common useful abbreviations and their meanings.

## Propalms Terminal Services Edition Launch Pad

This section consists of the following subsections.

["Introduction"](#)

["Installing the Propalms Connection Manager"](#)

["Logging on to Propalms Terminal Services Edition Application Launch Pad"](#)

### Introduction

When you first log on to the Propalms Terminal Services Edition Application Launch Pad, you see several options. This Propalms Terminal Services Edition Application Launch Pad introduction provides an overview of the organization of the Propalms Terminal Services Edition Application Launch Pad. This document addresses each of these subjects in detail later.

### Favorites

The **Favorites** page provides a place to store the applications that you use frequently. This will represent a subset of all of the applications you can use.

### Applications

The **Applications** page provides a place where you have access to all applications provisioned by the administrator.

### Content

The **Content** page displays all the published content assigned to you.

### Connections

The **Connections** page provides information for your active, disconnected, or remote sessions.

### Options

The **Options** page enables you to customize the appearance and behavior of your version of the Propalms Terminal Services Edition Application Launch Pad.

## Download Client

The **Download Client** page enables you to trigger a download of the Propalms Connection Manager.

## About

The **About** page provides information about the Propalms Terminal Services Edition version and build, and it provides Propalms contact information.

## Installing the Propalms Connection Manager

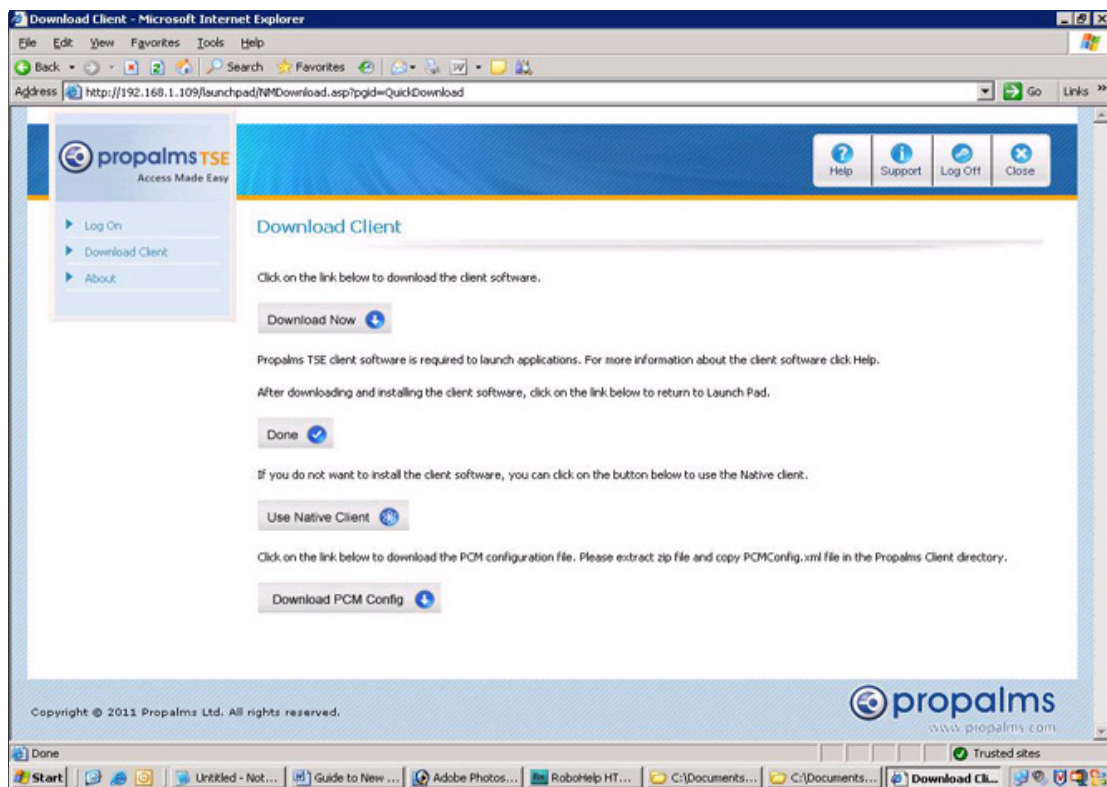
To operate the Propalms Terminal Services Edition Application Launch Pad, you must have a Connection Manager on your client computer. You will receive the Connection Manager in one of two ways, depending on the preference of your Propalms Terminal Services Edition administrator. The Propalms Terminal Services Edition administrator can choose to push the Connection Manager to your computer or can choose to have you download the software.

If the Propalms Terminal Services Edition administrator pushes the software to your computer, the software will install when you reboot your PC.

If the Propalms Terminal Services Edition administrator has you download the software, you must have local administrative privileges.

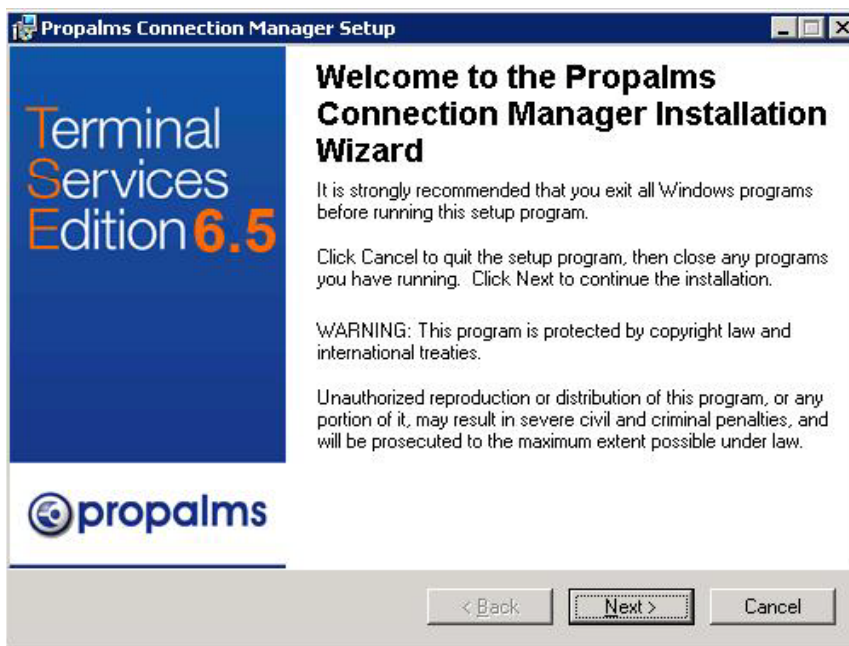
From the Launch Pad:

1. Click **Download Client** from the navigation menu.
2. From the **Download Client** page, click **Download Now**.

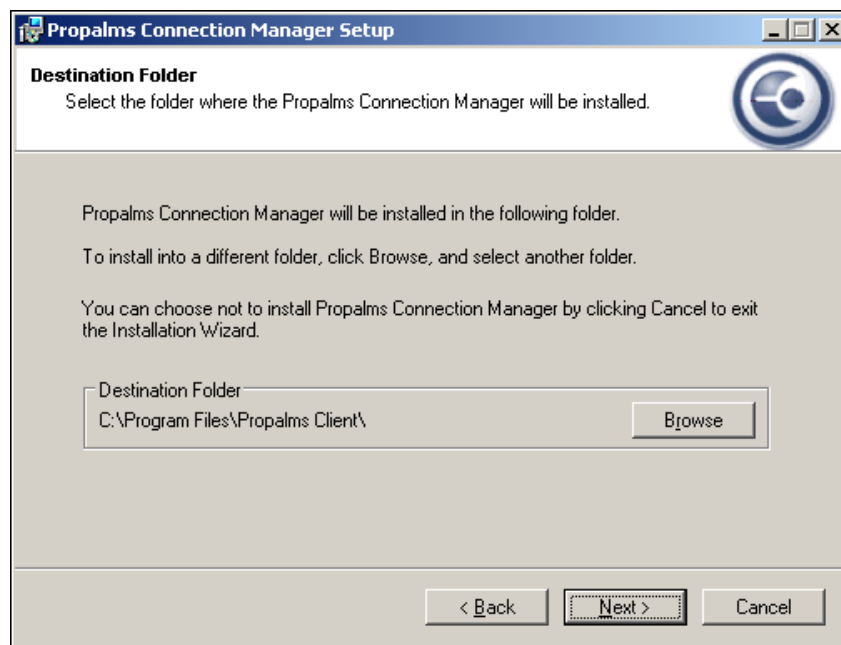


3. Select a download option.
  - It may be best to select **Run this program from its current location** from the **File Download** dialog box and click **OK**.

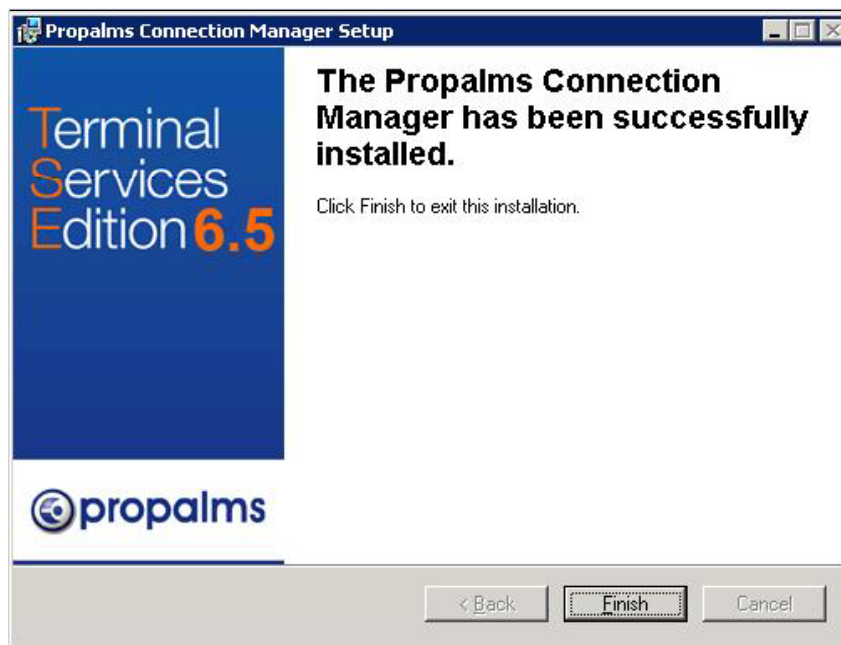
- You may choose the **Save this program to disk** option, download the file and then open the Propalms-TSE-Client650.exe file, from the location to which you downloaded it to install the client.
4. On the **Welcome** panel of the Propalms Connection Manager Installation Wizard, click **Next**.



5. From the **Destination Folder** panel, click **Browse** to choose a destination directory or accept the default setting. Click **Next**.



6. After installation, click **Finish** in the Propalms connection Manager window.



7. If you are prompted to reboot, reboot the computer and connect back to the Launch Pad.
8. If you are not asked to reboot your client, click **Done** and the Launch Pad **Log On** page appears next.

## Logging on to Propalms Terminal Services Edition Application Launch Pad

Your Propalms Terminal Services Edition administrator controls the appearance of your logon page. To logon to the Launch Pad:

1. On the **Log On** page, enter information in the following fields:
  - **Logon Name:** This is a mandatory field. Generally this is the logon name you use to logon to your domain. If you are having problems logging on, please contact your administrator.

---

### **NOTE**

*Do not enter the UPN name in the **Logon Name** field.*

---

- **Password:** This password belongs to the user that you specified in the Logon Name.
- **Log on to:** This identifies the domain to which you belong. If you do not know your domain, ask your system administrator.

---

### **NOTE**

*Cookies should be enabled to log on to the Launch Pad.*

---

2. If your system administrator provides automatic logon privileges to you, you will see the **Automatically log on from this computer** check box on the **Log On** page. Select this option to log on from this PC in the future without typing your logon name and password.

3. Click **Log On**.

---

**!** **NOTE**

*In order to receive the **Automatically log on from this computer** option, the Propalms Terminal Services Edition administrator must permit password persistence.*

---

## Propalms Terminal Services Edition Application Launch Pad Pages

### Favorites

Your Propalms Terminal Services Edition administrator regulates the appearance of this feature. If your Propalms Terminal Services Edition administrator permits you to use favorites, you will be able to see a **Favorites** link in the navigation bar, and you will be able to use the Favorites feature.

The favorites feature enables you to segregate your favorite applications from your general applications. The segregation enables you to create a smaller, more convenient set for everyday use.

You can view your favorite applications as you can in other Windows applications. You can list applications by icons, listing, or details. You set this preference on the **Options** page.

### Applications

On the **Applications** page, you will always be able to view a listing of all of your applications.

You can view your applications as you can in other Windows applications. You can list applications by icons, listing, or details. You set this preference on the **Options** page.

### Connections

This page lists the connections that you are running.

Each connection you establish appears on a separate row of the **Active Connections**, **Active Connections on other clients**, or **Disconnected Connections** table. For example, if you see three rows on the **Disconnected Connections** table, then your system is managing three terminal sessions.

Each terminal session may run more than one application, and session affinity, will encourage applications to launch in the same session whenever possible.

Two situations may make this not possible:

- If a terminal session is in a disconnected state, Propalms Terminal Services Edition will add no more application sessions to that session
- If an application you require is only available on a terminal server other than the terminal server that hosts your current session, then a new terminal server session will host that application.

If you want to connect to a session running on a remote client computer, you need to use the remote connect option for that session.

## Content

This page displays all the published content assigned to you. Click on a specific link on this page to access particular content using your local application.

## Options

Your Propalms Terminal Services Edition administrator regulates the appearance of this feature. Your Propalms Terminal Services Edition administrator may permit you to change the properties of the following objects.

### Favorites Page

The Propalms Terminal Services Edition administrator may permit you to use this. If you can use this page, you can customize the appearance of the application entries on the page. The applications can appear as icons, a simple list, or a detailed list.

### Application Page

You can always see this page. You can customize the appearance of the application entries on the page. The applications can appear as icons, a simple list, or a detailed list.

### Connection Settings

Your Propalms Terminal Services Edition administrator can build several connection setting profiles and can designate one profile to be the Default profile.

You can select one specific connection profile or you can select the default profile. The default profile becomes a somewhat dynamic profile. This profile changes automatically when the Propalms Terminal Services Edition administrator selects a new profile to be a default profile. Therefore, if the environment in which Propalms Terminal Services Edition runs changes and the Propalms Terminal Services Edition administrator changes the connection settings to optimize the performance of Propalms Terminal Services Edition, then those who have a Default connection setting will have their connection settings updated automatically.

### Reconnect on Launch

Your Propalms Terminal Services Edition administrator controls the Reconnect on Launch feature and the way it operates in the Enterprise. The Propalms Terminal Services Edition administrator may permit you to use the Reconnect on Launch feature.

This is how the Reconnect on Launch feature works.

When you launch an application from the **Favorites** or the **Applications** page of the Launch Pad, the value of the reconnect option determines whether to reconnect a disconnected session (that has the same application) or to restart a new application session. For example, if you have a disconnection Word session and you click on a Word icon to launch the application; this action triggers the reconnect decision.

If the launch reconnects the disconnected session, then all applications associated with that session are reconnected. For example, if the disconnected session had one copy of a Word document, one copy of a Visio document, and one copy of an Excel document, then the reconnected session would make the Word, Visio, and Excel documents available.

### Where you Launch your Applications

You can launch your application from the Application Launch Pad, from a Desktop Shortcut, from the Start menu, or by double-clicking a file that has file association to an application to Application Servers. Clicking an application name in this area, displays the application details, including the file associations for the application.

## Change your Password

This option allows users to change their password from the Launch Pad.

## Download Client

You can receive a client in one of two ways, you may download and install the client or the Propalms Terminal Services Edition administrator may push the client to your computer.

In order to download and install a client, you must have Administrator privileges on your client computer.

If you have Administrator privileges on your computer, click **Download**, select the **Run this program from its current location** option, and click **OK**. Follow the instructions in the dialog boxes to complete the installation. For more information, refer to "[Installing the Propalms Connection Manager](#)".

If you do not have Administrator privileges on your computer, ask the Propalms Terminal Services Edition administrator to push the Propalms Client to the User computers. Because the Propalms Terminal Services Edition administrator has Administrator privileges, the administrator can execute this install.

If you do not want to install the client software, you can use the Native client feature available for Windows and Macintosh to launch applications.

If you want to use PCMConfig.xml file for auto fill launchpad setting option with default setting kept by administrator download PCMConfig.zip, unzip this file and keep xml file to /propalms client/ folder.

## About

You can see the version and build number of your Propalms Terminal Services Edition product on this page. You can also see how to contact Propalms technical support or sales groups.

## Propalms Connection Manager

The Propalms Connection Manager appears on the Windows task bar in the system tray. You may see the Windows clock in this same area. When your cursor hovers above the icon, you will see the Propalms Connection Manager name.

The Propalms Connection Manager works with a right-click on your mouse. It does not work with a left click.

This section discusses the actions you can trigger when you right click on the Propalms Connection Manager.

### Go to <Team Name>

This feature will take you to the Launch Pad associated with that Team Name.

### Application <Applications Names>

This feature will show you to the application list and allow TSE user to launch application from this application list.

### Get and Launch TSE apps with <Web Server / Relay Server>

This feature allows TSE user to get application list on single click using either Web server or Relay server address stored before using 'Propalms TSE Launchpad Settings' option.

## Propalms TSE Launchpad Settings

This feature opens Launchpad setting menu for TSE user to configure primary web server or relay server launchpad address, secondary web server or relay server address, user name, domain name, store password, save and get application list, save setting.

## Refresh shortcuts and file associations

This feature enables you to refresh all of your shortcuts and file associations conveniently, on demand.

---

### NOTE

*When you log on to a session, Propalms Terminal Services Edition automatically refreshes your shortcuts and file associations.*

---

## Delete all client settings

This feature deletes all Propalms Terminal Services Edition created shortcuts from your desktop and from your Start menu. It also deletes the file associations from the registry.

## HyperPrint Settings

This feature opens HyperPrint client side menu that allows TSE user to set his/her preferences for using HyperPrint for printing enable with printer selection box, choose default PDF reader, print to default printer, PDF file save with location for saving file.

## Disconnect all sessions

This feature puts all current sessions in disconnected state.

## Logoff all sessions

This feature exits all your application sessions from both the client and the server.

## Exit

This allows you to exit the Propalms Connection Manager.

# Troubleshooting

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## What's in this chapter?

This chapter explains the troubleshooting steps and answers your queries on some common issues.

## Errors and common queries

This section deals with the following issues.

- "[Logon fails with "null" error](#)"
- "[Launch Pad Favorites page is not displayed](#)"
- "[Corrupt installation detected error](#)"
- "[IFS error](#)"
- "[Launch Failed error](#)"
- "[Load Balancing Failed error](#)"
- "[Correct icons not displayed](#)"
- "[Unable to launch applications](#)"
- "[Propalms Connection Manager icon](#)"
- "[Application prompts for password](#)"
- "[Application shortcuts](#)"
- "[Netscape error](#)"
- "[Security settings error](#)"

## Logon fails with "null" error

### Issue

Logon to Launch Pad fails with "null" error.

### Symptom

The Launch Pad displays "null" error when you try to logon to the Launch Pad.

### Cause

One of the reasons this happens is when you try to logon to the Launch Pad after the administrator deletes you as a user from the domain, and then adds a user with the same logon name to the domain.

## Resolution

Contact the administrator.

## Launch Pad Favorites page is not displayed

### Issue

Launch Pad Favorites page is not displayed after logon.

### Symptom

Using Internet Explorer 6.0 on Windows 2003, when you access the Launch Pad Web site, the following window appears.



If you click **Close**, you are able to access the **Log On** page. However, after logon, the **Favorites** page appears blank.

### Cause

This is due to the Internet Explorer Enhanced Security Configuration setting.

### Resolution

Remove the enhanced security setting from the client computer. To do this:

1. Close the browser window.
2. Select **Start>Control Panel>Add/Remove Programs>Add/Remove Windows Components**.
3. Clear the **Internet Explorer Enhanced Security Configuration** check box.
4. Click **Next**.
5. Log on again to the Launch Pad.

Alternatively, if the Internet Explorer Enhanced Security Configuration setting is in accordance with the organizational policy, click **Add** on the window that appears when you access the Launch Pad Web site to add the site to the Trusted Sites list.

**!** **NOTE**

*This problem also occurs when you launch a provisioned Internet Explorer application on an Application Server with Internet Explorer Enhanced Security Configuration setting. In that case, contact the administrator.*

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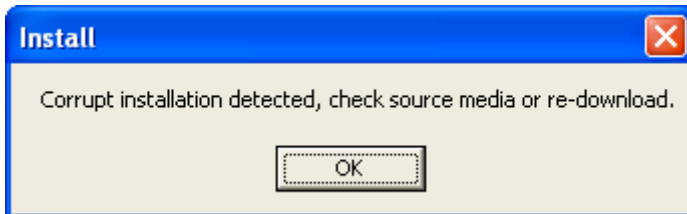
## Corrupt installation detected error

### Issue

Install error window displays while downloading client software.

### Symptom

When attempting to download and install the Client from the Propalms Terminal Services Edition Applications Launch Pad, the process fails and you get an Install error sometimes.



### Cause

This may happen if you try to run the program from its current location.

### Resolution

You should download the software by saving it on the your computer, and then run Propalms-TSE-Client650.exe to install the client software.

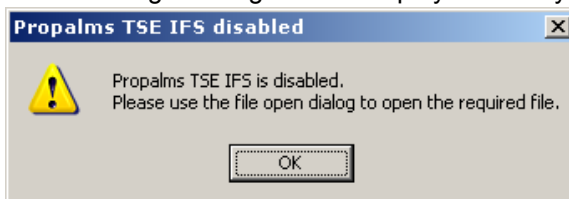
## IFS error

### Issue

File associations are not working even though I have enabled them.

### Symptom

The following message box is displayed when you try to open a document with file association.



### Cause

This error message appears if Propalms Terminal Services Edition IFS is not running, or if the RDP IFS is enabled. For file associations to work, the connection settings for the application should be such that they allow IFS.

## Resolution

Contact your administrator.

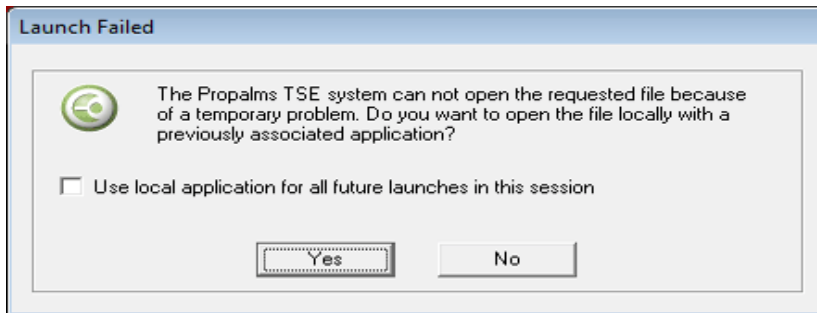
## Launch Failed error

### Issue

Application launch fails while opening a file with file associations.

### Symptom

The following message box is displayed when you try to open a document with file association.



### Cause

This error message appears if the file association does not exist on the Application Server.

### Resolution

You can choose to open the file with another application on the Server, or open a local application for the current session.

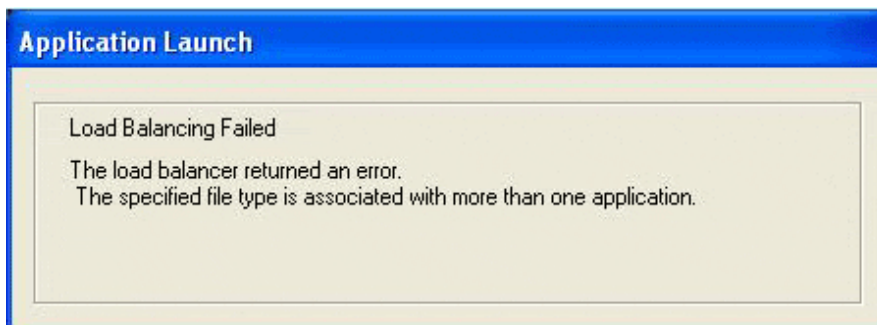
## Load Balancing Failed error

### Issue

Application launch fails while opening a file with file associations.

### Symptom

The following message box is displayed when the user tries to open a document with file association.



### Cause

The administrator has changed file associations.

## Resolution

Contact your administrator.

## Correct icons not displayed

### Issue

The correct icons according to file associations are not displayed.

The correct icons are not displayed for the documents after removing file association for documents for an application.

### Cause

This is standard Windows behavior after changing icons.

### Resolution

1. Press Ctrl+Alt+Del and click **Task Manager**.
2. Click the **Processes** tab.
3. Select **explorer.exe** and click **End Process**.
4. Click **Start>Run**.
5. Type **explorer** in the **Open** field and click **OK**. The correct icons should now be displayed.

## Unable to launch applications

### Issue

Unable to license application sessions.

### Symptom

A message box appears with the “Unable to license application sessions error”.

### Cause

The base key may have expired and the administrator has not activated the system using the Activation Key, or the number of licenses for the application are exceeded.

### Resolution

Contact the Administrator.

## Propalms Connection Manager icon

### Issue

Propalms Connection Manager tray icon not visible.

### Symptom

Propalms Connection Manager tray icon is not visible on the Task bar even when connected to the Launch Pad, though Propalms Terminal Services Edition shortcuts are present.

### Explanation

The administrator may have made the client computer a part of a Client Group and hidden the icon.

## Solution

Contact the Propalms Terminal Services Edition administrator, this is as designed.

## Application prompts for password

### Issue

Application prompts for password to unlock computer.

### Symptom

If you launch an application through Propalms Terminal Services Edition, when you return to the application after some time, either the **Unlock Computer** window or a blank screen may be displayed.

### Cause

This happens as the server is locked down if after launching applications from a Windows Server 2003 Application Server, you leave a session remain idle for a considerable amount of time — may be about 10 minutes, depending upon the settings on the server.

### Resolution

In the **Password** field of the **Unlock Computer** window, enter your password and click **OK**. If a blank screen is displayed, click on the blank screen, type the password, and press **Enter**. The application is displayed as before the server was locked down.

## Application shortcuts

### Issue

There are some extra shortcuts on the Windows start menu and desktop.

My shortcuts are not created.

### Symptom

You can see some shortcuts that are not visible on the Launch Pad Applications and Favorites pages. When you try to launch these applications you are unable to launch them even after you enter your User Name, Password, and Domain in the authentication dialog box.

You have enabled shortcuts for applications visible on the Launch Pad but shortcuts are not created.

### Explanation

These are not your application shortcuts, but Client Group shortcuts that are created as the computer you are using is part of a Client Group. If the Client Group applications are not assigned to you as a user, either directly or indirectly, you will not be able to launch them.

Your shortcuts are not created on the computer as the administrator has disabled them for the Client Group to which your client computer belongs.

### Solution

Contact your system administrator.

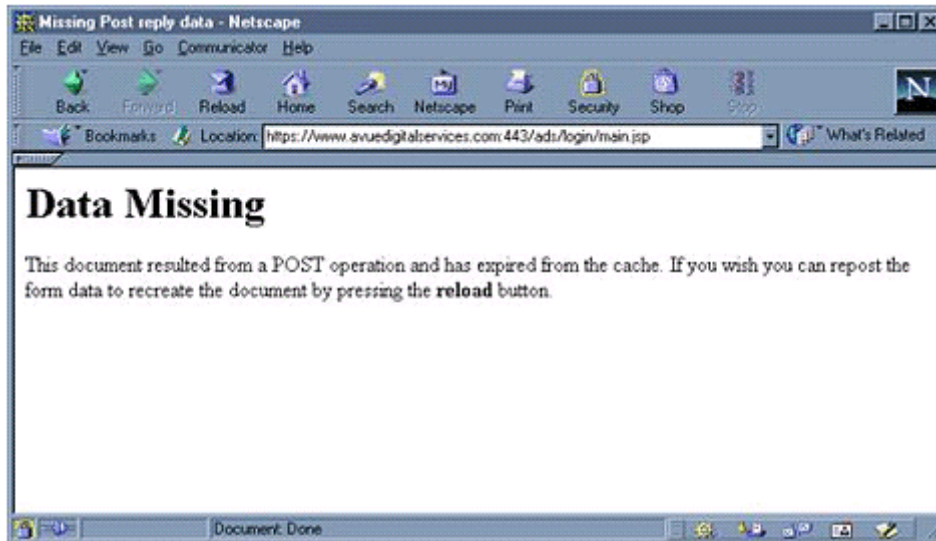
## Netscape error

### Issue

Some operations in Launch Pad when using Netscape Browser show “Data Missing” error.

### Symptom

The following error is displayed forcing you to click **Reload**.



### Cause

This is due to the memory cache setting in Netscape.

### Resolution

Increase the memory cache setting in Netscape to prevent this error from recurring.

Launch the Netscape browser.

1. Select **Edit>Preferences**. The **Preferences** window appears.
2. In the left pane, expand **Advanced**, and select **Cache**.
3. In the **Memory Cache** field, enter a higher value.
4. Click **OK**.

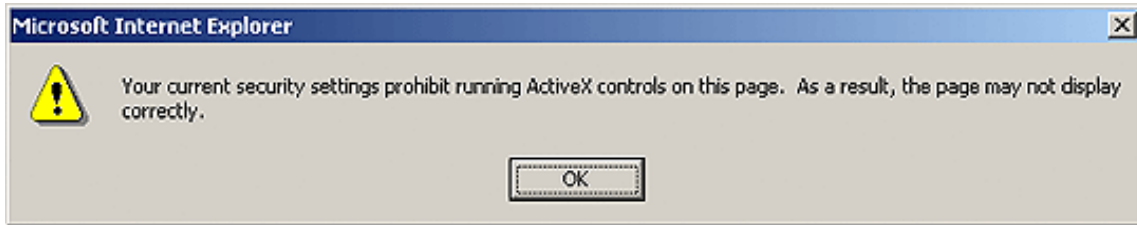
## Security settings error

### Issue

Insufficient rights, security settings of browser.

## Symptom

The following message box is displayed when you try to launch the Launch Pad.



## Cause

This is because of the security settings of the browser.

## Resolution

Make the appropriate security settings.

1. Open the Internet Explorer.
2. Select **Tools>Internet Options**, and click the **Security** tab.
3. Click **Custom Level** and for **Scripting of Java applets** security setting, select the **Enable** option.
4. Click **OK**.

# About Us

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## What's in this chapter?

This chapter provides information about Propalms Ltd. and Propalms Terminal Services Edition.

## About Propalms

Propalms, Ltd. is a leading provider of purpose-built application access and deployment software to thousands of customer sites worldwide. Propalms enables organizations to access and manage information, data and applications across all platforms, networks and devices. Propalms bridges the gap between vendors, ensuring that customers have complete access to business-critical information. Using Propalms's software, customers realize the benefits of secure corporate data, maximizing return on existing IT assets and improved productivity. The company markets its products through key industry partnerships and a worldwide network of consultants and resellers. Propalms is headquartered in North Yorkshire.

## About Propalms Terminal Services Edition from Propalms

Propalms Terminal Services Edition makes central deployment and management of server-based Windows applications simple, intelligent, and cost effective. Serving both enterprises and service providers, Propalms Terminal Services Edition increases the efficiency of IT operations and improves business performance.

## Other sources of information

You can find more information, as follows:

**TABLE 1. Sources of information and their availability**

Source	Availability
Propalms Ltd.	+44 (0)1904 428760
Technical Support Center	Visit <a href="http://support.propalms.com">http://support.propalms.com</a>
Local Sales Office	Visit <a href="http://www.Propalms.com/about/contact.html">http://www.Propalms.com/about/contact.html</a>
Email to Propalms	<a href="mailto:info@propalms.com">info@propalms.com</a>
Propalms on the Web	<a href="http://www.Propalms.com">http://www.Propalms.com</a>

# Abbreviations

---

## What's in this appendix?

This appendix lists some common relevant abbreviations.

## Abbreviations

This section addresses the abbreviations that appear in this guide. Most of the abbreviations relate to Microsoft technologies, communications protocols, or other technologies. Many administrators are familiar with these abbreviations.

**TABLE 1. Abbreviations**

<b>Abbreviation</b>	<b>Meaning</b>
ADSI	Active Directory Service Interfaces
API	Application Programming Interface
ASP	Active Server Pages
COM	Component Object Model
DCOM	Distributed COM
HTML	Hypertext Markup Language
IFS	Internet File Sharing
IT	Information Technology
NAT	Network Address Translator
NTLM	NT LAN Manager
MTS	Microsoft Transaction Server
OLE	Object Linking and Embedding
OU	Organizational Unit
PC	Personal Computer
RDP	Remote Desktop Protocol
SMB	Server Message Block
SQL	Structured Query Language
TCP/IP	Transmission Control Protocol/Internet Protocol
UI	User Interface
UPN	User Principal Name

**TABLE 1. Abbreviations**

<b>Abbreviation</b>	<b>Meaning</b>
WMI	Windows Management Instrumentation
XML	Extensible Markup Language