

Support Bulletin # 63 MS Terminal Server Installation and Permissions Requirements for ABM

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MS Terminal Server Install Mode vs. Execute Mode

Installing applications on a terminal server (TS) has to be done in a special way to ensure it is usable by all users of the terminal server. This is called the user-global method which means that when an application is installed one time by an administrator it can be run by anyone who logs on to that TS computer.

Terminal Server has two modes, Execute mode and Install mode. When a user logs on to TS by default they are in Execute mode which allows them to run programs, etc. To perform a user-global installation the TS machine must be in Install mode. Install mode ensures that any INI files are installed to the Terminal Server system directory, instead of to the user's home Windows directory.

There are two ways to get TS into Install mode. The first is via control panel the other it via a command prompt.

Control Panel:

Terminal Server 2003 and prior if you use the Add/Remove Programs utility in control panel this will automatically set the mode to Install during the installation and then back to Execute at the end.

In Terminal Server 2008 from the Control Panel look for the Install Application on Terminal Server icon. This icon is new in Windows Server 2008. Double-clicking this icon brings forward a dialog box that sets the mode to Install and instructs you to enter the location for the setup file for the application you wish to install.

Command Prompt:

Alternatively you can manually change your mode to install by typing `change user /install` at the command prompt.

To change to install mode use

```
C:\> change user /install
```

To change back to execute mode use

```
C:\> change user /execute
```

And to check you current mode use

```
C:\> change user /query
```

Installing ABM on MS Terminal Server 2003 and prior

To insure your TS session is in Install mode we recommend installing ABM from Control Panel/Add remove programs. You must be logged on to the session as domain administrator.

1. Start the Add/Remove programs control panel (Start - Settings - Control Panel - Add/Remove Programs)
2. Select the 'Install/Uninstall' tab and click 'Install'
3. Insert the ABM install CD in the CD drive, click Next
4. The installation wizard will look for setup.exe on the CD or disk, if it doesn't find it browse the ABM install CD and select setup.exe. Click Next.
5. Select 'All users begin with common application settings.' and click Next.
6. The install of the application will begin and you will notice your mode has been changed to Install mode if you queried your mode at the command line.
7. Proceed to install ABM as normal
8. Once setup is complete click Next to the install dialog then Finish

All terminal server users will now be able to run ABM. An alternative would be to manually set the mode to install, install the software, when complete set the mode back to execute.

Installing ABM on MS Terminal Server 2008

To insure your TS session is in Install mode we recommend installing ABM from Control Panel Install Application icon. You must be logged on to the session as domain administrator.

1. From the Programs Section of the Control Panel look for the Install Application on Programs Terminal Server icon. Double-clicking this icon brings forward a dialog box that instructs you to enter the location for the setup file for the application you wish to install.
2. Enter that location and click the Next button to complete the install.

Note: Once Terminal Services are installed on Windows Server 2008, an *Install Application on Terminal Server* option will appear in the *Programs* section of the Control Panel.

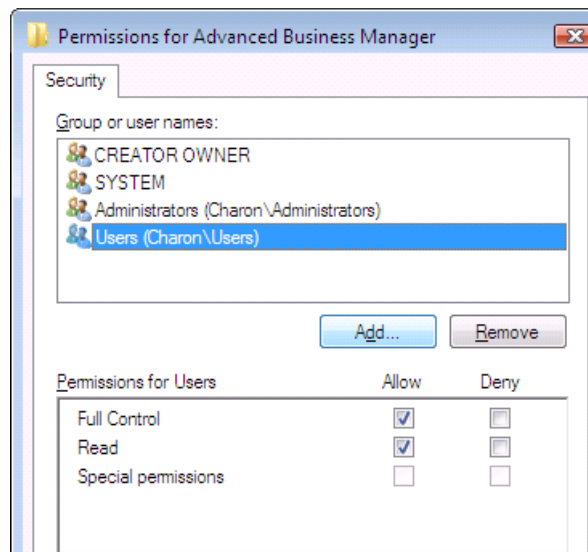
User Permissions

Once you have installed ABM so that other users can run it you must set the correct permissions on the TS machine for each user. It is recommended that you create a single domain group for ABM users. This makes the administration of permissions much easier for TS and other services such as SQL Server.

Registry Permissions

To run ABM a user must have FULL CONTROL and READ permissions to two registry keys. This is changed by right clicking on the key and selecting the permissions.

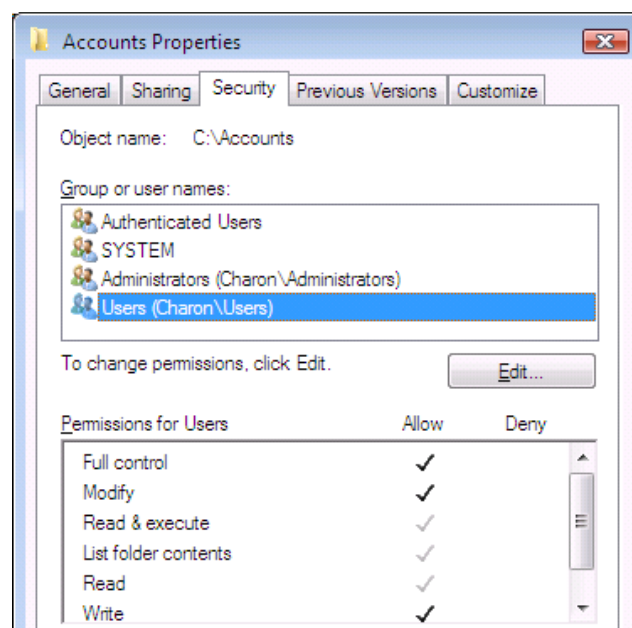
- Hkey_Current_User\Software\ABMSettings
- Hkey_Local_Machine\Software\Advanced Business Manager



Key permissions property

Network and Local folder permissions

The user needs FULL CONTROL on the local program file directory (c:\PROGRAM FILES\ADVANCED BUSINESS MANAGER) and the shared directory the ABMControl.mdb file resides, commonly known as X:\ACCOUNTS (X being the network or local drive specified at install).

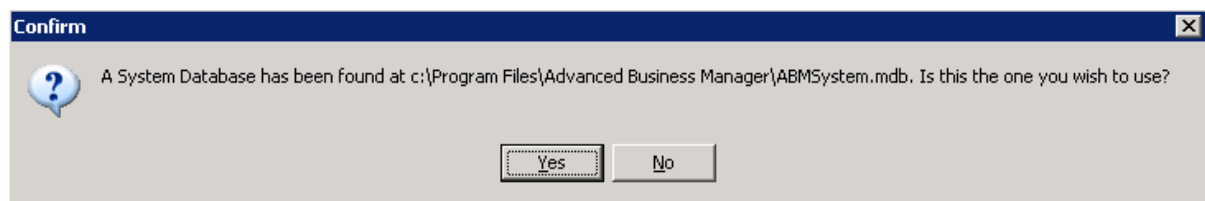
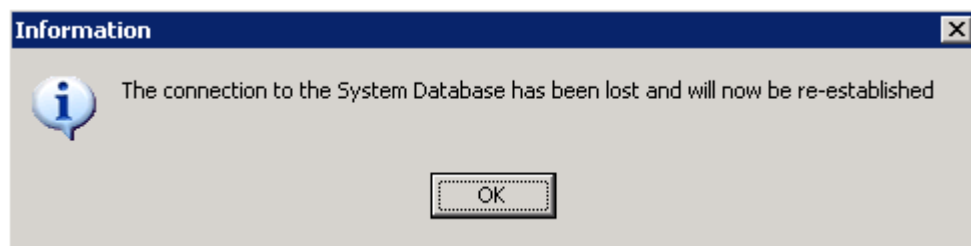


Folder account properties \ Security Tab

Common Errors

The connection to the system database has been lost....

This error message is produced if the user does not have full control to the registry key Hkey_Local_Machine\Software\Advanced Business Manager.



Unexpected incident - General Error – Unable to open registry key

This error is caused by the user not having write access to the ABMcontrol.mdb file and/or read/write to the x:\Accounts directory.

Incident Report

The following incident has occurred :

Unexpected incident... [Microsoft][ODBC Microsoft Access Driver]General error
Unable to open registry key 'Temporary (volatile) Jet DSN for process 0x6f4
Thread 0x2c8 DBC 0xe271cc Jet'.

If you tick the checkbox below then full details will be sent to Advanced Accounting Software, who will use the information to improve the quality of the software. These details may also be accessed by your consultant for the next seven days. Please enter below some comments about the last thing you did before the problem occurred or any unusual circumstances

If you want the program to continue running then click the Continue button below. If the problem is persistent and stops you moving forward then click the Terminate button but note that this may lead to the loss of data which you have just entered and has not been saved.

Send this incident report to Advanced Accounting Software

References

Terminal Server application integration information

<http://support.microsoft.com/kb/186498>

Terminal Server Best Practices

<http://technet2.microsoft.com/windowsserver/en/library/7c5ff862-ec28-4d62-b1d5-79c4bd544b361033.msp?mfr=true>

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