

# MultiView7 Server Edition

## *Administrator Guide*

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MultiView Server Edition Administrator Guide

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# Introduction to MultiView Server Edition

MultiView Server Edition, referred to as MultiView SE, is composed of:

- MultiView Terminal Emulator
- FutureSoft License Manager

## MultiView Terminal Emulator

MultiView Terminal Emulator is a comprehensive PC-to-UNIX connectivity package that can be installed on desktops with one of the following:

- Windows 2000 Terminal Services
- Windows 2003 Terminal Services
- Windows 2008 Terminal Services
- Citrix

## FutureSoft License Manager

The FutureSoft License Manager monitors and controls licensing for MultiView. It is installed on a Windows server.

## Minimum Requirements

One of the following is required for installation of MultiView Server Edition:

- Windows 2000 Server
- Windows 2003 Server
- Windows 2008 Server

# Chapter 1

## ***Contacting FutureSoft Support***

Before contacting Technical Support, please collect all information regarding your question. This should include hardware and software configurations for all systems with MultiView License Manager, the MultiView version number, any other software running when you experienced the problem, and the exact sequence of steps that preceded the problem. For prompt and effective service, be sure to provide the following information when contacting us:

Serial Number(s)

Your name

Company name

Company address

Company phone/FAX numbers

Contact us at:

- E-mail: [support@futuresoft.com](mailto:support@futuresoft.com)
- Phone: Monday through Friday  
8:00 am to 5:00 pm (CST)  
281.496.9400 x2003  
800.261.6357 x2003
- Fax: 281.496.1090
- Web: <http://www.futuresoft.com>

## Chapter 2

### *Installation*

1 Logon to the server as Administrator

If you already have the installation program, skip step 2

2 To download the installation program MV74SELMSetupWeb.EXE

Open [www.futuresoft.com](http://www.futuresoft.com)

Click on the Download option

Enter contact information and Email for delivery

Pick MultiView 7 Server Edition

Click Request...

You will receive an Email with the download page

Use the Download button to get the file

3 Double click the downloaded file (MV74SELMSetupWeb.EXE) to start the installation

The MS C++ runtime library is automatically installed

The Welcome dialog displays, click Next

The Select Installation Folder dialog displays, click Next

WARNING: If you change the folder you will need to setup the service manually!

The Confirm dialog displays, click Next

The Installation Complete dialog displays, click Close

The service is configured to autostart and started

The files are installed in C:\Program Files\FutureSoft\MultiView7SELM

The file MV74ServiceInstall.log contains the output of MV74ServiceInstall.cmd

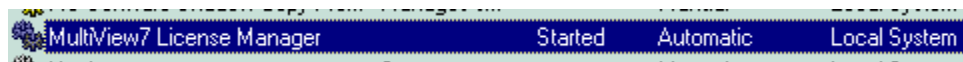
NOTE: If you did not install in the default location, you may need to run MV74ServiceInstall.cmd to complete the installation.

Verify the installation:

1 On the Windows **Start** menu, highlight MultiView7 License Manager

2 In this program group, select MultiView7 License Manager

If you see error messages, verify the service is setup correctly and running.



## ***Post Installation Issues***

### **Hide the terminal emulator window title**

In the Windows Terminal Server environment you can start the MultiView Terminal Emulator on connection. By default, the terminal emulator opens maximized in the Client window.

This can be confusing, as two window titles are shown. You can suppress the terminal emulator window title from the **View** menu. This option is saved in the **.zzt** file.

## Chapter 3

### *Management*

## Working with FutureSoft License Manager

FutureSoft License Manager allows you to keep track of license connect times. It does this by making a log entry whenever it releases a license.

Stored details include:

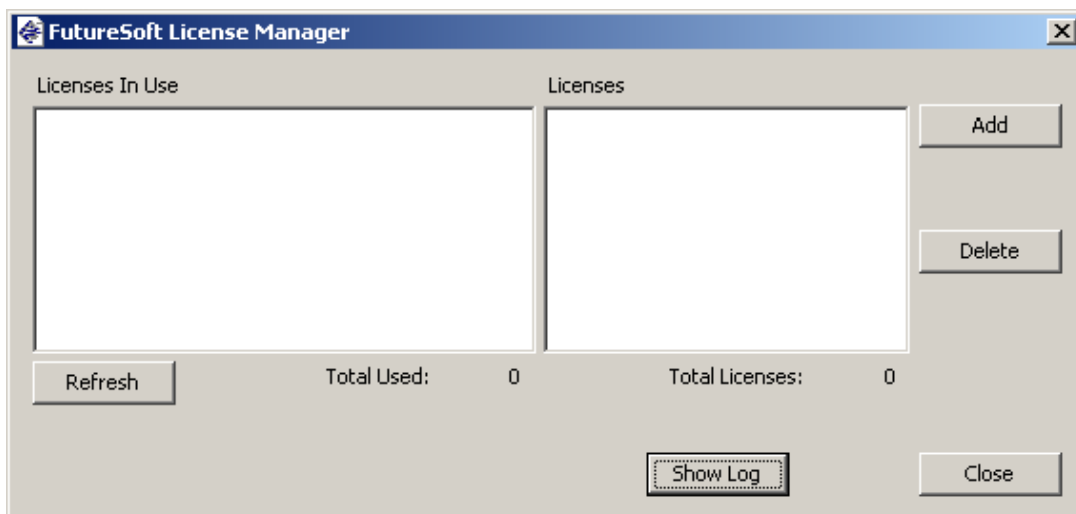
- Product name
- Connect date
- Connect time
- Length of time connected
- IP address of the Client host computer
- Username for the computer
- Disconnect date
- Disconnect time

This means that you can obtain detailed information on who has used one of your licenses, when they used it and for how long. FutureSoft License Manager also gives you the facility to import this log file into your favorite reporting tool such as Excel or Crystal Reports to view it. The log file is called `LMCClientConnect.csv` and is created in a subdirectory of the FutureSoft License Manager installation directory called “log”.

### To open FutureSoft License Manager

- 1 On the Windows **Start** menu, highlight MultiView7 License Manager
- 2 In this program group, select MultiView7 License Manager

The FutureSoft License Manager dialog appears.



All stored licenses appear in the **Licenses** window. All licenses currently being used are listed in the **Licenses In Use** window.

#### To add a license

1 In the **FutureSoft License Manager** dialog, click **Add**.

2 In the **Add License** dialog, enter one license number and click **OK**.

The added license appears in the **Licenses** window. The **Total licenses** count reflects the updated licenses total.

#### To remove a license

- In the **FutureSoft License Manager** dialog, select a license and click **Delete**.

The license is removed from the **Licenses** window. **Total licenses** count reflects the updated licenses total.

#### To update the display of licenses in use

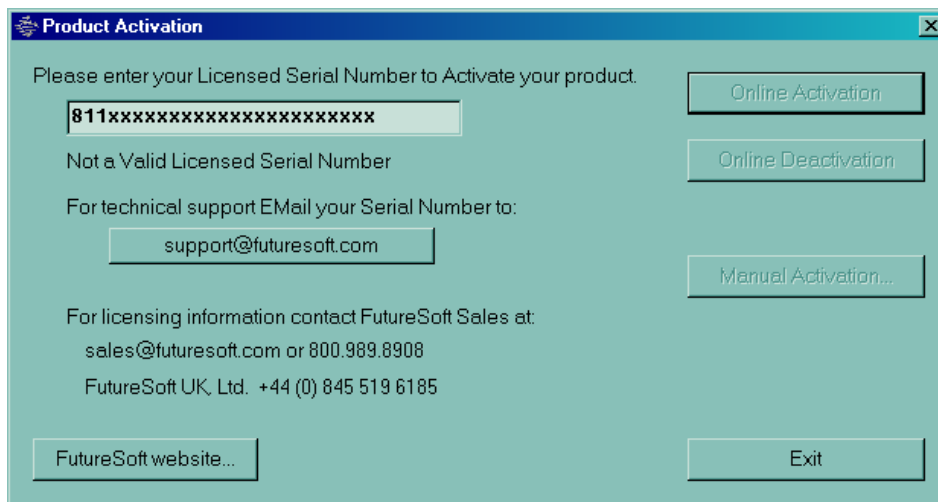
- Click **Refresh**.



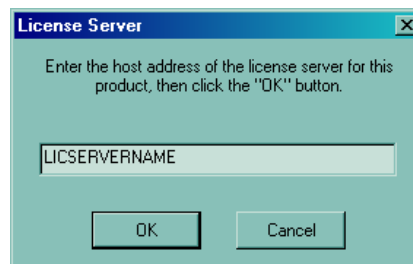
## Client Activation - GUI

To set up MultiView7 to retrieve licensing information from a MultiView license manager server

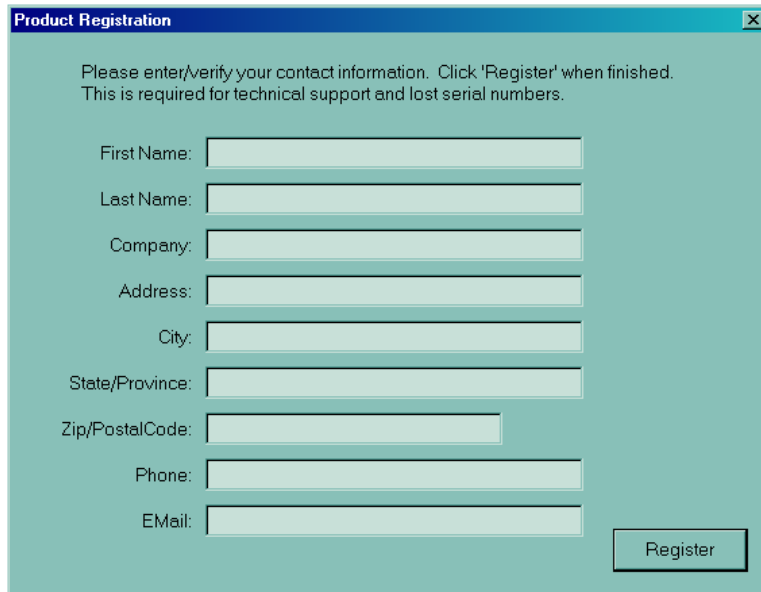
1 In the MultiView7 program group, select Product Activation



2 In the dialog, enter the MultiView7 SE license number and click Online Activation



3 Enter the License Server or IP address in your domain, click OK



**Product Registration**

Please enter/verify your contact information. Click 'Register' when finished.  
This is required for technical support and lost serial numbers.

First Name:

Last Name:

Company:

Address:

City:

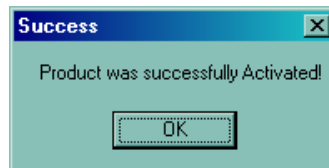
State/Province:

Zip/PostalCode:

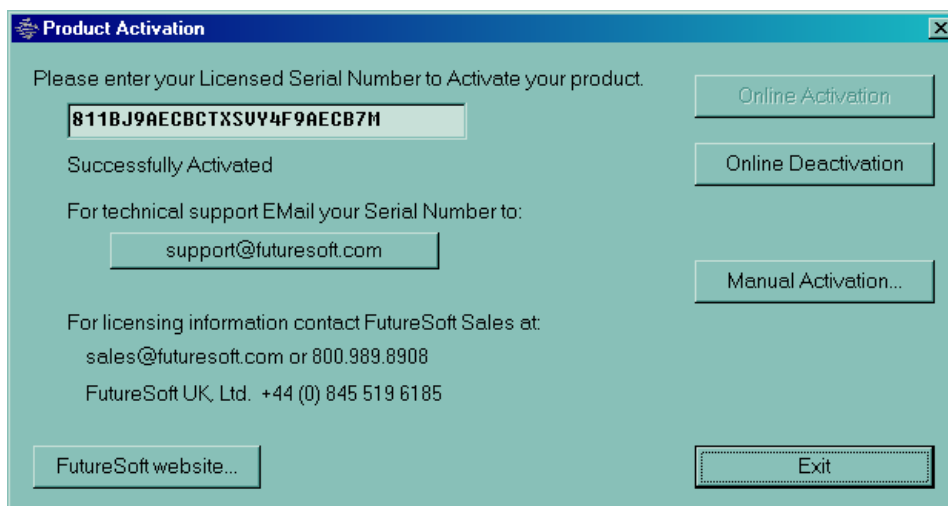
Phone:

Email:

4 Enter/verify your registration information, click Register



5 Success message, click OK then click Exit



**Product Activation**

Please enter your Licensed Serial Number to Activate your product.

Successfully Activated

For technical support EMail your Serial Number to:

For licensing information contact FutureSoft Sales at  
sales@futuresoft.com or 800.989.8908  
FutureSoft UK, Ltd. +44 (0) 845 519 6185

## ***Client Activation – Command Line***

NOTE: You must activate the Serial Number at least once with the GUI before using it on the command line.

You can run the Activation program from the command line to activate or deactivate MultiView.

Logon as Administrator (or be sure to run the command line as Administrator)

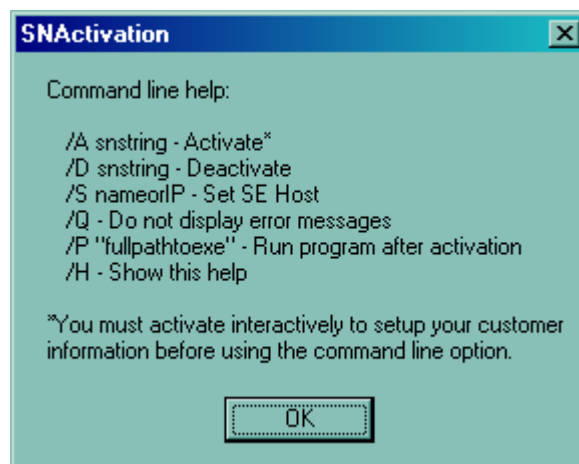
The Activation program is located here (if the install used the defaults):

C:\Program Files\FutureSoft\MultiView7\SNActivation.exe

To get help, use the /H flag:

```
C:\Program Files\FutureSoft\MultiView7>SNActivation /H
```

This will display the help dialog:



See examples on next page.

## ***Command Line Activation***

To activate a License Server SN use the /A and /S flags:

```
C:\ ... \MultiView7>SNActivation /A 811xxxxxxxxxxxxxxxxxxxxxxxxxxxx /S myLicSrv
```

Where myLicSrv is your server name or IP.

## ***Command Line Deactivation***

When the SN is to be moved from one PC or License server to another.

To deactivate a SN use the /D flag:

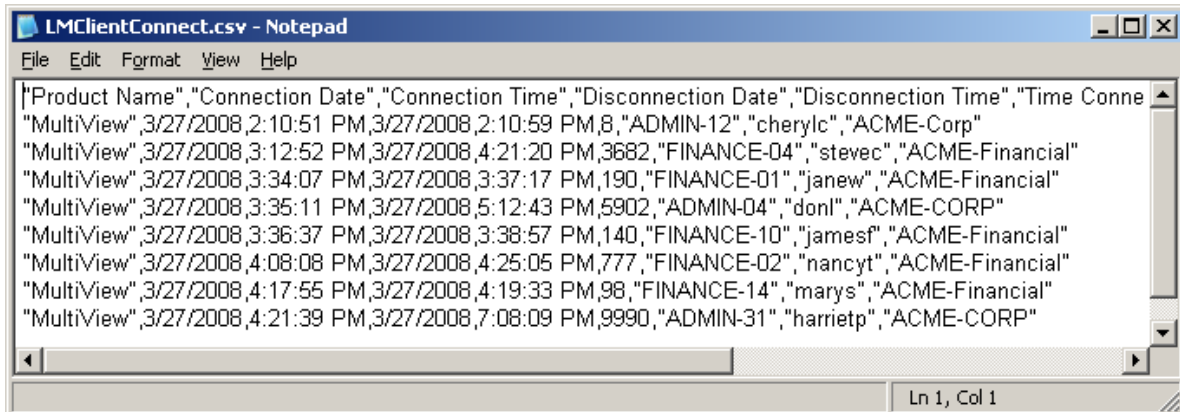
```
C:\Program Files\FutureSoft\MultiView7>SNActivation /D 811xxxxxxxxxxxxxxxxxxxxxxxxxxxx
```

## License Manager Log File

As listed previously the License Manager log file displays nine fields of information for each connect/disconnect to the License Manager service.

To view the log file

- Click Show Log from the FutureSoft License Manager dialog



```
LMClientConnect.csv - Notepad
File Edit Format View Help
"Product Name","Connection Date","Connection Time","Disconnection Date","Disconnection Time","Time Conne
"MultiView",3/27/2008,2:10:51 PM,3/27/2008,2:10:59 PM,8,"ADMIN-12","cherylc","ACME-Corp"
"MultiView",3/27/2008,3:12:52 PM,3/27/2008,4:21:20 PM,3682,"FINANCE-04","stevec","ACME-Financial"
"MultiView",3/27/2008,3:34:07 PM,3/27/2008,3:37:17 PM,190,"FINANCE-01","janew","ACME-Financial"
"MultiView",3/27/2008,3:35:11 PM,3/27/2008,5:12:43 PM,5902,"ADMIN-04","donl","ACME-CORP"
"MultiView",3/27/2008,3:36:37 PM,3/27/2008,3:38:57 PM,140,"FINANCE-10","jamesf","ACME-Financial"
"MultiView",3/27/2008,4:08:08 PM,3/27/2008,4:25:05 PM,777,"FINANCE-02","nancyt","ACME-Financial"
"MultiView",3/27/2008,4:17:55 PM,3/27/2008,4:19:33 PM,98,"FINANCE-14","marys","ACME-Financial"
"MultiView",3/27/2008,4:21:39 PM,3/27/2008,7:08:09 PM,9990,"ADMIN-31","harrietp","ACME-CORP"
Ln 1, Col 1
```

**CAUTION! The log file does not have an auto-purge mechanism.**

To reduce log file size:

- 1 Stop License Manager services.
- 2 Open the file in Notepad.
- 3 Highlight data to remove.
- 4 Press Delete.

## Configuration Files

When you have successfully installed your MultiView products, there are a number of options that can be configured to allow you to control how the applications are used. One of the key advantages to performing one of the central installations is that the product can then be administered from a central point. This means that you can configure one copy of MultiView Terminal Emulator and share it with any number of PCs.

You can also control the features made available to users and which configuration options they can manage, using Windows Policies. After configuring product features, the configuration information can be saved as a file. A hierarchical structure is used for configuration files where each component application has its own configuration file:

- File Transfer .zzf
- Terminal Emulation .zzt
- Wizard Defaults .zzd

The terminal emulator configuration file (.zzt) contains a number of components that can be embedded into it, or saved as separate files:

- Connection Details .zzc
- Configurable Popup Menu .zzp
- Configurable Toolbar .zzb
- Emulation Details .zze
- Keyboard Mapping .zzk
- Rules Agent Editor .zzr
- Script .zzs

• To save or embed one of the six component configuration files, simply select it from the list and choose either **Save**, **Save As** or **Embed**.

• To open a component without embedding it into the .zzt file, click **Open** instead.

This preserves the original component file.

The status (embedded or not) of these configuration files can be managed from within the terminal emulator from the **Component Configuration Files** dialog, accessed from the **File** menu with the **Components** selection.

## Sharing Configuration Files

If you have MultiView Terminal Emulator installed on a number of PCs, it may be advantageous to share a set of configuration files, either between one group of users or between everyone in your entire organization. This means that for each type of configuration you only have to configure one copy. When creating a configuration file that you wish to share, make sure that all relevant components are embedded (in the case of a `.zxt` file) so that you only have one file to share, or two files if you include a login script.

The easiest way to share configuration files (`.zxt` or `.zxf`) is to place them in a central location and then create shortcuts on user desktops to these files. When, for example, a user doubleclicks on a `.zxt` shortcut, the terminal emulator will start with the central configuration you have created. Useful options that can be configured include:

- User name options
- Initial window size (when an application first opens)
- Hide Titlebar (available on the terminal emulator to hide the window title when the window is maximized)

With MultiView SE, configuration settings are received from the Server as the terminal emulator opens. This means that the file is shared from a central location. However, because these settings are only read as the files opened, any subsequent alterations will not take effect until the client has disconnected and connected again.