



MULTIVIEW

Software family

Installation Guide

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1 INTRODUCTION: THE MULTIVIEW SOFTWARE FAMILY

The MultiView Software Family is a versatile suite of programs which offer a choice of installation components and options.

On the MultiView Software Family CD you have access to three main products:

- MultiView 2007
- MultiView 2000 Server Edition (SE)
- MultiView Catalyst

and one licensing module:

- MultiView License Manager

MultiView 2007

MultiView 2007 is a comprehensive PC-to-UNIX connectivity package that offers terminal emulation, file transfer, local and remote printing and a MultiPing connectivity testing tool. UNIX applications can be revitalized in minutes with the built-in face-lifting tools. Face-lifting enhances the user interface of UNIX applications, providing features such as mouse navigation and Windows style buttons.

MultiView 2000 Server Edition (SE)

MultiView 2000 Server Edition is a complete solution for thin clients (Windows NT Terminal Server Edition, Windows 2000 Terminal Services and Citrix MetaFrame) to access UNIX. It comprises the same feature set as MultiView 2007, including the powerful face-lifting tools for revitalizing UNIX applications.

MultiView Catalyst

MultiView Catalyst opens up UNIX applications to any user with a Web Browser. Installed centrally on a Windows Server, it includes unique user and session management tools to monitor and control connection activity. It also provides the powerful face-lifting tools for revitalizing UNIX applications.

MultiView License Manager

The License Manager monitors and controls server licensing for MultiView 2000 concurrent workstation, MultiView 2007 Server Edition and MultiView Catalyst. It is installed on a Windows server and accessed via the Microsoft Management Console (MMC). You must use it with both MultiView 2007 SE and MultiView Catalyst.



2 GETTING STARTED

Installation Types

The following section covers all of the various types of installation which you can perform with the MultiView Software Family. Use this information to help you decide which installation is most suitable for your particular circumstances. Refer to the relevant section in this guide for information on how to install the product.

You must have administrative privilege to install any of the MultiView Software Family products in a Windows environment.

We recommend you ensure that you have no other programs, particularly virus checkers, running while you are installing any of the MultiView Software Family products. However it is always good policy to virus check any software before beginning any installation.

MULTIVIEW 2007

Single Workstation Installation

If you have a small number of workstations, single workstation installation is a perfectly satisfactory method for installing your product. In this installation the product is installed individually on each workstation. Be aware, however, that this is not the recommended installation option in a larger environment. See **Single Workstation Installation** in the MultiView 2007 section for details on how to do this.

Workstation-Server Installation

This is a two-step procedure that simplifies installation on many Workstations. First you create a set of installation files on a Server. Then the application can be installed on user PCs in a number of ways:

- By configuring a login script that automatically installs the product when the user next logs in.
- By instructing users to go to the central location and install the product manually.
- In conjunction with a third party installation

tool such as Intel LAN Manager or Microsoft SMS.

The **Workstation-Server Installation** section explains how to correctly place the appropriate install files onto a central location. You will need to decide which is the most appropriate method for rolling the product out to individual PCs.

Shared Server Installation

In a **Shared Server Installation**, most of the application files reside on a shared location on a Server. The registry of the user's PC is initialized so that each time the user starts the application, the files are run on the user's PC from the Server.

See **Shared Server Installation** in the MultiView 2007 section for further details.

The Server need not necessarily be running a Windows operating system. However, it must have a location that is accessible by users using a 32-bit Windows operating system.

Websetup Installation

If you have an Intranet in place, you can create a page that users can visit to perform an installation using

InstallShield's 'Install from the Web'. "WEBSETUP" automatically places the appropriate install files and html code in an appropriate location on your Intranet Server. You must then create a link to this page and then instruct users to visit the page and perform an installation.

See **Websetup Installation** in the MultiView 2007 section for further details.

Silent Installation

Silent Installation (also known as Unattended Installation) allows the product to be installed without any intervention from the user. The user will not see any of the installation wizard or configuration dialogs and will not be required to enter any information. A response file needs to be created in order for this to take place. Typically an installation would be configured to take place during login. The advantage of Silent Installation is that it does not require any user intervention and because of this, relieves the support burden considerably when compared to other installation strategies.

See **Silent Installation** in the MultiView 2007 section for further details on this installation method as well as information on how to create a login script.

MULTIVIEW 2000 SERVER EDITION (also known as MultiView 2000 SE)

Designed specifically for Windows NT Terminal Servers / Windows 2000 Terminal Services and supporting Citrix MetaFrame, MultiView 2000 SE allows users to run the application from Windows Terminals. The setup program automatically detects that the product is being installed on a Windows Terminal Server and installs all of the components required including a Policy Editor Template file. This file allows you to use the Policy Editor to control which components and features will be available to specific users or groups of users. An extensive range of options are available for controlling the configuration of the product.

For detailed information on the System Policy Editor, see **The SysAdmin Guide** which is available from your MultiView Software Family CD.

Using this product in a Terminal Server environment affords the following benefits:

- Simple and flexible software deployment.
- Heterogeneous access and lower total cost of ownership.

- Centralized installation, administration and licensing.

See the **MultiView 2000 SE** section for further details.

MULTIVIEW CATALYST

MultiView Catalyst enables you to access your UNIX applications via any Web Browser. It is a Server-based product which requires no installation on the Client. This means that there is no support burden as everything is centrally configured by the Systems Administrator. A Web page is set up and the HTML code of this can be edited in order for you to configure it to your exact requirements.

User sessions are managed using the Microsoft Management Console (MMC) and the MultiView Catalyst Support Mode feature enables you to help them out directly by replicating their display on any computer that can give you access to their session. See **Installing MultiView Catalyst** in the MultiView Catalyst section for further details.

Caution:

Before attempting to install MultiView Catalyst you MUST have installed the latest version of both the MultiView License Manager and MultiView 2007 (installed as a Workstation installation). Both are supplied on the MultiView Software Family CD.

See **MultiView 2007 Workstation Installation** in the MultiView 2007 section and **License Manager Installation** in the License Manager section for further details.

MULTIVIEW LICENSE MANAGER

This product must be installed before installing MultiView 2000 SE and/or MultiView Catalyst. See the following section, License Manager for further details.

3 MULTIVIEW LICENSE MANAGER

If you are installing one of the MultiView products that is licensed concurrently, for example MultiView 2000 SE or MultiView Catalyst, you must install MultiView License Manager on the computer that will become your License Server. If the MultiView product that you are installing is not licensed concurrently then skip ahead to the relevant installation section.

The MultiView License Manager runs as a Windows Service and is controlled using MMC with the MultiView License Zone Snap-in.

MINIMUM REQUIREMENTS

Server

**Windows NT4 Server or Windows 2000 Server
Microsoft Management Console (MMC) V1.1 or
above**

Where to install the MultiView License Manager Components

Where you choose to install the MultiView License Manager components depends on the complexity of your enterprise. It is necessary to consider the following:

- 1 Although you may have installed one of the concurrently licensed MultiView products a number of times, you only need to install MultiView License Manager once on one Server. However, if your configuration requires it, the MultiView License Manager may be installed on several Servers.
- 2 You may install the Microsoft Management Console snap-in on any computer that you may wish to administer licensing from. The MultiView License Zone Snapin can be installed on any 32-bit operating system while the License Manager must be installed on either Windows NT4 Server or Windows 2000 Server.
- 3 The License Server can be the same PC as your Windows Terminal Server if required but this is not necessary.

In a single Server environment, you could install all of the components on the one Server.

If you have a larger enterprise with more than one Server you may expand the installation. One machine is assigned as the License Server and the License Server service is installed here. The PCs that are used by the System Administrators must have the MMC Snap-in installed on them.

MultiView License Manager also allows you to configure your system to work within a multiple Server environment. Multiple License Servers provides for load balancing, resilience and key sharing by enabling multiple connected Servers, each running MultiView License Manager to divide a central list of licenses between them. This means that if a License Manager Server fails then the Client should be able to connect to an alternative License Manager Server. Within this system, one License Manager Server is designated as Master while the others are listed as Slaves. It does this by allowing the sharing of keys to allow license allocation to be split between a number of Servers.

Only one administrator can configure the License Server at any one time.

Installing the MultiView License Manager Components

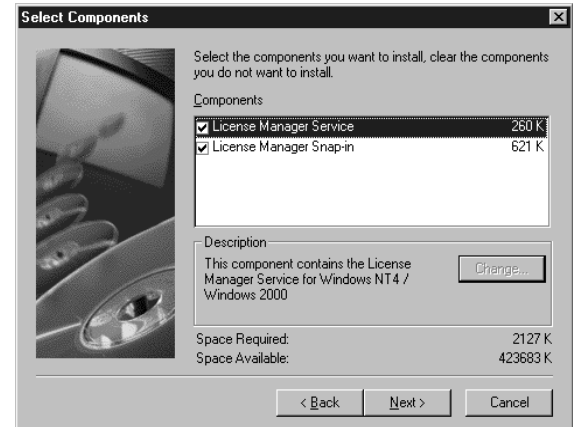
To install the MultiView License Manager

1. Run the setup program on the MultiView Software

Family CD at your License Server PC.

2. On the Setup menu, select **MultiView 2000 SE** or **MultiView Catalyst**.
3. Select **License Manager** .
4. Specify a location to install the MultiView License Manager components into.

Fig 3.1

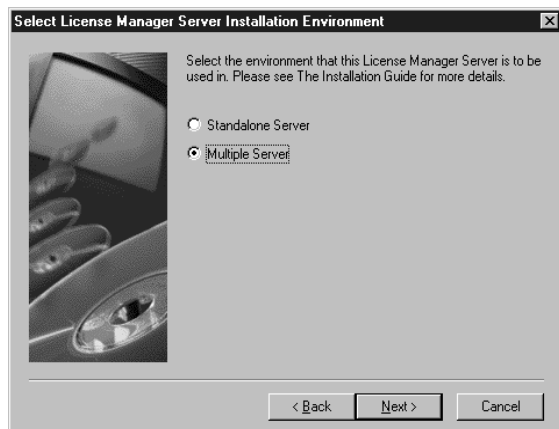


5. Specify either to install the MMC Snap-in, or the License Manager service, or both. By default, both will be installed (Fig 3.1).

If you wish to install Multiple Servers you **MUST** be logged on as `admin` with domain admin privileges and all of the Servers must be members of the same Windows NT domain.

- 6 After you have chosen the components that you wish to install, a dialog box will ask you which type of environment you wish to install into, a **Standalone Server** or a **Multiple Server** environment (Fig 3.2). There is more about this later on in this section and further information in the **SysAdmin Guide**.
- 7 If you select **Standalone Server** then the summary dialog box will appear where you can click **Finish** to complete the installation.

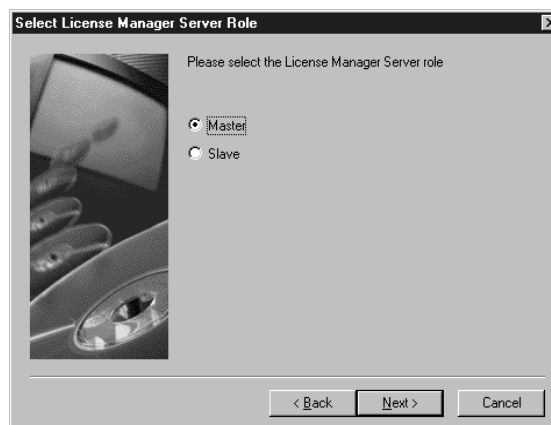
Fig 3.2



- 8 In a Multiple Server environment, one Server is designated as the Master while other Servers become Slaves. If you choose Multiple Server, the next dialog box will ask you if the Server that you are installing on is a Master or a Slave Server (Fig 3.3).

If you designate this Server as a Master then setup will go straight to the Summary dialog box where you can check that installation details are correct and, if they are, click **Finish**.

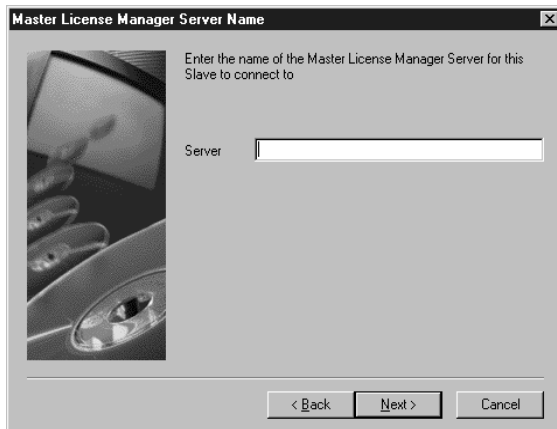
Fig 3.3



The Master License Manager Server must be up and running before you start to configure a Slave License Manager Server. Otherwise, setup will not allow you to continue.

- 9 If, however, you choose to designate this Server as a Slave Server then you will be asked for the name of the Master License Manager Server (Fig 3.4). Once you have entered the name of this Server, the Summary dialog box will appear where you can complete the installation.

Fig 3.4



- 10 After installing the License Manager service, check the Windows Services applet accessed from the Control Panel, to ensure that it is running correctly.
- 11 After installing the MMC Snap-in, open the MMC by typing `mmc` at the command prompt or open your existing MMC configuration, if you have one. Alternatively you can now access this from the **Start** menu. Choose **Start** then **Programs** followed by **MultiView License Manager** and then **Configure License Manager**. This will display a preconfigured MMC session that will communicate with the local Server.
- 12 To access a remote License Manager, add the MultiView License Manager Snap-in using the Add/Remove Snap-in dialog. You will be prompted for the name of your License Server. This will be the name of the PC that you have installed the License Manager Service on and must be the Master License Server if you are installing the License Manager in a Multiple Server environment.

Adding License Keys

From the MMC you can enter license keys for the MultiView products.

- 1 Right-click the Server name, choose **Task** from

the pop-up menu and then **Add License** or click the **Add License** button.

- 2 Select the product that you would like to add a license key for and type in the key.
- 3 Enter your serial number as it appears on your registration card. Pay careful attention to lower-case letters as the installer is case-sensitive. When you have entered a correct serial number click **Finish**. If an incorrect serial number has been entered, a message box will appear telling you that the serial number is invalid, and asking if you wish to re-enter the number.

You can use the MMC to monitor use of MultiView on your network. Do this by viewing either the number of licenses in use or a list of users that have a MultiView component open. Select either the **Licenses** or **Users** branch to do this.

Refreshing User Information

The user and license information shown in the MMC will change over time. To refresh the lists:

Right-click in the left pane. Choose **Refresh** from the menu or Press **F5**.

The lists will not refresh automatically.


Multiple License Servers

MultiView License Manager monitors and controls Server licensing for concurrently licensed products. It is installed on a Windows Server and accessed via the Microsoft Management Console (MMC).

To reflect this functionality, the MMC snapin for MultiView License Manager supports a list of multiple License Servers. This list displays the Server status, name, role and licenses allocation.

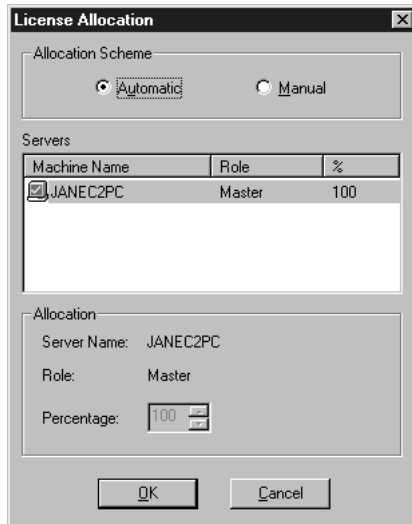
Key Sharing is achieved by setting percentages of the total number of licenses for each License Manager Server to receive. By default this distribution will be automatically calculated to give optimal performance with the Master receiving the smallest allocation of licenses. However, license allocations can be set manually. If, for some reason a Slave should go offline, a default timeout ensures that the non-functioning Slave's licenses are retrieved by the Master. They are then available to be reallocated elsewhere.

To configure the license allocation for each Slave License Server:

- 1 Right-click on any of the nodes under the License Zone tree. Select **All Tasks** and then **Configure License Allocation**.
- 2 Alternatively click the toolbar button .

- 3 A License Allocation dialog will appear (Fig 3.5) which allows you to set the License Allocation Scheme (**Automatic** or **Manual**) and the allocation percentage of licenses per License Server. By default the configuration is set to **Automatic**. In this mode the license allocations cannot be adjusted. To adjust the license allocations, set the **License Allocation Scheme to Manual** and then set the license allocations to your requirements.
- 4 To do this, click the **Manual** radio button then enter the required allocation into the **Percentage** edit field by using the arrows to increase or decrease the percentage.
- 5 Only Slave Server License allocations can be adjusted. The Master percentage is adjusted automatically to what remains from 100% when the Slave Server allocations have been set.
- 6 Click **OK** when the details are satisfactory. This will send the new configuration to the Server. However in order to see your new settings you will need to refresh MMC.

Fig 3.5




The **Automatic** option radio button gives a default setting which immediately overrides any Manual settings that you have entered. Clicking this button will automatically reset your license allocations within the box even without clicking **OK**. Should you inadvertently click the **Automatic** button and see your manual settings disappear, click **Cancel** then relaunch the dialog box again. This will show your manual settings in place once more.

Deleting Slave License Manager Servers

Deleting Slave License Manager Servers is usually achieved by highlighting the Slave Server in the MMC and then right-clicking and choosing **Delete**. There is also a toolbar button which will do this.

However if you have allocated your licenses using **Manual** mode then you will not be able to delete the Slave Server until all of its licenses have been reallocated to another Server. To do this:

- 1 Right-click on any of the nodes under the License Zone tree or click the toolbar button 
- 2 A pop-up menu appears. Select **All Tasks** and then **Configure License Allocation** to bring up the License Allocation dialog box.
- 3 Highlight the Server to delete and then change the figure in the **Percentage** edit field to 0. This will automatically reallocate the licenses held by this Server to the Master License Manager Server.
- 4 You may at this point, wish to reallocate the licenses originally held by this Slave, to another Slave License Manager Server. To do this you need to highlight the Slave that you wish to allocate the licenses to, and then change its percentage. Bear in mind that you can only change License allocations on one Slave at a time.

License Allocation percentage always works within a 100% parameter. Once you have allocated a full percentage of licenses, if you wish to reallocate them, you may need to decrease the percentage allocated to one of the other Slaves before you will be able to increase the percentage allocated to the one that you have chosen to increase.

- 5 Once you have removed all of the License allocation from the License Manager Slave that you wish to remove, you will be able to go back into MMC and delete the Server.

If you try to delete a Master License Manager Server you will be unable to do so. Only Slave License Manager Servers can be deleted.

If your License Allocation Scheme is set to **Automatic** you will be able to delete Slave License Manager Servers without making any alterations to any license allocation percentages. This is because the Master License Server automatically reallocates licenses throughout the zone. The deleted Slave License Manager Server will revert to a Standalone Server with no keys.

MultiView License Manager and Machine Policies

There is a Policy Editor Template file that provides some Policy options for use with the MultiView License Manager. For more information on configuring Policies see the System Policy Editor section in the **SysAdmin Guide**.

4 MULTIVIEW 2007

WORKSTATION INSTALLATION

MultiView 2007 can be installed in a number of ways. The easiest and most common method is a workstation installation where the product CD is loaded in the appropriate drive of each workstation and on-screen prompts are followed to install the product. This method is appropriate for a small number of workstations.

Minimum Requirements

Workstation PC

32-bit Windows operating system
256 Colors or more
800x600 Display or above
15MB Hard disk space (full installation)
16MB memory
Processor type - Intel

The following information is required:

a) Your serial number

You do not need to enter a serial number if you are installing an evaluation copy of MultiView 2007.

b) Where to install.

By default the product installs in:

C:\Program Files\MultiView\MultiView 2007

If you wish to install it elsewhere then you will have to specify a new location.

1 Run the setup

- a) Load the MultiView Software Family CD into the appropriate drive.
- b) If auto-run does not start, open the CD in Windows Explorer and double-click `setup.exe`. The installer opening screen will be displayed.
- c) On the setup menu, choose MultiView 2007.

2 Installation Wizard

After choosing MultiView 2007 from the setup menu, the installation wizard starts.

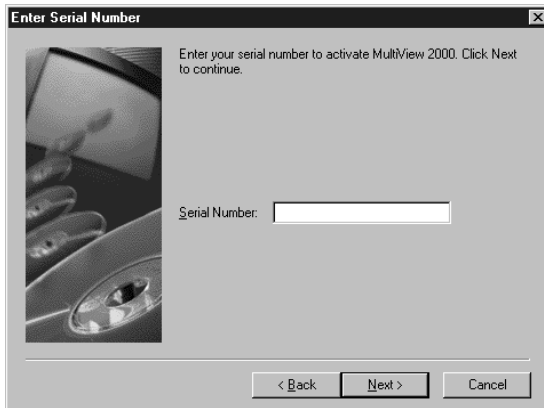
Serialize your copy of MultiView 2007

If you are installing an evaluation version of MultiView 2007 as mentioned earlier, you will not require a serial number. Simply click **Next** to continue. An evaluation banner will be displayed in the installer to remind you that you are performing an evaluation installation. The evaluation period is currently thirty days.

If you have already installed an evaluation copy and having purchased a serial number, now wish to add this to your existing evaluation installation, proceed as follows:

- 1 From the **Start** menu select **Programs** then **MultiView 2007**.

Fig 4.1

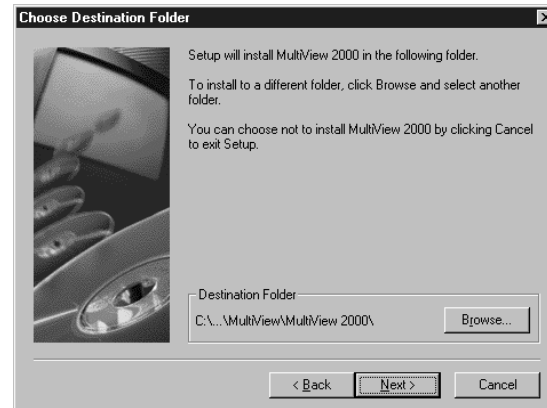


- 2 Select **MultiView 2007 Setup**. This will allow you to enter your new serial number when prompted (Fig 4.1).

The full serial number which includes the activation key are on the registration card included with this product.

Enter your serial number as it appears on your registration card. Bear in mind that the installer is case-sensitive. Click **Next** to continue. If an incorrect serial number has been entered the next button will remain grayed out. Next, you will be prompted to specify a location for the installation (Fig 4.2). To install MultiView 2007 in a different location, click **Browse** and either select a new folder or enter a path in the edit field provided.

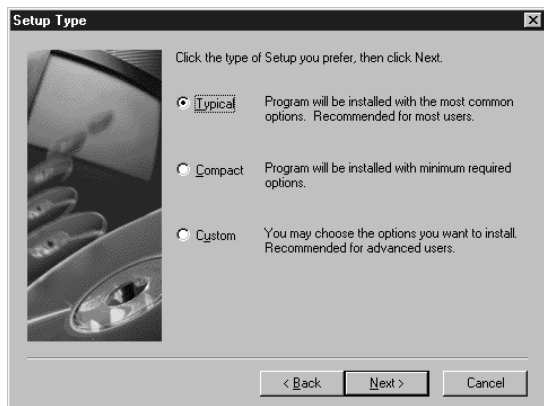
Fig 4.2



Installation Choices

You will be asked to select the installation type (Fig 4.3). We recommend performing a **TYPICAL** installation in most circumstances. This selection installs all MultiView 2007 components. If you require an alternative type of installation to a Typical one then you will be given the following choices:

Fig 4.3



COMPACT - this installation installs the following components:

Terminal Emulation Options

SCO Console, AT386, DEC VT100, DEC VT220, DEC VT320, DEC VT420, WYSE 60, Active Rules Editor, Key Map Editor, Session Wizard.

Protocol Options

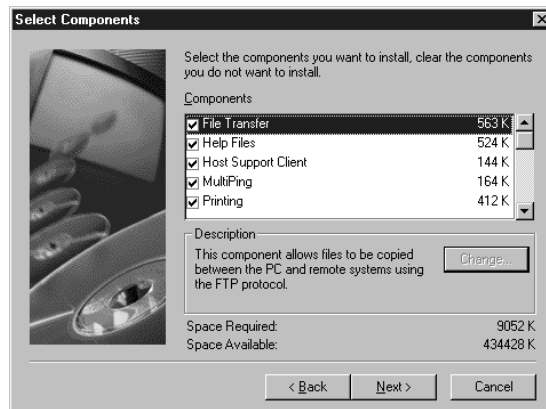
TCP/IP REXEC, TCP/IP RLOGIN, TCP/IP RSH, TCP/IP SSH, TCP/IP TELNET, IPX/SPX NVT2, MODEM, RS232, SSH.

Help File Options

Host Support Client, Rules Editor, Terminal Emulator, Terminal Key Map Editor, Terminal Session Wizard.

CUSTOM - the Custom installation allows you to select different components according to your needs. After choosing Custom from the Setup Type dialog box, a new box will appear (Fig 4.4) in which you can select the components that you wish to install.

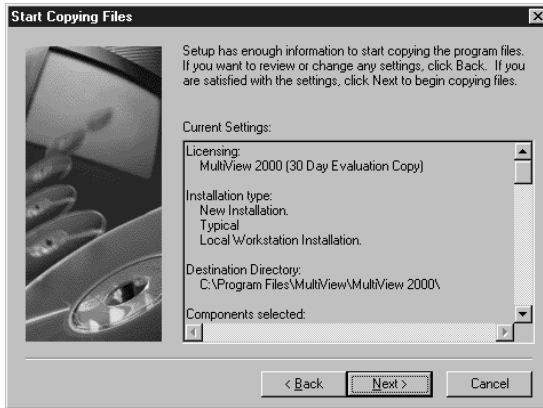
Fig 4.4



Start Copying Files

You are now ready to start copying the files to your hard disk. The installer displays a list of all of the components that will be installed (Fig 4.5). If you wish to change anything, click **Back** to take you back to the Select components box where you can clear or select other components as necessary.

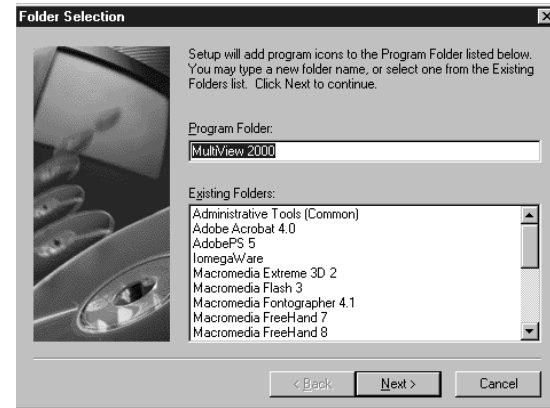
Fig 4.5



Select a Program Folder

Next, you will be prompted to specify a program folder in the **Start** Menu in which to place the shortcuts to the MultiView 2007 components (Fig 4.6).

Fig 4.6



Click **Next** to perform the installation.

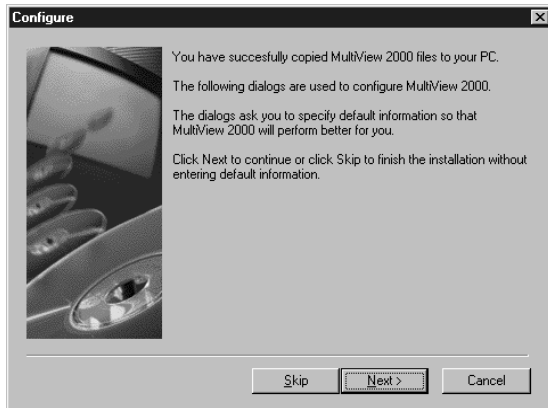
Change the default settings if you require, then click **Next** to continue.

Configure MultiView 2007

When you have finished the installation of the MultiView 2007 files and specified details for the **Start Menu**, you will be asked whether you would like to configure default settings for MultiView 2007 (Fig 4.7). If you do not wish to configure default settings, click **Skip** to finish the installation. If you would like to configure default settings, click **Next**. If you do not wish to configure default settings at this point they can be changed later.

If you choose not to enter default settings now and you install MultiView Catalyst along with the sample, the MultiView Catalyst setup will ask you for them in order for the sample to work.

Fig 4.7

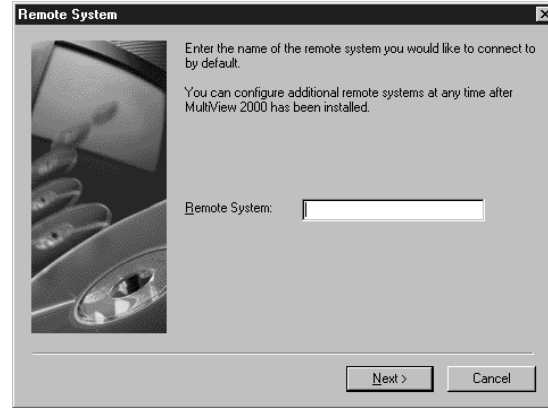


If you decide to configure your default settings by clicking **Next** you will be prompted to enter the following information:

- 1 Your default **Remote System** (Fig 4.8).

For connections using TCP/IP protocols, this must be the resolvable name or dotted-decimal IP address of the system you wish to connect to.

Fig 4.8



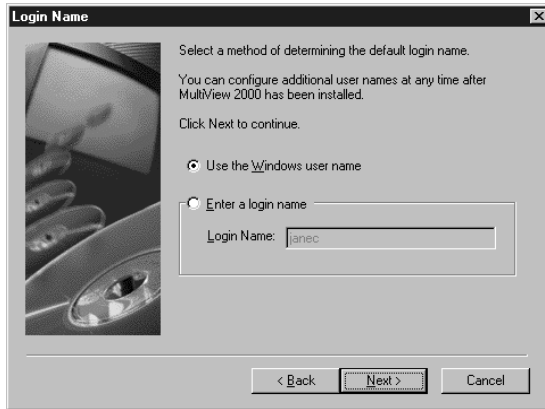
For IPX/SPX or NVT2 connections, use the remote system name.

For Modem and RS232, you may choose any name.

- 2 Your default **Login Name** (the default is your Windows login name).

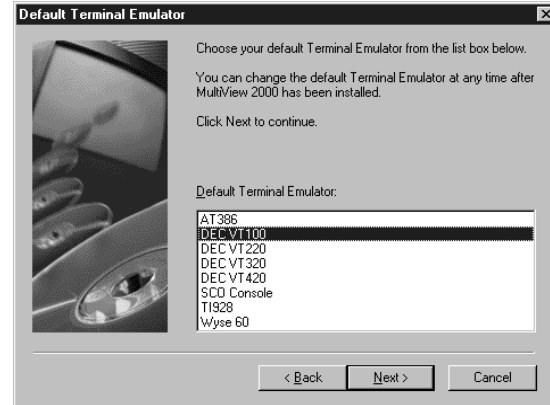
The default login name (Fig 4.9) defaults to your Windows username.

Fig 4.9



- 3 The next information that you will be asked for (Fig 4.10) is your default **Terminal Type** (the default is AT386).

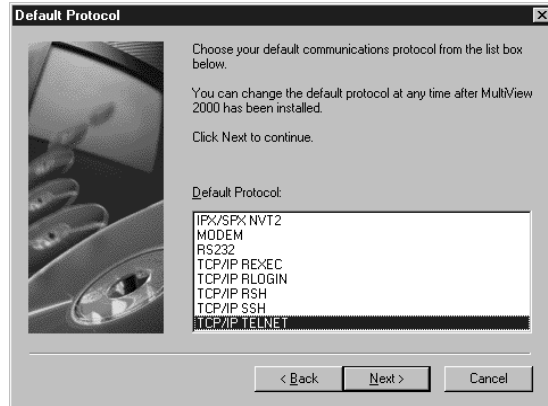
Fig 4.10



To change this default, click on the radio button next to **Enter a login Name** and enter the name which you wish to be used as your default username in the edit field.

4 Your default **Protocol** (Fig 4.11).

Fig 4.11



When you have entered your default information you will see the **Finish Installation** dialog.

Clicking a check box enables you to run the Terminal Session Wizard on finishing the installation. See the section on **Terminal Sessions** for further details.

Click the **Readme** button to view the **Readme** file to view important late-breaking information at this release.

WORKSTATION

SERVER

INSTALLATION

MultiView 2007 can be installed in a shared location on the network. Users can then install the application on their local workstation from the Server in the same manner as a Workstation installation.

M i n i m u m R e q u i r e m e n t s

Server

20MB free hard disk space

Workstation PC

32-bit Windows operating system
256 Colors or above
800x600 Display or above
15MB Hard disk space (full installation)
16MB memory
Processor type - Intel

Server side Installation

Initially you will need to create a shared location on your file Server and then install the Workstation-Server components in administrative mode. Insert the

Create a shared folder on your Server which will be used as your shared location. This must have permissions set so that all users can access it easily. Run the following command from the `MVW2000` directory:

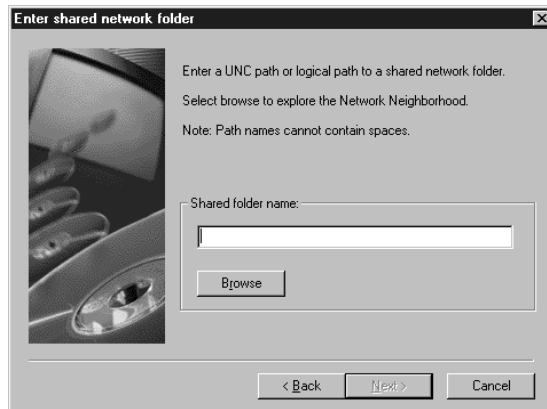
```
setup netadmin
```

or double-click the `netsetup` icon from the same location.

Setup prompts for the network share (location) to install the MultiView 2007 files into (Fig 4.12).

- 1 Click the **Browse** button to open up a **Network Neighborhood** dialog.

Fig 4.12

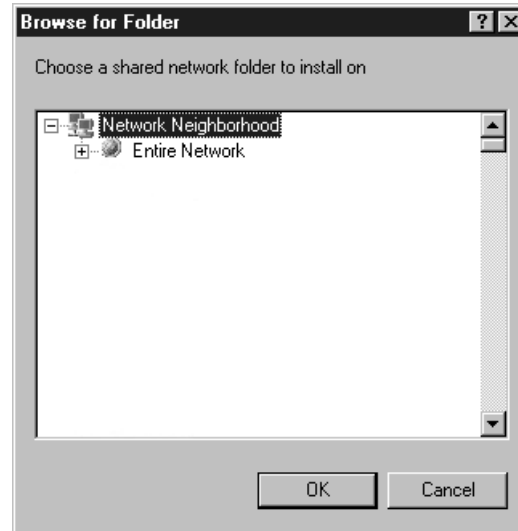


- 2 Select a valid location (Fig 4.13).

If the location name is entered manually, specifying a mapped network drive is not recommended. UNC names are preferred e.g. `\\machine\dir`

- 3 Next select **Workstation installation** from the list. This will copy all of the files on the Server to the shared location (see Fig 4.14).

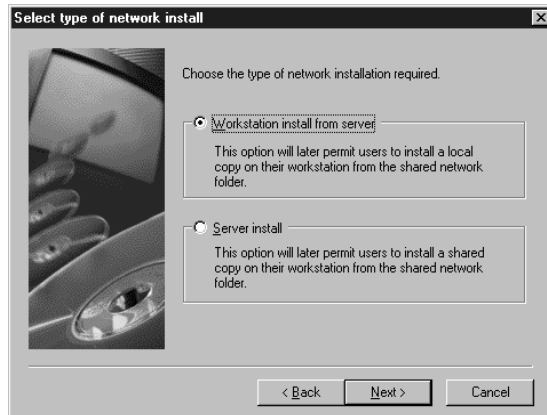
Fig 4.13



Client side Installation

- Each user needs then to browse to the location on the Server where the files have been stored. This can be done using Windows Explorer or something similar, depending on your system.
- They then need to run `setup.exe` from that location to install the files on to the Workstation from the Server. Examples of how this can be done are as follows:
 - By configuring a login script that automatically installs the product when the user next logs in. See later section 'Creating a Login Script' for information on how to do this.

Fig 4.14



- Where the users are instructed to go to the central location and install the product manually.
- In conjunction with a third party installation tool such as Intel LAN Manager or Microsoft SMS

SHARED SERVER INSTALLATION

In a Shared Server installation, a single copy of MultiView 2007 is installed to a shared location. Workstations must, in turn, be set up to run MultiView 2007 over the network.

Minimum Requirements

Server

20MB free hard disk space

Workstation PC

32-bit Windows operating system
256 Colors or above
800x600 Display or above
1MB Hard disk space if you require LPR printing and/or Help
16MB memory
Processor type - Intel

For Shared Server Installation, create a shared folder on your Server which will be used as your shared location. This must have permissions set so that all users can access it easily.

You need to run setup in administrative mode for Shared Server Installation. To do this type the command `setup netadmin` into the Run dialog box or alternatively type the command `netsetup`. Both can be found in the `mvw2000` directory. You can also double-click on the `netsetup` icon in Windows Explorer. Setup will prompt you for a network share (location) to install MultiView 2007 in.

- 1 Click the **Browse** button to open up a **Network Neighborhood** dialog.
- 2 Select a valid location.

If the location name is entered manually, specifying a mapped network drive is not recommended. UNC names (e.g., `\\machine\dir`) are preferred.

- 3 Select **Server installation** from the list.

With a Shared Server installation all of the program files are stored on a Server and only the Workstation's registry is initialized. Some files however, may be required by the Workstation and these must be copied

over. These files are for LPR (Remote Print Client) and Help.

To copy these files and initialize the PC's registry, Setup must be run on the PC from the shared location MultiView 2007 has been installed to. When Setup runs it will recognize that a Shared Server installation is being performed and it will only copy the necessary files. The shortcuts created in the **Start Menu** will point to the copy of MultiView 2007 resident on the Server. In all other respects Setup is identical to MultiView 2007 Workstation.

Websetup Installation

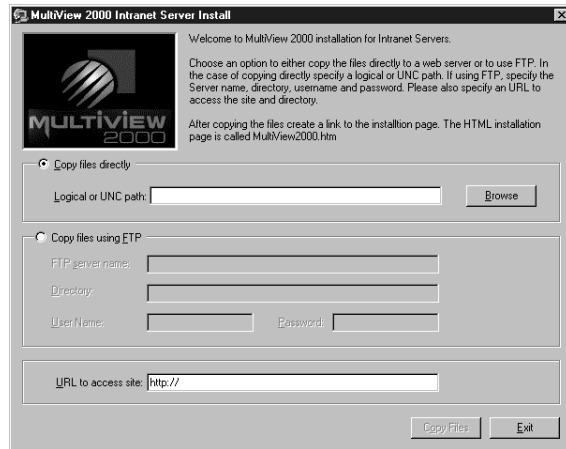
If you have an Intranet in place, an alternative way of performing a Workstation-Server installation is to use Install from the Web. The Websetup installer generates the appropriate HTML and setup files on your Intranet Web Server. The MultiView 2007 files must be placed into the same location as the Web server files (e.g., `inetpub\wwwroot\yourfolder`).

To use 'Install from the Web':

- 1 Insert the MultiView Software Family CD into the relevant drive and select `websetup.exe` from the `mvw2000` directory on the MultiView Software Family CD.

Once you have selected `websetup.exe` the Intranet Server Install box (Fig 4.15) will appear. You will need to specify a URL to access the site (e.g., `http://your web server/your folder`). This is important as it provides the link between your users and the files that they need to install.

Fig 4.15



2 Choose which file copying method that you require by clicking the relevant radio button. You will have the option to copy the necessary files directly to your Web Server or to use FTP. In the case of copying directly you must specify a logical or UNC path (e.g., `\\machine\dir`).

When using FTP, specify the Server name and directory. Give a username and password if necessary.

After you have copied the files, ensure that the correct file permissions are set to allow your users to access the files.

3 Next, you will need to tell the users what URL they will need to access the page. Users then need to access the site by either clicking on a pre-set URL or typing it into their Web browser. The HTML page is called `multiView2000.htm`. You can customize the HTML page as required.

To install the necessary files on the user's PC, the user must be instructed to access the Web page that has been created. When the user accesses the page they will see an **Install from the Web** button which they can click to download the files on their PC and launch setup.

In some cases, when the user accesses the page, the button may not be visible. This is because the PC receiving the files needs to have the 'Install from the Web Client' installed. This will automatically be downloaded and installed upon accessing the page if required. Depending on the security settings the user may be prompted as to whether they wish to install the Client. Once installed, the 'Install from the Web' button will become visible.

Clicking on the button will now result in the product being installed on the PC.

Silent Installation

Silent Installation (also known as Unattended Installation) allows MultiView 2007 to be installed without any intervention from the user. The user will not see any of the Installation Wizard or configuration dialogs and will not be required to enter any information. Silent Installation can be used in conjunction with both Workstation-Server and Shared Server installation.

Before you can perform a Silent Installation, you must prepare a response file by installing the product on a typical Workstation and recording your responses to the Install Wizard's prompts. This response file is then used to control the Install Wizard when the product is installed on a user's Workstation. Typically, you would place the MultiView 2007 install files on a Server that

can be accessed by your users, and use Silent Installation to roll out the application to users' Workstations without their intervention. You can create a different response file for each group of users. The advantage of Silent Installation is that it does not require any user intervention and relieves the support burden considerably when compared to other installation methods.

Creating and replaying a response file

- 1 Setup a shared folder on your Server as in Workstation-Server installation.
- 2 On a different PC, run setup from your MultiView Software Family CD by typing the path into the **Run** dialog box and inserting the **-r** flag at the end (e.g., F:\mvw2000\Setup.exe -r).
- 3 You will see that setup starts in the same way as for Workstation installation except that there will be a **Record** button visible on screen. This shows that your responses to the questions raised by the installation are being recorded.
- 4 This recording generates a file called:

```
setup.iss
```

By default this is stored in your operating system directory. Copy this file into the shared MultiView

2000 folder on your Server.

- 5 On a different PC from the one on which you recorded the response file, select **Run** from the **Start** menu and type the UNC path to your shared folder.

This time insert a `-s` flag at the end of the path (e.g., `\\machine\M2000\setup.exe -s`).

This plays the previously recorded response file and installs the product on the PC. The advantage to this method is that the `-s` command can be inserted into a login script, so that setup runs as soon as the user logs on. There will be no messages or prompts generated, nor will there be an indication of when installation is complete.

Examine the Log File

Once the installation has finished, a log file will be generated. Check the log file produced for errors. By default the log file produced is called `setup.log` and will be created in the directory from which setup is run. Check the `ResultCode` entry in the log file. If the installation was successful then the value will be zero.

Further Options

```
setup -SMS
```

This command prevents a network connection and `setup.exe` from closing before the installation is complete.

```
setup -f1<response file path>
```

This command tells setup where to put or find the response file and overrides the default name of `setup.iss`.



```
setup -f2<silent install log file path>
```

This command tells setup where to put the log file that is generated when performing a Silent Installation.

Do not put spaces between the command line option and the parameter or setup will fail.

Creating a Login Script

Scripts are designed to make life easier. They can be used to fully automate a user login procedure for instance, enabling the user to log directly into their UNIX application with the minimum of input. This can considerably decrease your support burden allowing you to manage your system more efficiently. To create a login script:

- 1 When you first open the Terminal Emulator, before connecting, choose **Learn Script** from the **Remote** menu.
- 2 A new toolbar appears:
 
- 3 On the toolbar, click **Connect**  or on the **Remote** menu, select **Connect**.
- 4 A dialog box (Fig 4.16) appears with your connection details listed. Alter these if necessary, then click **OK**. If you wish to have a password entered at connection, select the **User name/Password Required** check box.

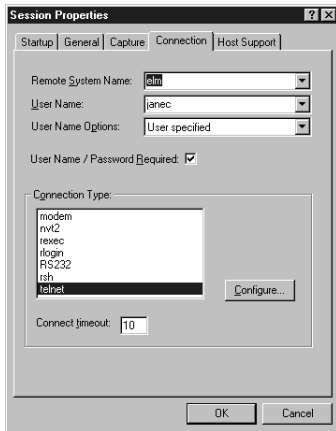





Fig 4.16

- 5 When the details are satisfactory, click **OK**.
- 6 If you selected the **User Name/Password Required** check box then you will be presented with a dialog box asking for these. Enter the required information then click **OK**.
- 7 The terminal emulator will show a login prompt. Click the **Username** button on the new toolbar  followed by the **Return** button .
- 8 The next prompt will be for a password. If you unchecked the **User Name/ Password Required** check box, you will see that the Password toolbar button is greyed out.
- 9 If you did specify that a password is required, the password toolbar button  will be enabled and you can click this button followed by the return button to automatically send your password.
- 10 If you are asked by the remote system for your terminal type, click Terminal Type and then click-the Return on the toolbar.
- 11 After you have entered all of your details, click **Stop** button or select **Stop Learning Script** from the **Remote** menu.

-
- 12 This will bring up a dialog box asking where you wish to save the script file that you have created. Name your script file and save it.
 - 13 Once you have saved your script file click the connect button to view the Session Properties dialog box. Select the Startup tab and click the **Auto Replay Script File** radio button. Use the **Browse** button to find your saved script file, select it then click **OK**.
 - 14 Select **File** then **Save** within the terminal emulator to save this session as a `.zzt` with all of the scripting details intact.
 - 15 To run this script again, simply open the `.zzt` file containing this script, from within the Terminal Emulator. A shortcut to this `.zzt` can be placed on the desktop to make access even easier.



5 TERMINAL SESSIONS

Although listed as a MultiView 2007 utility it is important to realize that the `.zzt` files created by the Terminal Session Wizard will work with all of the MultiView Software Family products. It can be used equally successfully with MultiView 2000 SE and MultiView Catalyst as well as MultiView 2007.

MultiView 2007 Terminal Session Wizard

The Terminal Session Wizard guides you through establishing a connection and configuring a terminal emulator using the default settings specified during installation. If you do not wish to use these settings or you did not specify defaults during installation you will need to specify:

Connection type

e.g., `rlogin`

Remote System Name or IP address

e.g., `myserver` or `193.201.111.6`

Terminal Type

e.g., `VT220`

After entering the above information you will then be asked if you wish to enable the Rules Agent. The Rules Agent allows you to face-lift your remote applications by creating clickable areas and adding multimedia functionality. See **The SysAdmin Guide**, which is available on your MultiView Software Family CD, for further information on face-lifting.

The Terminal Session Wizard will now ask you if you wish to create a login script. This is an optional step that allows you to fully automate a connection. It can be used to send your username and password details and then start your default application. Once created, scripts will run each time you open this terminal session file. Click **Yes** if you wish to do this.

Finally, you will be asked for a file name and whether a shortcut should be created. Clicking **Finish** will launch the terminal emulator with the specified configuration. It is at this point that you will be guided through the creation of a login script should you have requested it earlier. The script file will be saved, as a `.zss` and the configuration settings as a `.zzt`, in the specified location.



6 MULTIVIEW 2000 SE

If you have not yet installed MultiView License Manager, you must do so before installing MultiView 2000 SE. See the **MultiView License Manager** section for further details.

Minimum Requirements

Workstation PC

Windows NT Terminal Server or Windows 2000 Terminal Services (and Citrix Metaframe)
800x600 Display or above
256 Colors or above
Intel Pentium Processor
32MB memory
128MB Hard Disk Space

MultiView License Manager

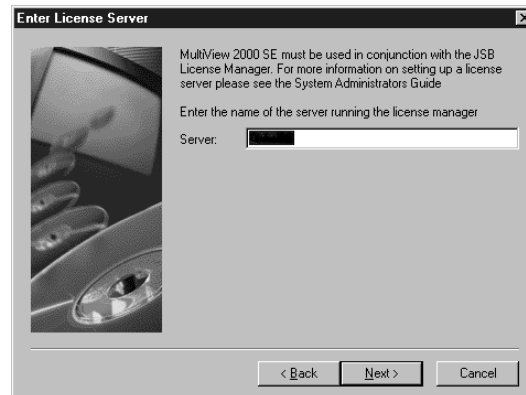
Installation

Run the setup program

- 1 Insert the MultiView Software Family CD into the relevant drive on the Windows Terminal Server PC.

- 2 If the CD does not auto-run, open the CD-ROM window in Windows Explorer and double-click `setup.exe`. The installer opening screen will be displayed.
- 3 Choose **MultiView 2000 SE** from the menu. When you are installing MultiView 2000 SE you will not be asked for a serial number during the setup. Instead you will supply the name of the Server which is running the MultiView License Manager. This can be the same Server where you are installing MultiView 2000 SE or a different one. You are not asked for the type of installation. MultiView 2000 SE is a Server-based product where everything is installed on to the Server.

Fig 6.1



If you wish to prevent users from accessing certain components, this can be configured using the System Policy Editor. See the **System Policy Editor** section of **The SysAdmin Guide** for further details.

Once you have installed MultiView 2000 SE you will need to create a terminal session. Refer to the Terminal Sessions section of this manual for further details.

Windows NT Terminal Server Edition - Known Issues

When adding a Remote Print Client on Windows NT, if no usernames have previously been entered using the terminal emulator or file transfer programs, the username will default to SYSTEM.

LPR ports cannot be added from Windows NT Terminal Server Clients. They can only be added from the Windows NT Terminal Server console. If your Windows Terminal Server Client wishes to use MultiView 2000 SE LPR printing, you will need to run a command line option as part of the logon process.

Under Windows NT, the print spooler starts the port monitor for the LPR Client. This means that the user for the port is SYSTEM. SYSTEM will not be authenticated to connect to the MultiView License Manager

which will result in the error 'Permission Denied' when trying to print a document using LPR. To resolve this issue, when logging on, the License Client `jsblmcli` must be started with a `-d` flag:

```
jsblmcli -d
```

This causes the Windows NT Terminal Server Client to run in daemon mode. If the logon process is started using this flag the License Client will run under the user's ID and will be authenticated as normal. We recommend that you either add this program to your start-up group or your user's profile.

7 MULTIVIEW CATALYST

MultiView Catalyst gives you the ability to access your UNIX applications via a Web Browser. MultiView Catalyst is centrally configured and administered by the System Administrator which requires zero installation and maintenance on the Client.

Minimum Requirements

The following assumes all components are placed on the same machine:

Server

**Windows NT 4 Server (Service Pack 4 or above)* or Windows 2000 Server Web Server such as IIS
256 Colors or above
800x600 Display or above
30 MB Hard disk space (full installation)
MMC v1.1 or above (supplied)
64MB memory (min recommended)
Pentium133 (min required)
MultiView License Manager
MultiView 2007 latest version (supplied)**

* Installation on a primary or backup domain controller is not recommended. See **readme** for any known issues.

Depending on your platform and system requirements you will need:

For implementation using ActiveX

Client

A Microsoft Web browser such as Internet Explorer V4 or above

and/or

For implementation using Java

Client

**A Web Browser capable of running Java JDK1.1 (Internet Explorer V4 or above, Netscape Navigator V4.7 or above). Any other Java capable browser
256 Colors or above**

Whether to choose ActiveX or Java

To use MultiView Catalyst the user needs to have a Catalyst Client downloaded, this is available either as an ActiveX or Java control. Whether you choose to use ActiveX or Java implementation with the MultiView Catalyst Client depends on the operating system that you are using. Use the table overleaf to assess the capabilities of the different controls.

The different attributes of ActiveX and Java when used as controls for MultiView Catalyst:

	ActiveX	Java
Web Browser	Internet Explorer V4 or later	Any browser supporting JDK 1.1 or greater. For example, Microsoft Internet Explorer V5 and Netscape V4.7
Platform	Windows 95/98, NT and 2000	Platform independent
Functionality	Face-lifting Support Mode Customizable Toolbar Pop-up Menu Copy and Paste	Pass-through Printing Alternative Line Drawing Mouse Messaging LP style Printing
Security	Authentication via a third party digital certificate SSL encryption and authentication supported TCP/IP SSH protocol supported	

Installation

Installation of MultiView Catalyst is a three-part process which requires prior installation of:

- 1 **MultiView License Manager**, and
- 2 **MultiView 2007** installed as a Workstation installation, on the same Server that will support MultiView Catalyst.

After installing these products you then install MultiView Catalyst by inserting the MultiView Software Family CD into the appropriate drive on the server and selecting **MultiView Catalyst** on the install menu. Follow the on-screen prompts to complete the installation.

Installation Choices

The first installation choice asks for the installation folder in which MultiView Catalyst is to be installed. The default is:

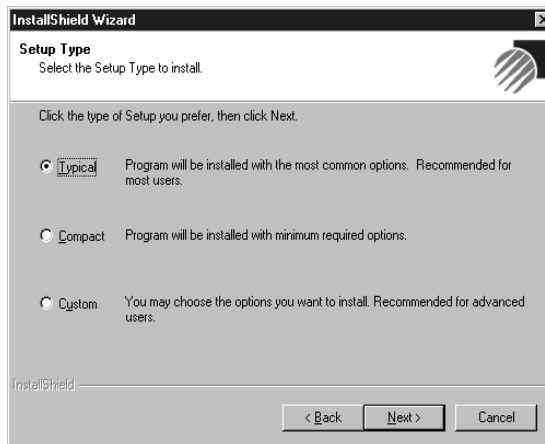
```
C:\Program Files\MultiView\MultiView Catalyst
```

Alternatively, click the **Browse** button to select a different location to install the MultiView Catalyst files into.

The next dialog box asks for the setup type and offers

three options.

Fig 7.1

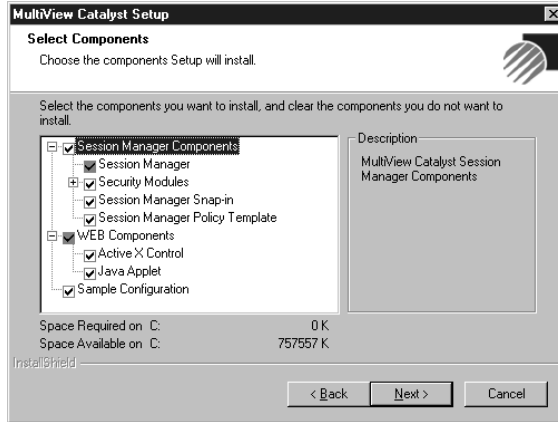


TYPICAL - the Typical installation installs everything that is available with the MultiView Catalyst product on the same Server. **A Typical Installation is the easiest and therefore recommended option.**

COMPACT - the Compact installation installs the Session Manager components but not the Web components. The Session Manager components include the Session Manager Security modules, the Session Manager MMC Snap-in and the System Policy Editor Template.

CUSTOM - with the Custom installation, depending on which components you select, you will be presented with different choices. The available options are shown on a tree in a Select Components dialog box.

Fig 7.2

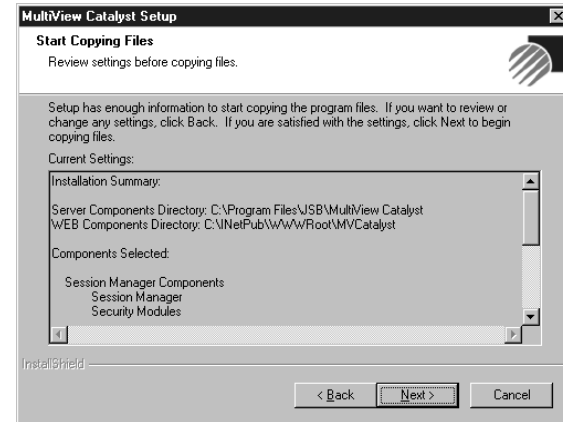


Selecting different components has a direct effect on other components in the tree. Use the flowchart on the facing page to see the various choices available and questions that you will be asked during a Custom installation.

After you have selected the options to install, click **Next** to bring up a dialog box asking for the intended destination of the Web components. This will be followed by a request for the name of the Server running

the MultiView License Manager. Enter the name of this server in the Edit field and click **Next**. You will be asked for the folder which you wish to install the program icons into and then finally a summary box listing your installation choices will appear. If these are satisfactory click **Next** to finish the installation.

Fig 7.3



A box containing a summary of what components have been selected and where the Server and Web components will be stored follows. If you are not satisfied with any of this information, click **Back** to go back to the Select components dialog box.

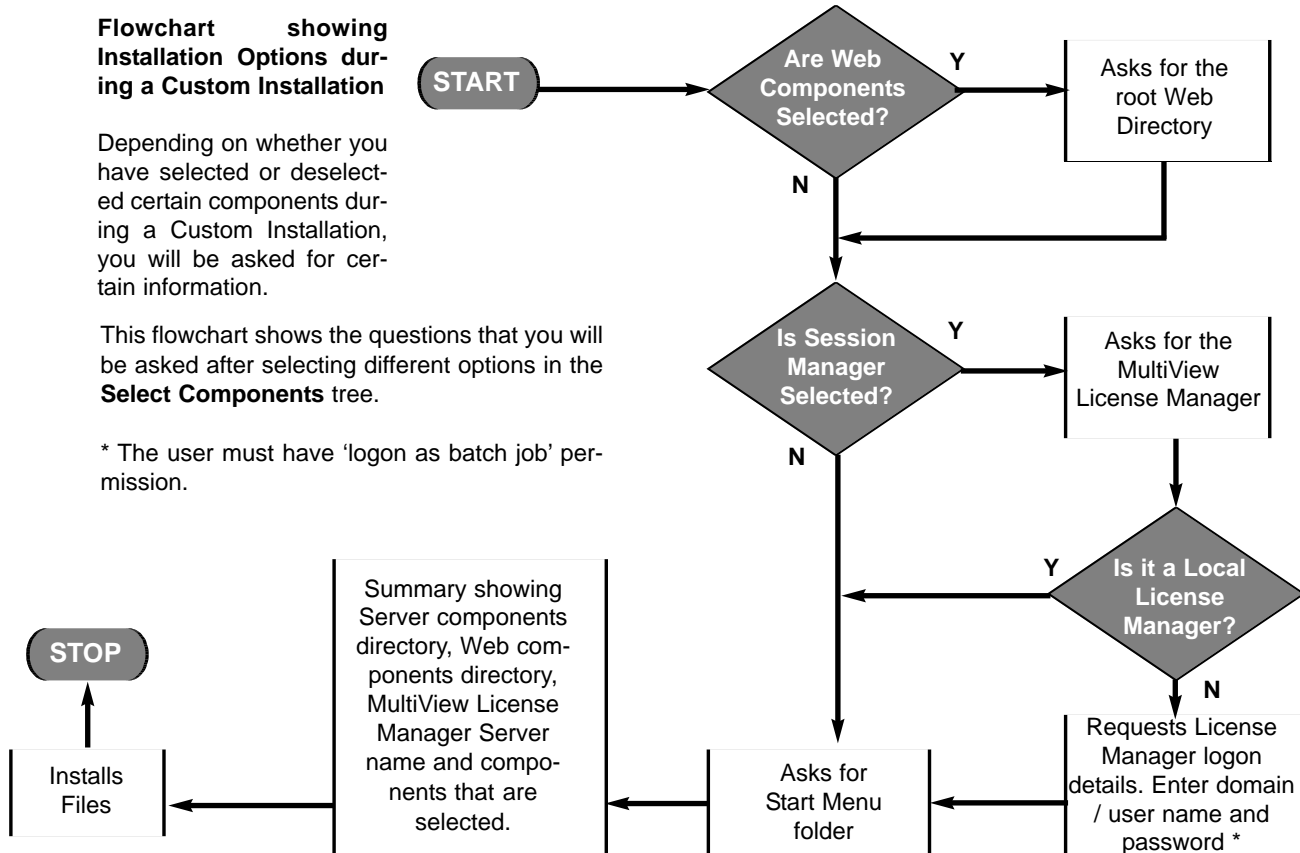
When you are satisfied with the settings click **Next** to finish setup.

Flowchart showing Installation Options during a Custom Installation

Depending on whether you have selected or deselected certain components during a Custom Installation, you will be asked for certain information.

This flowchart shows the questions that you will be asked after selecting different options in the **Select Components** tree.

* The user must have 'logon as batch job' permission.



*Only applicable if a Standalone Server is used

When you installed MultiView 2007 you were asked to specify a host name. If you specified one, this is the default host name. If you wish to install the sample files and you did NOT specify a host name you must specify one:

- 1 Enter your default host name.
- 2 Click **Next**.

A Setup Complete message appears with the Launch Sample box enabled.

- 3 Click **Finish**.

To establish the MultiView Catalyst license key

1. From the Windows Programs menu, select MultiView License Manager to open the MultiView License Manager window.
- 2 In the tree pane, expand MultiView License Zone.
- 3 Under MultiView License Zone, expand Licenses.
- 4 Under Licenses, right-click MultiView Catalyst.
- 5 On the popup menu, highlight **All Tasks** and select **Add New License**.
- 6 In the **Add Licenses** dialog, enter the license key supplied by FutureSoft and click **OK**.

- 7 On the MultiView License Manager window menu bar, click **Console** and select **Save**.

The default file name is "mvwlm.msc".

- 8 In the **Save As** dialog, click **OK**.

After installing MultiView Catalyst then:

- 1 Create a .zzt file using the Terminal Session Wizard. See the **Terminal Sessions** section if you are unsure of how to do this.
- 2 Add the session to the MMC as described in the following section.
- 3 Enable security if it is needed. See **Adding a Session** in the Session Configuration section for details.
- 4 Create your Web page by editing the sample HTML supplied with the product. See the section **Creating a Web Page** in this guide for more information.

SESSION CONFIGURATION


The MultiView Catalyst Session Manager associates a MultiView Catalyst session with a MultiView 2007 configuration (.zzt) file, specifies whether or not to use a secure connection, enables or disables Support Mode and displays currently active sessions.

Adding the MultiView Catalyst Session Manager and License Zone Snap-in

Session Manager is accessed using the MMC through a Snap-in component. To add this:

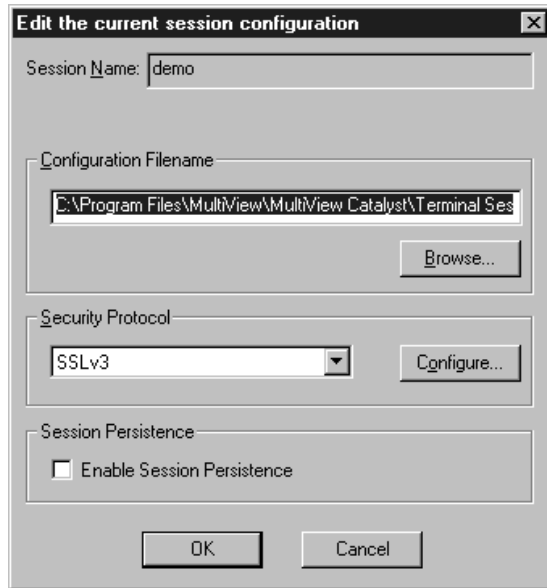
- 1 Open MMC.
- 2 Choose **Console** and then **Add/Remove Snap-In**.
- 3 From the Standalone tab select **MultiView Catalyst Session Manager Snap-in**. Click **Add**.
- 4 A dialog box will appear in which you can enter the title and the MultiView Catalyst Server name.
- 5 Click **OK** and save the configuration file. To add the MultiView License Zone Snap-in follow the same procedure but select **MultiView License Zone Snap-in** instead.

Adding a Session

- 1 Highlight the **Session Configuration** icon in the left pane (or tree view).
- 2 If the focus is on the left pane of MMC an **Add** button  will appear at the top of the screen.
- 3 Clicking this button will bring up an Add Session Configuration dialog box in which you can enter your new session configuration details.
- 4 Alternatively right-click on an area of white space in the right-hand pane. A pop-up menu will appear. Select **All Tasks** then **Add**. This will bring up the Add Session Configuration dialog box.
- 5 Enter the name of the new session.
- 6 Select the MultiView 2007 configuration file (.zzt) associated with this session.
- 7 Optionally select a security protocol.

MultiView Catalyst currently offers one type of security protocol - SSL V3. Selecting this protocol enables the **Configure** button which then allows for selection of the type of cipher to use. Ensure that you have edited the HTML file to enable the downloading of the security module. The security protocol is set to none by default.

Fig 7.4

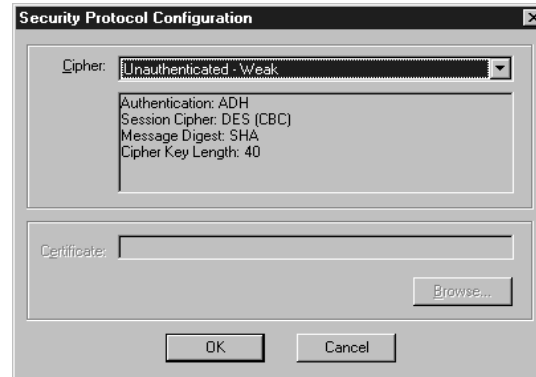


See **The SysAdmin Guide** for more information on editing parameters.

The list of ciphers contains a technical name plus a descriptive name for each cipher. If you select **Unauthenticated** a certificate is not required and the Certificates box will be grayed out.

Click **OK** to accept changes. Clicking **OK** will take you back to the **Add New Session Configuration** dialog box. At the Client end for authenticated and unauthenticated security, you will be prompted to install and run the SSL security module. You must select **Yes** for the connection to continue. After this module is installed the user will not be prompted for this information again.

Fig 7.5

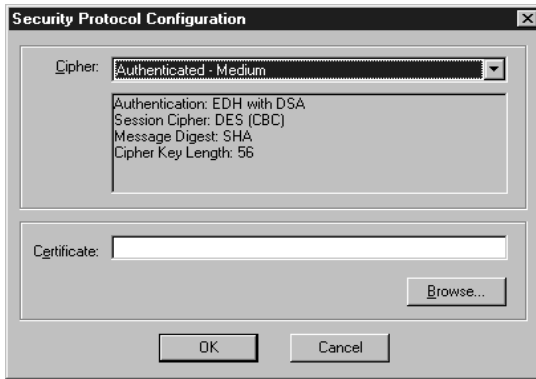


If you select an **Authenticated** cipher the Certificate box is enabled.

Enter your Server ID file name or browse to an existing Server ID File. All Server ID Files must be in **PKCS#12** (Public-Key Cryptography Standard) format. If you obtain your own Server ID it may be supplied as a key certificate pair. MultiView Catalyst is supplied with a utility to convert this pairing to a **PKCS#12** format.

MultiView Catalyst will only accept DSA certificates. This type of certificate can be obtained from a Certificate Authority such as Thawte, who can be contacted at www.thawte.com and are recognized as a Certificate Authority by FutureSoft, Inc.

Fig 7.6



After you have entered the name of this Server ID File into the edit field, click **OK**. When a Client attempts to

connect to the Server a dialog box will appear at the Client end displaying the certificate details. The dialog will also state whether the root Certificate Authority who has created the Server ID is trusted by our Client. If MultiView Catalyst does not recognize the name of the Server ID File, a dialog box will appear stating that the connection has not been verified and asking if you want to continue.

Warning: You are strongly advised NOT to continue with the connection. The Server may belong to an unauthorized user attempting to breach security.

If a 'Secure Connection failed' message appears on the Client it could be:

- The file is not a Server ID File (**it must be in PK#12 format**).
- The file is corrupt in some way.
- There is a pass phrase attached to the file.


If you obtained your Server ID File from a Certificate Authority contact them immediately. If you generated the file yourself, you can check the reason for this failure using the Certificate Generating Utility which created the file.

This error message also appears with SSL errors that are unrelated to the Certificate ID File.

Session Persistence


Session Persistence allows users to resume an accidentally disconnected session quickly and easily. For more information on Session Persistence and detailed instructions on how to configure it see **The SysAdmin Guide** which is available from your CD.

If you wish to enable Session Persistence or change the settings for a session:


- 1 Load MMC and select Session Configuration. Highlight the session that you wish to change the settings for.
- 2 A new button will appear on the toolbar. Click this button .
- 3 A dialog box will appear in which you will see an **Enable Session Persistence** check box. Check this to enable Session Persistence for this session or uncheck it to disable this functionality.

Session Persistence is set to **off** by default.

Editing a Session

- 1 Highlight an existing item in the right-hand pane of the MMC.
- 2 Two buttons appear on the toolbar.
- 3 Click the right button .
- 4 A dialog box appears which will allow you to change the configuration file name and the security protocol. A **Browse** button allows you to navigate to an existing .zzt file. If you wish to edit this configuration file, reconfigure it within MultiView 2007.

Deleting a Session

- 1 In the right pane, select the item to delete.
- 2 Two buttons appear on the toolbar
- 3 Click the left button to delete the session .

Changing the License Manager Server in the Microsoft Management Console (MMC)

If you change the server on which the MultiView License Manager is running you need to tell MultiView Catalyst where it is.

To view server properties in MMC:

- 1 Click the Server icon in the left pane of the MMC. The right-hand pane shows details of the Server that you are using and its status: either running or, if MMC is unable to communicate with the Server, an error message will be shown.
- 2 Highlight the Server name in the right pane and right-click.
- 3 A pop-up menu appears.
- 4 Select **Properties**.

A properties sheet appears listing the Server properties such as the MultiView License Manager Server name and the MultiView Catalyst Session Manager account which is used to access the MultiView License Manager.

If the MultiView License Manager and MultiView Catalyst are on the same PC the License Server

Account Details group is disabled. In a standalone Server environment, if the MultiView License Manager is on a separate PC from MultiView Catalyst these edit fields are enabled to allow for editing details.

You must enter the domain\username and password.

The account must be a valid account with a 'logon as batch job permission' so that the MultiView Catalyst Server can be authenticated by the License Manager. The Servers maybe in different domains so long as a 'trust' exists between them.

CREATING A WEB PAGE

To quickly create a Web page using the new session, run the Web Page Wizard which is selected from the **Start** menu. This creates a custom web page within which the MultiView Catalyst Session Window is embedded. It must be run on the same machine as that on which MultiView Catalyst is installed.

For advanced topics on creating Web pages see **The SysAdmin Guide**.

BROWSER SETTINGS

Configuring a Web Browser for ActiveX

If the ActiveX control does not appear you must ensure that the following security options are enabled or set to prompt:

- Enable support for ActiveX controls marked safe for scripting.
- Enable support for downloading signed ActiveX controls.
- Run ActiveX controls and plug-ins.

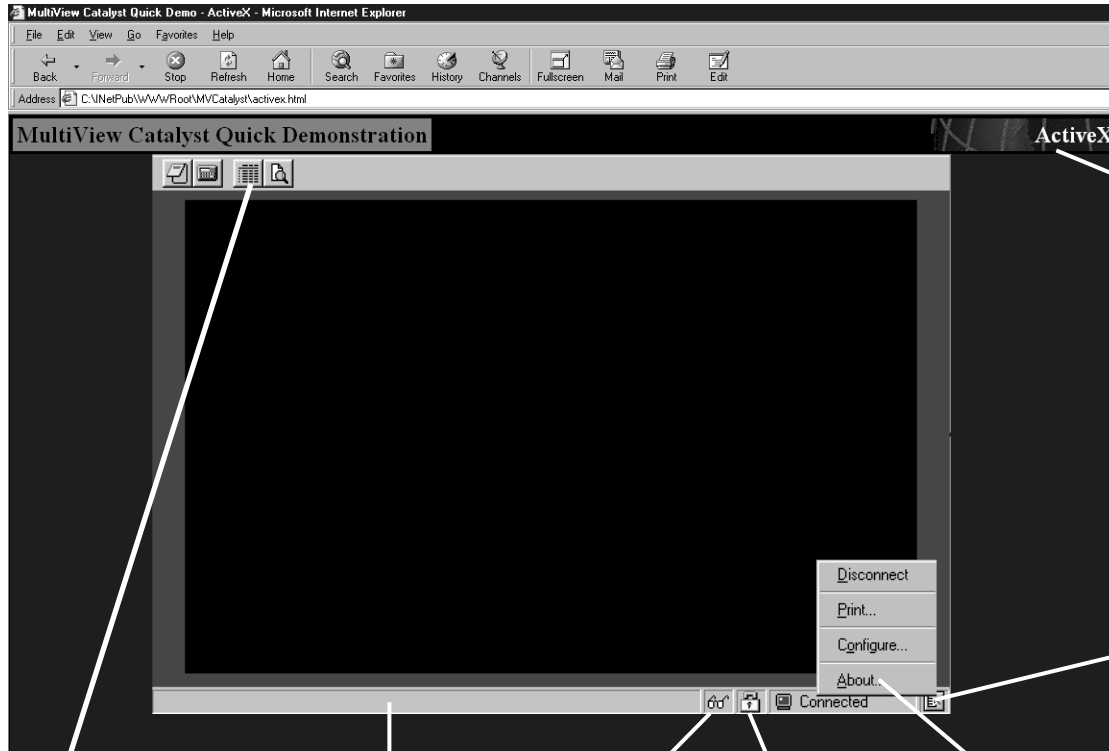
For Internet Explorer a security level of medium satisfies these requirements.

Configuring a Web Browser for Java

If the Java applet does not appear you must ensure that your Web Browser's security settings have the following option enabled:

- Scripting of Java applets.

THE MULTIVIEW CATALYST CLIENT - The MultiView Catalyst Client after a successful connection.



HTML can be used to create standard corporate appearance

Menu

The Toolbar can be configured to your own requirements

It is preferable to have the statusbar enabled

Session currently in Support Mode

Icon showing Secure Session

This option allows multiple sessions to be identified for Support Mode



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