



MultiView 2008 Server Edition

Administrator Guide

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MultiView 2008 Server Edition Administrator Guide

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Chapter 1

Introduction

Introduction to MultiView 2008 Server Edition

MultiView 2008 Server Edition, referred to as MultiView 2008 SE, is composed of:

- MultiView Terminal Emulator
- FutureSoft License Manager

MultiView 2008 Server Edition is a complete solution for thin clients to access UNIX with MultiView Terminal Emulator.

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

It consists of terminal emulation, file transfer, local and remote printing and a MultiPing connectivity testing tool. UNIX applications are revitalized in less than an hour 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.

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 2008 Server Edition:

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

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:

Your name
Company name
Company address
Company phone/FAX numbers

Contact us at:

- Ground: Futuresoft, Inc.
Technical Support Services
12012 Wickchester Lane Suite 600
Houston, TX 77079-1222
- E-mail: support@futuresoft.com
- Phone: Monday through Friday
8:00 am to 5:00 pm (CST)
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- Fax: 1.281.496.1090
- Web site: <http://www.futuresoft.com>



Chapter 2

Installation and Configuration

Installing MultiView 2008 Server Edition

MultiView 2008 Server Edition (MultiView 2008 SE) is comprised of:

- MultiView 2007 Desktop
- FutureSoft License Manager

MultiView 2008 Server Edition is a complete solution for thin clients to access UNIX with MultiView Terminal Emulator.

Installing FutureSoft License Manager

You must install FutureSoft License Manager before installing MultiView 2008 SE. Where you choose to install FutureSoft License Manager components depends on the complexity of your enterprise. It is necessary to consider the following:

- Although you may have installed one of the concurrently licensed MultiView products several times, you install MultiView License Manager only on one server.
- License Manager must be installed on a system listed in the Minimum Requirements section in this chapter.
- The License Server can be the same system as your Windows Terminal Server if required, but this is not necessary.

All components can be installed on one server. In a larger enterprise with more than one server, one system is designated as the License Server and has the License Server service installed.

Note

Only one administrator can configure a License Server at a time.

Installation Steps

- 1 On the MultiView CD, navigate to and select the License Manager folder.
- 2 In the License Manager folder, double click **FutureSoft License Manager.msi**.
- 3 In the **Welcome** dialog, click **Next**.
- 4 In the **Customer Information** dialog,
 - a In **User Name**, enter a complete name.
 - b In **Organization**, enter a company name.
 - c Click **Next**.
- 5 In the **Destination Folder** dialog:
 - To accept the listed default install-folder location, click **Next**.
 - To change the install-folder location:
 - (1) Click **Change**.
 - (2) In the **Change Current Destination Folder** dialog, use standard navigation techniques to create a new folder or navigate to a different folder.
 - (3) Click **OK**.
 - (4) Click **Next**.
- 6 In the **Ready to Install the Program** dialog, click **Install**.
- 7 In the **InstallShield Wizard Completed** dialog, click **Finish**.

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 **.zvt** file.



Chapter 3

Management

Working with FutureSoft License Manager

FutureSoft License Manager allows you to keep track of license use which is extremely useful for billing purposes, etc. 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 **FutureSoft, Inc.**
- 2 In the **FutureSoft, Inc** program group, highlight **Futuresoft License Manager** and then select **License Manager**.

The FutureSoft License Manager dialog appears.

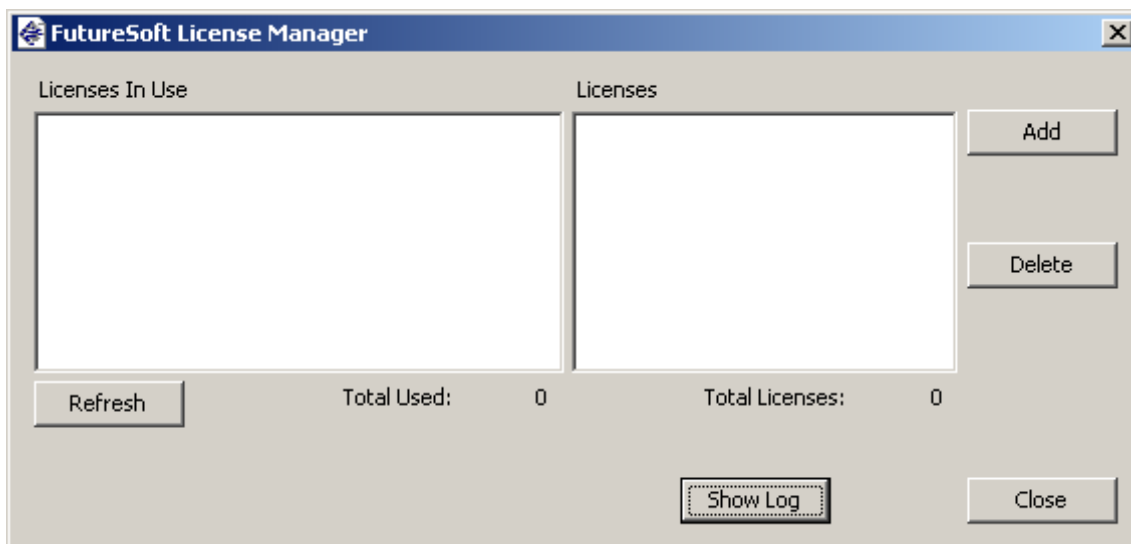


Figure 3.1
FutureSoft License Manager dialog.

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**.

To set up MultiView 2007 to retrieve licensing information from a MultiView 2008 license manager server

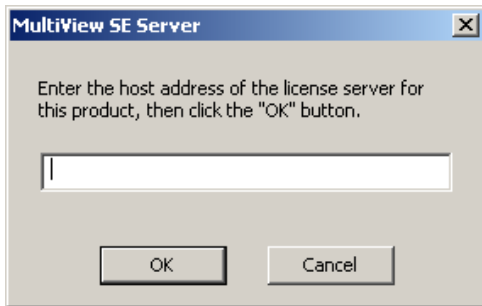
- 1 In the **MultiView 2007** program group, select **Licenser**.
- 2 In the **MultiView Licenser** dialog, enter the MultiView SE license number and click **License**.

The license is verified with the following message.



- 3 Click **OK**.

The **MultiView SE Server** dialog appears.



- 4 In the **MultiView SE Server** dialog, enter the host name or IP address that has MultiView 2008 License Manager installed.
- 5 Click **OK**.

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.

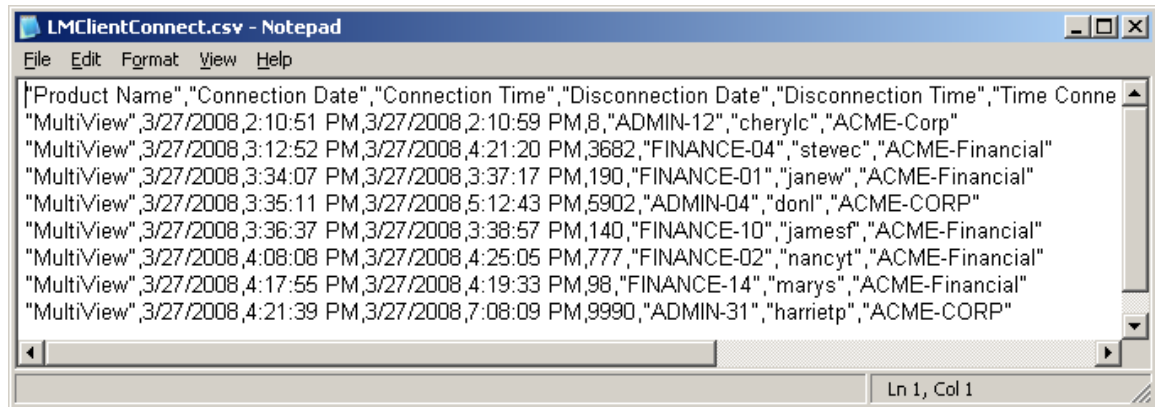


Figure 3.2
License Manager Log window

Change the display by:

- Selecting a new font (**Format > Font**)
- Turning Word Wrap on or off (**Format > Word Wrap**)
- Displaying or hiding the Status Bar (**View > Status Bar**)

Change and navigate through the data by:

- Going to a specific line (**Edit > Goto**)
- Changing data (**Edit > Replace**)
- Find a character string (**Edit > Find**) (**Find > Find Next**)

Print the data by:

- Setting page properties (**File > Page Setup**)
- Printing (**File > Print**)

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
- Uninstall File .zzu

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.

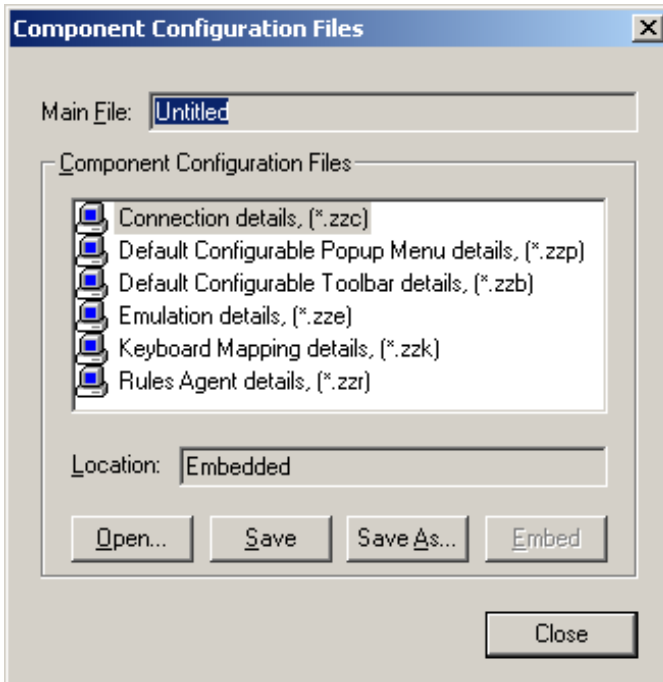


Figure 3.2
Component Configuration Files dialog

- 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 **.zct** file, click **Open** instead. This preserves the original component file.

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 double-clicks 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 2008 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.

Wizard Defaults

The Terminal Session Wizard allows you to quickly and easily create login scripts, make the terminal emulator open a connection, and send commands to a remote system. It guides you through establishing a connection and configuring a terminal emulator using the default settings specified during installation.

The Terminal Session Wizard can be used with MultiView Terminal Emulator and can be run after installation, each time the terminal emulator is started or from the **Start** menu. Each of the parameters that can be set in the Wizard have a default value. This value is determined by the Wizard Default file (`.zsd`). This file can be set up so that the Wizard only asks for certain parameters, such as username and password.

Editing a Wizard Defaults (`.zsd`) File

The `.zsd` file is in plain text format and can be edited in Notepad. The file is found in the MultiView program folder. Double-click the file to open it in Notepad. By default, each step is commented out with a semicolon (;) and terminated with the expression `/skip` as shown in this short extract:

```
; Set transport to use
;Transport=modem /skip

; Name of host to use
;Host=unixhost /skip

; Name of emulator to use
;Emulator=VT320 /skip
```

Remove the semicolons to provide a default value. The `/skip` expression causes the Wizard skip the step and apply the specified default value. Removing this expression causes the Wizard to prompt the user for a value. If the user clicks **Next**, the default value specified in the file is used.

Terminal emulator configuration information is stored in a `.zst` file. Some of the information can be stored in other files. The `.zst` file is configured to point to these external files which can be shared between a number of machines. The `.zst` file stores the following:

- Remote application help sequence
- Terminal emulator closure sequence
- Information exchange details
- Font
- Keyboard mapping details
- Connection details
- Start up options
- `.zst` file name containing scripting details

Information that can be saved externally is saved in the following component files:

.ztc configuration

Used by file transfer and the terminal emulator to save the connection details of remote systems.

Details saved

- Remote system name
- Username
- Protocol details
- Password request

.ztc configuration file

Used by terminal emulators to save emulator properties.

Details saved

- Attribute mapping
- Number of lines in display and scroll back buffer
- Cursor style

.ztc configuration file

Used to save keyboard mappings independently of a terminal emulator. This type of configuration file can be loaded and used by a terminal emulator.

Details saved

- Key mappings
- Keys assigned to escape sequences
- Keys assigned to .ztc script files
- Keys assigned to launching applications

.ztc configuration file

Used by a terminal emulator to save details on configured rules for the application currently in use.

Details saved

- Details on all rules that have been configured

.zzs configuration file

Used by terminal emulators to save details on scripting. This type of configuration file can be loaded and used by a terminal emulator.

Details saved

- Connection and login information and commands to launch remote applications

.zzip configuration file

Used to save the popup menu item preferences.

Details saved

- List of configured pop-up items

.zzb configuration file

Used to save the configurable toolbar preferences.

.zzf configuration file

Used by file transfer to save settings to be used when connected to a remote system.

Details saved

- General name
- Initial directory
- Anonymous login options
- Auto connect
- Listing type
- Log details
- Listing type details
- Transfer options
- Refresh options

.zzd configuration file

Used by the Terminal Session Wizard.

Details saved

- Default values for the Wizard responses

To save configuration information into a component file

- 1 On the **File** menu, select **Components**.

The **Component Configuration Files** dialog (Figure 2.1) appears with a list of components that can be loaded or saved separately from the **.zxt** file.

- 2 Highlight a component and click **Open** or **Save**.

Note

*When loading new components, you will save a new **.zxt** file by choosing **Save** on the **File** menu. Close the terminal emulator, then re-run it and open your **.zxt** file to see the changes with the external components you have added.*

The **Embed** option allows you to incorporate component configuration files back into the **.zxt** file.

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