



# **Xcalibur Global - Session Desk**

## **User Manual**

Document Version 1.0

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# Chapter 1 Introduction

## About

The Xcalibur Global Session Desk enables the administrator to manage Terminal Server sessions. The following are of the available management tasks:

- Listing the Terminal Server Sessions.
- Listing the Terminal Server Processes.
- Shadowing a Thin Client using VNC.
- Shadowing a Terminal Server Session.
- Logging Off a Terminal Server Session.
- Resetting a Terminal Server Session.
- Sending a Message to a Terminal Server Session.
- View Thin Client information.

## Prerequisites

### 1 Permissions

The user accessing the Xcalibur Management Console must meet the following requirements in order to successfully shadow sessions:

1. In Xcalibur Global, Read Data and Write Data permissions are required in Session Desk Permissions.
2. In order to shadow an RDP session, standard shadowing permissions are required on the Microsoft™ Terminal Server. For details, refer to Microsoft™ documentation.
3. In order to shadow an ICA session, standard shadowing permissions are required on the Citrix™ server. For details, refer to Citrix™ documentation.

### 2 Client Software

1. The ICA client must be installed in order to shadow ICA sessions.
2. The RDP client must be installed in order to shadow ICA sessions (this client is usually preinstalled in Windows OS).

### 3 License

Install the Session Desk client licenses into the Xcalibur Global Licensing.

### 4 Enable Advertising

When browsing for terminal servers in Xcalibur Global:

- Only computers that are advertised as terminal servers can be shadowed.
- By default, Windows 2000/3 servers that are installed with terminal services in application-mode advertise themselves and therefore appear in the Session Desk's Terminal Servers list.
- In order to shadow a session that runs on a Windows XP computer, it must be configured to advertise itself as a terminal server.

The following registry modifications will configure a Windows XP computer to advertise itself as a terminal server and allow session shadowing:

**CAUTION!** *If the Registry Editor is incorrectly used, it may cause serious problems that may require the reinstallation of the operating system. Chip PC cannot guarantee that problems, which result from incorrectly using Registry Editor, can be solved. Use Registry Editor at your own risk.*

1. Locate the following registry key:  
**HKEY\_LOCAL\_MACHINE \ SYSTEM \ CurrentControlSet \ Control \ Terminal Server**
2. Change the value of the **TSAdvertise** DWORD value from 0 to 1.
3. Change the value of the **AllowRemoteRPC** DWORD value from 0 to 1.

## Chapter 2 Session Desk Shadowing Configuration

This chapter describes the procedure for configuring various settings that are required for successful session shadowing.

### Concepts

#### 1 Definitions

- **Shadow** – The shadow command allows the administrator to remotely view and control a Terminal Server session. The shadow command can only run from within an existing session.
- **Shadowed Session** – The target session that is being shadowed.
- **Shadowing Session** – The session from within which the target session is being shadowed.

#### 2 Terminal Services Shadowing Limitations

There are three shadowing rules that are inherent in the Terminal Services technology. These rules are:

- Shadowing can only be performed from within an existing session (cannot be performed directly from local Desktop).
- The shadowing and the shadowed session must use the same protocol (ICA/RDP).
- When shadowing, the shadowed session view replaces the active session view.

#### 3 Session Desk Shadowing Solutions

The Xcalibur Session Desk is able to overcome the inherit shadowing limitations by implementing the solution described in the following table:

Rule #	Terminal Services Limitation	Session Desk Solution
1	When <u>not working within a session</u> shadowing cannot be performed.	A new session, using the shadowed protocol, is opened. Shadowing is performed from within this session.
2	When <u>working within a session</u> and the shadowed <u>protocol is different</u> than the shadowing protocol, shadowing cannot be performed.	
3	When <u>working within a session</u> and the shadowed <u>protocol is the same</u> as the shadowing protocol, the shadowed session view will replace the shadowing session view.	

## 4 Configuration

In order to implement Shadowing, the following parameters need to be configured in the Session Desk settings:

### 4.1 Shadow Credentials (Optional)

To Shadow a session, a new session (Shadowing session) must be launched. Shadow Credentials are needed to launch the new session. If Shadow Credentials were not previously configured (refer to Configuring Shadow Credentials), the user will be prompted for them.

There are two types of Shadow Credentials:

- Global Shadow Credentials – These are the default credentials that will be used by the Xcalibur Session Desk when shadowing.
- MMC Shadow Credentials – These credentials apply only to the MMC on which they were configured. The credentials do not effect other MMC installations that are connected to the same Xcalibur Global Database / Front End Server. When these credentials are configured they override the Global Shadowing Credentials thus supporting a flexible security system.

### 4.2 Shadow Settings - When Shadowing a Terminal Server Session

To shadow a session running on a Terminal Server, a new session (Shadowing session) must be launched. The new session can be launched on one of the following servers:

- The Target Session Server – The server running the session that will be shadowed.
- A different Terminal Server – The server name/address must be supplied.

### 4.3 Shadow Settings - When Shadowing a Windows XP Session

To shadow a session running on a Windows XP Workstation, a new session must be launched. The new session (Shadowing session) must be launched on a different Terminal Server - The server name/address must be supplied.

# Shadow Credentials Configuration Procedure

## 1 Configuring Shadow Credentials

1. On the Task Bar, point to **Start > Programs > Xcalibur Global 1.2 > Management Console**. Click **Management Console** to launch the Xcalibur Global Management Console.
2. Expand the **Xcalibur Farm Manager** and select **Session Desk**

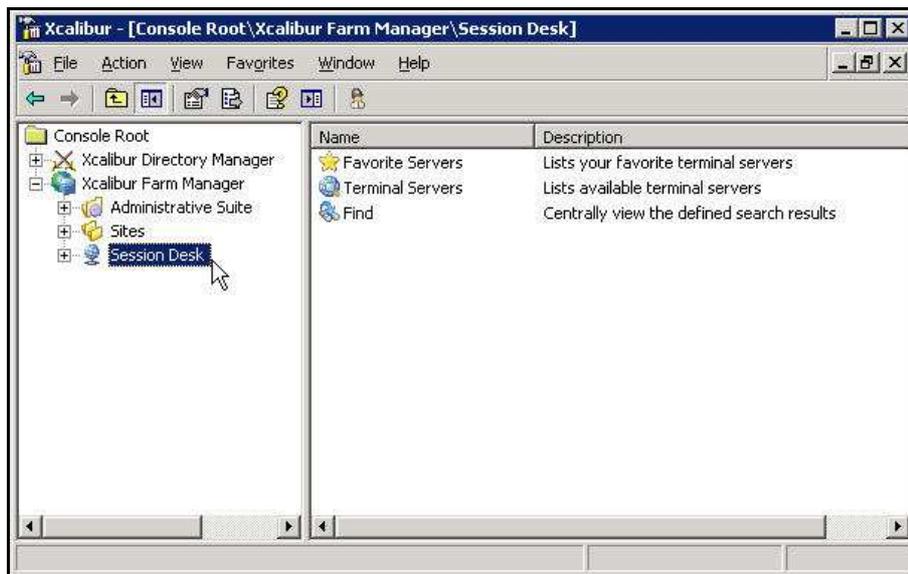


Figure 1: Xcalibur Console Window – Path Expanded

3. Right-click on **Session Desk** to display a menu.
4. On the menu, click **Properties** to display the **Session Desk Properties** dialog box.

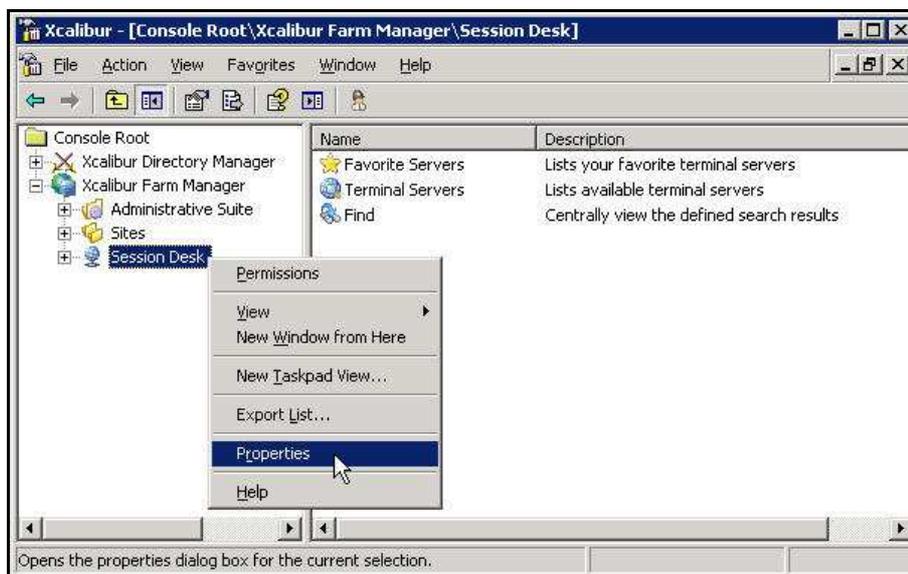
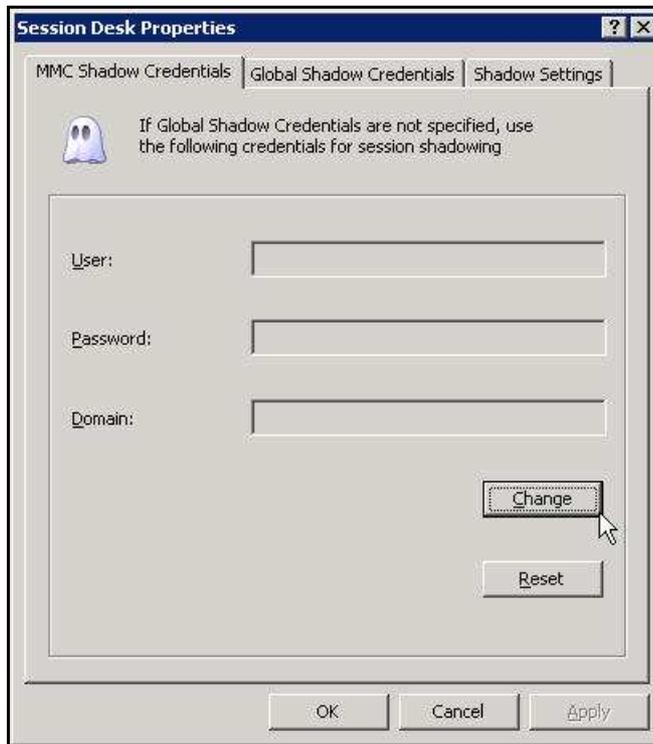


Figure 2: Xcalibur Console Window – Session Desk – Menu

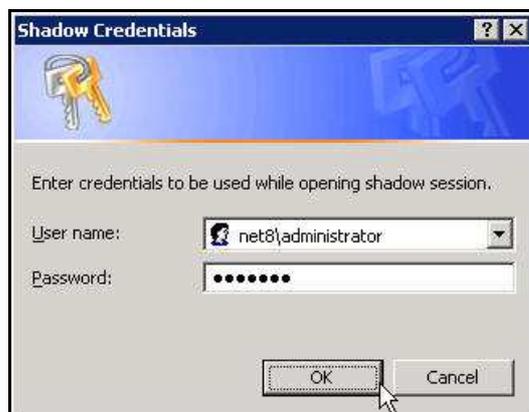
**NOTE** Step 5 is optional.. If MMC Shadow Credentials are not entered at this point the user will be prompted to enter the credentials upon the launch of a Shadowing session (refer to Shadow Credentials (Optional) for more information about MMC Shadow Credentials).

5. In **MMC Shadow Credentials** tab, click **Change** to open the **Shadow Credentials** dialog box.



**Figure 3: Session Desk Properties Dialog Box - MMC Shadow Credentials Tab**

- 5.1. In the **Shadow Credentials** dialog box, type in the MMC Shadow credentials. Select a user account that has the required permissions to shadow sessions.

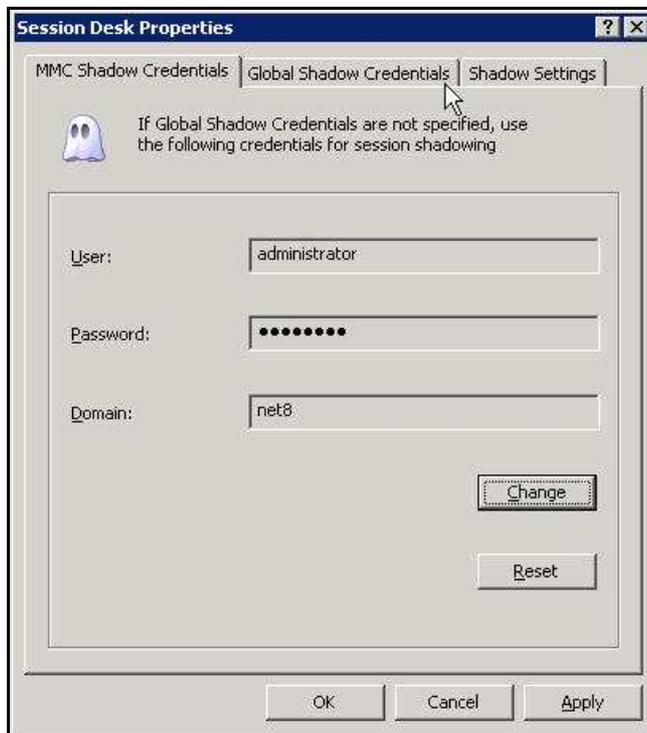


**Figure 4: Shadow Credentials Dialog Box**

- 5.2. Click **OK** to save the credentials and return to the **MMC Shadow Credentials** tab.

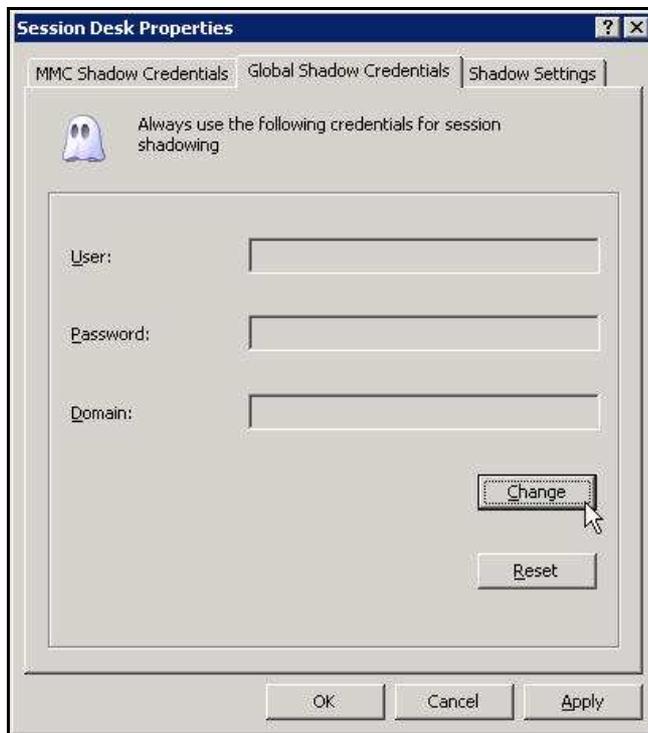
**NOTE** Step 6 is optional. If Global Shadow Credentials are not entered at this point the user will be prompted to enter the credentials upon the launch of a Shadowing session (refer to Shadow Credentials (Optional) for more information about Global Shadow Credentials).

6. Click on the **Global Shadow Credentials** tab.



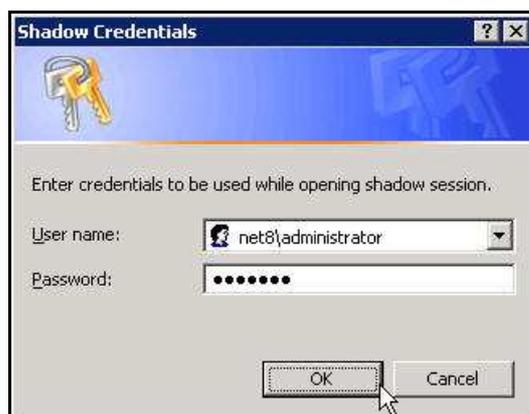
**Figure 5: Session Desk Properties Dialog Box - Global Shadow Credentials Tab**

7. In **Global Shadow Credentials** tab, click **Change** to open the **Shadow Credentials** dialog box.



**Figure 6: Session Desk Properties Dialog Box - Global Shadow Credentials Tab**

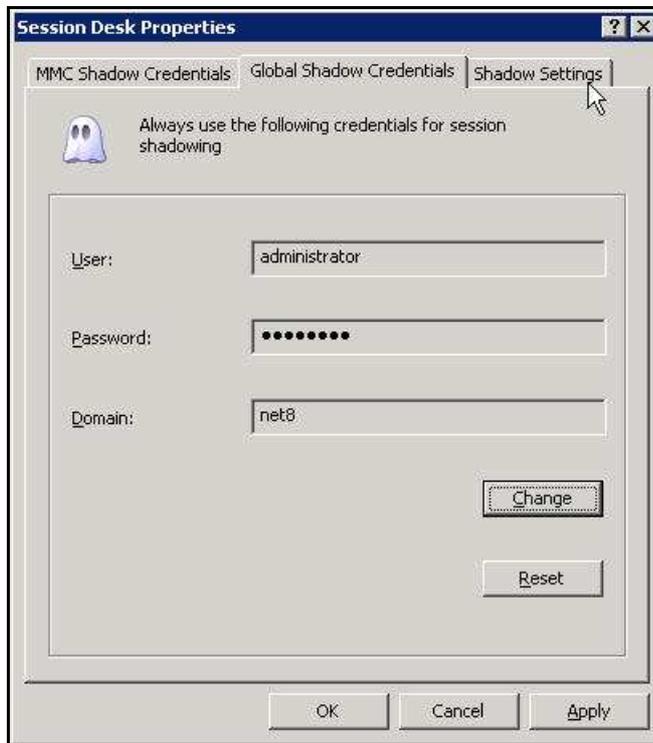
- 7.1. In the **Shadow Credentials** dialog box, type in the Global Shadow credentials. Select a user account that has the required permissions to shadow sessions.



**Figure 7: Shadow Credentials Dialog Box**

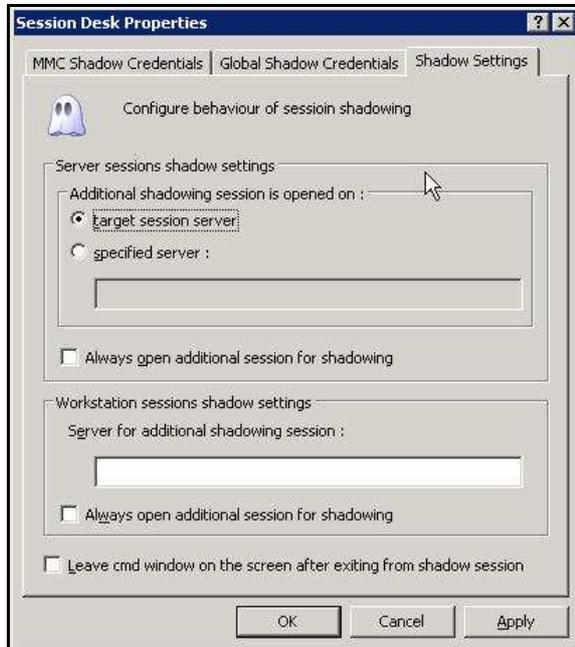
- 7.2. Click **OK** to save the credentials and return to the **Global Shadow Credentials** tab.

8. Click on the **Shadow Settings** tab.



**Figure 8: Session Desk Properties Dialog Box - Shadow Settings Tab**

9. In **Shadow Settings** tab, the **Server sessions shadow settings** section contains the parameters that are used when shadowing sessions on a Terminal Server. In this section perform the following:



**Figure 9: Session Desk Properties Dialog Box - Shadow Settings Tab**

- 9.1. Select one of the following options in the **Additional shadowing session is opened on** section:
  - **target session server** (recommended) - Select this option to open the Shadowing session on the same server that is running the Shadowed session.
  - **specified server** - Select and type the name/address of a different server. Use this option to open the shadowing session on a server that is different from the server running the Shadowed session.
- 9.2. Select the **Always open additional session for shadowing** checkbox.
- 9.3. The **Workstation sessions shadow settings** section contains the parameters that are used when shadowing sessions on a Windows XP Workstation. In this section perform the following:
  - 9.3.1. In the **Sever for additional shadowing session** text box, type the name/address of the Shadowing Server. This will open a Shadowing session on a server that is different from the workstation running the Shadowed session.
  - 9.3.2. Select the **Always open additional session for shadowing** checkbox.

**IMPORTANT** Do not select the **Leave cmd window on the screen after exiting from shadow session** check box. This option is intended for debugging purposes only.

**NOTE** To shadow an RDP session that is connected to a Windows XP Workstation, Terminal Server advertising must be enabled. For details refer to the Prerequisites described in Chapter 1.

## Chapter 3 Management

The Session Desk feature enables the administrator to perform multiple management tasks. The following management tasks are described in this chapter:

- Listing the Terminal Server Sessions.
- Listing the Terminal Server Processes.
- Shadowing a Session's Thin Client (VNC).
- Shadowing a Terminal Server Session.
- Logging Off a Terminal Server Session.
- Resetting a Terminal Server Session.
- Sending a Message to a Terminal Server Session.
- View Thin Client Information.

## Selecting a Terminal Server

1. On the Task Bar, point to **Start > Programs > Xcalibur Global 1.2 > Management Console**. Click **Management Console** to launch the Xcalibur Global Management Console.
2. Expand the path: **Xcalibur Farm Manager \ Session Desk**

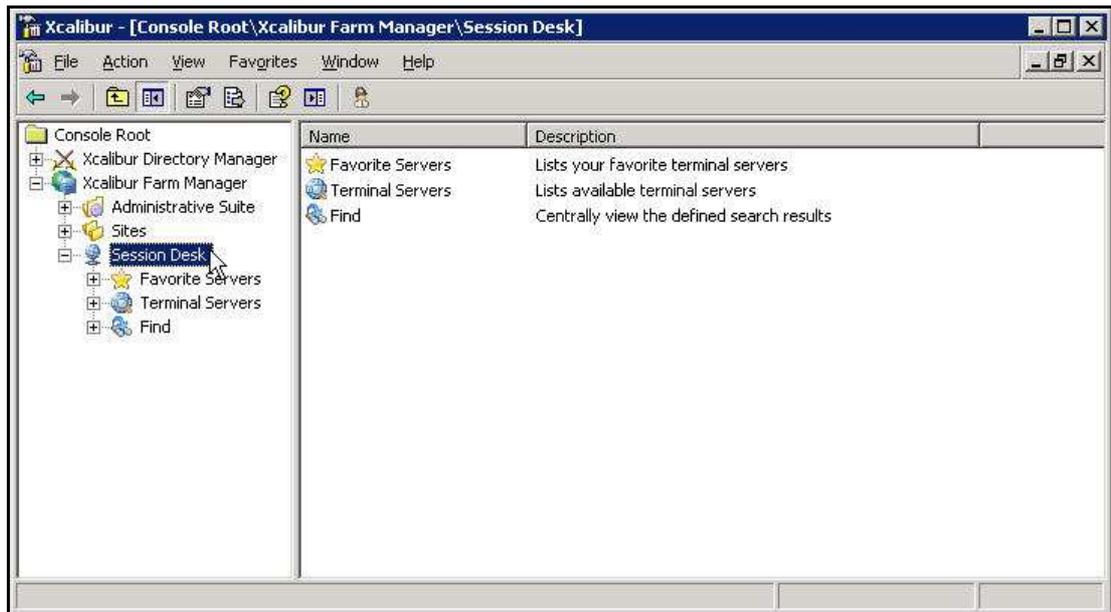


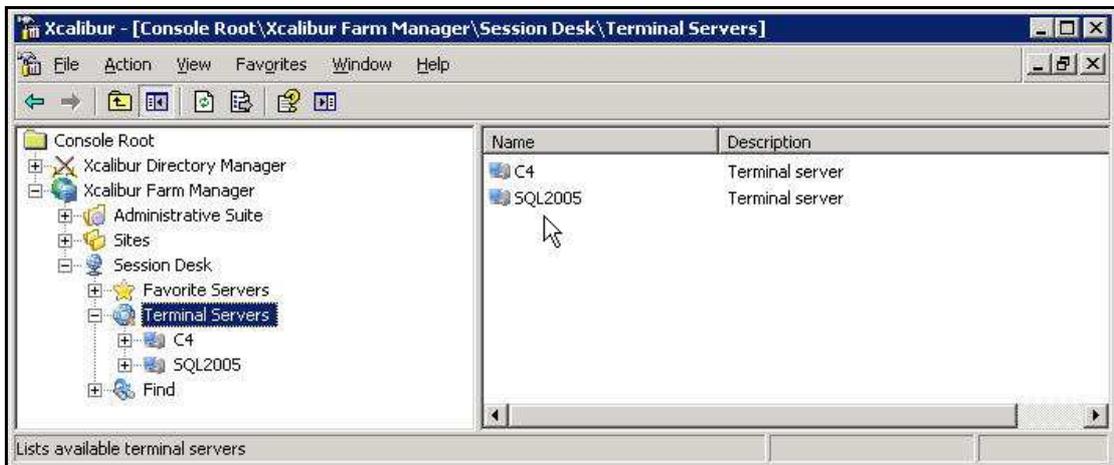
Figure 10: Xcalibur Console Window –Path Expanded

3. Select **Terminal Servers**
4. Right-click on **Terminal Servers** to display a menu.



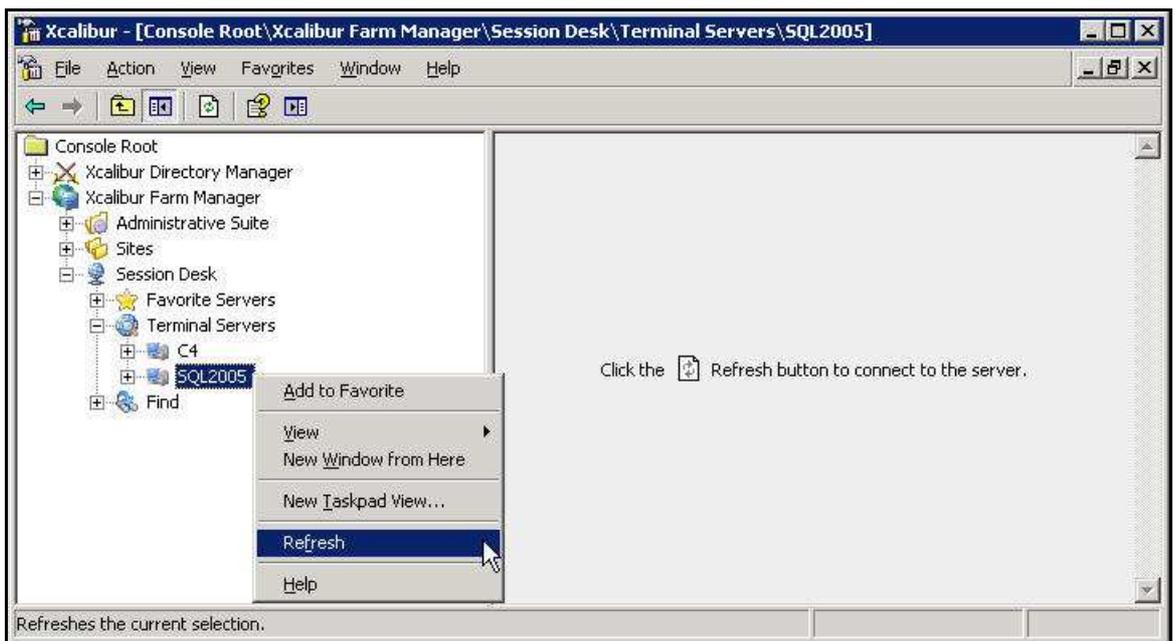
Figure 11: Xcalibur Console Window – Terminal Servers – Refresh

- On the menu, click **Refresh** to view a list of available Terminal Servers in your network.



**Figure 12: Xcalibur Console Window – Terminal Servers - Refreshed**

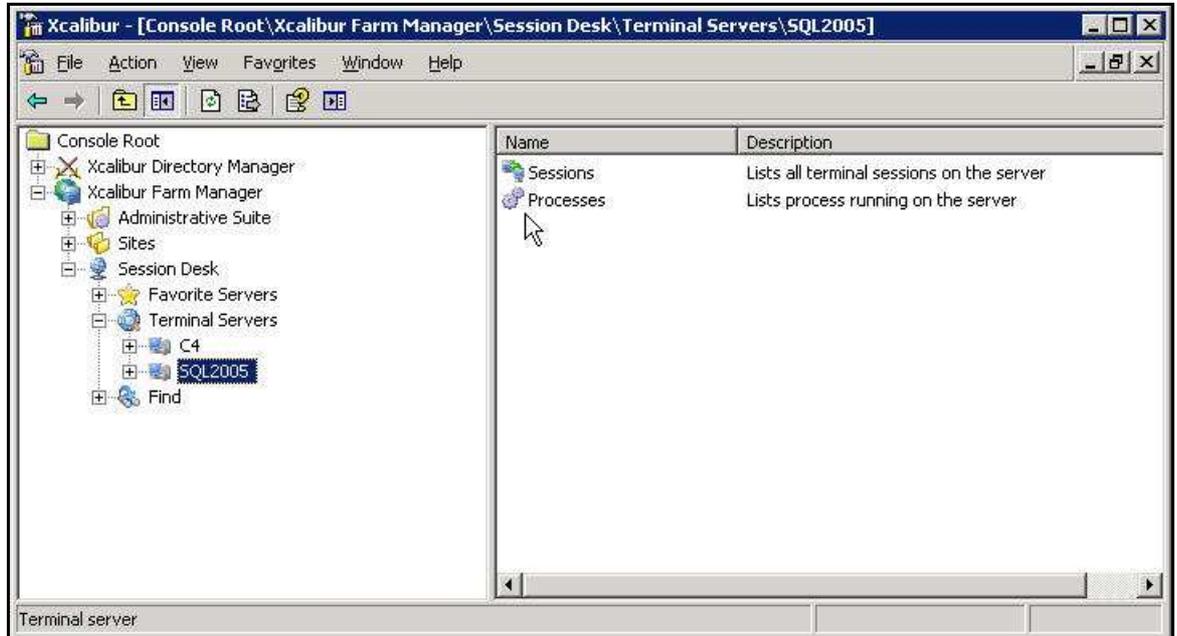
- Right-click on the desired Terminal Server to display a menu.



**Figure 13: Xcalibur Console Window – Terminal Server – Refresh**

- On the menu, click **Refresh** to view the **Sessions** and **Processes** of the Terminal Server:

**IMPORTANT** *In large networks, retrieving the complete list of servers might take some time. In order to prevent the necessity of repeatedly retrieving the server list, add the desired Terminal Servers to the **Favorite Servers** list.*



**Figure 14: Xcalibur Console Window – Terminal Server - Refreshed**

## Managing Terminal Server Sessions

### 1 Listing the Terminal Server's Sessions

Select **Sessions** to view the terminal server's sessions.

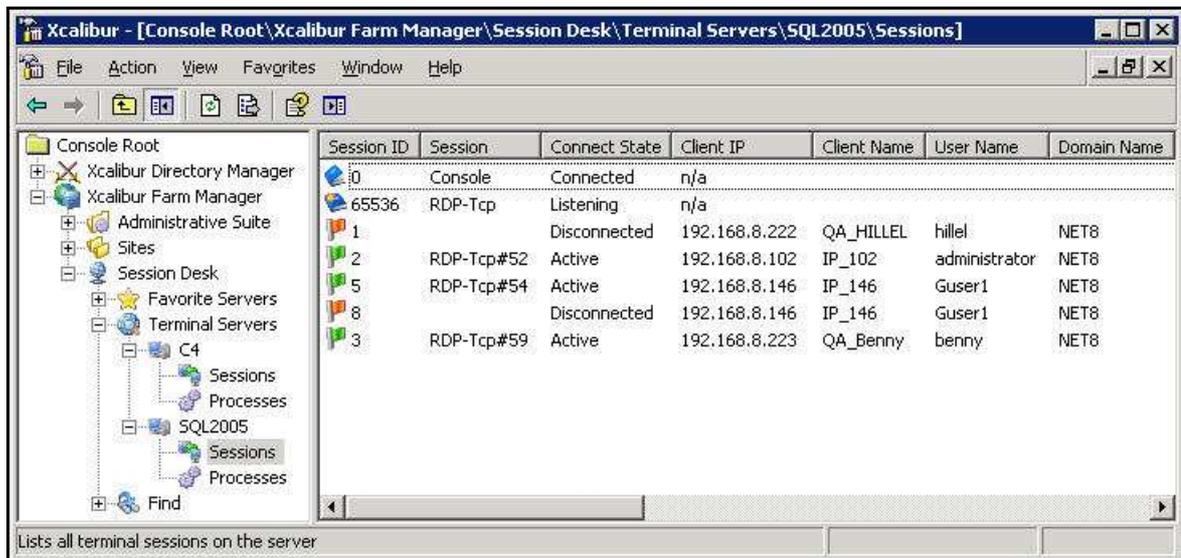


Figure 15: Xcalibur Console Window – Terminal Server – Sessions List

### 2 Listing the Terminal Server's Processes

Select **Processes** to view the terminal server's processes.

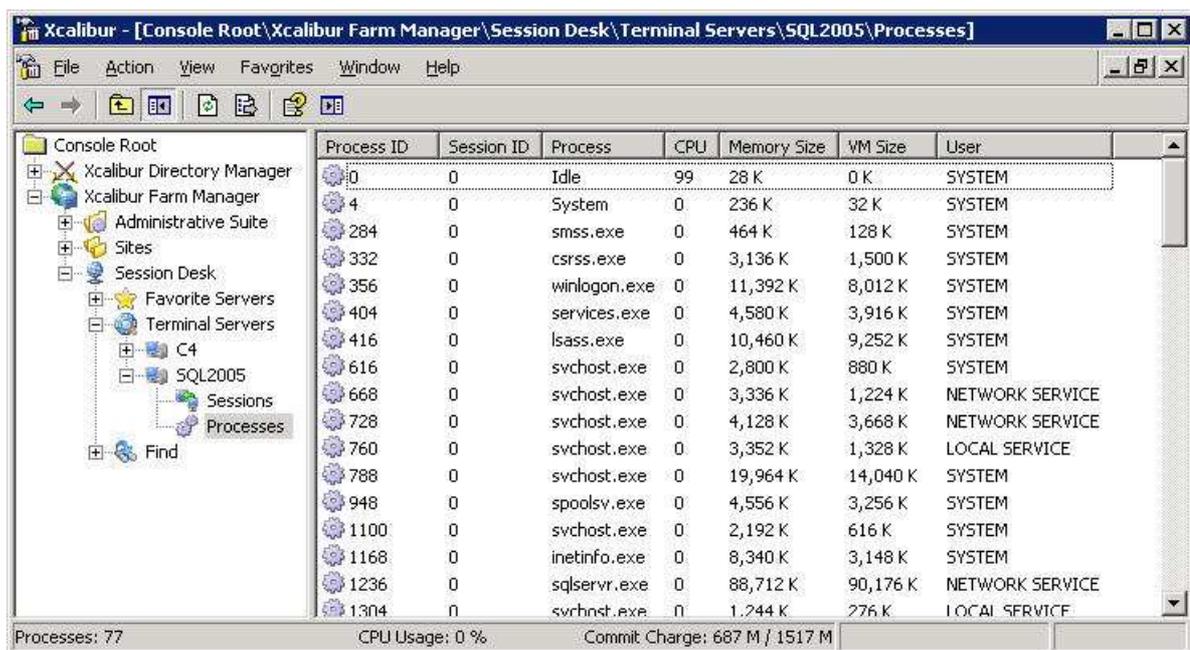


Figure 16: Xcalibur Console Window – Terminal Server – Processes List

### 3 Shadowing a Thin Client using VNC

Shadowing a thin client using VNC enables the administrator to remotely view and control the thin client from which the terminal server session is running.

1. In the right pane, right-click on the desired session to display a menu.

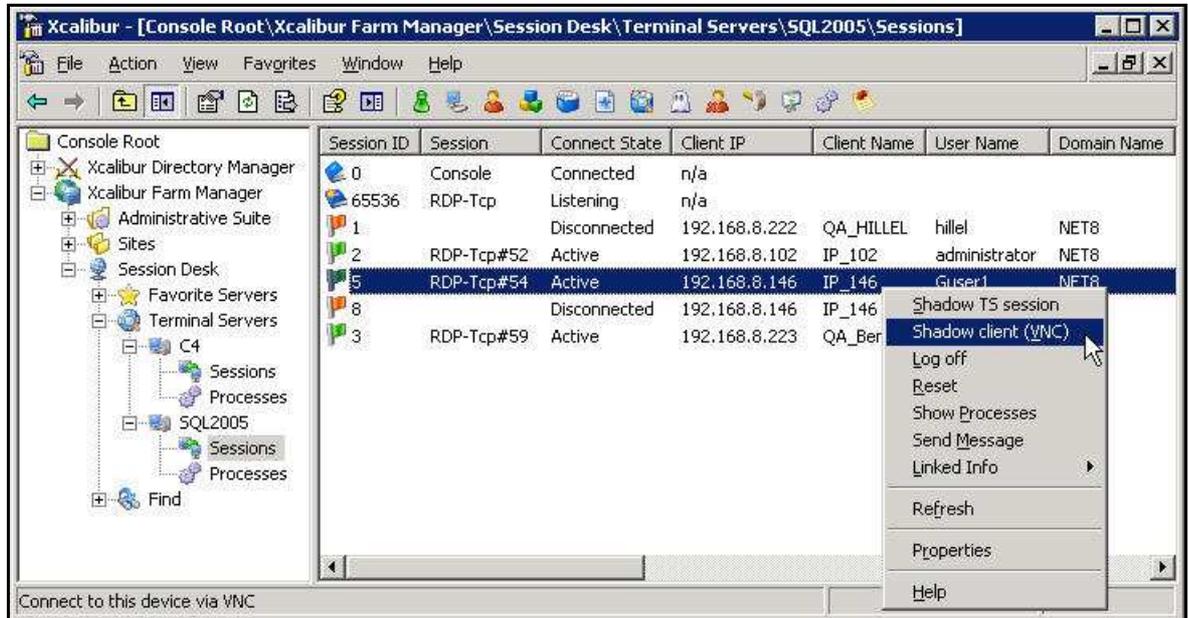


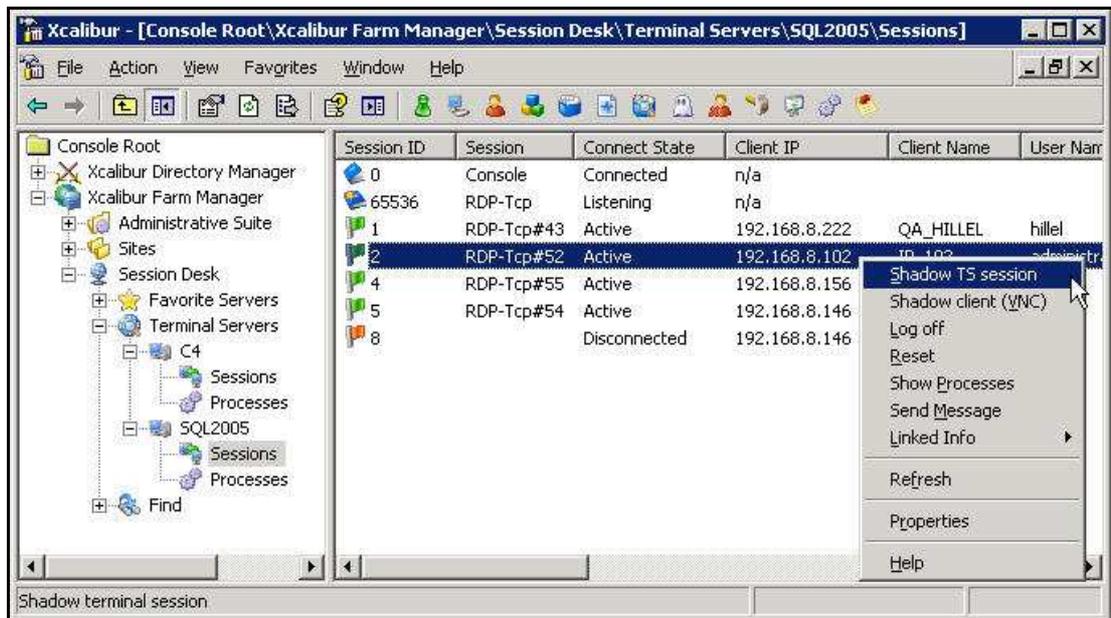
Figure 17: Xcalibur Console Window – Terminal Server – Sessions List - Menu

2. On the menu, select **Shadow client (VNC)**.

## 4 Shadowing a Terminal Server Session

Shadowing a session enables the administrator to remotely view and control the user's terminal server session.

1. In the right pane, right-click on the desired session to display a menu.



**Figure 18: Xcalibur Console Window – Terminal Server – Sessions List - Menu**

2. On the menu, select **Shadow TS session**.

## 5 Logging Off a Terminal Server Session

A session that has already logged-on can be forced to log-off.

1. In the right pane, right-click on the desired session to display a menu.

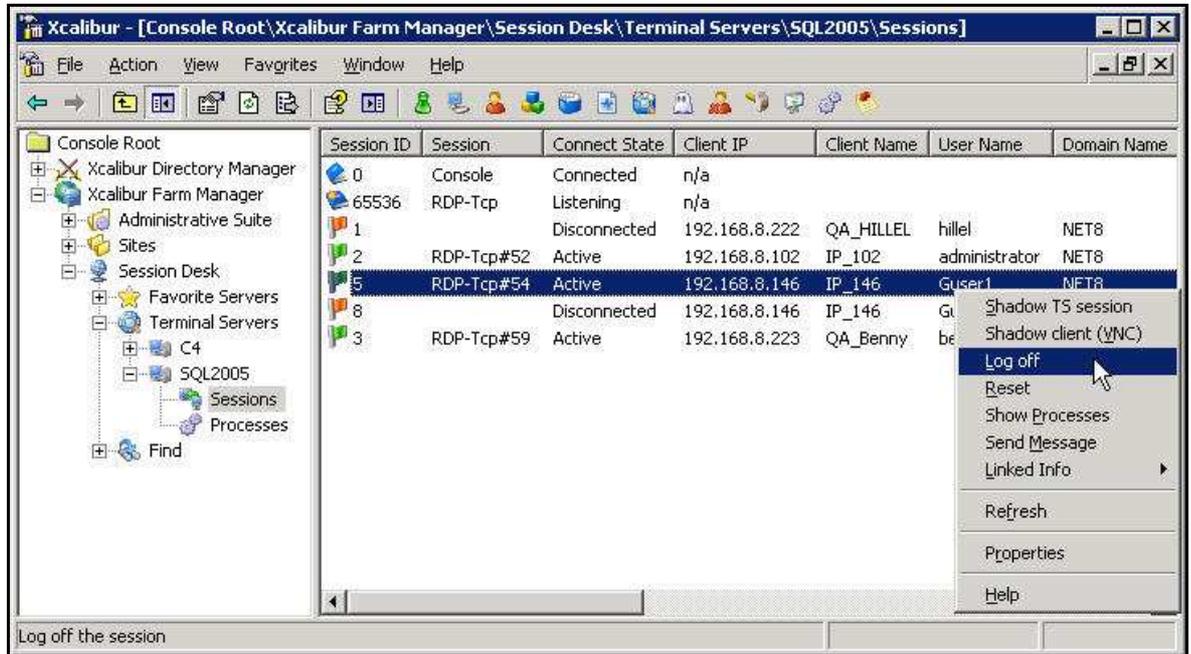


Figure 19: Xcalibur Console Window –Sessions List – Menu – Log Off

2. On the menu, select **Log off**.

## 6 Resetting a Terminal Server Session

Resetting a session will terminate it without performing a proper log-off.

1. In the right pane, right-click on the desired session to display a menu.

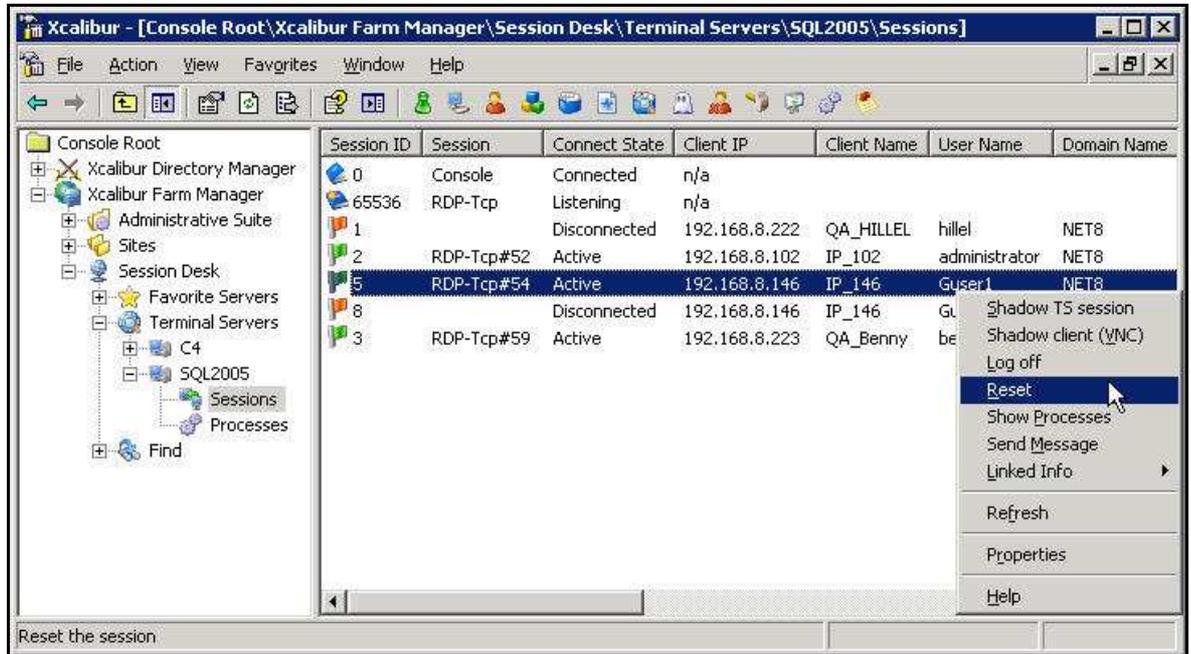


Figure 20: Xcalibur Console Window –Sessions List – Menu – Reset

2. On the menu, select **Reset**.

## 7 Sending a Message to a Terminal Server Session

This option allows the administrator to send a message to the device that is running a particular session.

1. In the right pane, right-click on the desired session to display a menu.

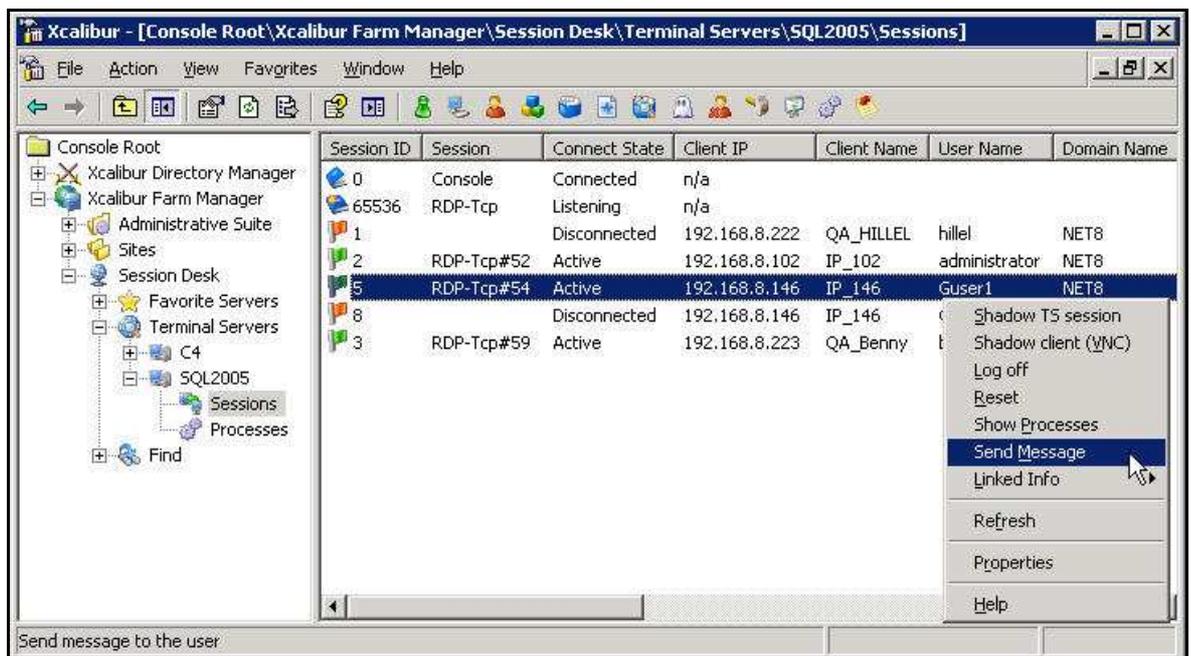


Figure 21: Xcalibur Console Window – Sessions List – Menu – Send Message

2. On the menu, select **Send Message** to open the **Send message** dialog box..
3. In the **Send message** dialog box, select a message classification in the **Message Type:** drop-down list box.

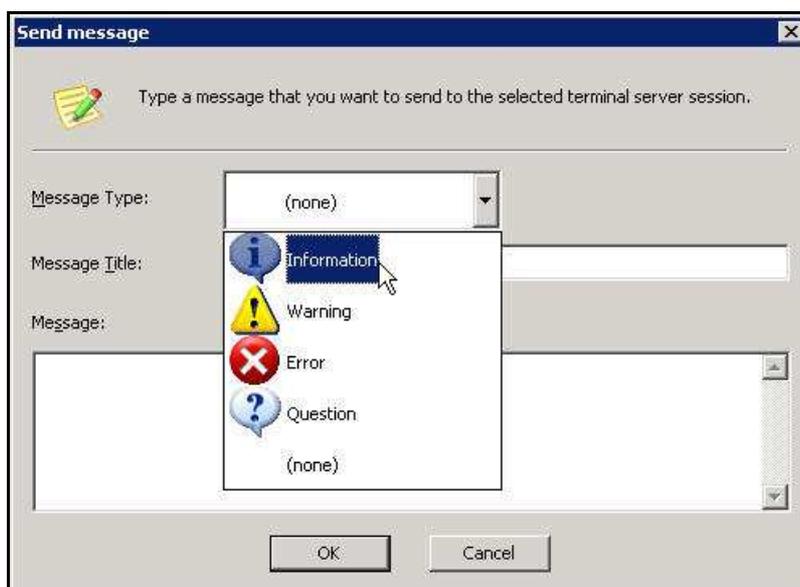
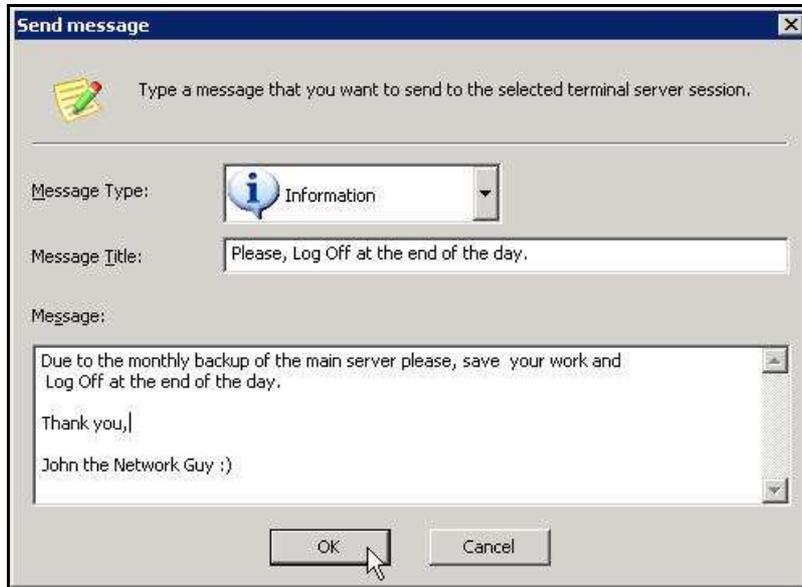


Figure 22: Send Message Dialog Box – Message Type

4. In the **Message:** text box, type in a message.
5. Click **OK** to send message.



**Figure 23: Send Message Dialog Box – Message Example**

## 8 View Thin Client Information.

This option allows the administrator to view information about the thin client from which the terminal server session is running.

1. In the right pane, right-click on the desired session to display a menu.

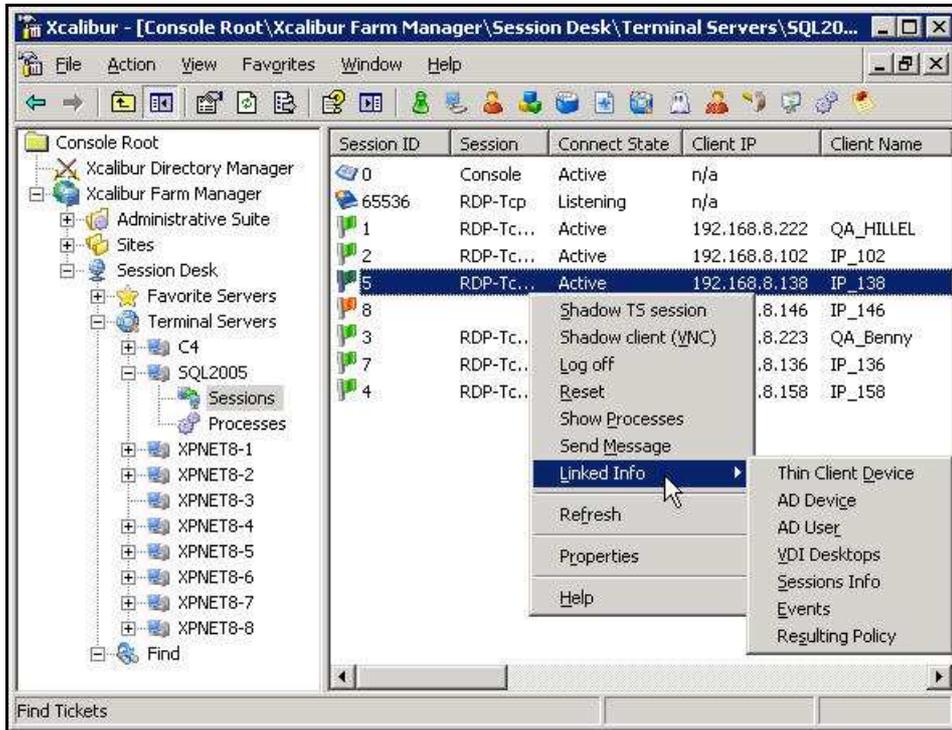


Figure 24: Xcalibur Console Window – Sessions List – Menu – Linked Info

2. On the menu, select **Linked Info** to display a sub-menu.
3. On the sub-menu, select one of the options to display the associated thin client information.