

visionapp Remote Desktop 2010

Installation Guide



Contents

1	General	1
1.1	Introduction	1
1.2	Technical Support	1
1.3	About this Documentation.....	2
2	Installation of vRD 2010	3
2.1	System Requirements	3
2.2	Update	3
2.3	Installation of vRD 2010	4
2.4	Connecting vRD 2010 to a Database	5
2.5	Installation using a Script	13
3	Disclaimer.....	14

1 General

1.1 Introduction

visionapp Remote Desktop (vRD) 2010 is a software which allows the management of connections to remote computers. vRD 2010 is ideal for administrators who need to maintain simultaneous connections to multiple servers and want to organize these connections in an efficient way. The resources and settings of all objects can be centrally managed in the vRD 2010 console.

This documentation explains all necessary steps for the installation of vRD 2010 in detail.

1.2 Technical Support

vRD 2010 is developed by visionapp AG. Technical support is provided through a special visionapp forum, available here

<http://www.visionapp.com/vRD-Support>

Please include the following information in your request so that we can provide quick and efficient support:

- > Installed version of the visionapp Control Center Console and the vRD module. These information can be found under **?|Info...** in the section **Module details**, when you click on the corresponding module under **Installed modules**.
- > Name, version and language of the client operating system of your vRD installation
- > Name, version and language of the database server of your vRD database
- > Version, Service Pack and language of the Microsoft SQL server of your vRD database
- > A detailed description of the issue, including messages
- > Event Logs of the servers affected
- > Logs from vRD 2010 (only available in database mode)
- > Any relevant screenshots that may be useful for further assistance

1.2.1 visionapp Website

The visionapp website www.visionapp.com offers varied information and downloads:

- > Information on new products
- > Product updates and fixes
- > Whitepapers and presentations

The latest product versions and the supporting documentation are available under www.vRD2010.com.

1.3 About this Documentation

1.3.1 Required Knowledge

In order to successfully work with this manual, a profound knowledge of working with Microsoft Client- and Server operating systems is required.

Furthermore, the manual is aimed at people involved in installation, administration and troubleshooting of Microsoft client/server operating systems. This documentation presupposes certain knowledge of technical matters and technical terms. In case a problem cannot be solved with the information provided, please visit our [website](#) for additional troubleshooting information.

1.3.2 Formats and Icons

The following formats are used for the various instructions:

Bold	Menu names and entries, window names, input and list fields, messages and important statements are shown in bold .
<i>Italics</i>	Entries to be made by the administrator are shown in italics.
Monospace	Program code, paths and file names are shown in monospace font.
<u>Links</u>	Underlined red text refers to a hyperlink .

The following icons are used:



The question/answer icon indicates a note. It points out special points that need to be observed for proper functioning of the product.



The warning icon indicates particularly important sections in the document. It also reveals practical tips that might help you avoid data loss, product damage, or other inconveniences.

2 Installation of vRD 2010

2.1 System Requirements

2.1.1 For the PC running vRD 2010

A basic requirement is one of the following operating systems:

- > Microsoft Windows XP with Service Pack 3 or higher, x86- or x64-platform
- > Microsoft Windows Server 2003 and 2003 R2, all editions with Service Pack 1 or higher, x86- or x64-platform
- > Microsoft Windows Vista SP1 or higher, x86- or x64-platform
- > Microsoft Windows Server 2008 and 2008 R2 or higher, x86- or x64-platform
- > Microsoft Windows 7, x86- or x64-platform

Additional operation system requirements

- > Microsoft .NET Framework 2.0 (available via the Microsoft website www.microsoft.com)

Optional components

- > Microsoft Remote Desktop (RDP) client version 6.X
- > Citrix ICA Client Version 10.2x or newer

2.1.2 For the PC administered through vRD 2010

- > Microsoft Windows 2000, all editions, with Service Pack 4 or higher
- > Microsoft Windows XP with Service Pack 1 or higher, x86- or x64-platform
- > Microsoft Windows Server 2003 and 2003 R2, all editions with Service Pack 1 or higher, x86- or x64-platform
- > Microsoft Windows Vista, x86- or x64-platform
- > Microsoft Windows Server 2008 and 2008 R2, x86- or x64-platform
- > Microsoft Windows 7, x86- or x64-platform

2.2 Update

To be able to run vRD 2010 with data from other program versions, the software provides a number of options for backing up and restoring objects as well as for importing and exporting connection settings.

vRD 1.5 to vRD 2010

The Import Wizard allows to restore backups made under vRD 1.5. First backup your settings in vRD 1.5 (**File|Backup**). You may then import the resulting *.vrb file using the Import Wizard (**Object|Import|Restore of connections, credentials, ext. apps or mRemote settings**).



When restoring, all existing information in vRD 2010 will be overwritten.

vRD 2008/2009 to vRD 2010

When installing vRD 2010 on top of an existing vRD 2009 installation all local settings will be transferred automatically (this applies not to vRD 2008). In addition saved (*.vrb, as result of the backup of a local instance) or exported (*.vre files) data from vRD 2008/2009 may be used with vRD 2010 as well.



For security reasons, carry out a complete database backup before updating.



A Database created using vRD2008/2009 can only be upgraded to vRD 2010 if vRD2008/2009 is still installed.

An existing vRD 2008/2009 database will be updated to vRD 2010 along with the installation. However this database can no longer be accessed through through vRD2008/2009. You may only use it with a vRD 2010 installation.

For further information about the update please refer to the online help chapter "Reuse saved data from other program versions".

2.3 Installation of vRD 2010

vRD2010_withSQLExpr.exe (this file contains additional SQL 2005 Express Edition. Use this version if you want to use database mode and do not have a SQL Server.)

vRD2010.exe (version without integrated SQL 2005 Express Edition. Use this file if you either want to save the data only locally or if you want to use an already existing SQL Server for the database mode)

You can select the language for the installation procedure (English or German) in the first installation dialog. This selection refers only to the dialogs of the installation process. The language within vRD 2010 can be changed at any time.



If .NET Framework 2.0 has not already been installed, install it manually before launching the vRD setup. The .NET Framework 2.0 setup can be found at <http://www.microsoft.com/>

Use the Setup wizard to select the features. To continue installation click **Next**.

The next screen displays the Setup License terms for using the product. You must accept the license agreement to continue. Click **Next**.

Then enter your user name and the company name. You can also define, if vRD 2010 shall be available for all users or only for the currently logged in user. Here you can also change the installation path.

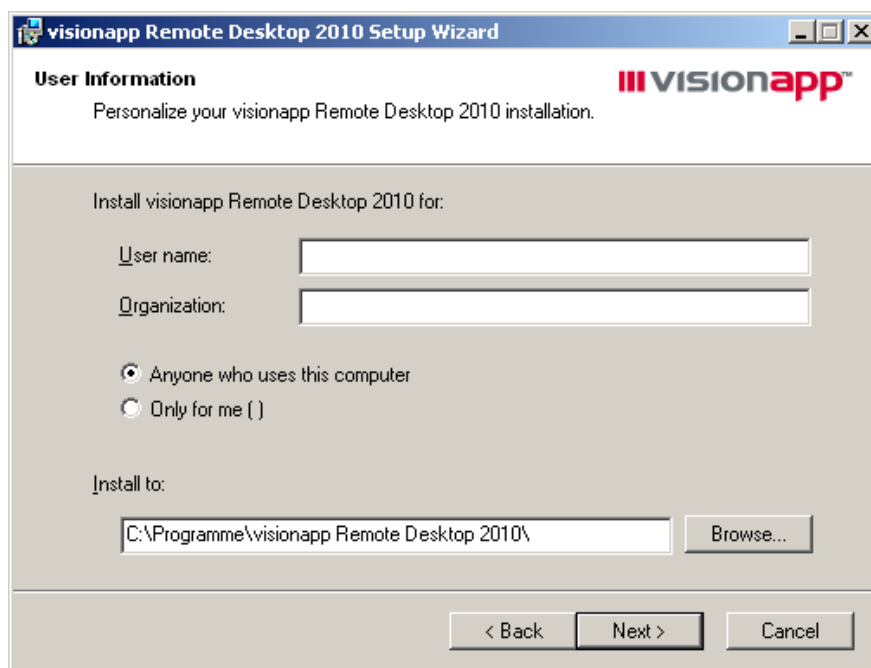


Fig.1: Personalization of the installation

In the next dialog click **Install** to confirm your installation settings. Finally, the selected features are installed. In the **Installation Complete** screen click **Finish** to end the installation.

The basic installation is now complete. Now you can use vRD 2010 locally up to 30 days.

Optionally, you can use vRD 2010 connected to a database. Thus, you have more possibilities to manage connection objects. For this purpose it is necessary to set up an appropriate database or to establish a connection to an existing database. In this case the evaluation time is also limited to 30 days.

2.4 Connecting vRD 2010 to a Database

Launch the Environment Wizard in the management console:

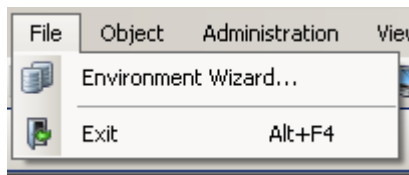


Fig. 2: Access to the Environment Wizard

Now you can set up a new database by clicking the **Add...** button or you can establish a connection to an existing database.

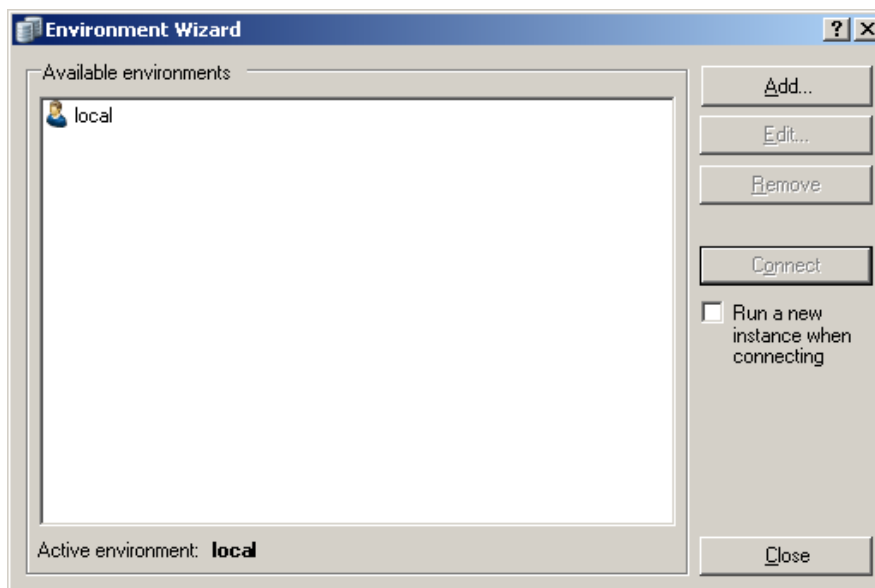


Fig. 3: Start of the Environment Wizard

In the following **Select Action dialog** you can choose one of the following options described subsequently.

- > Select [Connect to an existing database](#) if a central database has already been created from the application.
- > Select [Create a new database on an existing database server](#) if you are performing an initial installation.
- > Select [Create a new instance of Microsoft SQL Express instance including a database](#) if you wish to set up SQL 2005 Server Express with a new database.

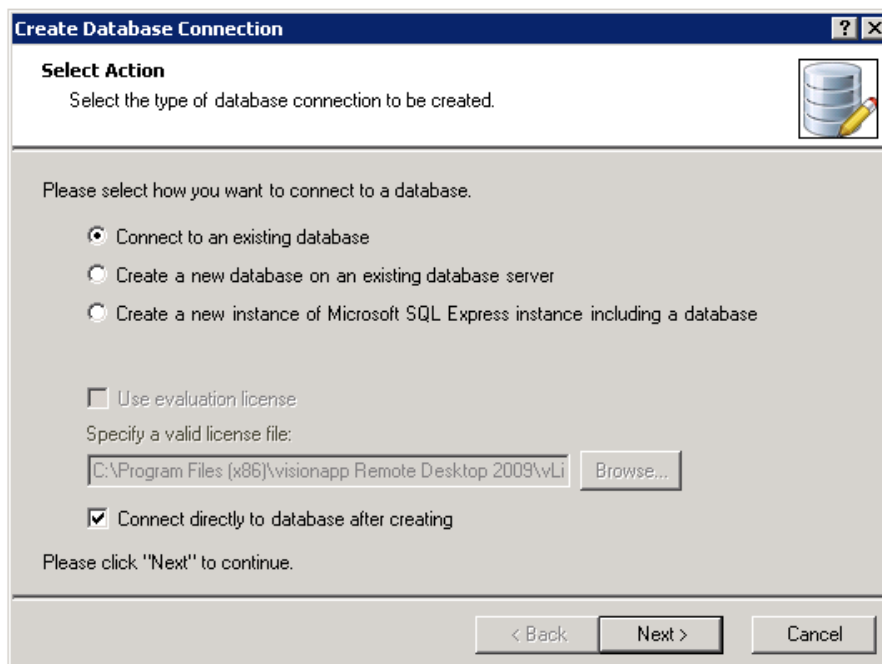


Fig. 4: Select Action for the type of database connection

2.4.1 Connecting to an Existing Database

If you wish to connect to an existing database, specify the database server and the database name as well and the database user and his password. Additionally, you can decide whether that connection may be used for all users on that computer. If you choose this option, all users who work on this computer may also use the database.

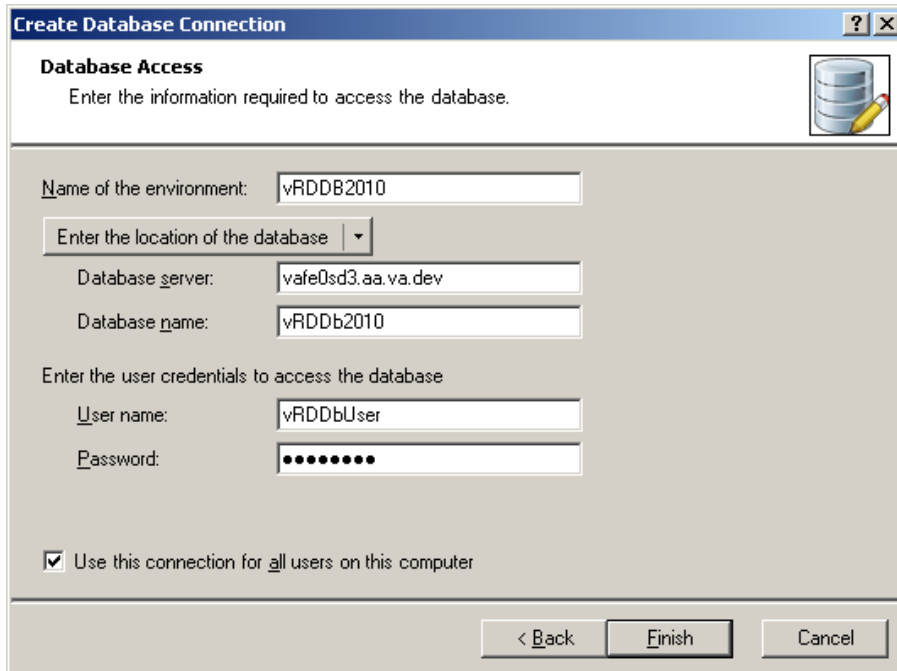


Fig. 5: Information for the database access

Furthermore you can connect to an already existing database, without typing in an username and a password. To do so, click on **Enter the location of the database** and select **Enter encrypted connection string**.

To get the encrypted connection string you have to first open up the environment wizard. Right click on an existing database entry and select **Copy** to copy the information to the clipboard.

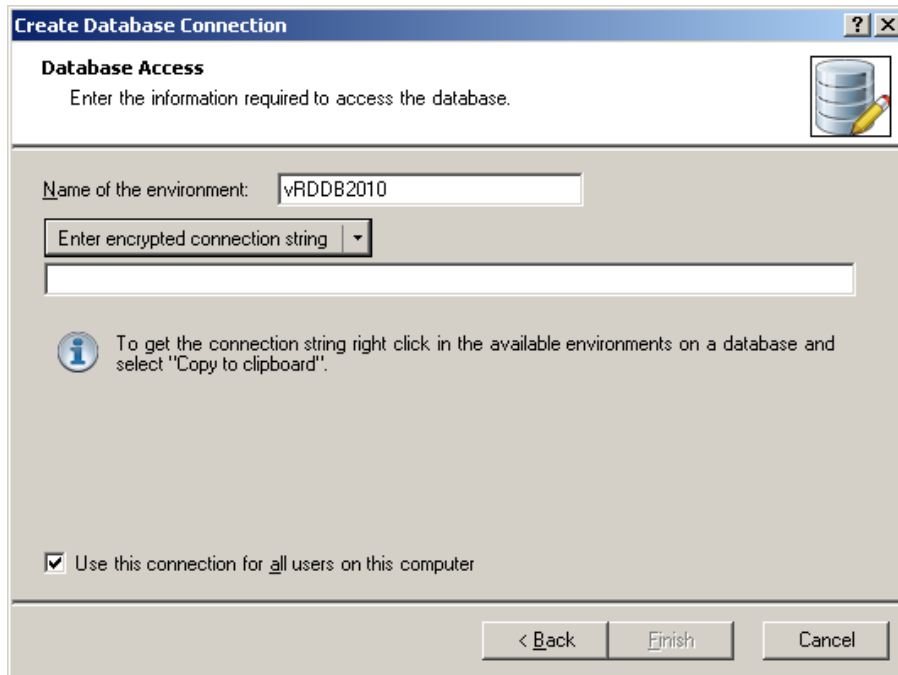


Fig. 6: Accessing a database using an encrypted connection string

2.4.2 Creating a new Database

Enter the database server and the desired database name. Your user account used for installation must have appropriate permissions on the database server. Disable the **Integrated Windows Authentication** option if the Windows user account does not have sufficient rights on the SQL server and enter a SQL Server user account to create new database.

For the installation you need a SQL user with appropriate permissions who has the authorization **securityadmin** and **dbcreator** rights within the SQL server.

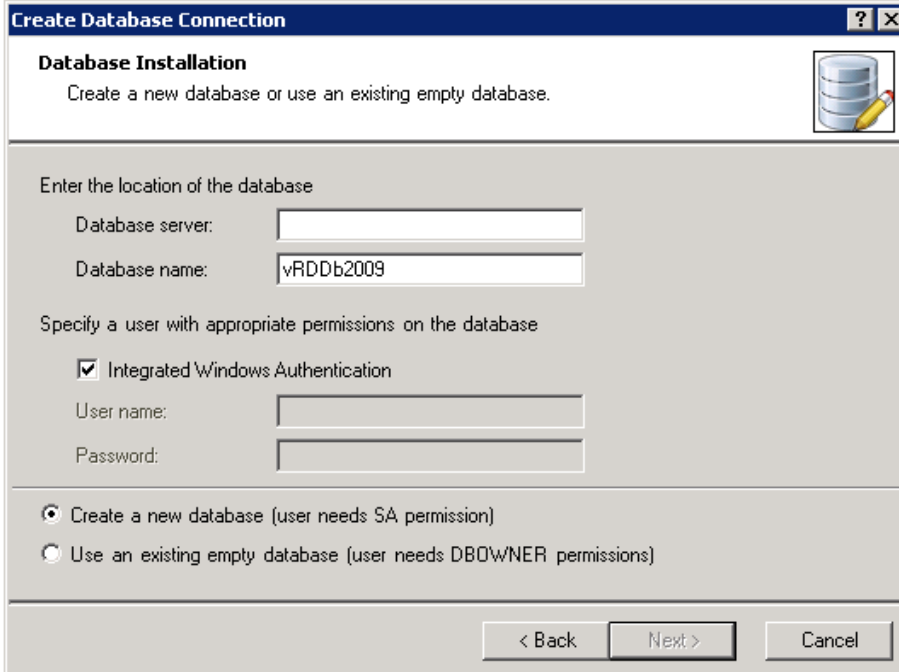


Fig. 7: Database Installation

You can also use an existing empty database as a database for the application. This may be necessary if a company has implemented policies according to which creating a database is restricted to specific user accounts. During installation, this database will be filled with the data required.

To do so, select the **Use an existing database option** at the bottom. You need to specify the database user who needs access to the database. This user account must have been created beforehand. To do so, the SQL server user account used for installation requires the **securityadmin** permission within the SQL server. The SQL server user account used for the database connection requires the **db_owner** permission on the database within the SQL server. This account also applies to any other console users on other computers.



If the SQL server uses multiple instances, also enter the name of the instance in the **Database server** field:
`<server name\instance name>.`

Next, enter the data connection to access the database

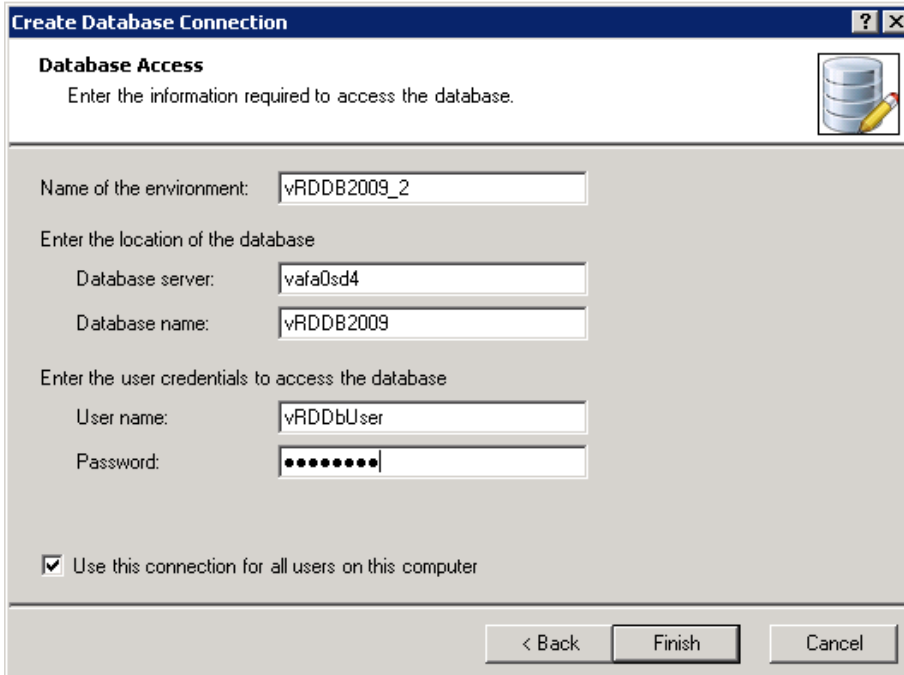


Fig. 8: Information for the Database Access

The database is created and a status window is displayed.

Click **Finish**. If you confirm the following dialog by selecting the **Yes** button, vRD 2010 will automatically be started and a connection to the database will be established. Thus, the database connection procedure is completed.

2.4.3 Connecting to the Newly Created or Already Existing vRD Database

If you want to establish a connection to another database or via the local option, you have to start the Environment Wizard again in vRD 2010 (**File|Environment Wizard...**).

All created databases are shown here.

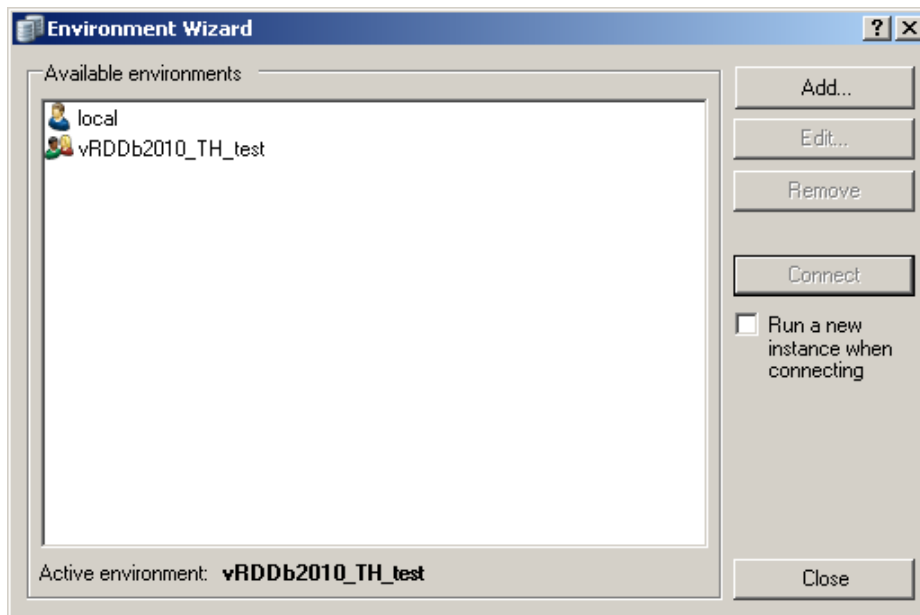


Fig. 9: Available environments

You can create or connect additional databases. Click **Add**. This will reopen the **Create Database Connection|Select Action** screen, where you can create a new database or select an existing one. Once the database creation is complete, the new database is also included in this list.

Now select a database and click **Connect**. Via the **Edit** button you can change the access information of a relevant database later on. (see Figure 8) This is not possible for the entry **local**. The **Remove** button enables you to remove all entries except for the **local** entry.

The currently connected (active) environment is shown at the bottom.

The **local** entry allows the user to access the data, which was stored locally on the computer on which vRD 2010 has been installed. All other entries are connections to databases.

When you connect to one of the available environments you can activate the field **Run a new instance when connecting**. Then vRD 2010 will be started in a new instance.

2.4.4 Creating a New Microsoft SQL Express Instance Including Database

Select whether you want to use the evaluation license or specify the path to an existing license file. The license file information is stored in the database and is therefore automatically available for all subsequent installations.

If you select the Use evaluation license option, the application will be available for 30 days as evaluation version with limited functionality. Click **Next**. When creating a new SQL Express database, the name of the computer is used as database server.

In the next field, specify the desired name of the database. The user account used for installation is automatically used as the **systemadmin** account (sa) for SQL Express. This account has the permissions required to create the database and a user for database access.

In the next dialog, enter a name for the environment and specify a user including a password. This will be the user taken to access the database from vRD 2010.

If you enable the **Use this connection for all users on this computer** checkbox, all users logged on to this computer will be able to establish a connection to the created database.

Then, SQL Express is automatically installed, including the database.

When installation is complete, the newly created environment will be available when the Environment Wizard is opened.

2.5 Installation using a Script

When you start the installation of vRD 2010 a MSI file will be created automatically. This file can be used to control the installation process by command line or through a script. The relevant command is *msiexec*. Some of the available options and parameters are described below. Further command line options for *msiexec* are to be found under:

<http://support.microsoft.com/kb/314881>

Option	Parameter	Meaning
/i	„Package“	Installs the MSI packages specified (full path required!)
/q	n b r f	Sets the user interface q, qn – No UI qb – Basic UI. qb! hides the Cancel button qr – Reduces UI. The modal dialog window at the end of installation is not displayed qf – Full UI. Error messages, Cancel option and final modal dialog window

Table 1: MSI Parameter Overview

To provide the installation routine with the required properties, enter appropriate property value pairs in the command line. These pairs can be placed anywhere, except for between an option and the associated parameter.

The correct syntax, for instance is as follows:

msiexec /i C:\install\vRD.msi INSTALLDIR="C:\vRD2010"

Property	Value
InstallDir	Local file path for the installation Default: >%\ProgramFiles%\visionapp Remote Desktop 2010

Table 2: MSI Property Overview

3 Disclaimer

Disclosure and Warranty

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About visionapp

visionapp specializes in the design, implementation and operation of server-based infrastructure and portal solutions based on Microsoft and Citrix technologies. The company provides unique products and services for optimization and cost-effective administration of Windows Terminal Server infrastructures. visionapp Application Delivery Management Suite including visionapp Server Management and visionapp Workspace Management as well as consulting and ASP services form the core business.

The visionapp products and solutions will be provided through a worldwide certified partner network. Only in Germany visionapp delivers products and solutions directly to large enterprises. The SME market is also being supplied through certified partners.

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