

Aqua Connect Terminal Server 3.5 Installation Guide



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Please make sure to see the ReadMe.txt file for the latest updates and notes.

System Requirements

Hardware

- Intel based Xserve, Mac Mini Server, or Intel based MacPro system (Core 2 Duo or better)
- 1 GB of Memory minimum for Operating System
- 90 MB of Memory minimum per active user
- 250 MB of free storage space on system volume
- 50 MB of free storage space per user, active or not
- Free space for applications
- Free space for temporary storage of application operating data
- Extra Memory for each active user based on applications and data usage
- One or more clients

Software (Base)

- Apple Mac OS X Server Unlimited version 10.6.1 or higher
- Aqua Connect Terminal Server 3.5.3282 or higher
- Apple Mac OS X Server Admin Tools

Software (RDP Support)

- None, everything is built into Aqua Connect Terminal Server 3.5.3282 or higher

Software (X11 Support)

- None, everything is built into Aqua Connect Terminal Server 3.5.3282 or higher

Software (VNC Support)

- None, everything is built into Aqua Connect Terminal Server 3.5.3282 or higher

Licensing

- Valid Aqua Connect Terminal Server 3.5 License Key
- Access to the internet with HTTPS support or access to a license key server

Prerequisites

Operating System

- Mac OS X Server 10.6 with 10.6.1 updates or higher
- Mac OS X Server Admin Tools
- Either local home folders for each user or access to a network home folder for each user
- Local user accounts or Directory Service accounts with a bounded server
- If using Directory Services then access to a Directory Service Replica
- If using Directory Services then a properly configured Directory Services environment
- Properly configured DNS server with reverse DNS lookups enabled
- If using DHCP then properly configured DHCP server with dynamic DNS updates
- “/var/tmp”, “/tmp”, “/private/var/tmp” and “/private/tmp” must reside on the system volume

Configuration

- Fast User Switching **DISABLED**
- Statically assigned IP address for the server OR static IP address to Ethernet MAC address mapping
- Properly configured access to Directory Service if used, (see website for more information)
- Properly configured DNS forward and reverse lookups of IP addresses and names of servers and clients

Security

- Passwords set for every user connecting to the server
- A local administrator account and Directory Service administrator account with password if using Directory Services
- System Volume, (“/”), should be read only to “everyone” but writable only to “root” and “admin” users
- Applications Folder, (“/Applications”), should be read and execute only to “everyone” but writable only to administrator accounts
- Server Tools Folder, (“/Applications/Server”), should be read, write and execute only to administrator accounts with no rights to “everyone”

Connectivity

- Internet access with HTTP and HTTPS protocols OR access to Aqua Connect Licensing Key Server
- Stable network connectivity between clients and server(s)
- Highly recommended 1GB Ethernet connection (if using a Xserve, use bonding, if possible)

Graphical Based Installation Walkthrough

Retrieving Installation Files and Keys

Aqua Connect Installation Files can be retrieved from Aqua Connect's website. Please contact your sales or support representative if you require the link to the download page. Aqua Connect Terminal Server License Keys can be obtained only through an authorized sales representative. Please contact them if you require assistance.

During the installation process, no other applications should be running and no other users should be logged in. If you have previously installation of installed Aqua Connect Terminal Server, use that version's uninstall feature prior to installing the newer version. If Aqua Connect Terminal Server 3.5 detects a prior installation, you will now be given the option to either uninstall your previous version or copy over the new pieces to your old installation. Instructions on how to uninstall previous versions will be supplied at the end of this documentation. When the installation process is complete, the server will prompt you to restart. Failing to restart after the installation process will yield a very unstable system that may cause data corruption or even data loss.

Aqua Connect Terminal Server Installation Files are distributed in Apple's Meta-package format (mpkg) inside a disk image container (dmg). Once downloaded, open the disk image container by launching it. This will mount the disk image revealing the Meta -package format file "ACSetup". Proceed to install by launching "ACSetup".

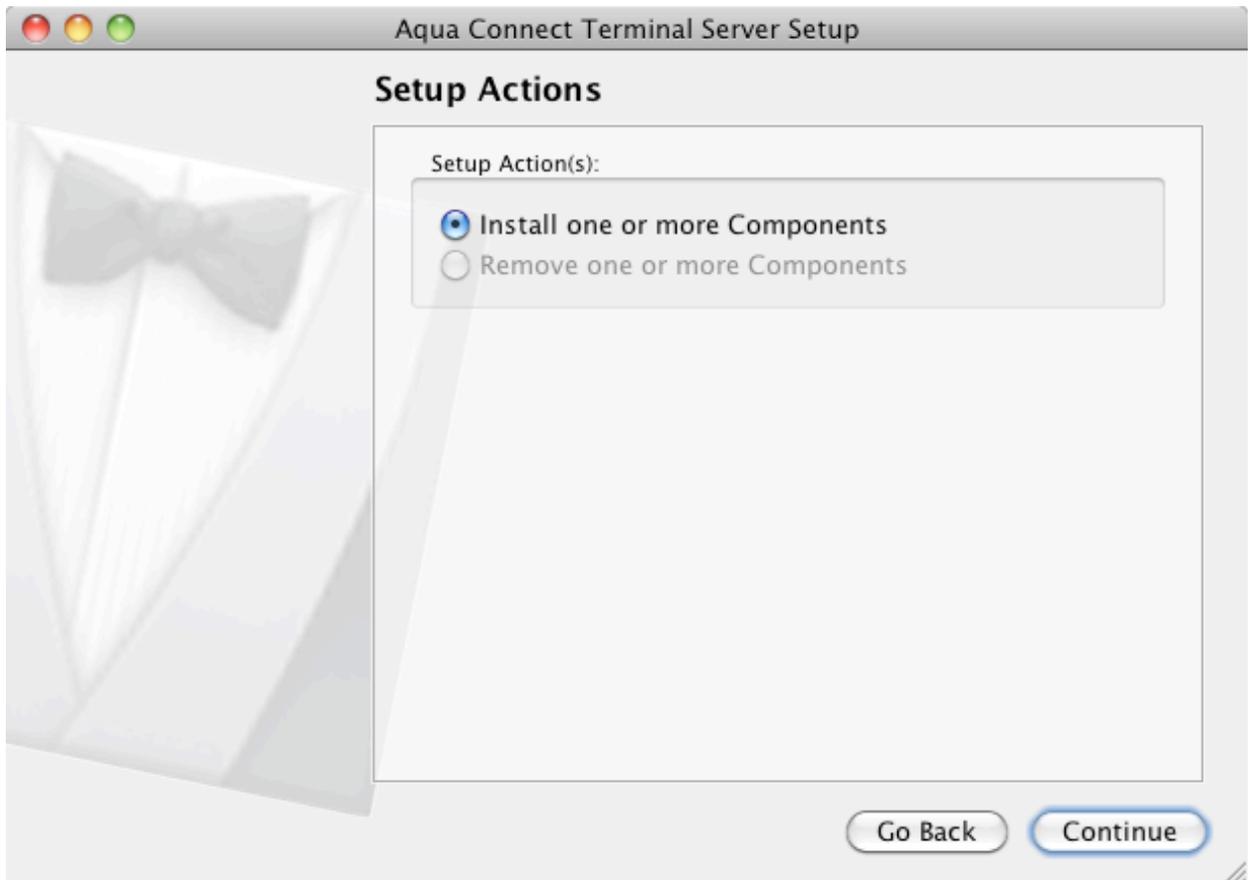
Installation



(Introduction Screen - Figure 1)

The installer will display a welcome and introduction screen. The version number of the product that you will be installing can be found at the bottom of the screen. Proceed by pressing Continue.

Next you will be presented with a setup prompt screen. If this is the first time that the product will be installed, your choice will default to “Install one or more Components”. Proceed by pushing Continue. (See figure 2 below)



(Setup Panel - Figure 2)

The next screen will prompt you to enter in the license key you were given by your sales representative. Choose the region of your license key from the dropdown menu. Choices to choose from include: "Europe", "US/World" and "Other". As a general rule, keys beginning with "AE" are located in Europe and keys beginning with "AC" are all other regions. If you choose "Other", a box to enter in the internet address of the licensing server will appear. Please remember that all keys are case sensitive. A message will appear if your key is invalid. Select the Continue button to move on to the next screen. (See figure 3 below)



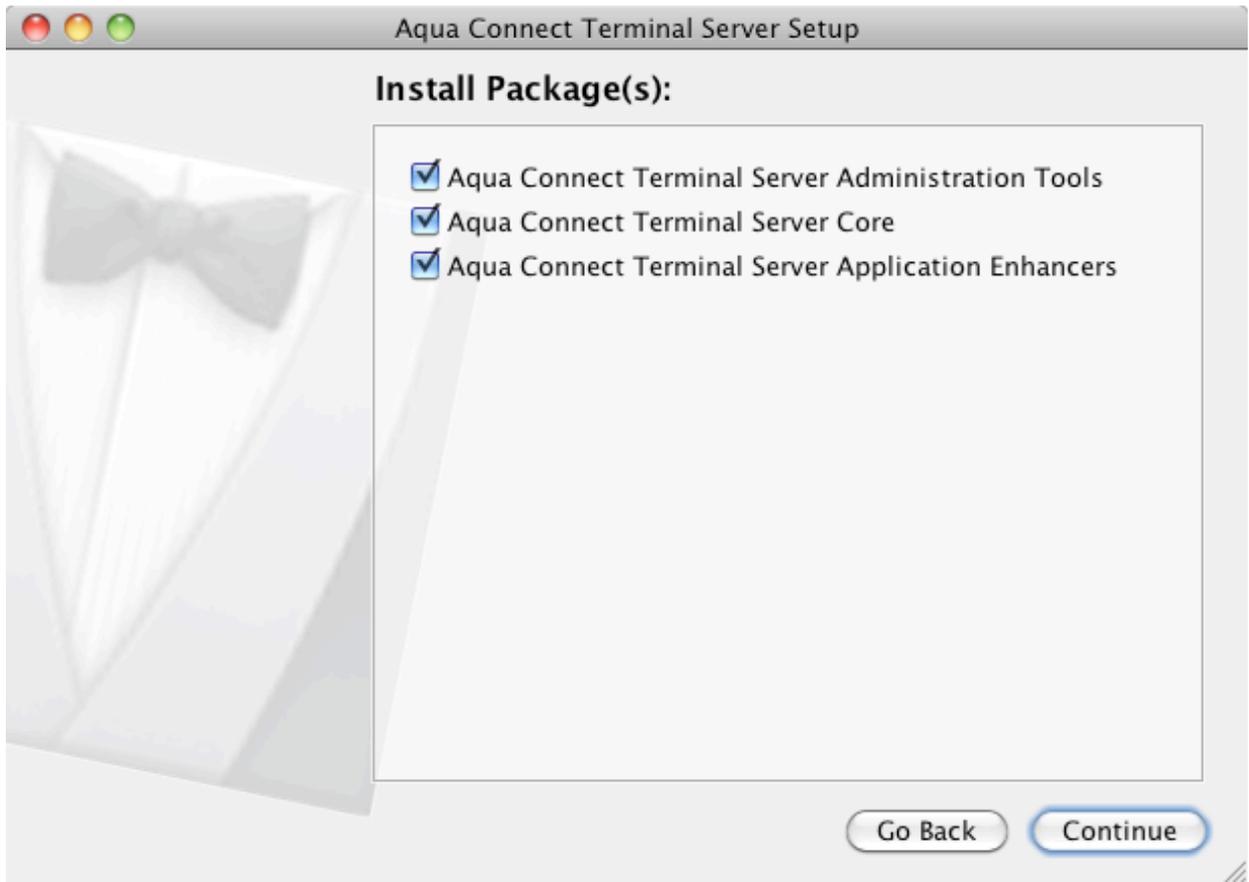
(Entering in a License Key - Figure 3)

Please read the Software License Agreement as you are bound to it if you agree to it. Failing to read the agreement does not preclude you from the terms of the agreement. Check the box if you accept the License Agreement. (See figure 4 below)



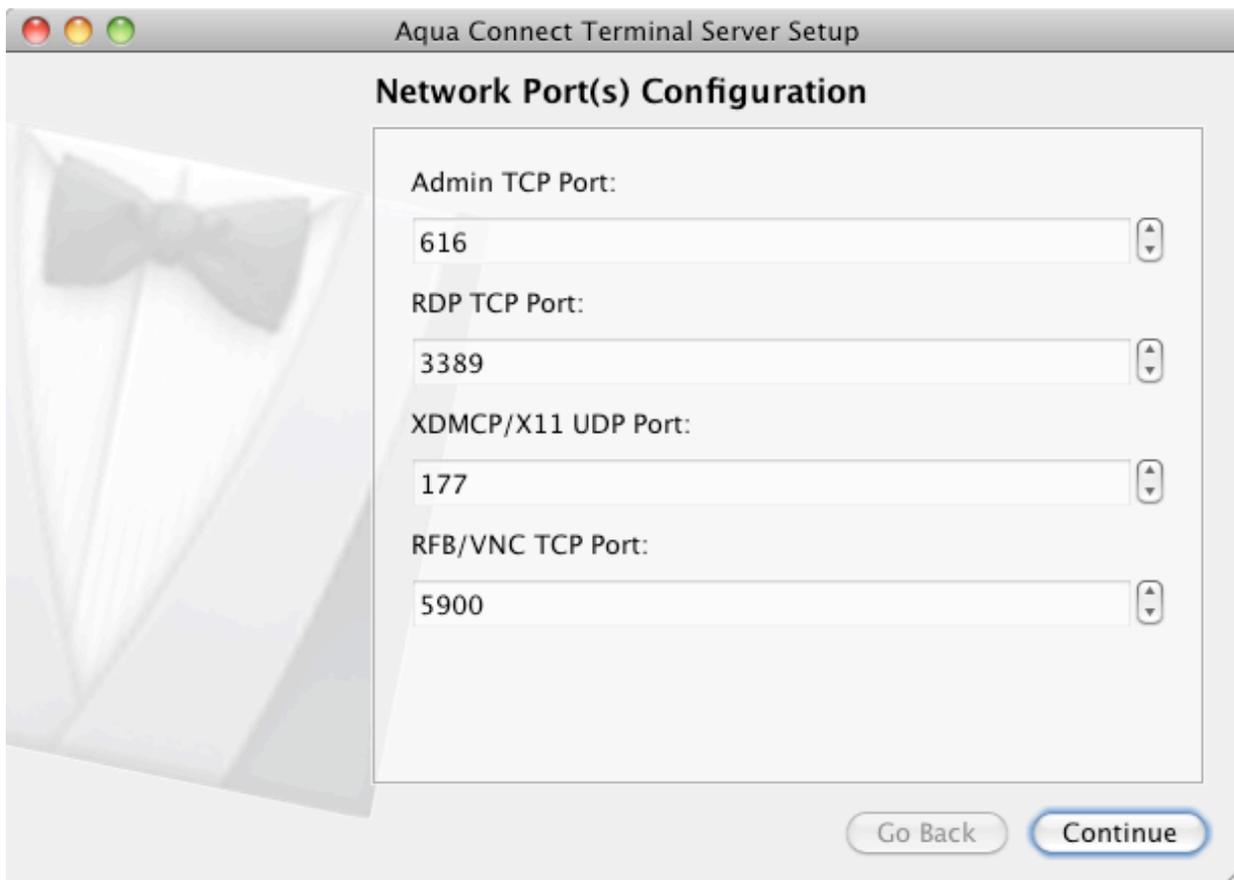
(Software License Agreement - Figure 4)

In the installer, Aqua Connect is now divided up into packages to install. The Administration Tools package is for the admin tool installation. The Core installation package is for all of the protocols. The Application Enhancers package is for any add-ons you might need (like audio). By default, they are all not checked. You will need to check at least one to continue on to the next page. For the best experience, it is recommended that you install all three. (See figure 5 below)



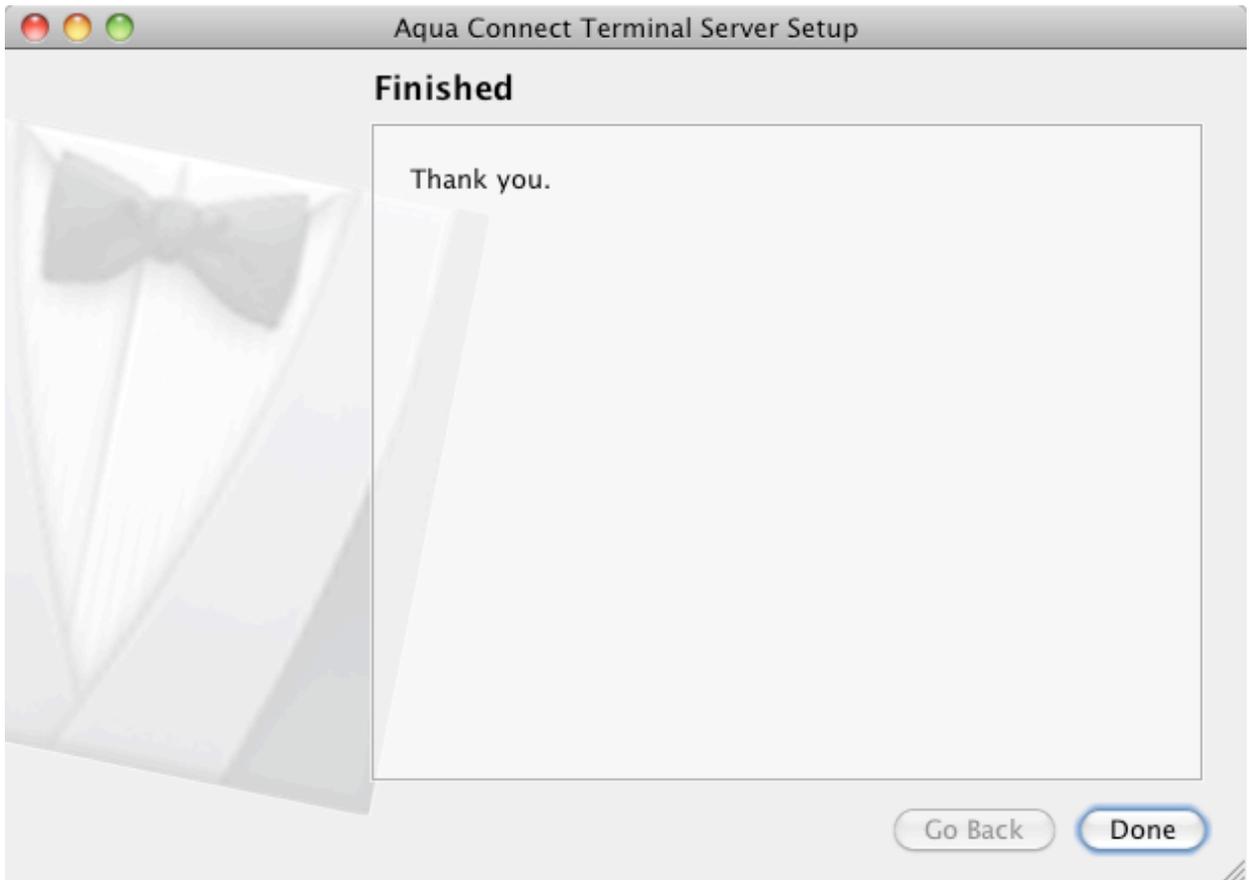
(Package Installation - Figure 5)

If you select the Core installation package, it will allow you to choose the port numbers to use for each protocol. If the port is already in use, it will let you know to either choose another port or force install the product anyway. In the case of VNC, you can change the port to 5901. Alternatively, you can also check to see if Apple Remote Desktop or Screen Sharing is enabled. If it is, turn it off, as they also use port 5900. If you choose not to or cannot use X11 or VNC, choosing a port number of 0 will ensure that it will not be installed. When you are finished, click Continue. (See figure 6 below)

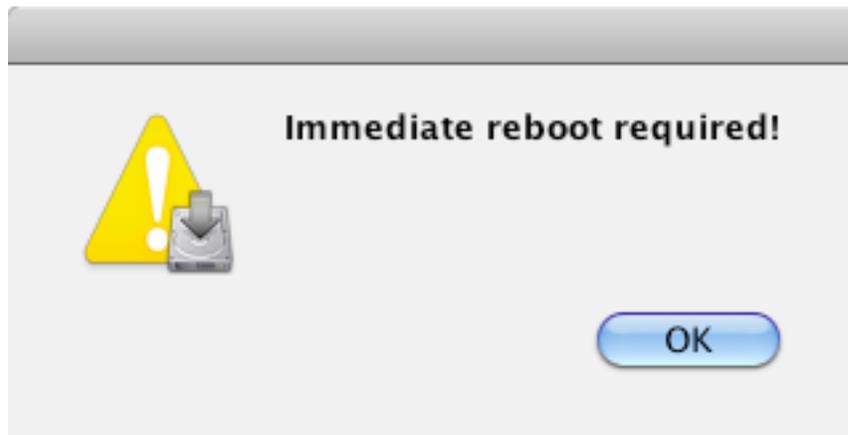


(Port Configuration - Figure 6)

After proper configuration of the Network ports, you will receive an Installation Finished message. If you have not already given authorization for ACSetup to make changes, you will be prompted for your Administrator name and password before proceeding. After entering your information, you will then be prompted to restart the server. Failing to restart after the installation process will yield a very unstable system that may cause data corruption or even data loss. (See figures 7 & 8 below)



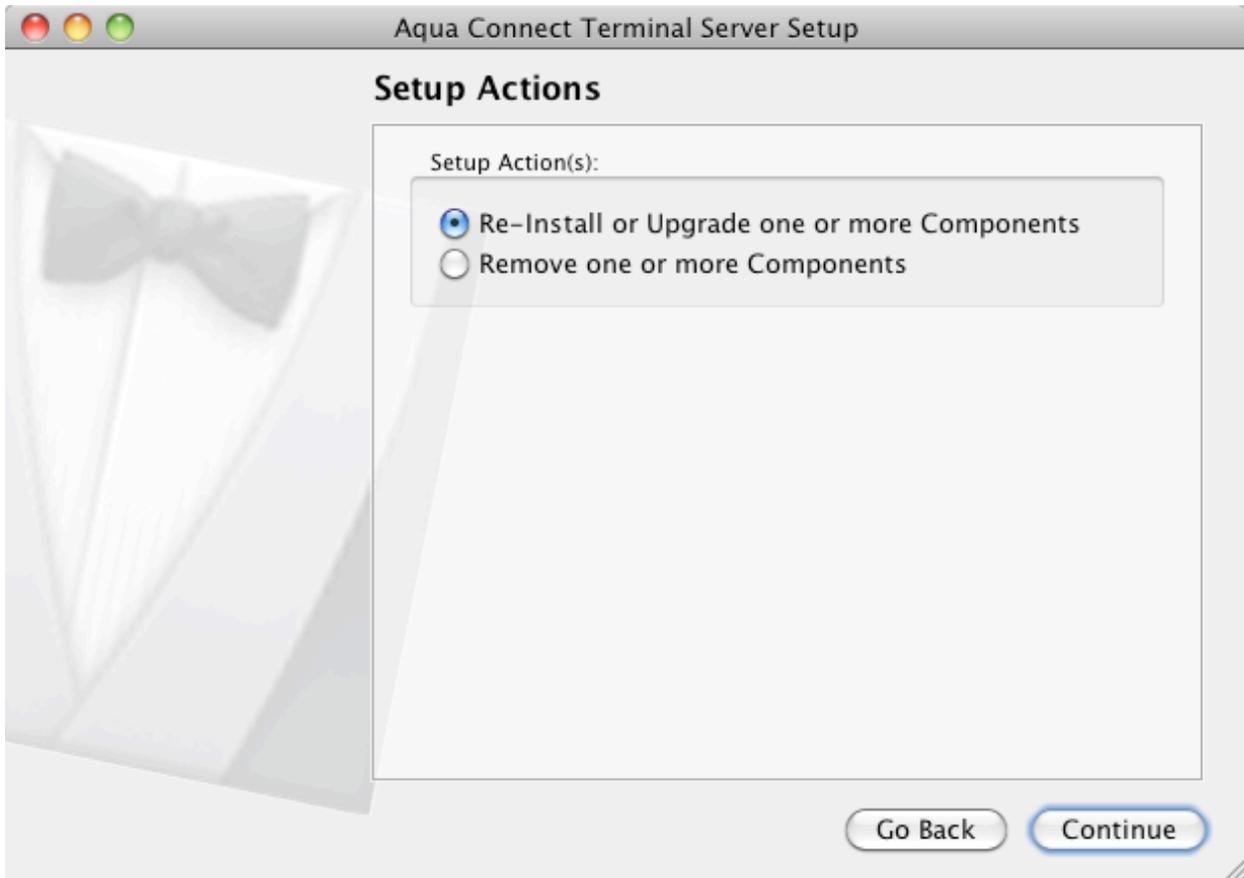
(Finished Screen - Figure 7)



(Reboot Required Screen - Figure 8)

Re-Installation

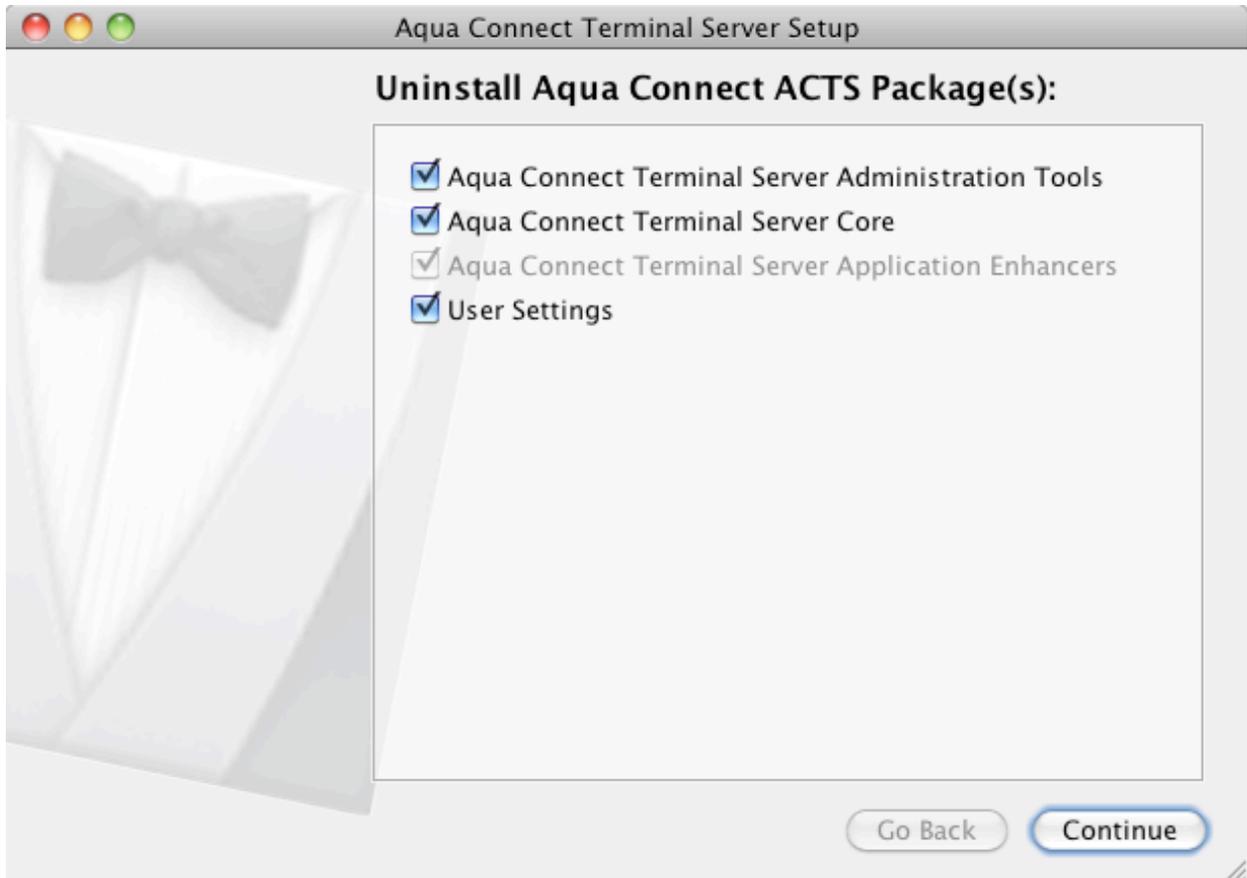
Generally, if you need to Upgrade your product, it is no longer required that you uninstall ACTS first. You can now just re-install the product. When you run the installer on a machine that already has ACTS installed, it will now prompt you with a different Setup screen than you saw before. It will now provide the option to “Re-Install or Upgrade one or more Components”. Press Continue to move on to the next screen. You would then go through the installation again. (See figure 9 below)



(Setup Panel - Figure 9)

Uninstallation

If you need to uninstall the product, run the installer program again. The screen shown in figure 9 will appear. Choose “Remove one or more Components” and select Continue. You will then see a screen that will offer you the option to uninstall parts of ACTS. By default, all of the choices are unchecked. If you are uninstalling the product so you can re-install it, you can choose not to remove the User Settings. If you remove the User Settings, any customizations you have made in the Admin Tool for the users will no longer be there. (See figure 10 below)



(Uninstall Packages - Figure 10)

You must then reboot the server after completing the uninstall process.

This concludes the Aqua Connect Terminal Server Installation Guide. Please refer to the Aqua Connect Administration Guide for further details.