

Remote licensing for TotalControl Design Studio

Issue

TotalControl Design Studio licensing fails when accessing a Windows7 or Windows Server 2008 computer—either virtual or physical—with a Microsoft Terminal Services such as the Remote Desktop program.

Situation

To meet the license requirements in the original product specifications, TotalControl licensing was designed to only allow access from the physical console of the computer where Design Studio was running. This worked in older versions of Windows (Windows XP and Windows Server 2003) because Terminal Service clients were allowed to connect to the session on the physical console (designated as “Session 0” or “Console session”) by using the /admin or /console command line option when launching the mstsc.exe executable. This provided a path to licensing information in the license key.

With Windows 7 and Windows Server 2008 editions, Session 0 is no longer allowed to be interactive and Windows only hosts the services. Because of this constraint, regardless of the use of the admin/console options, terminal service clients are unable to run Design Studio remotely.

When a terminal service client is connected to a Windows Vista, Windows 7 or Windows Server 2008 computer and starts Design Studio, it will report an empty licensing error because no response was received as shown in Illustration 1.



Illustration 1 Licensing error message

If the Terminal Service client runs the ReadKeys utility in an attempt to read the license data, it will appear as if no key is attached to the system. This is because the ReadKeys/UpdateKey utilities are applications and therefore are denied access to the license as shown in Illustration 2.

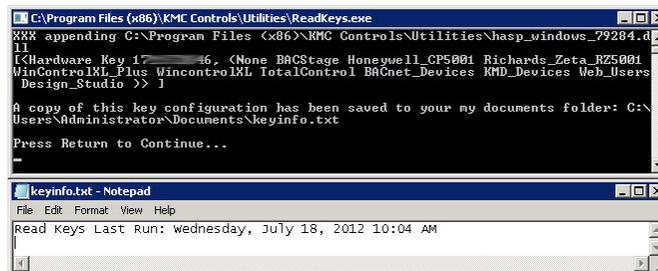


Illustration 2 Read Key error

The solution

The solution to remote licensing is to install the TotalControl License Service component on the computer that is hosting the license key. This component can be installed by choosing the Custom installation option and then selecting the License Service check box in the TotalControl components dialog. Details are in *Section 4: Custom installations of Installing TotalControl*.

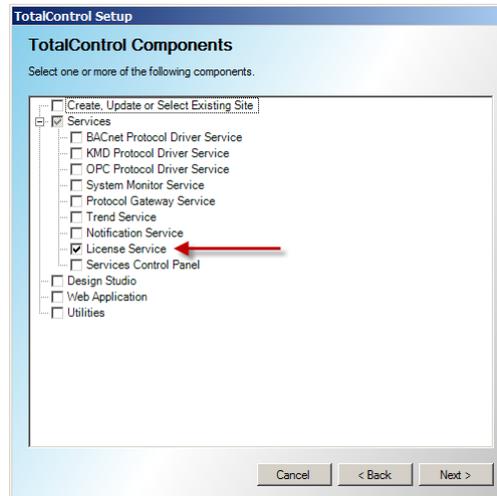


Illustration 3 Selecting License Service component

Although the License Service component was designed to provide licensing for remote computers across a network, it may also be used for local computer operation.

1. Run the TotalControl installation wizard.
2. Choose the custom installation option.
3. Choose the License Service check box as shown in the Illustration 3.
4. Start Design Studio from a Terminal Service client connection.
5. When the license error message opens (Illustration 1), click **Remote License Server**.
6. When the Remote License Server Address dialog opens, enter any of the following:
 - The term "localhost"
 - The IP address 127.0.0.1
 - The computer's hostname or actual IP address.

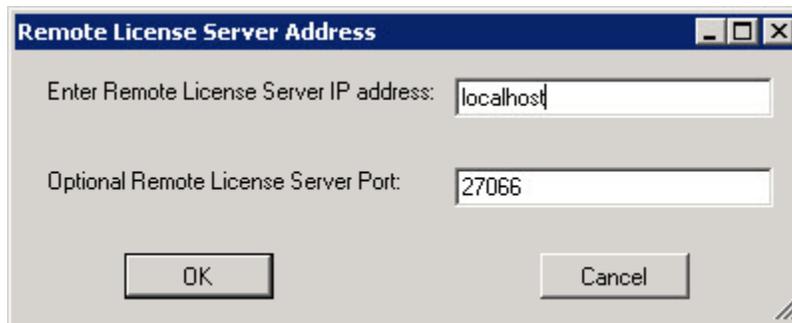


Illustration 4 Remote License Server Address dialog

Because accessing the license through this method uses TCP/IP and therefore does not conflict with the Session 0 and Session 1+ limitations in Windows 7 and Windows Server 2008, Design Studio will successfully

retrieve the licensing information present on the USB license key. A topology of the license communication paths is shown in Illustration 5.

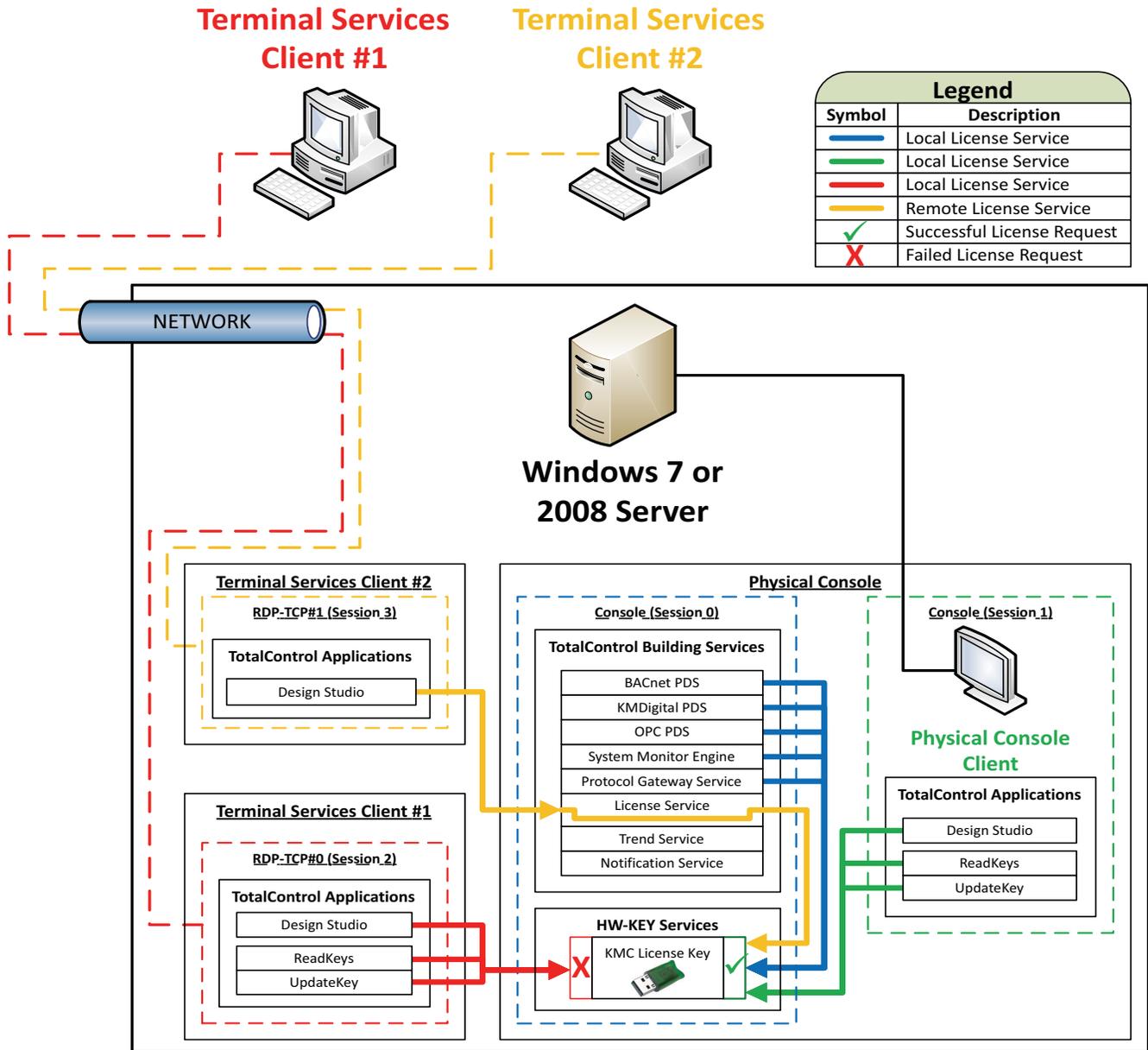


Illustration 5 Licensing communication paths