

Tech Note 782

Installing Remote Desktop Services on Windows 2008 Server R2 for Wonderware Products

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Topic#: 002563

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Introduction

This installation procedure is the basis for all Wonderware products used on a Remote Desktop Session Host (Terminal Server), for example, InTouch View for System Platform (Managed Applications), InTouch (Standalone Applications), Historian Client, and the IDE (used by multiple developers via Remote Desktop Connections).

This *Tech Note* describes the installation steps for the Remote Desktop Services Server Role of Windows 2008 Server R2, formerly known as Terminal Services. It is assumed that the operating system has already been installed and Microsoft updates applied.

Application Versions

- InTouch 10.1 and later
- Microsoft Server 2008 R2

New Terminology

With Release 2 of Windows 2008 Server the Terminology of Terminal Services has changed. The following table shows the new nomenclature:

Old Terminology	Terminology of Windows 2008 Server R2
Terminal Services (TS)	Remote Desktop Services (RDS)
Terminal Server	Remote Desktop Session Host
Terminal Server Licensing	Remote Desktop Licensing (RD-Licensing)
Terminal Services Web Access (TS Web Access)	Remote Desktop Web Access
Terminal Services Gateway (TS Gateway)	Remote Desktop Gateway
Terminal Services Session Broker (TS Session Broker)	Remote Desktop Session Broker

Installation

You install and configure Roles using the **Server Manager**.

Adding the Remote Desktop Services Server Role

To add Server Roles

1. Click **Start > Administrative Tools > Server Manager**.

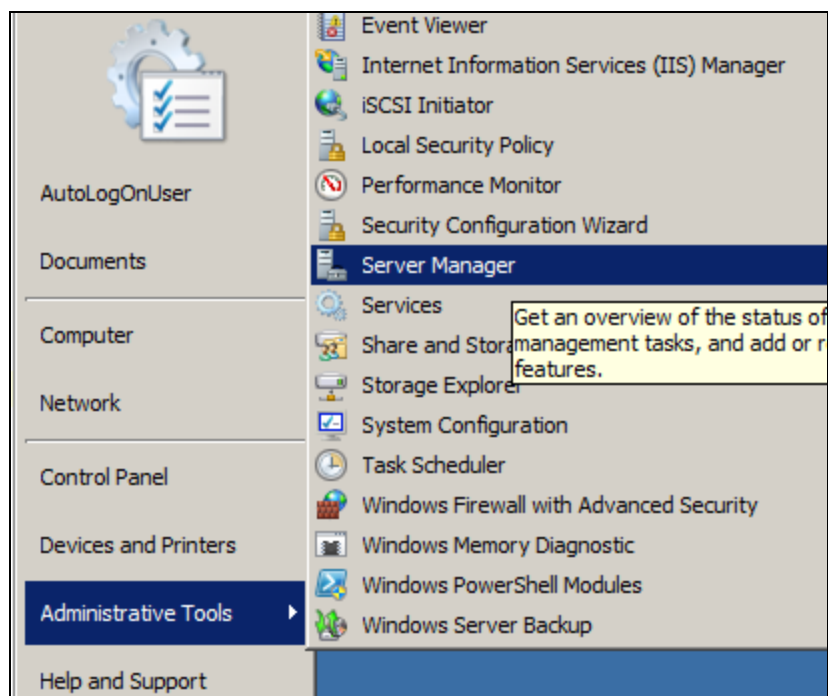


FIGURE 1: OPEN SERVER MANAGER

2. Right-click **Roles**, then click **Add Roles** (Figure 2 below).

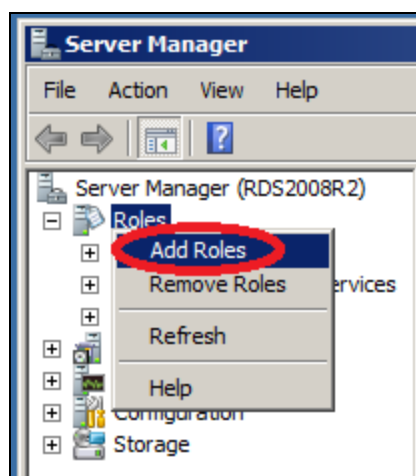


FIGURE 2: ADD ROLES

3. Click **Next**.

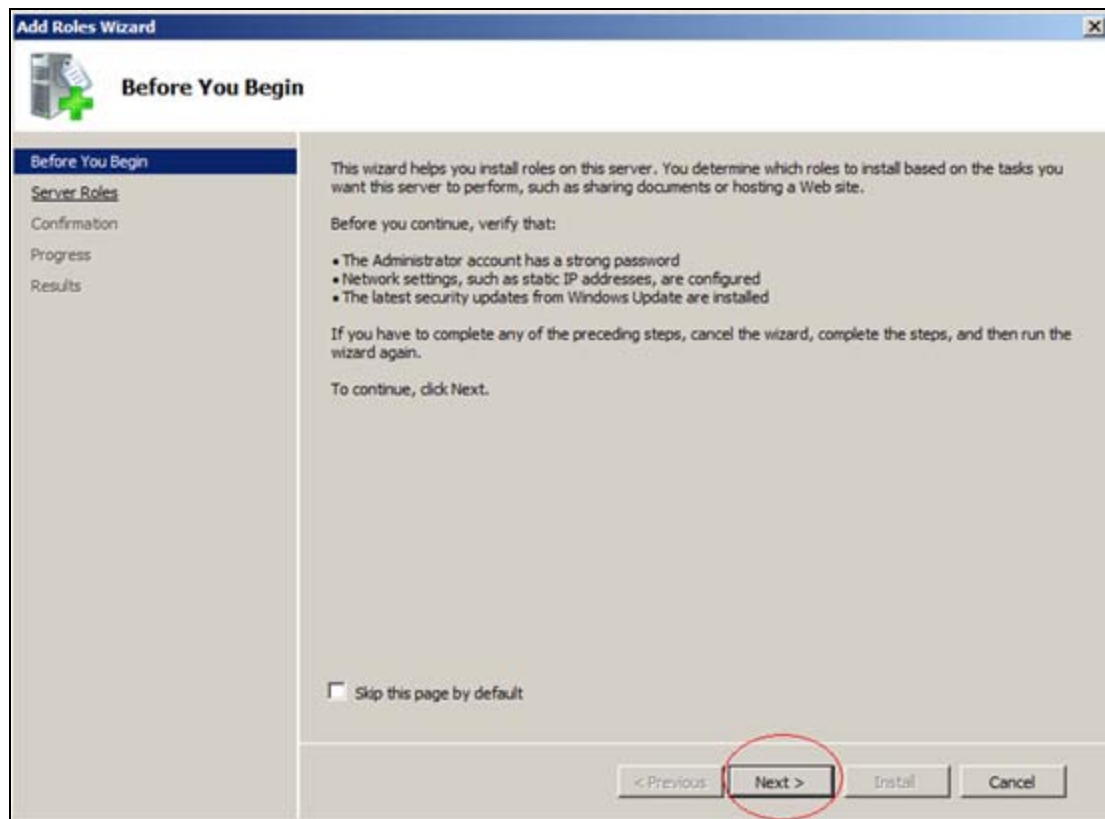


FIGURE 3: ADD ROLES WIZARD

4. Check **Remote Desktop Services** on the list to install and activate this role.
5. Click **Next**.

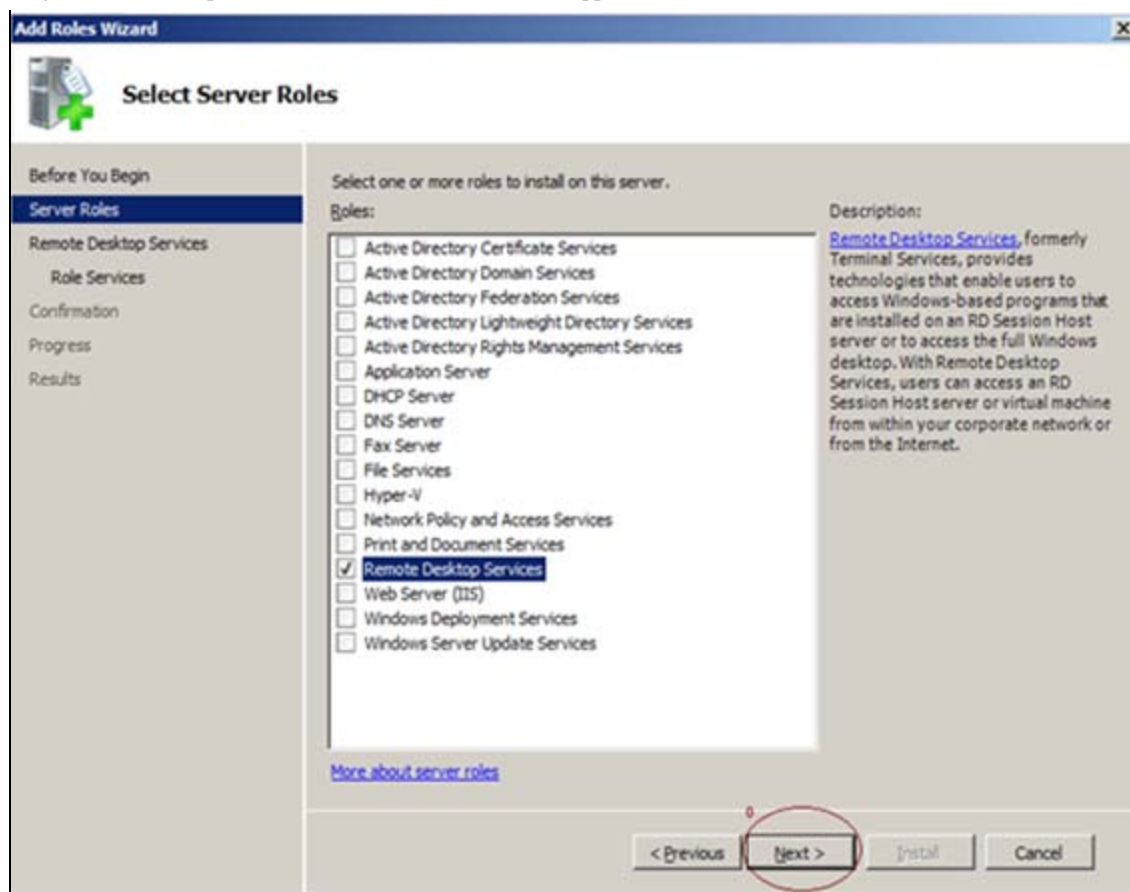


FIGURE 4: ACTIVATE REMOTE DESKTOP SERVICES ROLE

Selecting the Correct Role Services

Each Server Role includes several Role Services. For a simple environment the following components are required:

- Remote Desktop Session Host (formally Terminal Server)
- Remote Desktop Licensing

For **Remote Desktop Web Access** (formally Terminal Server Web Access), **Web Server (IIS)** is necessary. Selecting this Role Service causes the default installation of a Web Server (Figure 5 below)

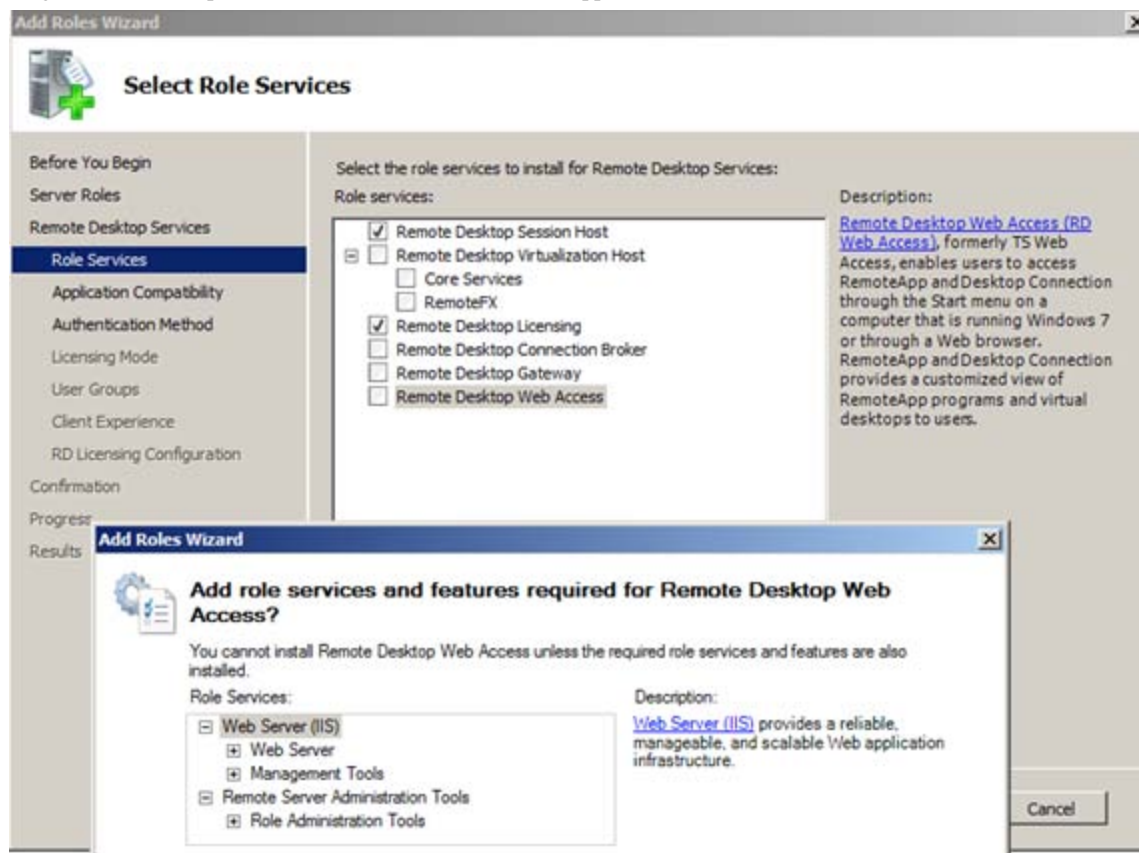


FIGURE 5: ADD WEB SERVER SERVICES

Note: Additional Role Services can also be added at any time.

Authentication Mode

Two Authentication methods are available. In this example the second option is selected, because Network Level Authentication is supported since RDP 6.0. That means clients with older operating systems. For example Windows XP SP1 would not have access to the Remote Desktop Session Host.

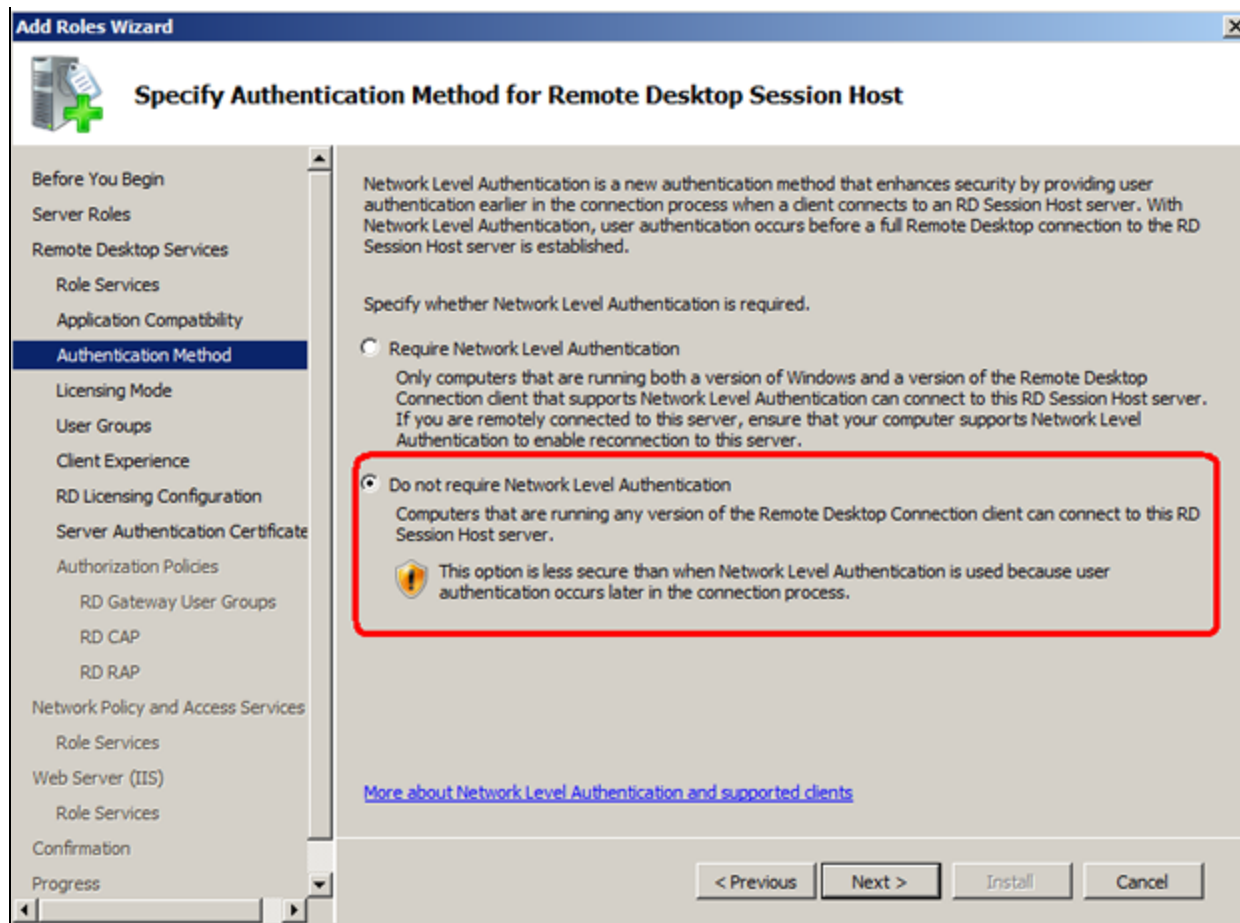


FIGURE 6: DO NOT REQUIRE NETWORK LEVEL AUTHENTICATION

Licensing Mode

Microsoft offers a 120-Day Demo License. This license is used for this *Tech Note*. The original license can be added afterwards, so select the **Configure later** option. For more information about licensing contact Microsoft.

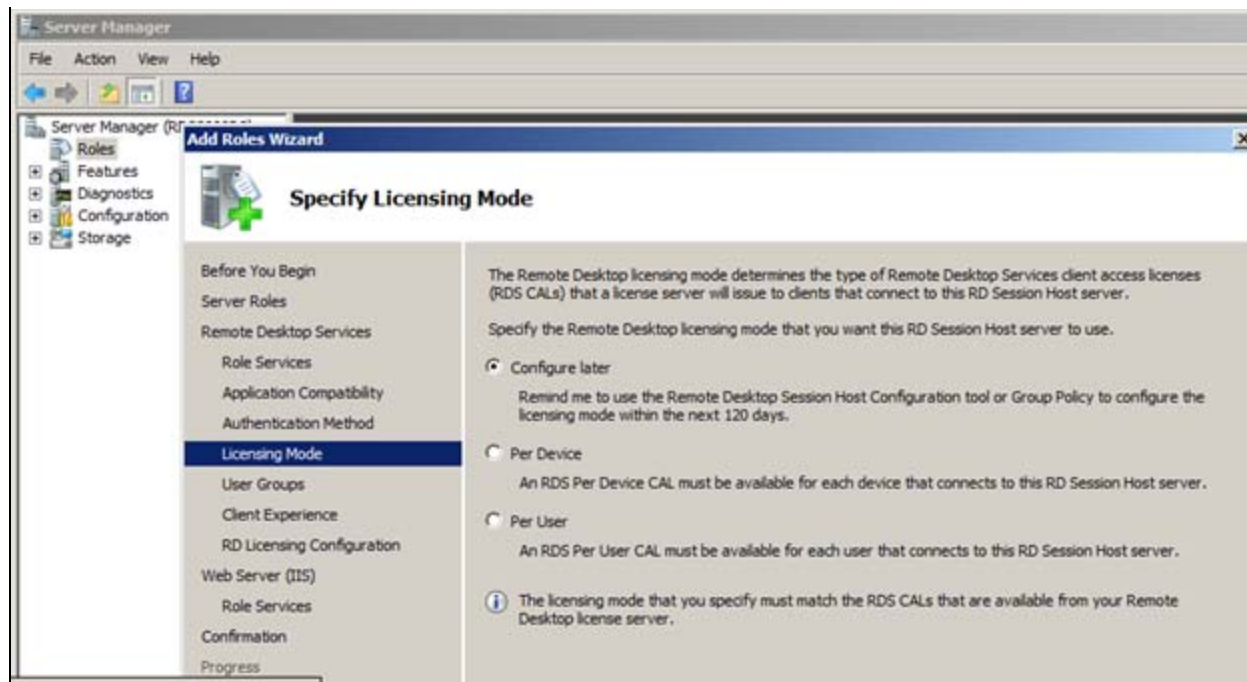


FIGURE 7: CONFIGURE LICENSE LATER

Add User Groups

The users and user groups are added here. These are the people who will have access to the Remote Desktop Session Host. They are added to the local Remote Desktop Users Group.

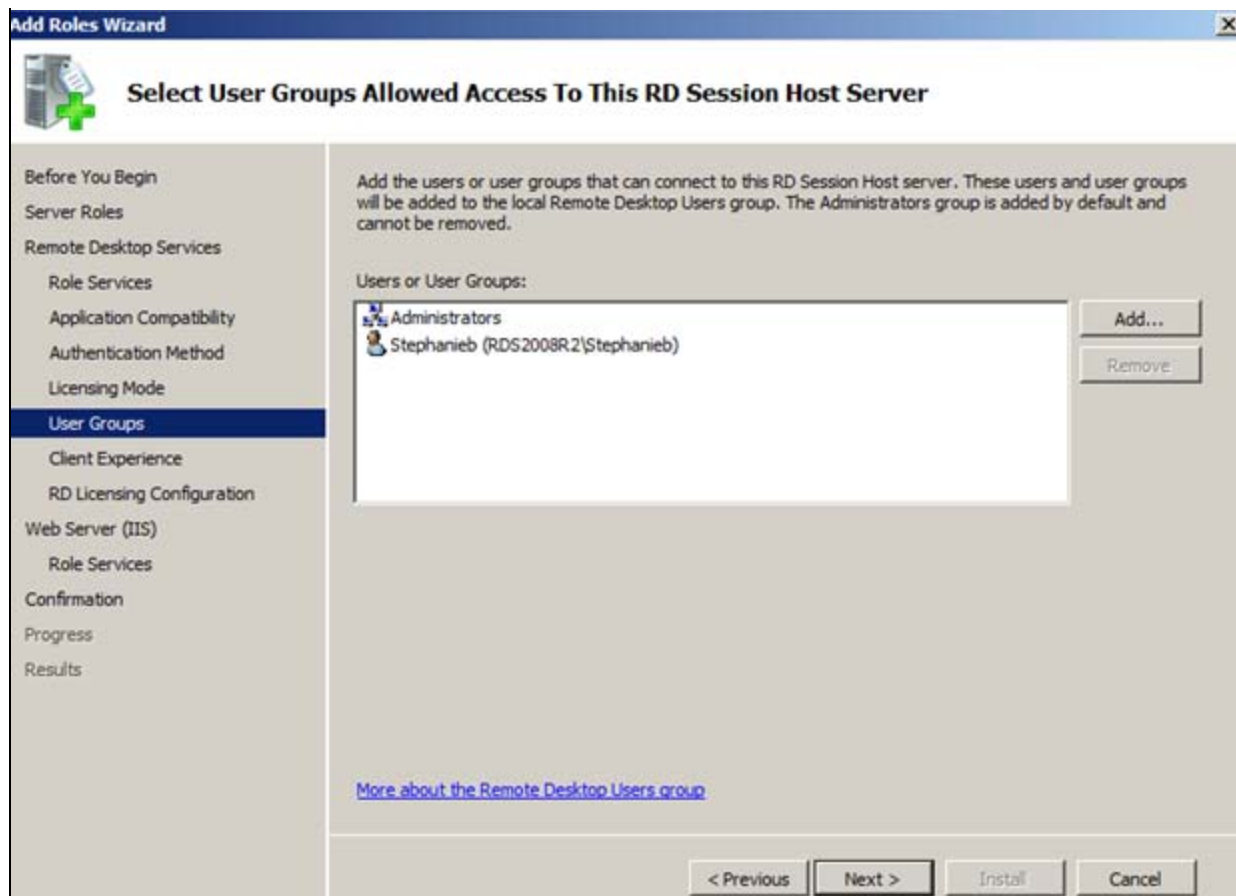


FIGURE 8: CONFIGURING USER GROUPS FOR REMOTE DESKTOP USERS GROUP

Configuring the Client Experience

Keep the default settings (Figure 9 below)

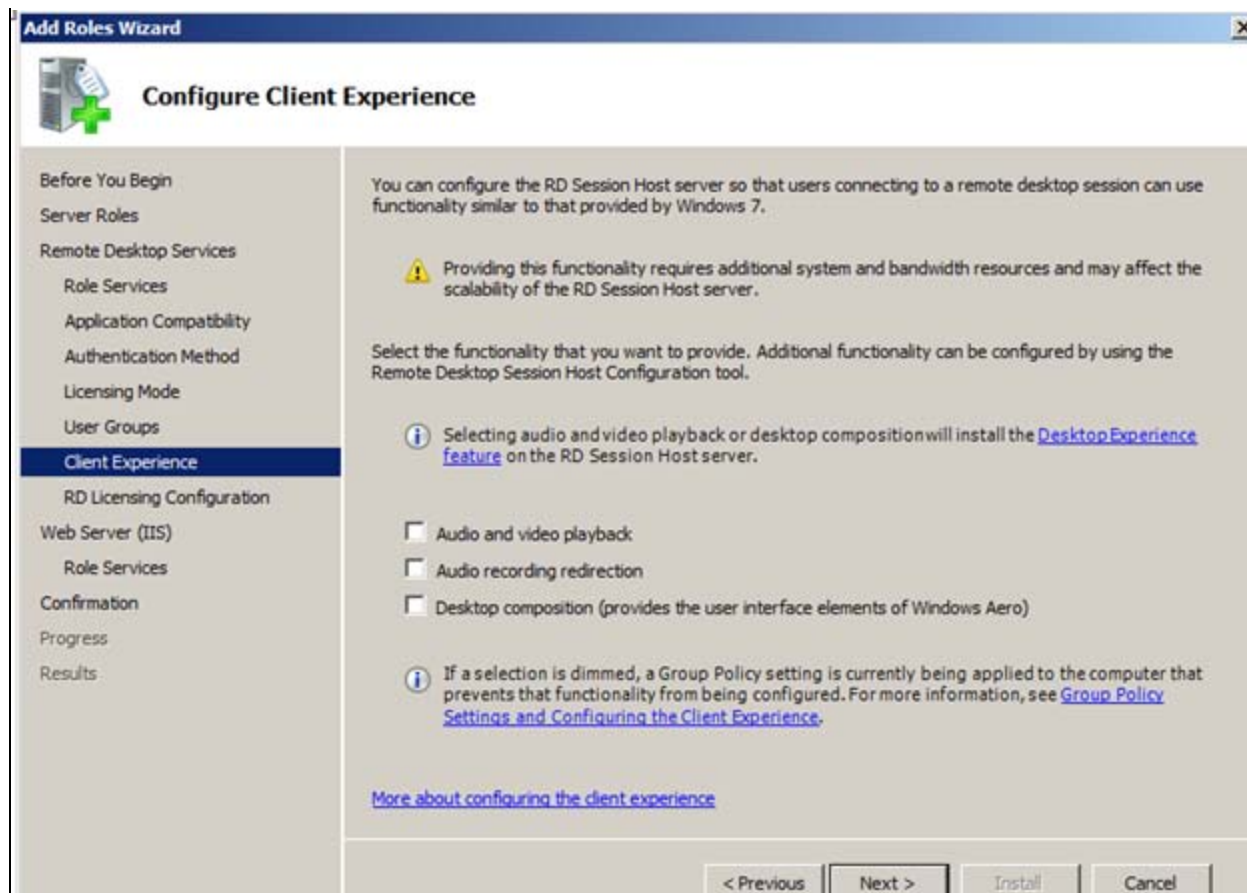


FIGURE 9: LEAVE THE DEFAULT SETTINGS

Remote Desktop Licensing Configuration

Note: This option does not apply to Windows 2008 Server R2.

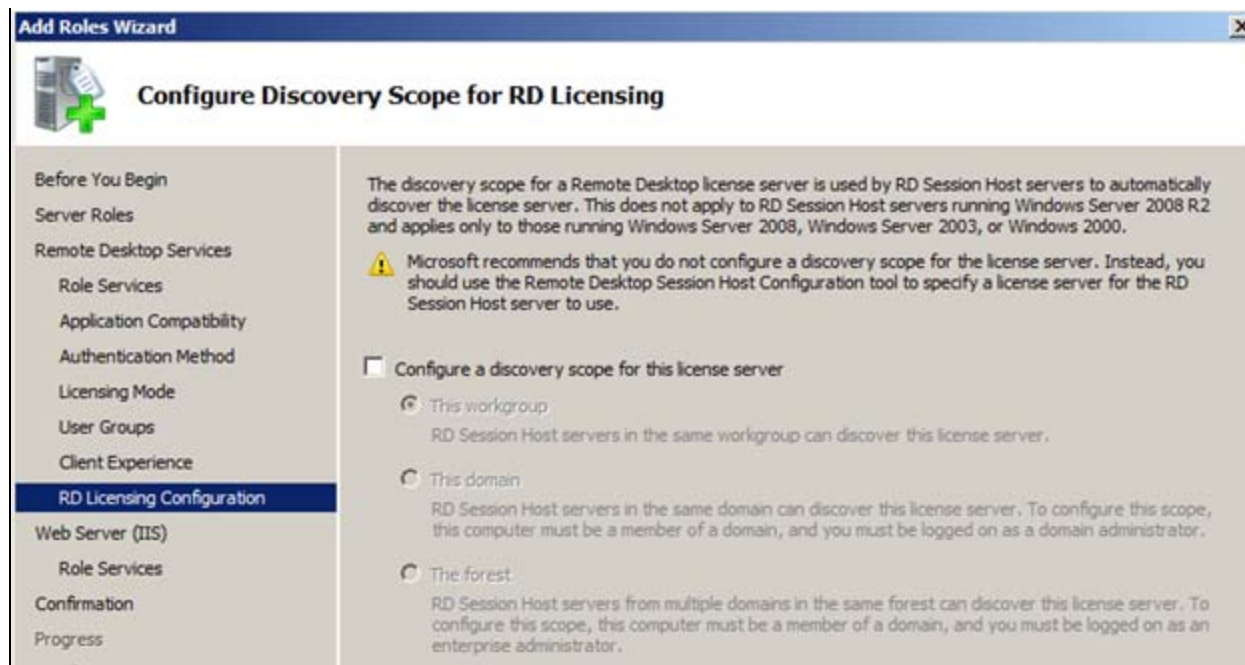


FIGURE 10: RD LICENSING CONFIGURATION

Web Server (IIS and its Role Services)

For Remote Desktop Web Access the Web Server Role must be installed. Keep the default Role Services (Figure 11 below).

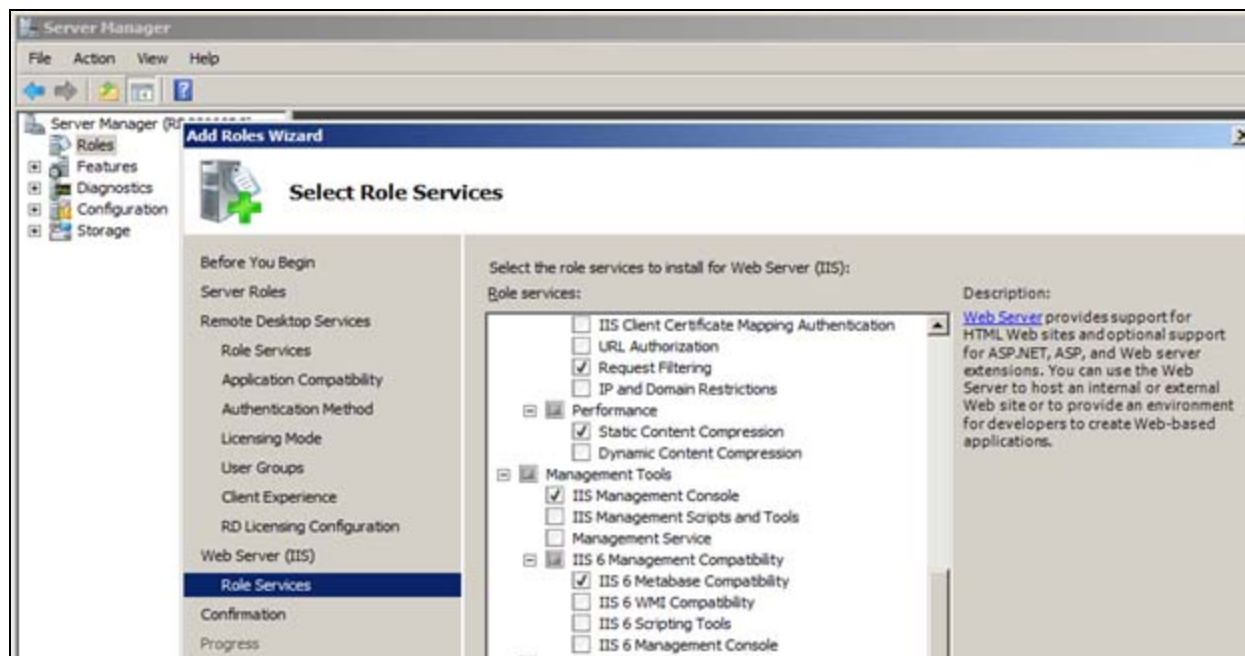


FIGURE 11: LICENSING

Now the installation begins (Figure 12 below).

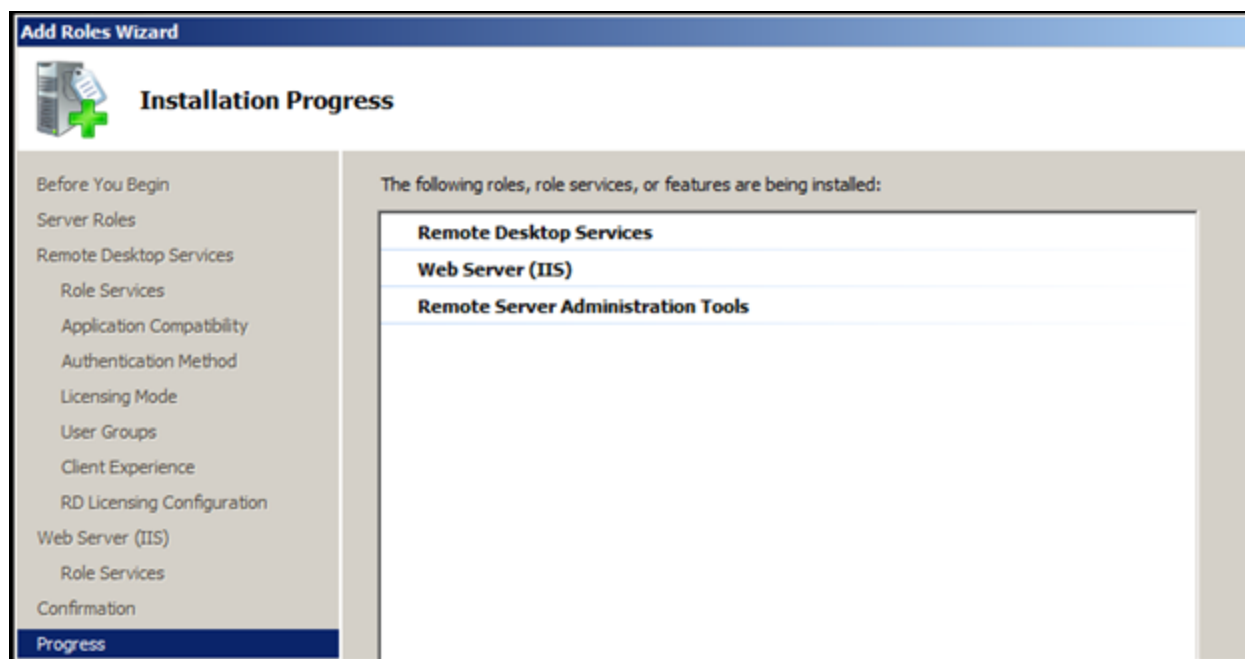


FIGURE 12: BEGIN THE INSTALLATION

Restarting the System

Adding the Server Roles requires a restart (Figures 13 and 14 below).

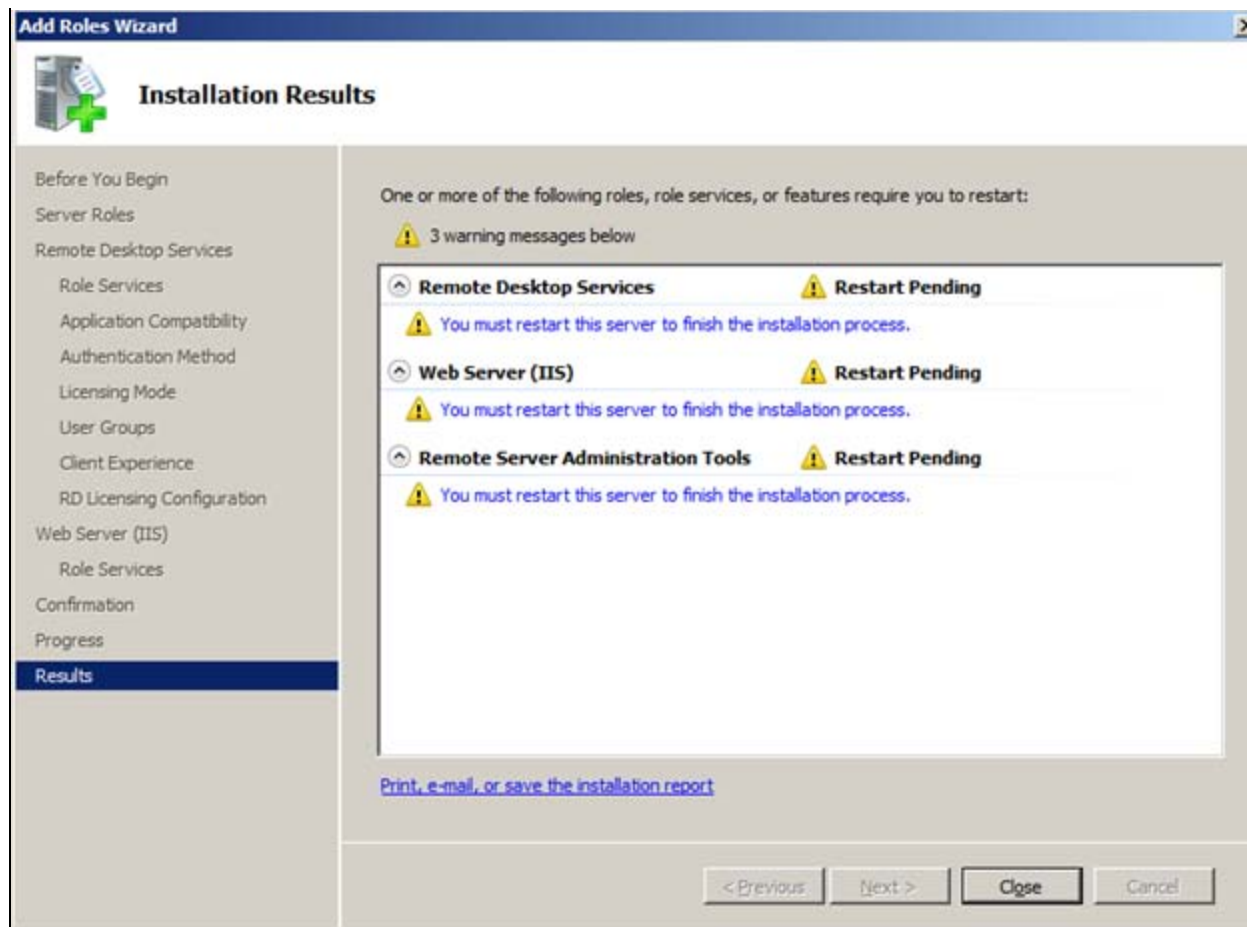


FIGURE 13: RESTART AFTER INSTALLING THE ROLES

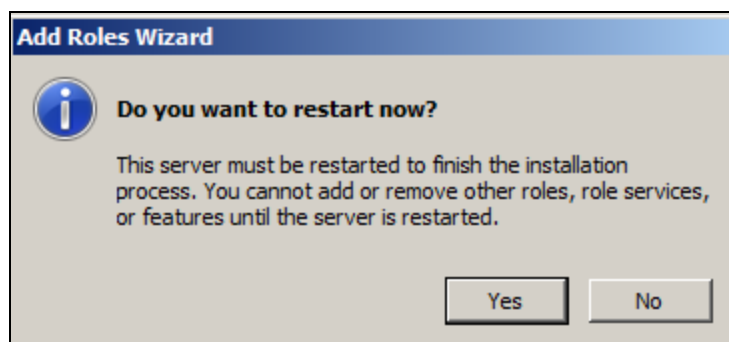


FIGURE 14: PROMPT FOR RESTART

Remote Desktop Services
Provides technologies that enable access to a server running Windows-based programs or the full Windows desktop.

Summary
Events: 1 warning, 1 informational in the last 24 hours
Number of events: 2

Level	Event ID	Date and Time	Source
Information	0	5/17/2011 5:49:48 PM	TerminalServices-Licensing
Warning	18	5/17/2011 5:49:46 PM	TerminalServices-Licensing

System Services: All Running

Display Name	Service Name	Status	Startup Type	Monitor
IIS Admin Service	isadmin	Running	Auto	Yes
Remote Desktop Licensing	TermServLicen...	Running	Auto	Yes
Remote Desktop Services	TermService	Running	Manual	Yes
World Wide Web Publishing Service	w3svc	Running	Auto	Yes

Description:
Enables this server to administer the IIS metabase. The IIS metabase stores configuration for the SMTP and FTP services. If this service is stopped, the server will be unable to configure SMTP or FTP. If this service is disabled, any services that explicitly depend on it will fail to start.

Best Practices Analyzer: To start a Best Practices Analyzer scan, click Scan this Role

Noncompliant (0) | Excluded (0) | Compliant (0) | All (0)

Severity	Title	Category
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FIGURE 15: REMOTE DESKTOP SERVICES RESTART

Remote Desktop Services are **NOT** started automatically by default (Figure 16 below).

System Services: All Running

Display Name	Service Name	Status	Startup Type	Monitor
IIS Admin Service	isadmin	Running	Auto	Yes
Remote Desktop Licensing	TermServLicen...	Running	Auto	Yes
Remote Desktop Services	TermService	Running	Manual	Yes
World Wide Web Publishing Service	w3svc	Running	Auto	Yes

Description:
Enables this server to administer the IIS metabase. The IIS metabase stores configuration for the SMTP and FTP services. If this service is stopped, the server will be unable to configure SMTP or FTP. If this service is disabled, any services that explicitly depend on it will fail to start.

FIGURE 16: REMOTE DESKTOP SERVICES IS SET TO MANUAL BY DEFAULT

Enable Remote Access on the Server

Remote Access must be enabled. When you start the Server Manager, the Server Summary is displayed.

1. Open Server Manager, then click **Configure Remote Desktop**.
2. To ensure that clients with RDP Versions earlier than 6.0 will have access to the server, click the second option in the **Remote Desktop** area (Figure 17 below).

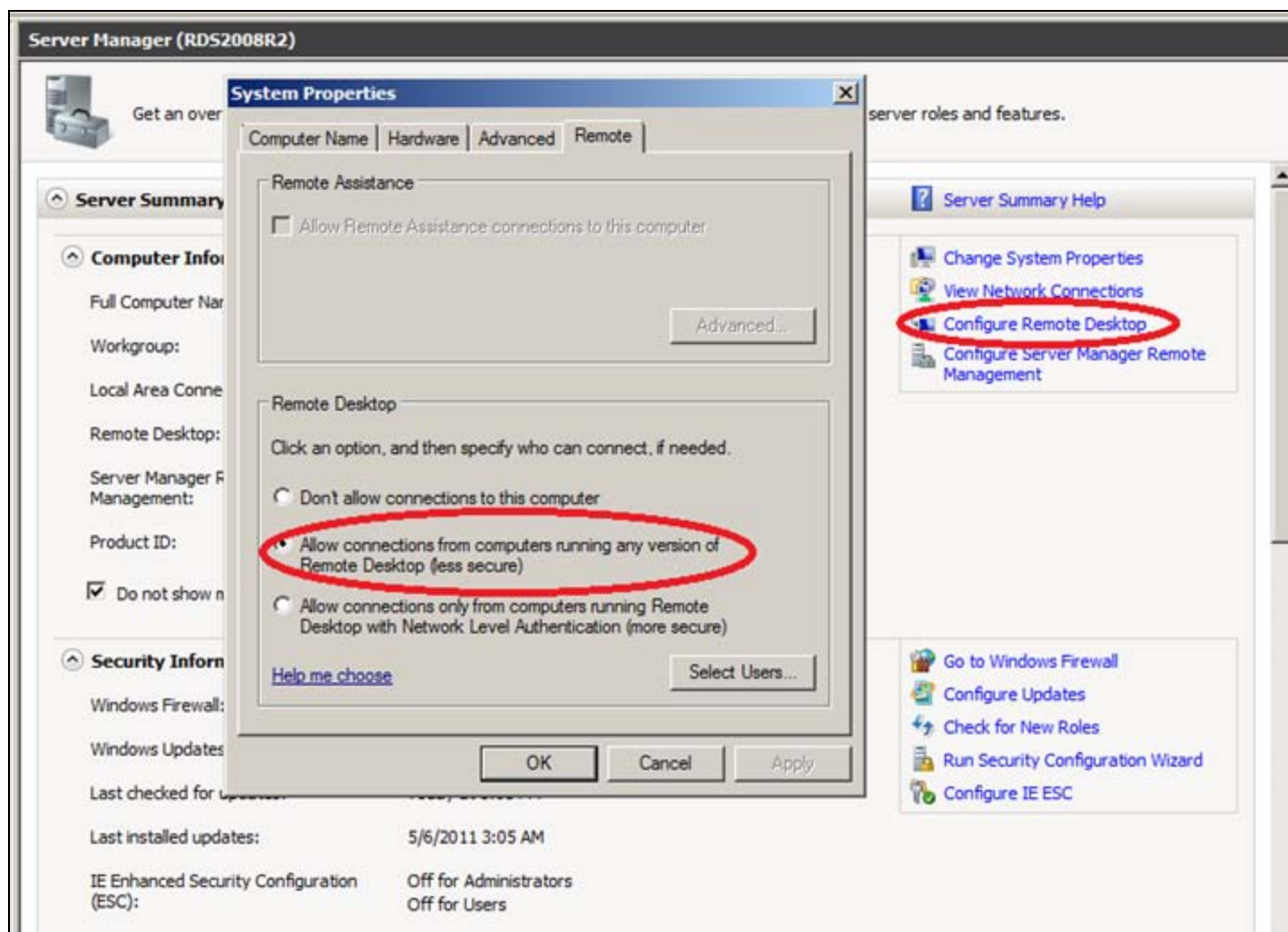


FIGURE 17: ALLOW CONNECTIONS FROM ANY VERSION OF REMOTE DESKTOP

Network Discovery

By default, the node is not visible to other machines in the network environment. You change this setting in the **Network and Sharing Center**.

1. In the Control Panel select **Network and Internet**:

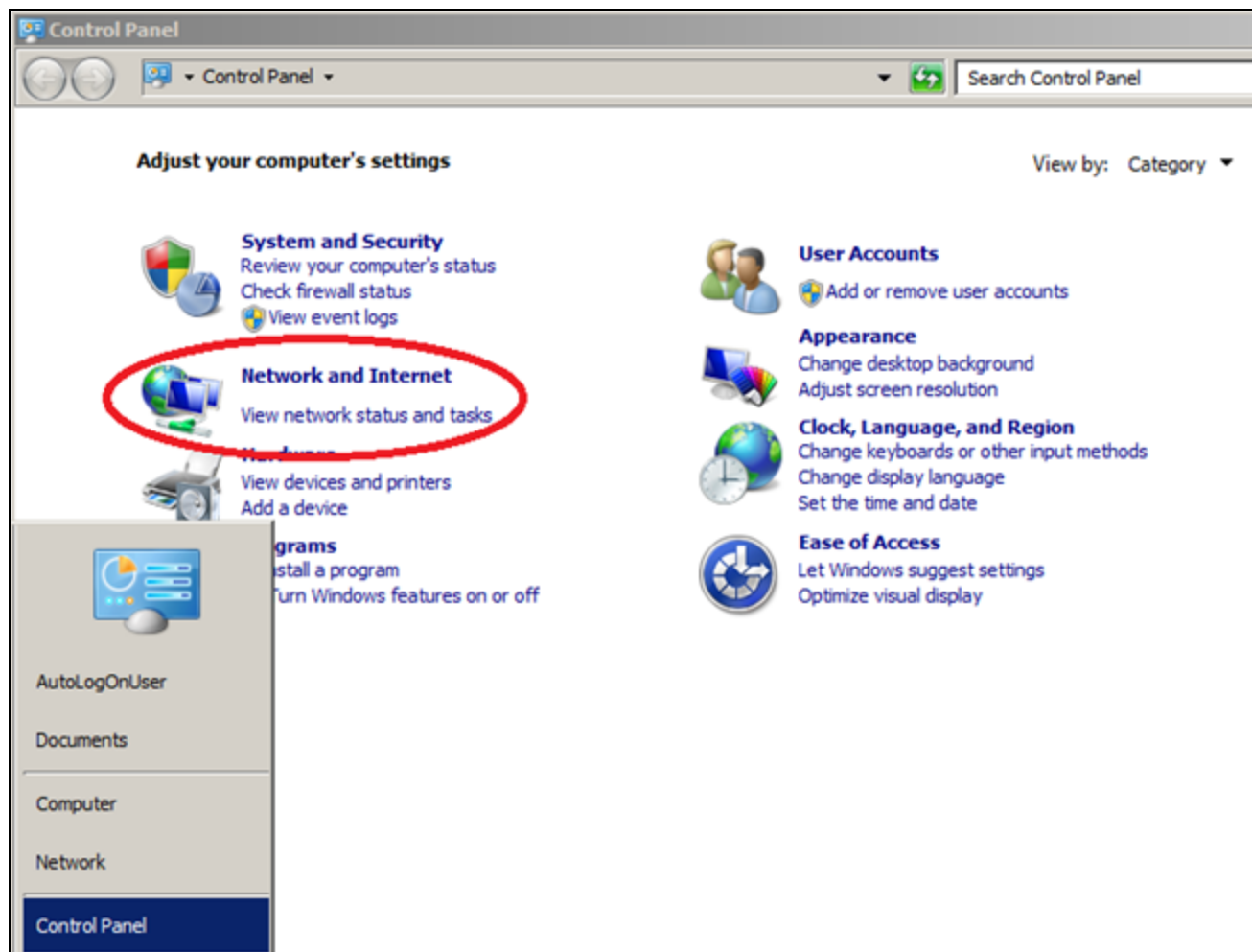


FIGURE 18: ENABLE NETWORK VISIBILITY

2. Click **Changed advanced sharing settings**.

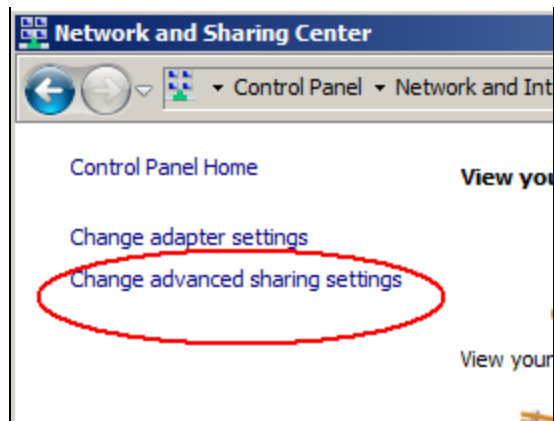
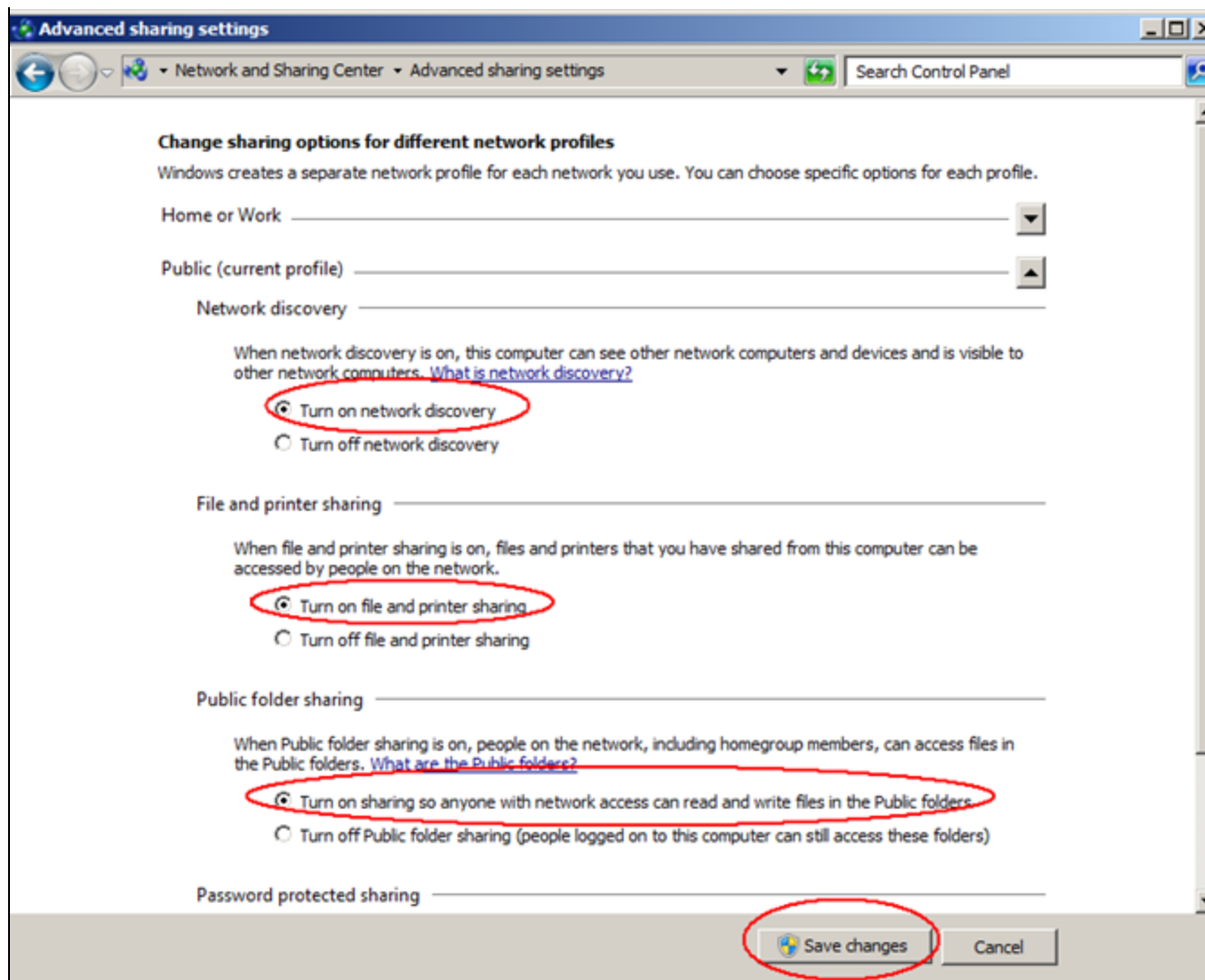


FIGURE 19: CHANGE ADVANCED SETTINGS

3. Change the **Network Discovery** settings to match Figure 20 (below) and click **Save Changes**.

**FIGURE 20: CHANGING SHARING OPTIONS**

4. Make sure you have a viable Network connection.

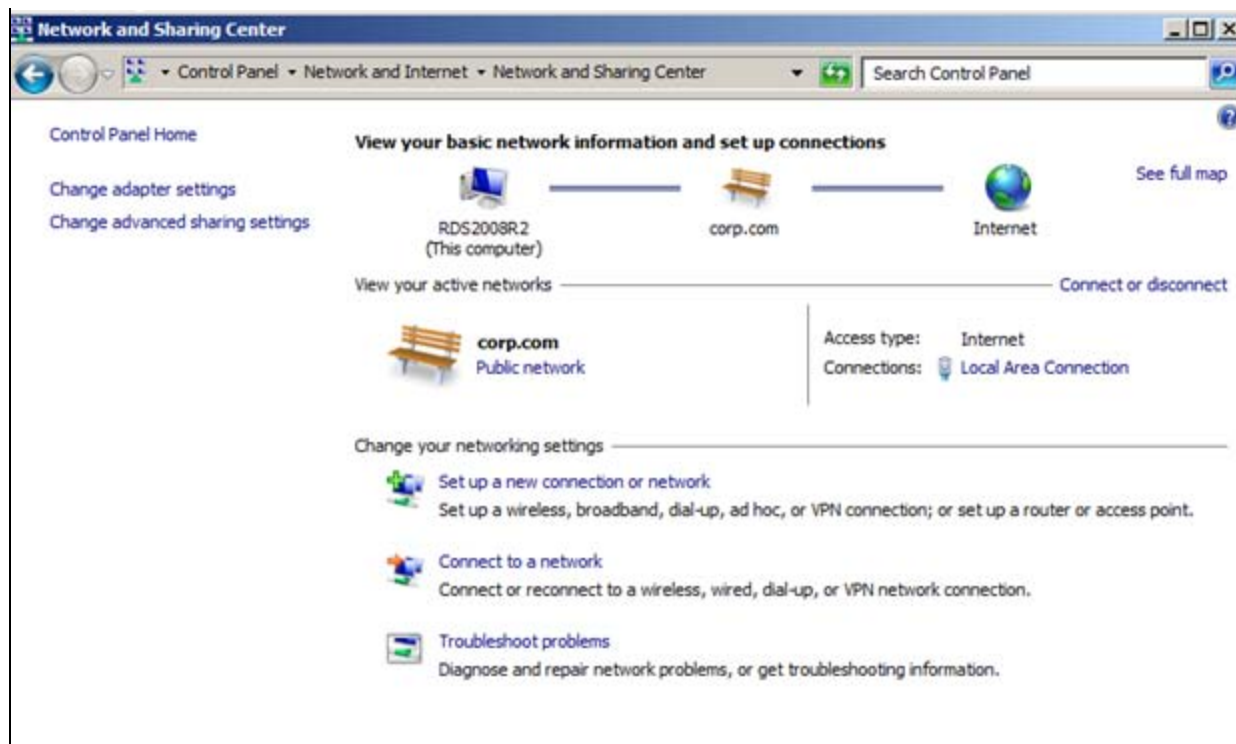


FIGURE 21: VIABLE NETWORK CONNECTION

Show Hidden Files and Folders

Using Windows Explorer, show hidden files, folders and drives.

- In Windows Explorer, click **Organize > Folder and Search Options > Folder Options > View tab** (Figure 22 below).

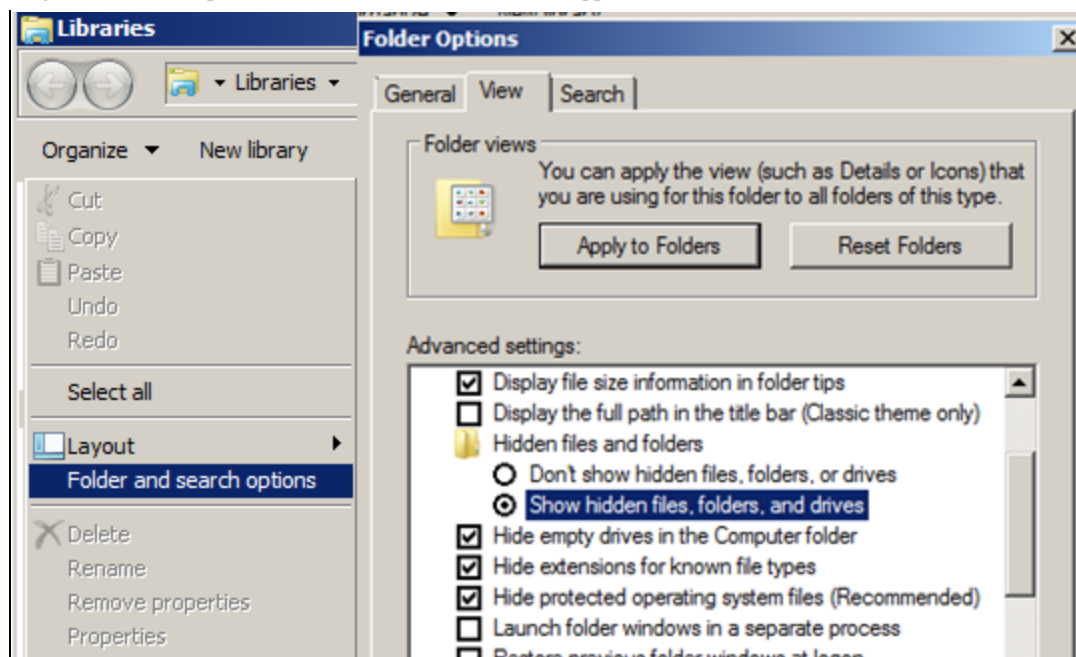


FIGURE 22: SHOW HIDDEN FILES, FOLDERS, AND DRIVES

Disable UAC

For the installation of Wonderware Software, UAC (User Access Control) should be disabled. More details are described in [Technote 733 Disabling UAC for Wonderware® Product Support](#).

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