

***RDPC v6.0
Installation and Configuration
On Terminal Server***

Supplement to Relius Documents PC
Installation and Configuration Manual(s)

March 18, 2008

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Receipt and use of this Guide implies that you are licensed by SunGard Relius to run Relius Documents PC in a Windows Terminal Services environment. If not, you must contact your SunGard Relius sales representative for guidance before installing Relius Technology.

This document is a supplement to the Installation and Configuration Guide, RDPC60Installation.pdf. This document provides details on the nuances of installing Relius Documents PC (RDPC) on a server running Windows Terminal Services.

Unless otherwise noted, all activity is to be conducted from the Terminal Server console as the local Terminal Server administrator. **The program must be installed at the server console as the Administrator, not remotely connected using client software.** The installation of RDPC on Windows Terminal Services involves the following basic procedures:

- 1) Read and understand the entire document. Section 2 (Environment Considerations) and Section 3 (Microsoft Word Installation Considerations) are notably important.
- 2) Install the latest Windows Pack and other patches to the operating system.
- 3) Install Microsoft Word 2000 or 2003 using the method prescribed by Microsoft (see Section 3).
- 4) Install RDPC.
- 5) Configure the terminal server security required by your corporate standards.
- 6) Test RDPC from a remote desktop.

This document pertains to installing RDPC, beginning with version 4.0. Previous versions were not supported, and are therefore not covered in this document.

All hardware requirements will vary, depending on the number of concurrent users, network traffic, connectivity, etc. For more information, please visit Microsoft's web site (<http://www.microsoft.com/technet/prodtechnol/win2kts/default.msp>) regarding the deployment of a Terminal Services environment.

2 Environment Considerations

Local Drive Access

When installing RDPC to the local drive of the terminal server, make certain that users will have full, local Administrator rights to the folders where RDPC and Microsoft Word will be installed. This will ensure their ability to run the program without interference from the operating system. Any further locking down of the terminal server is the responsibility of the client.

Microsoft Word

Provide users with full, local Administrator rights to the folders where Microsoft Word will be installed. This will ensure their ability to run the program without interference from the operating system.

User and Locked-Down Configurations

SunGard Relius has performed some basic lock-down function testing to verify that several necessary precautionary steps in securing a terminal server do not interfere with the overall operation of Relius Documents. However, due to the unique constraints each myriad security feature will pose on a client's system, there is no single configuration that is recommended or supported by SunGard Relius. Responsibility for securing a terminal server and all of its associated servers and workstations without interfering with SunGard Relius products is that of the user. SunGard Relius cannot provide support or assistance in that regard. Plan accordingly.

Database Server

Your database server must be properly installed and configured before beginning this installation. You can either install the RDPC Database Server provided by SunGard Relius or your own copy of Microsoft SQL Server 2000 or 2005 with the most recent service packs. The database can be installed to the Terminal Server or a separate database server on your enterprise. To install RDPC Database Server, refer to [RDPCDatabaseServer.pdf](#) on the SunGard Relius web site. To install Microsoft SQL Server 2000 or 2005, please use the documentation from Microsoft.

3 Microsoft Word Installation Considerations

One of the primary requirements for RDPC is the installation of Microsoft Word (2000 or 2003) onto the computer where RDPC will be running. Placing Word on a Terminal Server is not available in the default “out-of-the-box” installation. There are several preliminary steps that need to take place before this can happen.

Rather than repeat all of the instructions from Microsoft, users are encouraged to visit their web site (<http://www.microsoft.com/>) for detailed information on placing Office products on a terminal server. Specific instructions can be found on the following page:

Office Assistance: How to Install Office on a Terminal Server:
<http://office.microsoft.com/en-us/assistance/HA011379561033.aspx>

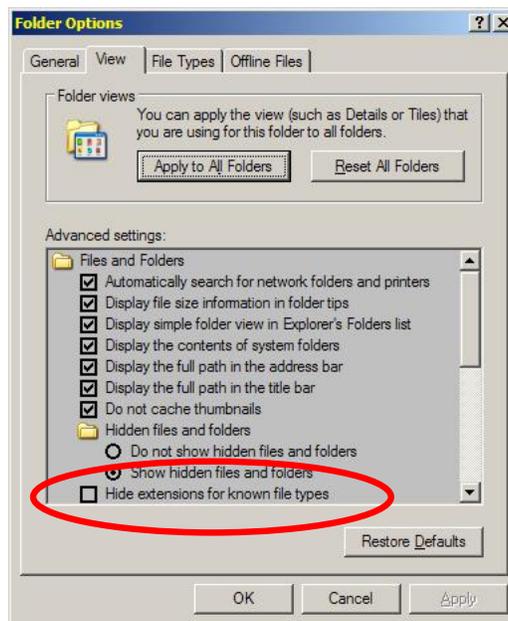
Failure to follow these instructions may result in a failed installation of Microsoft Word or faulty usage of the product when logged on remotely.

Service Pack 3 of Microsoft Word 2003 may cause intermittent issues when generating documents within all versions of Relius Documents. SunGard Relius development is exploring a workaround and possible solutions. Until then, you may wish to use SP2 only at this time.

4 Installation Procedures

Terminal Server installations require the use of “Add/Remove Programs.” Failure to use this method will result in an error.

- 4.1 Copy the installation to a local drive and directory. For the purposes of these instructions, use D:\Temp.
- 4.2 Check Windows Explorer’s “Folder Options” are set to disable “Hide extensions for known file types” as shown in the illustration below.



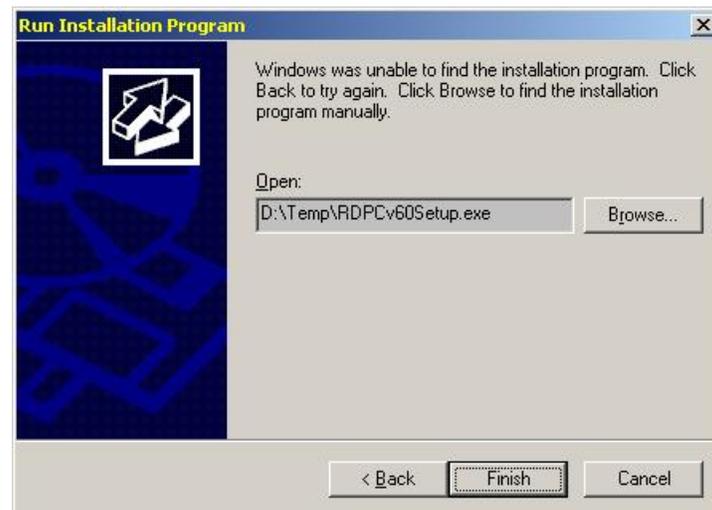
- 4.3 Terminal Server installations require the use of “Add/Remove Programs.” Failure to use this method will result in an error.
- 4.4 Click *Start | Control Panel | Add/Remove Programs*. When the Add/Remove Programs window appears, click the “Add New Programs” button. Then click the “CD or Floppy” button.



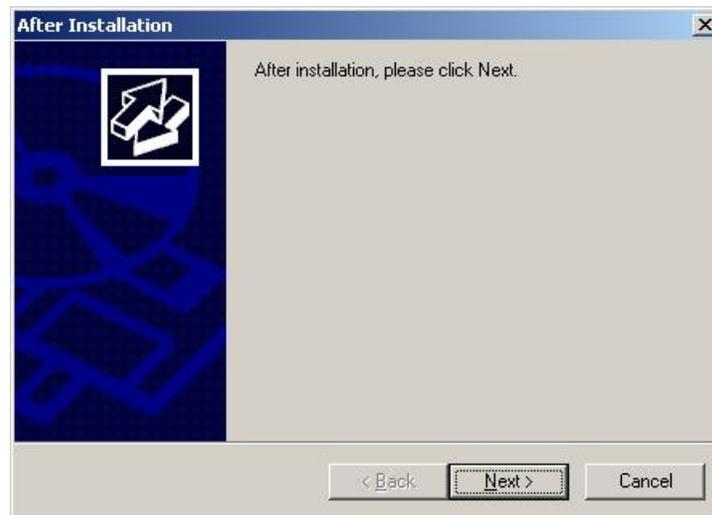
- 4.5 The operating system will attempt to find an installation CD. If it cannot find one, you will be prompted to insert a CD or floppy disk. Since the installation is copied locally, there is no need for either. Click *Next*.



- 4.6 You will be prompted to provide the path and file name of the installation program. Either click *Browse* and find the file or type it in manually. Then click *Finish*.



- 4.7 The following screens will be in the background during the installation. **Do not click the *Next* button until the installation is finished.** Normally you will not have to click it at the end, since the installation usually requires a restart of the system.



- 4.8 Proceed with the installation according to Section 3 in the RDPC installation instruction document. The system will need to re-boot when the installation has completed. Therefore, ensure all users (in all programs running on your terminal server) are disconnected during the installation.
- 4.9 When the installation is complete, there is no need to run any setup from the remote desktops. All configurations have taken place at the Terminal Server console.

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