

**Virtual CD v9
Terminal Server**





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Introduction

Foreword

Thank you for choosing Virtual CD Terminal Server Edition. Virtual CD TS is an expanded version of the classic Virtual CD program that lets you manage and provide user access to virtual CDs on a terminal server **independent of sessions**. As a supplement to the standard Virtual CD documentation, the following pages describe the additions, special features, and differences between VCD TS and the classic Virtual CD edition. Like the main documentation, this can be read straight through for a close look at how Virtual CD TS works and how you can work with it, or used as a reference for looking up specific points as you need them. The information provided here is divided into the following sections:

Introduction: Provides an overview and general information.

Installation and Configuration: Describes the procedures for installing and configuring your Virtual CD TS program on a terminal server.

Working with Virtual CD TS: Explains special features that are particular to the TS edition and gives step-by-step instructions for management of virtual CDs in your network.

Troubleshooting: Lets you know how and where you can find answers if any question arise.



This documentation describes the special functions that are available only in the Terminal Server Edition of Virtual CD. For details on the functions that are available both in the basic Virtual CD program and in the TS edition, please refer to the standard Virtual CD documentation.



This documentation was written on the basis of a full Virtual CD TS version installed under Windows Server 2003. If you use a different operating system or have already changed some of the Virtual CD settings, the windows displayed and the controls available may not be the same as those shown here.



The examples given in this documentation often describe only one of several possible methods for executing a particular task. Once you know your way around the program, you may find other techniques for activating the functions you need.



This documentation refers on occasion to some of the administrative functions in a Windows network. The reader is presumed to be familiar with these functions in the network in which Virtual CD TS is installed. If you have any questions about these administrative functions, please refer to the documentation on your system.

Legal Notices



If you use Virtual CD with CDs or DVDs that are under license, then creating or providing access to multiple virtual images from a given CD/DVD or running the Virtual CD program with a given virtual CD on more than one computer at a time may constitute a breach of the software licensing agreement you entered into with the manufacturer of the CD/DVD in question. Make sure to check the licensing agreements you have with the CD/DVD manufacturer(s) for detailed information.

Copyrights on the software, the Virtual CD trademark and all corresponding documentation are owned by H+H Software GmbH. Microsoft and Windows are registered in the US as trademarks of Microsoft Corporation. The names of products mentioned in this manual are used for identification purposes and may be trademarks of their manufacturers.

Document Conventions

For added clarity in these texts, this documentation uses the following conventions: Texts quoted from the program (buttons, menu items, dialog texts, etc.) are in **bold** type.

Information that is particularly important is marked by one of the symbols shown below. These notes contain information that is essential for trouble-free operation of the software.



Notes or procedures that are especially important are marked by the “exclamation point” symbol you see here.



Tips and tricks for simplifying procedures are marked by the “lightbulb” symbol shown here.



Features or procedures in which the TS edition differs from the standard edition are marked by the symbol shown here.

In some cases, step-by-step examples are given of certain tasks or configuration procedures. The individual steps are marked as follows:



Step 1



Step 2

What Virtual CD TS can do for you

Virtual CD TS lets you configure the presentation of virtual CDs in user sessions on your terminal server. You can use profiles to configure the use of virtual CDs and have your settings applied automatically at login without requiring any further action on the part of the user.

What you can do with Virtual CD TS:

- ✓ Provide user-specific access to virtual CDs in each session
- ✓ Let your users access virtual CDs without letting them make changes in any CDs
- ✓ Provide access to a given virtual CD in all sessions, or only specified sessions
- ✓ New: use virtual CD burners
- ✓ Use profiles for automatic configuration of Virtual CD settings and features at the start of a session
- ✓ Add virtual CD drives “on the fly”
- ✓ Use existing network resources to identify users and user groups, for simplified profile configuration
- ✓ Install the standard Virtual CD program, and create and test virtual CDs, on up to 5 workstations
- ✓ New: starting with v9, Virtual CD TS supports the 64-bit operating systems in the Windows series

New Features in Version 9

If you have already used an earlier version of Virtual CD TS, you will notice that the Virtual CD TS program has been redesigned and adapted to the classic edition of Virtual CD. The new version lets you use all the functions of the classic Virtual CD edition, including the creation of virtual CDs, but the Administration program is no longer a part of Virtual CD TS. Now, the Virtual CD Network Management Server is available for centralized administration of all Virtual CD clients in a network and for administration of multiple Virtual CD TS servers. All of the new features that affect terminal server operation are listed here:

- ✓ The Profile Editor functionalities have been significantly expanded. Virtual CD TS profiles for defining various Virtual CD program properties (virtual CD drives, virtual CDs, available features, etc.) can now be configured in far more detail.
- ✓ Version 9 is the first Virtual CD TS version to support virtual burners and make them available in sessions.
- ✓ The license for Virtual CD TS v9 can be retrieved directly from NMS. This precludes the need to enter a local license code.
- ✓ Starting with v9, Virtual CD TS supports the 64-bit operating systems in the Windows series.



The Virtual CD Network Management Server enables highly efficient administration of the Virtual CD clients in your network. Network Management Server is available separately; it is not included with Virtual CD TS.

In addition to the terminal server-specific improvements listed above, Virtual CD TS includes all of the new features integrated in the standard edition of Virtual CD v9.

Virtual CD TS Licensing

Virtual CD TS is licensed on a per-server basis. In other words, you need one basic license code for each server on which Virtual CD TS is installed. The license code that comes with Virtual CD TS authorizes installation of Virtual CD TS on the terminal server and operation in up to 5 concurrent sessions. The following types of license are available for Virtual CD TS:

Basic license: One basic license is required for each Virtual CD TS server. The license code must be entered on the server on which the VCD TS program is installed, even if licenses for individual sessions are retrieved from the Virtual CD Network Management Server. The basic license code enables use of Virtual CD TS in up to 5 concurrent sessions.

Supplementary license: Supplementary licenses increase the number of concurrent sessions in which Virtual CD TS can be used.



A Virtual CD TS license is in use from the moment a virtual CD is inserted in a virtual drive within a session. When all virtual CDs inserted within a given session have been ejected, the Virtual CD license is released; i.e., it becomes available for use in another session.

The basic Virtual CD TS license code includes licensing for 5 single-user versions of the classic Virtual CD edition for installation on separate workstations. The standard Virtual CD edition can be used, for example, for creating and testing your virtual CDs before they are stored on your terminal server for general access.

The license code can be entered during program installation. Alternatively, you can specify during installation that the license will be retrieved from your Virtual CD Network Management Server.

If you wish to test the program, you can obtain the special test version and use it for up to **30 days**. The test version is available for download from the Virtual CD Web site.



When you purchase Virtual CD your license code is included in the packaging, or will be transmitted to you electronically. If a test version is already installed, you do not need to deinstall it before installing the full full version; Virtual CD upgrades the installation automatically.

System Requirements

The following system specifications are required for running Virtual CD:

- ✓ Windows 2000 Terminal Server with service pack 4 or Windows Server 2003
- ✓ Optional: Citrix MetaFrame Presentation Server
- ✓ Optional: NetMan Desktop Manager
- ✓ Microsoft Internet Explorer version 7 or later
- ✓ 100 MB hard disk space for installation of the Virtual CD TS software
- ✓ Recommended display resolution: 1024 x 768



Virtual CD TS must be installed on a Windows-based terminal server that meets the minimum requirements. You can store the configuration files and your virtual CDs on a network server that uses any platform (Windows, Novell, Linux, etc.), as long as the Virtual CD TS server can access this data.



How much hard disk space you will need in addition to the 100 MB required for installation of the Virtual CD TS program depends on how many virtual CDs or DVDs you create and the volume of data they contain.

Technical Support

If you have any problems with Virtual CD TS, please check the manual, the Help program and our continuously updated Web pages for assistance:

Virtual CD Online: <http://www.virtualcd-online.com/>

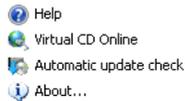
Knowledge Base: <http://www.virtualcd-online.com/kbase>

Support Forum: <http://www.virtualcd-online.com/support>

You might find that your question has already been answered. You are welcome to publish your own questions in the support forum.

The Virtual CD software is continuously under development. We offer **Service Packs and new program versions** on our Web site as they become available, so you can keep your software up to date. If you activate the “**automatic update check**” function in your Virtual CD program, the program will automatically check our site regularly for updates at intervals that you define.

Both this setting and a link to our Web site are available the CD Management program window; for example, in the Help menu and in the sidebar.



We are always interested in hearing from you, whether you have questions, suggestions or complaints. After all, we make this software for **you**, so we need to know what you want. Please use the Virtual CD Support Forum to let us know what you think.

If you have questions that are not answered in any of the resources listed above, please do not hesitate to contact us.

Installation and Configuration

Notes on Installation

Please observe the following when installing Virtual CD TS:

Virtual CD TS and the Virtual CD Network Management Server: If you already have a basic license code for Virtual CD TS, this code must be entered during installation. Alternatively, you can enter a path to your Network Management Server during installation to have the license code retrieved from NMS. Unlike v7, the new version does not require subsequent input of a local basic license code, as NMS v9 can provide the necessary server license. You do need to use one of the two options (either entering a license code or retrieving a license from NMS); otherwise, the installation will not be completed.



Virtual CD TS no longer has a demo mode. If you want to test Virtual CD TS v9, please download the test version from the Internet. The test version of Virtual CD **cannot** be converted into a full version by entering a license code.

Creating virtual CDs on your own workstation: The license code included with Virtual CD v9 TS permits you to install the standard Virtual CD v9 edition on up to 5 workstations. This is intended to allow you, as administrator, to create and test virtual CDs before making them available over the network. This single-user version **cannot** be installed using the Setup program that installs Virtual CD TS. You need the standard Virtual CD v9 Setup, which is included on your Virtual CD installation CD or can be downloaded over the Internet.



For details on the installation and configuration of Virtual CD v9, please refer to the Virtual CD documentation.

Installation



If you are updating an earlier version of Virtual CD TS, you need to **deinstall** the older version and then **restart** the server before installing the new Virtual CD TS program. **If you install multiple Virtual CD TS instances on a single server, your terminal server may not boot up correctly.**

Install Virtual CD TS from the terminal server console, making sure first that no sessions are active. Place the installation CD in a CD drive and wait a moment for Windows to detect it and start the Setup program.

If installation does not start automatically, open **My Computer** in your Explorer and then double-click on the icon representing the drive in which you have inserted the installation CD.

When the program starts up, select “Installation” to run the Setup program. If you access the CD content directly, or have downloaded your Virtual CD program over the Internet, you need to run the installation program “manually.”

Follow the instructions as the Setup Wizard guides you through the installation procedure. After the prompts for license code and target directory, the program is installed and the virtual drives are set up.



All of the settings configured during installation can be changed at a later point. If you are not sure which settings you should choose, simply accept the default values for the time being.



Virtual CD comes with a Plug & Play driver, which means you do not have to restart the computer after the virtual drives are set up, nor after changing the number of virtual drives at a later stage. In some cases, however, you will be prompted by your Windows operating system to restart your computer. **During the installation procedure, it is important that you do not restart the computer before the installation has been completed, regardless of any operating system messages. Otherwise, the installation will not work.**

Virtual Drives vs. Virtual Burners

Version 9 of Virtual CD TS supports 64-bit operating systems. Unlike a virtual drive, a burner can read *and* write data. This opens up the possibility of letting your Virtual CD TS users make their own virtual CDs or DVD-RAMs, for example, for use as network storage space. Images created with the virtual burner can subsequently be burned on a physical CD using a local CD writer.

Virtual CD TS can support only standard virtual CD drives or virtual burners – not both. Which type your TS installation uses is defined during installation.



Keep in mind that if you decide to use virtual burners, Virtual CD TS will create 64 virtual burners in series. Some programs cannot function properly in a system that has that many CD recorders.



Do not discount the additional administrative workload that comes with the use of virtual burners. Your users will require access to a data storage location that has sufficient capacity for the images made with the virtual burners.

If you choose to set up virtual burners, you should make some decisions about storage of virtual CDs before you begin installing VCD TS. During installation, the setup program prompts you to name a local data storage location for virtual CDs. The default is the “All Users” directory. If you accept this setting, all new virtual CDs made by all users are stored in a single directory. This is not a problem as far as creating blank virtual media is concerned. If an existing virtual CD with the same name is found when a new virtual CD is stored, a sequential number is appended to the name of the new medium. Just remember to give all users access to this directory; otherwise, they will not be able to create virtual CDs. You can attain user-specific configurations by specifying, during installation, that virtual CDs are to be stored in the Windows user directories. To do this, enter any user directory, such as: `...\\Documents and Settings\\Administrator`. This input is analyzed by Virtual CD during installation and automatically replaced by the `%USERPROFILE%` variable. The result: when a new virtual CD is created, it is displayed in the user directory of the user that created it. As a rule, the user has both “read” and “write” privileges in this directory. Not only is it displayed where the user can see it; the user can also access the virtual CD.

Virtual burners can also be used for creating virtual DVD-RAMs for data storage. The advantage of this method is that the data on the DVD-RAM can be encrypted. This means each user can create his or her own “data safe.” For details on creating a virtual DVD-RAM as an encrypted hard disk, please see Using a DVD-RAM as an encrypted hard disk in the Virtual CD documentation.

After Installation

Once you have installed Virtual CD TS, its programs are stored on your server and, in some cases, running. Since the virtual CD drives (or virtual burners) are mapped by user profiles at login, no virtual CD drives are visible in your Explorer at this point.

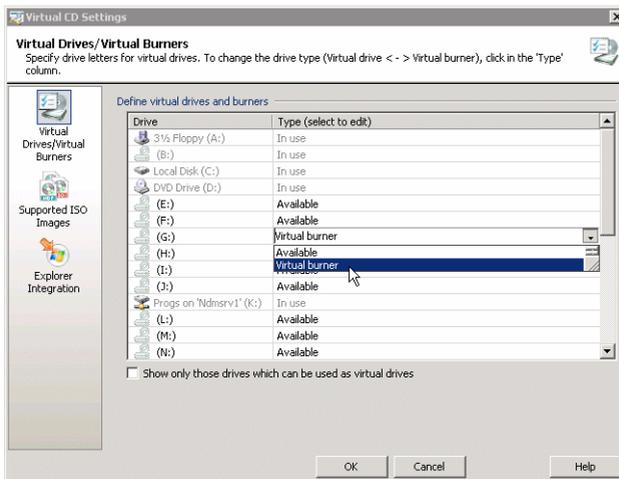
To test Virtual CD TS now, you can run the Virtual CD Emulation Settings and add a virtual CD drive.

1

Double-click on the “Virtual CD” icon on your desktop; this opens the Toolbox. Select **Virtual drives, CD burners** under **Settings** to open the Drive Editor.

2

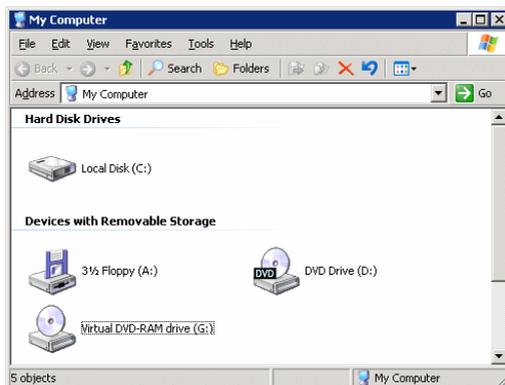
The Drive Editor makes it possible to add or remove virtual drives in a session at any time. Select the drive letter that you want you use for a virtual CD drive.



In the **Type** column, specify whether the selected drive letter will be mapped to a virtual CD drive or a virtual burner.

3

Open the Windows Explorer. The virtual CD drive you have just set up is visible, and can be used.



In the above example, we selected "Virtual burner." At this point in our example, however, the virtual CD drive is still empty.



Virtual CD TS can support either standard virtual drives *or* virtual burners – not both. The type of drive supported is defined during installation. Any drives you add later will be of the type specified during installation.



The procedure for setting up a virtual CD drive has been described here as a way to test the functioning of Virtual CD TS. Generally, virtual CD drives are mapped automatically when a user logs on in a session.

The Virtual CD TS Service

All Virtual CD programs install a service called the **Virtual CD v9 Management Service**. Virtual CD TS installs another service as well, called the **Virtual CD v9 NetAccess Helper**, on the computer on which Virtual CD TS is installed. This service provides a number of functions for managing virtual CD drives in the terminal server environment. One of its main tasks is to ensure access to virtual CDs stored on other servers in the network.



The service is installed to start up automatically. If this service is not running, a number of important Virtual CD TS functions will not be not available, which in turn will result in errors.

Configuring Virtual CD TS for Network Access

If you plan to store all your virtual CDs on the same terminal server on which Virtual CD TS is installed, no further steps are necessary to complete the installation procedure. On the other hand, if you will be providing access over the network to virtual CDs stored on other servers, you need to configure a few more settings first.

Because there can be a large number of users with various access privileges accessing your system in a terminal server environment, the Virtual CD TS NetAccess Helper service “has the final word” on access to virtual CDs (“insert/eject” privileges). To insert a particular virtual CD, the NetAccess Helper service requires “read” privileges for that CD. Because the service runs under a system account, this is no problem with regard to virtual CDs that are stored on the terminal server. If you have virtual CDs stored on other network resources, however, the service will not be able to insert them.

To solve this problem, we recommend creating a special user account, called a “gateway user.” The purpose of the gateway user account is to provide a user context that grants “read” privileges covering all virtual CDs in the network. The procedure for configuring this account is described in the following.



The easiest method is to create the gateway user account in a domain or ADS. If there is no domain nor ADS available, however, you have to create more than one instance of this user account: one as a local user on the terminal server on which Virtual CD TS is installed, and another on the server on which your virtual CDs are stored. It is essential that these accounts use the same password.



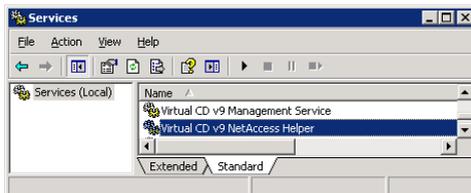
Create a gateway user account – in our example, this account is called **vcdgateway** – and give it „read“ privileges in all directories in which virtual CDs are stored.



To check whether the assigned privileges are effective, log in on a network station under this account and make sure you can see all virtual CDs in the Explorer.

2

Open the services on the server on which Virtual CD TS is installed and double-click on **Virtual CD v9 NetAccess Helper** to open its properties.



3

Select the **Login** page and enter your new gateway user with password under **This Account**.



4

Before this user context can be used to access data over the network, the service must be shut down and then started again. From this point on, all virtual CDs that the gateway user account can access are available through this service, regard-

less of who is logged on to the terminal server or whether the server has been restarted or not.



When you create a new directory for storing virtual CDs, remember to grant “read” privileges in that directory to the gateway user account; otherwise the NetAccess Helper—and thus your users—will not be able to access virtual CDs in that directory.



If you do not perform this step, Virtual CDs that are stored on the network cannot be used—even if they are visible to users.

Removing Virtual CD TS from Your System

To remove the Virtual CD TS program from your terminal server, use the **Add/Remove Programs** function in the Windows Control Panel. Select „Virtual CD v9 TS“ and begin the deinstallation. The Setup Wizard removes all components of the Virtual CD TS program from your terminal server.



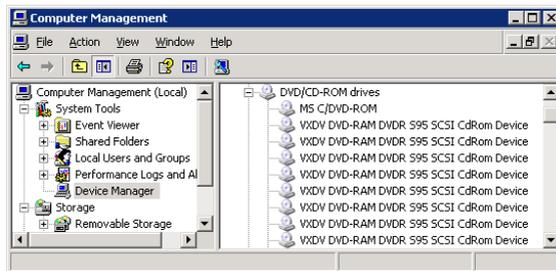
Work from the terminal server console when deinstalling the program, and make sure beforehand that no sessions are active.

Working with Virtual CD TS

How Virtual CD TS Works

Administration of Virtual CD Drives

With a terminal server as platform, the administration of virtual CD drives and virtual CDs differs in many ways from administration on a standard workstation. Because a large number of users can be logged on to the terminal server at any one time, Virtual CD TS requires a high degree of flexibility in providing virtual CD drives within individual sessions at run time. This is why the installation program creates 64 virtual CD drives as devices, but does not map any drive letters to them. These devices can be seen in the Windows Device Manager.



The number of devices is limited to 64 because some programs, including the Windows operating system, can create difficulties if the total number of virtual and physical devices is too high.

The devices are made available in the Drive Editor at run time when the session is started, or during the session if the number of devices is changed while the session is open. When a virtual CD is required in a particular session, Virtual CD TS inserts it and then maps it to a drive letter designated for use as a virtual CD drive in the user profile under which that session was opened. In other words, the virtual CD is inserted in exactly one instance and then distributed.



The limitation entailed by this technique is that the number of virtual CDs available at any one time is restricted to a maximum of 64 per terminal server. This number is usually sufficient.

Differences between VCD and VCD TS

User profiles have been introduced in Virtual CD specifically for the Terminal Server edition of the program. Because Virtual CD TS runs on a terminal server, it differs from the standard Virtual CD edition in the following respects as well:

It is not possible to create Client Setup programs. Since Virtual CD TS does not entail any installation on client machines, the Client Setup feature is not included with this edition of Virtual CD.

Virtual CD TS must be installed on a terminal server. Unlike Virtual CD, which is usually not installed on a server, the Virtual CD TS edition must run on a server.

You cannot configure security settings for physical CDs. Because Virtual CD TS is used within sessions, the features for defining security settings to control the use of physical CD drives and CDs are not available.

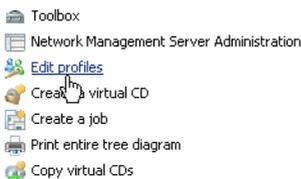
The drives created by Virtual CD during setup are either all standard virtual drives or all virtual burners. The type of drive is defined during installation. Unlike Virtual CD, the TS version does **not** support the use of **both** types of drive.

Profiles, Step by Step

Working with Profiles

Profile Editor

You may have noticed that Virtual CD TS did not set up any virtual CD drives during program installation. To test the program, virtual drives are set up “by hand” using the Virtual CD Drive Editor. However, you probably don’t want to leave it up to users to create whatever drives they may need, or want. This is why we have developed user profiles, which make it easy for you to configure the VCD conditions that are effective when a user opens a session. You can create and edit profiles in the Profile Editor, opened from the Tasks sidebar of your CD Management program.



If your Virtual CD TS installation is connected to a Network Management Server, open the Profile Editor from the NMS program window. You need to use the NMS Profile Editor for editing profiles in this case, because the NMS is responsible for configurations within the network.

The main window of the Profile Editor shows all of the existing user profiles. Before you create your own profiles, this list contains only the **Virtual CD basic profile**.

This profile is applied by default; i.e., to users for whom no specific profile has been designated. The basic profile cannot be deleted.



The Profile Editor lets you create, edit, print and save profiles. Profile files are stored in the **Data/Profiles** directory in your Virtual CD installation path. Users can edit profiles using the Profile Editor only if they have permission to write profile files.



Each user must have “read” permission in the profile file; otherwise, they will be unable to run Virtual CD TS, because the settings that configure VCD TS access are retrieved from user profiles.

When you change the properties of a profile, the new settings are active only after:

- the changes have been saved, and
- a new session is opened.



Your new settings are not effective in sessions that were already open when the changes were made.



It is a good idea to back up your profile file regularly, so that you always have a recent version available in case of emergencies.

Types of Profile

The Profile Editor recognizes two types of profile:

The Virtual CD basic profile: This profile comes with your VCD TS installation and cannot be deleted. It is applied to all users for whom you have not designated a specific profile.

User profiles: You can assign these to user groups. A profile must be explicitly assigned to a user in order to have its configurations applied; otherwise, the settings defined in the basic profile are applied.

Virtual CD Basic Profile

The first time you run the Profile Editor, the Virtual CD Basic Profile is the only user profile available. The basic profile lets you define the configuration status for all users who log in on the terminal server and for whom no other profile is explicitly designated. For example, you can edit the basic profile so that any users who are not assigned to one of your customized profiles are denied access to some—or all—Virtual CD functions. The Virtual CD basic profile differs from your customized profiles in the following aspects:

- It will not be applied simultaneously with any other profile. (If you assign a customized profile, more than one profile may be applied.)
- It is applied by default; i.e., to any user for whom no other profile has been allocated.
- It cannot be explicitly assigned to users or user groups.
- It cannot be deleted.
- It cannot be deactivated.



When you first install Virtual CD TS, the settings in the basic profile permit all users to access all functions in Virtual CD TS.



If you want to have a single configuration applied to all of your terminal server users, simply configure the Virtual CD basic profile as desired; no further configuration of profiles is necessary.

Creating a User Profile

To define properties for Virtual CD TS that will be applied only to a specific set of users, you need to create at least one user profile of your own.

In the following example, we will create a user profile for Virtual CD TS administrators.



Run the Profile Editor and select **Add profile** from the **Edit** menu. Alternatively, you can click on the **New profile** button in the toolbar to open a new profile.



2

Enter a **name** for the new profile. Under **Description**, enter a meaningful text from which you will be able to recognize the purpose of the profile in future. In the **Copy from** field, you can select an existing profile to have its settings loaded in your new profile.



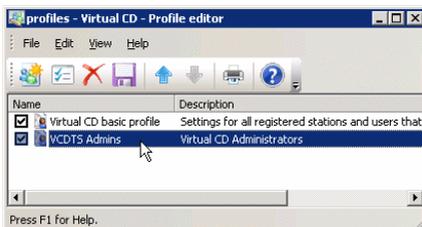
To start with a profile that has all options activated and no restrictions in its user privileges, select **<blank profile>**.

3

When you have completed input in this dialog, click on **Finish** to close it. The new profile is added to the list shown in the Profile Editor.

4

So far, the new profile has not been assigned to any user or user group. This is performed in the next step, which entails editing settings in the profile properties. Double-click on the new profile to open the Profile Settings window.

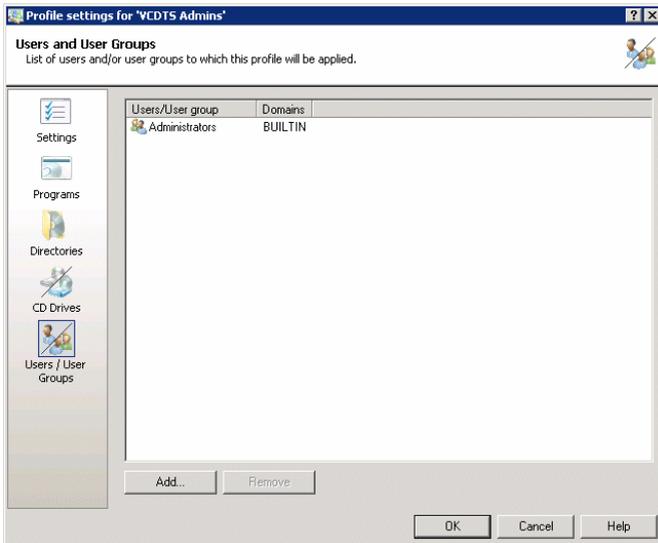


5

In the Profile Settings, select **Users / User Groups**. On the „Users and User Groups“ dialog page, click on **Add** and select the user or user group to which you want to assign this profile. In our example, we choose the “Administrators” group.



If you do not belong to the “Administrators” group, add your user account to the list of users in this profile now, so that you will still be able to run administrative programs after this profile has been stored.



6

Since the blank profile you started with already had all features activated, you do not need to configure any more settings in the profile. Click on **OK** to conclude configuration of this profile.

Assigning Users to a Profile

It is up to you to decide which users are assigned to a profile you create. You have the following options when assigning users to profiles:

- Enter a user name directly.
- Specify a global user group in a domain.

- Specify a local user group defined on a particular computer.
- Select a predefined user group.

Working with user groups is usually the most convenient method, because new users are automatically added to the corresponding profile when you add them to the user group at the operating system level. If you add individual users to profiles, you will have to go through the same process every time a new user is added to your system, which can lead to a lot of unnecessary work.



Exercise caution when using predefined user groups. Predefined groups (such as “Administrators”) are integrated in Windows and are available on all computers. The use of these groups can lead to unexpected results, because the group membership data is loaded from the client computer when a user logs in.



If you assign a profile to the predefined user group called “Everyone,” the Virtual CD basic profile will not be applied to anyone, since the profile you specified will be used—as the name indicates—by everyone. The “Everyone” group is a domain account.

Profile Properties

The configuration settings activated by a profile are defined in the profile properties. To edit these properties, double-click on a profile to open the Profile Settings window.



The title bar of the “Profile Settings” window shows the name of the profile opened for editing. You can check the title bar to make sure you are editing the desired profile.

The profile properties are divided into the following dialog pages: **Settings, Programs, Directories, CD Drives, Users / User Groups, Stations / Station Groups** and **Virtual Drives**.

The **Settings** page contains function controls and security settings. Function controls include settings for the appearance of the program window functions in the individual Virtual CD programs. Security settings let you define how and whether virtual CDs are displayed.

On the **Programs** page you can define which Virtual CD programs are available to profile members. These settings are restrictive. A program that is deactivated on this page cannot be opened by members of this profile.

Virtual CD Folders lets you specify global and local folders as well as directories for user-specific files.

On the **CD Drives** page you can define actions that are carried out on drives when a session is opened; for example, the insertion of a particular virtual CD. The drives available in terminal server sessions are listed here.

Under **Users / User Groups** you can specify which users or user groups are assigned to the profile.

The **Stations / Station Groups** page lets you assign particular stations or station groups to the profile.

Under **Virtual Drives** you can define which virtual drives are available, and whether they are simple virtual drives or virtual CD burners.



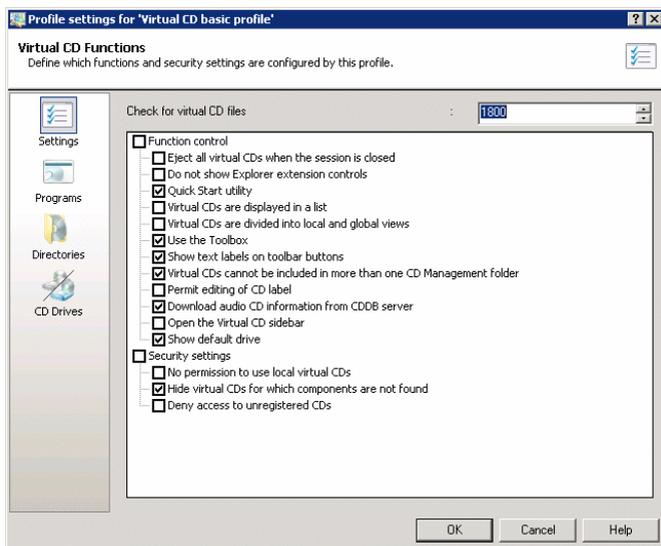
The **Stations / Station Groups** and **Virtual Drives** pages are not available for purely terminal server profiles. These dialog pages are displayed if your Virtual CD TS installation is connected to a Network Management Server. In this case, you need to open the Profile Editor from the NMS Administration program. For details about the settings on these dialog pages, please refer to your NMS documentation.



You cannot assign users or user groups to the basic profile. The basic profile is automatically assigned to any user for whom no other profile has been assigned. That is why these pages are not shown for the basic profile.

Profile Settings

On the **Settings** page you can configure functions and security settings for the profile.



Check for virtual CD files: Defines how often Virtual CD checks in the background for virtual CDs. When this option is active, you can select a value between **0** and **1800** (seconds).



If you select **0**, the Virtual CD program checks only once, when the program is started up, for the existence of virtual CD files.



If you have a large number of virtual CDs, checking regularly for virtual CD files can lead to performance problems. If this is the case, we recommend switching off this function (by entering 0).



When this function is switched off, Virtual CD always shows all virtual CDs both in the Quick Start utility and in the Windows Explorer extension.

CD Security file: Defines which security file is used. You can load the local settings for use in TS, specify a particular file, or reset security settings to the default values.



The Virtual CD security file contains a list of virtual CDs that are permitted for use when the use of physical CDs generally has been blocked.

You can grant or deny access to the following Virtual CD functions under **Function control**:

Eject all virtual CDs when the session is closed: When the session is closed, all virtual CDs used in that session are automatically ejected.

Do not show Explorer extension controls: Virtual CD functions are **not** added to shortcut menus in the Windows Explorer.

Quick Start utility: The Virtual CD Quick Start utility is displayed in the Windows taskbar.

Virtual CDs are displayed in a list: All virtual CDs are displayed in a single list.

Virtual CDs are divided into local and global views: The display of virtual CDs is divided into local and global CDs.

Use the Toolbox: If this function is **deactivated**, the CD Management program opens when a user runs Virtual CD.

Show text labels on toolbar buttons: An informational text is shown when the mouse cursor hovers over a button.

Virtual CDs cannot be included in more than one CD Management folder: Prevents creation of duplicates.

Permit editing of CD label: Users are permitted to edit CD labels.

Download audio CD information from CDDB server: Track titles and artist information are downloaded from the Internet.

Open the Virtual CD sidebar: The Virtual CD sidebar is opened on the desktop automatically when the Virtual CD program runs.

Show default drive: When a virtual CD is listed in an Explorer shortcut menu or in the Quick Start menu, its default drive is shown as well. The first drive in which a virtual CD is inserted is automatically defined as the default drive by the Virtual CD program. You can explicitly specify a different drive as the default, if desired.

The **Security settings** include the following options:

No permission to use local virtual CDs: Only global virtual CDs are available. Virtual CDs stored locally cannot be used.

Hide virtual CDs for which components are not found: Virtual CDs that are classified as „not found“ (when the program checks for the existence of all required components) are not visible to users.

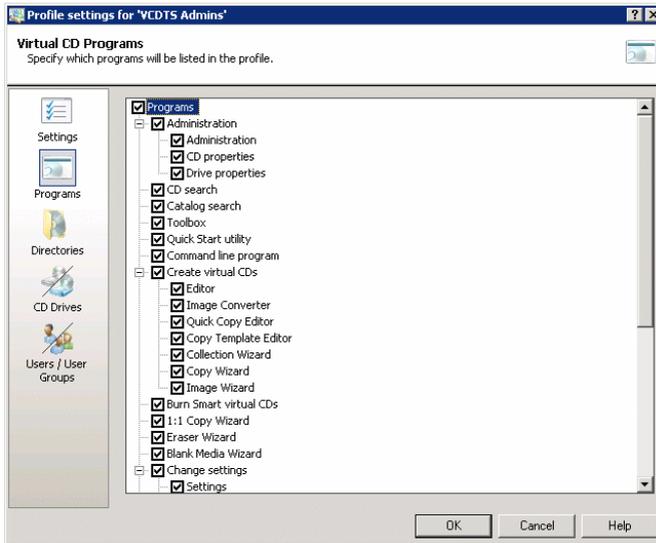
Deny access to unregistered CDs: Virtual CDs that are not specified in the configuration file – and thus are not registered in Virtual CD – cannot be used.



The settings configured here represent defaults, but are not restrictive. Any user who has access to the relevant configuration programs can change these settings. To prevent users from accessing the relevant configuration programs, define the corresponding settings on the **Programs** page.

Programs

On the **Programs** page you can specify which Virtual CD programs can be used by members of the particular profile. You can deactivate programs that you do not want to allow users to execute. Deactivated programs are not available to profile members. For example, if you deactivate the Toolbox, the CD Management program (rather than the Toolbox) opens when the profile member double-clicks the Virtual CD desktop shortcut.



The programs are grouped according to function. You can grant or deny permission to run the following programs:

Administration: Activates access to administrative tools. You can grant or deny permission to run each of the programs under „Administration“ individually:

- Administration
- CD properties
- Drive properties

CD Search

Catalog search

Toolbox

Quick Start utility

Command line program

Create virtual CDs: The programs under „Create virtual CDs“ have to do with making virtual CDs. You can grant or deny permission to run each of these programs individually:

- Editor
- Image Converter
- Quick Copy Editor
- Copy Template Editor
- Collection Wizard (available only with the Virtual CD FS Edition)
- Copy Wizard
- Image Wizard

Burn Smart virtual CDs

1:1 Copy Wizard

Eraser Wizard

Blank Media Wizard

Change settings: This section defines whether users can edit Virtual CD settings. You can grant or deny access to the following configuration dialogs individually:

- Settings
- CD Security Editor

Administrative programs: This section defines whether users can run administrative programs. You can grant or deny access to these programs individually:

- Script Generator
- License Monitor
- Profile Editor
- Drive Editor

Explorer extension

Diagnostics

Create a Client Setup

Comparison Wizard

Job Editor

Virtual CD sidebar

Internal functions: Affects a number of internal Virtual CD TS program functions.

Permission to change folders: When this option is active („Yes“), the user can change the working directories specified for the local Virtual CD installation.

Retain locally stored CD drives: When this setting is active („Yes“), any virtual CD drives created using the Drive Editor are still available the next time the user opens a terminal server session, regardless of whether the profile also defines drive letters for virtual CD drives.

When you deactivate a program in the profile settings, it is no longer available to the user(s) assigned to that profile, but is still present on the hard disk. If a user attempts to start a program that is not permitted—for example, by double-clicking on the executable in the Windows Explorer—the following error message is shown:



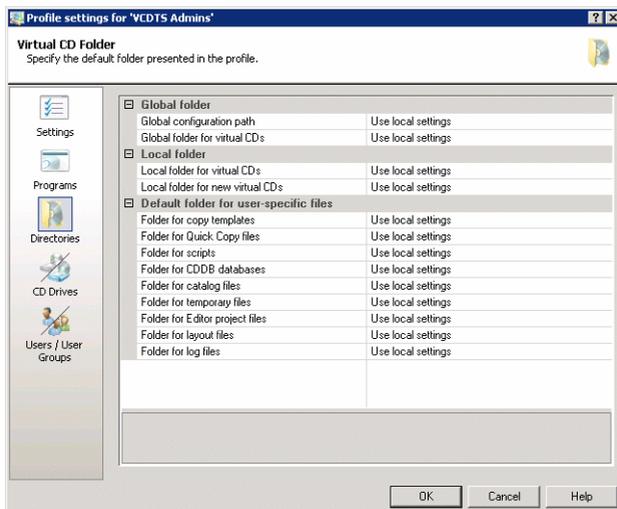
The Toolbox and the Quick Start utility show only those programs that have not been deactivated. In other words, if you leave these two programs active, they will provide access only to the programs and functions that are permitted for use.

Directories

On the **Directories** page you can choose from the following options to define program folders:

- Use the program path defined in the local settings (**Use local settings**).
- Use the path in which Virtual CD is installed (**Use the installation path**).
- Specify the path yourself (**Select the path**).

You can define these settings **global folders**, **local folders** and **default folders for user-specific files**.



With the default settings, the path defined in the local settings is used.

You can define the following paths in profiles:

Global folders

Global configuration path: This folder contains the global Virtual CD configuration files.

Global folder for virtual CDs: This is the path in which global virtual CDs are stored.

Local folders

Local folder for configuration files (or: “Local folder for virtual CDs”): Specifies the path for local Virtual CD TS configuration files.

Local folder for new virtual CDs: This is the directory in which local virtual CDs are stored.

Default folders for user-specific files:

Folder for copy templates: This is where Virtual CD copy templates will be stored.

Folder for Quick Copy files: This is where Virtual CD Quick Copy files will be stored.

Folder for scripts: Folder for storing scripts created by the Virtual CD Script Generator. Virtual CD Jobs are stored in this directory as well.

Folder for CDDB databases: Folder in which data retrieved from the FreeOrg CDDB database is stored.

Folder for catalog files: Folder in which catalog files are stored whenever a catalog is created.

Folder for temporary files: This is where Virtual CD temporary files are stored.

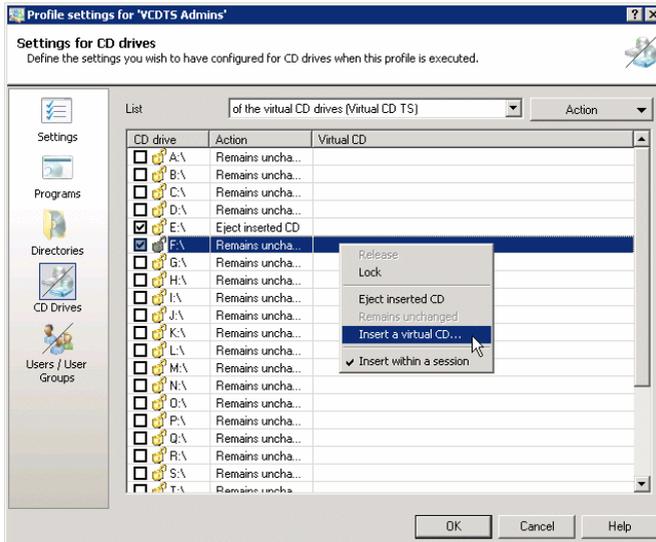
Folder for Editor project files: Projects processed in the Virtual CD Editor stored in this folder.

Folder for layout files: The layouts for your CD Management program are stored here.

Folder for log files: Various Virtual CD log files are stored here; for example, the log file written when you burn a virtual CD. Unlike the other folders, this directory is created user-specifically and not centrally. This ensures that log files created under one user account do not overwrite log files from another user. Other files related to user context are stored here as well.

CD Drives

On the **CD Drives** page, the virtual drives available to profile members in sessions are specified and actions can be defined for the drives as desired. For example, you can have a virtual CD automatically inserted in a specified drive when a profile member logs in.



To have the profile provide a virtual CD drive, click in the box next to the drive letter; a checkmark is shown. Click on the **Action** button to open a list of the options available for the selected drive. You can choose from the following actions:

Release: The virtual CD drive is available, and users can insert their choice of virtual CDs.

Lock: The virtual CD drive is locked; i.e., users assigned to this profile cannot insert virtual CDs here.

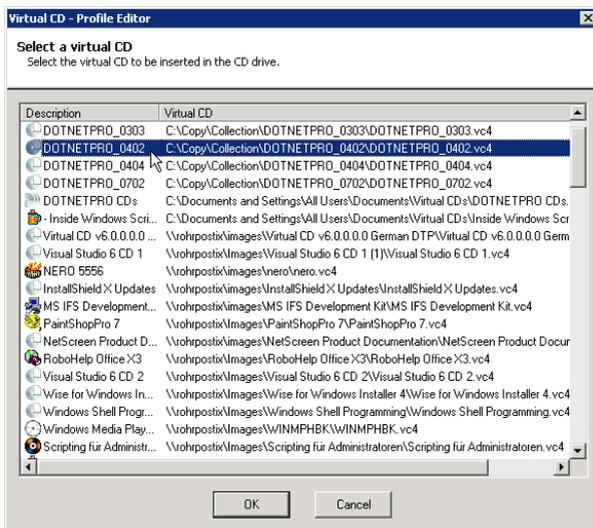


The “padlock” icon next to the drive letter indicates whether the drive is locked or not.

Eject inserted CD: If any virtual CD is in the drive, it is ejected.

Remains unchanged: The status of the virtual CD drive is not altered.

Insert a virtual CD...: Inserts a virtual CD when the user logs in. A dialog opens in which you can choose from all virtual CDs registered in your system.



Create within a session (or: “Insert within a session”): Selecting this item has the same effect as putting a checkmark in the box next to the drive name; i.e., it simply makes the drive available within the session.



Keep in mind that the virtual drives made available here are provided in addition to locally available drives (defined in the Emulation Settings). If you wish to ensure that only the drives specified in the profile are available, set the **Retain the locally stored CD drives** option to **No**.

Profile Analysis

When a user logs on, any profile(s) assigned must be analyzed to determine the settings to be activated. A user can have:

- no user profile assigned. In this case, the settings in the Virtual CD basic profile are activated.
- one user profile assigned. In this case, only the settings in that profile are assigned.
- multiple user profiles assigned. This case is a little more complicated, since the various profiles generally have different settings.



We recommend having only as many profiles applied to a given user or group as are absolutely necessary; otherwise, it can be difficult to keep track of which Virtual CD properties are active.

When multiple user profiles are applied, the settings are analyzed in accordance with the following rules:

1. The list of profiles is processed from top to bottom in the order in which they are listed here. The profile settings that are active at the end of this processing are referred to as the cumulative profile. Settings other than simple “Yes” or “No” options are determined by the last configuration processed.
For example, the settings defined on the **Paths** dialog page are determined by the last profile in the list of profiles assigned to the particular user.
2. For settings defined by simple “Yes” or “No” options, a “Yes” setting retains validity even if a subsequent profile contains a “No” for the same option.
The function control options provide an example of this. All of these options can be **activated** („Yes“) and **deactivated** („No“). If a function is activated in one of the profiles assigned to a given user, then that function is available to that user regardless of whether it is deactivated in another of that user's profiles. The same applies for settings on the **Programs** page. If access to a program is activated in any one of multiple profiles assigned to a user, the program is available regardless of settings in subsequent profiles.
3. If the “Check for files...” option, also in the Security settings, is set to **0** (or **off**) in any one of a user's profiles, it remains the active setting for that user regardless of subsequent profile settings. For other settings, if the profiles do not all set the same value then the highest value in any of a user's profiles is set for that user.
4. If **CD drives** are configured in a user's profiles, the sum of all drives specified are mapped to that user's session. If a particular drive is specified in more than one profile, the status of the drive (e.g., the virtual CD inserted, etc.) is set in accordance with the last profile that specifies drive definitions. A virtual CD drive is locked as soon as one of the user's profiles specifies „locked“ as the status for that drive.



If the “Retain locally stored drives” option is active, virtual CD drives set up on the client computer are mapped to the user's session in addition to any drives specified in profiles.

Ground rules for using profiles

The Profile Editor makes it easy to manage your profiles. Still, there are a couple of points that you need to keep in mind to make sure your profile specifications have the desired effects:

First save, then test: Do not forget to save your changes when using the Profile Editor. Your changes cannot take effect in Virtual CD TS until you have stored them.

No login = no change: When you change a profile, the new settings are not effective until a new session is started.

Activate your profiles: In the list of profiles shown in your Profile Editor, the profiles can be activated and deactivated. Remember: only activated profiles are processed when a user logs in.

The order makes a difference: When a user's profiles are analyzed, some properties (such as „Paths“) are set according to configuration of the last profile in the list. Make sure that the changes you configure will be active once the entire list of profiles has been analyzed, and change the order of profiles as needed.

Profiles need users: After you create a profile and edit it in accordance with your requirements and preferences, remember to assign users and/or user groups to it; otherwise, it will not be applied to anyone.

If you find that Virtual CD TS does not behave as expected when the next new session is opened, check whether the user in question is assigned to multiple profiles, and whether any of the settings in the various profiles cancel each out when processed. To keep things as simple as possible, remember the old saying:

Less is more!

Make this your motto, and create only as many profiles as you really need.



For a clear overview of all your profile properties, use the integrated printing function to print the profiles and keep these hardcopies handy.

Proceed with caution...

Unable to Run Profile Editor

The Profile Editor can be started by any user who has permission to run administrative programs (configured in the user profile properties). If all permissions to run the Profile Editor are canceled, the Profile Editor program is not shown among the Virtual CD programs, and cannot be started from the Windows Explorer. In this case, you have to replace the affected profile file before the Profile Editor can be started again.

To do this, open the data directory in your Virtual CD TS installation path. The profile files are stored in the **Profile** folder. Delete the relevant profile file, or move it to a different directory. If you are not sure which profile file caused the problem, remove all the profile files.



Now log out and open a new session in which no profile is loaded. As long as the current session (without permission to run administrative programs) is active, you will not be able to run the Profile Editor and thus cannot re-write the profile file.

2

The next time you log in, the Virtual CD Profile Editor is shown in the Toolbox. If you removed all profile files from the profile directory, the following message is shown the next time you run the Profile Editor:



After you click on “OK” in this message window, the Profile Editor opens. The new basic profile is now shown in the list of profiles. This profile is stored automatically.

3

Your customized profiles must be created and configured all over again.

Examples

Using Profiles

The user profiles Virtual CD TS give you a powerful tool for configuring user-specific settings that applied automatically on login. To get the most out of this tool, we highly recommend taking a little time to familiarize yourself with all of the options available. To help you get to know the program we have put together some practical examples, under “Example of a Basic Configuration” and “One CD for All,” to demonstrate a few of the possibilities.



When you go through the examples, you will need a few virtual CDs to test the functions described. If you have not created any virtual CDs yet, please do so before continuing with the examples.

Example of a Basic Configuration

This example describes the procedure for creating a basic configuration of Virtual CD TS with the following defaults:

- Users who are not assigned to any specific user profile cannot run Virtual CD TS.
- There is a group of Virtual CD TS administrators who can use all Virtual CD functions, but for whom no virtual CD drives are explicitly mapped.
- There are users who can insert and eject any of the virtual CDs registered in the program and for whom V:, W: and X: are mapped to virtual CD drives.

1

Run the Profile Editor and select **Add profile** from the **Edit** menu. Enter a **Name** and a **Description** and select **<blank profile>** in the **Copy from** field. Click on **Finish** to write the profile.

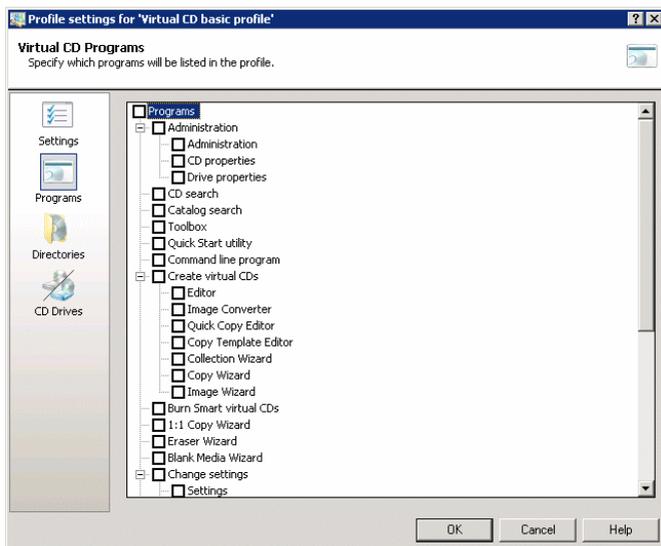
Because a blank profile was used as the basis, all functions are initially activated in the new profile. Assign those users to this profile who will act as Virtual CD TS administrators.



The procedure for creating a user profile for Virtual CD TS administrators is described in detail under “Creating a User Profile,” this example presents only a summary.

2

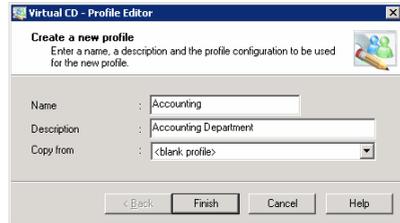
Double-click on the **Virtual CD basic profile** to edit its settings, deactivate all entries on the **Programs** page, and click on **OK** to close the dialog .



3

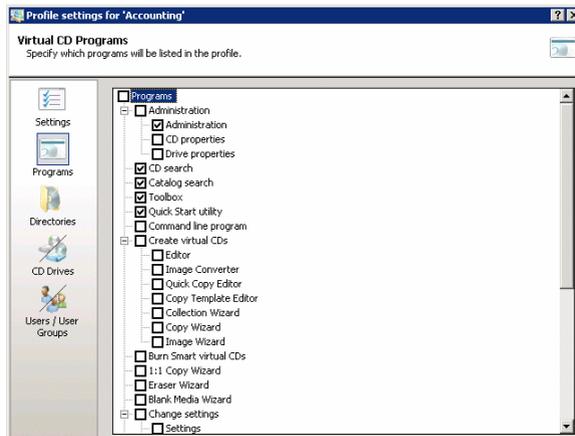
Select **Add profile** from the **Edit** menu again to create a profile for users who will work with Virtual CD.

In our example, we enter “Management” as the name, and “Management-level employees” as the description. Select **<blank profile>** in the **Copy from** field again; this time we will change some of the settings. Click on **Finish** to write the profile.



4

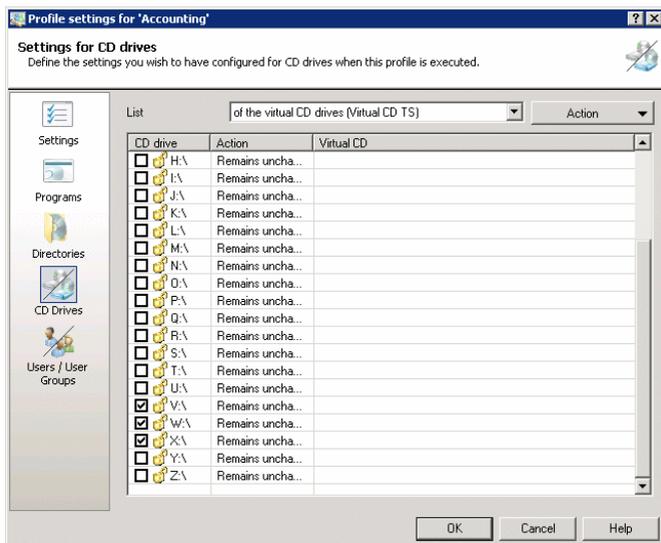
Double-click on the new profile (“Management”) to edit its settings. On the **Programs** page, deactivate the following: **Create virtual CDs**, **Burn Smart virtual CDs**, **1:1 Copy Wizard**, **Eraser Wizard**, **Blank Media Wizard**, **Changing settings** and **Administrative programs**. Deactivate the **Diagnostics**, **Create a Client Setup**, **Comparison Wizard** and **Job Editor** as well, since these options are also either administration functions or affect the way virtual CDs can be used. Under „Administration,“ leave the **Administration** item active, and deactivate **CD properties** and **Drive properties**.



The interfaces (CD Management, Toolbox, etc.) are left active, to allow users quick access to the features that are permitted. Programs that have been deactivated in the profile settings are not available in these interfaces.

5

Open the **CD Drives** page and activate V:, W: and X: as virtual CD drives by putting a checkmark (i.e., by clicking) in the boxes next to these drive letters.



6

The last step is to assign the desired users to this profile.



If you do not assign any users, the profile will be stored as you have configured it, but will never be used.

7

When you have finished, click on **OK** to close the dialog. The basic Virtual CD TS configuration is now complete. Save the changes in the profiles to activate them in Virtual CD.



Test your configuration by logging on under various user accounts to activate the different profiles.

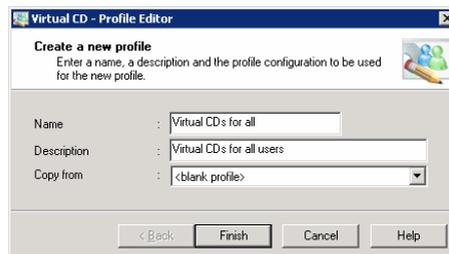
One CD for All

You may at some point have one virtual CD that you want to make available to all users who log on. This is easy to implement with a user profile.

In the following example, we will use the Z: drive to provide a virtual CD that cannot be ejected.

1

Run the Profile Editor and select **Add profile** from the **Edit** menu. We will now create a profile that provides access to virtual CDs for all users.



In this example, we call the profile “CDs for Everyone” and enter “Virtual CDs for all users” as the description. Select **<blank profile>** in the **Copy from** field; afterwards, we will change some of the settings. Click on **Finish** to write the profile.

2

Double-click on the new profile to edit its settings, and deactivate all of the options on the **Programs** page.

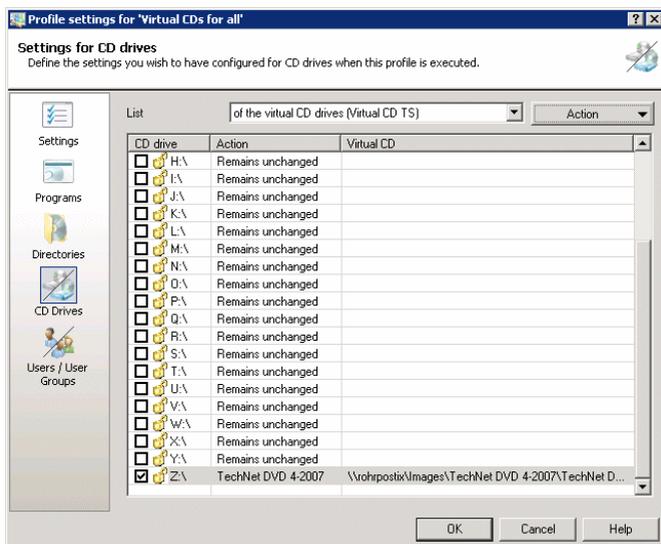
Since the sole purpose of this profile is to make certain CDs available to all users, you can deactivate the programs in this profile and use other profiles to activate individual programs as desired for users or for user groups.



If you do not deactivate all the programs in this profile, all users will be able to use all Virtual CD TS features.

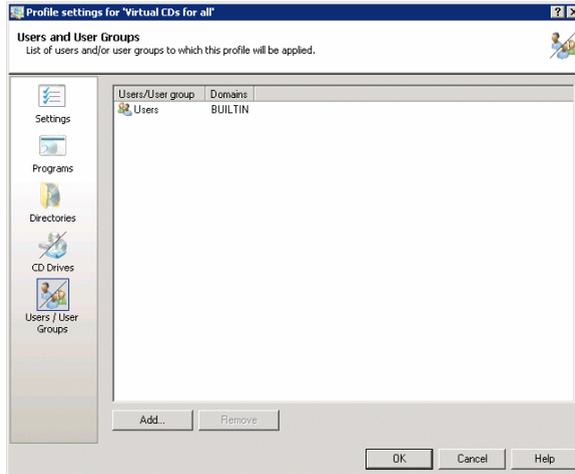
3

Open the **CD Drives** page and activate Z: as a virtual CD drive by putting a checkmark (i.e., by clicking) in the box next to this drive letter. Click on **Action** and select **Insert a virtual CD**. A dialog opens showing all of the available virtual CDs. Select the virtual CD to be inserted in the CD drive and click on **OK**. Click on **Action** again, and select **Lock** to lock the virtual CD drive.



4

Open the **Users / User Groups** page to assign users and/or groups to this profile. In our example, we select the predefined **Everyone** group.



When you select the **Everyone** group, this profile is applied to every user who logs on for a session. In this case, the Virtual CD TS basic profile is not used. That is why we deactivated all functions in this profile. Keep in mind that „Everyone“ is a domain user account. If your terminal server is not a member of a domain, you need to use a different account, such as „User.“

5

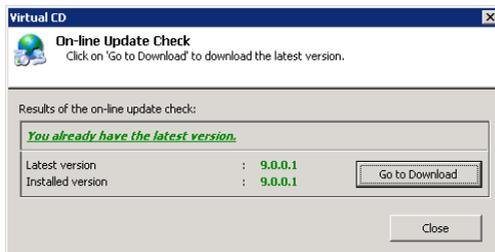
When you have finished, click on **OK** to close the dialog. This completes the configuration. Save the changes in the profiles to activate them in Virtual CD, and then test the new profile.



Troubleshooting

Stay up to date!

We are continuously developing the Virtual CD TS software. When a problem is reported, we release an update that solves it. If you have a problem with Virtual CD TS, please check whether you have all the updates that have been released. To check whether you are using the latest program version, select **Automatic update check** in CD Management.



If you do not have the latest version, please download and install it and then check whether the problem still exists.

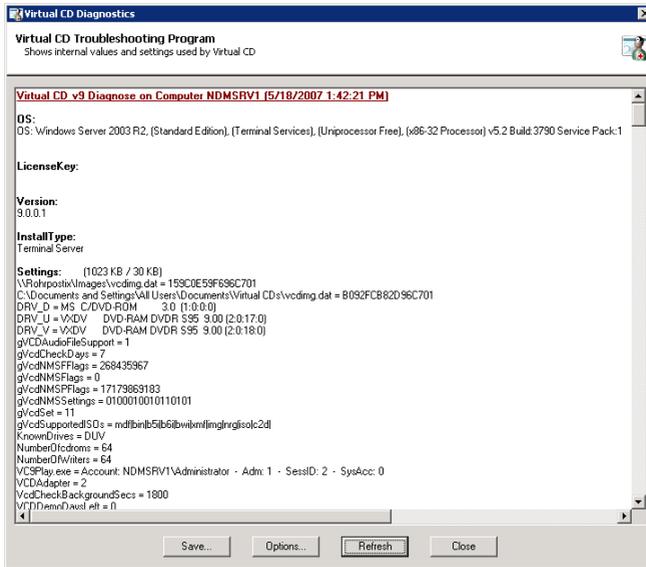
Contacting VCD Support

If you do not obtain an answer to your question, or a solution to your problem, from any of the sources listed under "Questions and Answers," please submit your request for support at the VCD Support Forum (<http://www.virtualcd-online.com/support>). To help us help you as quickly as possible, please observe the following as far as applicable:

- ✓ Formulate your question as precisely as possible.
- ✓ Describe the steps that preceded the problem.
- ✓ Check beforehand whether the problem is reproducible.

In the process of looking for a solution to your problem, we may find that we need additional information about your system.

If this is the case, please run the VCD Diagnostics program from the **Help** menu in your Virtual CD Management program.



The Diagnostics program detects a number of parameters relating to your system and your Virtual CD installation which can be helpful in tracking down and eliminating problems. Once you have run the program, click **Save** to store the results in a file and send the file to our Support Department.



Please send only complete diagnostics files. If anything is deleted from the file, you will be sent a request for a complete file, which will delay the process of solving your problem.

Questions and Answers

Virtual CD TS is a complex software suite that gives you a wide range of controls for working with CDs. In our effort to supply the best possible user support, we provide a number of on-line and off-line sources you can check for answers to your questions:

Documentation: This documentation gives you an overview of the controls and functions available in Virtual CD. It includes step-by-step examples of many of the procedures used in Virtual CD, and can provide useful tips even for the experienced user.

On-line help: The on-line help describes each of the individual Virtual CD programs. It also contains details that we did not find space for in the documentation.

Knowledge base: Our on-line knowledge database at <http://www.virtualcd-online.com/kbase> has the answers to a lot of frequently-asked questions. If anyone else has reported the same problem you are having, you will probably find the solution here.

Forum: The latest issues concerning Virtual CD are discussed around the clock in the VCD users' forum, at <http://www.virtualcd-online.com/support>. Here, too, you can find help with problems that have already been solved for others.

Glossary

G

Gateway user account: This is a user account used by the “Virtual CD v9 NetAccess Helper” Service to access virtual CDs on the network.

P

Profile: Profiles are used to configure the settings (such as virtual CD drives, program functions, etc.) that are active when a particular user logs in for a terminal server session.

Profile file: The profile file, “Profile.vcd,” is stored in the Virtual CD TS system directory and contains the data that defines profiles. Users who work with Virtual CD TS require “read” permission in this file.

T

Terminal server: A type of server with the primary task of providing platform-independent access to applications within “terminal server sessions.”

TS: The Terminal Server edition of Virtual CD. This Virtual CD version is specifically designed for use on a terminal server and provides special controls for this particular purpose.

U

User Context: Data referred to at login (such as permissions or user privileges) defining which data the particular user is allowed to access. The Virtual CD TS Service, “Virtual CD v9 NetAccess Helper,” requires a gateway user account with “read” privileges for all virtual CDs, in order to make these available when no users are logged on.

User profile: A user profile defines program settings for specified users (see “Profile”). If a specific user profile is assigned to a given user, the basic profile is not applied for that user (see “Virtual CD basic profile”).

V

Virtual CD basic profile: This profile comes with your VCD TS installation, and is applied to all users for whom you have not designated a specific profile. There is only one instance of this profile.

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