

# Tisio Device Manager 1.3

## Installation Guide





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# Tisio Device Manager Installation

This guide is for system administrators to install the Release 1.1 version of the Tisio Device Manager (TDM) used to configure Tisio Tisio terminals from a central location.

The instructions in this installation manual guide you through installing and configuring the following components:

- Install Java Runtime Environment.
- Install MySQL Connector for Java.
- Install MySQL Server and Administrator.
- Install Apache Web Services (Tomcat).
- Install and Configure TDM components.

## Tisio Device Manager Introduction

Tisio Device Manager brings terminal configuration to a central Web Services Management Server. With it's functionality, you can configure terminal properties and create connections for any server, make the configurations available to terminals and restart terminals to upgrade their configurations - all from one web services application, using any Java enabled Web Browser.

The Tisio Device Manager consists of a Java Based Control Service, a Data Base service (MySQL), a Client Device Manager Service and the Device Manager Administrative GUI.

## Features of Tisio Device Manager

Tisio Device Manager centralizes Tisio Tisio terminal management, giving you the following capabilities:

- **Managing large groups of terminals from a central server**  
Using the Device Manager, you can:
  - View, modify and store terminal properties and connections for all managed devices
  - Report configuration information of devices on request
  - Define groups and multi-level sub groups of terminals to manage separate configurations and software components.
  - Perform wake-up or shutdown operations.
  - Register the configuration in Device Manager for automatic terminal updates.
- **Restarting groups of terminals from a central location**  
When a terminal restarts, it is updated with values from the registered configuration stored in a local data base.
- **Easy access to the Tisio Device Manager Administrative (TDM)**  
The TDM Administrative GUI can be run from any Web Brower supporting the Java applets.
- **Secure Login**

A login secures access to the Device Manager Administrative GUI.

■ **Secure Network Access**

The Device Manager and managed Tisio thin client communicate with HTTP/HTTPS protocols offering secure access over LAN, WAN and through firewalls.

## Installation Requirements

The Tisio Device Manager is based on several well known standard packages, Java, Apache Web Services (Tomcat) and MySQL data base server. Here are the server and software package requirements for the Tisio Device Manager:

■ Computer acting as Server requirements

- Windows XP SP2
- Windows 2000 Pro SP4
- Windows 2003 SP1
- Windows 2003 R2

Note: The Tisio Device Manager will run on Linux Servers, but the current installation manual only supports installing on Windows Operating Systems.

■ Computers connecting to TDM (Windows or Linux)

- IE 6.0 Web Browser or greater.
- Java Runtime Environment Version 5.0 or greater.
- Mozilla Firefox 1.0 Web Browser or greater.

■ Third Party Software Packages

- Java Runtime Environment Version 1.5.0\_06 or greater.
- MySQL Connector for Java Version 3.1.12 or greater.
- MySQL Administrator Version 1.1 or greater.
- Apache Tomcat Version 5.5.16 or greater

## TDM Installation Components

The Tisio Device Manager Installation components can be downloaded from the <http://www.tp-sys.com> web site. The single download install program contains the various components required for the installation. The following components are included and will be used during installation.

- Apache Tomcat V5.5.
- Java Runtime V 1.5.0.06
- MySQL Administrator V1.1.9 (optional)
- MySQL Java Connector
- MySQL 5.0 Server
- Tisio Device Manager related runtime files and Data Base.

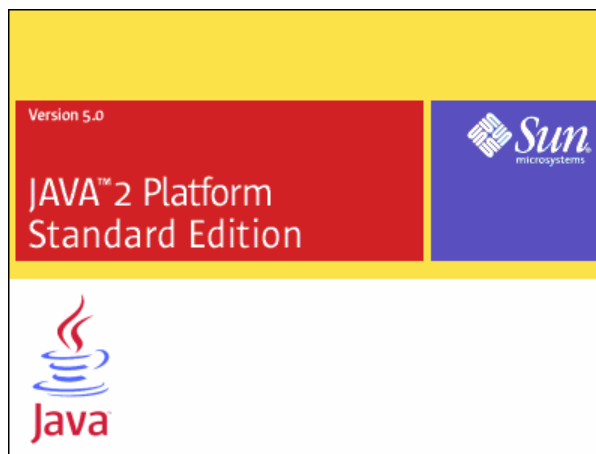
## Installing Tisio Device Manager Software

The installation of the Tisio Device Manager (TDM) software components includes other third party tools. The installation will check and install only the components that are necessary. To begin run **TDMSetup.exe**.

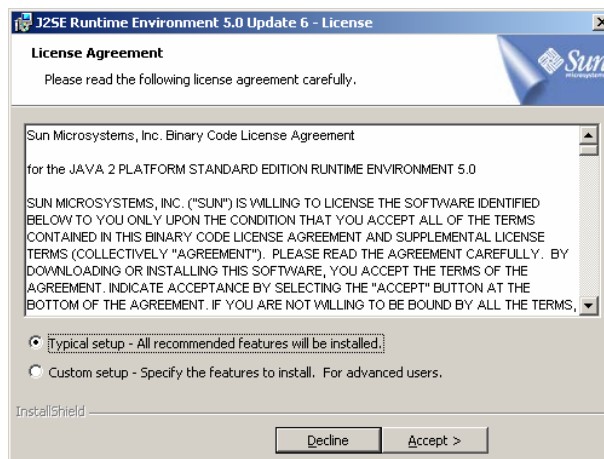
### Installing Java Runtime Environment

If Java is not installed on your PC the TDM installation will prompt to install it. The Java VM needs to be installed on the TDM server and any computer used to access the Tisio Device Manager GUI. Follow these instructions to install the Java Runtime Environment:

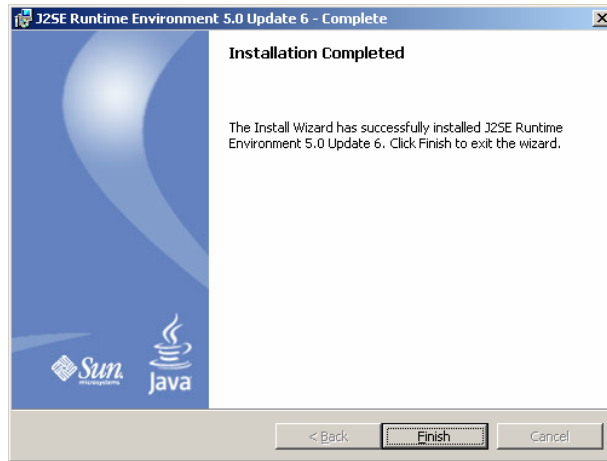
1. The Java logo will be displayed, shown below.



2. Choose **Typical setup**, and agree to the license by clicking on **Accept**.



3. When the installation has completed click on **Finish**.



4. This completes the installation of Java.



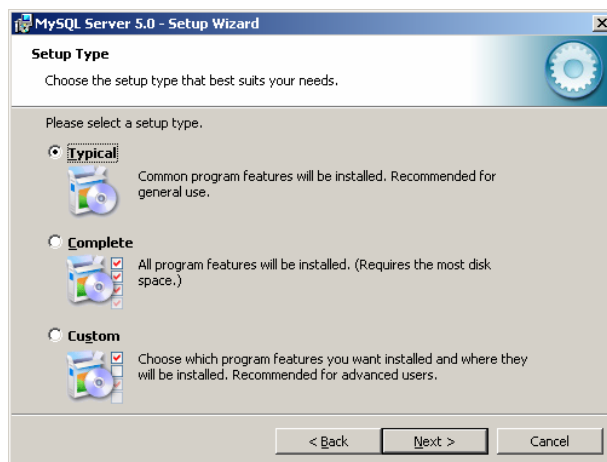
## Installing MySQL Server Component

If MySQL Server Version 5.0 is not installed on your PC the TDM installation will prompt to install it. The MySQL Server Version 5.0 is required for the Tisio Device Manager. The MySQL Database Server is used to store configuration information about the managed Tisio thin client devices. Follow these instructions to install the MySQL Server Version 5.0:

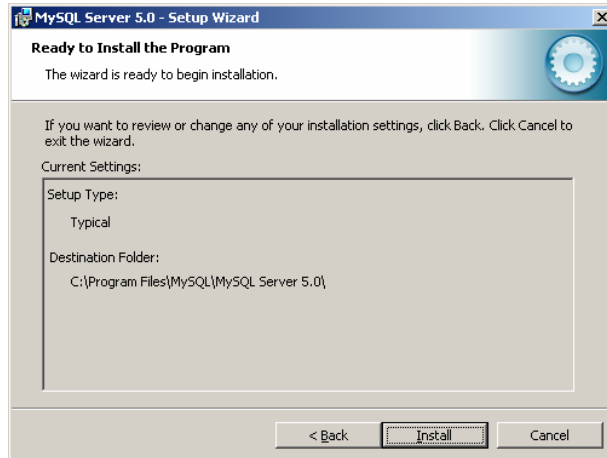
1. The following window will be displayed, click **next** to begin installation.



2. Select the **Typical** setup type, click **next** to continue.



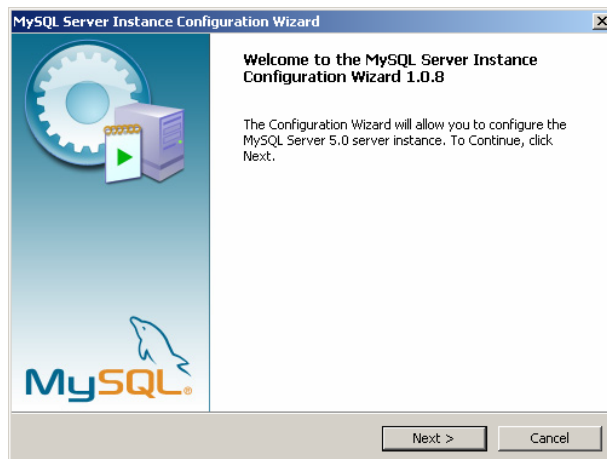
3. The default installation directory is **C:\Program File\MySQL\MySQL Server 5.0\**, you can select this location or select another. Click **Install** to continue with the installation.



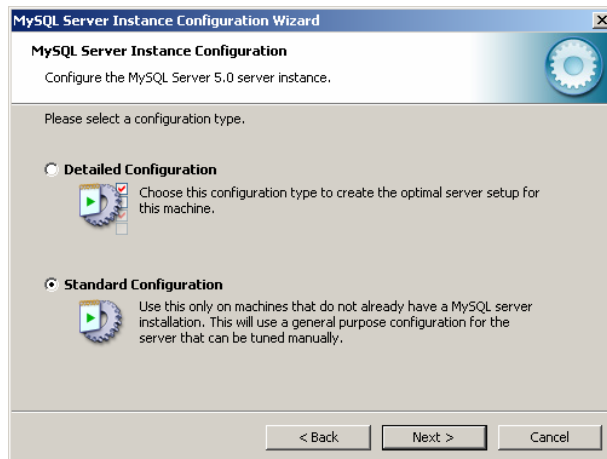
- 4. Select **Skip Sign-up** and click **Next** to continue.



- 5. This completes the installation of MySQL server. Click on **Finish**.
- 6. Now the MySQL server will be configured to support the Tisio Device Manager requirements. Click **Next** to begin configuration.



7. Select **Standard Configuration**, and click **Next**.



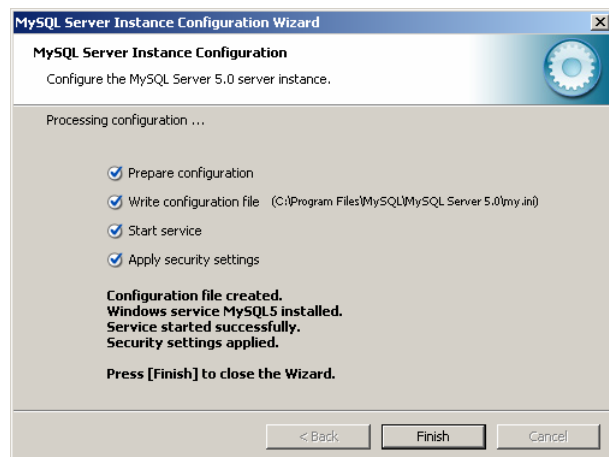
8. Check **Install as a Windows Service**, Enter the service name **MySQL5**. The name **MySQL5** must be used so the install program will be able to locate the service if you ever remove or reinstall the software. Next check **Include in Windows PATH**, click **Next** to continue.



9. Leave **Create an Anonymous Account** unchecked. The root password is used by the TDM for database access and for Administrative access to the MySQL Server. Please remember the password entered, the install program will prompt you to enter it later on during the installation. The password entered here must match the password you enter later on. Click **Next** and press the **Execute** button to continue.



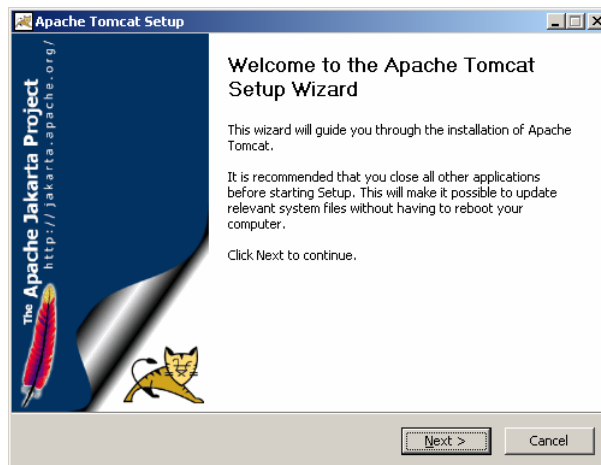
10. When the configuration of MySQL completes click **Finish**.



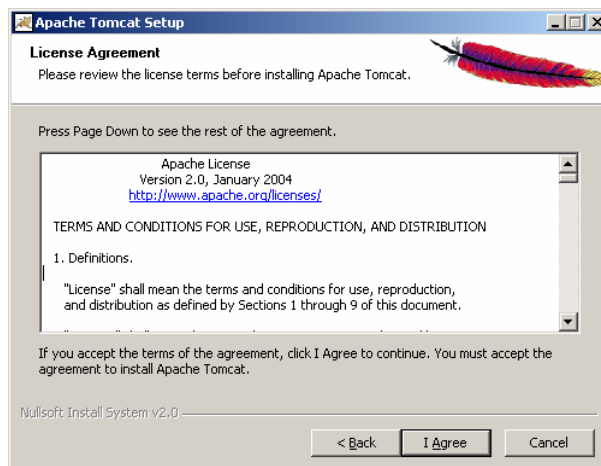
## Installing Apache Web Services – Tomcat

If Apache Web Services Version 5.5 is not installed on your PC the TDM installation will prompt to install it. The TDM requires the Apache Tomcat Web Services V5.5 to be installed on the computer acting as the TDM server. Follow these instructions to install the Apache Tomcat Web Services:

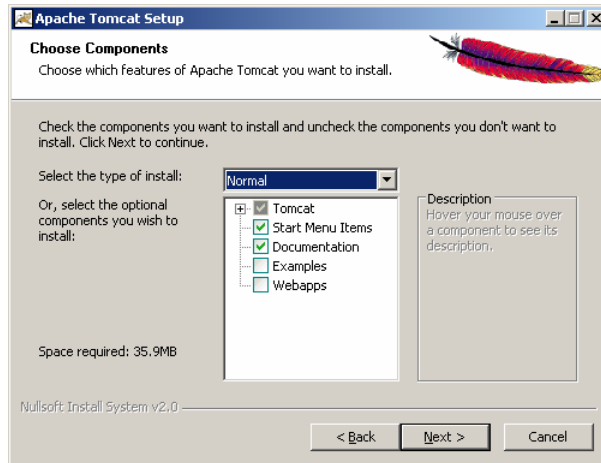
1. The following window will be displayed, click **Next** to begin installation.



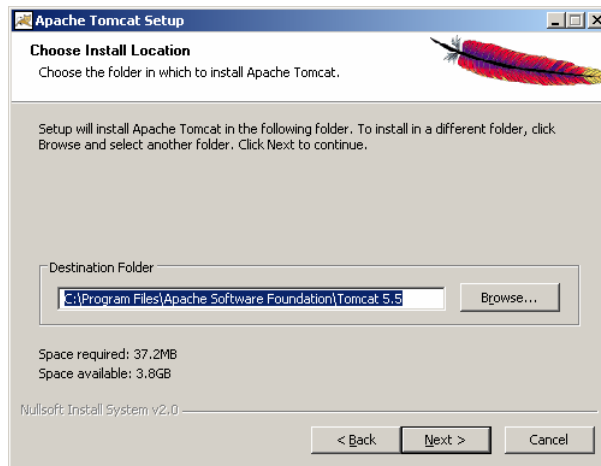
2. Accept the Apache Tomcat license agreement and click **I Agree**.



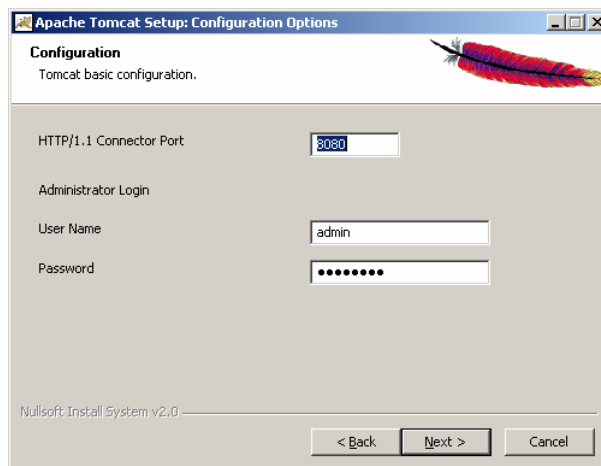
3. Choose **Custom**, check all components and click **Next** to continue.



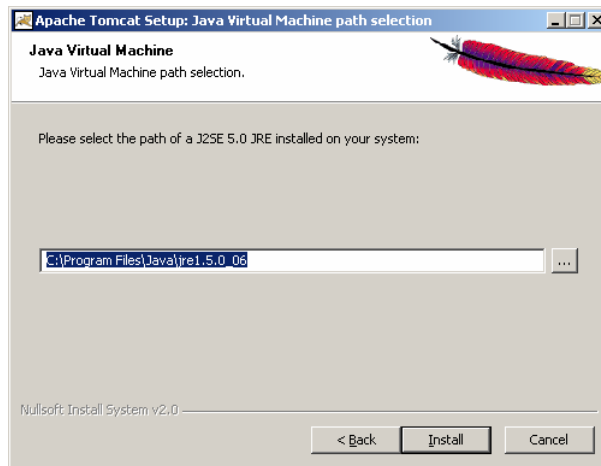
4. Use the default location of the installation directory and click **Next**.



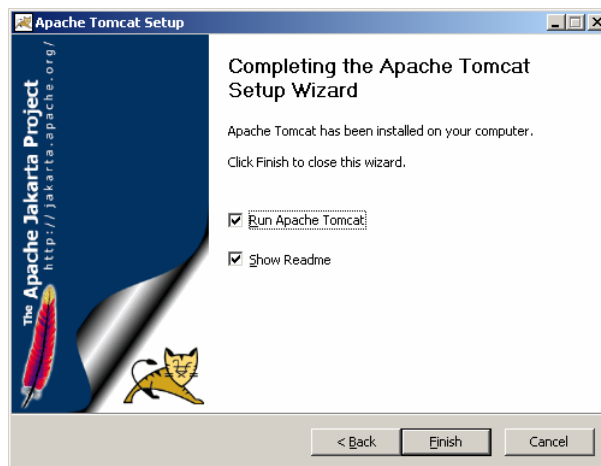
5. The **User Name** and **Password** used to access the Apache Tomcat servers configuration. Select any **username** and **password** you would like to use. The **HTTP/1.1 Connection Port** should be set to **8080**. Select Next to continue.



6. Select the location of the installation directory for the Java Runtime Environment install earlier. By default the installation will locate the correct path automatically. Click **Install** to continue.



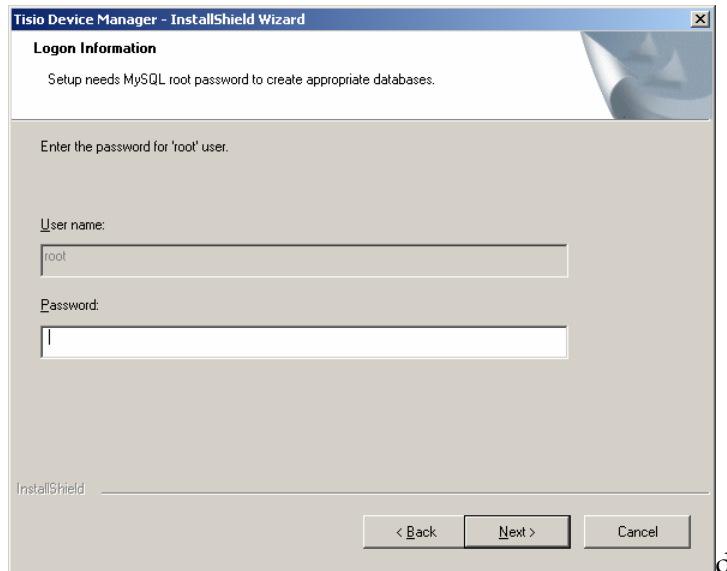
7. Click **Finish** to complete the Installation of Apache Tomcat.



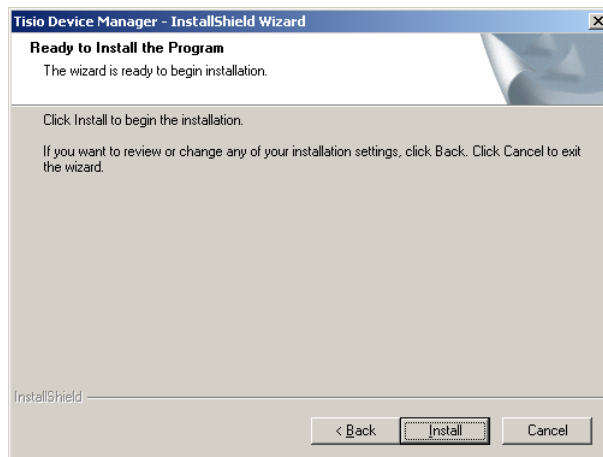
## Installing Tisio Device Manager Components

After installing the required Java, MySQL and Tomcat products the TDM Installation will install the Tisio Device Manager components. Follow these instructions to install the TDM Components:

1. The following window will be displayed, Enter the MySQL password you entered for the MySQL server installation, click **next** to continue installation.



2. Click Install to install the TDM components.



3. This completes the installation of the Tisio Device Manager software and supporting server components.



## Tisio Device Manager Startup

Then Tisio Device Manager (TDM) can be run from an Web Browser which includes support for Java Runtime Enviornment. Tisio Device Manager brings terminal configuration to a central Web Services Management Server. With its functionality, you can configure terminal properties and setup Tisio connections for any server, upgrade software packages and Tisio configurations.

The following sections will cover configuring the Tisio for easy startup, starting it for the first time and initial testing.

### Starting Tisio Device Manager from the TDM server

The Tisio Device Manager is now ready to accept calls from any Java enabled Web Browser.

- Starting from a local Java enabled web browser

Enter the URL:

<http://localhost:8080/Tisio/DeviceManager.htm>

- Starting from any local Java enabled web browser

Enter the URL:

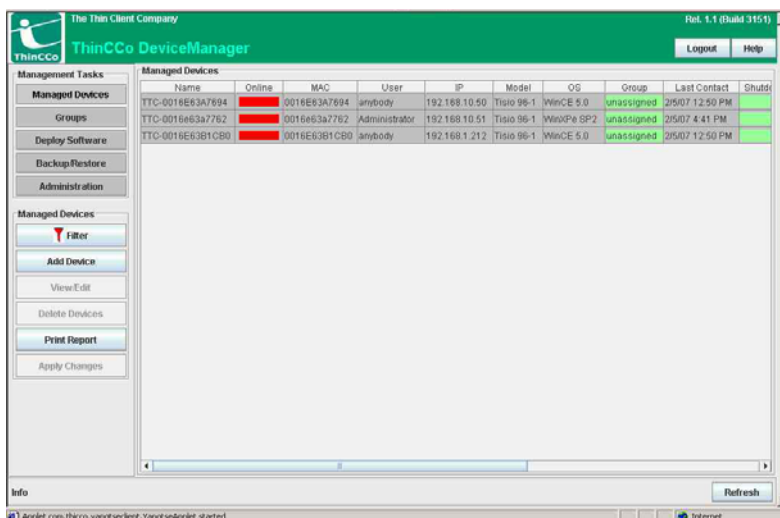
<http://host.your.domain:8080/Tisio/DeviceManager.htm>

## Logging On

Tisio Device Manager initially presents a login window that asks for User and Password. By default the initial user name is **Admin** and password is **admin**.



The initial window presents an overview over the currently known managed devices and allows to manage the devices in various aspects. See the Tisio Device Manager Startup Guide for using the Tisio Device Manager.



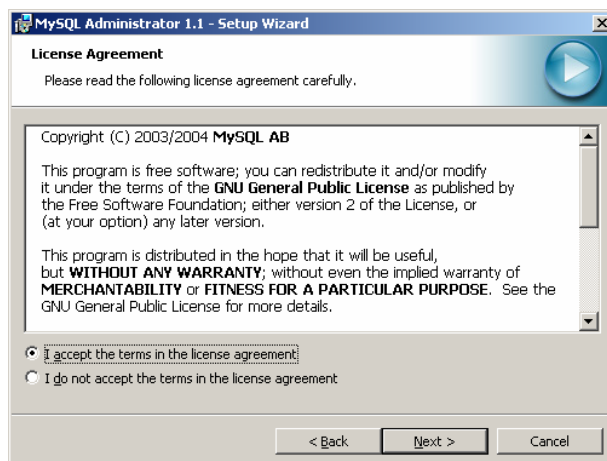
## Install MySQL Administrator (Optional)

MySQL Administrator is used to access MySQL Data Bases. This tool can be used to verify the TDM (Yangtse) data base is present and that you can connect to the MySQL server. Follow these instructions to install the MySQL Server Version 5.0:

1. Login as the Local Administrator on your computer.
2. Select Start > Tisio > Install MySQL Administrator.
3. The following window will be displayed, click **next** to begin installation.



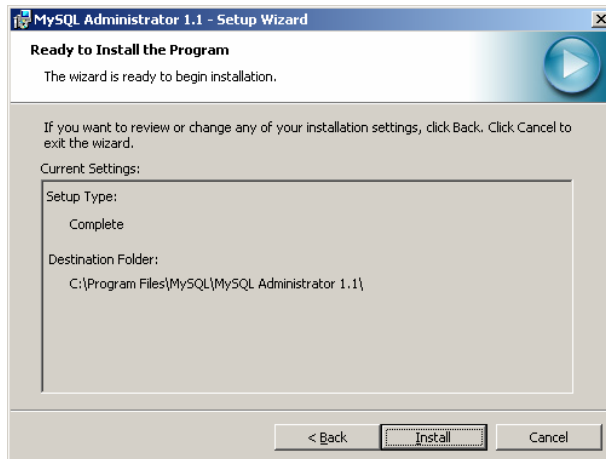
4. Accept the license agreement and click **Next**.



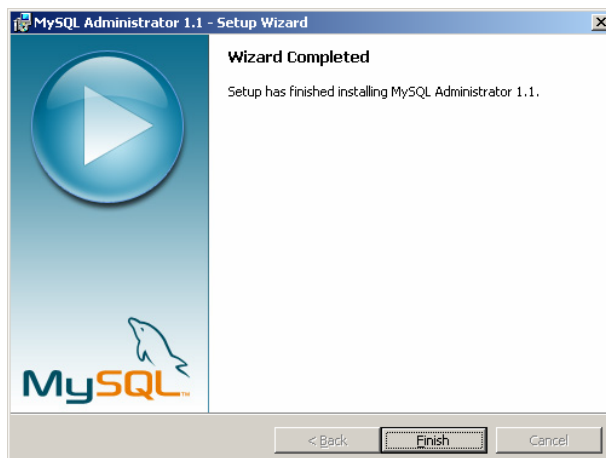
5. Select the **Complete** install and click **Next**.



6. Select the installation directory and click **Next**.



7. When the installation completes click **Finish**.



# Troubleshooting

## Troubleshooting Installation Errors

The TDM Installation program creates a TDMSetup.log file normally found in the %TEMP% torectory on your system. This is usually directory “C:\Documents and Settings\%USERNAME%\Local Settings\Temp”. Check this file for errors if the installation fails.

## FAQ: Frequently Asked Questions

**Q.** I have trouble to open TDM the 1st time

**A.** Make sure access rights for the Tisio tree in the Tomcat webapps folder are set appropriate. To reset access rights right click on the Tisio folder from a browser and choose ‘Properties’.

From here navigate to advanced and choose to inherit and to propagate permissions to child objects or to set more specific access rights.

**Q.** Cannot login after installation

**A.** There are two (at least) levels of authentication, one for the MySQL database manager (user:root, password:password) and one for TDM (user:Admin, password:admin). Make sure you don’t confuse these two.

The MySQL Connector for Java may not be installed correctly. In this case TDM cannot get access to it’s database and won’t let you log in. Please check the Tomcat log files (e.g. in ‘E:\Program Files\Apache Software Foundation\Tomcat 5.5\logs’) for more details.

**Q.** How do I add software packages for download to devices

**A.**Download the package files (one kit.xml file plus one or more files comprising the package) to a folder available from your TDM GUI browser. Logon to TDM, navigate to ‘Deploy Software’ and click ‘Add Application’. A browser window will allow you to choose the kit.xml file for a SW package to load to TDM. TDM will try to collect all files belonging to this package.

**Q.** Cannot load software packages

**A.** Make sure the security settings in your local java.policy file are set correctly. For more details see the chapter ‘Tisio Device Manager Java Security’ in this document.

**Q.** How do I update TDM once it is installed

**A.** Once the basic installation has been completed only updating the files in the Tomcat webapps tree is required. A more detailed installation guide will be provided with the update packages.

**Q.** How can I reset TDM to it’s factory default

**A.** TDM stores device and configuration data in the Tomcat webapp tree as well as in the database. To reset TDM delete or backup the Tisio tree under Tomcat webapps and

restore the original tree as well as delete or backup the 'yangtse' database in MySQL and create a new empty database with the same name. On 1st start TDM will reinitialize the datastructures.

**Q.** How do I provide 'Tisio Recovery Packages' for local device recovery

**A.** Tisio devices can download a fresh OS image from any web server. When the OS image is damaged or on operator request (see device manual) the device will look for a webserver named 'Tisiodm' on the local network or go to the internet and download a image from 'Tisiodm.Tisio.com'. If you create a folder 'tcc\_kits' under Tomcat /webapps/Tisio and post images in the appropriate structure (see details provided with the kits) the devices can load a fresh image from your local TDM.

**Q.** How do I manage devices with Tisio Device Manager

**A.** please see 'Tisio Device Manager Startup Guide'