



# *Secure Global Desktop™ Installation Guide*

**A guide to installing Secure  
Global Desktop Server  
Software**



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*Version 4.0*

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# Secure Global Desktop Installation Guide

## Abstract

*This book explains what is required to install Secure Global Desktop successfully, and then it explains how to install Secure Global Desktop. This book also provides step-by-step procedures for joining an existing team, restoring a team, and upgrading an existing Secure Global Desktop installation. After the install, an administrator should refer to the Secure Global Desktop Administrator Guide for instructions on configuring Secure Global Desktop. The book also explains how to uninstall Secure Global Desktop.*

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# About This Book

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## What's in this book?

This book explains what is required to install Secure Global Desktop successfully, and then it explains how to install Secure Global Desktop. This book also provides step-by-step procedures for joining an existing team, restoring a team, and upgrading an existing Canaveral iQ installation. After the install, an administrator should refer to the Secure Global Desktop Administrator Guide for instructions on configuring Secure Global Desktop. The book also explains how to uninstall Secure Global Desktop.

## Intended audience

This book is primarily intended for administrators and system administrators who will be involved in installing a Secure Global Desktop team.

## Using this book

This book is organized as follows:

**TABLE 1. Contents and description**

<b>Chapter/Appendix</b>	<b>Brief Description</b>
" <u>Server Requirements</u> " (Page 4)	This chapter provides the server requirements for Secure Global Desktop.
" <u>Data Elements</u> " (Page 6)	This chapter lists and explains the data elements you need to know before you begin installing a Secure Global Desktop team.
" <u>Installation Concepts</u> " (Page 9)	This chapter explains the Secure Global Desktop concepts you need to be familiar with before you install a Secure Global Desktop team.
" <u>Beginning the Installation</u> " (Page 12)	This chapter provides step-by-step procedures for planning for a successful install and beginning a Secure Global Desktop install.
" <u>Creating a Team</u> " (Page 19)	This chapter provides step-by-step procedures for creating a new team.
" <u>Joining a Team</u> " (Page 29)	This chapter provides step-by-step procedures for joining an existing team.
" <u>Restoring a Team</u> " (Page 33)	This chapter provides step-by-step procedures for restoring an existing Secure Global Desktop installation.
" <u>Upgrading Secure Global Desktop</u> " (Page 48)	This chapter provides step-by-step procedures for upgrading an existing Secure Global Desktop installation.
" <u>Local Server Install</u> " (Page 38)	This chapter provides step-by-step procedures for a local server install.



TABLE 1. Contents and description

Chapter/Appendix	Brief Description
"Uninstalling Secure Global Desktop" (Page 3)	This chapter provides step-by-step procedures for uninstalling Secure Global Desktop.
"About Us" (Page 5)	This chapter provides information about Tarantella and Secure Global Desktop.

## Book Conventions

Book conventions used throughout this book are as follows:

TABLE 2. Book Conventions

This...	Indicates...
Abbreviated menu command	Menu commands in text may be abbreviated rather than full. For example, the text may ask you to click <b>Download</b> , and the screen may show a <b>Download Now</b> button.
Successive menu choices	Successive menu choices may appear with a greater than sign (>) between the items that you will select consecutively.
<b>Bold text</b>	This shows the names of menu items, dialog boxes, dialog box elements, and commands.
<code>Courier text</code>	Code examples appear in courier text. It may represent text you type or data you read.
<variable name>	Variables that you must place in a text may appear between a greater-than and a lesser-than sign. When you type the command, replace this string with your own information. For example, for C:\Document and Settings\<<your name>\Start Menu, John Smith might type something like C:\Document and Settings\JohnSmith\Start Menu.
Text in <i>italics</i>	Reference to other documents.

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### NOTE

Notes contain additional useful information. Pay special attention to information highlighted this way.

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## Related resources

The following books make up the complete Secure Global Desktop documentation.

- Secure Global Desktop Installation Guide
- Secure Global Desktop Administrator Guide
- Secure Global Desktop User Guide

## Send us your comments

Send us your comments on the Secure Global Desktop™ Installation Guide, version 4.0.

Tarantella Inc. welcomes your comments and suggestions on the quality and usefulness of this publication. Your feedback is an important part of the information used for updating documentation. Please send us your input regarding any of the following:

- Did you find any errors?
- Is the information clear?
- Do you need more information? If so, where should it be?
- Are the examples correct? Do you want more examples?
- What features of this manual did you like?

If you find any errors or have any other suggestions to improve the quality of this publication, please indicate the chapter, section, and page number (if available).

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If you would like a reply, please include your name, address, and telephone number.

## Printing this book

This guide is optimized for printing on Letter page size (8.5 inches by 11 inches). If you would like to print on any other page size, select the **Fit to page** check box in the Print window before you print this guide.

# *Server Requirements*

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## What's in this chapter?

This chapter provides the server requirements for Secure Global Desktop.

## Secure Global Desktop Server requirements

This section lists the software and hardware requirements for the Secure Global Desktop server, and the browser requirements.

### Hardware

You can install Secure Global Desktop on the same Windows 2000 server that you are going to use as your Application Server.

The following are the minimum requirements to run Secure Global Desktop.

- Pentium III
- 256 MB of RAM

We recommend the following for Windows Terminal Servers that are required to support over 25 concurrent users:

- 450 MHz Pentium III processor or better
- 1024 MB of RAM

### Software

- Windows 2000 Server or Advanced Server with Service Pack 3 or Windows Server 2003, Standard Edition or Windows Server 2003, Enterprise Edition or Windows Server 2003, Web Edition (only as Web Server).
- Terminal Services installed in Application Server Mode with the service running.
- Internet Information Services (IIS) 5 or Internet Information Services (IIS) 6.
- Microsoft Windows Installer 1.1 is required, but version 2.0 is strongly recommended.
- If you have more than one SQL Server 2000 instance running, so that the SQL Server is running in Named Instance mode, then you must have MDAC 2.6 or MDAC 2.7 installed on all Secure Global Desktop Servers. MDAC 2.6 or MDAC 2.7 must be installed on each Secure Global Desktop server, no matter which Secure Global Desktop server role each server holds.

## Database

Secure Global Desktop stores data in SQL databases, and it currently supports the following databases:

- Microsoft SQL Server 7.0 Service Pack 3
- Microsoft SQL Server 2000 Service Pack 3
- Microsoft Data Engine (shipped with the Secure Global Desktop CD) with Service Pack 3

During the installation, the Secure Global Desktop installation program will create a database called CanaveralDB to hold tables and stored procedures required for Secure Global Desktop operation.

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**!** **NOTE**

*All Secure Global Desktop Servers must have access to this database.*

---

## Preparing the SQL and MSDE databases

During the installation, you need to verify that all of the options for Auto Start Services When Operating System Starts are selected. Follow the appropriate procedure for SQL Server 2000/7 or for MSDE.

To verify this with SQL Server 2000, SQL Server 7 or MSDE:

1. Access the SQL or MSDE server, open the SQL Server Service Manager located on the task bar.
2. Make sure SQL Server and Distributed Transaction Coordinator are set to Auto-Start When The OS Starts.

## Installing the Microsoft Data Engine

If you do not have access to Microsoft SQL Server (7 or 2000), then you can install the Microsoft Data Engine (MSDE), a database that is packaged on the Secure Global Desktop CD.

## Required browsers

Both the Secure Global Desktop administrators and the Secure Global Desktop users require browsers to access Secure Global Desktop.

Administrators cannot use a Netscape browser, they require an Internet Explorer browser, and they can use the following browsers:

- Internet Explorer 5.5, Internet Explorer 6 with Service Pack1

Users can use the following browsers:

- Internet Explorer 5.0 or later
- Netscape Navigator 4.75 (Netscape 4.73 is not supported and Netscape 6 is not yet supported)

# Data Elements

---

## What's in this chapter?

This chapter lists and explains the data elements you need to know before you begin installing a Secure Global Desktop team.

## Required data elements

Collect the information listed below to complete your Secure Global Desktop server-side software installation.

### Domain Name

Identify the name of the Windows Domain that you will be using when installing Secure Global Desktop. This document assumes that the domain associated with your User Name is the same as the domain name. The Administrator account must belong to this domain.

### Product Key

All product keys that were issued for Secure Global Desktop Terminal Services Edition 2.1 will continue to work on Secure Global Desktop Terminal Services Edition 4.0. When upgrading from Secure Global Desktop 2.1, there is no need of any new product keys.

### SQL Server Name

Identify the name for the SQL server that you will be using in the Secure Global Desktop Team. Select the name of the SQL Server that you will use for Secure Global Desktop or create a name for a new MSDE database.

This name can be an IP address, a DNS name, or a NetBIOS name. However, if the connection string for the SQL server is input to the Secure Global Desktop install/upgrade program in an FQDN format, then you later experience communication problems between the SQL server and Secure Global Desktop.

---

#### **NOTE**

*Do not use a string that shows both the computer name and domain information.*

---

For example:

`machine-name.dept.server.company.com`

Do use a string that shows only the computer name. For example:

#### Machine-name

To find the correct name of the server that runs the SQL server:

1. Go to the computer that holds the SQL server application, right-click **My Computer**, and select **Properties** from the shortcut menu.
2. Click the **Network Identification** tab, click **Properties**, and copy the value that appears in the **Computer Name** field.

## Team

Identify a Secure Global Desktop Team Name and a description. You can create a team name and this name may appear on the Management Console, the Secure Global Desktop administrator's interface to the application. You also create a team description, which is a free-form description.

## Component Identity

Identify a name and a password for your Secure Global Desktop services account. This is the account that Secure Global Desktop uses to perform such tasks as reading domain information.

- The account must represent a Domain User in your domain.
- We recommend that the password for this account never expire. If the password expires, you will have to use our utility that permits you to change your password.
- For security reasons it is recommended that this account should have low privileges in the domain and on the Database Server.
- If the system administrator installed the active directory with the Permissions compatible only with Windows 2000 servers option, then the system administrator should add this account to the "Pre-Win2K compatible access group" in the Active Directory. For more information, refer to "[Prerequisites for Active Directory Synchronization at Logon](#)" (Page 15).

## Secure Global Desktop Administrator Group

Identify the Administrator Group. This group has specific requirements for group membership and for database access privileges.

The administrator group must have these directory characteristics.

- It must exist in an NT domain or an Active Directory.
- It must include the names of all Secure Global Desktop Administrators.
- It must exclude the names of all users who will not administer Secure Global Desktop.

The administrator group must have database access privileges that support the **create database** option.

For example, administrators have the following options to create the database (named CanaveralDB):

- Let Secure Global Desktop create and install the database during the installation.
- Create the database themselves before they install Secure Global Desktop and let Secure Global Desktop link to that database.

If Secure Global Desktop creates the database, Secure Global Desktop checks for a database called CanaveralDB and if it does not exist then Secure Global Desktop creates it. In this instance, the ID used by the person running the install must have the permissions required to create a database.

If an administrator creates the database during the Secure Global Desktop installation, then that administrator must have the required permissions.

To provide these permissions, you can do one of the following:

- Give these permissions to the user explicitly.
- Be sure the user is a member of the dbcreator server role.

---

**!** **NOTE**

*The Secure Global Desktop Administrator Group name should not contain any double byte characters, otherwise a Join Existing Team installation on a server fails. However, the administrator can add servers to the Secure Global Desktop team using the Console. It does not affect the Console functionality in any way.*

---

## Destination Folder

Identify the directory that will receive the Secure Global Desktop engine.

For a new installation, you can accept the Secure Global Desktop default directory `<program files>\Tarantella` or you can select a different installation directory.

For an existing installation that you will upgrade, you may want to select the folder that holds the prior version of the Secure Global Desktop installation; meanwhile, the upgrade will work correctly if you select the default directory. In the latter case, Secure Global Desktop will remove the old code from the other directory and install the new code in the default directory.

## User Information

The Secure Global Desktop User who creates the account is as follows:

- For Windows NT authentication, the User Name used by the person who installs Secure Global Desktop and the Admin User must have the correct permissions. Secure Global Desktop does not support SQL server authentication; this situation exists to enhance system security.
- For Windows NT authentication, note that the database connection will be made using the windows user set as the identity for our COM+ components. (See the User Name, Domain Name and Password entered on the Component Identify dialog box.)

# Installation Concepts

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## What's in this chapter?

This chapter explains the Secure Global Desktop concepts you need to be familiar with before you install a Secure Global Desktop team.

## Understanding installation concepts

This section explains some of the terms and concepts that you may encounter during the Secure Global Desktop installation process.

### Teams

A Secure Global Desktop Team is a group of Secure Global Desktop servers working together to provide a highly scalable and distributed environment.

### Trusted relationship

All the servers in a team can be in the same domain or in multiple domains. If they are in multiple domains, the domains must be trusted. For more information on trusts, please refer to the Trust Relationship section of <http://support.microsoft.com/support/kb/articles/Q310/9/96.asp>.

### Create Team

This is one of your installation options. Use this when you are creating your Secure Global Desktop team for the first time. When you create a team, you will normally configure your team after you install the Secure Global Desktop software. The procedures for configuring a team are explained in the *Secure Global Desktop Administrator Guide*. If you have a problem configuring your team from the Management Console, you will have to configure your team using the Join Team option.

### Join Team

This is one of your installation options. Use this as a *fallback* procedure to install software on a server. The purpose of this feature is to provide a software installation feature as a backup for the normal push install procedure, which you do from the Management Console. This option also provides diagnostic tools that can help you understand why a push install failed.

The preferred way to install software on servers is by way of a push install, which is the default behavior of Secure Global Desktop. Sometimes, due to network configuration issues, the normal procedure may not work. When the regular procedure does not work, the join team workaround permits you to bypass the configuration issues and complete the install.

If you need to use the join team option, then you must be aware of the following:

- If you select the join team option, then you must specify the location of the Secure Global Desktop database.



- The join team option installs the Secure Global Desktop Engine on the new server and checks for a connection from that server to the databases and the Web server.
- A server can join a team in the same domain. However, if a server is joining a team in a different domain, these domains must have a two-way trust relationship.

## Restore Team

This is one of your installation options. Use this when one or more of the servers on the team are no longer available but your database is still available.

You must have your database available to perform a restore. You may use your original database or a backup copy of your database.

You must restore your team to its most recent configuration. This means that you must place the roles that were on a specific failed server back on that failed server during the restore. After the restore successfully completes for all servers that require a restore, you may reconfigure your team, as required.

You must place the CD in the drive of the server that is to be restored, indicate the name of the server that holds the Secure Global Desktop database, and then select the name of the server that is the target of the restore from a drop-down list box during the restore operation.

## Domain and Local Install

Secure Global Desktop can function in two possible modes.

- Domain install mode, where domain resources (such as users, groups, and computers) are available. The domain users can logon using their credentials and launch applications.
- Local server install, where it is limited to the local computer resources only. In this case, the local server may or may not be a part of a domain. Thus, for installations where a domain is not accessible, administrators are still able to use Secure Global Desktop with local user credentials.

## Product key types

If you, the installer, do not have a Secure Global Desktop Product Key (similar to an application serial number), Secure Global Desktop provides an evaluation Product Key, a fully functional time-bound evaluation option.

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### **NOTE**

*The Tarantella, Inc. Authorized Resellers can answer any of your questions or address any of your concerns regarding product keys.*

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The following describes the different types of Product Keys:

### Beta key

Beta testers use this for the duration of the beta and this key may have a maximum limit on the number of concurrent users who can access applications through Secure Global Desktop.

### Evaluation key

This type of license key permits a system administrator to use Secure Global Desktop for a designated number of days for the express purpose of evaluating the Secure Global Desktop product. This allows the installation of the Management Console and is valid for limited number of users for limited number of days. If you install Secure Global Desktop with the 30 day evaluation

license option during install, it permits five users to access applications through Secure Global Desktop for 30 days.

### **Base key**

This is used for normal day-to-day operations for 60 days after installation. It allows for installation of and access to the Management Console and it allows a certain number of users or customers to access third-party applications through Secure Global Desktop. The number of users who may access Secure Global Desktop concurrently is defined, and the quantity is established in pre-defined increments. This key has to be activated within 60 days, by sending an activation request to Tarantella to obtain the activation key.

### **User-level upgrade key**

This allows a site with a base license to upgrade the number of concurrent users who can use applications through Secure Global Desktop.

### **Evaluation-level upgrade key**

This exists to upgrade the number of users who can access Secure Global Desktop during an evaluation period. You can use this key to upgrade the number of users and also the evaluation period. Tarantella offers this type of key on a temporary basis, and it helps users view advanced Secure Global Desktop features like load balancing. For example, consider the case that you have an evaluation key with 5 licenses and the key is to expire in another 3 days. You may decide to upgrade this key for with an evaluation-level upgrade key for, say, 30 days with 100 licenses. In this case, 100 users will be able to access Secure Global Desktop for 30 days after the evaluation-level upgrade key is added.

### **Activation key**

This is generated by Tarantella using the activation request sent by a Secure Global Desktop administrator. An administrator can use an activation key to activate the Secure Global Desktop installation where its corresponding activation request was generated.

---

#### **! NOTE**

*Tarantella keeps track of all the base keys activated. If somebody attempts to reuse the same base key on a different installation, the activation key request is rejected by Tarantella. Further, a combination of base key and activation key cannot be reused, because the activation key is 'tied' to the Secure Global Desktop installation on which it was generated.*

---

# *Beginning the Installation*

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## What's in this chapter?

This chapter provides step-by-step procedures for planning for a successful install and beginning a Secure Global Desktop install.

## Planning for a successful install

This section provides some hints to help you install Secure Global Desktop successfully.

1. You cannot install Secure Global Desktop on a Citrix Server.
2. You cannot have Microsoft SQL Server 7 or 2000 components installed on the MSDE computer. MSDE and SQL Server cannot reside on the same computer.
3. You can install Secure Global Desktop if you are a part of a workgroup. Please refer to [Local Server install sequence](#) for details on local server installation.
4. You need to be part of an Active Directory Domain or NT 4.0 Domain.
5. You need to log on to the domain, and you need to have administrator rights on the local computer to install Secure Global Desktop.
6. You need to ensure that your Distributed Transaction Coordinator service is started and running on all the servers in your Secure Global Desktop Team and on your Database Server.
7. You need to ensure that Internet Information Services (IIS) version 5 or Internet Information Services (IIS) version 6 is installed and running.
8. If the Console is running in secure mode (HTTPS), the Depot folder on the Web Server has to have plain HTTP access, even if the other folders are secured as HTTPS, otherwise install fails on remote servers.

## Prerequisites

You need to do the following for the servers on which you will be installing Secure Global Desktop.

### Using Windows 2000 Server or Windows 2000 Advanced Server

If you are using Windows 2000, you need to have the following installed:

- Service Pack 3
- IIS 5, if the server will be a Web server

- MDAC 2.5 (without multiple-instance SQL server installations), MDAC 2.6 or MDAC 2.7. MDAC 2.6 with Service Pack 1 is not supported
- Terminal Services configured in Application Server Mode if the server will be an Application Server

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**! NOTE**

*If you have more than one SQL Server 2000 instance running, so that the SQL Server is running in Named Instance mode, then you must have MDAC 2.6 or MDAC 2.7 installed on all Secure Global Desktop Servers. MDAC 2.6 or MDAC 2.7 must be installed on each Secure Global Desktop server, no matter which Secure Global Desktop server role each server holds.*

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## Using Windows Server 2003

If you are using Windows Server 2003, you need to have the following installed:

- IIS 6, if the server will be a Web server
- MDAC 2.7
- Terminal Services configured in Application Server Mode if the server will be an Application Server

---

**! NOTE**

*If the Application Server role is being installed on a computer with Windows Server 2003 in an NT domain, Service Pack 3 should be installed on the NT domain controller.*

---

If you are using Windows Server 2003, you need to do the following before you install Secure Global Desktop.

- Install Windows components
- Configure administrative settings for the server
- Start some services

The sections that follow discuss these in detail.

### Installing the required Windows components

You need to add the Internet Information Services (IIS) along with support for Active Server Pages (ASP) if the server is to function as a Web Server. You need to add the WMI Windows Installer Provider on any additional servers, if you want to add servers to your team from the Console. In addition, you need to add the Terminal Server if the server is to function as an Application Server to allow the users to access the server.

---

**! NOTE**

*The Windows operating system CD should be present in the CD-ROM when you add these Windows components.*

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1. Select **Start>Control Panel>Add or Remove Programs**.
2. In the **Add or Remove Programs** dialog box, click **Add/Remove Windows Components**. The Windows Components wizard is launched.

To add support for ASP on the computer you will be using as the Web Server:

1. In the **Windows Components** panel of the Windows Components wizard, select the **Application Server** check box and click **Details**.
2. In the **Application Server** window, select the **Internet Information Services (IIS)** check box and click **Details**.
3. In the **Internet Information Services** window, select the **World Wide Web Service** check box and click **Details**.
4. In the **World Wide Web Service** window, select the **Active Server Pages** check box and click **OK** three times to return to the Windows Components wizard.

To add support for the installer used to install Secure Global Desktop on any additional servers through the Console:

1. In the **Windows Components** panel of the Windows Components wizard, select the **Management and Monitoring Tools** check box, and click **Details**.
2. In the **Management and Monitoring Tools** window, select the **WMI Windows Installer Provider** check box and click **OK** to return to the Windows Components wizard.

To install the Terminal Server on the computer you will be using as an Application Server:

1. In the **Windows Components** panel of the Windows Components wizard, select the **Terminal Server** check box, and click **Next** to install it. Follow the instructions in the wizard.
2. Select the **Relaxed Security** option.
3. Click **Finish** to complete the installation of the Terminal Server and close the Windows Components wizard.
4. Close the **Add or Remove Programs** window.

### Configuring administrative settings

You need to configure the security settings for the COM+ component to allow distributed transactions over the network on the Database Server, verify that the group that you want to set as the Secure Global Desktop Administrator group during the installation is in the Administrators group on the server now.

1. Select **Start>Settings>Control Panel>Administrative Tools**.
2. The **Administrative Tools** window opens.

To configure the COM+ component you will be using as the Database Server:

1. In the **Administrative Tools** window, double-click **Component Services**.
2. In the **Component Services** window, expand **Component Services>Computers** in the left pane to display the configured computers.
3. Right-click **My Computer**, and select **Properties** from the shortcut menu.
4. Click the **MSDTC** tab and click **Security Configuration**.

---

 **NOTE**

*You may need to wait for some time as the MSDTC tab may take some time to appear.*

---

5. Select the **Network DTC Access** check box and verify that the **Network Administration**, **Network Client Access**, and the **Network Transactions** check boxes are selected.

6. Click **OK** twice to save your settings.

To verify the existence of the Secure Global Desktop administrator group in the Administrators group on the server:

1. In the **Administrative Tools** window, double-click **Computer Management**.
2. Expand **Local Users and Groups** in the left pane, and select **Groups**.
3. Double-click **Administrators** in the left pane to open the **Administrators Properties** dialog box.
4. Verify that the group you want to specify as the Secure Global Desktop administrators group during Secure Global Desktop installation is in the **Members** list and click **OK**.

### Starting the required services

You need to start the Theme and Windows Audio services on the Application Servers — if the applications are likely to use these services — before you install Secure Global Desktop.

1. In the **Administrative Tools** window, double-click **Services**.
2. In the right pane of the **Services** window, double-click **Themes** to open the **Themes Properties** dialog box.
3. Select **Automatic** from the **Start-up type** list and click **Apply**.
4. Click **Start** to start the service.
5. Click **OK**.
6. In the right pane of the **Services** window, double-click **Windows Audio** to open the **Windows Audio Properties** dialog box.
7. Repeat Steps 3 to 5.
8. Close the **Services** window, and then close the **Administrative Tools** window.

## Prerequisites for Active Directory Synchronization at Logon

For Active Directory synchronization to take place the user account selected as the Secure Global Desktop Identity account should have sufficient permissions to access information from the Active

Directory. To ensure this, the administrator needs to know the permissions options chosen when the Active Directory was installed.



An administrator can choose from one of the following permissions options while installing Active Directory:

- Permissions compatible with pre-Windows 2000 servers
- Permissions compatible only with Windows 2000 servers

If the administrator installed the active directory with the **Permissions compatible with pre-Windows 2000 servers** option, no extra steps are required.

If the administrator installed the active directory with the **Permissions compatible only with Windows 2000 servers** option, then the system administrator should do one of the following to enable Active Directory synchronization:

- Identify the user account selected as the Secure Global Desktop Identity account during the Secure Global Desktop install, and add this account to the "Pre-Win2K compatible access group", "Account Operators", or "Administrators" group in the Active Directory.

---

 **NOTE**

*The system administrator needs to do this for all the domains in the Secure Global Desktop system.*

---

While membership in the last two groups, "Account Operators" and "Administrators", gives unrestricted access to the user and group accounts in the domain, membership in the "Pre-Win2K compatible access group" provides a more secure option. By default, all users and groups in domain have 'Read' permission granted to the "Pre-Win2k compatible access group". This makes sure that the members of this group can only read information from the domain and cannot modify anything.

- Give 'Read' permissions to the Secure Global Desktop Identity account on all users and groups in the domain.

---

 **NOTE**

*After making this change, the administrator may have to restart Secure Global Desktop services and components on the Web Server for the change to take effect.*

---

## Installing Secure Global Desktop software

Before you begin this section, please review the "[Secure Global Desktop Server requirements](#)" (Page 4).

- Before you begin the install, complete these tasks:
- Close any Windows applications you have running on the server.
- Find the Product Key for your Secure Global Desktop software. You can locate the Product Key in your software packaging.
- Verify that the account you will use for the Secure Global Desktop Application Servers pre-installation tasks has Domain Administrator privileges.
- If you are planning to install the Application Server role on this server, make sure that Terminal Services is installed in Application mode and is started.



**! NOTE**

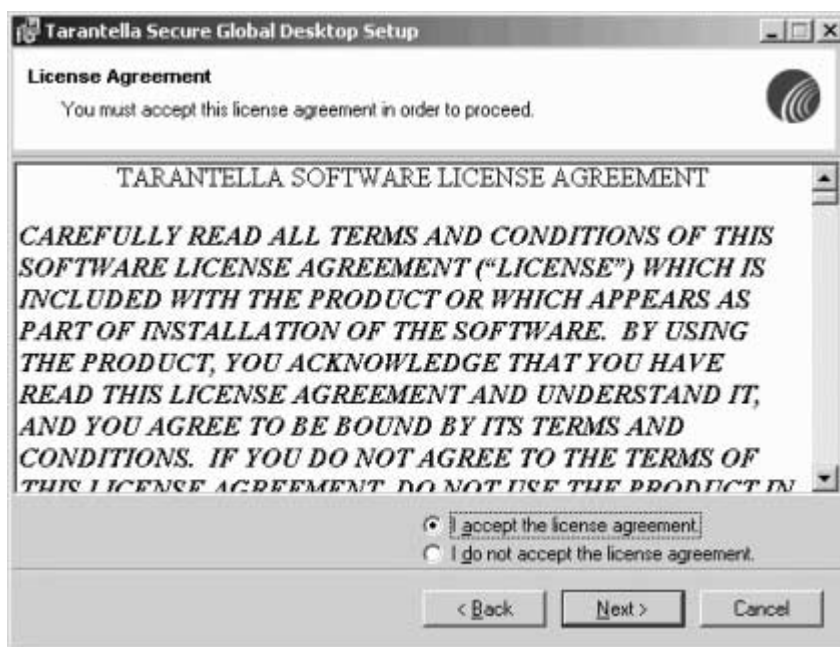
You do not need to insert the Secure Global Desktop CD into the drive of each targeted server when you are creating a new Secure Global Desktop Application Server. Secure Global Desktop manages remote configurations by pushing the Secure Global Desktop Application Server roles to the targeted servers.

---

## Begin the installation

Use the installation procedures if you want to do one of the following:

- install Secure Global Desktop for the first time
  - join a server to an existing Secure Global Desktop Team
  - restore your Secure Global Desktop configuration to a damaged team
1. Insert the Secure Global Desktop CD into the first server of your Secure Global Desktop Server Team. If an installation screen does not automatically display, execute SGD-TSE.exe. Double click `SGD-TSE.exe` or `Autorun.exe`.
  2. Watch as the Windows Installer prepares the installation package and performs some diagnostics. You may click **View Documents** to browse and view the documents that are packaged with the product. Click **Next** on the **Welcome** screen when you are ready to begin.
  3. Read and accept the license agreement, and then click **Next**.



4. Next, you must decide which task you want to accomplish. Proceed appropriately to one of the following for installing Secure Global Desktop in a domain:
  - "[Creating a Team](#)" (Page 19)
  - "[Joining a Team](#)" (Page 29)
  - "[Restoring a Team](#)" (Page 33)If you are installing Secure Global Desktop for use by local users, proceed to "[Local Server Install](#)" (Page 38)

# Creating a Team

---

## What's in this chapter?

This chapter provides step-by-step procedures for creating a new team.

## Create Team install sequence

Complete the tasks in the "[Begin the installation](#)" (Page 18) section before you begin this section.

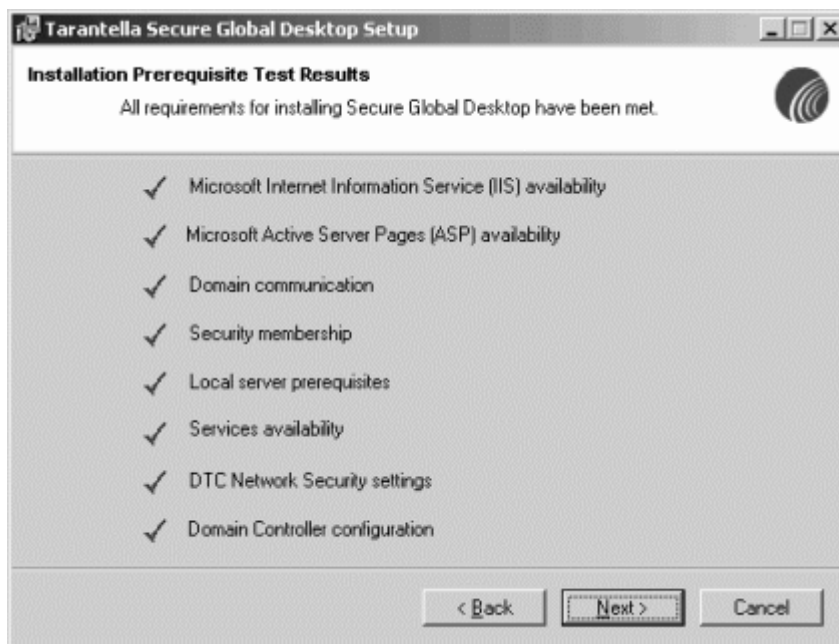
1. Select the **Domain Users** option to install Secure Global Desktop for domain users and click **Next**. For instructions on installation for local users, refer to "[Local Server Install](#)" (Page 38).



2. Select the **Create New Team** option and click **Next**.



3. Watch as Secure Global Desktop performs some checks and reports any errors and/or warnings. Address any errors. When there are no error messages, click **Next**.



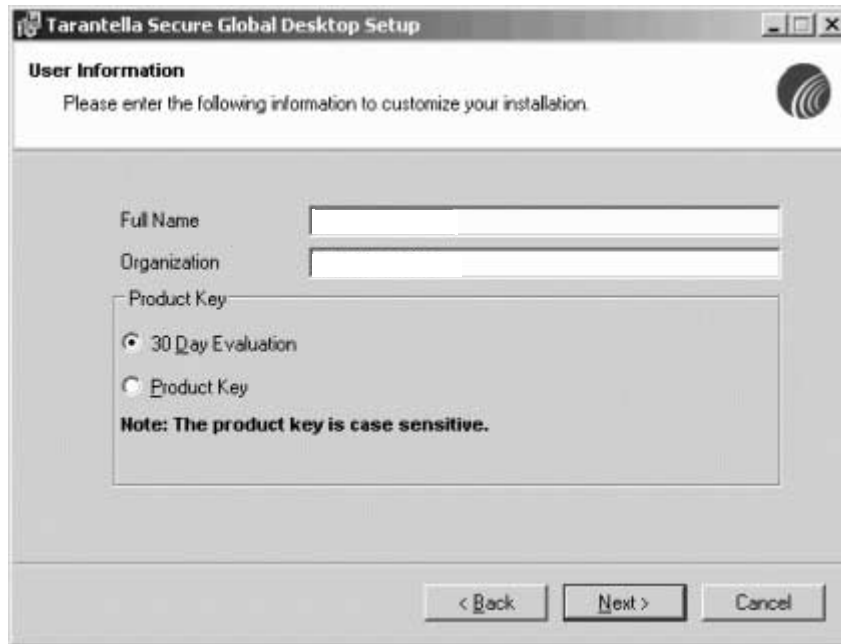
---

**NOTE**

*If the Installation Prerequisite Test Results screen displays any errors, you need to fix the errors to proceed with the installation.*

---

4. Enter your user information and select a **Product Key** option.



The screenshot shows a Windows-style dialog box titled "Tarantella Secure Global Desktop Setup". The main heading is "User Information" with a sub-instruction: "Please enter the following information to customize your installation." The dialog contains three text input fields: "Full Name", "Organization", and "Product Key". Below the "Product Key" field are two radio button options: "30 Day Evaluation" (which is selected) and "Product Key". A note below the radio buttons states: "Note: The product key is case sensitive." At the bottom of the dialog are three buttons: "< Back", "Next >", and "Cancel".

## Install the Database

You will install either a SQL Server database or an MSDE database.

### SQL Server Database install

1. Do one of the following:
  - To use a SQL server, select the **SQL Server** option. In the **Server Name** field, enter the NetBIOS name of the SQL server

- To install MSDE if you do not have SQL server installed, select the **MSDE** option and proceed to "MSDE Database install" (Page 22).



2. Proceed to "Identify other required variables" (Page 25) after specifying the SQL server name.

## MSDE Database install

The Secure Global Desktop installation provides you with the option of upgrading to MSDE with Service Pack 3. When you choose this option, ADO is also upgraded to MDAC 2.7 if the version of ADO on the server on which the administrator installs the MSDE is older than MDAC 2.7.

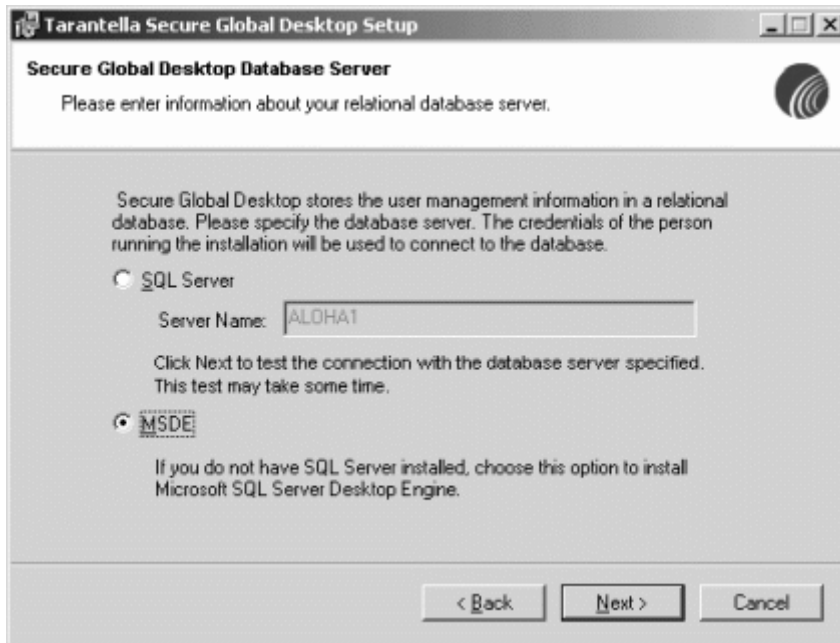
---

### **!** NOTE

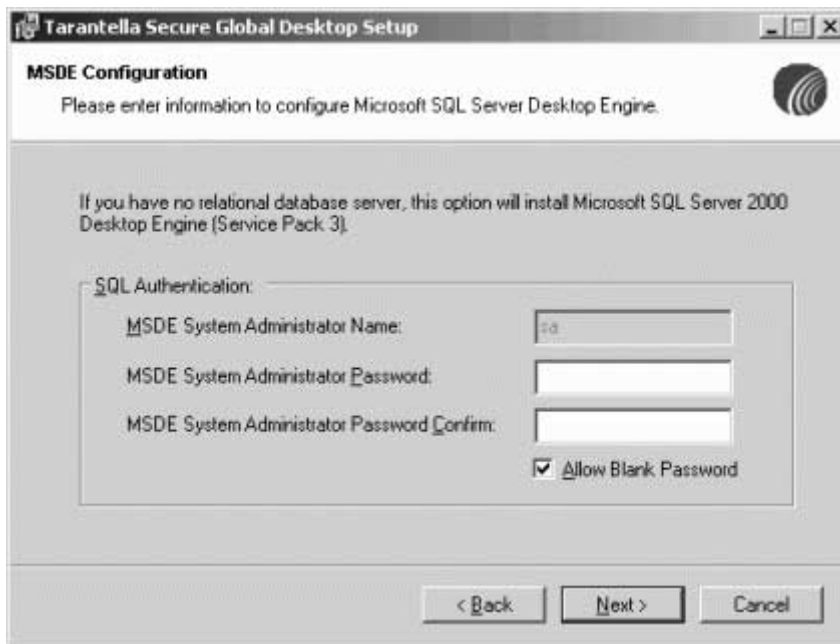
*The existing database applications on the server that depend on a particular version of ADO may no longer function properly after an MSDE install or upgrade. To avoid this, do not install MSDE on the Application Server, or verify that the database client applications will work with the MDAC version that MSDE would install.*

---

1. This installation sequence shows the MSDE install. Install this database if you will not be using a Microsoft SQL Server 7 or Microsoft SQL Server 2000 for Secure Global Desktop. Select the **MSDE** option and click **Next**.



2. In the **MSDE System Administrator Password** field, enter a password. Enter the password again in the **MSDE System Administrator Password Confirm** field. Select the **Allow Blank Password** check box to allow blank password. Click **Next**.



3. If you choose an MSDE installation, you will receive instructions to restart the Secure Global Desktop installation once the MSDE install completes. Click **OK**.



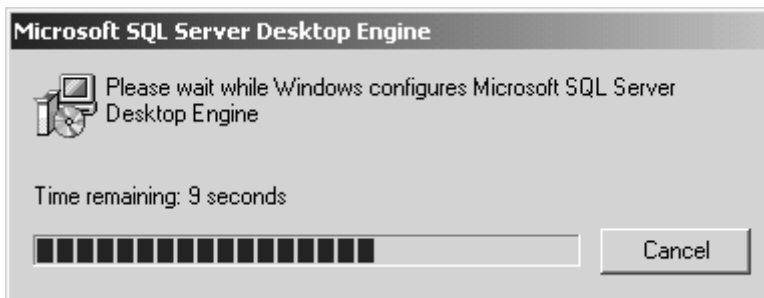
---

**NOTE**

*If you encounter any problem while upgrading MSDE to SP3 or while installing a new instance of MSDE SP3 through a Terminal Services connection, download and restart the MSDE setup from the local computer.*

---

4. Watch the installation progress.



5. Reboot your system after an MSDE install. The Secure Global Desktop installation starts from the beginning, Step 2 in "[Begin the installation](#)" (Page 18).
6. When you are at the **Secure Global Desktop Database Server** screen this second time, enter the name of the server on which you placed your MSDE server.

---

**NOTE**

*Do not select the **Install MSDE** option when you reach the **Secure Global Desktop Database Server** screen after the reboot.*

---

7. Proceed to "[Identify other required variables](#)" (Page 25).

## Upgrading to MSDE SP3

If you already have MSDE installed and you want to upgrade to MSDE SP3, run **MSDE\_SETUP.EXE** from the **MSDE\en-us** folder on your Secure Global Desktop CD. For more information, refer to **SP3README.HTM** in the same folder.

## Identify other required variables

You must identify the Secure Global Desktop Team, a user ID, and a password for the COM+ components. Additionally, you must identify the Secure Global Desktop Administrator Group, and the Secure Global Desktop install folder.

1. In the Team Name and Description fields, enter a unique name and a meaningful description to identify the new Secure Global Desktop Team. Click **Next**.



The screenshot shows a Windows-style dialog box titled "Tarantella Secure Global Desktop Setup". The main heading is "Team Name" with a sub-instruction: "Please enter the name and description for the Secure Global Desktop team." Below this, there is explanatory text: "Each Secure Global Desktop system consists of one or more Secure Global Desktop servers. A group of Secure Global Desktop servers is known as a team." Two text input fields are present: "Team Name:" containing "Secure Global Desktop Team" and "Description:" containing "Secure Global Desktop on AL0HA1". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

---

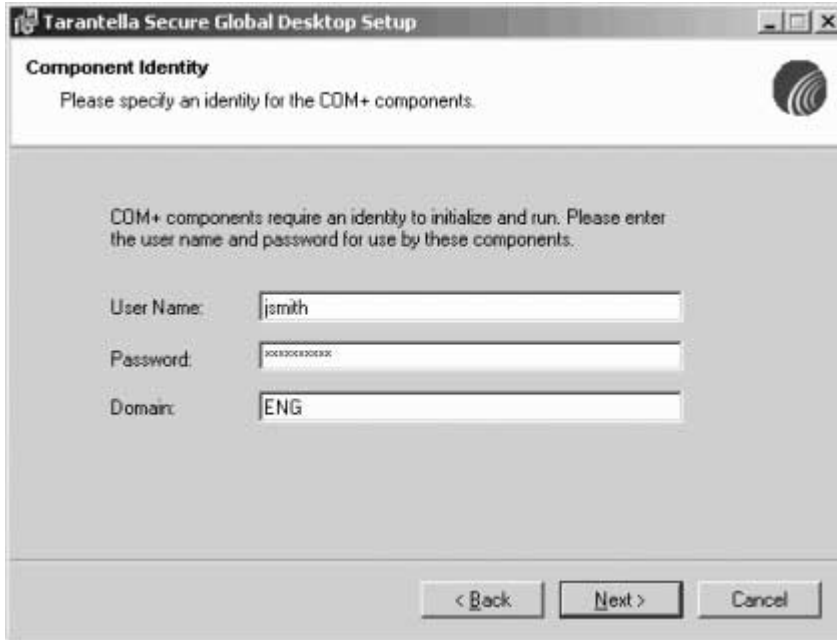
### NOTE

*If the password is changed, you will need to use the Secure Global Desktop Resource Kit to update the Secure Global Desktop system. For more information, refer to the Secure Global Desktop Resource Kit section of the Secure Global Desktop Administrator Guide*

---



2. In the **User Name**, **Password**, and **Domain** fields, enter the relevant Component Identity information for the COM+ components. This user can be any user in the domain and preferably the password should not expire or be changed. Click **Next**.



The screenshot shows a dialog box titled "Tarantella Secure Global Desktop Setup" with the sub-header "Component Identity". The main text reads: "Please specify an identity for the COM+ components." Below this, a paragraph states: "COM+ components require an identity to initialize and run. Please enter the user name and password for use by these components." There are three input fields: "User Name" containing "jsmith", "Password" containing "j00320c820320", and "Domain" containing "ENG". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

3. In the **Group Name** and **Domain** fields, enter the relevant information about the Secure Global Desktop Administrator Group. This can be any group in the domain. Only Secure Global Desktop administrators should belong to this group and Secure Global Desktop administrators must belong to this group to manage Secure Global Desktop from the Management Console. Click **Next**.



The screenshot shows a dialog box titled "Tarantella Secure Global Desktop Setup" with the sub-header "Administrator Group". The main text reads: "Please specify the administrator group for Tarantella Secure Global Desktop." Below this, a paragraph states: "Secure Global Desktop is managed by a group of administrators. Please specify the name and domain of the group that will administer Secure Global Desktop." There are two input fields: "Group Name" containing "one" and "Domain" containing "ENG". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

**!** NOTE

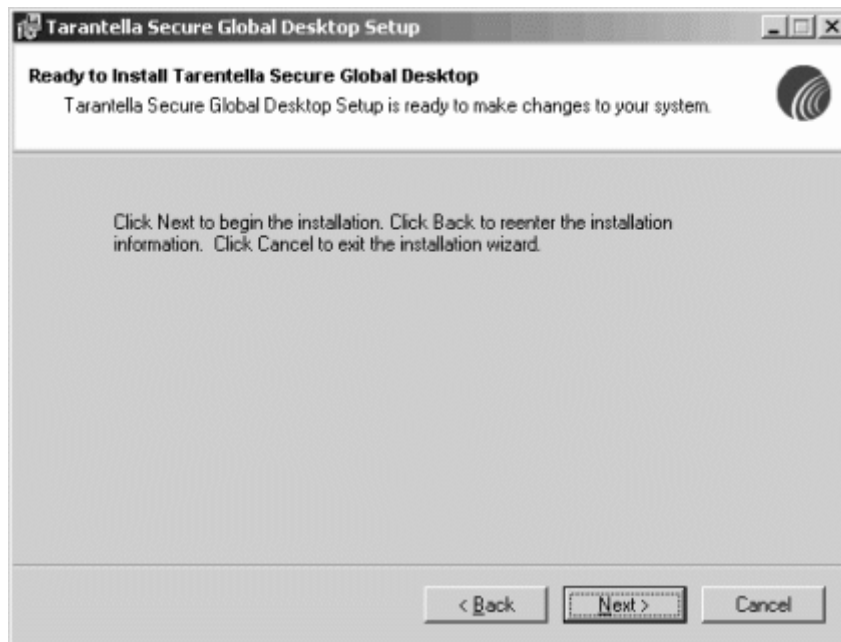
*For a member of this group to use the shadowing feature, the member should be a local administrator on the Application Server on which the application is running. For more information on shadowing, refer to the Secure Global Desktop Administrator Guide.*

---

## Trigger the system updates

You must identify the Secure Global Desktop installation folder and trigger the system changes.

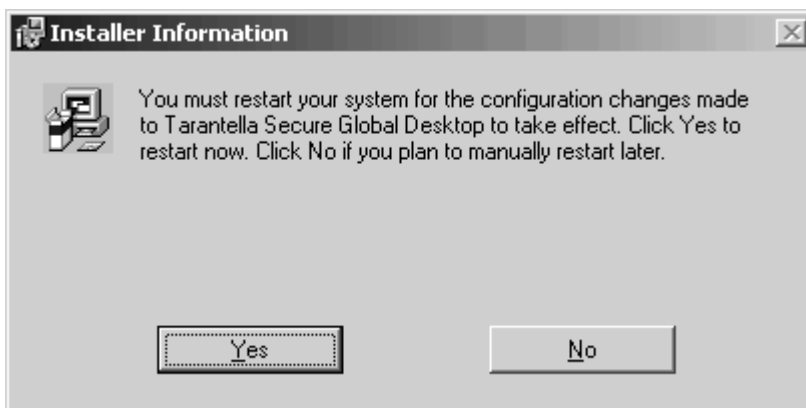
1. Accept the default Secure Global Desktop installation folder or click **Browse** to select a different folder. Click **Next**.
2. To trigger changes to your system, click **Next**.



3. Watch as Secure Global Desktop and all its roles are installed. Verify that Secure Global Desktop installs successfully and click **Finish**.



4. Restart your computer. To do this now, click **Yes**.



# Joining a Team

---

## What's in this chapter?

This chapter provides step-by-step procedures for joining an existing team.

## Join Existing Team install sequence

Complete the tasks in the "[Begin the installation](#)" (Page 18) section before you begin this section.

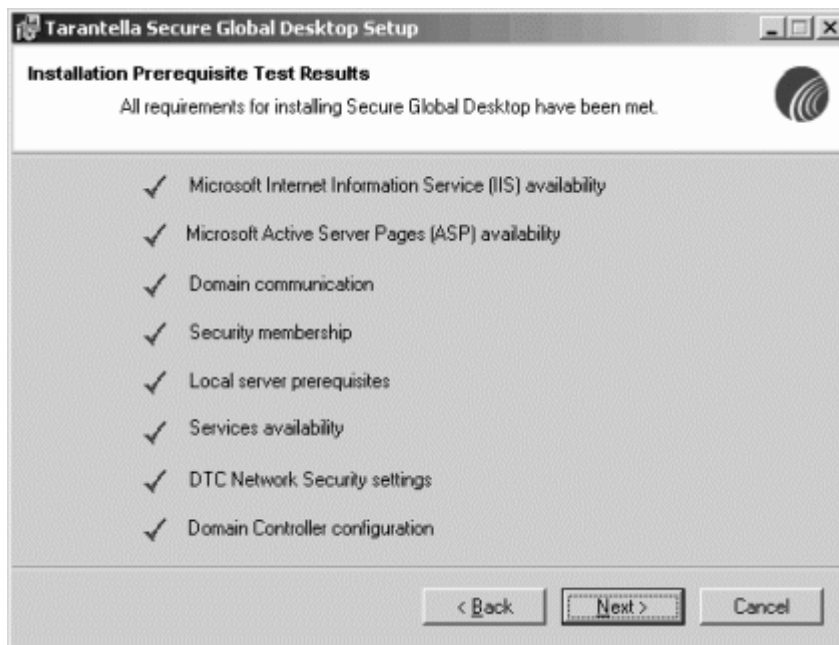
1. Select the **Domain Users** option and click **Next**.



2. Select the **Join Existing Team** option and click **Next**.



3. Click **Next** to trigger the Secure Global Desktop install prerequisites test. Wait for the results of the Secure Global Desktop install prerequisites test. If any problems exist, exit the install, address the problems and then begin the install again. If there are no errors or warnings, click **Next**.



- Specify the name of the server that holds the Secure Global Desktop database. For more information, see "SQL Server Name" (Page 6). Click **Next**.



The screenshot shows a Windows-style dialog box titled "Tarantella Secure Global Desktop Setup". The main heading is "Secure Global Desktop Database Server". Below the heading, it says "Please enter information about your relational database server." There is a circular logo on the right. The main area contains the text: "Please specify the Secure Global Desktop database server for your Secure Global Desktop team. The credentials of the person running the installation will be used to connect to the database." Below this is a text input field labeled "Server Name:" containing the text "ALOHA1". At the bottom, there is a note: "Click Next to test the connection with the database server specified. This test may take some time." At the very bottom are three buttons: "< Back", "Next >", and "Cancel".

- View the information displayed in the **Team Name** and **Description** fields and click **Next**.



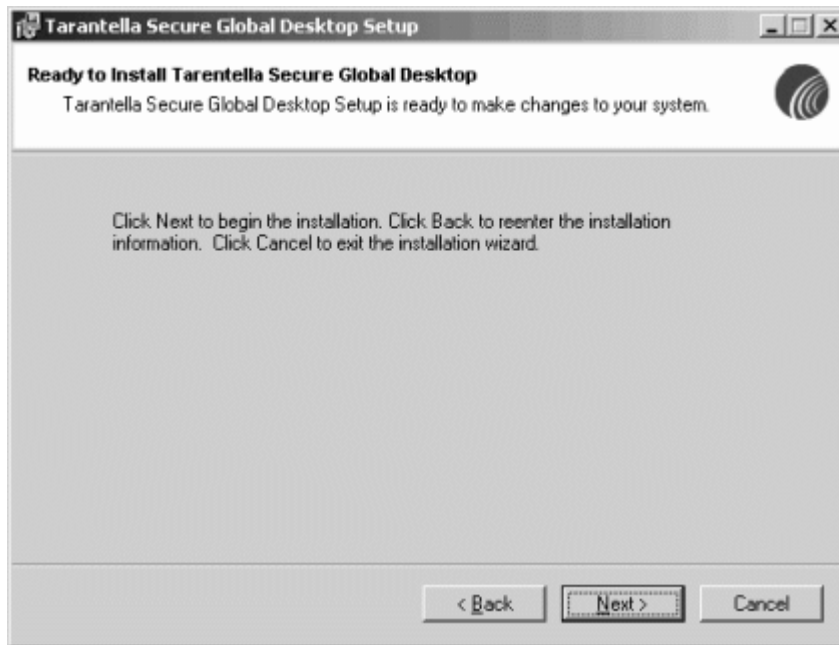
The screenshot shows a Windows-style dialog box titled "Tarantella Secure Global Desktop Join Team Setup". The main heading is "Team Name". Below the heading, it says "Please confirm you want to join this Secure Global Desktop team." There is a circular logo on the right. The main area contains the text: "The Secure Global Desktop team information for the database server specified is listed below." Below this are two text input fields: "Team Name:" containing "Team" and "Description:" containing "Team on ALOHA1". At the bottom are three buttons: "< Back", "Next >", and "Cancel".

## Trigger the system updates

You must identify the Secure Global Desktop install folder.

- Accept the default Secure Global Desktop install folder or click **Browse** to select a different folder.

2. To trigger changes to your system, click **Next**.



3. Watch as Secure Global Desktop updates your server. Verify that Secure Global Desktop installs successfully and click **Finish**.

---

**!** **NOTE**

*The Join Existing Team installation sequence displays “Logged in user is not part of the Secure Global Desktop Administrator group” error and fails if the Secure Global Desktop Administrator group has a double byte character in the name of the Secure Global Desktop Administrator Group. In this case, the administrator should add servers to the team from the Console. For more information, refer to the Secure Global Desktop Administrator Guide.*

---

# Restoring a Team

---

## What's in this chapter?

This chapter provides step-by-step procedures for restoring an existing Secure Global Desktop installation.

## Restore Secure Global Desktop

You need to restore those servers in your Secure Global Desktop Team that require a restore. If only one member of your team concerns you, restore only that server. You do not need to apply a restore to all members of your team.

Complete the tasks in the "[Begin the installation](#)" (Page 18) section before you begin this section.

1. Select the **Domain Users** option and click **Next**.

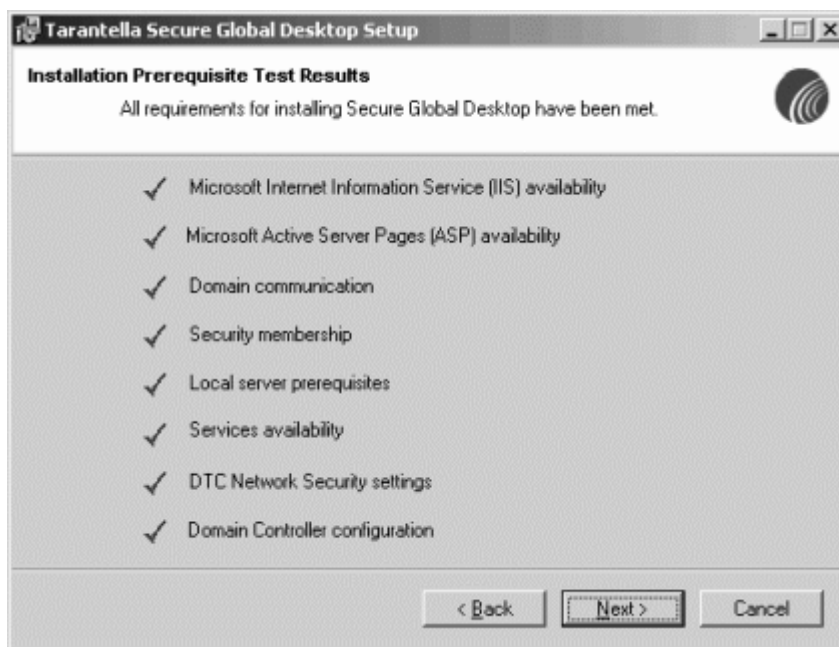




2. Select the **Restore Server** option and click **Next**.



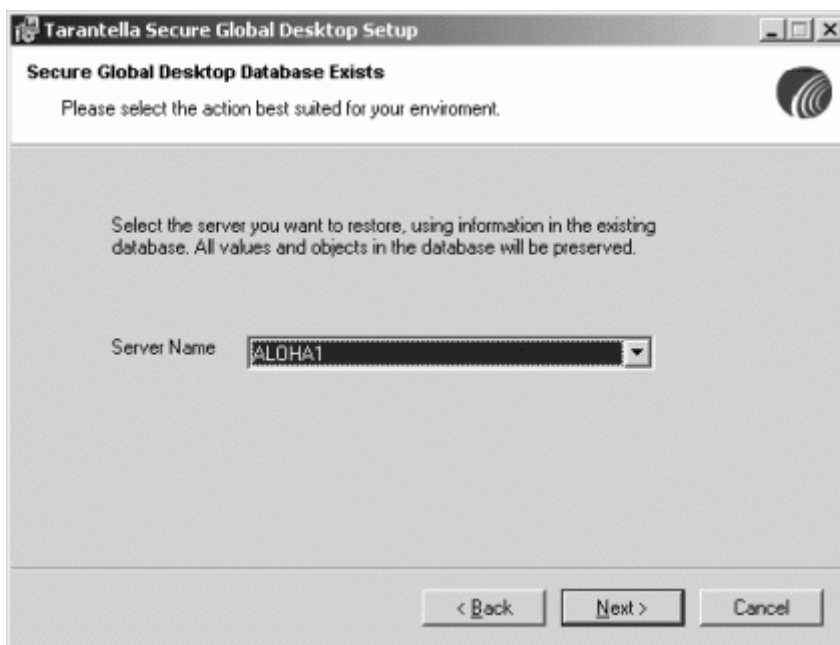
3. Watch as Secure Global Desktop performs some checks and reports errors and/or warnings. Address any errors and when there is none, click **Next**. You cannot proceed with errors.



4. In the **Server Name** field, enter the name of your Secure Global Desktop database server and click **Next**.

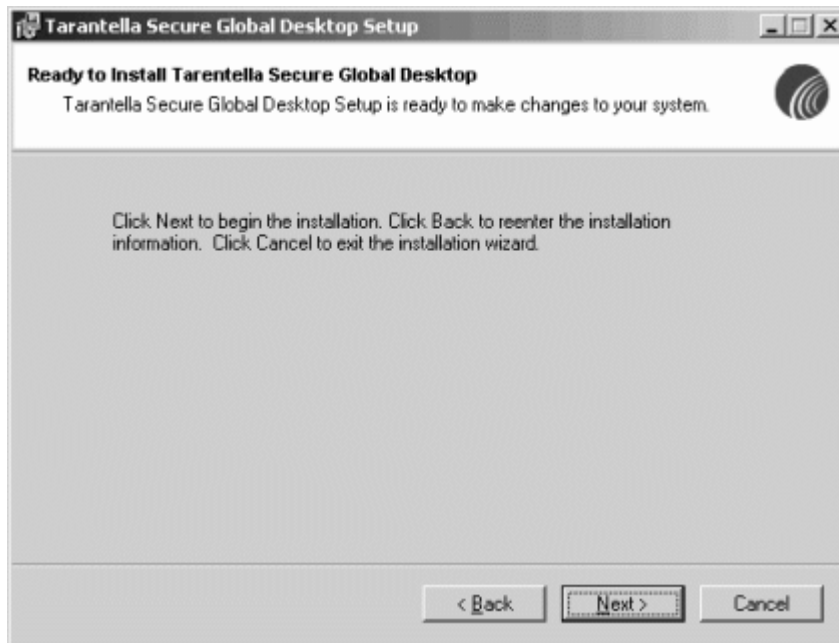


5. After Secure Global Desktop verifies that the database exists, from the **Server Name** list, select the server you want to restore and click **Next**.



6. Verify that the **Destination Folder** name is correct or click **Browse** to select the destination folder, and click **Next**.

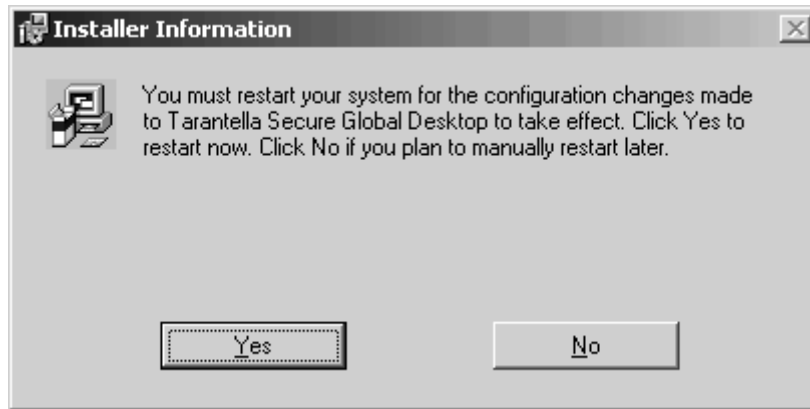
- When you are ready to restore Secure Global Desktop on this server, click **Next**.



- Watch as the configuration update continues and restore works with the roles that were previously installed on this server. Verify that the restore completes successfully and click **Finish**.



9. Click **Yes** to restart this server.



10. Go to the next server in the Secure Global Desktop Team that requires a restore and repeat this procedure, as required.

# Local Server Install

---

## What's in this chapter?

This chapter provides a step-by-step procedure for installing Secure Global Desktop for local users.

## Local Server install sequence

You can do a local server install of Secure Global Desktop. In this case, all the roles are installed on a single server and the Secure Global Desktop system is restricted to local resources. For more information on the Local Server Install concept, refer to the *Secure Global Desktop Administrator Guide*.

Complete the tasks in the "[Begin the installation](#)" (Page 18) section before you begin this section.

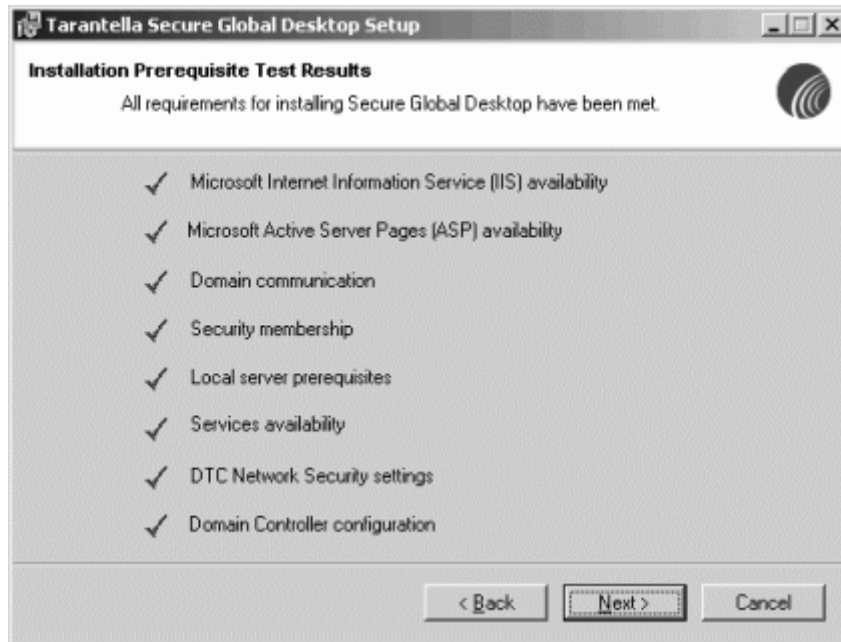
1. Select the **Local Users** option and click **Next**.



2. Since this is a single server install, you cannot change the option on this screen. Click **Next**.



3. Watch as Secure Global Desktop performs some checks and reports any errors and/or warnings. Address any errors. When there are no error messages, click **Next**.



---

**!** **NOTE**

*If the Installation Prerequisite Test Results screen displays any errors, you need to fix the errors to proceed with the installation.*

---

4. Enter your user information and select a **Product Key** option.



The screenshot shows a Windows-style dialog box titled "Tarantella Secure Global Desktop Setup". The main heading is "User Information" with a sub-instruction: "Please enter the following information to customize your installation." The form contains three input fields: "Full Name", "Organization", and "Product Key". Under the "Product Key" section, there are two radio button options: "30 Day Evaluation" (which is selected) and "Product Key". A note below the radio buttons states: "Note: The product key is case sensitive." At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

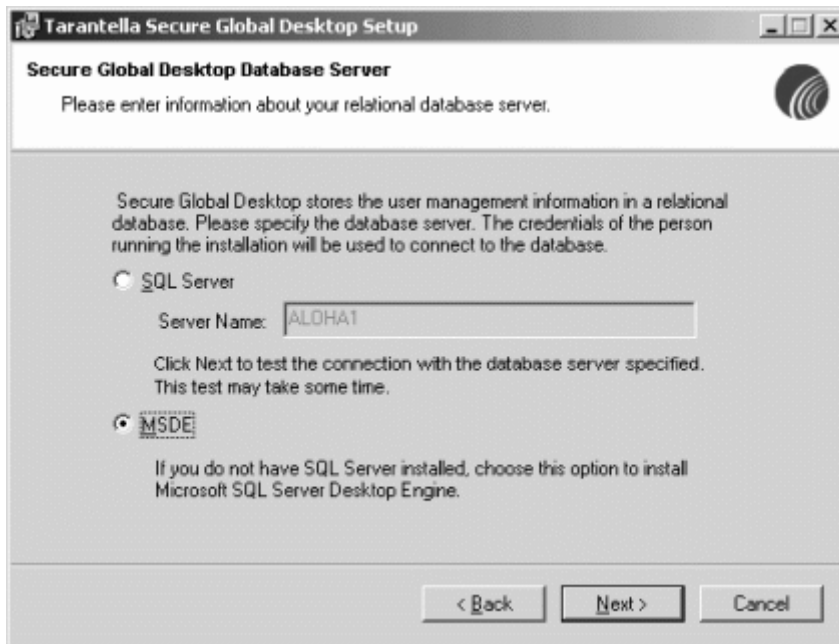
## Install the Database

You will install either a SQL Server database or an MSDE database.

### SQL Server Database install

1. Do one of the following:
  - To use a SQL server, select the **SQL Server** option and in the **Server Name** field, enter the NetBIOS name of the SQL server

- To install MSDE if you do not have SQL server installed, select the MSDE option and proceed to "MSDE Database install" (Page 41).



2. Proceed to "Identify other required variables" (Page 43) after specifying the SQL server name.

## MSDE Database install

The Secure Global Desktop installation provides you with the option of upgrading to MSDE with Service Pack 3. When you choose this option, ADO is also upgraded to MDAC 2.7 if the version of ADO on the server on which the administrator installs the MSDE is older than MDAC 2.7.

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### NOTE

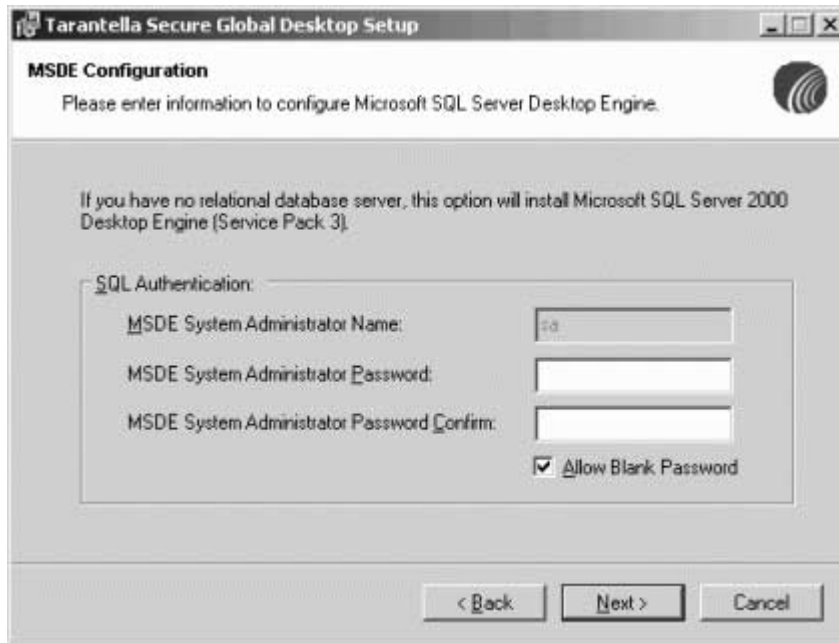
*The existing database applications on the server that depend on a particular version of ADO may no longer function properly after an MSDE install or upgrade. To avoid this, verify that the database client applications will work with the MDAC version that MSDE would install.*

---

1. This installation sequence shows the MSDE install. Install this database if you will not be using a Microsoft SQL Server 7 or Microsoft SQL Server 2000 for Secure Global Desktop. Select the **MSDE** option and click **Next**.



2. In the **MSDE System Administrator Password** field, enter a password. Enter the password again in the **MSDE System Administrator Password Confirm** field. Select the **Allow Blank Password** check box to allow blank password. Click **Next**.



3. If you choose an MSDE installation, you will receive instructions to restart the Secure Global Desktop installation once the MSDE install completes. Click **OK**.



---

**!** **NOTE**

*If you encounter any problem while upgrading MSDE to SP3 or while installing a new instance of MSDE SP3 through a Terminal Services connection, download and restart the MSDE setup from the local computer.*

---

4. Watch the installation progress.
5. Reboot your system after an MSDE install. The Secure Global Desktop installation starts from the beginning, Step 2 in "Begin the installation" (Page 18).
6. When you are at the **Secure Global Desktop Database Server** screen this second time, select the **SQL Server** option and enter the name of the server on which you placed your MSDE server.

**NOTE**

*Do not select the **Install MSDE** option when you reach the **Secure Global Desktop Database Server** screen after the reboot.*

---

7. Proceed to "Identify other required variables" (Page 43).

## Identify other required variables

You must identify the Secure Global Desktop Team, a user ID, and a password for the COM+ components. Additionally, you must identify the Secure Global Desktop Administrator Group, and the Secure Global Desktop install folder.

1. In the **Team Name** and **Description** fields, enter a unique name and a meaningful description to identify the new Secure Global Desktop Team. Click **Next**.



The screenshot shows a Windows-style dialog box titled "Tarantella Secure Global Desktop Setup". The dialog has a "Team Name" section with the instruction "Please enter the name and description for the Secure Global Desktop team." Below this, there is a paragraph of explanatory text: "Each Secure Global Desktop system consists of one or more Secure Global Desktop servers. A group of Secure Global Desktop servers is known as a team." There are two text input fields: "Team Name:" containing "Secure Global Desktop Team" and "Description:" containing "Secure Global Desktop on ALoha1". At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

2. In the **User Name** and **Password** fields, enter the relevant Component Identity information for the COM+ components. This user can be any local user on the server and preferably the password should not expire or be changed. Click **Next**.



The screenshot shows a dialog box titled "Tarantella Secure Global Desktop Setup" with the subtitle "Component Identity". The main text reads: "Please specify an identity for the COM+ components." Below this, a smaller text block states: "COM+ components require an identity to initialize and run. Please enter the user name and password for use by these components." There are three input fields: "User Name:" containing "administrator", "Password:" containing a masked password "XXXXXXXXXX", and "Domain:" containing "SHAMU". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

3. In the **Group Name** field, enter the relevant information about the Secure Global Desktop Administrator Group. This can be any group on the server. Only Secure Global Desktop administrators should belong to this group and Secure Global Desktop administrators must belong to this group to manage Secure Global Desktop from the Management Console. Click **Next**.

**!** NOTE

*For a member of this group to use the shadowing feature, the member should be a local administrator on the server. For more information on shadowing, refer to the Secure Global Desktop Administrator Guide.*

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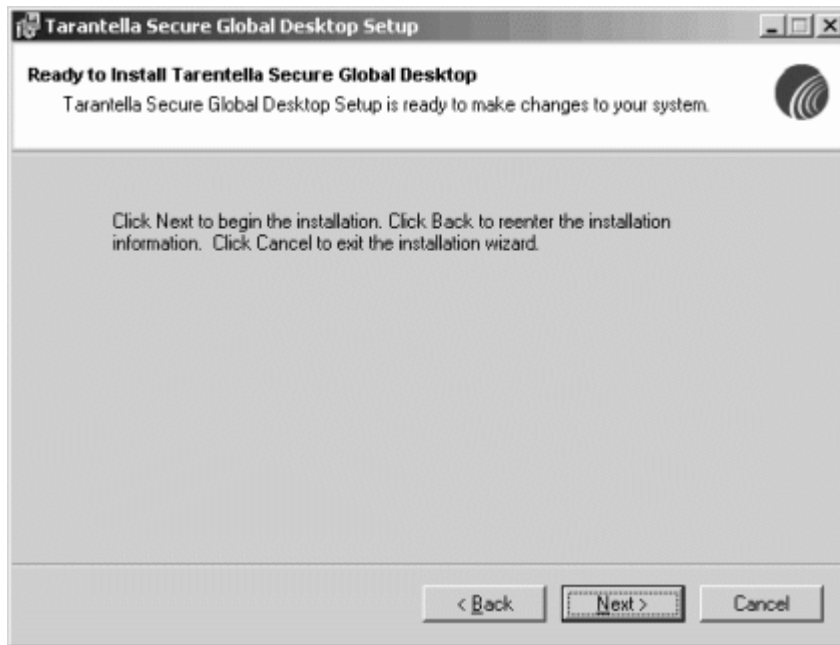


## Trigger the system updates

You must identify the Secure Global Desktop installation folder and trigger the system changes.

1. Accept the default Secure Global Desktop installation folder or click **Browse** to select a different folder. Click **Next**.

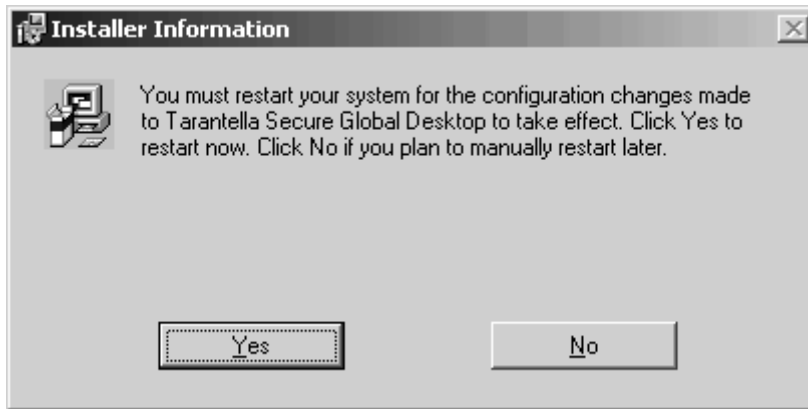
2. To trigger changes to your system, click **Next**.



3. Watch as Secure Global Desktop and all its roles are installed. Verify that Secure Global Desktop installs successfully and click **Finish**.



- Restart your computer. To do this now, click **Yes**.



# Upgrading Secure Global Desktop

---

## What's in this chapter?

This chapter provides step-by-step procedures for upgrading an existing Secure Global Desktop installation.

## Upgrading Secure Global Desktop from version prior to 2.1

To upgrade from version prior to SGD-TSE v2.1 or Canaveral-iQ v2.1 you will first have to upgrade them to SGD-TSE v2.1. If you run SGD 4.0 install on these versions then Welcome dialog box of installation will show following message:

"You are trying to upgrade to Secure Global Desktop from a version previous to Secure Global Desktop Terminal Services Edition 2.1. This upgrade is not supported. Call Tarantella Support to determine an appropriate upgrade path.

Click **Cancel** to exit the installation wizard."

To upgrade from these versions to SGD-TSE v2.1 please refer to the SGD-TSE v2.1 installation guide.

## Upgrade Secure Global Desktop

To upgrade all the servers in your team from SGD-TSE v2.1 or from Canaveral-iQ v2.1 to Secure Global Desktop v4.0, you must run the upgrade installation on the Web Server. You must log on to the Web Server on which you will run the upgrade installation as a domain user.

The upgrade feature of Secure Global Desktop upgrades the entire Secure Global Desktop team. However, you must reboot the Web Server after the upgrade installation completes to ensure the upgrade of all the servers in the team. If you do not reboot the Web Server, upgrade of all the servers is not guaranteed

---

### **NOTE**

*If the Console is running in secure mode (HTTPS), the Depot folder on the Web Server has to have plain HTTP access, even if the other folders are secured as HTTPS, otherwise upgrade fails on remote servers.*

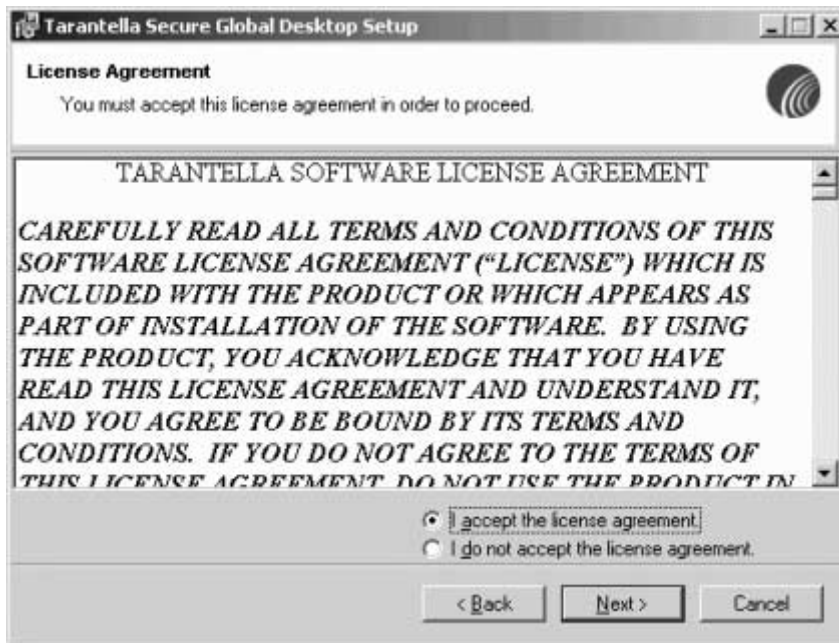
---

If the Services window is open on any of the servers during the automatic upgrade, the upgrade does not succeed. So, if you have opened a window using **Start>Settings>Control Panel>Administrative Tools>Component Services>Services**, be sure to close it before you begin this upgrade. Additionally, before you upgrade your Secure Global Desktop team, on all

computers, close all the Secure Global Desktop Management Console windows for the team you are upgrading.

To upgrade your Secure Global Desktop team:

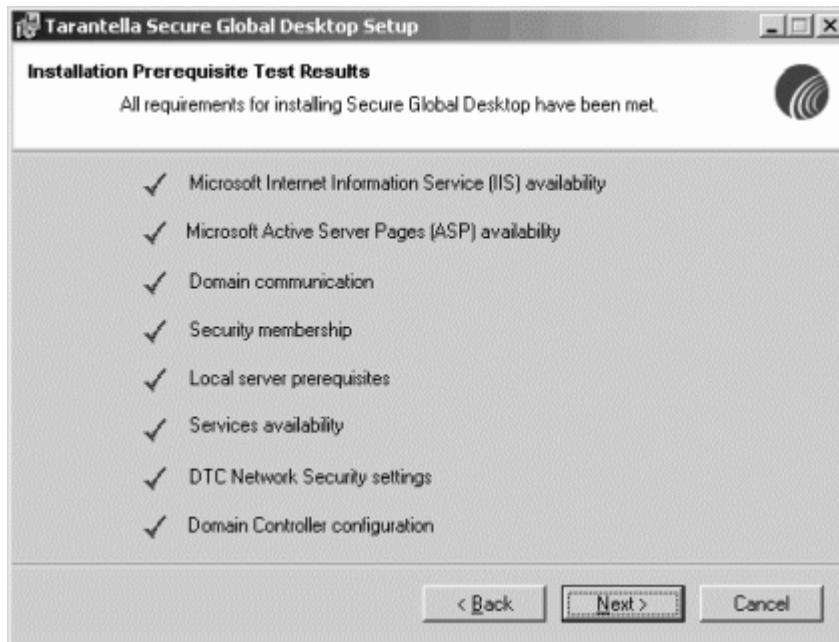
1. Insert the Secure Global Desktop CD on the Web Server. Secure Global Desktop detects the prior version of Secure Global Desktop and offers you the upgrade wizard. Read the Welcome screen and click **Next**. Click **View Documents** to see the list of documents and download them.
2. Read and accept the license agreement, and then click **Next**.



3. Watch as Secure Global Desktop detects the older version of the product and then click **Next**.



4. Read the domain installation test results. If no issues are found and all requirements have been met, click **Next**. Otherwise, address the issues reported and begin the install again.



---

**!** **NOTE**

*If the Domain Test Install Results screen displays any errors, you need to fix the errors to proceed with the installation.*

---

5. Enter your user information, select the **Product Key** option, and enter the Base Key provided to you.

- You may change the Component Identity information. In the **User Name**, **Password**, and **Domain** fields, enter the relevant Component Identity information for the COM+ components.



**Tarantella Secure Global Desktop Setup**

**Component Identity**  
Please specify an identity for the COM+ components.

COM+ components require an identity to initialize and run. Please enter the user name and password for use by these components.

User Name:

Password:

Domain:

< Back   Next >   Cancel

- View the **Administrator Group** information and click **Next**.



**Tarantella Secure Global Desktop Setup**

**Administrator Group**  
Please specify the administrator group for Tarantella Secure Global Desktop.

Secure Global Desktop will continue to be managed by the following administrative group.

Group Name:

Domain:

< Back   Next >   Cancel

- Click **Next** to accept the default **Destination Folder**.

9. Read the **Database Upgrade** screen, verify that you have a full backup of the current state of your database and then click **Upgrade**.



---

**!** **NOTE**

*This backup is required as a precaution only, Secure Global Desktop uses your current database.*

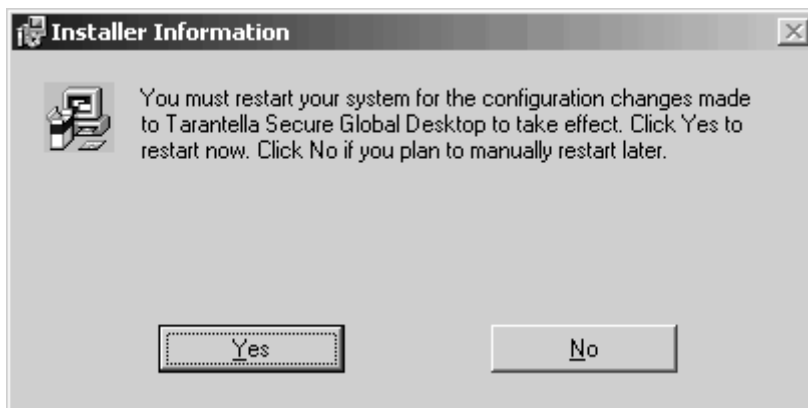
---

10. Wait to see that the Secure Global Desktop database upgrades successfully. When you are ready to trigger the upgrade, click **Next**.

11. Watch as Secure Global Desktop configures the Application Manager, updates the system, and as the Secure Global Desktop roles install. Click **Finish**.



12. Restart your computer. To do this now, click **Yes**. If you are upgrading a Secure Global Desktop team consisting of multiple servers, we recommend that you click **Yes** to ensure upgrade of all the servers in the team. An upgrade of all the other servers in the team takes place only after the Web Server on which you are running the upgrade installation reboots. The roles are then upgraded on all the other servers.



---

**! NOTE**

*This procedure upgrades all the servers in your Secure Global Desktop team. You do not have to upgrade each server separately.*

---

### Upgrading to MSDE SP3

If you already have MSDE installed and you want to upgrade to MSDE SP3, run `MSDE_SETUP.EXE` from the `MSDE\en-us` folder on your Secure Global Desktop CD. For more information, refer to `SP3README.HTM` in the same folder.



# DMZ SPR Server Install

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## What's in this chapter?

This chapter provides a step-by-step procedure for installing Secure Global Desktop DMZ SPR Server and also uninstalling Secure Global Desktop DMZ SPR Server.

## Pre-requisites for installing DMZ SPR Server

1. Secure Global Desktop needs to be installed and running.
2. DMZ SPR Server role needs to be installed locally on the machine as remote installation of this feature is not supported.

## DMZ SPR Server install sequence

Installing DMZ SPR results in installation of DMZ SPR Role.

1. Insert the CD onto the machine where the DMZ SPR Server Role needs to be installed. Double click the **SGD-TSE-DMZ.msi** to start the installation.
2. Click **Next** on the initial screen.
3. Select **I accept the License Agreement** option and click **Next**.
4. Enter your user information and click **Next**.
5. Select the **Local Users / Domain Users** and click **Next**.
6. In the User Name and Password fields, enter the relevant service identity information for the DMZ SPR service. This user can be any local / domain user on the server or domain depending on the option selected in the previous screen. Preferably the password should not expire or be changed. Click **Next**.
7. In the **Web Server IP Address** or **Cascaded SPR IP Address** fields, enter the IP address of the Web Server or Internal SPR Server. In the **Port** field enter the port number on which the Web Server or Internal SPR Server is listening. Select **Yes / No** in the **Secure Communication** option depending on whether the Web Server or Internal SPR is secured or unsecured. Click **Next**.

---

### NOTE

*The port between the DMZ SPR and the internal Web Server or Cascaded SPR Server needs to be opened in the internal firewall. The port for Cascaded SPR Server can be modified through the Console.*

---

8. Select the appropriate Destination Folder and click **Next**.
9. Click **Next** on Ready to Install the application screen.
10. Watch as Secure Global Desktop DMZ Server is installed. Verify that Secure Global Desktop DMZ Server installs successfully. Click **Finish** to exit installation.

## Uninstalling Secure Global Desktop DMZ Server Role

1. To uninstall Secure Global Desktop DMZ Server, click **Start > Control Panel > Add/Remove Programs**.
2. Select **Tarantella Secure Global Desktop DMZ Server** and click on **Remove**.
3. From the **Console > Manage > Servers > Select DMZ Server > Click Remove Server > Only From Database** option and click **Next**.

---

 **NOTE**

*DMZ Server cannot be uninstalled remotely.*

---

# Uninstalling Secure Global Desktop

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## What's in this chapter?

This chapter provides step-by-step procedures for uninstalling Secure Global Desktop.

## Uninstall Secure Global Desktop

You may want to uninstall a Secure Global Desktop team or you may want to uninstall Secure Global Desktop from a single server which has one or more roles installed on it and is a part of a Secure Global Desktop team.

## Uninstall Secure Global Desktop Team

You can uninstall all the servers in a Secure Global Desktop team from the Management Console.

To remove a Secure Global Desktop team:

1. Using the Management Console, in the Remove Server sequence from the **Manage>Servers>Remove Server** page, select all the servers.
2. You should use one of the following options while removing the server to remove the software from the server:
  - **Now**, to drop any open client connections and remove it immediately.
  - **When Safe**, to remove the server when there is no adverse impact on the environment.

This removes the Secure Global Desktop software from the servers and also removes the server information related to all servers from the Secure Global Desktop database. For more information on using the Management Console, refer to the *Secure Global Desktop Administrator Guide*.

---

### NOTE

*Some of the servers may restart after the uninstall.*

---

## Uninstall Secure Global Desktop from a server in a Team

You can remove a single server from the Management Console as mentioned in "[Uninstall Secure Global Desktop Team](#)" (Page 3) by selecting that server in the Remove Server sequence. If the Console is not available, you can uninstall the Secure Global Desktop software from the server by using the Windows Add/Remove Programs utility.



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**!** **NOTE**

*You must have the Web Server, Application Server, and Load Balancer roles installed on at least one server for the Secure Global Desktop team to be functional.*

---

To uninstall Secure Global Desktop from a server:

1. Select **Start>Settings>Control Panel>Add/Remove Programs**.
2. Select **Tarantella Application Management** and click **Remove**.
3. Click **Yes** on the confirm dialog box to remove the program.
4. Select the program **Secure Global Desktop** and click **Remove**.
5. Click **Yes** on the confirm dialog box to remove the program.

This removes the Secure Global Desktop software from the server, but the server still remains in the Secure Global Desktop database.

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**!** **NOTE**

*If required, you can restore the server by using the procedure in "[Restoring a Team](#)" (Page 33).*

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To remove the server from the Secure Global Desktop database, when the Management Console becomes available again, remove the server using **Manage>Servers>Remove Server** page. Select the **Remove from database** option in the Remove Server sequence.

# About Us

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## What's in this chapter?

This chapter provides information about Tarantella Inc. and Secure Global Desktop.

## About Tarantella

Tarantella, Inc. (NASDAQ:TTLAE) is a leading provider of purpose-built application access and deployment software to nearly 12,000 customers' sites worldwide. Tarantella enables organizations to access and manage information, data and applications across all platforms, networks and devices. Tarantella bridges the gap between vendors, ensuring that customers have complete access to business-critical information. Using Tarantella's software, customers realize the benefits of secure corporate data, maximizing return on existing IT assets and improved productivity. The company markets its products through key industry partnerships and a worldwide network of consultants and resellers. Tarantella is headquartered in Santa Cruz, California.

## About Secure Global Desktop from Tarantella

Secure Global Desktop makes central deployment and management of server-based Windows applications simple, intelligent, and cost effective. Serving both enterprises and service providers, Secure Global Desktop increases the efficiency of IT operations and improves business performance.

## Other sources of information

You can find more information, as follows:

**TABLE 3. Sources of information and their availability**

Source	Availability
Tarantella Inc.	+1 831 427 7222
Technical Support Center	Visit <a href="http://www.tarantella.com/support">www.tarantella.com/support</a>
Local Sales Office	Visit <a href="http://www.tarantella.com/about/offices/">http://www.tarantella.com/about/offices/</a>
Email to Tarantella	<a href="mailto:info@tarantella.com">info@tarantella.com</a>
Tarantella on the Web	<a href="http://www.tarantella.com">http://www.tarantella.com</a>