



TLNplanner 2009

Installation Guide Notes for Use under Terminal Server/CITRIX



traffic mobility logistics.

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1 Installation Requirements

1.1 Licences

Each workstation that can access the TLNplanner application must have a licence (named-user licence).

1.2 System Requirements

Notes

Please note that TLNplanner intranet cannot be installed alongside TLNplanner on the same computer.

It is recommended that you only use TLNplanner under **CITRIX** as this will guarantee the best graphic display and performance (see "Special Notes" on page 11).

- **Computer type**
IBM-AT or compatible systems
- **Processors**
Current Pentium IV processors, min. 1.3 GHz, 3 GHz recommended
- **Operating system**
Windows 2003 Server, Windows 2000 Server with Terminal services
Citrix Metaframe 1.8 or Citrix Presentation Server 3.0 or higher
- **Memory**
At least 1 GB, 2 GB recommended (see "Special Notes" on page 11)
- **Hard drive**
Minimum 3 GB free, depending on the map used and the use of altitude profile data, Europe City 9 GB free(see "Install ADO" on page 2)
- **Video adapter**
At least VGA (1024 x 768); 16 million colours, 1280 x 1024 or higher recommended
- **Printer**
All printer drivers supported by Microsoft Windows

- **Other**

Internet access and Internet Explorer 4 or higher is required for installation, using traffic information and automatic data entry with Toll Collect. An e-mail program is required for sending maps and itineraries.

1.3 Install ADO

Please note that each time before you install TLNplanner, you must be logged on with local administration rights or, if necessary, domain administration rights.

For internal database access, TLNplanner requires the ADO interface from Microsoft. This ADO interface is normally a component of Windows operating systems. ADO basically consists of 2 components: the ADO interface itself and its Jet Providers. A particular ADO version also requires a particular version of the Jet Provider (you will find an overview of this in the table below).

Depending on the operating system, it may be the case that necessary components are missing. It is possible that TLNplanner cannot install completely Jet Providers which may be missing, as the files are, amongst other things, dependent on the language of the operating system and the corresponding Microsoft® Service Packs installed on the system.

Please note that it is not possible to replace a new version of ADO with a previous version!

The following table provides an overview:

Windows Version	ADO Version	Jet Provider 4.0
Windows 2000	At least 2.6 required Supplied as standard	Not supplied as standard ¹⁾
Windows XP	At least 2.7 required Supplied as standard	Not supplied as standard ¹⁾
Windows 2003 (Server)	At least 2.8 required Supplied as standard	Not supplied as standard ¹⁾

¹⁾ You will find ADO or the relevant Jet Providers on the Microsoft website under

<http://support.microsoft.com/>

Notes

Search the Knowledge Base for "ADO" or "Jet".

1.4 General Notes on Assigning Rights under Windows

When TLNplanner is running under Windows 2000 and XP, the problem sometimes arises that files required by TLNplanner are not registered, which prevents TLNplanner from starting.

Reason: Compared to Windows NT the rights of "normal" users have been significantly reduced from Windows 2000. This means that the access rights for the registry and file system are considerably stricter. These "normal" users usually belong to the user group "User". From Windows 2000 on a user working with TLNplanner must, however, belong to the "Power user" group. The rights of this group generally correspond to those of "normal" users under Windows NT.

Possible solutions: (these can be performed either on the computer concerned or in the domain using a Group Policy Object. Only your systems administrator should perform these settings).

Variation 1: Ensure that TLNplanner users belong to the local power user group (this is usually done by the network administrator).

Variation 2: Assign the user temporarily to the power user group and start TLNplanner. Then revert the user to the user group "User".

Access Rights in the Network

Access rights for TLNplanner folders for network operation have to be set on the server as follows:

File Sharing		Full Access Rights	Modify	Read			
	\TLNplanner 2009		x	x			

The following security settings must be observed locally:

TLNplanner

Security		Full Access Rights	Modify	Read, Execute	List Folder Contents	Read	Write
	\TLNplanner 2009			x	x	x	
	\maps			x	x	x	x
	\prog			x	x	x	x
	\prog.mov			x	x	x	x
	\template			x	x	x	x
	C:\Program Files\ Common Files\map-serv			x	x	x	

2 Installation

The ADO interface (at least 2.5) must be installed on every computer, on which TLNplanner will be installed. If it is not, then the installation wizard displays the message "The required ADO version 2.5 is not available" and terminates the installation process (see "Installation Requirements" on page 1).

2.1 Preparation on the Terminal Server

Before the installation is carried out, the Terminal Server must be switched to installation mode. This can be performed manually in DOS using the CHANGE USER command:

```
CHANGE USER /INSTALL
```

The current mode can be determined with the /query command.

Entering CHANGE USER /query returns information regarding which mode the Terminal Server is in at the moment.

Alternatively you can perform the installation via **Control Panel > Add/Remove Programs**. The Terminal Server then automatically switches to the CHANGE USER /INSTALL mode or, if installation has been completed, to the /execute mode.

2.2 The Distributed Installation with Load Balancing

If you are using a Citrix server farm with two or more servers, you can install TLNplanner on every one of these servers so that the data can be managed centrally.

Please consult chapter Installing the Client of the TLNplanner installation guide. You should regard each individual server as a local client and the server with central prog.mov folder as the server installation.

The load balancing function of your Citrix farm will then access the local file mgstart.exe.

2.3 Program Installation

1. Insert the TLNplanner program DVD into your DVD ROM drive.
Installation should start automatically when you insert the DVD. If this is the case, proceed to Step 4. If installation is not automatically started, then proceed as follows:

1. Select your DVD ROM drive in Windows Explorer.
2. Start installation by double-clicking the file **autorun.exe**.

2. After the welcome screen, you are required to accept the licensing agreement.

3. Specify the path of the destination folder.

*The installation program suggests the path C:\Programme\TLNplanner 2009 by default. You can accept this path or select another by clicking **Browse**. Do not forget to create an installation folder (e.g. D:\TLNplanner 2009).*

4. Enter the serial number of your licence certificate with the product designation "TLNplanner SN program".

After you confirm this by clicking **Add**, the following should appear in the **installed components** area:

TLNplanner program

5. Confirm the windows that follow with **Next**.
6. Select the components that you wish to install and click **Change** each time.
7. Enter a program group from which you can later start TLNplanner.

*The program group TLNplanner is suggested by default (**Start > Program Files > TLNplanner**).*

You will get a summary of your installation details so far and TLNplanner will be installed.

8. Once setup has been completed, you can import data from older versions of TLNplanner (TLNplanner version 11 or higher). Follow the Update Wizard's instructions.
9. Finally, confirm that you want to restart the computer by clicking **Yes** if necessary.
10. Remove the program DVD from the CD-ROM drive. Now you are ready to begin the map installation.

2.4 Map Installation

Once the TLNplanner program has been installed and the computer restarted, you need to return to installation mode again (see "Program Installation" on page 6). The following describes how to install the map:

1. Insert the first map DVD. Setup starts automatically. Alternatively you can click on the file **autorun.exe** on the CD.
2. Choose the desired language for the installation process. The setting you choose here has no effect on the language of the map you are about to install.
3. After the welcome screen, you are required to accept the licensing agreement.
4. Specify the path of the destination folder, in other words, the directory in which you installed TLNplanner.
The installation program normally suggests the correct path. This is C:\Program Files\TLNplanner 2009 by default.
5. Enter the serial number in your licence certificate for the map.
After you confirm this by clicking **Add**, the name of the map should appear in the **installed components** area:
E.g.: Germany.
6. Confirm with **Next**.
You will get a summary of your installation details so far and TLNplanner will be installed.
7. When setup has been completed, click **End**.

TLNplanner is now installed and you can start the program (see "First Start" on page 8).

2.5 Installing Additional Maps

You can, of course, add one or more additional maps to the program at any time. An additional map installation means that you already have a version of TLNplanner installed and you want to install newly purchased maps. Remember that you only have to install the map (see "Map Installation" on page 7). Don't install the program DVD again!

Notes

Before you install an additional map, make sure that TLNplanner starts without any problems with the currently installed map.

2.6 Concluding the Installation

Before the program is started on the server by the Administrator, the Terminal Server must be switched back to execute mode.

If you manually activated install mode using DOS, you can use `CHANGE USER /EXECUTE` to switch back to execute mode.

If the installation was started via the Add/Remove Programs wizard in Control Panel, then the wizard can simply be closed.

2.7 First Start

It is absolutely compulsory that the administrator starts TLNplanner for the first time, as this is when entries must be added to the Windows registry.

If this procedure fails, then ensure that all installation requirements have been fulfilled (see "Installation Requirements" on page 1) and rights have been correctly assigned (see "General Notes on Assigning Rights under Windows" on page 3).

2.8 Further Customisation

2.9 Number of Licences

You can only create as many users in TLNplanner as there are installed licences. These users can all work with the program **simultaneously**.

Notes

Each workstation that can access the TLNplanner application must have a licence (named-user licence).

Remember that if you are using the **test version** on Terminal Server, only one user can be created. If several users log on to the program, then no user can end the program during this session. If one of the users logs off, all active users are logged off.

If you have purchased a **full version**, the licence certificate indicates how many licences will be installed with the serial numbers.

The number of users

- can be contained in one single serial number. Therefore, you will receive one program serial number, for 10 users, for example, and also a map serial number, also for 10 users.
- can be divided between several individual serial numbers. In this case you will receive 10 individual program serial numbers, for example, and 10 individual map serial numbers. This means that you could install 4 individual workstations locally, for example, and the remaining 6 licences could be kept on a server. In this scenario, you install the program and the map with a single program or map serial number and you add the remaining licences to the administration tool.

2.10 Configuring Users

New TLNplanner users are automatically created with user names and passwords when the program is started. The password can be anything you want but must be at least four characters long. However, you can also create users in the administration tool or the transfer NT users directly. (**Edit menu > Users > Add NT users**).

2.11 Upgrading from a Test Version to a Full Version

In order to register a TLNplanner test version as a full version, you need the licence certificate with the appropriate serial numbers.

You do not need to install the program and the maps again if you upgrade before the trial period expires.

The data you created in the test version will be available after you have upgraded to a full version. You can upgrade at any time by using the Administration Tool. Alternatively you can wait until the test version expires and then the licence wizard starts automatically.

Notes

After the trial period has expired, you can no longer upgrade the test version!

1. To open the administration tool, click **Start > Programs > TLNplanner > TLNplanner Administration Tool**.
2. Log on as the administrator (Press the **F12** key to automatically insert the username "Administrator").
3. In the Edit menu, click **Register Full Version**.
4. When asked if you want to register the full version, click **Yes**.

The Licence Wizard starts.

5. You will be prompted to enter serial numbers for all modules installed in the test version. If you do not have one of the modules displayed, you can continue with the registration by clicking **Skip**.
6. After the process is complete, close the dialog box.

3 Special Notes

TLNplanner has not been designed for use under Terminal Server/CITRIX. Extensive tests and practical implementation have proved that TLNplanner is fully functional for customers. However, the program does not, for example, support any automatic distribution procedures which can be used under CITRIX.

It is recommended that you only use TLNplanner under CITRIX, as this will guarantee the best graphic display and performance. Terminal Server can only handle a resolution of 256 colours. Therefore, the map display on the client is not so detailed.

The notes here are valid as long as nothing else is specified for Terminal Server or for CITRIX.

- The distance server cannot be used under Terminal Server.
- Users belonging to the Windows user group "User" (i.e. users with limited access), cannot start TLNplanner. The program will still be visible as an icon on the taskbar but it cannot be maximised. Only the administrator can start TLNplanner properly. If problems arise, then check the required rights have been granted (see "General Notes on Assigning Rights under Windows" on page 3).
- When calculating the memory requirements for TLNplanner, you have to base your figures on the requirements of a normal single-seat installation. This is because the present TLNplanner version does not, for example, support general caching of the routing network for multiple user sessions. The amount of RAM should therefore be based on the number of simultaneous users.
- The occupied memory will be made free as soon as a user session ends. The administrator should therefore advise the users to close idle program sessions immediately, in order to free up occupied memory and reduce the burden on the server.
- If Outlook, Excel etc. databases are connected and Outlook, Excel etc. have not yet been configured for the user on the Terminal Server (i.e. have never been started), TLNplanner appears to "freeze". This status may last for some time, depending on the circumstances.
- The connection and geocoding of large databases should be performed outside of peak usage times whenever possible, so as to avoid disrupting user access.

TLNplanner

- TLNplanner disappears from the task bar when maximised. When minimised, the program symbol is displayed in the task bar.

Refers to CITRIX

Reason: With some applications CITRIX does not correctly calculate the window handle of the main program window, which is required for displaying the program icons on the taskbar. You can instruct CITRIX to internally contact a different API function for calculating the window handle.