

Data Sheet C: Thin Client Implementation

Overview

Snap Client is compatible with Thin Client environments including Windows Terminal Services and Citrix. The Snap Client is installed onto the server by installing the Snap Client MSI file; however care must be taken to ensure that the Terminal Server is NOT placed into "Install Mode".

System Requirements

- Windows 2000 SP3 and above
- Internet Explorer 6.0 and above
- MSXML 3.0 and above

Installation of the Snap Client on Terminal Services

The Snap Client is installed directly onto a Windows Terminal Server or Citrix Server by installing the Snap Client MSI file. The server needs to be running Windows 2000 SP3 or above and IE 6 and above.

The process for installing the Snap Client on the Terminal Server is the same as for installing the Snap Client on a workstation; however care must be taken to **ensure that the Terminal Server is NOT placed into "Install Mode"**.

When Snap Client is installed on a Terminal Server, ensure that the following steps are taken:
Either:

- Do NOT place the Terminal Server into Install Mode during the installation of Snap Client. Doing so will result in the Terminal Server intercepting the per-user registry keys that Snap Client adds to HKEY_CURRENT_USER and shadowing them in a registry key specific to Terminal Services at the following location:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Terminal
Server\Install\SOFTWARE\Snap Communications
```

This is a standard behavior of Terminal Services. Terminal Services will then automatically manifest the shadowed registry keys into the HKEY_CURRENT_USER of all users who subsequently log onto the Terminal Server. This results in incorrect behavior of the Snap Client and anomalies in identifying each individual user to the Snap Server.

Or:

- If the Terminal Server was placed into Install Mode during the installation of Snap Client, then the shadowed per-user registry keys MUST be deleted to ensure correct operation. The registry key to delete is:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Terminal
Server\Install\SOFTWARE\Snap Communications
```

- If any users logged onto the Terminal Server prior to the shadowed per-user registry keys being deleted, all those users will be subject to the incorrect behavior of the Snap Client. To correct this issue, the per-user registry keys specific to Snap Client MUST be deleted from EACH user's profile. The per-user registry key to delete is:

```
HKEY_CURRENT_USER\Software\Snap Communications Client\Settings
```

Refer to the following Microsoft TechNet article for more information on the behavior of Terminal Server Install Mode:
[http://technet.microsoft.com/en-us/library/cc730696\(WS.10\).aspx](http://technet.microsoft.com/en-us/library/cc730696(WS.10).aspx)

Individual User Registration

When users first login to a terminal server session, details of their user profile will be transmitted through to the Snap Servers via the Snap Client installed on the terminal server, in the same manner as when Snap Client is installed on a workstation. This information is used to define individual user and establish targeting groups by replicating the Active Directory group structures. Alternatively, user profile questionnaires (Snap Registration Alerts) can be used to capture user specific details from which targeting groups are established.

Content Creation and Targeting

The creation and targeting of content within a Thin Client environment is no different from when Snap Client is installed on a workstation. Content is targeted to individual users or specific groups and downloaded to the Snap Client that is installed on the Windows Terminal Servers or Citrix Server. A single installation of Snap Client on a Terminal Server or Citrix Server is able to support multiple user profiles. Individual users receive only content intended for them, as it is the user profile that determines who gets to see what content. The Snap solution also supports mandatory and roaming user profiles.

Content Display

The display of content delivered within a Thin Client environment is no different from how content is displayed when Snap Client is installed on a workstation. However due to reduced screen refresh rates it is important to design content with Thin Client users in mind.

NB) Designing content for Thin Client users:

Ticker bar display characteristics can be optimized to counter adverse effects of low screen refresh rates by reducing the ticker bar scroll speed.

The use of animated (Flash/SWF) screensavers should be avoided for Thin Client users due to low screen refresh rates.